



**NATIONAL BANK FOR AGRICULTURE AND RURAL
DEVELOPMENT**
Department of Premises, Security and Procurement
Telangana Regional Office
1-1- 61, RTC Cross Roads, Musheerabad,
Hyderabad - 500020 (Telangana)
Telephone: 040 - 27635351
Email: dpsp.tsro@nabard.org

निविदा आमंत्रण सूचना - नाबार्ड के स्टाफ क्वार्टर, अमीरपेट हैदराबाद स्थित वीओएफ/वीईएफ और मेडिकल फ्लॉट का प्रबंधन/रखरखाव कार्यों के लिए दिनांक 01 अप्रैल 2022 से 31 मार्च 2025 तक वार्षिक रखरखाव अनुबंध

Tender for Annual Maintenance Contract for Management and maintenance of VOFs/VEFs and Medical Flats at Quarters at Ameerpet, Hyderabad for a period from 01 April 2022 to 31 March 2025

Date of issue of tender document	28 February 2022
Pre Bid Meeting with bidders	10 March 2022 at 11: 00 AM
Due date for submission of tender	21 March 2022 by 02:00 PM
Date and time of opening technical bids	21 March 2022 at 04:00 PM
Date of opening of Financial Bid	Will be communicated later
Earnest Money Deposit (Rupees)	27600.00
Retention Money Deposit (RMD)	5% of the Annual Contract Value will be deposited with NABARD as security deposit till the completion of the contract period. The amount will be refunded after completion of the contract period.

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NOTICE INVITING TENDER

Ref. No. NB.TSRO.DPSP/ **2181** / AMC-VoF-ASQ/ 2021-22 28 February 2022

M/s

Dear Sir

निविदा आमंत्रण सूचना - नाबार्ड के स्टाफ क्वार्टर, अमीरपेट हैदराबाद स्थित वीओएफ/वीईएफ और मेडिकल फ्लैट का प्रबंधन/रखरखाव कार्यों के लिए दिनांक 01 अप्रैल 2022 से 31 मार्च 2025 तक वार्षिक रखरखाव अनुबंध

Notice inviting Tender - Annual Maintenance Contract for providing Management and Maintenance services for VOFs/VEFs and Medical Flats at NABARD Staff Quarters, Ameerpet, Hyderabad a period from 01 April 2022 to 31 March 2025

National Bank for Agriculture and Rural Development (NABARD), Telangana Regional Office, Hyderabad invites tender from reputed agencies through single bid system in two parts from eligible bidders for the captioned services as per the terms and conditions contained in the tender.

2. Tender document may be downloaded from NABARD's **website: [www.nabard.org,\(https://www.nabard.org/Tenders.aspx?cid=501&id=24\)](https://www.nabard.org/Tenders.aspx?cid=501&id=24)**. No separate hard copy of this tender shall be issued by NABARD.

3. The Contract period will be from 1st April 2022 to 31st March 2025 with a **provision of review of completion each year**. The same may be renewed for two more years (one year at each time), if services are found satisfactory as per mutual agreed terms and conditions. The renewal shall be on sole discretion of NABARD.

4. The bidder shall submit the bids for the captioned services i.e., Technical bid and Price/Financial bid, which should be complete in all respects. Sealed Bids in TWO separate sealed Envelopes indicating clearly 'Envelope - No.1 - Technical bid' and 'Envelope No.2 - Price bid', shall be submitted To Chief General Manager, NABARD, TELANGANA REGIONAL OFFICE, RTC 'X' ROADS, MUSHEERABAD, HYDERABAD - 500020 and Envelopes should also be super scribed "**Tender for Annual Maintenance Contract for providing Management and Maintenance services for VOFs/VEFs and Medical Flats at NABARD Staff Quarters, Ameerpet, Hyderabad.**"

5. Tenders may be submitted **not later than 14:00 hrs. on 21st March 2022**. Technical bids shall be **opened at 4.00 PM on 21st March 2022** at the Office of Chief General Manager, NABARD, Telangana Regional Office, RTC X Roads, Hyderabad - 500 020. If the last date of receipt or opening of the tenders happens to

be a holiday for NABARD, then the receipt and opening of the tenders shall be shifted to next working day without change of time and venue. Representatives of the bidders may be present during the tender opening process. Price bids shall be opened after scrutiny of the Technical bids. Price bids shall be opened in respect of only those firms who are found to be eligible in the Technical bid.

6. Instructions regarding Technical Bid, Price Bid, submission process and description & scope of works and the services required have been elaborated in the Terms and Conditions of the tender and other parts of the tender document.

7. Earnest Money Deposit (EMD) of Rs 27600.00 (Rupees Twenty Seven Thousand Six Hundred Only) is to be posted through NEFT/RTGS as per details given below.

Payee Name	:	NABARD
Current Account No	:	NABADMN14
Name of the Bank	:	NABARD
IFSC Code	:	NBRD0000002

8. After depositing the EMD amount, the tenderers are advised to send an email to dpsp.tsro@nabard.org with the details of the transaction. **Tender without EMD shall be rejected. However, MSEs as defined in MSE Procurement Policy** issued by GoI or bidders who are registered with Central Procurement Organisations or empanelled with NABARD itself **are exempted from submitting the EMD**, a copy of the **registration certificate needs to be enclosed with the Technical Bid.**

9. A Pre-Bid meeting is scheduled to be held **on 10th March 2022 at 11:00 AM** in the Conference Hall on 2nd Floor of Telangana Regional Office, 1-1-61, RTC 'X' Roads, Musheerabad, Hyderabad-500020. The clarifications being sought in the pre-bid meeting should be submitted in writing at least 2 working days prior to **the date of pre-bid meeting by email on dpsp.tsro@nabard.org**. All the clarifications of the pre-bid meeting will be part of tender and will be updated and uploaded on NABARD website (www.nabard.org). Further, bidders/ representatives of bidders have to strictly follow COVID-19 related precautionary norms. In case of failure to do so, Bank, at its discretion, may prevent them from attending the meeting.

10. Retention Money Deposit (RMD): The Successful Tenderer will be required to deposit 5% of the accepted value of tender (total value of the contract for one year), as Performance/Initial Security Deposit within 15 days of award of work and shall be refunded after 60 days from the expiry of the satisfactory AMC period and will not bear any interest. While determining the RMD, the EMD already with the Bank shall be taken into account. The Security Deposit will be liable to be forfeited in case the

contractor commits any breach of any terms and conditions of the Contract or fails to complete the work/service.

11. The Price/Financial Bid shall be opened at a later date after detailed evaluation of the technical bid. The date of opening of price/ financial bid shall be intimated separately to the technically qualified bidders only. The Price/ Financial Bid should not contain any conditions whatsoever and any such conditional bids received shall be rejected.

12. Envelope no. 1 shall contain:

- a) “Technical bid” of tender with every page signed and stamped.
- b) Payment Receipt of EMD submitted.
- c) Power of attorney authorizing the person to sign the tender.

13. Envelope No.2 shall contain:

- a. Price Bid.
- b. Calculation sheet (separate for each service) as prescribed in the tender.
- c. Envelope No.2 shall not contain any condition whatsoever and any conditional bids shall be rejected.
- d. Envelope No.2 will be opened on some suitable date, which will be communicated later on, after scrutiny of the documents submitted by tenderers in envelope 1 (technical Bid). Price Bid envelopes shall be opened only in respect of those tenderers who is found to be eligible as per the prequalification criteria specified by NABARD and have complied with all the requirements in tender document.

14. The Price/ Financial Bid should not contain any conditions whatsoever and any such conditional bids received shall be rejected.

15. The **selection criteria** for awarding of contract in case of **multiple L1** bidders will be:

(i) The work may be awarded by NABARD to the bidder having highest marks in the Quality and Cost Based Selection (QCBS) criteria among the L1 bidders. The criteria will include Legal Structure (20 Marks), work Experience (10 marks), Average turnover of last 3 years (10Marks), Number of works in public/ private institutions in last 7 years (5marks) and quantum of work in last 7 years (5Marks).

(ii) In case multiple L1 bidders get same marks in QCBS also, then a committee of officers from NABARD, TSRO, will visit the work sites of the bidders and award marks to the work being carried out at site adopting an objective criteria. The work can then be awarded to the bidder with highest marks.

