

**Annual Maintenance Contract for Providing Maintenance Services
at NABARD Mizoram Regional Office for the Period
01/08/2021 to 31/07/2024**



Date of Commencement of issue of tender	26/05/2021
Earnest Money Deposit	Rs. 19000.00
Pre tender Meeting	1100 hours on 07/06/2021 Venue: NABARD, New Capital Complex, Aizawl-796001
Last date and time for receipt of Bids	1400 hours on 16/06/2021
Date and time of opening of tender bids.	1500 hours on 16/06/2021 for technical bid 1100 hours on 23/06/2021 for price bid
Address for submission of Bid	NABARD, New Capital Complex, Aizawl-796001

Part I

Technical Bid

NOTICE INVITING TENDER

Ref No NB.MIZO/ 116

/DPSP- Maint /2021-22

Dated 26 May 2021

Annual Maintenance Contract for Providing Maintenance Service at NABARD Mizoram Regional Office for the Period 01/08/2021-31/07/2024

National Bank for Agriculture and Rural Development (NABARD), is a body corporate established under the National Bank for Agriculture and Rural Development Act, 1981 having its Head Office at Plot No. C-24, Block 'G', Bandra-Kurla Complex, Bandra (East), Mumbai - 400051 and Regional Offices (ROs) / Training Establishments (TEs) in different cities across the country.

NABARD invites sealed tenders for its Mizoram Regional Office, Aizawl situated at New Secretariat Complex, Khatla , Aizawl under Two-Bid system from reputed agencies, either by themselves or as a joint venture/consortium/partnership having capacity to provide the required number of uniformed, trained manpower for the maintenance services situated at the above address.

Tender documents may be downloaded from NABARD's website: www.nabard.org. Only those sealed cover tenders will be accepted which would be deposited in the tender box kept in the office of NABARD, Mizoram Regional Office, Aizawl for the said purpose. The tender deposited /received in any other mode like fax, e-mail, courier etc. will not be accepted.

Last date for submission/receipt of tender(s) is 16/06/2021 till 1400 Hrs. and will be opened in the presence of tenderers or their authorized representatives who wish to be present on as per the schedule given below in the Office of NABARD, Mizoram R.O. at New Secretariat Complex, Khatla, Aizawl.

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In case of any holiday on the day of opening, the tenders will be opened on the next working day at the same time but the tender box will be sealed on same day and time, as scheduled above. The tenders received after the above said scheduled date and time will not be considered.

Sd/-

(T Sudheer)
Deputy General Manager,
NABARD,AIZAWL – 796001

Encl.

1. Letter from the tenderer
2. Check list for the tenderer
3. Annexure I: General Instruction to the tenderer
4. Annexure II: Instructions for filling the price bid
5. Annexure III: Basic information
6. Annexure IV: Bank Details
7. Annexure V: General terms and conditions
8. Annexure VI: Scope of work
9. Annexure VII: Format for agreement
10. Annexure VIII: Format for Indemnity Bond
11. Price bid

Letter from the tenderer

Place:-

Date:-

General Manager

National Bank for Agriculture and Rural Development
Mizoram Regional Office
New Capital Complex
Aizawl-

Dear Sir

Annual Maintenance Contract for providing Maintenance Services at NABARD Mizoram Regional Office for the Period

I/We have read and understood the Notice Inviting tender and contents in the tender document such as Eligibility criteria of applicants, Instructions to the applicants, Services to be rendered, Terms and Conditions of the contract, etc. I/We do hereby declare that the information furnished by me/us in the tender documents is correct to the best of my/our knowledge and belief.

Name of the partner/ owner of the firm authorized to sign:

OR

Name or person having Power of Attorney to sign the contract

Seal and sign of the tenderer

Check List

Technical bid will be evaluated on these parameters

Sr. No.	Description of Enclosure		Please ✓ or write
1	Type of Firm and Registration detail		
2	Registration (please submit requisite documents)	GST	
		ESI	
		PF	
2	Audit Report (please submit audit reports for these three years)	2017-18	
		2018-19	
		2019-20	
3	Turnover : should be more than Rs. 6.97 lakh (please submit CA certificates certifying the turnover)	2017-18	
		2018-19	
		2019-20	
4	Experience in same field i.e. supply of manpower for various services during the last 7 years i.e. from 01/04/2014 to 31/03/2021 (Please submit experience certificate/ completion certificate only, work order will not be considered)	3 works of Rs. 9.30 lakh each or	
		2 works of Rs. 11.63 lakh each or	
		1 work of Rs. 18.60 lakh each	
5	Earnest Money through NEFT: please submit requisite documents		
6	If MSME mentioned please submit requisite documents		
9	Bank a/c details (details to be given on Annexure IV)		
10	PAN (please submit requisite documents)		
11	Copy of cancelled cheque		
12	Past Experience in the similar field i.e. supplying of manpower services	Years	
		Organisation	

13	The bidder should submit an undertaking that it has not been blacklisted by any authority/entity in India or abroad.		
14	The Agency should mandatorily have an office (Registered/ corporate/ branch/ regional/ Zonal) at Aizawl. Documentary proof to be submitted		

