

**Tender for Annual Maintenance
Contract for Housekeeping work
for Office Building and Officers' Quarters
of NABARD, Ranchi for the period
from 01 September 2025 to 31 August 2027**



NABARD

**Jharkhand Regional Office
Near PHED Water Tank, Bariatu-Booty
Road, Ranchi, Jharkhand – 834009**

Date of issue of tender document	15 July 2025
Due date for submission of tender	05 August 2025 by 02:00 PM
Date and time of opening technical bids	05 August 2025 at 03:00 PM
Issue and Opening of Price Bid	Will be communicated to qualified bidders in due course.

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NOTICE INVITING TENDER

Ref.No. NB.JH.DPSP/58799/ AMC/ 2025-26

15 July 2025

Madam/ Dear Sir

Notice Inviting Tender (NIT) – Tender for Annual Maintenance Contract for Housekeeping work for Office Building and Officers' Quarters of NABARD, Ranchi for the period from 01 September 2025 to 31 August 2027

1. NABARD, Jharkhand Regional office, Ranchi invites tenders in GeM from prospective bidders for empanelment of contractors and Annual Maintenance Contract (AMC) in its office building and officers' quarters for Housekeeping work.
2. This NIT (tender document) can be downloaded from our website at <https://www.nabard.org/English/Tenders.aspx>, GeM Portal and CPPP Portal. No separate hard copy of this tender shall be issued by NABARD.
3. The Contract period will be from **01 September 2025 to 31 August 2027 with a provision of review of performance in each year**. The same may be renewed for one year at each time, if services are found satisfactory as per mutually agreed terms and conditions. The renewal shall be on sole discretion of NABARD.
4. The offer shall be in two parts, viz., Technical Bid and Price Bid(s).
 - i. **Technical bid shall contain:**
 - a. "Technical bid" of tender with every page signed and stamped by bidder.
 - b. Proof of EMD payment.
 - c. Power of attorney authorizing the person to sign the tender.
 - d. Checklist duly signed.
 - e. Integrity Pact by tenderers quoting services applied for.
 - ii. **Price Bid shall contain:**
 - a. Price Bid.
 - b. Calculation sheet (separate for each service) as prescribed in the tender.
 - c. shall not contain any condition whatsoever and any conditional bid shall be summarily rejected.
 - d. will be opened on a designated date as decided by NABARD which will be communicated separately who qualify the technical bids.
5. You are requested to submit your offer through **Government - e - Marketplace (GeM) in Two Bid System** for the aforesaid contract as per the detailed specifications and other requirements as mentioned in this tender document. **You are also required to fill up the tender document properly, fill up the price bid, submit the tender along with all required documents and upload in GeM.** The tender document will be available for download at <https://www.nabard.org>, in GeM Portal and in CPP Portal. The vendors are required to **upload tender document (duly filled, signed and stamped on each page) in GeM Portal, without which the tender will be rejected.**
6. The vendors those qualify the technical bid will be empanelled for a period of two years from **01 September 2025 to 31 August 2027**. Separate quotations/bids will be called from these empanelled vendors for future works of NABARD which are not covered under this maintenance contract as and when necessary and they have to execute the work as per the agreed terms and conditions.
7. **AMC Contract shall be executed for each site separately. Bidders may quote for any or all of the above services individually in the Price bid.**

8. Tenderers are advised to submit tenders in GeM after carefully following the instructions given in GeM , tender document of NABARD, terms and conditions and scope of work of the tender, additional terms & conditions, etc.
9. Any clarification in regard to the tender may be contacted at 8850643225 (Shri Pramod Kumar, DGM), 7250247821 (Smt. Juhi Pavasini, AGM) and 9029447896 (Shri P H Thakare, AM). All the emails to be CC marked to email- dpsp.ranchi@nabard.org
10. Tender received late or received through fax/email/post will not be accepted and will be rejected. The tenders of the bidders whose tender is not in accordance with the prescribed format, will be rejected.
11. The tenderer/bidder shall submit two separate bids for each work i.e. Technical Bid and Financial/Price Bid which should be complete in all respect.
12. Tenders must be submitted in GeM not later than 02.00 pm on 05 August 2025. Tenders received after stipulated date and time shall not be entertained. The Technical Bids will be opened at 3 PM on 05 August 2025 at NABARD Jharkhand Regional Office in presence of the interested bidders who choose to be present or in any eventuality, on the date and time as decided by NABARD. All the bidders are advised in their own interest to be present on the specified date. No separate intimation will be given in this regard. Please note, not more than two representatives from each bidder shall be entertained. The representative has to furnish an authorization letter from the respective bidder on their letter head for participating in the technical bid opening.
13. The Technical Bids will be opened at NABARD Regional Office, Near PHED Water Tank, Bariatu-Booty Road, Ranchi-834009, on **05 August 2025 at 1500 hrs** or later as per convenience of NABARD and as per the rules of GeM in presence of the interested bidders who choose to be present or in any eventuality, on the date and time as decided by NABARD. All the bidders are advised in their own interest to be present on the specified date. No separate intimation will be given in this regard. Please note, not more than two representatives from each bidder shall be entertained. The representative has to furnish an authorization letter from the respective bidder on their letter head for participating in the technical bid opening.
14. The Financial Bid shall be opened after detailed evaluation of the technical bid. The date of opening of Financial Bid will be intimated separately to the technically qualified bidders only. The Bids should not contain any conditions whatsoever and any such conditional bids received shall be rejected.
15. 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. The decision of the Bank in this regard shall be final.
16. The bids shall remain valid for acceptance for 90 days from the date of opening of price/ financial bid. If the tenderer withdraws his tender before the expiry of the said period, then the bank without prejudice to any other right or remedy will be at liberty to forfeit the earnest money.
17. All documents that comprise the offer should be signed and sealed by the bidder, as a token of acceptance to the terms and conditions specified in the tender.
18. Bidder shall deposit Earnest Money Deposit (EMD) as under:

Sr. No.	Services	EMD Amount (Rs.)
1	Housekeeping service in office building of NABARD and Officers' Quarters of NABARD, Ranchi	54,500/-

EMD is exempted for MSEs certificate holder for manpower category as defined in MSE Procurement Policy issued by GoI. The technical bid without EMD shall be summarily rejected. EMD will be paid vide NEFT/RTGS to following account:

NAME OF THE ACCOUNT	NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT
BANK NAME	NABARD
BRANCH NAME	HEAD OFFICE, MUMBAI
IFS CODE	NBRD0000002
VIRTUAL ACCOUNT NUMBER (VAN)	NABADMN38

Tender without EMD shall be rejected. The transaction report for EMD *has to be enclosed in Part-I of the tender. EMD/RMD is interest free.*