(iii) In case of multiple L1 bidders getting equal marks even after field visits, the final selection can be done based on the draw of lots, as may be decided jointly by the RO and select bidders, or by pulling the highest number from a box containing 30 numbers.

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

17. NABARD does not bind itself to accept the lowest bid (L1). NABARD reserves the right to accept or reject any /all tender/s in part or whole of any firm / firms without assigning any reasons whatsoever.

18. The decision of the Bank shall be final and binding with regard to technical and price bids and the e-tendering process.

19. The tender will be rejected, if any bidder proposes any deviation from the prescribed technical criteria requirement.

20. Tenderers must ensure attachment of relevant documents, supporting the Pre-Qualification Criteria and Technical Document Sheets.

21. The bids shall remain valid and open for acceptance for 3 months from the date of opening of Price Bid.

22. NABARD reserves the right to accept or reject any /all tender/s in part or whole of any firm / firms without assigning any reasons whatsoever. The decision of the Bank in this regard shall be final. In the event of intending tenderers failure to satisfy the bank, the bank reserved the right to reject the tender.

23. NABARD reserves right to change/modify/amend any or all provisions of the tender document. Such revision/amendment or corrigendum/addendum, if any, will be made available on NABARD's website only.

24. Before quoting, the tenderer shall inspect the site, to fully acquaint himself about the condition in regard to accessibility of the site, working condition of site, locality including installations of tools and plants (T&P) and local authority regulations / restrictions if any, conditions affecting accommodations and movement of personnel etc. required for the satisfactory execution of the work contract. No claim whatsoever on such account shall be entertained by the NABARD in any circumstances.

25. Any discrepancies, omissions, ambiguities in the tender documents, if any, or any doubt as to their meaning should be reported in writing to CHIEF GENERAL MANAGER, NABARD, TELANGANA REGIONAL OFFICE, RTC X ROADS, MUSHEERABAD, HYDERABAD - 500020 who will review the queries and if

information sought is not clearly indicated or specified, NABARD will issue clarifications to all the tenderers which will become part of the Tender Document. NABARD will not be responsible if the discrepancies, omissions, ambiguities in the tender documents or any doubts as to their meaning are not brought to the notice of NABARD before three working days prior to the last date of submission of the tender.

26. The successful bidder shall execute an 'Articles of Agreement' of work contract with NABARD in accordance with the standard / prescribed format (Annexure) enclosed within 15 days from the date of acceptance of the offer failing which the bidder's EMD may stand forfeited.

27. The pre - qualification criteria, terms and conditions, formats of "Technical Bid", "Price/ Financial Bid" and Pre - Contract Integrity Pact are enclosed as Annexure.

28. For any clarification you may please contact Shri K S Kolhe, Manager at 040-27685342.

Yours faithfully

-Sd-
(Bolla Sreenivasulu)
Deputy General Manager

SCHEDULE OF EVENTS

Bid Document Availability	Tenderers are advised to submit tender in physical mode. The tender document is available on our website www.nabard.org	
	From:	28 February 2022
	To:	21 March 2022 by 2:00 PM
Earnest Money Deposit (EMD)	The tenderer shall deposit Earnest Money Deposit as per details given in pre-page through NEFT/RTGS credited into our Bank Account, details mentioned on pre page: If the bidder wants to claim exemption under MSME Procurement Policy of Govt. of India, the bidder has to submit documentary proof of registration as MSME with Central Procurement Organizations or NABARD itself.	
RMD	5% of the Annual Contract Value	
Pre-Bid Meeting	10th March 2022 at 11:00 AM	
Last Date of Submission of Tender	21 March 2022 by 2:00 PM	
Opening of Technical Bids	21 March 2022 at 4:00 PM Authorized representatives of bidders may be present during opening of the Technical Bids. However, Technical Bids would be opened even in the absence of any or all of the vendors' representatives.	
Opening of Price Bids	The Price Bids will be opened on a subsequent date, which will be communicated to such bidders who qualify the Eligibility Criteria and Technical Bid.	
Address for communication and submission of bid	The Chief General Manager Department of Premises, Security and Procurement NABARD, Telangana Regional Office, 1-1-61, R.T.C. Cross Roads, Musheerabad Hyderabad-500020	

(Part-I)

TECHNICAL BID

DISCLAIMER

The information contained in this Tender Document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of National Bank for Agriculture & Rural Development (NABARD), Telangana Regional Office, Hyderabad is provided to the bidder(s) on the terms and conditions set out in this Tender Document and all other terms and conditions subject to which such information is provided.

This Tender Document is neither an agreement and nor an offer and its only invitation to bid by NABARD, Telangana RO, Hyderabad to any party other than the applicants who are qualified to submit the bids (“bidders”). The purpose of this Tender Document is to provide the bidder(s) with information to assist them in formulation of their proposals. This Tender Document does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis regarding any information contained in the Tender Document and the meaning and impact of that information and should check the accuracy, reliability and completeness of the information in this Tender Document and where necessary obtain independent advice. National Bank for Agriculture & Rural Development, Telangana RO Hyderabad makes no representation or warranty, express or implied, and shall incur no liability under any law, statute rules or regulations as to the accuracy, reliability or completeness of this Tender Document. NABARD may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Tender Document.

The Tender Document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between NABARD and any successful Bidder as identified by NABARD after completion of the selection process.

Signature, Seal and Stamp of tenderer

Pre-Qualification Criteria

The bidders/contractors should have meet following qualification criteria:

1. Minimum 7 years' experience (as on 31.03.2021) in the field of management and maintenance of VoFs/VEFs and Medical Flats services of AMC Contracts, which include all the activities as listed in scope of work and should have at least one of the qualifying works carried out for Public Sector Undertakings (PSUs)/Banks/Govt. Offices.

2. The bidders should have carried out similar works during last 7 years (ending 31.03.2021) with annual contract value (costing individually) not less than the amount as given in following table:

3. Experience Criteria

a. One similar work during the last 7 years (ending 31 March 2021) with annual contract value (costing individually) not less than Rs. 11.06 lakh (80% of estimated tender value)

OR

b. Two similar works during the last 7 years (ending 31 March 2021) with annual contract value (costing individually) not less than Rs. 6.91 lakh (50% of estimated tender value)

OR

c. Three similar works during the last 7 years (ending 31 March 2021) with annual contract value (costing individually) not less than Rs. 5.52 lakh (40% of estimated tender value)

Note: To obtain the realistic value of work during the previous years, cost index @ 5% per year per work shall be added over the actual cost of executed works to calculate the value of works as on 31 March 2021.

4. Annual Turnover Criteria

The tenderers should have Annual Turnover **during each of the last three years ending** 31 March 2021 should be Rs. 4.15 lakh supported with audited balance sheet / profit & loss statement or a registered Chartered Accountant certified statement of accounts.

5. The tenderer should have their own office within the city/suburban areas of Hyderabad.

If the contractor belongs to other city, a detailed write up on execution arrangements shall be submitted by the tenderer.

6. Tender shall be accompanied by a copy of each of the documents like -

a) Company/Partnership Firm/Proprietorship Firm etc. Registration Certificate.

- b) Articles of Association/Memorandum of Association/ partnership deed/ any other relevant document showing composition of the firm.
- c) Documents supporting Address Proof (Both for Registered Office as well as local office at Hyderabad)
- d) MSE Registration Certificate
- e) PAN
- f) GSTN Registration
- g) Employee State Insurance (ESI) Act registration
- h) EPFO registration,
- i) Registration under Contract Labour Act/Labour Department
- j) Details of Bank account (Name of the Bank, address of the branch, Account No. and IFSC of the branch.
- k) List of eligible work executed during last five years
- l) Details of works (on-going / existing) in hand (**Bidder should have at least one ongoing work on Management and maintenance of VOFs/VEFs and Medical Flats in Hyderabad**)
- m) Details of work/ service experience shall be supported by work orders and corresponding completion certificates.
- n) The client-wise names of similar work(s), year(s) of execution of work (s) awarded, and actual value of executed work(s), reasons for delay (if any), names and full contact details of the officers/ authorities/ departments under whom the work(s) was/were executed should be furnished in the prescribed formats (Annexures).
- o) Audited final accounts of the business of the contractor for last 3 years (2018-19, 2019-20 and 2020-21) duly certified by a Chartered Accountant. Certificate of Turnover issued by a Chartered Accountant should be enclosed as proof of their credit worthiness and turnover for the last three years.
- p) There shall not be any case pending with the police or in a court of law against the bidder or any of its employee deployed in any govt. organizations.
- q) The bidder should submit an undertaking that it has not been blacklisted by any authority/entity in India or outside India.

