Dear Sir

Quotations for Maintenance and Catering of Visiting Officer’s Flats (VOF) at NABARD Officers Quarters at Cenotaph Road Chennai -2020-2022

National Bank for Agriculture and Rural Development (NABARD) invites sealed offers/tenders in two parts from all eligible bidders for Maintenance and Catering of Visiting Officer’s Flats (VOF) at NABARD Officers Quarters at Cenotaph Road Chennai as per the terms and conditions contained in the Request For Proposal (RFP)/Tender. The Bidding Document may be obtained from NABARD’s office located at No. 48, Uthamar Gandhi Road, Nungambakkam, Chennai-34 on a non-refundable payment of Rs.500/- by way of demand draft in favour of NABARD payable at Chennai or downloaded from https://www.nabard.org/ free of cost. The other details are given below:

<p>| Date of commencement of issue of Tender | 28/02/2020 |
| Cost of RFP document (non-refundable) | Rs.500/- (Document is available for download from <a href="https://www.nabard.org/">https://www.nabard.org/</a> of free of cost) |
| Earnest Money Deposit (Bid Security) | Rs.16000/- |
| Last date for receipt of RFP queries | 14:30 hrs on 20/03/2020 at NABARD Office, No. 48, Uthamar Gandhi Road, Nungambakkam, Chennai-34 |
| Last date and time for receipt of Bids | 14:30 hrs on 23/03/2020 at NABARD Office, No. 48, Uthamar Gandhi Road, Nungambakkam, Chennai-34 |
| Date and time of opening of technical bid | 15:30 hrs on 23/03/2020 at NABARD Office, No. 48, Uthamar Gandhi Road, Nungambakkam, Chennai-34 |
| Place of receiving and opening of tenders | NABARD Office, No. 48, Uthamar Gandhi Road, Nungambakkam, Chennai-34 |</p>
<table>
<thead>
<tr>
<th>No. of envelopes (non-window, sealed) to be submitted</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Two (2) Envelopes</td>
<td></td>
</tr>
<tr>
<td>a) Sealed envelope 1- Pre Contract Integrity Pact (page 20-27)</td>
<td></td>
</tr>
<tr>
<td>b) Sealed envelope 1- containing technical bid+ EMD DD/BG+ cost of RFP document (EMD and cost of RFP to be enclosed in separate cover and pinned to cover-1) (page01-02)</td>
<td></td>
</tr>
<tr>
<td>c) Sealed envelope 2- Sealed envelope 3 containing Price bid page 15&amp; 16 (The date of opening of the price bid will be indicated after the scrutiny of the technical bid) (page 03-19)</td>
<td></td>
</tr>
<tr>
<td>All the envelopes to be placed in one common outer sealed envelope</td>
<td></td>
</tr>
</tbody>
</table>

NABARD reserves the right to change the dates mentioned in the Tender which will be displayed, as corrigendum/ amendment, at the above websites on which bidding documents are available.

Please note that all the information desired, needs to be provided by the bidder in the formats specified by NABARD. The bidder shall bear all the costs associated with the preparation and submission of the bid and NABARD will, in no case, be responsible or liable for such costs, regardless of the conduct or outcome of tendering process.

The Pre Contract Integrity Pact in Annexure A should be signed and submitted mandatorily as envelope 01. The tender of the vendor who have signed and submitted the Pre Contract Integrity Pact will only be taken in to consideration.

Earnest Money Deposit must accompany with tender offers as specified in this tender document. EMD amount should be contained in envelope-1 with the technical bid. The bidders who would obtain the tender document from NABARD’s Office location should pay the cost of RFP by way of demand draft in favour of NABARD payable at Chennai which should be contained in envelope-1. Offers received without EMD and Cost of RFP will be rejected.

Technical specifications, terms and conditions, scope of work, various formats and proforma for submitting the tender offer are described in the tender document and its enclosures/ annexures.

Tender offer will be opened in the presence of the bidders or their representatives who choose to attend the opening of tender on the above mentioned date, time and place.

Yours faithfully,

S Narayanan
Assistant General Manager
I- **General Instruction to the Tenderer/bidder**

1. The Tenders may be submitted after visiting the site and conducting survey of the existing conditions so as to familiarise themselves with the nature of works to be carried out and seek all clarifications as necessary from NABARD before quoting their rates.

2. The envelope containing the Tender document complete in all respects, duly signed by the tenderer and sealed as necessary, should be dropped in the Tender Box kept in the Ground floor **before 14:30 hours on 23/03/2020**.