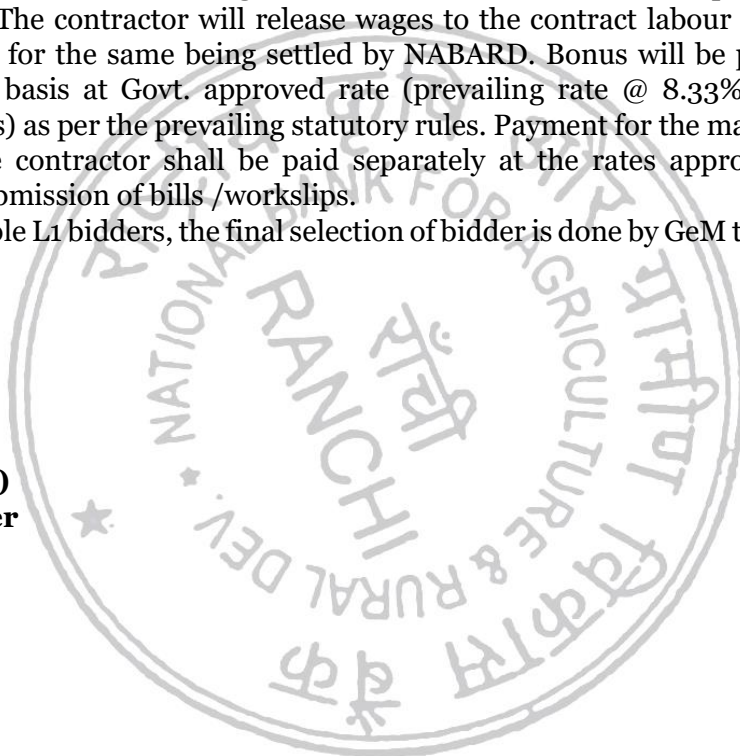
19. No interest shall be paid on the EMD so deposited. EMD of the successful bidder shall be adjusted with security deposit, whereas EMD of the unsuccessful bidders will be refunded upon the issuance of work order. The quantum of security deposit shall be 5% of the approved annual contract amount. The successful tenderer has to submit the balance amount of security deposit within 10 days of acceptance of work order. Security Deposit will be refunded after the expiry of the contract period. SD will not bear any interest.
20. PRE-CONTRACT INTEGRITY PACT:
 - i. Pre-contract Integrity Pact as per the given format may be filled and submitted in Rs.200 non judicial stamp paper along with the Technical Bid, failing to which the tender will not be considered.
 - ii. Details of the Independent External Monitor are as follows.
Name: Shri Dr. Rabindra Kumar, IFoS (Retd)
37, Bhagirathipuram, GMS Road
Dehradun-248001, Mob- 9411714138
21. 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.
22. Late tenders will not be accepted under any circumstances.
23. All the bidders who are unsuccessful in price bid but qualified the Technical bid will be kept empanelled for the mentioned AMC period. Separate quotations/bids will be called from these empanelled vendors for future works which are not covered under this maintenance contract as and when necessary.
24. The tenderer should quote the rates in figures as well as in the words. In case, discrepancy is found in the rates in words and figures, then the rates quoted in words shall be taken as correct.
25. The tender document must be filled in English. If any of the documents are missing or un- signed in price bid, the tender shall be considered invalid. In case of technical bid, the details of incomplete or missing documents will be intimated to the tenderer and the tenderer has to submit all those documents within the time limit as per GeM T&Cs. In case the tenderer fails to submit the required documents within the time limit as per GeM T&Cs the tender will be rejected.
26. Canvassing in connection with tenders is strictly prohibited and the tenders submitted by the tenderer who resort to canvassing will be liable to rejection.
27. Before quoting, the tenderer shall go through the tender document, inspect the site, to fully acquaint himself about the condition in regard to working condition of site and local authority regulations / restrictions if any 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.
28. 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, JHARKHAND REGIONAL OFFICE, Near PHED Water Tank, Bariatu-Booty Road, Ranchi, Jharkhand - 834009 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 **Ten working days** prior to the last date of submission of the tender.

29. NABARD also reserves the right to divide and distribute the work to more than one tenderer at its sole discretion.
30. The successful bidder(s) shall execute an agreement at its own cost on non-judicial stamp paper of Rs.100/- with NABARD in accordance with the standard format provided by NABARD within 14 days from date of issue of work order, failing which bidder's EMD may be forfeited.
31. AMC Payment will be settled based on the minimum wages (Basic wages + variable DA), fixed by state Govt / central Govt. whichever is higher and its amendments from time to time. Payment will be released only after submission of proof of release of minimum wages, EPF and ESI to the workmen deployed by the contractor. The contractor will release wages to the contract labour in time without waiting for the same being settled by NABARD. Bonus will be paid on reimbursement basis at Govt. approved rate (prevailing rate @ 8.33% of the minimum wages) as per the prevailing statutory rules. Payment for the materials, supplied by the contractor shall be paid separately at the rates approved by NABARD on submission of bills /workslips.
32. In case of multiple L1 bidders, the final selection of bidder is done by GeM through system logic.

Sd/-

(Pramod Kumar)
Dy. Gen. Manager





NABARD

Part 1: **Technical bid**

1. FORM OF TENDER

(To be submitted in bidder's letterhead)

Ref.

Date:

The Chief General Manager

National Bank for Agriculture and Rural Development

Jharkhand Regional Office

Near PHED Water Tank, Bariatu-Booty Road,

Ranchi, Jharkhand -834009

Dear Sir/Madam

Notice Inviting Tender – “Tender for Annual Maintenance Contract for Housekeeping work for Office Building and Officers’ Quarters of NABARD, Ranchi for the period from 01 September 2025 to 31 August 2027”

1. I / We have examined the Scope of Works, Schedule of Quantities and Terms and Conditions relating to the tender for the works invited by you and are submitting our offer for the following services:
 - a. _____
 - b. _____
2. I / We have visited the site, examined the scope of works specified in the Tender Document and acquired the requisite information relating thereto as affecting the Tender.
3. I / We agree to deposit interest-free EMD of Rs.54,500/- through NEFT and enclose the transaction report in the technical bid.
4. 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 Schedule of Quantities in all respects as per the specifications and Scope of Works, described in the Tender Document.
5. In the event of this tender being accepted, I/We agree to enter into an Agreement with NABARD as per the prescribed format.
6. The rates quoted by me/us, excepting for the items where payment is for supply of skilled/semi-skilled/unskilled labour, are firm and shall not be subjected to variations on account of fluctuation in the market rates, or any other reasons whatsoever for the captioned period. The payment of items in respect of skilled / semi-skilled/ unskilled labour will be revised as per the periodical revision in minimum wages published by State / Central Govt. from time to time.

