



NB(ODI)/988 /GAD- AMC /2019-20

Date: 11/06/2019

Dear Sir,

**Sub-INVITATION OF QUOTATION FOR PROVIDING CARE-TAKING SERVICE IN VOF & VEF OF NABARD AT BHUBANESWAR ON ANNUAL CONTRACT BASIS**

Sealed quotations in prescribed format are invited for providing care-taking services on Annual Maintenance Contract Basis in VOF & VEF of NABARD Odisha Regional Office, Bhubaneswar at its Officers' and Staff quarters at Chandrasekharpur, Bhubaneswar on the terms and conditions stipulated in **Annexure-I** enclosed hereto.

We request you to forward your quotations and other particulars as per **Annexure-II**, latest by 3.00 p.m. on **21 June 2019**. Your quotation should be in a sealed cover, superscribed "Quotation for Caretaking Service in VOF/VEF of NABARD" and addressed to Chief General Manager, NABARD, Odisha Regional Office, General Administration Department, 2/1 Civic Centre, Nayapalli, Bhubaneswar-751015.

Yours faithfully,

(B Swain)  
Asst General Manager

Encl-Annexure-I and II

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**National Bank for Agriculture and Rural Development**

ओडिशा क्षेत्रीय कार्यालय : 'अंकुर', 2/1, नयापल्ली सिविक सेंटर, भुवनेश्वर-751015, टेली : +91 674 2553884, 2374301 • फैक्स : (0674) 2552019  
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## Annexure-I

### **Annual Maintenance Contract-Caretaking Service in VOF & VEF of NABARD at its Officer's Quarters and Staff Quarters, Chandrasekhapur.**

#### **A-Places of Work**

NABARD Officer's Quarters and NABARD Staff Quarters at Chandrasekhapur, Bhubaneswar

#### **B-Scope of work in general-**

1. The contractor will attend to the guests accommodated in the VOF & VEF by employing experienced person/s in housekeeping work cum cook on monthly retainership basis. The house keeping work in general shall include keeping all the VOF/VEFs neat and clean, changing of bed linens at regular intervals / change of guests, keeping a record of issuing the dirty linens to laundry and receiving of cleaned linens from laundry, serving water, tea / coffee as asked by the guests, registering complaints regarding any civil, plumbing, electrical, telephone, carpentry in the respective registers, keeping all the wall clocks, TVs & remotes in workable condition, cooking and serving of food to the guests, washing of used utensils, keeping a record of all the kitchen items, entry of guest name in the register and kit issue register separately, recording of phone calls in a register made by the guests from the VOF etc.
2. The contractor will maintain the entire VOF & VEF, dead stock items kept in the VOF & VEF and surrounding area (rooms, drawing rooms, kitchens, toilets, balconies, entrance verandah) in clean and habitable condition using floor / tiles cleaner, colin spray, duster, broom, bin etc.
3. The contractor shall be responsible for the cleaning and upkeep of the dead stock items provided in the VOF/VEF (such as cots, mattresses, tables, chairs, sofas, centre tables, dining tables, TV tables etc.).
4. The attendants shall collect the room rent / VOF users charge from the guests at the rate notified by the Employer and the cash received from the guests should be handed over everyday morning to the ACT / CT on duty with proper acknowledgment. The room rent collected on Friday / Saturdays / Sundays / Holidays should be handed over on next working day.
5. The contractor shall ensure serving of breakfast, tea, coffee, snacks, lunch / dinner to the guests in VOF/VEF at the rates as mutually agreed to with the Employer after due consultation. Procuring all the grocery items, milk, vegetables, non-veg items and any other ingredients including the cooking gas refilling as required for

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preparing the food will have to be done by the contractor from market at his own cost.