7. If required, original certificates shall be produced for verification by the tenderer and will be returned after verification. The tenderers should have applicable Tax registrations (PAN, GSTIN TIN, TAN, etc.) and also registration with Labour Dept., Provident Fund, ESIC, etc., supported with documentary evidence and licenses, permissions, approvals issued by Labour enforcement and other statutory authorities, wherever applicable.

8. Tenderers should have a current bank account with a scheduled commercial bank. Intending applicants are required to furnish details about their firm/organization, experience, competence, etc. The staff deployed by the firm at site should have adequate experience and knowledge in their respective works.

9. The application form should be signed by a person on behalf of the

Firm/Organization, who is duly authorized to do so. If the space in the application form is insufficient for furnishing full details, such information should be supplied on a separate sheet duly signed by competent authority. Applications containing false or inadequate information are liable for rejection and Bank reserves the right to blacklist those agencies.

10. The firms which do not fulfil prequalification criteria shall not be considered for selection and award of work. NABARD reserves the right to verify any or all the documents furnished by the tenderers with any authorities. NABARD also reserves the right to cancel any or all the applications without assigning any reason thereof.

11. In case of two or more L1 quotes found, the revised price bid will be sought from the L1 bidders only. Further, in case of receipt of 2 or more L1 quotes in the second instance again, the award of work will be decided on the basis of superiority of the vendor based on parameter matrix by NABARD or by way of draw of lots. Decision of NABARD in this regard will be final and binding to all.

Instructions for submitting the tender

1. All the pages of the Tender Document shall be signed by the Tenderer.
2. NABARD will not be responsible for delay / loss in post or non-receipt of Quotations / Tender Documents by any reason.
3. Tenderers are advised to submit tender (bids) in physical mode only, after carefully following the instructions related to systems and procedures as indicated in the tender document for submission of bids. The last date of receipt of Tender is on or **before 14.00 hours on 21 March 2022 and Technical Bids will be opened at 1600 hours on the same day i.e. 21 March 2022.**
4. Rates should include all items pertaining to the work/services as mentioned in the tender and unless the same is done to the satisfaction of the NABARD's Engineer/ACTs, the bill will not be accepted.
5. Rates should be filled in the Tender neatly and no overwriting shall be made. Corrections, if any shall be authenticated by subscribing signature of the tenderer. The rates quoted should be written legibly in words and figures. If on check, differences are observed between the rates given by the Contractor in words and figures or in the amount worked out by him, the following procedure shall be followed.
6. When there is a difference between the rates in figures and in words, the rate that corresponds to the amounts worked out by the Contractor shall be taken as correct.
 - a. When the amount of an item is not worked out by the Contractor or it does not correspond with the rate written either in figures or in words, then the rate quoted by the Contractor in words shall be taken as correct.
 - b. When the rates quoted by the Contractor in figures and in words tallies, but the amount is not worked out correctly, the rate quoted by the Contractor shall be taken as correct and not the amount.

DECLARATION BY THE CONTRACTOR

I/ we have read and understood all the instructions / conditions made above and I / we have taken into account the above Instructions / Terms and Conditions while quoting the rates. I / we accept all the above Terms and Conditions without any reservation, in all respects.

Place :

(Signature of the Tenderer)

Date

Name and Address Seal:

Format- Covering Letter by the Tenderer for Submission of BID

(To be submitted in Tenderer's own Letter head) No.

Date:

The Chief General Manager
National Bank for Agriculture and Rural Development
Telangana Regional Office
Hyderabad

Dear Sir,

Submission of Tender under Annual Maintenance Contract for management and maintenance of VoFs/VEFs and Medical Flats at Staff Quarters at Ameerpet, Hyderabad from 01 April 2022 to 31 March 2025

With reference to NABARD, TS RO's Notice Inviting Tender dated2022, I/We offer our services as **Annual Maintenance Contract for management and maintenance of VoFs/VEFs and Medical Flats at Staff Quarters at Ameerpet, Hyderabad for the period from 01 April 2022 to 31 March 2025**. I/We understand that NABARD reserves the right to accept or reject any or all the tenders either in full or in part without assigning any reason therefor.

2. I/We also agree that our tender will remain valid for acceptance by the Bank for 90 days from the date of opening of price bid of the tender and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing. I/We also agree to keep the earnest money valid during the entire period of validity of tender.

3. All the desired information in the prescribed formats i.e. format of technical bid, price bid documents and certificates as required by NABARD, are enclosed herewith.

Thanking you

Yours faithfully

(Signature of authorized person on behalf of the Firm / Agency / Tenderer)

(Tenderer's Seal)

Letter of Undertaking from the Tenderer

The Chief General Manager
National Bank for Agriculture and Rural Development
Telangana Regional Office
HYDERABAD

Dear Sir,

Submission of Tender under Annual Maintenance Contract for management and maintenance of VoFs/VEFs and Medical Flats at Staff Quarters at Ameerpet, Hyderabad from 01 April 2022 to 31 March 2025

1. I/We have examined the Scope of Works, Specifications and Schedule of Quantities and Terms and Conditions relating to the Tender for the said works after having obtained the Tender invited by your office.
2. I/We have visited the Office Premises of NABARD and Staff Quarters and familiarized/examined the scope of works/services specified in the Tender Document and acquired the requisite information relating thereto as affecting the Tender.
3. I /We hereby offer to execute and complete the works in strict accordance with the Tender Document at the item rates quoted by me / us in the attached Bill of Quantities in all respects as per the Specifications and Scope of Works described in the Tender Document and the Annexures containing Terms and Conditions.
4. I/ We agree to deposit interest-free EMD along with tender's technical bid.
5. I/We agree to deposit all taxes, levies, cess etc., on account of service rendered by me/us to NABARD, to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
6. I/We agree to pay all Government (Central and State) Taxes such as Income Tax, Surcharge, Cess, GST, etc. and other taxes prevailing from time to time and the rates quoted by us are inclusive of the same. The rates will be exclusive of all taxes (The payment shall be subject to TDS and taxes as applicable at the time of payment) and would remain firm for the entire Contract Period. Even if the contracts are extended, the rates will not be changed by us.
7. I /We further agree to pay any fine or statutory dues imposed by any statutory authority in course of execution of subject contract, for which the tender is being submitted.
8. The rates quoted by me/us, are firm and shall not be subjected to variations on account of fluctuation in the market rates, taxes or any other reasons whatsoever for the captioned period.

9. I/We further agree to pay the personnel deployed in NABARD premises, their wages in accordance with the relevant Minimum Wages Act, on a monthly basis. The contractor shall also make PF contribution, ESI contribution and or any other statutory contribution in respect of the personnel deployed by them in NABARD.

10. I/We hereby certify that all the statements made and information supplied in the tender document and accompanying statements are true and correct.

11. Should this Tender be accepted, I / we hereby agree to abide by and fulfil all the Terms and Conditions and Provisions of the Contract Document.

Name of the person authorized to sign and submit the tender:

(i)

(ii)

(Documentary proof in respect of Letter of Authority/Power of Attorney to be enclosed along with the Tender).