3. The Contractor participating in tender/bid will have to remit an amount of Rs.16,000/- (Rupees Sixteen thousand only) as Security Deposit to NABARD. This amount shall be retained by NABARD as Retention Money Deposit (RMD) till expiry of the Contract and will not carry any interest. It may be noted that in case of agency registered as MSEs, the EMD need not be enclosed.

4. NABARD reserves the right to accept or reject any Tender, either in whole or in part without assigning any reasons for doing so and is not bound to accept the lowest or any Quotation.

5. Tenders containing tenderer’s own conditions are liable to be rejected.

6. Scope of work are as indicated in the II

7. Terms & Conditions are indicated in III.

8. General Specification as indicated in IV

9. Instructions for filling the Price bid as indicated in V

10. Format of Form of Agreement & Indemnity Bond as indicated in VI

11. 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 will be awarded to the agency only if the performance of the agency is found to be satisfactory during the initial three months.

   (b) The Contract period will be for a period of 24 months, from 01 April 2020 to 31 March 2022.

   (c) Validity of offer should be 90 days from the last date for receipt of quotation.

12. The rates may be quoted in the Price BID Annexure I & II

Signature of the authorized signatory of the contractor / Tenderer
II- General Terms and conditions

1) The agency should have the **ESI and PF membership** for its employees, the copy of the same is to be attached while submitting the tender.

2) The agency should have executed similar Contract with PSU/Central Govt. Dept. during the last three years and should submit list of its clients along with at **least two work order copies**.

3) Copy of the **income tax statement** for the previous three financial years i.e 2018-19, 2017-18, 2016-17 should be enclosed with tender.

4) The workers will be provided with staying accommodation within the premises and the cupboard in the room used for staying is to be used for storing the materials.

5) Sufficient manpower shall be provided by the Contractor to ensure that the items of works indicated in the scope of work are attended to and executed to the satisfaction of NABARD. **The list of manpower** available should be provided along with the tender.

6) The manpower deployed by the agency should be able to read and write English, Hindi and Tamil.

7) One manpower deployed for the house keeping work has to be available overnight.

8) Supervisor should be appointed to ensure effective and proper work.

9) The deployment of manpower may be flexible and can be changed as per the directions of NABARD.

10) The staff employed should have sufficient training and experience in similar works. They should be properly dressed in uniform at all times. Uniform should be provided by the agency and same is to be worn while catering to the guest.

11) In case of absentees of the labour, substitutes labour may be provided to carry out the work.

12) The rate quoted for the said contract shall include the cost of manpower (including supervisor), cost of equipment/machinery need by the agency to execute the job.

13) The services shall be provided from 7 days a week, the weekly off for the workers may be decided by the contractor without causing inconvenience to NABARD and guest.

14) Payments

- The payment for deployment of manpower for up-keeping of the premise will be made on monthly basis and on submission of the bills for the same. The bill shall be certified by the Asstt Caretaker/. Caretaker and Protocol and Security Officer of our NABARD
• Bill shall be submitted by the Contractor in the first week of every month for the work carried out during the previous month. The bill should be accompanied with documents indicating payment details like wages, PF etc duly signed by the contractor.

• The payments for the toilet kit and the sachet should be claimed proportionate to the room occupancy on a monthly basis.

• The payment of the laundry charges will also be on monthly basis.

15) The Contract shall be valid for a period of two years i.e from 01.04.2020 to 31.03.2022. 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.

16) Points to be notes while quoting of rates

   i. The rate quoted should include wages as stipulated by Ministry of Labour, Govt. of India.

   ii. The rates quoted should also include removal of garbage out of premises on a daily basis.

   iii. The rate quoted for the toiletry kit and refreshment kit will be valid for the contract period and the rates will not be revised.

   iv. The rate quoted toward undertaking laundry services of all the linen including bed sheet, towels, pillow cover, curtains, cushion cover etc per monthly basis.

17) NABARD also reserves the right/option to extend the validity of this Contract for a further period of 01 year at the same rate, terms and conditions after completion of the two year Contract.

18) Forfeiture clause in case of negligence/dereliction of duty by Contractor’s staff.

19) Appropriate Tax and other statutory requirements will be deducted from the bills at prevailing rates.

20) CAR 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 to NABARD within 15 days of the work order.