7. I / We agree to deposit all taxes, levies, Cess etc., on account of service rendered by me to NABARD, to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter. I/We agree to pay all Government (Central and State) Taxes such as Excise Duty, Income Tax, GST, contribution to EPF & ESI (wherever applicable) etc. and other taxes prevailing from time to time. Rates are including taxes and valid for the currency of the contract.
8. 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. I/We will be responsible for any legal/Quasi legal matters arising due to non-compliance of statutory obligations, and indemnify NABARD from any complications, all expenditure in this regard will be borne by me/us
9. We hereby certify that all the statements made and information supplied in the tender Document and accompanying statements are true and correct.
10. Should this tender be accepted, I / we hereby agree to abide by and fulfil all the Terms and Conditions and Provisions of the said Contract Document annexed hereto.
11. Names of the person hereby given the power of Attorney to sign the contract:

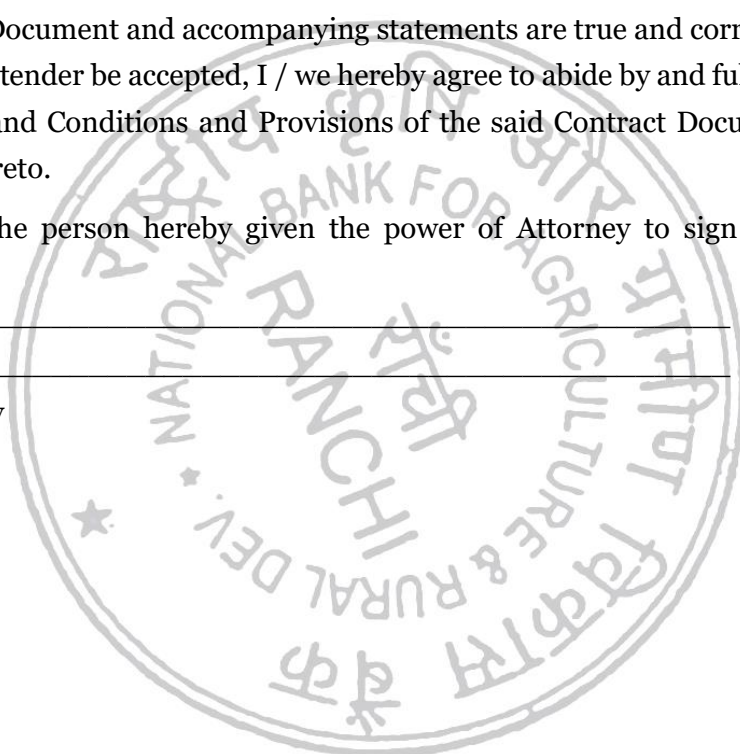
Yours faithfully

Place

Date

Signature

Seal



2. Instructions for filling the Tender

A. Instructions for filling the Price bid

1. Quoted rates should be workable and reasonable and should include:
 - a) Payment to all the contract workers engaged by contractor as per minimum wages as notified by Labour Commissioner, GoI from time to time or State Government of Jharkhand, whichever is higher. **The minimum wages must cover Central Government wage as indicated by Central Labor Commission or State Government of Jharkhand, whichever is higher. TDS will be deducted as per guidelines.**
 - b) ESI & PF benefits (Employer's contribution towards ESI & PF). EPF/ESI has to be paid to worker considering the base full amount of applicable minimum wages prescribed by the Labour Commissioner from time to time. Cost of equipment/machinery.
 - c) Allowance for maintenance of two sets of uniform.
 - d) Incidental expenses and all overheads and profits.
2. The contractor may be required to furnish **Rate Analysis**, along with the price-bid, for the rates quoted by him/her in this tender, if required.
3. The contractor is advised to visit the premises before quoting the rates and get all clarifications.
4. **The following procedure shall be followed in the event of multiple L1 bidders after opening of Price Bids:**
 - a) In case of multiple L1 bidders, the final selection of bidder is done by GeM through system logic.
5. **Preference shall be given to MSE and Make in India firms as per the guidelines of GeM.**
6. Amount shall have to be quoted in both words and figures
7. All the pages of the Tender Document shall be signed by the Tenderer.
8. NABARD takes no responsibility for delay / loss in post or non-receipt of Quotations / Tender Documents.
9. Signature of the authorized signatory of the contractor / Tenderer
10. Bids submitted by unauthorised agents and FAX / Telegraphic/Email bids shall not be entertained / considered.
11. The Contractor shall make necessary arrangement for watch and ward of his materials at site at his own risk and cost.
12. If last date of receipt of Tender and opening date is any holiday, then submission and opening of Tenders / Quotations shall be shifted to next working day without change of time and venue.
13. The Tenderers should quote their rates strictly adhering to Terms and Conditions stipulated in the Tender Document. Unsolicited correspondence after opening of the Tender shall not be entertained. Conditional / Deviational Tenders may be rejected without making any reference to the Tenderers.
14. The amount 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: -

- a) 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.
 - b) 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.
 - c) 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.
15. No advance shall be paid towards mobilisation and cost of materials.
16. NABARD will not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the contractor. No compensation shall be admissible for any loss suffered by the Contractor during the execution of the work. It shall be the Contractor's sole responsibility to protect NABARD's staff and his employees against accidents from any cause and he shall indemnify NABARD against any claims for damage on account of injury to person or property, resulting from any such accidents with necessary Insurance cover.
17. NABARD will not be under any liability to pay any compensation to the persons deployed by the contractor if they sustain any injury etc., while discharging the duties in the said premises. The contractor shall get them insured against any liability under the Employee Compensation Act or any accident at its own cost. The Contractor should take necessary Insurance cover at his cost for his persons employed at site. The contractor should arrange to obtain necessary insurance cover (Workmen compensation policy and Contractors All Risk Policy) for the work at his cost and should be responsible for the safety of persons, employed by him. The Contractor shall be fully responsible and shall compensate 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 insurance policy may be obtained in the Contractor's name to the amount of at least 1.25 times of the tender amount and the original Insurance policy may be deposited in NABARD. In case, no insurance policy furnished before commencement of the work, NABARD will take the policy on behalf of the contractor and recover the amount of premium, interest on premium etc. from them. The decision of NABARD in this regard shall be final and binding. The insurance policy shall be work and site specific.
18. Any damages caused to the building / premises during the execution of the work shall be made good by the Contractor and if necessary, through suitable Insurance cover at his cost.
19. The Contractor shall use necessary safety equipment and maintain all safety measures during the execution of works and ensure compliance of Safety Code as per Rules and Regulations in force. The contractor undertakes from the date of allotment of tender, at all times and from time to time to remain solely responsible to defend NABARD and to hold and keep NABARD and its officers harmless and indemnified against all actions, costs, expenses, damages, claims, suits or demands, or any loss or liabilities of whatsoever nature arising directly or indirectly and also for and against all or any action whether by way of labour or legal proceedings or otherwise which may be brought against the NABARD by any of the person employed by contractor or any other authority, arising out of execution of the contract including claims

for all damages, costs, charges, expenses which NABARD may incur in respect thereof.