Yours faithfully

(Name and signature of the tenderer)

Place:

Date:

Format of Technical Bid

(A) Name of the firm and Composition of the Firm	
[Full particulars (whether the Tenderer is an individual /Proprietorship Firm partnership firm / company etc.) of the composition of the firm of Tenderers in detail should be submitted along with the name(s) and address(es) of the partners, copy of the Articles of Association /Power of Attorney/ any other relevant document.]	
(a.1) Registered Head Office Address	
(a.2) Local Office Address	
(a.3) Year of establishment/Registration and Act under which registered	
(B) Work Experience (Details of work experience supported by work orders indicating the value & general specification of work, No. of persons to be engaged as per agreement, other documents and certificates. The details along with documentary evidence of previous experience, if any, of carrying out works for NABARD / Public sector banks / Government department / Semi Govt. department / Other Public Sector Undertakings / private banks / Private sector / housing societies at any other Centre should also be given.)	
(C) Credit worthiness of the Tenderer & Turnover during the specified period (Copies of IT deposit certificates (such as copy of deposited Form 16 or any such other certificate) along with latest final accounts of the business of the Tenderer duly certified by a CA should be enclosed in proof of their credit worthiness and Turnover for the last three years ending 31.03.2021.)	
(D) Name(s) and address (es) of the Bankers and their present contact executives (Written information about the names and address of their bankers along with full details like names, postal address, e- mail IDs, telephone (landline & mobile No.s), Fax No. etc of the contact executive (i.e. The persons who can be contacted at the office of their bankers by the Bank, in case it is so needed) should be furnished.)	

(E) Details of Bank accounts (Full particulars of their bank accounts, account No., type of account, account opening date etc. should be furnished.)	
(F) Name(s) and address (es) of the Clients and their present Executives (Written information about the names and address of their clients along with full details like names, postal address, e- mail IDs, telephone (landline & mobile No.s), Fax No. etc. of the contact executive (i.e. The persons who can be contacted at the office of their Clients by the NABARD, in case it is so needed) should be furnished.)	
(G) Litigation & civil suits (The Tenderer should furnish details of his involvement in any type of litigation with any of his present or past clients. He should also furnish the details of any civil suits pending against him or his workmen in any court of law.)	
(H) Whether registered with the Registrar of companies/ Registrar of firms. If so, mention number and date and attach a copy of registration	
(I) Details of Registration with Provident Fund, Labour Authorities, ESIC, if any.	
(J) Whether registered for GSTN/ service tax purposes. Please furnish relevant copies.	
(K) Whether registered in the panel of other banks and other financial institutions and if yes, furnish the details of registration viz. names, category and date of registration, etc.	
(L) MSE Registration Certificate, if applicable	
(M) Details of EMD and UTR no:	

Details of Key Administrative Personnel

Sr. No.	Name	Designation	Qualification	Professional Experience	No. of years associated with the firm

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Previous Experience

List of important works executed by the firm during last 7 years with experience in executing works of similar nature i.e. annual maintenance contract of Management and maintenance of VoFs/VEFs and Medical Flats services. Please arrange to provide value of job, approximate area of each contract where housekeeping services was/ is being undertaken and the year of AMC along with copy of work orders, performance certificates / completion certificates.

Sl. No	Name of the work and Location	Nature of Work	Name & full postal address of the owner	Contract Amount (₹.)

List of important works in hand costing ₹. 4.15 lakh and above with experience in executing works of similar work

Sl. No	Name of the work and Location	Nature of Work	Name & full postal address of the owner	Contract Amount (₹.)

SIGNATURE AND SEAL OF THE BIDDER

Experience in Management and maintenance of VOFs/VEFs and Medical Flats

1. List of Management and maintenance of VoFs/VEFs and Medical flats services personnel, giving details about their academic/technical qualifications, experience, etc. including that in the applicant's organization. (Please attach extra sheets if required).

Sl. No.	Name	Age	Qualification	Experience	Nature of works handled	Date from which employed in the organization	Any other relevant information

2. **List of available tools, Equipment.** (Please attach extra sheets if required).

Sl. No.	Name of tools/ Equipment and Accessories	Total No. of units	No. of units can be spared for NABARD's work
(1)	(2)	(3)	(4)

3. Indicate other points, if any, to show applicant's technical and managerial competency to indicate any important point in applicant's favor.

4. No. of supplementary sheets attached.

Declaration by the Contractor

1. I/We have read and understood the Scope of Work and special terms and conditions for the management and maintenance of VoFs/VEFs and Medical Flats AMC in the entire premises (both inside and outside) as indicated in NIT and I/we have taken into account the above while quoting the rates. I/We accept all the above points without any reservation from my/ our side, in all respects.

2. Further, I/We also declare that no prohibitive things/banned chemicals, which are harmful to human life, will be used.

(Signature of the Tenderer)/Authorized person

on behalf of the firm/ organization/vendor

(Authorization letter/power of attorney to be enclosed, in case authorized person is signing the document)

Address:

Name and Seal:

Place:

Date:

CHECK-LIST FOR TECHNICAL BID

Sr. No.	Documents asked for	Whether Placed or Not
1.	A) Bid Security (EMD) of Rs. (Rupees in words) in the form of e-payment	
2.	One self-attested recent passport size photograph of the authorized person of the firm/agency, with name, Designation, address and office telephone numbers. If the bidder is a company/partnership firm, name designation, address and office telephone, numbers of Directors/Partners also.	
3.	Undertaking on own Letterhead as per format prescribed in Appendix- II	
4.	Self-attested copy of the PAN card with copy of cancelled cheque for KYC compliance.	
5.	Self-attested copy of GSTIN Registration	
6.	Self-attested copy of valid Registration certificate of the Firm/company /agency.	
7.	Valid Contractor License issued by Government of Telangana State	
8.	Self-attested copy of valid Employees Provident Fund Registration number.	
9.	Self-attested copy of valid ESI Registration No.	
10.	Self-attested copy of valid License No. under Contract Labour (R&A) Act, 1970.	
11.	Proof of experiences of last seven financial years as specified in the NIT along with satisfactory performance certificates from the concerned employers as per	
12.	Annual returns of previous three years supported by audited Balance Sheets for FY 2020-21, 2019-20 and 2018-19. If audited financial statements for FY 2020-21 are not available, then audited financial statements for FY 2017-18 may be submitted along with 2018-19 and 2019-20 statements	

SCOPE OF WORK

Management and Maintenance of Visiting Officers' Flats / Visiting Employees' Flats and Medical Flats at NABARD Staff Quarters, Ameerpet, Hyderabad

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

Sr. No.	Nature of work	Requirement of number of		No. of days in a month
		Skilled person	Unskilled person	
1	Cook	1	-	26
2	Asstt. Cook	1	-	26
3	Attendant / Helper	-	1	26
4	Maintenance services (Cleaning, Housekeeping etc.)	-	2	26
	TOTAL	2	3	
	Grand Total	5		

- a. Handing/taking over of keys from/to visitors employees of the Bank for staying at Visiting Officers Flat.
- b. Changing the linen, sweeping, dusting every flat including cleaning of floors, bathrooms, toilets etc. every day and changing & washing of curtains every three months. Washed linen should be supplied on allotment of VOF / VEF and subsequently changed after two days.
- c. Proper care of each and every item in the flats i.e. VOFs/VEFs and Medical Flats without deploying additional man power.
- d. Maintenance of Drawing Room/TVs, Reception with holding of charge, issue of toiletries to guests and other officials.
- e. Careful operation of TV/Dish/DTH connection and maintenance/recharge of DISH connection without any extra charge up to date in co-ordination with DPSP officials.
- f. Calling AMC service provider and up to date maintenance of air conditioners, Aqua guard/Water Purifier/fridge/TVs/ Tata Sky etc.
- g. Switching on / off the lights, air conditioners and other electrical appliances in the building as per requirement.
- h. The contractor shall pay the replacement cost of the item if reported lost/broken/damaged etc.
- i. The contractor should collect the allotment advices of VOF/VEF from the bank every day.

- j. The contractor to collect the designated fee from guests & deposit to designated account on a monthly basis.
- k. The Contractor shall arrange to provide tea, breakfast, lunch and dinner on advance intimation to the guests, as per the rates fixed by the Bank. Supplying the drinking water for guests in rooms.

General Maintenance of Rooms with attached bathrooms/toilets –

2. Trained Helper/Workers should

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

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

- a. Should have adequate experience in handling kitchens.
- b. Should be well versed in cooking north and south Indian dishes as well as continental cuisines for dinner/lunch/breakfast items.
- c. Should maintain hygienic condition in the kitchen and washing areas.
- d. Should assign works to utility helpers and waiters in kitchen.