Annexure I

General Instructions to the Tenderer

1. The Tenders may be submitted after visiting the site and conducting survey of the existing conditions so as to familiarize themselves with the nature of works to be carried out and get all clarifications as necessary from NABARD before quoting their rates.
2. The envelopes containing the Tender document complete in all respects, duly signed by the tenderer in each page and sealed as necessary, should be dropped in the Tender Box kept at the reception area at Ground Floor, NABARD RO, Aizawl **before 1400 hours on 16/06/2021. No other mode of tender will be accepted.**

Envelope: 1 should contain:

1. Technical bid
2. NEFT Receipt for EMD
3. Experience certificates
4. Bank details
5. Balance sheet for the years 2017-18, 2018-19 and 2019-20
6. Any other documents

Envelope 2 should contain only the price bid. No other documents should be kept in the envelope no.2

Both the envelopes should be kept in a bigger envelope and the name of the tenderer, name of the work should be mentioned on that envelope.

3. Opening of Bid

Technical Bid (Envelope 1) and price bid (Envelope 2) will be opened on separate dates as mentioned earlier. Price bid (envelope 2) will be opened only if found eligible in technical bid.

4. Selection of Bidder

- Bidder has to qualify in Technical Bid (submitted in Envelope 1). Envelope 2 i.e. price bid of bidder will be opened only if found eligible in Technical Bid.
- Selection will be based on Grand Total quoted at the price bid by the bidder.
- If two or more bidders quote the same amount, the bid will be evaluated on the basis of their average annual turnover of the last three years or experience. In such case, the decision of NABARD will be final and binding to all the bidders.
- Conditional bid will summarily be rejected.

5. The bidder should have experience of similar works like providing of maintenance services during the last 7 years. NABARD may visit such institution where the agency has rendered its services.

The annual turnover of the bidder during each of the last 3 years should be at least 30% of the estimated cost of tender.

The firm should have done at least:

- i) three similar works valuing not less than 40% of the estimated cost; or
- ii) two similar works valuing not less than 50% of the estimated cost; or
- iii) One similar work valuing not less than 80% of the estimated cost.

6. The estimated cost of the work is Rs. 23.25 lakh p.a. (with GST)

7. **The EMD of Rs. 19000.00** is required to be deposited through NEFT to the following account:

Name of Account: National Bank for Agriculture and Rural Development

Bank : NABARD

Branch Name: Head Office, Mumbai

Account No (VAN) : NABADMN33

IFSC Code: NBRD00000002

After depositing the EMD amount, the tenderer is advised to send an email to

aizawl@nabard.org with the details of the transaction. Tender without EMD is liable to be rejected.

8. The EMD of the Contractor selected for award of the Annual Maintenance Contract will be retained by NABARD as Retention Money Deposit (RMD) till expiry of the Contract and will not carry any interest. The successful bidder has to deposit an amount @5% of the yearly tender amount as RMD (within 15 days from the date of issue of work order), in such case the EMD amount already deposited will be adjusted. Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier, including warranty obligations. 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 services.
9. NABARD reserves the right to divide and distribute the work to more than one Contractor at its sole discretion. The tenderers are advised to ensure strict observance of commercial aspect of this Tender and also the following points:
 - (a) The Contract period will be for a period of 01/08/2021 to 31/07/2024 subject to annual review and renewal on satisfactory performance each year.
 - (b) The contract period may be extended further depending upon the discretion of NABARD.
 - (c) However, NABARD reserves the right to terminate the services of the agency by giving one-month notice if the services are found to be unsatisfactory.
10. Validity of offer should be 90 days from the last date for receipt of quotation.
11. Tenders containing tenderer's own conditions are liable to be rejected.
12. The rates may be quoted in the Price BID.

Signature of the authorized signatory of the contractor / Tenderer

Annexure II - Instructions for filling the Price bid

1. Quoted rates should be workable and reasonable and should include:
 - a. Cost of equipment/machinery, if required
 - b. Allowance for maintenance of uniform, shoes etc.
 - c. Incidental expenses and all overheads and profits
 - d. All taxes, levies, insurance costs etc. transportation of workers etc.
 - e. Cost of disposal of garbage in the municipal dumping ground
 - f. Cost of cleaning of drain, sewer line, choke up etc.
2. The contractor may be required to furnish Rate Analysis, along with the price-bid, for the rates quoted by him/her in this tender, if required.
3. Only GST will be paid extra.
4. Taxes as stipulated by norms will be deducted from the bill raised by the contractors.
5. The contractor is advised to visit the premises before quoting the rates and get all clarifications from NABARD.