21) The Contractor may ensure that minimum wages as stipulated by Ministry of Labour, Govt. of India and all other statutory payments thereof. The proof for such payments/ certificates shall be produced by the Contractor on demand by NABARD. Minimum Wages: Rates quoted by the agency should be in accordance with the Contract Labour (Regulation and Abolition) Act 1970 / Minimum Wages Act, 1948 and inclusive of all statutory dues. Tender having quoted rates below the prescribed rates will be rejected. The rates should be all inclusive except the GST. Breakup of the Rates quoted is to be given to NABARD on demand.
22) The Contractor shall remove from work any worker who is found to be failing in his duties or whose presence in premises is otherwise objectionable in the opinion of the officer-in-charge/security officer.

23) Every person engaged by the Contractor for works in NABARD’s premises shall be deemed to be Contractor’s employees and no such employees shall have any right to or claim against NABARD.

24) In case of strike resorted to by the employees of the Contractors, NABARD reserves the right to employ other Contractor’s workers, without any notice, for carrying out the maintenance work. In such cases, either the actual cost of such laborers or whole day basis shall be deducted from the Contractor’s bills or recovery will be made on the basis of actual amount paid to the other Contractor plus the applicable service charge.

25) Attendance Record: Attendance of workers as indicated in the scope shall be maintained in the premises and the same shall be verified before settlement of bills. In case of absence, proportionate value of contract pertaining to the days of absence shall be deducted from the monthly payment.

26) Any discrepancy in the working of the items installed or provided in the VOF should be brought immediately to the notice of the Caretaker/Assistant caretaker/Protocol Security Officer.

27) Any other works not covered under this contract shall not be carried out without approval of NABARD and NABARD reserves the right to carry out extra work through other agency, if considered necessary.

28) NABARD reserves the right to recover from the bill of the contractor security deposit for any default / improper maintenance work in time which will be carried out through other agency at the cost and risk, if considered so by NABARD, which shall be binding upon the Contractor at all time.

29) Breach of Terms and Conditions- For any breach of the aforesaid terms and conditions, or unsatisfactory work, NABARD shall be at liberty to terminate the Contract summarily with one month notice in the event of which the Contractor shall not be entitled for any compensation whatsoever.

Signature of the authorized signatory of the contractor / Tenderer
III- General Scope of work

(1) Providing the service of manpower for upkeeping of the Visiting Officer Flat (VOF), of NABARD located at Cenotaph Road, Teynampet.

(2) The contract shall include providing supervisor at VOF who will receive the guests, allot rooms as per the instructions from the office, provide all amenities as indicated from time to time, provide bed-tea, breakfast/lunch/dinner/snacks at the rate approved by NABARD.

(3) The Supervisor shall be available from 08.00 am to 8.00 pm.

(4) When the guest checks-in, the Contractor/Contractor's staff shall immediately attend to NABARD guest, receive them, and allot the room specified by the designated officer of NABARD in the officer’s name. NABARD will reserve the rooms and intimate the Contractor through allotment advices duly signed by the designated officer. The contractor shall neither allot rooms on his own, for any reason nor disclose information relating to availability status to the guests.

(5) Verify the identity of the guest and get the guest's name entered in the official Guest Register.

(6) Accompany the guest to their room carrying their baggage to their room, leave them in the room, look after their comforts, provide fresh drinking water, etc. Offer them tea/coffee/food etc.as required by them, suiting to the time.

(7) When the guest checks-out, separate bills for boarding and lodging are to be prepared and provided to the guest. Collected cash towards Room Rent will be deposited with NABARD with proper paper work on the first day of each week. At the time of check-out, the Contractor shall ensure that the room occupied by the guest is in order with respect to assets/properties of NABARD. A quick check to be carried out before the guest leaves the VOF. At the time of guest moving out of the VOF or checking out, key should be collected. Carry the guest’s baggage from the room to the vehicle. To ensure that the guest has not left behind in the room any of their belongings, and if any such belongings are found, to immediately inform NABARD officials for sending the same to the guest.

(8) The Contractor’s workmen shall not seek any tips or favor from the guests for the services rendered. During stay, the guest’s miscellaneous needs like laundry, medical etc., to be attended to. The charges for these services may be collected from the guest on actual basis, providing relevant bills. In cases where these services are to be rendered at NABARD’s cost, the same will be intimated to the Contractor.

(9) Tea and Coffee, Breakfast, Lunch and Supper etc., to be provided as per the menu (indicated under scope of catering) given below. The menu may be altered for specific guests / special occasions /programmes/ functions, within
the overall scope of the menu. For any extra item, not covered in the menu the Contractor may charge additionally on the mutually agreed rates.