- e. Should ensure that timely good quality food is served to guests either in rooms or in the dining hall.
- f. Should ensure that all the utensils, crockery, kitchen equipment are properly cleaned and in working order.

4. Cleaning of linen, kitchen equipment and cutlery/crockery

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

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

- a) Purified water should be provided daily to every occupied room for drinking purpose
- b) Required quantity of tea, coffee, milk, cold drinks, etc. shall be served to the guests on chargeable basis at rates decided by NABARD.
- c) Newspapers of Hindi, Telugu, English (journal & Economics) each shall be provided in each guest house.
- d) One toilet kit should be provided to each Officer on allotment depending upon length of stay. (Kit will be provided by Bank as per its arrangement and contractor should inform DPSP RO well in advance for replacement of VOF kits) and also keep the records of that.

6. Staff Quarters, Ameerpet:-

- i) 08 flats on 7th floor and one Additional flat on 6th Floor at Block A are reserved as Visiting Officer's Flats.
- ii) 02 flats and 02 Medical Flats in C- Block

7 Facilities Provided By NABARD Includes

- a) Kitchen with all necessary facilities like gas stoves, cylinders, grinder, mixers, refrigerators, and microwave, Almirah for storage of linen and facility for storage of crockery / food grains etc.
- b) Crockery, cutlery and all cooking utensils/pans, pressure cookers etc.
- c) Furniture in rooms, dining halls, lounges, office rooms, etc.
- d) Appliances like TV, ACs, Geysers, Washing Machines, and Water Purifier etc. All the available capital equipment will be given on as-is, where-is condition.
- e) The Agency will have full responsibility of proper upkeep, maintenance and custody of the linen, crockery, equipment, and vessels etc., handed over to them by the Bank.
- f) All the items supplied by the Bank at its expense for the purpose of running VOF/VEF will be Bank's property for all intents and purposes.
- g) The losses due to breakage / theft / damage or loss of any such materials / equipment / fixtures / furniture or damage due to poor and reckless handling shall

be recovered from the Agency at full cost. However, damages/ breakages in crockery due to natural causes will be viewed leniently by NABARD. In regard to natural wear and tear of any such item, the decision of the Bank shall be final and binding on the Agency. However, the Agency shall maintain records for all such damages/breakages.

SPECIAL INSTRUCTION

1. The Agency will supervise the above work on a daily basis.
2. The Agency will provide substitute in case of absentee.
3. The materials of BIS standard has to be kept with ACT one month in advance.
4. The Agency shall provide necessary registers to keep record of day to day progress of work.
5. The above list of works mentioned is illustrative and not exhaustive. NABARD may include works relating carpentry and civil/plumbing/sanitary etc. if required additionally, for which no additional charges shall be paid.

Declaration by the Contractor

We / I have read and understood the Scope of Work and special terms and conditions for the Maintenance and Housekeeping (including Catering) of VoF/VEF/ Medical Falts and we / I have taken into account the above while quoting the rates. We / I accept all the above points without any reservation from our / my side, in all respects. Further, we / I also declare that no prohibitive things/banned chemicals will be used, which are harmful to human life.

Place: Date

(Signature of the Tenderer)

Address

General Terms and Conditions

This tender is for Annual Maintenance Services for **management and maintenance of VoFs/VEFs and Medical Flats services required at NABARD Staff Quarters, Ameerpet, Hyderabad** for National Bank of Agriculture and Rural Development. You are requested to read and understand the Notice Inviting tender and subsequent Corrigendum, if any, before submitting the tender.

1. Tenderers are advised to visit the site and thoroughly understand the nature and scope of the works and be familiar with the site conditions before quoting.
2. The rates will be exclusive of all taxes (The payment shall be subject to TDS and taxes as applicable at the time of payment) and would remain firm for the entire Contract Period. No increase in rates will be allowed during the entire Contract Period on this account.
3. Monthly payments will be made for the above required services based on the bills submitted by the Contractor and certified by the concerned Bank's Officer to the effect that the works / complaints recorded in the registers/software are attended and rectified as per the scope of the work. The Contractor has to get the Signature of the Caretaker & Protocol & Security Officer after completion of the respective works on the formats enclosed/given for respective work and should submit all these with the bill.
4. Any discrepancy in settlement of bills may be brought to the notice of NABARD within a period of one month after the settlement of the Bills. NABARD will not entertain any claim regarding any dispute in settlement of the bills after stipulated time.
5. Income Tax, GST and other taxes, as applicable, will be deducted from total payment due to the Contractors.
6. All works, complaints / instructions given by the respective authorities covered under the Annual Maintenance Contract are to be attended on the same day. In case of delay in attending the work in time, NABARD will be at liberty to get the work done through any other agency and the cost there for shall be recovered from the Contractor at the discretion of NABARD Telangana RO.
7. The Contractor should arrange to obtain necessary insurance cover i.e. (i) Workmen Compensation policy and (ii) Contractors All Risk Policy (CAR policy) for his employees at his cost and should be responsible for the safety of persons employed by him. The original Insurance Policy should be submitted to NABARD immediately after award of work. The CAR policies are required to be **at least for 1.25 times of the contract value.**
8. The Contractor shall be fully responsible and shall indemnify NABARD with suitable Insurance cover in the event of any damage to men or material, injury / damage or death as the case may be, caused directly or indirectly due to the negligence of the Contractor or his agents and / or his employees or workmen. The decision of NABARD in this regard shall be final and binding.

- 9.** 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 Act, etc.
- 10.** The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under Payment of Minimum Wages Act, 1948, Contract Labour (Regulation & Abolition) Act 1970, EPF etc. with regard to the personnel engaged by him for works. It will be the responsibility of the contractor to provide details of manpower deployed by him, in the NABARD, Telangana RO Hyderabad and to the concerned Labour Department.
- 11.** As far as EPF is concerned, it shall be the duty of the Contractor to get PF code number allotted against which the PF subscription, deducted from the payment of the personnel engaged and equal employer's amount of contribution should be deposited with the respective PF authorities within 7 days of close of every month. The particulars of the employees engaged for the NABARD RO/ Staff Quarters at are required to be submitted to the NABARD Telangana Regional Office.
- 12.** The antecedents of the staff deployed shall be got verified by the contractor from local police authority and an undertaking in this regard to be submitted to the NABARD Telangana RO Hyderabad and Telangana RO Hyderabad shall ensure that the contractor complies with the provisions.
- 13.** 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 the NABARD. 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 (on the format), duly countersigned by the concerned official of the NABARD Telangana RO Hyderabad, regarding payment of wages as per rules and laws in force, before receiving the 2nd payment onwards.
- 14.** All liabilities arising out of accident or death while on duty of the required housekeeping services personnel shall be borne by the contractor. The contractor shall cover all his employees with a comprehensive Group Insurance policy. The contractor shall indemnify the NABARD, Telangana RO Hyderabad against all liabilities arising out of any such accidents or deaths.
- 15.** Adequate supervision will be provided to ensure correct performance of the said housekeeping services in accordance with the prevailing assignment instructions agreed upon between the two parties. In order to exercise effective control & supervision over the staff of the Contractor deployed, the supervisory staff will move in their areas of responsibility.
- 16.** All necessary reports and other information will be supplied immediately as required and regular meetings will be held with the NABARD Telangana RO Hyderabad.
- 17.** Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the NABARD Telangana RO Hyderabad and shall not

knowingly lend to any person or company any of the effects of the NABARD, Telangana RO Hyderabad under its control.