20. The Contractor shall monitor the on-going works or satisfactory completion of works or redressal of complaints through his staff.
21. Notwithstanding anything stated above, NABARD reserves the right to assess the Tenderer's capability and capacity to perform the contract, should the circumstances warrant such assessment in the overall interest of NABARD.
22. The decision of NABARD in awarding the work shall be final.
23. NABARD reserves the right to accept / negotiate / reject any Tender either in whole or in part without assigning any reasons therefor whatsoever and without entering into any further correspondence and hence, NABARD shall be under no obligation to accept the lowest or any other Tenders received in response to this Tender. The decision of NABARD in this regard shall be final and undisputable.
24. NABARD also reserves the right of supersession of any of the conditions stipulated in the Tender Document.

DECLARATION BY THE CONTRACTOR

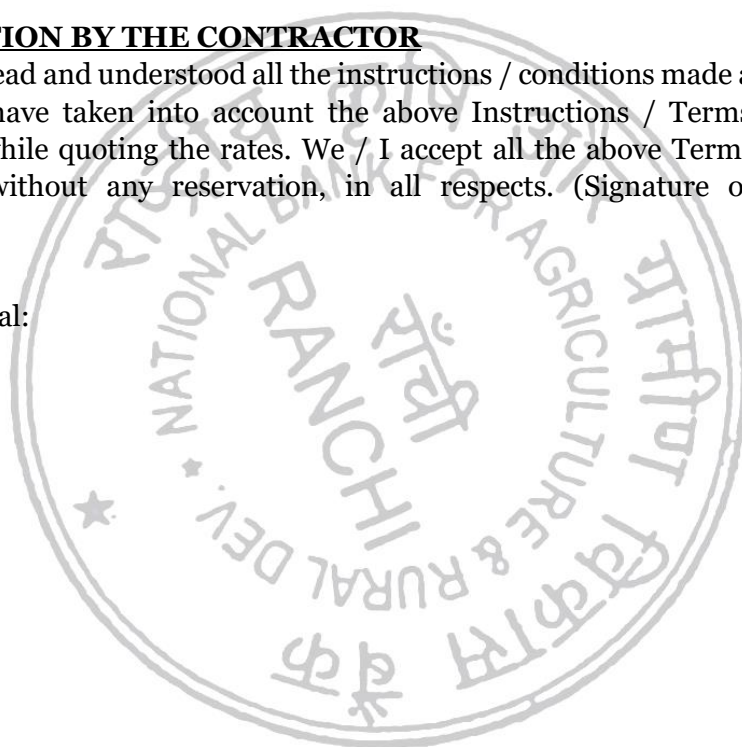
We / I have read and understood all the instructions / conditions made above and we / I have taken into account the above Instructions / Terms and Conditions while quoting the rates. We / I accept all the above Terms and Conditions without any reservation, in all respects. (Signature of the Tenderer)

Name and Seal:

Address:

Place:

Date :



3. PRE-QUALIFICATION CRITERIA

1. The Tenderer should have a minimum experience of five (05) years as on 31 March 2024 of working with nature of works as briefly mentioned below.
 - a. Sweeping & cleaning of open space & common areas in the offices and residential Colony/colonies.
 - b. Collection and segregation of the household waste (wet and dry waste) everyday as per the instructions of Client/Municipal Corporation.
 - c. Cleaning/deep cleaning of flats, fans, windows, window-grills, toilets, bathrooms, etc., periodically.
2. The Contractors who are registered with any Govt./Semi-Govt./Govt. Undertakings/ Autonomous bodies/Corporate Sector/Financial Institutions and having experience of executing above types of works under AMC contract may apply with detailed certificates/credentials along with the Technical Bid (Part I) of the tender. The contractor should have worked with atleast one Govt/ PSU.
3. The bidders should have carried out similar works during last 5 years (ending 31.03.2025) with annual contract value (costing individually) not less than the amount as given in following table:

Sl No	Experience Criteria	Contract value executed (Rs. Lakh)
1	1 similar work during last 5 years (ending 31.03.2025) with annual contract value (costing individually) not less than Rs. >>>	21.59
	OR	OR
2	2 similar works during last 5 years (ending 31.03.2025) with annual contract value (costing individually) not less than Rs. >>>	16.19
	OR	OR
3	3 similar works during last 5 years (ending 31.03.2025) with annual contract value (costing individually) not less than Rs. >>>	13.49

4. The tenderers should have minimum average Annual Turnover of **Rs.27 lakh** during the last three years ending **31 March 2025** supported with audited balance sheet / profit & loss statement certified by a registered Chartered Accountant and Income Tax Return certificates for the last 3 financial years.
5. The tenderer should have their own office within Ranchi city in Jharkhand. Related documents should be submitted.
6. The bidder should have minimum **9 (nine) manpower personnel** in its pay roll yearly for the last 3 years ending 31 March 2025 (Furnish details).
7. The bidders are required to strictly comply with the following, failing to which the tender will be rejected.
 - a. The rates for manpower should be strictly based on prevailing wages of Jharkhand as notified by Central Government/State Government. Bids with the rates quoted below minimum wages will be rejected.
 - b. **The tenderer must have a fully functional office (Head office or branch office) within the municipal limits of Ranchi city, Jharkhand.** Documentary evidence supporting the existence and operational status of the office premises must be submitted along with the tender. NABARD Jharkhand Regional Office reserves the right to conduct a physical verification of the stated premises. In the event that the office setup is found to be non-existent, inadequate, or non-operational upon inspection, the tender shall be summarily rejected without further consideration.

- c. As per the conditions stipulated on the Government e-Marketplace (GeM) portal, the **original Earnest Money Deposit (EMD)**, if applicable, along with the duly signed **Integrity Pact on a stamp paper of the specified value**, must be submitted in physical form to NABARD Jharkhand Regional Office within five (5) calendar days from the date of bid opening. Failure to comply with this requirement shall result in outright rejection of the tender without any further correspondence.
- d. **The tenderer shall upload the complete tender document on the Government e-Marketplace (GeM) portal.** Each page of the document must be duly signed and stamped by an authorized representative of the firm.
- e. The service charge quoted by the firm must include the cost of administrative charges and cost of cleaning materials. Service charges need to be greater than or equal to 3.85%. Calculation sheet must be enclosed in Price Bid.