Signature of the authorized signatory of the contractor / Tenderer

Annexure III

Basic information

A. General Information		
1	Name of the applicant organization/ vendor/ supplier/ service providers	
2	Address for communication and contact details	
3	Telephone number (landline) Telephone number (mobile)	
4	E mail ID	
5	Type of the organization (whether sole proprietorship. partnership, private limited or limited company or cooperative society, etc.)	
6	Name of the proprietor/partners or directors in the organization	
7	Details of Registration — (whether partnership firm, company. society, etc.) Registering Authority, Date, Registration No., etc., mentioning the business/activity of the firm (A copy to be enclosed)	
8	Whether empanelled with Government/Semi Government/ Municipal Authorities or any PSU and if so, give the details of the same and nature of contract (copy to be enclosed)	
9	Number of years of experience in the field/ trade . A list of important assignments may be indicated for the same along with supporting documents (copy of proof of completion/work order) Minimum 7 years of experience as on 31/03/2021	_____Years (as on 31/03/2021)

10	Have you in the past carried out any works for NABARD? If yes, give details	
11	Address of Aizawl Office through which the proposed work will be handled. The name, designation and contact details of the officer in charge.	
B. Financial Information		
12	Permanent Account Number (PAN) of the proprietor/ partnership firm/ private limited company/ limited company/ cooperative society (Copy of PAN to be attached)	
13	GST No. (enclose copies of relevant documents)	
14	Balance sheet and profit & loss statement for the previous three years (2017-18, 18-19, 19-20) duly certified by a practicing Chartered Accountant in support of Annual Turnover.	
15	Annual turnover during the last three years (Pl. attach CA certificate)	2017-18 (Rs.) 2018-19 (Rs.) 2019-20 (Rs.)
16	Indicate if involved in any litigation at present in similar type of contracts	
17	Any civil suit arisen in the contracts of works executed, if any, please give brief details	
18	Number of supplementary sheets attached	

Place:

Date:

Signature of the Applicant

Annexure IV**Details of the Bank's Account**

Name of the Vendor / Firm / Contractor	
Name of the Account Holder	
Registered Address of the Vendor / Firm	
Name of the Bank's branch and Address	
Bank's Code and Branch's Code	
IFSC Code of the Bank's Branch	
Type of Account (Current/Saving/Cash credit)	
Account Number	
PAN Number	
Other details, if any	

Note: A copy of cancelled cheque in respect of the above account which is operated by the vendor must be enclosed

(Signature and Full Name of the authorized person with seal on behalf of Firm/Agency/Contractor)

Place:

Date:

Annexure V

General Terms and Conditions

1. NABARD will have no liability whatsoever concerning the persons deployed by the tenderer for the purpose. The successful tenderer shall keep NABARD indemnified against all losses of damages or liability arising out of or imposed in the course of employment of persons(s) by him.
2. The successful tenderer shall make regular and full payment of wages, salaries, PF and any other payment due to his employee(s).
3. If applicable, the successful tenderer shall obtain the necessary labor license from the Licensing Authority under the Contract labor (R&A) Act and Contract Rules framed there under and produce the same to the authorized representative of NABARD whenever asked to do so.
4. The successful tenderer shall comply with all acts, laws under Contract Labor (R&A) Act 1970 and EPF & ESI act, payments of wages act, minimum wages act or any other statutory rules regulations with their related amendments, by-laws applicable or which might become applicable with regard to the performance of work included herein or touching this contract from time to time and take such necessary steps as may be deemed necessary in this regard. The successful tenderer shall keep the bank indemnified against all penalties, claims and liabilities of every kind for any violation of such acts, Laws or Regulations etc. by him / her, his / her agents or his / her staff.
5. If at any time during the period of the contract, it is observed by the bank or by its authorized representatives that the services rendered by the tenderer's personnel are not to the satisfaction of the bank or any terms of the contract are violated, NABARD reserves the right to terminate the contract by giving one month notice.
6. It shall be entirely, the responsibility of the successful tenderer to ensure that no unlawful act is done by his person(s) while on duty.
7. In case of loss of NABARD's property due to the negligence or carelessness of the person(s) deployed by the successful tenderer he will be responsible and shall make good the same.
8. The successful tenderer shall be solely responsible for settling / resolving any dispute/ claim of his / her personnel during the contract. No liability shall accrue to NABARD under the circumstances during / after expiry of the contract.
9. The contractor shall indemnify NABARD against any payments to be made under and for observance of the above mentioned various laws and rules.
10. The contractor shall not subcontract the whole or any part of this contract to another person/ vendor.
11. All works shall be carried out in accordance with the provision of the statutory acts and laws.
12. During the tenure of the contract, the contractor has to coordinate the work with other agencies working inside or outside. Also in case of emergency or major problems, the contractor has to provide complete support and assistance to any other agency engaged by NABARD.
13. The staff deployed should be available 2 days prior to commencement of the contract to ensure smooth handing over / taking over from the existing contractor.
14. The rate quoted for the said contract shall include the cost of manpower, cost of supervisor, cost of tools and equipment etc. as mentioned in the scope of work.
15. Payment:
 - a) The payment for up-keeping of the premise will be reimbursed on monthly basis and on submission of the bills for the same. NABARD will not pay any overtime.
 - b) The contractor shall raise his claims with all documents like attendance sheet, payment detail through bank, ESI/EPF statements etc. before 10th of the following month.
 - c) The contractor shall compulsorily issue a salary slip to every worker in the format provided below (an indicative format):-

Name of Employee:	Designation
Month:	No. of Days present:-
SALARY STATEMENT	ESI No.
Payable / Paid	PF No.
Amount (In Rs.)	Amount (In Rs.)
BASIC	DEDUCTIONS AMOUNT
DA	EPF (%)
	ESI (%)
	DEDUCTIONS
BONUS	(TAXES AND ANY
	OTHER CHARGES)
GROSS WAGES	
	TOTAL DEDUCTION:
NET PAYABLE (Rs.)	