- 18.** The staff deployed shall not accept any gratitude or reward in any shape.
- 19.** The contractor shall provide training at his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.
- 20.** Under the terms of their employment agreement with the Contractor the housekeeping staff shall not do any professional or other work for reward or otherwise either directly or indirectly, except for and on behalf of the Contractor.
- 21.** That in the event of any loss occurred to NABARD Telangana RO Hyderabad, as a result of any lapse on the part of the contractor which will be established after an enquiry conducted by the NABARD Telangana RO Hyderabad, the said loss can claim from the contractor up to the value of the loss. The decision of CGM/OIC NABARD, Telangana RO Hyderabad will be final and binding on the agency, respectively.
- 22.** 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 the NABARD, Telangana RO Hyderabad may issue from time to time and which have been mutually agreed upon between the two parties.
- 23.** NABARD, Telangana RO Hyderabad shall have the right, within reason, if any person employed by the contractor is considered to be undesirable or otherwise, to inform to the contractor and contractor shall replace such person immediately.
- 24.** The contractor shall be responsible to maintain all property and equipment of the NABARD, Telangana RO Hyderabad entrusted to it.
- 25.** The contractor will deploy supervisors as agent of the contractor and the instructions given to the supervisor by NABARD will be deemed to be instructions given to the contractor. The supervisor shall be required to follow the instructions of NABARD Telangana RO Hyderabad and ensure that the work done accordingly.
- 26.** The contractor shall pay the personnel deployed in NABARD Office and Staff Quarters premises, their wages in accordance with the relevant Minimum Wages Act, on a monthly basis. The contractor shall also make PF contribution, ESI contribution and or any other statutory contribution in respect of the personnel deployed by them in NABARD.
- 27.** The Contractor shall be responsible to fulfil all the obligations in connection with the workers employed by it for the purpose of the Contract and all the Statutory and other liabilities if any including minimum wages of Central/ State Govt. (whichever is higher shall be applicable) , leave, salary, uniform, identity cards, ex- gratia, ESI, Provident Fund, Workman Compensation, if any, etc. (as applicable) in connection therewith shall be on

the Contractor account and payable by the concerned Contractor. The contractor shall liaise with Labour Department of State/Central Government and comply with all necessary regulations and instructions in this regard.

- 28.** All the Standard Conditions of the Contract shall be binding on the parties as per Indian Contract Act and prevailing Rules.
- 29.** The Contractor shall comply with all the applicable Acts, Rules, Regulations and Law (s) for entering into Maintenance Contract and the Bank will not in any way be liable or responsible for any default / irregularities / penalties on the Contractor's part.
- 30.** The following requisites are to be fulfilled by the contractor:
 - a. Time schedule of services
 - b. Presence of required number of the persons at the site as per contract
 - c. Maintain desired quality of the work as per specification
- 31.** The penalties for not complying with the above are indicated in Special Conditions of contract.
- 32.** The contractor shall always post, experienced staff at site at least to the extent of strength as given elsewhere in this tender document, round the clock.
- 33.** The persons deployed by the contractor in NABARD shall not have claims of Master and Servant relationship (implicitly or explicitly) between him/her/them and NABARD nor have any principal and agent relationship with or against the NABARD. The contractor's personnel shall not claim any benefit/ compensation /absorption/regularization of services under the provision of the Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970.
- 34.** The Contractor shall comply with the provisions of Contract Labour (Regulation and Abolition) Act, 1970, Minimum Wages Act and all other Labour Laws and other Statutory Regulations (both Central and States) that may be enforced from time to time by the Appropriate Authorities. NABARD shall not be responsible for any penalty on failure on the part of contractor to comply with any Labour Regulations.
- 35.** The contractor shall maintain attendance register of his staff employed at various sites and wage register for payment (at least minimum wages as per Central or State Govt. whichever is higher shall be paid) with all records up to date as per the labour regulations. The contractor shall submit the monthly payment records to the staff employed by him.
- 36.** The contractor shall ensure that the payment is regularly credited to the bank account of the individual labour employed at Bank's premises and pay slips for respective payments are duly issued regularly. NABARD will ask for present/past pay slips and payment records related to ESI/PF to be submitted along with the monthly bill. In extraordinary case of wages being disbursed in cash, the same may be done in the presence of authorized representative of NABARD as required as under relevant law.
- 37.** The manpower deployed by the contractor should be polite, cordial, positive and efficient, while handling the assigned work so that their actions

promote goodwill and enhance the image of NABARD. Necessary grooming should be done by the contractor before posting the staff at site. He shall also comply with the provisions of all labour legislations. Receipt of any complaint in this regard shall be viewed seriously.

- 38.** No additional payment shall be made if contractor keeps more staff at site for completing the pending work or if the minimum staff strength is not able to perform satisfactorily as per the contract provision.
- 39.** The Contractor or his authorised representative should visit the site as per requirement and meet NABARD's Security Officer/bank's Officer with prior appointment for any clarifications and to receive instructions, etc. at the site.
- 40.** The Contractor's workmen should report to P&SO/site supervisor as per timings mentioned/notified. A register will be kept at site on all the locations showing attendance on day to day basis and which will be countersigned by the security guard on duty the time when contractor's worker arrives & signs at site. The same shall be shown to AM P&S/ P&SO and a copy shall be presented along with the Contractor's monthly bill.
- 41.** The workers / staff employed should wear colour code uniforms displaying contractor firm's name. The Contractor should not employ any person who is prohibited by Law from being employed for fulfilling obligations under this Contract. Any indecent behaviour / suspicious activities of the staff employed shall be viewed seriously and a suitable penalty shall be imposed on contractor. The contractor is also required to submit the list of workers with photo ID, educational qualification, address proof, etc. before deputing the workers.
- 42.** Any act of indiscipline / misconduct / theft / pilferage on the part of any employee engaged by the Contractor resulting in any loss to NABARD in kind or cash will be viewed seriously and NABARD will have the right to levy damages or fine and / or even terminate the Contract forthwith, if necessary.
- 43.** In case of any default or failure on Contractor's part to comply with all / any one of the Terms/ Conditions, NABARD reserves the right to take necessary steps to remedy the situation including, inter-alia, the deduction of appropriate amount/s from dues otherwise payable to Contractor and/or by taking recourse to appropriate recovery proceedings. The contractor shall keep NABARD indemnified against all claims whatsoever in respect of the manpower deployed by it in NABARD. In case any employee of the contractor so deployed enters in dispute of any nature whatsoever, it will be the primary responsibility of the contractor to contest the same. In case NABARD or its employee is made contractor and is supposed to contest the case, NABARD will be reimbursed for the actual expenses incurred towards Counsel Fee and other expenses which shall be paid in advance by the contractor to NABARD or any person authorized by NABARD, on demand. Further, the contractor will ensure that no financial or any other liability comes to NABARD or its employee in this respect of any nature whatsoever and shall keep NABARD or any employee of NABARD indemnified in this respect.

- 44.** "Any dispute or difference whatsoever arising on any matter concerning this contract between the parties out of or relating to the services, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled by arbitration in accordance with Arbitration and Conciliation Act, 1996 or any modification thereof. The arbitration shall be conducted by sole arbitrator appointed by NABARD and the award made in pursuance thereof shall be binding on the parties."
- 45.** The venue of the arbitration shall be at Hyderabad.
- 46.** The language of arbitration shall be English.
- 47.** Work under the contract shall be continued by the contractor during the arbitration proceedings unless otherwise directed in writing by NABARD, unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.
- 48.** The Contractor should not at any time do, cause or permit any nuisance on the site / do anything which shall cause unnecessary disturbances or inconvenience to the occupants / visitors at site or near the site of work.
- 49.** The personnel deployed by the Contractor can use the common facilities such as drinking water, toilet, etc. if any, provided at the premises. However, it should be ensured that the same should be kept in hygienic condition.
- 50.** The work should be carried out with minimum inconvenience to the occupants/NABARD Staff. The workmen employed by the Contractor should abide by the Rules and Regulations maintained by NABARD in the premises, especially in respect of working hours, entry of the workers to the premises, interpersonal relation with the occupants, etc.
- 51.** The contractor shall promptly and timely obtain all such consents, permissions, approvals, licenses etc., as may be necessary or required, in accordance with this Tender. The Contractor should obtain approvals, if any, necessary for the work from the Statutory Bodies on behalf of the NABARD. The Contractor shall assist the NABARD fully in respect of any liaison with the Municipal or any other Authority for necessary approval / permission with regard to the maintenance works. The fees and other statutory charges, if any, will be reimbursed to the Contractor based on the original receipts produced to the NABARD.
- 52.** The Contractor shall ensure that the employed staff shall not undertake any private work inside or outside NABARD's residential/Office premises.
- 53.** The engaged staff shall also undertake other specific work related to other works during working hours as per instruction of Officer/P&SO, if required.
- 54.** The staff shall subject themselves to security check at the time of leaving the Bank's premises daily.
- 55.** No articles, other than personal belongings, shall be taken out without approval from Assistant General Manager (DPSP) Protocol & Security Officer / Care Taker / Assistant Care Taker.