6. Immediately after the assignment of work, the contractor should come forward with a schedule of rates of food items to be supplied to the guests on demand in breakfast, lunch, snacks and dinner. The breakfast menu generally may include (i) Bread butter toast & mixed fruit jam (ii) Bread and egg omlet (iii) Puri and Bhaji (iv) Tawa Roti or Parata & Sabzi (v) Upma (vi) Curd (vii) Tea or Coffee. The lunch menu may include (i) steam rice or boiled rice as per the order (ii) Tawa Roti (iii) Dal / Dal fry (iv) One seasonal vegetable sabji or dry bhaji (v) Curd (vi) Egg Omelet / Boiled Egg / Poached Egg / Fish fry as per the order (vii) Paneer masala / Chicken masala / fish masala as per the order (viii) Papad - roasted or fried as per the order (ix) Tomato / Onion / Cucumber / green chilly salad. The evening snacks item may include (i) Vegetable / chicken / paneer pakoda as per the order (ii) Tea or Coffee. The dinner items may include same items as per the lunch. Besides that the contractor should also provide tomato sauce, chilly sauce, iodized salt, pepper powder etc. free of cost during serving of food from breakfast to dinner.
7. The Employer at its discretion may negotiate the rates of these food items with the contractor to finalize the rates. Once finalized, the rates of these items will be fixed for the year and the contractor has to supply the foods to the guests at the same rates during the contract period.
8. The contractor shall supply all such general usable to be used in the VOF such as liquid soap, mosquito repellent liquid and machine, toilet refresher such as odonil or equivalent cake, 2A / 3A battery for TV remotes and wall clocks, shoe polish & brush, room sprayer and other such sanitary products as required.
9. The contractor should supply and keep the toilet kits ready for the guests. The kits should be supplied only to such guests as advised by the Employer. The guests' acknowledgment should be taken in a register against the supply of the kit. The photocopy of the register should be submitted along with the bill. The toilet kits in general shall contain the following items :
  - i. Tooth paste - small pack
  - ii. Tooth brush - medium or soft bristles
  - iii. Shaving Razor - ready to use
  - iv. Shaving cream - small pack
  - v. Coconut Hair oil - small pack
  - vi. Toilet soap - 75 gm.
  - vii. Shampoo pouch (2 No.)
  - viii. Cold cream - pouch
  - ix. Talcum powder - small pack
  - x. Comb

Shaving lotion & shaving brush (only for Sr. Officers of CGM & above rank) and any other items as advised by Office.

10. The contractor should keep sufficient stock of all the consumables supposed to be supplied by him to the VOF or guests, with the attendants.
11. The attendants should maintain the guest register and toilet kit supply register separately and the guests should enter their date of coming and leaving indicating the time.

All the works mentioned above are indicative only. NABARD may assign any other work related to the main job which may come to notice or emerge in future.

### **C - Site of Work.**

As mentioned above

### **D - Man-Power Assessment**

The assessment of man-power for carrying out the job as detailed above has been approved as follows and the agency has to deploy labours accordingly-  
2 Attendants (**Semiskilled**)

### **E - Working Days & Hours**

All the days of a month. However, the labours as assessed above should be deployed in such a manner that no labour shall be required to work without a day's weekly rest and for more than 26 days a month.

### **F - Other Terms and Conditions**

1. Before submitting the tender, the intending bidder should visit the sites and assess the actual work to be executed.
2. The agency will provide required manpower and tools to ensure that all the items indicated in the scope of work are attended to and executed to the satisfaction of the Bank.

3. The rates should be quoted by the agency strictly as per the proforma in Annexure-II. These base rates quoted should include the cost of manpower, cost of equipment/machinery/material, if any; and contractor's service charges/profit and any other charge to be specified, exclusive of all taxes. All other taxes including GST applicable on the base rates should be mentioned separately. Only the base rates quoted shall be considered for comparison.

4. **The Cost of Materials**-The cost of material procured by the Contractor like consumables and toilet kits shall be paid extra at the prevailing market rate, on proper scrutiny of the invoices for purchase to be submitted, along with 15 % extra over and above the claimed amount towards contractor's service charge. Similarly, if the agency engages any additional labour on temporary basis other than mentioned in the contract, on NABARD's instructions, the amount will be settled based as per prevailing minimum wages. However, contractors profit will not be allowed on this temporary labour supply.

Alternately, if the cost of the material procured or work performed by the Contractor is settled at RBI, CPWD/ SPWD schedule of rates 15% extra towards contractor's profit will not be considered as this component is inbuilt in such rate/s.

As mentioned above the rate of food items to be supplied shall be fixed separately on mutual negotiation.

5. The rates quoted are firm and cannot be revised during the contract period except only as per statutory requirements like in case of minimum wage.