16. Mobile phone nos. of the supervisor may be intimated to NABARD.
All the workmen deployed under the contract should have valid Identity Card issued by the Agency and should be in proper uniform of approved colour.
17. The Vendor shall observe all the necessary safety precautions for the safety of the labour and the employees of NABARD/residents of the colony during execution of works . The Vendor would be responsible for the safety of persons employed by the Vendor as also the safety of employees of NABARD / residents of the colony.
18. The Vendor shall take all precautions to avoid accident and causes of accident. The Vendor must be careful regarding safety during working of the Vendor worker in the premises/colony.
19. NABARD shall not bear any responsibility in case of any accident to the Vendor worker in the premises/colony due to no fault of NABARD's working but merely due to negligence of the Vendor worker or lack of safety provided to them by you.
20. **Period and renewal of contract**
 - a) The Contract period will be for a period of 01/08/2021 to 31/07/2024 subject to annual review and renewal on satisfactory performance each year.
 - b) NABARD may, at its discretion, extend the contract period depending upon the satisfactory performances.
 - c) However, NABARD reserves the right to terminate the services of the agency by giving one month notice if the services are found to be unsatisfactory.
21. Contractors All Risk policy and work man compensation insurance policy for 1.25 times the contract value is to be taken by the agency for the workmen engaged and the same is to be submitted within 15 days of the work order.
22. The contractor shall deploy his manpower for 2 days after the date of expiry of the contract to enable the incoming contractor and his staff to acquaint with the complete work and schematics. Also the contractor will hand-over the items covered in scope of work in working order and the details of inventory of NABARD's incoming contractor as advised by NABARD.
23. **Rates and Prices**
The rates will be firm and all-inclusive (taxes, duties, etc.) for the entire period of the contract. No additional charges on account of transportation of men and material, lunch, tea and conveyance etc. will be given. Under any circumstances, no price escalation whatsoever shall be entertained during the contract period except revision of minimum wages and taxes. In the case of any change of statutory charges, the vendor shall bring it into the notice of NABARD immediately.
Before submitting the bid, the bidder should visit the existing facilities and seek clarifications, if any, from NABARD.
24. NABARD will be deducting the mandatory deductions i.e. taxes etc. from the payments due to the contractor.
25. All liabilities arising out of accident or death while on duty of the personnel shall be borne by the contractor. The contractor shall cover all his employees with a Insurance policy. The contractor

shall indemnify NABARD Mizoram RO, Aizawl against all liabilities arising out of any such accidents or deaths.

26. Vendor has to ensure correct performance of the said services in accordance with the prevailing assignment instructions agreed upon between the two parties.
27. The payment would be made at the end of every month based on the actual shift manned by the personnel supplied by the contractor and based on the documentary proof signed by the contractor / his representative/personnel authorized by him. No other claim on whatever account shall be entertained by NABARD Mizoram RO, Aizawl.
28. If any money, as the result of any instructions from the Labour authorities or claim or application made under any of the Labour laws, statutory laws or Regulations, be directed to be paid by NABARD Mizoram RO, Aizawl such money shall be deemed to be payable by the contractor to NABARD Mizoram RO, Aizawl within seven days. NABARD Mizoram RO, Aizawl shall be entitled to recover the amount from the contractor by deduction from money due to the contractor or from the Performance Security.
29. The contractor shall not engage any such sub-contractor or transfer the contract to any other person in any manner.
30. **The personnel engaged should be of robust physique and project an image of utmost discipline. They should be preferably between the ages of 25 and 55 yrs. NO UNDERAGE / MINOR (below 18 years of age) SHALL BE DEPLOYED UNDER ANY CIRCUMSTANCES. The entire responsibility for such lapse shall be that of the contractor. NABARD shall have right to have any person removed in case the personnel is not performing the job satisfactorily. The contractor shall have to arrange the suitable replacement in all such cases.**
31. Staff engaged by the contractor shall not take part in any staff union and association activities.
32. The contractor shall ensure that staff wear uniform and have mobile phones as per requirements.
33. NABARD Mizoram RO, Aizawl will not provide residential accommodation to any of the employee of the contractor.
34. NABARD Mizoram RO, Aizawl shall not be under any obligation for providing employment to any of the worker of the contractor after the expiry of the contract. **This contract does not create any employee employer relationship with any of the workers of the contractor.**
35. If any overpayment or underpayment is detected in respect of any work done by the agency, it shall be accordingly recover or paid by NABARD Mizoram RO, Aizawl from/to the agency. If as a result of post payment audit any over payment is detected in respect of any work done by the agency or alleged to have done by the agency under the tender, it shall be recovered by NABARD Mizoram Regional Office, Aizawl from the agency.
36. The contractor shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by NABARD Mizoram RO, Aizawl etc.
37. The contractor should have local office in Aizawl.
38. The contractor shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The contractor shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc. of the contractor in respect thereof, which may arise.
39. However, NABARD reserves the right to terminate the services of the agency by giving one month notice if the services are found to be unsatisfactory. NABARD may terminate the contract if it is found that the contractor is black listed on previous occasions by any of the Govt departments / Institutions / Local Bodies / Municipalities / Public Sector Undertakings, etc. NABARD Mizoram RO, Aizawl may terminate the contract in the event the successful bidder fails to furnish the security deposit or fails to execute the agreement.
40. Force Majeure:

If at any time during the currency of the contract, either vendor is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either vendor to discharge his obligation, the affected vendor shall promptly notify the other vendor about the happening of such an event. Neither vendor shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. The performance of any obligations under the contract shall be resumed

as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to if any or seven days, whichever is more, either vendor may at its option terminate the contract.