10. The number of rooms to be maintained are as below
   i. VOF at Cenotaph Road Quarter Flat A1,A2, B4 &B5 comprising of
      ➢ 11 Rooms +Toilets
      ➢ 1 Kitchen
      ➢ 1 Dinning area
      ➢ 4 Waiting area

11. The workers should sweep & wet mop the common areas of VOF—**Twice Daily**

12. The rooms are to be swept & Wet mopped – **Daily Basis**

13. The linen to be changed once in **two days** but if there is change in occupancy then the linens are to be changed post vacation of the room by the earlier guest.

14. Dusting and removal of cobwebs etc. from the common areas – **Weekly**

15. Collection of garbage / waste from each room/common areas and disposal of the same – **Daily**

16. Cleaning the toilets in the rooms and common toilet on a - **daily basis** and as also whenever there is a change in guests occupying the VOF

17. The linen to be washed through laundry service and kept ready.

18. Maintenance of the VOFs flat will be ensured by proper cleaning, swabbing, change of linen periodically as advised by NABARD for a hygienic and clean environment

19. Room fresheners and deodorants facilities to be made available in all the rooms, toilets, lounges and all common toilets.

20. The Contractor's men shall take care of miscellaneous requirements like replacement of batteries for clocks, remote units of TVs and ACs etc. provided in the VOF rooms and other places. Reimbursement towards the same may be claimed from NABARD.

21. Rooms to be regularly checked for bed linen, hand towel, bath towel, soap, shampoo, water, functioning of TV, refrigerators, ACs, geysers and bath room fittings, bulbs etc. and maintain regular reports.

22. The Contractor shall ensure the proper functioning of all systems in the VOFs such as electrical, electronics, sanitary and water supply

23. All guests are to be provided with a **Toiletry kit** containing necessary items/consumables on arrival at VOF Flat. The list of items to be provided in
the kit are as below. An inventory register has to be maintained for the purpose.

- Tooth Paste (Small)
- Tooth Brush
- Coconut Oil Sachet
- Soap (small)
- Shaving razor, Shaving cream, after shave lotion
- Talcum powder Sachet
- Moisturizer Cream (Small)
- Shampoo sachet
- Comb (Small)
- Jute bag (size big enough to fit the aforesaid items)

(24) The agency to supply Refreshment Kit should contain the following items as listed below on daily basis, based on the occupancy.

- White Sugar sachets – 5 Nos
- Tea bag - 2Nos
- Nescafe sachet - 2Nos
- Milk powder sachet - 4 Nos
- Green tea sachet - 2 Nos

(25) Items provided by NABARD is as below
- Kitchen utensils like cooker, crockeries, cutleries, tea cups, jugs, vessels, gas stove only without cylinder, bed sheets, pillow cover, towels, slippers etc. These items are to be kept in safe custody and in case of damages to the item proportionate cost will be cut from the contractors bills.

(26) The Contractor has to place a Suggestion/Complaint register in the front office for the guests.

(27) Maintaining the occupancy records in the prescribed format and collecting the occupancy charges and remitting to NABARD on fortnightly/monthly basis as decided by NABARD

(28) Operation of washing machine for washing guests’ laundry only, the same should not be used for washing the linen.

(29) The rates for breakfast, lunch, dinner, snacks and tea/coffee shall be decided in consultation with NABARD and the same may be charged from the guests once the rates are approved by NABARD

(30) Any other related works, as and when instructed.

Signature of the authorized signatory of the contractor / Tenderer
Scope of Catering

1) Items to be served in VOF

**Breakfast** - 40/- (Guest can select any one combination from the below mentioned list)

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>4 pcs Bread Double Omlette with tomato sauce + Tea</td>
</tr>
<tr>
<td>2.</td>
<td>2 Paratha + Pickle + Tea + curd</td>
</tr>
<tr>
<td>3.</td>
<td>4 Pcs Idly/Bonda + Sambar + Chatni + Curd + Tea</td>
</tr>
<tr>
<td>3.</td>
<td>2 Pcs Dosa + Sambar + Chatni + Curd + Tea</td>
</tr>
</tbody>
</table>