Note: Any false and/or inadequate information may result in rejection of the tender.



4. GENERAL CONDITIONS OF THE CONTRACT

1. Description of AMC Sites:

A. NABARD Office premises, Bariyatu, Ranchi

The premise is a rented commercial building consisting of basement (for parking) and 8 Floors. 3rd Floor to 7th Floor is office area and kitchen & dining is on 8th floor cum open terrace which is occupied by NABARD.

B. Officers' Quarters, Khelgaon, Ranchi

In Sector 1, NGHC, Khelgaon, two blocks viz. Blocks 19 & 20 are owned by NABARD. In block 19, there are 34 flats that include 2 duplexes, 16 3BHK and 16 2BHK flats. In block 20, there are 32 flats that include 3 duplexes, 14 3BHK and 16 2BHK flats. In block 20, three flats are reserved as Visiting Officers Flat (VOF), one flat as Gym, one flat as dispensary cum medical room and one flat as business continuity centre (i.e. temporary office). Apart from that, there are security rooms, CT/ACT room, 2-wheeler and 4-wheeler parking in ground floor area, outside parking shed, garden area, children's park area, water tank, common pavement area around both the blocks, badminton court, open gym, etc.

2. Tenderers are advised to visit the sites and thoroughly understand the nature and scope of the works and be familiar with the site conditions before quoting.
3. 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.
4. Rates should be excluding all taxes in accordance with various statutory enactments and should be firm for the entire Contract Period. No increase in rates will be allowed during the entire Contract Period on this account, even in the extended periods of the contracts. The rates will be considered for revision only in case of revision of minimum wages or other statutory rates.
5. Materials used should conform to relevant BIS Codes. BIS and CPWD Specifications and method of measurements shall be followed as applicable. However, in the absence of the same, the decision of NABARD will be final.
6. Validity of Offer: 90 days from the date of opening of the price bids.
7. **Monthly AMC manpower** payments will be made based on the **bills submitted by the Contractor for Office and Residential quarters separately (In case of same bidder is awarded both the works)**. All bills are to be certified by the concerned ACT/CT to the effect that the works / complaints recorded in the registers/software are attended and rectified as per the scope of the work. Payments will be released only after producing the e-payment sheets and wage register countersigned by NABARD, successful deposit/transfer of dues to EPFO, ESI, Payment of Bonus (wherever applicable) including any other statutory requirement in force from time to time and submit the proof of such payments along with claims. The contractor has to submit half-yearly EPFO return, and Annual Labour Dept Return and any other returns required by the statutory authorities. Material bills will be submitted separately along with the approved work slips (as applicable) and certification of CT/ACT.
8. 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.
9. IT and GST-TDS and other statutory deductions, as applicable, will be deducted from total payment due to the Contractors.
10. 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 therefor shall be recovered from the Contractor at the discretion of NABARD.

11. If any work or material used at site is found to be unsound, imperfect or inferior from what is specified in the contract, the Contractor shall be advised to rectify or re-execute the work or remove the material as the case may be, within a reasonable time depending upon the nature of work. If the Contractor fails to do so, the work shall be got redone or rectified or the material replaced through any other agency at the risk and cost of the Contractor.
12. The Contractor should have valid license relating to his Contract as per the existing laws should be efficient and have efficient manpower. The workmen employed by the Contractor should also have the experience in their trade.
13. 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.
14. The Calculation sheet for supply of manpower is required to be submitted along with the Price bid/BOQ. Tenders/bids not complying with the present minimum wages payment are liable to be rejected. It should be based on the Calculation sheet submitted by the contractor.
15. 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.
16. The contractor shall pay the personnel deployed in NABARD premises, their wages in accordance with the **Minimum Wages Act, 1948** (amended time to time) on a monthly basis. The contractor shall also make PF contribution, ESI contribution, bonus payments and or any other statutory contribution in respect of the personnel deployed by them in NABARD. Contractor shall indemnify NABARD for this. Contractor shall present the proof of the same along with the bill.
17. The contractor will be responsible and ensure timely payment to its personnel deployed in the premises and compliance of all statutory provisions relating to minimum wages, Provident Fund and Employees State Insurance, etc. in respect of the persons deployed by them in NABARD and under intimation/in the presence of NABARD officer. The Contractor shall be responsible to 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), conformity to labour laws, 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 Dept. of State Govt. / Central Govt. and comply with all necessary regulations/instructions in this regard.
18. All the Standard Conditions of the Contract shall be binding on the parties as per Indian Contract Act and prevailing Rules. The Contractor shall comply with all 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. Any penalty imposed on NABARD by any statutory authority on this account shall be directly recovered from contractor's any bill or earnest money/SD deposited with NABARD. The contractor shall indemnify NABARD of any responsibility on this account and or any penalties imposed on the Contractor's part.

19. The contractor shall, for all intents and purposes, be the “Employer” within the meaning of different Labour Legislations in respect of skilled and unskilled personnel so employed and deployed in NABARD and the manpower so employed and deployed in NABARD shall remain under the overall control and supervision of the contractor. The persons deployed by the contractor in NABARD shall not have claims of Master and Servant relationship (implicitly or explicitly) between him/her/them and NABARD nor have any principal and agent relationship with or against the NABARD. The contractor's personnel shall not claim any benefit/compensation /absorption / regularization of services under the provision of the Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970.
20. 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. The contractor shall maintain attendance register of his staff employed at various sites and wage register for payment (at least minimum wages as per Center 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.
21. 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.
22. 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.
23. 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.
24. The Contractor or his authorised representative should visit the site as per requirement and meet NABARD's Engineer with prior appointment for any clarifications and to receive instructions, etc. at the site.
25. The Contractor's workmen should report to ACT/ Site supervisor as per timings mentioned elsewhere in this document. 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 also be signed by ACT & the same or copy shall be presented along with the Contractor's monthly bill.
26. The workers / staff employed should wear colour code uniforms displaying contractor firm's name and must carry ID card issued by the contractor during the working hours. 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. An attendance register shall be maintained at site indicating number of persons deployed for the inspection by NABARD officials/ representative.