Penalty Clause

- a. In case of absence of any person deployed for the purpose of this contract, if no suitable replacement is provided then deduction will be made from the payments to the successful tenderer.
- b. Non-attendance or non-rectification of the faults coming under the scope of work and terms and conditions of the contract will entitle NABARD to get the job done from any other vendor at the risk and cost of the successful tenderer. The decision of the officer of NABARD in this regard will be final and binding on the contractor.
- c. In case of noncompliance of contract obligations and also in case of any damages, breakage and loss or theft to the building fittings, assets and equipment attributable to staff or labour deployed by the contractor, the contractor will be responsible for repairing / replacing the same at his cost failing which the actual cost incurred towards repair/ replacement with suitable penalty shall be imposed on the contractor by NABARD.
- d. In the event of any accident/ damage etc. caused due to negligence of staff deployed will be debited to the inefficiency of the contractor and he has to make good the loss.
- e. In the event of contractor's staff not attending to a specific item of work required under the contract, pro-rata amount will be deducted from contractor's bills.

Arbitration

In the event of any difference or dispute in connection with the agreement over the right of obligations of the parties, the decision of General Manager, NABARD, Mizoram Regional Office, New Capital Complex, Aizawl shall be final and binding upon the parties. The place of arbitration shall be Aizawl. The Indian laws shall be applicable to the arbitration.

Declaration by the Contractors

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

Date :

Signature:

Place :

Name & Address:

Seal of the Contractor:

Annexure VI

Scope of work

1. The personnel provided shall be the employees of the Contractor and all statutory liabilities will be paid by the contractor such as ESI, PF, Workmen's Compensation as per Workmen Compensation Act 1923 Act, etc. **Contractor shall provide manpower with Relievers as per the following requirements:**

Location	No. of manpower	Duty Hour
NABARD, Regional Office Mizoram, Aizawl	1 Supervisor	0900 hr to 1700 hr, from Monday to Saturday
	4 maintenance staff	0700 hr to 1500 hr from Monday to Saturday for 2 persons 1100 hr to 1900 hr from Monday to Saturday for 2 persons
	1 Electrician	0900 hr to 1700 hr, from Monday to Saturday
	1 Carpenter/ plumber	
	3 VOF/ office attendant	0900 hr to 1700 hr, from Monday to Saturday or as per requirement

2. The Contractor will maintain a register on which day to day deployment of personnel will be entered. This will be countersigned by the authorized official of NABARD Mizoram RO, Aizawl on monthly basis. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, should be shown. The Contractor has to give an undertaking regarding payment of wages as per rules and laws in force.
3. All necessary reports and other information will be supplied immediately as required and regular meetings will be held with NABARD Mizoram RO, Aizawl. Contractor and its staff shall take proper and reasonable precautions to preserve NABARD property from loss, destruction, waste or misuse.
4. The contractor shall do and perform all such services, acts, matters and things connected with the administration, superintendence and conduct of the arrangements as per the direction enumerated herein and in accordance with such directions, which NABARD Mizoram RO, Aizawl may issue from time to time and which have been mutually agreed upon between the two parties.
5. The contractor shall be responsible to safeguard all property and equipment of NABARD Mizoram RO, Aizawl entrusted to it.
6. The personnel engaged have to be extremely courteous with very pleasant mannerism in dealing with the Staff/ Attendants and should project an image of utmost discipline. NABARD Mizoram RO, Aizawl shall have right to have any person moved in case of staff complaints or as decided by representative of NABARD Mizoram RO, Aizawl if the person is not performing the job satisfactorily or otherwise. The contractor shall have to arrange the suitable replacement in all such cases.
7. The personnel will have to report to NABARD Mizoram RO, Aizawl for duty at least 15 minutes in advance of the commencement of the shift for collecting necessary documents / instructions, and to complete all other required formalities as approved by NABARD Mizoram RO, Aizawl.
8. Contractor / successful bidder shall ensure that no person involved in any litigation against any of the offices of NABARD, shall be deployed for duties under any circumstances.
9. The contractor shall ensure protection of the personnel & property of NABARD, Mizoram RO in Aizawl.

10. DUTIES AND RESPONSIBILITY OF SUPERVISOR:

Attending to the office work, manning the front desk to act as receptionist, arrangements of various meeting/seminar etc. , supervising the work of maintenance and security staff, maintenance attendance of the staff, overseeing the floors of the office building, lodging of

various complaints/ defects, coordinating with the outside govt/ non-govt agencies, any other work assigned time to time by NABARD. It is necessary to maintain the environment of the office in a peaceful, healthy and hygienic condition round-the-clock. All living areas are to be kept clean and tidy and effective waste collection and disposal arrangements shall be made.