**Lunch / Dinner**

<table>
<thead>
<tr>
<th>Items to be served</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veg Thali</td>
<td></td>
</tr>
<tr>
<td>Economy Thali</td>
<td>80/- per Thali</td>
</tr>
<tr>
<td>Dal, Rice, Mix</td>
<td></td>
</tr>
<tr>
<td>Vegetable, Chappati</td>
<td></td>
</tr>
<tr>
<td>(2) Curd, Pappad,</td>
<td></td>
</tr>
<tr>
<td>Salad and Pickle,</td>
<td></td>
</tr>
<tr>
<td>Sweet dish</td>
<td></td>
</tr>
<tr>
<td>Special Thali</td>
<td>100/- per Thali</td>
</tr>
<tr>
<td>Dal, Rice, Mix</td>
<td></td>
</tr>
<tr>
<td>Vegetable, One</td>
<td></td>
</tr>
<tr>
<td>Paneer Special</td>
<td></td>
</tr>
<tr>
<td>Vegetable, Chappati</td>
<td></td>
</tr>
<tr>
<td>(2) Curd, Pappad,</td>
<td></td>
</tr>
<tr>
<td>Salad and Pickle,</td>
<td></td>
</tr>
<tr>
<td>Sweet dish</td>
<td></td>
</tr>
<tr>
<td>Non Veg Thali</td>
<td>120/- per Thali</td>
</tr>
<tr>
<td>2pcs Chicken/Fish</td>
<td></td>
</tr>
<tr>
<td>with curry, Rice,</td>
<td></td>
</tr>
<tr>
<td>Dal, Chappati (2)</td>
<td></td>
</tr>
<tr>
<td>Pappad, Salad and</td>
<td></td>
</tr>
<tr>
<td>Pickle, Sweet dish</td>
<td></td>
</tr>
</tbody>
</table>

**Other Items**

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Items</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.</td>
<td>Dal Mix / Fry – per plate</td>
<td>30/-</td>
</tr>
<tr>
<td>4.</td>
<td>Dal per plate (Moong, Masoor,\n</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Urad)</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Paneer with Mutter / per plate</td>
<td>50/-</td>
</tr>
<tr>
<td>6.</td>
<td>Seasonal vegetable / per plate</td>
<td>25/-</td>
</tr>
</tbody>
</table>
2) **Raw material standards:** The Contractor shall ensure that high quality ingredients and variety of quality vegetables are always procured for preparation of eatables. For all food preparation, double refined cholesterol-free and Agmark oil is to be used. As far as possible for all other preparations, Agmark or any other standard products are to be used. NABARD’s authorized official has the right to test the quality of food, reject any ingredient that may be found to be substandard. All raw materials used should be free from adulteration or any foreign material. The contractor should also ensure that the used edible oil is not re-used for any other cooking purpose.

3) The Contractor shall take orders beforehand from the guests regarding their food requirements. The Contractor shall take care to provide healthy food to the guests as per the standard menu prescribed by NABARD. However, in exceptional cases, he may have to prepare food as specified by the guests on medical grounds.

4) The Contractor shall be responsible for procurement of raw materials and ingredients. First quality raw materials and ingredients shall be used in the preparation of food and beverages. Fresh vegetables and milk, standard beverages shall be used. The quality of the materials should be satisfactory to the officials of NABARD who may carry out random inspection.

5) The Contractor shall store sufficient quantity of high quality ingredients in the available place in the VOF to ensure preparation of food items in time. The Contractor at his own risk shall make the procurement and storage

6) The timings for services shall be as informed by NABARD. Every food preparation shall be used for the specific service and the left-over food shall not be carried to next meal service. The Contractor shall be responsible for service of food and
beverages in the Dining room. Morning Tea/Coffee will be served in respective rooms for all the guests.

7) Other room service shall be provided to VVIPs on request and other guests in case they are not able to reach Dining Hall due to medical reasons. The Contractor shall provide efficient and prompt service to all members.

8) The food preparation is to be done in a strict hygienic environment and matching process without any compromise. The staff is also expected to be reporting for duty with good health and hygiene wearing washed & ironed uniforms. The Contractor should ensure total cleanliness and regular cleaning of facilities in the kitchen. The Contractor shall perform the Service to the satisfaction of NABARD officials. If any shortcoming is found then on instruction from NABARD officials, the Contractor shall rectify the shortcoming immediately.

9) The Contractor shall ensure that he appoints well qualified & experienced cooks in all types of food preparation. If NABARD asks for procurement of any outside preparations, the Contractor shall arrange for the same and claim the expenditure in his regular bills.

10) The contractor shall attend to any or all catering requirements whether covered contractually or otherwise, at a pre-determined price laid out in the contract or mutually agreed upon thereafter. The Contractor may inspect the kitchen equipment, crockery and cutlery, etc. available with NABARD. For any additional requirement, the Contractor may bring his own equipment. Routine cleaning and proper handling of kitchen equipment required for food production will be the contractor’s responsibility. All cooking fuel costs will be borne by the contractor. The contractor shall co-ordinate the booking & procurement of cylinders in time.