27. 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.
28. 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 party 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.
29. For any dispute, the decision of NABARD shall be final and binding upon the contractor. However, 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 through court of law in Ranchi.
30. 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.
31. 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.
32. The work should be carried out with minimum inconvenience to the occupants. 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.
33. 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.
34. 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.
35. The Contractor shall ensure that the employed staff shall not undertake any private work inside or outside NABARD's residential/Office premises.
36. The engaged staff shall also undertake other specific work related with/without housekeeping works and other works during working hours as per instruction of ACT/ Engineer, if required.
37. **Termination of agreement:**
 - a) "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

- i 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
 - ii the contractor commits a breach of any terms and conditions of this agreement and/or
 - iii the contractor is adjudged insolvent, or a compromise is entered by him with his creditors or
 - iv for any reason whatsoever, the contractor becomes disentitled in law to perform his obligations under this agreement and/or
 - v 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.
- b) 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.
- c) In case the Contractor desires to terminate the Contract, he may do so by giving the Bank **a notice period of three months.**
38. On site storage space will be provided to the Contractor subject to availability. However, the Contractor may erect temporary sheds for storage purposes at his cost with the permission of the NABARD. NABARD will not be responsible for Contractor's materials. The Contractor may be required to vacate the storage space and sheds as per exigency without any extra cost to NABARD. If any statutory charges are required to be paid for erection of sheds, the same should be borne by the Contractor.
39. 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 agencies/agencies for carrying out different works.
40. 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.
41. 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 liaisoning 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. Further, for smooth functioning the contractor will have to coordinate with other external agencies to whom related AMC work assigned by NABARD.
42. It is the contractor's responsibility to provide skilled worker, sweepers, both male and female workers, whose identity is duly verified by the Police, to ensure that the items indicated in the scope of work are attended to and executed to the satisfaction of the Bank.
43. The contractor should have efficient and highly skilled technical staff.
44. **Service Charge (to be quoted by bidder) will include Administrative Charges & charges towards tank cleaning and combinedly should be more than or equal to 3.85% and should not exceed 7% in any case. Bids with Service Charge more than or equal to 3.85 % shall be considered as responsive and such bids can be considered for further evaluation. Administrative Charges should include management, supervisory charges including Contractor's Profit, tools and equipment as per requirement, uniform for labourers, other overheads, etc. Contractors may be advised to quote service charges after due diligence which should be reasonable and workable.**

45. Further, the proof of statutory payments such as Minimum Wages, EPF and ESI to contract workers for the preceding month are to be produced by contractors for settlement of bills of succeeding month.
46. Contractors shall, wherever applicable, pay Bonus at Govt. approved rate (prevailing rate @ 8.33% of Minimum Wages) to the eligible contract workers and the same is payable to contractor on reimbursement basis on production of proof of payment.
47. Overhead charges including insurance and other risk coverage of labours to be quoted in the Price Bid. All requisite materials required for a month to be deposited in advance with NABARD. There should not be any delay in execution of work on account of non-availability of material.
48. The following statutory requirements may be ensured:
- i. The bidder shall hold valid license under the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 and the Contract Labour (Regulation and Abolition) Central Rules, 1971 and shall fulfil all conditions required under the Act/Rules as amended from time to time.
 - ii. The bidder shall, irrespective of number of persons employed, be registered under the relevant provisions of Employees' Provident Funds and Miscellaneous Provisions Act, 1952 and Employees State Insurance Act, 1948 respectively.
 - iii. The bidder shall be registered with Income Tax and Goods & Services Tax (GST) authorities.
 - iv. An affidavit to the effect that bidder has not defaulted in payment of statutory dues like EPF/ESI/GST and Income Tax to be submitted.
 - v. **Bids quoted with Service charges less than 3.85 % would be treated as unresponsive and invalid, which are liable for rejection.**
 - vi. Bids, if not submitted in Bank's approved bid format shall be treated as invalid and are liable for rejection.
 - vii. Non-compliance of any of the conditions (i to vi) mentioned above by the bidder will be considered non-eligibility for the service for which tender has been invited and such bids shall be summarily rejected.
49. AMC Payment will be settled based on the minimum wages (Basic wages + variable DA), fixed by state Govt / central Govt. whichever is higher and its amendments from time to time. Payment will be released only after submission of proof of release of minimum wages, EPF and ESI to the workmen deployed by the contractor. The contractor will release wages to the contract labour in time without waiting for the same being settled by NABARD. Bonus will be paid on reimbursement basis at Govt. approved rate (prevailing rate @ 8.33% of the minimum wages) as per the prevailing statutory rules. Payment for the materials, supplied by the contractor shall be paid separately at the rates approved by NABARD on submission of bills /workslips.

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

Signature of the Tenderer: Name and Seal
Place and Date
Address

5. SPECIAL CONDITIONS OF THE CONTRACT

1. NABARD does not bind itself to accept abnormally low bids. The rates quoted by the tenderer/bidder should be able to demonstrate the capability of the tenderer/bidder to deliver the contract at the offered price. Abnormally low bids/rates will be subject to analysis by NABARD. If required, NABARD may call written clarification from bidder, including detailed price analysis of the bid price in relation to scope, schedule, allocation of risks and responsibilities and any other requirements of the bid document and tenderer/bidder shall have to furnish Rate Analysis for the scrutiny of rates by NABARD within stipulated time. NABARD reserves the right to reject the bid if bid is found to be abnormally low to deliver/perform the contract.”
2. Contractor shall follow the prescribed formats/procedures for official documentation like registers, etc. as stipulated by NABARD from time to time.
3. Contractor shall maintain job cards and a proper Record/Register indicating reasons for not attending to any particular work time schedule. The periodicity and expected schedules are given in the scope of work. Time is the essence of the contract and for any pending/incomplete work as well as for any substandard work, the amount of deduction/ penalty per week shall be calculated at 0.25% of the accepted tender amount, subject to a maximum of 5% of the accepted tender amount. The responsibility of engaging and maintaining adequate/sanctioned strength of workers lies with the Contractor in view of timely attention and completion of the routine works within the given time frame. In case of non-attendance or non-timely attendance or non-timely completion or below- standard carrying out of any work by the contractor, the Bank shall get the work satisfactorily carried out through its other agencies at the risk and cost of the contractor. Apart from making payments to the said other agencies from the dues of the contractor, the Bank shall also levy a penalty as above.
4. In case of emergency work, no extra payment for working in odd hour will be made.
5. The property will be handed over to the Contractor on 'as is where is' basis and the contractor shall ensure proper service to a reasonably satisfactory level.
6. NABARD reserves to change scope of work or the number of labours during the contract period.

Declaration by the Contractor

We / I have read and understood the Scope of Work and special terms and conditions for the AMC works in the entire Office premises / Colony (both inside and outside) 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.