- 56.** They shall not engage themselves in any activity detrimental to the interests / reputation of the Bank.
- 57.** The personnel deployed by the Contractor for duty in the said premises shall not be deemed to be employees of 'NABARD' in any manner and they shall not be eligible for any benefits which the 'NABARD' provides to its employees. The obligation if any, for any benefit shall be the sole responsibility and rests entirely with the Contractor.
- 58.** NABARD will not be under any liability to pay any compensation to the personnel deployed by the Contractor for their sustaining any injury etc. while discharging the duties in the said premises. The Contractor shall get the personnel posted for duty at the said premises, insured against accidents at his own cost.
- 59.** NABARD shall, in the event of the Contractor committing any breach of any of the terms and conditions or if the services provided by the Contractor is considered to be unsatisfactory by the 'NABARD' or for any other reason considered by the 'NABARD' as insufficient, be entitled to terminate the contract by giving seven days' notice in writing and the Contractor shall not be entitled to any compensation for such termination.
- 60.** On expiry of or early termination of the Contract, the personnel engaged shall vacate the said premises, without any way causing any damage to the said premises and the property therein.
- 61.** The above list of duties is only indicative in nature. The personnel deployed by the Contractor should perform any other duties assigned by Bank's authorised officials from time to time as per requirement.
- 62.** Termination of agreement: "If the services of the contractor are not found to be satisfactory, the contractor will be given a notice, with a notice period of 30 days, to improve his services. If the contractor fails to improve his services within the Notice period, NABARD shall have the discretion to terminate the contract either in part or in whole, on any day after the expiry of the said notice period if
- a. in the opinion of the Bank (which shall not be called in question by the contractor and shall be binding on the contractor) the contractor fails or refuses to implement this agreement to the Bank's satisfaction and/or
 - b. the contractor commits a breach of any terms and conditions of this agreement and/or
 - c. the contractor is adjudged an insolvent or a compromise is entered by him with his creditors or if distress or execution or other process is levied upon or receiver is appointed for any part of the assets or property of contractor and/or
 - d. for any reason whatsoever, the contractor becomes disentitled in law to perform his obligations under this agreement and/or
 - e. if there is any variation in the ownership/partnership or management of the contractor or his business without the prior approval in writing of the Bank to such variation.

63. In the event of termination of this agreement for any reason whatsoever, the contractor/or persons employed by him or his agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.
64. In case the Contractor desires to terminate the Contract, he may do so by giving the Bank a notice period of three months.
65. On site storage space will be provided to the Contractor subject to availability. NABARD will not be responsible for Contractor's materials.
66. The Contractor shall not directly or indirectly transfer, assign or sublet the Contract or any part of it, without written permission of NABARD. But he can engage various licensed agency /agencies for carrying out different works.
67. While submitting the monthly bill for AMC, the contractors have to submit all the required documents /statements as desired by NABARD. Contractor will not link payments to his labours with the settlement of his bill by NABARD.
68. It is the contractor's responsibility to coordinate with other service providers viz. companies, municipality etc. for completion of the work, if required and attending to the work along with liaising with local bodies including making payments to statutory bodies. Bank shall reimburse the payments for such works on production of valid receipts. No other charges for such works shall be payable.
69. Validity of Offer: 90 days from the date of opening of the price bid.
70. The successful bidder shall execute an agreement with NABARD at his cost on non- judicial stamp paper as per the prevailing rates in accordance with the standard format enclosed (articles of agreement) within 14 days from the date of issue of work order failing which bidders EMD may stand forfeited.
71. Additional Terms and Conditions, Special conditions, Safety conditions as stated in attached sheets.
72. 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 the Chief General Manager, NABARD Telangana RO Hyderabad shall be final and binding upon the parties. The place of arbitration shall be Hyderabad. The Indian laws shall be applicable to the arbitration.

SPECIAL INSTRUCTIONS:

- a) The contractor will provide sufficient manpower to ensure that the items indicated in the scope of work are attended to and executed to the satisfaction of the Bank. In case of emergency the contractor shall be required to post additional staff without any extra cost to the Bank.
- b) The contractor will provide supervisory services to ensure proper and effective supervision except unskilled staff.
- c) The manpower provided by the contractor should be available round the clock in VoFs /VEFs. The deployment of manpower and their timing may be flexible

and could be changed/increased depending upon the quantum of work and requirement of Bank.

- d) The contractor will provide necessary substitutes in the absence of its staff.
- e) Quantities indicated in the Financial Bid may vary to the extent or may be deleted without any notice and as such the rates quoted should be workable and should include all overheads, profits, taxes as applicable and all other incidental charges.
- f) The RMD shall be refunded to the contractor on completion of AMC period and completion of all contractual obligations.
- g) Quoted rates should be workable, reasonable and should include incidental and all overheads and profits. The Tenderer will furnish Rate Analysis for scrutiny of the rates by NABARD, if required.
- h) **PAYMENT:** The contractor shall be required to raise bill for monthly payments of management and maintenance of VoFs /VEFs and Medical Flats services/personnel in the name of the Chief General Manager, NABARD, Telangana Regional Office, Hyderabad. Based on the attendance sheets of the contractor duly verified by the Caretaker of the Bank Colonies, attested by the officer nominated by the bank will be paid. The Contractor will ensure that workers engaged by him must receive their entitled wages on time. In view of this, the following procedure will be adopted.
 - (i) Contractor shall pay their entitled wages on the 05 of the every month. It shall not be linked to the payment of the bill.
 - (ii) Payment must be made by the service providers through ECS/NEFT/any other electronic payment system. Under no circumstances payments will be made in cash. To ensure this, service provider will get a bank account opened for every engaged employee.
 - (iii) While submitting the bill for the next month, the services provider must file a certificate certifying the following:-
 - a. Wages of employees were paid as per minimum wages norm applicable has been credited to their bank accounts on (date)
 - b. ESI Contribution relating to workers amounting to Rs..... was deposited on (date) (copy of the challan enclosed)
 - c. EPF contribution relating to workers amounting to Rs..... was deposited on (date) (copy of the challan enclosed)
 - d. The service provider is complying with all statutory Labour Laws including Minimum Wage Act.
- j. The contractor shall compulsorily issue a salary slip to every personnel in the indicating details of salary including Name of Employee, Designation, Month, No. of Days present, -ESI No., PF No., etc.
- k. The minimum cost of two uniform shall be provided by the Contractor
- l. The tenders with rates quoted less than the minimum rates specified above shall be summarily rejected.
- m.

DECLARATION BY THE CONTRACTOR

I/We have read and understood the special terms and conditions for the services required of Management and maintenance of VoFs/VEFs and Medical Flats etc. in the entire premises (both inside and outside)/Staff Quarters and I/we have taken into account the above while quoting the rates. I/we accept all the above points without any reservation from my/our side, in all respects.

I/We accept all the Terms and Conditions in all respects without any reservation.

Signature of the Tenderer:

Name and Seal

Place:

Date:

SAFETY CONDITIONS OF THE CONTRACT

SAFETY CODE

1. The contractor shall be responsible for all injury to persons, and for all structural and decorative damage to property which may arise from the operation or neglect of contractor or their staff or damages arising from carelessness, accident or any other cause whatsoever in any way connected with carrying out of the contractor. The contractor shall indemnify the Bank and hold it harmless in respect of all and any such injury or damages to persons or property as aforesaid and also in respect of any claim made in respect of injury or damages under Acts of Government or otherwise and also in respect of any Award of compensation of damages consequent upon such claims.
2. The Contractor shall maintain in a readily accessible place first aid appliances including adequate supply of sterilized dressings and cotton wool.
3. An injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalization.
4. It is entirely the responsibility of the contractor to follow the safety procedures such as using safety belts, life lines, helmets, rubber gloves etc. depending upon the nature of works Contractor is free to approach NABARD for any suggestion in this regard. However any lapse in this regard will be viewed seriously.
5. A penalty of ₹ 1000.00 shall be levied for violation of safety norms including non-use of personal protective equipment. A penalty of ₹ 2000.00 shall be levied if violation is repeated.
6. Penal action will also be taken if the contractor's supervisors and workmen do not wear the uniforms and photo identity cards issued by the contractor and thus pose a security risk to the safety of the Bank's establishments, its officers and the families of its officers residing in flats. The decision of the Bank in all such cases attracting penalties shall be final and binding on the contractor.
7. An adequate insurance coverage shall be arranged by the contractor for all employees/workmen against accident & the Bank shall not be responsible for any liability arising out of any accident / injury caused to the employees/workmen while executing the work.
8. The Bank shall be at liberty and is hereby empowered to deduct the amount of any damages compensation, cost charges and expenses arising or accruing from or in respect of any such claim or damages from any or all sums due or to become due to the contractor.
9. Smoking and chewing pan/ tobacco are prohibited in the Office. As part of the contract, the contractor must satisfy the above mentioned safety requirements and must ensure at all the time that these are followed without any deviation.