11. DUTIES AND RESPONSIBILITY OF OFFICE ATTENDANT/ VOF/ CANTEEN ATTENDANT:

Attending to the office work viz as file keeping, arranging the file and office dead stock items, attending to small typing work, daftari work, postal work, visiting to office /post office for delivery of letters etc, and attending to staff/ officer in carrying out the various office work and arrangements of various meeting/seminar etc, keeping the record of VOF, maintaining the VOF, preparing food, tea for canteen/lounge and VOF, keeping the canteen/ lounge clean etc.

12. DUTIES AND RESPONSIBILITY OF ELECTRICIAN/CARPENTER/ PLUMBER:

In addition to normal maintenance duties indicated in para 13 below, the electrician/carpenter/ plumber will attend to various works related to civil and electrical works, generator, fire fighting work, solar panel, plumbing defects, carpentry defects, overhead tank, water harvesting system , repairing works, pump operation, operation , AC etc. maintenance of electric panels, switch boards, cleaning of switch board, AC, electrical panels, fans , liasoning with local authorities/ service providers in relation to electrical and water issues including billing etc. etc. and any other work assigned time to time. NABARD will not supply any tools and equipments for the work. NABARD will bear the cost of materials used for repairing work.

13. DUTIES AND RESPONSIBILITY OF MAINTENANCE STAFF:

i) Daily Work:

- a) Sweeping of the entire premises;
- b) Damp moping of tiles, vitrified floors, staircases, sidewalls, corridors, passages;
- c) Dusting of desk, table, chair and furniture located in the office areas and cabins on all floors
- d) Special attention will be paid to the cleaning of wash basins, Urinals, WC Pans and counter Wash basins
- e) Thorough cleaning and sanitization of the toilets, wash basins, mirrors, dustbins and WC facilities using suitable non- abrasive cleaners and disinfectants;
- f) Watering and maintenance of garden, flower pots etc.
- g) All the wash basins, toilets pans should be kept stain free using harpic/sanifresh etc;
- h) All surfaces shall be free of germs, soap and mud at the wash rooms/WCs;
- i) Replacement of bathing towels/hand towels on a daily basis in all the WC facilities/wash-up area; (these linens will be provided by the Bank)
- j) Cleaning of Door mats; aluminium doors, aluminium Fish plates, floor spring, handles of doors of all rooms, cabins, Fire Doors, passage doors etc.
- k) Naphthalene balls, urinal cubes, should be adequately be kept in the toilets;

- l) Emptying all waste paper baskets, ashtrays from all rooms and washing or wiping them clean with damp cloth, replacing plastic waste paper basket linings and returning of items where they were located;
- m) All waste wet and dry from waste paper baskets, lounge, canteen, kitchen, Pantry, dining halls etc will be collected and disposed off as per the Local Area Council guidelines every day.
- n) Cleaning of bath fittings .

ii) Weekly Cleaning:

- a) All glass doors, windows of the premises would be cleaned using damp and dry method;
- b) Glass tabletops, doors partitions and glass accessories would be cleaned using solvent;
- c) Cleaning of photos, sculptures, panels, glass/board partitions etc;
- d) Wipe/clean/polish of all staircases/ metal railings, passages, corridors with detergents/ brasso/ silvoetc supplied by office.
- e) Dusting /cleaning of Vertical/Venetian blinds
- f) Cleaning of Gates, Syntex water tanks, External Pipes
- g) Cleaning of roof top

iii) Monthly/Quarterly Cleaning:

- a) To remove cobwebs from the entire premises Basement to 8th floor and terrace including Lift Machine Rooms etc wherever they exist;
- b) Scrubbing of all floor areas;
- c) All wooden/leather furniture to be dusted, polished, cleaned with solvent and maintained in good condition;

External Façade Cleaning Services-

The service provider will have to provide this service once in a month to ensure that all external facades including framed glasses are sparkling clean throughout the year.

The team will also have to clean the atrium lobby area bimonthly or as per the requirement to ensure that all glass panels/Wooden panels and wall finishes are clean always.

The service provider will have to engage trained staff for the job. Separate payment shall not be made for this work and should be included in the house keeping charges.

All required scaffoldings, ladders, materials and machines (Gandola etc) needs to be provided/arranged by the service provider at their own cost. The maintenance staff may be engaged in other works in addition to the above mentioned work.

Safety is of paramount importance at NABARD and the service provider will have to establish that all safety measures are being followed at the time of execution of this work.

The service provider will have to cover his staff with adequate insurance benefits and documents of the same needs to be submitted.