Sign

Date & Place:

Address:

6. Basic Information about Bidder

Sr. No.	Particulars	Details
1	Name of the Applicant/Organisation and address of their registered office	
2	Type of the Organization (whether Sole Proprietorship/ Partnership/Private Limited/ Limited or Cooperative Body etc.)	
3	Name of the Proprietor/Partners/Directors of the organization	(a) (b) (c)
4	Details of Registration (Whether Partnership firm, Company, etc.) - Registering Authority, Date, Registration No., etc. mentioning the business/ activity of the firm	
5	Experience in the field of Housekeeping works (Years)	
6	Technical personnel available in the organization (Details to be furnished in 7.c)	
7	Address of office through which the proposed work of National Bank for Agriculture and Rural Development (NABARD) will be handled and the name and designation of the Officer-in-Charge	
8	Adequate and satisfactory evidence to indicate financial capacity of the Organisation to undertake the said work with names of Bankers and their full address. (Solvency certificate from the Bank and Income Tax clearance certificate shall be attached.	
9	Yearly turnover of the company during last 3 years (Year-wise) duly audited by a CA. – Attach balance sheet/P&L a/c statement and IT returns of the firm of last three years.	
10	Whether any Civil Suit/Litigation arisen in the contracts executed during the last 5 years/being executed. If yes, please furnish the name of the project, employer, nature of work, contract value, work order and date and brief details of litigation	

7. Work Experience

a) Previous Experience

List of important works done in last five years (as per the pre- qualification criteria mentioned in this tender)

Sr. No	Name & Location of work	Cost of work	Name of owner	Full address	Name of the contact person from owner's side for whom work was executed	Contact no. of the contact person of the owner (Mandatory)	Email id of the contact person (Mandatory)	Completion period		Whether the work was left incomplete (reasons if any for delay in completion of work) or contract was terminated from either side (give full details)	Any other relevant Information
								Stipulated	Actual		

Note: - The supporting documents like work order, experience certificate, completion certificate shall be enclosed mandatorily.

b) Ongoing Projects

List of important works on Hand.

Sr. No	Name & Location of work	Cost of work	Name of owner	Full address	Name of the contact person from owner's side for whom work was executed	Contact no. of the contact person of the owner (Mandatory)	Email id of the contact person (Mandatory)	Completion period		Whether the work was left incomplete (reasons if any for delay in completion of work) or contract was terminated from either side (give full details)	Any other relevant Information
								Stipulated	Actual		

Note: - The supporting documents like work order, experience certificate, completion certificate shall be enclosed mandatorily.

c) List of personnel in payroll and their experience in the field of Housekeeping work

List of your personnel, giving details about their technical qualifications and experience including that in your establishment.

Sr. No.	Name	Age	Qualifications	Work experience	Nature of works handled



8. Scope of Work

(1) Cleaning/Sweeping/ Maintenance/ Housekeeping (Office building)

1. Cleaning of all toilets (both ladies and gents) and passage outside the toilets including sweeping/moping/wet cleaning of floors, clearing and cleaning of litter bins, cleaning of mirrors etc. minimum two times daily. Cleaning of washbasin and W/C from inside and out with specified chemicals and soap every day and whenever need arises.
2. Cleaning (sweeping/moping) of all the common passages twice daily. All cleaning tools and material shall be provided by the contractor at no extra cost. Prospective bidders are advised to visit the premises to accurately estimate the tools and materials required and incorporate the cost in the price bid. The material of BIS standard has to be kept with CT/ACT one month in advance.
3. Sweeping and mopping would automatically include cleaning cobwebs, flooring, wall tiles and skirting in the said areas.
4. Sweeping and wet sponge cleaning all staircases twice daily and moping / wet cleaning/ scrubbing bi-weekly.
5. Cleaning of roof terrace at least once fortnightly or as per requirement and washing as directed by the Bank engineer/CT/ACT.
6. Daily sweeping of parking space (ground floor and basement), weekly washing and drying.
7. Sweeping of open areas and pedestrian strips twice daily and washing as directed by the Bank engineer/CT/ACT.
8. Cleaning of all the glasses of windows (inside only) of all the floors (5 Floors + Lounge) at Office Premises (Fortnightly).
9. Proper safety equipment as per relevant IS Codes should be used by the agency for cleaning glasses of the windows including material for cleaning.
10. Cleaning as per the need in all above places. No extra payment will be made for the same.
11. Any other cleaning works in the office building as per the instructions of the Bank. If the works are not attended on the same day/ next day a pro-rata recovery will be effected as per Special conditions of this tender.
12. Collection of waste and disposal on daily basis.
13. Keeping towels/Replacement of tissues in each toilet (ladies/gents), cleaning and changing of towels every day in all toilets and providing hand wash liquid soap in each toilet, of high quality (BIS Mark).
14. Cleaning of all work stations, Senior officers' cabin, computers, key boards, printers other related items at Office premises on daily basis before start of office hours.
15. Providing water and tea to all staff.
16. If the above services are not attended as per the above mentioned time period pro rata recovery will be effected as per Special conditions of this tender.
17. Vacuum cleaning of all the furniture, ceiling and wall mount fans, tube light fixtures, curtains etc. as per direction of Bank engineer/CT/ACT at least once in a week.
18. Dry foam cleaning of chairs and sofas at least once in three months.

Special Instruction:

- a. The contractor will provide sufficient manpower both males and females as well as supervisor to ensure that the items indicated in the scope of work are attended to and executed to the satisfaction of the Bank, so that sweeping / cleaning is completed before 9.00 AM in the morning.
- b. Supervisor must ensure proper and effective supervision of the cleaning work as specified in the tender document.
- c. Sufficient number of lady sweeper may be deployed for cleaning of ladies' toilets.
- d. The manpower provided by you should be available from 07.30 Hrs to 19.30 Hrs with proper splitting of work hours. While majority of the manpower will be deployed upto the close of Office i.e. 17.15 Hrs, a few personnel should be available upto 19.30 Hrs. The deployment of manpower may be flexible and could be changed depending upon the work requirements. The deployment of man power should be in conformity to the prevalent provisions of labour and other laws.
- e. The contractor to provide substitute in case of absentees.
- f. The rate quoted by the contractor for the AMC work will include the cost of manpower (including supervisors), cost of equipment/machinery/brooms, mops, sticks, gloves, gum boots etc. and the cost of cleaning and other materials. The cleaning materials of high quality (BIS Mark) to be provided are:
 - i. Phenyl solutions
 - ii. Deodorized detergent for moping
 - iii. Room Fresheners in Bathrooms
 - iv. Urinal screen mats
 - v. Naphthalene pad / balls
 - vi. Sanitary cubes
 - vii. Toilet Rim Blocks
 - viii. Liquid soap
 - ix. Any other cleaning material required
- g. Housekeeping staff must be suitably trained and must be in proper uniform all the time.
- h. The housekeeping staff shall be responsible for cleaning of the washrooms/toilets to ensure that the same is spic-and-span.