Signature of the authorized signatory of the contractor / Tenderer
IV General Specification

1) The agency has to employ a minimum of **4Nos manpower** on daily basis and additional Electrician as and when required with no extra charges.

2) The duty hours will be as given below. The break-up of the timing in each quarters is as below.

<table>
<thead>
<tr>
<th>Location</th>
<th>No of Manpower</th>
<th>Timing</th>
</tr>
</thead>
<tbody>
<tr>
<td>NABARD Visiting Officer flat, Cenotaph Road, Teynampet</td>
<td>2 Nos</td>
<td>Monday to Sunday 7am -3pm</td>
</tr>
<tr>
<td></td>
<td>1No</td>
<td>Monday to Sunday 03pm -12am</td>
</tr>
<tr>
<td></td>
<td>1No</td>
<td>Monday to Sunday 12am -8am</td>
</tr>
</tbody>
</table>

3) The rate is to be quoted minimum **One Semi skilled & 3Nos of unskilled** for providing regular maintenance works in all the aforesaid NABARD premises.

4) In case of emergency requirement contractor has to make the manpower available immediately and the cost for the same will be settle by deriving the per manpower rate from the quoted rate as per the nature of work that is to be executed and after analyzing the number of manpower utilized.

5) **Any items procured over and above the scope of work can be claimed with overhead charges at 15% will be applicable on submission of material supply receipt**.

Signature of the authorized signatory of the contractor / Tenderer
V - Instructions for filling the Price bid

1. Quoted rates should be workable and reasonable and should include:
   a. Payment to all the contract workers engaged by contractor on site as per minimum wages as notified by Labour Commissioner from time to time. The minimum wages must cover HIGHER of Central Government minimum wages as indicated by the Central Labor Commission.
   b. ESI & PF benefits (Employer’s contribution towards ESI & PF). EPF/ESI has to be paid to worker considering the base full amount of applicable minimum wages prescribed by the Labour Commissioner from time to time.
   c. Cost of tool/materials, if required
   d. Allowance for maintenance of two sets of uniform and one set of shoes.
   e. Charges, if any, towards safe disposal of waste from NABARD premises in safe municipal dump
   f. Incidental expenses and all overheads and profits

2. The contractor should furnish Rate Analysis, along with the price-bid, for the rates quoted by him/her in this tender as per the format given in Annexure-2 for rates quoted under Sl.No.1 under Schedule of Quantities.

Rates shall have to be quoted in both words and figures

Signature of the authorized signatory of the contractor / Tenderer
VI- FORMAT OF AGREEMENT TO BE SIGNED

FORM OF AGREEMENT
(On Rs 200/- Stamp paper)

This agreement made on ........the day of the .............month in the year ............BETWEEN, National Bank for Agriculture and Rural Development having its Head Office at, Plot No C-24, 'G' Block, Bandra Kurla Complex, Bandra (E), Mumbai - 400051 and its Tamil Nadu Regional Office at 48, Mahatma Gandhi Road, Post Box No.6074, Nungambakkam, Chennai-600034 (hereinafter referred to as the Employer / Bank) on the ONE PART; and *Shri ____________
S/D/O_____________resident of____________________________the sole Proprietor (hereinafter called the Tenderer which terms shall also be called the Supplier or the Contractor of M/S __________________having office at the following address.................................................................................................................

* M/S ..........................................................company / body
having its registered office at the following address
.................................................................................................................duly represented at.............................................duly represented by its constituted and authorised Managing Director, Shri.................................................................and (hereinafter called the Tenderer which terms shall also be called the Supplier or the Contractor) on the OTHER PART.

NOW THEREFORE THIS AGREEMENT AGREE THAT

1) Tender documents containing following listed heads and annexures with the rates entered therein, shall be read and stamped forming part of this agreement and the parties hereto shall positively abide by and submit themselves to the conditions and specifications and perform the agreements on their part respectively in conditions contained.

2) We agree to executed with due diligence during the said contract period from ........2021- 31st March 2022

   I) General instruction to the tenderer
   II) Scope of work
   III) Terms & Conditions
   IV) General Specification
   V) Instructions for filling the Price bid
   VI) Price BID – Annexure I & II
3) The said Conditions and the Annexure thereto shall be read and construed as forming part of this agreement and the parties hereto respectfully abide by, submit themselves to the said condition and perform the agreements on their part respectively contained in said conditions.

4) All payments by the Employer under this contract will be made by e-payment only.

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

6) This agreement shall be signed in duplicate; the original document shall be kept in the custody of the Employer and the duplicate with Contractor. Stamp duty shall be borne by the Contractor.