6. Statutory TDS at the applicable rate shall be effected from all the payments by NABARD to the agency.

7. **Compliance with Labour Laws**-The agency is required to strictly comply with all the statutory requirements relating to contract labour like payment of minimum wages, ESI, PF, workmen compensation, insurance etc. and complying with all such requirements shall be the sole responsibility of the agency and NABARD, in no way, shall be liable for non-compliance with such statutory obligations.

i) In no case the minimum wage for the persons engaged should be less than the central or state rate whichever is higher, for 26 days a month. The contractor shall be entitled to claim the differential wage as and when the minimum wage is revised by the appropriate government. ***The quotation shall be summarily rejected if the amount quoted, after providing for committed components in the tender like material charges, contractor's profit and all the statutory dues like IT-TDS, is not sufficient to pay the statutory labour dues***

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**II) The wage shall have to be directly transferred to the bank account of the worker by the contractor and the documentary proof of the same has to be attached with the bill claiming payment from NABARD.**

**III) Alternatively, if at all, the wage is required to be paid in cash by the contractor in exceptional cases the duly authenticated proof of such payment by cash and receipt by the worker shall have to be attached by the contractor to the bill claiming payment from NABARD. Such payment of wage by cash to the worker may be cross-checked by the authorised officials of NABARD.**

**IV) In case the contractor fails to pay the minimum wage to the workers, NABARD shall directly pay the shortfall to the workers and shall recover the same from any amount payable to the contractor.**

**V) The Contractor shall have to maintain all the registers/records and display notices in the prescribed form as per statutory requirements and these shall have to be produced before the competent officials of NABARD for verification as and when required.**

VI) After getting work order from NABARD the contractor has to get the licence from the central government labour authorities for carrying out the job, within the stipulated period as per statutory requirements.

VII) The contractor would be responsible for the safety of persons employed by him and shall obtain full insurance cover for them. The NABARD shall not carry any responsibility in case of any accident or loss of life to Contractor's workers in the Banks premises.

VIII) If, for any reason, NABARD is obliged, by virtue of the provisions of subsection (1) of Section 12 of the Workmen's Compensation Act, 1923, to pay compensation to a workman employed by the contractor, in execution of the works, NABARD will recover from the contractor the amount of compensation so paid, and without prejudice to the rights of NABARD as the Principal Employer under subsection (2) of Section 12 of the said Act, NABARD will be at liberty to recover such amount or any part thereof by deducting if from the security deposit or from any sum due by it to the contractor under this contract or otherwise. NABARD shall not be bound to contest any claim made against it under subsection (1) of Section 12 of the said Act, except on the written request of the contractor and upon his giving to NABARD full security for all cost for which it might become liable in consequence of contesting such claim.

9. The contractor should arrange to submit the photograph, detailed address (both present and permanent), telephone / mobile No. (if any) of all his workmen.

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10. The person/s engaged by the Contractor for the caretaking service shall necessarily stay nearer to VOF/VEF.
11. In case of any emergency leave by the any of the attendants, the contractor should arrange a substitute attendant during the leave period.
12. The contractor should provide mobile phone to the attendants and their number should be provided to all the guests and also to the Employer.
13. For purchasing of daily needs of the VOF such as milk, vegetables, grocery items, gas re-filling etc. the contractor should make a suitable transport arrangement or provide a bicycle to the attendants.
14. The attendant should also maintain the inventory register for VOF articles, which should indicate the kitchen articles list, crockeries list etc.
15. All payments will be made on monthly basis through NEFT/RTGS only. The bidding agency must have a bank account and PAN card, the documentary proof of which shall have to be submitted along with the quotation.
16. While submitting its quotation the agency is required to pay refundable Earnest Money Deposit of **Rs.2000/ (Rupees Two Thousand only)** through e-payment into the Current AC No- **917020012560731 (IFSC- UTIB0000381)** maintained with **Axis Bank , Chandrasekharpur**, Bhubaneswar. However, if, for any reason it is not possible the payment can be made by way of banker's cheque or DD drawn in favour of NABARD, Bhubaneswar payable at Bhubaneswar. The EMD shall stand forfeited in case the successful bidder fails to undertake the work within 2 days from the date of issue of the final work order.
17. The agency becoming successful in the bidding shall be required to keep an interest free security deposit of Rs.10000/- (Rupees Ten Thousand only) with NABARD till completion of the contract. In that case the EMD of the successful bidder shall be converted into Security Deposit and the balance amount of Rs.8000/ shall be deposited by the agency within 3 (three) days from the date of issue of final work order. NABARD reserves the right to forfeit the security deposit, in whole or part, in the event of deficient or non-performance of the contract, premature exit from the contract without following the prescribed procedure, any damage caused to NABARD by the contractor or the persons engaged by him violate any of the terms and conditions of the contract. NABARD's decision is final in this matter.
18. The successful bidder, in no case, shall assign or sublet the whole work or part thereof to any other agency/firm/individual
19. NABARD reserves the right to cancel any/all of the quotations without assigning any reason therefor.

20. In case any dispute arising out of this contract/award of work between the NABARD and the agency, the decision of the Chief General Manager, NABARD, Bhubaneswar will be final and binding on the contractor.