All the below listed items (illustrative) should be available with the housekeeping team of the contractor which will be supplied by the office

- | | | |
|-----|------------------------|---------------------------------|
| 1. | Dusting Cloth | 2. Scrubbers with handle |
| 3. | All Purpose Cleaner | 4. Dust pan |
| 5. | Window Glass Cleaner | 6. Dust brushes |
| 7. | Window Applicator | 8. SS Scorch pads/steel wool |
| 9. | Window Squeeze | 10. Nylon brooms with sticks |
| 11. | Garbage bags large | 12. Floor dust mops with holder |
| 13. | Garbage bags medium | 14. Feather duster |
| 15. | Garbage bags small | 16. Spray bottles |
| 17. | Air Freshener | 18. Toilet brush |
| 19. | Insect Killer | 20. Hand brush |
| 21. | Naphthalene Ball | 22. Plastic buckets |
| 23. | Dettol | Extension pole for glass |
| 25. | Deodorant / fresheners | 24. cleaning |
| 27. | Toilet paper rolls | Garbage bins of different |
| | | 26. colours of 100 ltrs |
| | | 28. Harpic/Flush Clean |
| | | Gandola for cleaning outside |
| | | façade (owned or hired basis)- |
| 29. | Single Disk Scrubber | |

Annexure VII

NABARD Mizoram RO Aizawl , FORM OF AGREEMENT

(On Rs. 500/- Stamp Paper)

THIS AGREEMENT is made on the _____ day _____
(Month) _____ (Year) _____
Between

National Bank for Agriculture and Rural Development (NABARD) through The Chief General Manager NABARD Mizoram RO, Aizawl (hereinafter called “the Bank” which expression shall, unless excluded by or repugnant to the context be deemed to include his successors in office and assigns) of the one part

AND

_____ (Name _____ and _____ address _____ of the _____ contractor) through Shri _____, authorized representative (hereinafter called “the contractor” which expression shall, unless excluded by or repugnant to the context, be deemed to include his successors, heirs, executors, administrators, representatives and assigns) of the other part for providing maintenance services to the NABARD Mizoram RO, Aizawl for providing safety, monitoring and surveillance of their premises at Aizawl .

NOW THIS AGREEMENT WITNESSETH as follows:-

1. In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Terms and Conditions of contract hereinafter referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this Agreement, viz:
 - a. Letter of acceptance of award of contract,/ work order
 - b. Terms and Conditions;
 - c. Notice inviting Tender and the terms and conditions contained in the Tender;
 - d. Bill of Quantities;
 - e. Scope of work;
 - f. Addendums, if any ;and
 - g. Any other documents forming part of the contract; all annexures, attachments of tender documents, all papers submitted by the contractors along with tender
3. In consideration of the payments to be made by the NABARD Mizoram RO, Aizawl to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the NABARD Mizoram RO, Aizawl to execute and the maintenance services w.e.f _____ as per the provisions of this Agreement and the tender document.
4. The NABARD Mizoram RO, Aizawl hereby covenants to pay the contractor in consideration of the execution and completion of the works/services as per this Agreement and tender

- document the contract price of Rs. (Rupees in words)
5. Being the sum stated in the letter of acceptance subject to such additions thereto or deductions there from as may be made under the provisions of the contract at the times in manner prescribed by the contract.
 6. GST will be paid extra by NABARD as per norms.
 7. In case, any dispute or issue arises regarding the interpretation of any of the clauses of this agreement or of any of the documents prepared or to be prepared in this regard, the contents of the Tender Documents shall prevail over this agreement and /or any other document.

IN WITNESS WHEREOF the parties hereto have signed the Agreement the day and the year first above written.

(Signature of the Bidder) Name and Address of the Bidder. Telephone No.	Signature of Authorized Signatory of NABARD, Mizoram RO Aizawl
(Signature of Witness 1) Name of Witness Address of Witness	(Signature of Witness 1) Name of Witness Address of Witness
(Signature of Witness 2) Name of Witness Address of Witness	(Signature of Witness 2) Name of Witness Address of Witness

Annexure VIII

INDEMNITY BOND

(On Rs. 100/- Stamp Paper)

KNOW all men by these presents that I, Shri..... of M/sdo hereby execute Indemnity Bond in favour of National Bank for Agriculture and Rural Development (NABARD), having their Registered Office at C-24, G Block, Bandra-KurIa Complex, Bandra (E) Mumbai-400051 and Regional Office at New Secretariat Complex, Aizawl-796001 and M/s.....having their office at on this day of..... 2021.

WHEREAS NABARD have appointed M/s.....as the Contractor for their proposed work relating to **“Annual Maintenance Contract for providing maintenance Services at the NABARD Mizoram Regional Office ”**.

THIS DEED WITNESSETH AS FOLLOWS:-

I/We M/shereby do Indemnify NABARD against and from

1. any third vendor claims, civil or criminal complaints liabilities, site mishaps and other accidents or disputes and/or damages occurring or arising out of any mishaps at the site due to faulty work, negligence, faulty construction and/or for violating any law, rules and regulations in force, for the time being while executing/executed works by me/us,
2. any damages, loss or expenses due to or resulting from negligence or breach of duty on the part of me/us or any sub-contractor/s if any, servants or agents.
3. any claim by an employee of mine/ours or of sub-contractor/s, if any, under the Workmen Compensation Act and Employers Liability Act, 1939 or any other law, rules and regulations in force for the time being and any Acts replacing and/or amend the same or any of the same as may be in force at the time and under any law in respect of injuries to persons or property arising out of and in the course of the execution of the contract work and/or arising out of and in the course of employment of any workmen/employee.
4. Any act or omission of mine/ours of sub-contractor/s if any, our/their servants or agents which may involve any loss, damage liability, civil or criminal action.