7) I/ We agree to pay all Government (Central and State) Taxes such as GST, Excise Duty, Octroi, service tax etc. and other taxes prevailing from time to time and the rates quoted by me/us are inclusive of the same. I/ We agree that NABARD may deduct the applicable tax that prevail from time to time from our bills.

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

As witness our hands are affixed this day of 2020.

Signed and sealed by the said Employer in the presence of

..............................................................
Witness No. 1 ......
Witness No. 2 ......
Signed and Sealed by the said
..............................................................
Contractor in the presence of
Witness No. 1 ...........
Witness No. 2 .....
ANNEXURE C

INDEMNITY BOND
(On Rs. 100/- Stamp Paper)

KNOW all men by these presents that I, Shri................................................ of M/s ....................................................... ......................................do 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-Kurla Complex, Bandra (E) Mumbai-400051 and Regional Office at No. 48, Nungambakkam High Road, Chennai – 600034 and M/s..........................................................having their office at ...................................................... on this ............. day of........................ 2020.

WHEREAS NABARD have appointed M/s................................................as the Contractor for their proposed work relating to "Maintenance Contract for Visiting Officers Flat (VOF) at NABARD Officers Quarters at South Boag Road Chennai –2020 to 2022 ".

THIS DEED WITNESSETH AS FOLLOWS:

I/We M/s ....................................................hereby do Indemnify, and same harmless NABARD against and from

1. any third party 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/s ....................................................has set his/their hands on this .............day of.............. 2020.

SIGNED AND DELIVERED BY THE AFORESAID M/s

IN THE PRESENCE OF WITNESS :
(1) ........................................................
(2) ........................................................

Signature of the authorized signatory of the contractor / Tenderer
**Price BID**

**SCHEDULE OF QUANTITIES**

**Annexure I**

Annual Maintenance Contract for Visiting Officer Flat (VOF) at NABARD Officers Quarters at Cenotaph Road Chennai

<table>
<thead>
<tr>
<th>Description of work</th>
<th>Location</th>
<th>Manpower Required</th>
<th>Unit Rate A</th>
<th>Unit Rate B</th>
<th>Total Amount AXB</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Maintenance Contract for Visiting Officer Flat (VOF) at NABARD Officers Quarters at Cenotaph Road</td>
<td>NABARD Officers Quarters at Cenotaph Road</td>
<td>01 supervisor</td>
<td>03 Assistant</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total**

<table>
<thead>
<tr>
<th>SI No</th>
<th>Particulars</th>
<th>Unit</th>
<th>Rate per unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Toiletry Kit</td>
<td>1No</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Refreshment Kit</td>
<td>1No</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Laundry Charges @@</td>
<td>Lumpsum per month</td>
<td></td>
</tr>
</tbody>
</table>

*GST 18% (or as applicable from time to time) will be paid extra on the rates quoted as above.

@@ The number of linen to be washed on a monthly basis should be estimated by the contractor before quoting the same.

**Place:**

**Date:**

**Name, address**

Signature of the authorized signatory of the contractor / Tenderer
**ANNEXURE II**

**Detailed Calculation (For 01 person for 8 hours of shift per day for one month)**

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Details</th>
<th>Semi-Skilled worker</th>
<th>Unskilled Worker</th>
</tr>
</thead>
<tbody>
<tr>
<td>i.</td>
<td>Total Wages for a month inclusive of special allowance.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ii.</td>
<td>ESI (........% of (i))</td>
<td></td>
<td></td>
</tr>
<tr>
<td>iii.</td>
<td>PF  (........% of (i))</td>
<td></td>
<td></td>
</tr>
<tr>
<td>iv.</td>
<td>Others</td>
<td></td>
<td></td>
</tr>
<tr>
<td>v.</td>
<td><strong>Subtotal (A)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>vi.</td>
<td>Service charges/Contractor’s profit and other overheads</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(........% of (vii))</td>
<td></td>
<td></td>
</tr>
<tr>
<td>vii.</td>
<td><strong>Subtotal (B)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>viii.</td>
<td><strong>GRAND TOTAL (A+B)</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Place: 
Date: 
Name, address and seal of the contractor

**Declaration:**
The above charges shall conform to Minimum Wages Act, 1948 for the said hours of duty in a day and seven days in a week. The rates will be revised as per minimum wages prescribed by the Labour Commissioner under Minimum Wages Act, 1948 from time to time, on the basis of the details provided in Annexure-1