Declaration by the Contractor

I/We have read and understood the Safety code for Management and maintenance of VoFs/VEFs and Medical Flats AMC services at NABARD Staff Quarters, Ameerpet, Hyderabad. I/we have taken into account the above while quoting the rates. I/we accept all the above points without any reservation from my/our side, in all respects.

Signature of the tenderer with seal

Name and Seal

Place:

Date:

Address:

Annexure I

INDEMNITY BOND

(On non-judicial stamp paper of Rs .100/-)

KNOW all men by these presents that I, Shri.....of
M/sdo hereby execute
Indemnity Bond in favor of National Bank for Agriculture and Rural Development
(NABARD), having their Telangana Regional Office at 1-1-61, RTC Cross Roads,
Musheerabad, Hyderabad-500020 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 Management & maintenance of VOFs/VEFs and
Medical flats services at NABARD Staff Quarters at Ameerpet, Hyderabad for the
period 01.04.2022 to 31.03.2025.”

THIS DEED WITNESSETH AS FOLLOWS:-

I/We M/shereby 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/shas set his/their hands on thisday of 2022.

SIGNED AND DELIVERED BY THE AFORESAID M/s

IN THE PRESENCE OF WITNESS:

(1)

(2)

Annexure II

Proforma for Electronic Payment

Details of Bank account to be furnished by the contractors/service providers for effecting payment with phone Nos.:-

1	Name of the account holder (As appearing in the Bank account)	
2	Name of the Bank	
3	Name of the Branch	
4	Account Number	
5	RTGS/NEFT/IFS Code	
6	Type of account (Savings, Current, etc.)	
7	PAN Number	
8	GSTN Number	
9	Contact Number (Phone/Mobile) Email ID :	
10	Address for correspondence	

Signature
Seal & Stamp

Please attach

- (1) One original cancelled cheque leaf of the above Bank account and
- (2) Copy of PAN Card
- (3) Allotment letter/registration letter under GSTN
- (4) Copy of address proof

Annexure III

Organizational/Financial Profile of The Bidder

1	Constitution Proprietary/ Partnership/ Private Ltd./Public Ltd.	
2	Date of Establishment	
3	Address for Communication Postal Telephone/Mobile Email	
4	Classification	Solution Provider/System Integrator Hardware/Vendor/Bidder/Softw are Developer, etc.
5	If Joint Venture, then specify names of Partners in the Service Support Co, JV	i) ii)
6	Others (please specify)	
7	Name(s) of Proprietor(s) / Partner(s) / Directors	Position/Designation
8	Number of Engineers/ Staff familiar with the Product/ Services offered.	
9	Total Number of Employees	
10	Number of locations where Service Support Centers are available.	

Business Figures for 3 years (copies of supporting documents to be enclosed)

Year	Sales turnover (₹. Lakh)	Net Profit (₹. Lakh)
Current Year		
Last Year		
Year Before Last		

IT returns for last 3 years (copies to be submitted)

Financial Year	
2018-19	
2019-20	
2021-21	

Signature, Stamp of Vendor/Bidder Name:

Annexure IV

LIST OF PROFESSIONAL STAFF

List of professional staff with the contractor, giving their qualification, experience, including that in the present organisation*

Sr N o	Nam e	Ag e	Qualificati on	Experien ce	Natur e of works handl ed	Name of the assignme nts handled	Date from which employed in current organizati on
1	2	3	4	5	6	7	8

*** Use separate/additional sheets as per the requirement**

Signature of the applicant with full address and office seal

Note: Indicate other points (including clients' certificates), if any, relating to your technical and managerial competency which you would like to bring to our notice.

Annexure V

UNDERTAKING

This is to certify that M/s (Name of the agency with address) has paid the contract labour employed for services of NABARD for the month of (Month with Year) as per statutory requirement and rules and laws in force related to payment of EPF, ESI, Bonus and provided weekly off.

Signature:

Name:

Date

PART- II

PRICE BID

**NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT
Annual Maintenance Contract on management and maintenance of VoFs/VEFs and Medical Flats at NABARD Staff Quarters, Ameerpet, Hyderabad for a period from 01 April 2022 to 31 March 2025.**

Description of Property: 08 flats on 7th Floor and 1 flat on 6th Floor in Block A as VOF and 02 Flats as VEFs and 02 Medical Flats in Block C at NABARD Staff Quarters, Ameerpet, Hyderabad.

Period of AMC - 01 April 2022 to 31 March 2025

The contractor is required to post two skilled manpower (one cook and one Assistant Cook) and 03 unskilled manpower (one helper/attendant and 02 for maintenance/cleaning) at NABARD Staff Quarters, Ameerpet.

Two skilled and one unskilled attendant/helper are required for 24 hours in 365 days and remaining two manpower for cleaning and maintenance are required from 08.00 AM to 16.00 PM from Monday to Saturday in a week. The wages of all five workforce will be calculated for 26 working days in a month.

The quoted rate shall include wages payable to these personnel posted at site.

Rates to be quoted based on the scope of works and specification/description of items as well as terms and conditions contained in the Tender Document.

Rates to be quoted as per the latest notification issued by the Office of the Chief Labour Commissioner (C), Ministry of Labour and Employment, Govt. of India.

For the purpose of calculating minimum wages the Plumber is considered as Skilled/unskilled.

Rates to be quoted based on the scope of works and specification/description of items as well as terms and conditions contained in the Tender Document. The rates to be quoted taking into consideration the details of scope of work given in the tender terms and conditions including special terms and conditions.

Sr. No.	Description	Details	Staff Quarters Ameerpet (Rs.)
A	Minimum wages (as per Central Govt. or Telangana State Govt. whichever is higher) inclusive of Special Allowance /VDA .(As per prevailing law)	1). Two skilled persons (Cook and Asstt. Cook) for management and maintenance of VoFs/VEFs and Medical Flats at Staff Quarters, Ameerpet for 26 working days in a month. 2). Three unskilled person (One attendant and two maintenance services) for management and maintenance of VoFs/VEFs and Medical Flats at Staff Quarters, Ameerpet for 26 working days in a month.	
B	EPF (Employer portion)	13% of A	

C	ESI Contribution	3.25% of A	
D	Bonus	8.33% of A	
E	Other charges/other statutory payments		
F	Sub Total (A+B+C+D+E)		
G	Add Contractors Profit, Overheads, consumables, material charges etc.		
H	Total (F+G) excluding GST		
J	Grand Total (Staff quarters and Office premises) (Excluding GST) per month		
K	AMC for 12 Months (excluding GST)		

Note 1: - Rates shall be quoted as “Total Cost per Month”.

Note 2: - No change shall be allowed in this table.

Note 3: - Minimum wages, ESI, EPF etc. above shall be paid as per Central Govt. Acts/Notifications including amendments/ modification.

VDA=Variable Dearness Allowance, ESI= Employee State Insurance, EPF= Employee Provident Fund

I/we declare that:

- a) The rates quoted are as per the conditions mentioned in this tender document.
- b) The Financial Bid is liable to be rejected if any of the above rates and percentage are found not to be in compliance with the respective statutory laws.

Accepted all terms & conditions of price bid

Place
Date
Address

Signature of Tenderer

Name and Seal