IN WITNESS WHEREOF THE M/shas set his/their hands on thisday of 2021.

SIGNED AND DELIVERED BY THE AFORESAID M/s

IN THE PRESENCE OF WITNESS:

(1)

(2)

Signature of the authorized signatory of the contractor / Tenderer

Part II

Price BID

Annual Maintenance Contract for providing Maintenance Services at NABARD Mizoram Regional Office for the Period

SCHEDULE OF QUANTITIES

Annexure A

Sr. No.	Particulars	Amount per month for 1 worker (Rs.) as per detail given on Annexure B	No. of Workers	Amount per Annum (Rs.)
1	Supervisor		1	
2	Maintenance Staff		4	
3	Electrician/ Carpenter		2	
4	Office/ VOF Attendant		3	
		Total	10	

Total in Word:

Place

Date

Seal and Sign of the Contractor

Annexure B**Cost of Supervisor per Shift per month**

Sr. No.	Particulars	Remarks	Rates/ Percentages	Amount per Month (Rs.) (for 26 days)
A	Basic Wages plus VDA	w.e.f 01/04/2021	714.00	18564.00
B	EPF on Basic Wages plus VDA	Restricted to maximum wage ceiling of Rs. 15000.00	12.00%	1800.00
C	EDLI on Basic Wages plus VDA		0.50%	75.00
D	Admin. Charges (EPF and EDLI) on Basic Wages plus VDA		0.50%	75.00
E	ESIC	Calculated over Basic plus VDA	3.25%	603.00
F	Bonus	up to a limit of Rs. 21000.00 pm, calculated for maximum Rs. 7000.00 pm	8.33%	583.00
G	Sub Total { Sum of (A) to (F)}			21700.00
H	Service Charges			
I	Total Cost per shift per month for 1 worker (G+H)			

Cost of Maintenance Staff per Shift Per month

Sr. No.	Particulars	Remarks	Rates/ Percentages	Amount per Month (Rs.) (for 26 days)
A	Basic Wages plus VDA	w.e.f 01/04/2021	431.00	11206.00
B	EPF on Basic Wages plus VDA	Restricted to maximum wage ceiling of Rs. 15000.00	12.00%	1345.00
C	EDLI on Basic Wages plus VDA		0.50%	56.00
D	Admin. Charges (EPF and EDLI) on Basic Wages plus VDA		0.50%	56.00
E	ESIC	Calculated over Basic plus VDA	3.25%	364.00
F	Bonus	up to a limit of Rs. 21000.00 pm, calculated for maximum Rs. 7000.00 pm	8.33%	583.00
G	Sub Total { Sum of (A) to (F)}			13610.00
H	Service Charges			
I	Total Cost per shift per month for 1 worker (G+H)			

Cost of Carpenter and Electrician per Shift Per month

Sr. No.	Particulars	Remarks	Rates/ Percentages	Amount per Month (Rs.) (for 26 days)
A	Basic Wages plus VDA	w.e.f 01/04/2021	505.00	13130.00
B	EPF on Basic Wages plus VDA	Restricted to maximum wage ceiling of Rs. 15000.00	12.00%	1576.00
C	EDLI on Basic Wages plus VDA		0.50%	66.00
D	Admin. Charges (EPF and EDLI) on Basic Wages plus VDA		0.50%	66.00
E	ESIC	Calculated over Basic plus VDA	3.25%	427.00
F	Bonus	up to a limit of Rs. 21000.00 pm, calculated for maximum Rs. 7000.00 pm	8.33%	1094.00
G	Sub Total { Sum of (A) to (F)}			
H	Service Charges			
I	Total Cost per shift per month for 1 worker (G+H)			

Cost of Office Attendant/ VOF Attendant per Shift Per month

Sr. No.	Particulars	Remarks	Rates/ Percentages	Amount per Month (Rs.) (for 26 days)
A	Basic Wages plus VDA	w.e.f 01/04/2021	505.00	13130.00
B	EPF on Basic Wages plus VDA	Restricted to maximum wage ceiling of Rs. 15000.00	12.00%	1576.00
C	EDLI on Basic Wages plus VDA		0.50%	66.00
D	Admin. Charges (EPF and EDLI) on Basic Wages plus VDA		0.50%	66.00
E	ESIC	Calculated over Basic plus VDA	3.25%	427.00
F	Bonus	up to a limit of Rs. 21000.00 pm, calculated for maximum Rs. 7000.00 pm	8.33%	583.00
G	Sub Total { Sum of (A) to (F)}			15848.00
H	Service Charges			
I	Total Cost per shift per month for 1 worker (G+H))			

Note

1. No change shall be allowed in the tables.
2. No other document shall be attached in the envelope of the price bid.
3. Conditional price bid will be rejected.
4. Contractor is required to quote the service charge. Service charge is to be quoted up to two decimal points only.
5. All figures shall be quoted/ calculated up to two decimal points and rounded off as necessary.
6. NABARD has the right to recalculate the figure and rounding off up to two decimal points as per the standard practice.
7. GST will be paid extra.

8. Service charge should cover the over head, profit, tax, levies, insurance cost, transportation, stationery, uniform etc.

Seal and sign of the contract