Signature of the authorized signatory of the contractor / Tenderer
Annexure A

PRE CONTRACT INTEGRITY PACT

General

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on _____ day of the month of _____ between, on one hand, National Bank for Agriculture and Rural Development (NABARD), represented by Shri _____________ (hereinafter called the “BUYER”, which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s ____________ represented by Shri _____________, Chief Executive Officer (hereinafter called the “BIDDER/Seller” which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to procure (Name of the Stores/Equipment/Item) and the BIDDER/Seller is willing to offer/has offered the stores and

WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a body corporate established under NABARD Act, 1981 having its Head Office at Plot No.C-24, Block ‘G’, Bandra-Kurla Complex, Bandra (East), Mumbai.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to :-

Enabling the BUYER to obtain the desired said stores/equipment at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement and

Enabling BIDDERs to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:
1) Commitments of the BUYER

The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit of any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

1.1 The BUYER will, during the pre-contract stage, treat all BIDDERs alike, and will provide to all BIDDERs the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERs.

1.2 All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to the correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry in being conducted by the BUYER the proceedings under the contract would not be stalled.

3) Commitments of BIDDER

3. The BIDDER commits itself to take all measures to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during an pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following :-

3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement
3.3 BIDDERs shall disclose the name and address of agents and representatives and Indian BIDDERs shall disclose their foreign principles or associates. BIDDERs shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.

3.4 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/integrator/authorized government sponsored export entity of the defence stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

3.5 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

3.6 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

3.7 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

3.8 The BIDDER shall not use improperly for purposes of competition or personal gain or pass on to others, any information provided by the BUYER as part of the business relationship regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

3.9 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

3.10 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER either directly or indirectly is a relative of any of the officers of the BUYER, or alternatively if any relative of an officer of the BUYER has financial interest/stake in the BIDDER’s firm, the same shall be disclosed by the BIDDER at the time of filling of tender.

The term ‘relative’ for this purpose would be as defined in Section 6 of the Companies Act 1986.

3.11 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

4. Previous Transgression

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprises in India or any Government Department in India that could justify BIDDER’s exclusion from the tender process.

4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5. Earnest Money (Security Deposit)

5.1 While submitting commercial bid, the BIDDER shall deposit an amount

______________ (to be specified in RFP) as Earnest Money/Security Deposit, with the BUYER through any of the following instruments.

i. Bank Draft or a Pay Order in favour of ________________

ii. A confirmed guarantee by an Indian Nationalised Bank, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.

5.2 Any other mode or through any other instrument (to be specified in the RFP). The Earnest Money/Security Deposit shall be valid upto a period of five years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later.

5.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of
Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

5.4 No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

6. **Sanctions for Violations**

6.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:

i. To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.

ii. The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed) shall stand forfeited either fully or partially as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.

iii. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

iv. To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2%, higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with another contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.

v. To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.

vi. To cancel all or any other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

vii. To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five years, which may be further extended at the discretion of the BUYERTo recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to...
securing the contract.

viii. In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.

ix. Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact

6.2 The BUYER will be entitled to take all or any of the actions mentioned at para 6.1(i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

6.3 The decision of the BUYER to the effect that a breach of the provisions of the Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

7. Fall Clause

7.1 The BIDDER undertakes that it has not supplied/s not supplying similar product/systems or sub systems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and it it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

8. Independent Monitors

8.1 The BUYER has appointed Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors to be given).

8.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

8.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

8.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings as soon as the Monitor notices or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.
8.5 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

8.6 The BUYER 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 parties. The parties will offer to the Monitor the option to participate in such meetings.

8.7 The Monitor will submit a written report to the designated Authority of BUYER within 8 to 10 weeks from the date of reference or intimation to him by the BUYER / BIDDER and should the occasion arise submit proposals for correcting problematic situations.

9. Facilitation of Investigation

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

10. Law and Place of Jurisdiction

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

11. Other Legal Actions

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

12. Validity

The validity of this Integrity Pact shall be from date of its signing and extend up to 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later in case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

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

13. The parties hereby sign this Integrity Pact at__________________ on

BUYER
Name of the Officer
Designation
NABARD
Witness

BIDDER
Chief Executive Officer

Witness

1.________________________

2.________________________

*Provisions of these clauses would need to be amended /deleted in line with the policy of the BUYER in regard to involvement of Indian agents of foreign suppliers.

Independent Monitors
Name: Shri Pramod Kumar Sangewar, IRSS (Retd.)
Address: H. No. 12-5-65/1, Flat No. log Sri Harsha Sethuram Unique Vijayapuri Colony, South Lalaguda Secunderabad 5000 17 Telangana State

Signature of the authorized signatory of the contractor / Tenderer