21. All disputes are subject to Bhubaneswar jurisdiction only.

22. The contract shall normally be up to 31 March 2020 which can be renewed subsequently at the sole discretion of NABARD after review of the performance of the agency. However, NABARD reserves its rights to terminate the contract immediately on emergency basis without notice in the event of any unusual circumstances if it is observed/felt that the continuation of the contract any further would cause harm to NABARD or to public interest or public order.

23. The agreement can be terminated by not less than two months' notice by the agency and one month's notice by NABARD, under normal circumstances.

24. The sum total of the rates quoted for all the components shall be reckoned for comparing the lowest rate for awarding the tender. **In case of tie in rates quoted by various bidders the decision of the competent authority of NABARD for awarding the contract to one of such parties shall be final.**

25. The bidders shall take all care to ensure that the rates are quoted taking entire scope of the job and statutory obligations for engagement of contract labour into consideration. The competent authority of NABARD reserves the right to seek additional clarifications, if felt necessary, from any of the bidders to (i) ensure successful performance of the contract and (ii) pre-empt any possibility of exploitation of labour, at the quoted rate. In case of non-satisfactory explanation the bid of such bidder/s may be rejected outright, their EMD may be forfeited and they may also be debarred from participating in the rebidding.

26. The quotations will be tentatively opened by the competent authority of NABARD 30 minutes after the latest time prescribed for submission of the tender and the bidding agencies are free to remain present at the time of opening of quotations at NABARD Regional Office, Ankur 2/1, Nayapalli, Civic Centre, Bhubaneswar.

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## ANNEXURE-II

The Chief General Manager  
National Bank for Agriculture and Rural Development  
Odisha Regional Office  
“ANKUR”, 2/1, Nayapalli  
Civic Centre  
Bhubaneswar - 751015

Dear Sir,

**Quotation for providing caretaking services in VOF & VEF of NABARD, Odisha RO, Bhubaneswar at NABARD Officer's Quarters and NABARD Staff Quarters, Chandrasekharpur**

Please refer to your Letter No 988 dated 11/06/2019 calling for quotation for executing the captioned work. Having examined the “Scope of Work and Other Terms & Conditions” mentioned in Annexure-I of your letter under reference, having visited and examined the sites of the work, having acquired the requisite information relating thereto affecting the tender and having accepted the terms and conditions mentioned therein we hereby offer to execute the works specified in the said letter and quote our rate and furnish other required information in the prescribed proforma as per details below-

1	<b>Name, Address, Contact No. of the Firm/Agency-</b>	
2	<b>Nature of Ownership of the Firm/Agency</b> (Proprietorship /Partnership/Registered Company). If proprietorship, enclose a photo ID card of the Proprietor, otherwise enclose Partnership Deed or Regd Certificate)	
3	<b>Income Tax PAN No.</b> (Attach self-attested photocopy )	

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4	<b>GST Regd. No</b> (Attach self-attested photocopy )	
5	<b>Details of Bank Account</b> <ul style="list-style-type: none"> <li>• Name of the Account holder</li> <li>• Name of the Bank, Branch &amp; Place</li> <li>• A/c type (Savings or Current)</li> <li>• Account No</li> <li>• IFS code</li> </ul> (Attach self-attested photocopy of a cheque)	
6	<b>Brief history of the agency</b> (Attach separate sheet, if required with supporting documents)	
7	<b>Institutions which awarded work</b> to the agency during the last 3 years (attach details )	

#### 8. Details of EMD:

Mode of Deposit	Instrument NO	Date	Name of Bank	Amount

#### 9. Rates Quoted Per Month (Amount in Rs)

Sl No	Type of Charges	Specifications	Amount Quoted
I	Manpower Charges		
		<b>Total of (I)</b>	

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II	Equipment Charges (if any)		
III	Material Charges (if any)		
IV	Any other Charge (Please Specify)		
V	<b>Total-I to IV</b>		
VI	Service Charges/profit of the contractor on amount at V	% of V (mention percentage here) ---->	
VII	<b>Total – V+VI (both in figure and words)</b>		
VIII	<b>GST</b>	% of VII (mention percentage here) ---->	
IX	<b>Any other tax</b>		
X	<b>Grand Total</b>		

Yours faithfully,

Signature and seal of the authorised signatory of the agency

Place:

Date:

Enclosures-1) Self-attested copy of the PAN card

2) Self-attested photocopy of a cheque

3) DD/Banker's Cheque

4) GST Registration

5) Any other relevant documents

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