(2) Cleaning/Sweeping/ Maintenance/ Housekeeping (Officers' Quarters, Khelgaon)

- a. Collections of waste from each flat and disposal on daily basis.
- b. Sweeping and cleaning of all the open spaces within the colony such as lawn, garden area, foot path, road, shoulder portion of road, parking area, area surrounding each building, duct area of the buildings, entrance portico portion on both sides of buildings etc. say between 6.30 a.m. to 9.30 a.m. Cleaning the entire staircase of each building, landing portion of staircases, entrance lobby area of each flat, stilt / parking area & lobby of each building everyday (say between 2.00 p.m. to 2.30 p.m.) and any other common area . Removal of all the dry leaves, dried branches of plants / trees, polythene bags, sand, stone pieces, earth, broken bricks, murrum etc. or any other foreign materials / garbage falling on the open spaces every day.
- c. Sweeping of all open areas, garden etc. daily,

- d. Sweeping and cleaning of floors, toilets and bathrooms of all the common areas, i.e. ACT/CT offices, pump rooms, area surrounding water pump room and sump, VOF, Gym, dispensaries, business continuity centre, Residents Welfare Association room and other common areas etc. everyday. Special attention should be given for ensuring optimum cleaning and hygiene of VOF and Gym.
- e. All cleaning tools and material shall be provided by the contractor at no extra cost. Prospective bidders are advised to visit the premises to accurately estimate the tools and materials required and incorporate the cost in the price bid. The material of BIS standard has to be kept with CT/ACT one month in advance.
- f. Daily Cleaning of Common toilets.
- g. Cleaning of balconies in each flat weekly.
- h. Any other item of cleaning work as advised by ACT / other Bank officials.
- i. Monthly cleaning of vacant flats / SRAs / Store Room.
- j. Weekly cleaning of toilets in all residential occupied flats.
- k. Cleaning of Fans, cobwebs, inaccessible spots, windows, curtains and Netlon mesh – Quarterly
- l. Cleaning of Room in occupied flats – Yearly.
- m. Cleaning, sweeping, moping of vacant flats and make them ready for possession as and when required.
- n. Cleaning of underground sump and overhead water tanks in each building– bimonthly or as advised by ACT.
- o. If the above services are not attended as per the above mentioned time period pro-rata recovery will be effected as per Special conditions of this tender.
- p. Cleaning, Sweeping and mopping would automatically include cleaning cobwebs, tiles flooring, walls, wall tiles, windows, railings and skirting in the said areas.
- q. Cleaning of Toilets and Bathrooms once in week in all occupied flats. This work will be carried out by the regular sweepers. The work includes all activities required for cleaning.
- r. Except the above, the contractor may have to remove any other materials such as broken window glass, rusted wooden / iron door or window frames, broken parts of wooden doors or windows, broken branches of trees after cutting into pieces during storm or low pressure, broken glass bottles etc. from inside the colony campus along with the other garbage as indicated above.
- s. Lifting of garbage from all the premises in both the quarters and dumping them in the respective garbage bins and lifting the garbage from the bins either by liaising with municipal authorities or by making other private arrangements, so that perishable solid waste is not left to rot in the bins causing unhygienic condition in the premises.
- t. Cleaning of one nos. of underground tank and two nos. of overhead water tanks in each building/block at NABARD Officers Quarters, Khelgaon– bimonthly or as advised by NABARD as per requirement.

PERIODICAL CLEANING WORKS: -

- a. Cleaning the open terrace area of each building once in every month.
- b. Cleaning of all the floor, walls and OWC or EWC and seat cover of toilets / bath rooms in all the flats once in every week with toilet cleaner / toilet floor cleaner.
- c. Cleaning of balconies in each flat weekly.

- d. Cleaning of sump and overhead water tanks in each building– Once in two months or as per instruction.
- e. Cleaning of walls & ceilings of cobwebs, cleaning of fans, other inaccessible spots of each flat (such as bed rooms, hall, kitchen, balcony, ceiling area at the entrance lobby of each flat etc.) are to be done once in every three months in both the quarters.
- f. Cleaning of floors, kitchen platform, tile dado of kitchen platform and sink, shelves below kitchen platform, wash basin dado etc. in other rooms to be done with mopping cloth, floor cleaner so as to remove any oil spot, sticking of any organic materials etc. once in a year.
- g. The washing and cleaning of the windows, curtains and netlons in all the flats once in every three months.
- h. The vacant flats (if any) in officer's quarters should be washed & cleaned once in every month. All the fans, cupboards, windows, kitchen, floors, toilets and baths etc should be cleaned properly.
- i. Cleaning of one nos. of underground tank and two nos. of overhead water tanks in each building/block at NABARD Officers Quarters, Khelgaon – bimonthly or as advised by NABARD as per requirement.

Special Instructions

- a. Contractor to provide as many workers and at least one supervisor in colony for above work as may be required to complete the above works to the satisfaction of NABARD.
- b. Contractor to supervise the above work on a daily basis.
- c. Contractor to provide substitute in case of absentees.
- d. Contractor shall provide necessary registers to keep record of day to day progress of work.
- e. The above list is illustrative and not exhaustive.
- f. The rate quoted by the contractor for the AMC work will include the cost of manpower (including supervisors), cost of equipment/machinery/brooms, mops, sticks, gloves, gum boots etc. and the cost of cleaning and other materials. The cleaning materials of high quality (BIS Mark) to be provided are:
 - i. Phenyl solutions
 - ii. Deodorized detergent for moping
 - iii. Room Fresheners in Bathrooms
 - iv. Urinal screen mats
 - v. Naphthalene pad/balls
 - vi. Sanitary cubes
 - vii. Toilet Rim Blocks
 - viii. Liquid soap
 - ix. Any other cleaning material required

Declaration by the Contractor

We / I have read and understood the Scope of Work and special terms and conditions of the tender 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



9. MINIMUM REQUIREMENT OF MANPOWER

Sr. No	Service	Area	Skilled	Semi-Skilled	Unskilled
1	Cleaning, Sweeping, Maintenance, Housekeeping	NABARD, Jharkhand Regional Office, Ranchi	0	0	4
2	Cleaning, Sweeping, Maintenance, Housekeeping	NABARD Officers' Quarters, Ranchi	0	1 (Supervisor)	4

Note: The contractor shall visit the site, ascertain the nature and the scope of work, and submit the bid accordingly.



10. SAFETY CODE

1. The Contractor shall maintain in a readily accessible place first aid appliances including adequate supply of sterilised dressings and cotton wool.
2. An injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalisation.
3. No portable single ladder shall be over 8 metres in length. The width between the side rails shall not be less than 30 cm. Clear and the distance between two adjacent rungs shall not be more than 30 cm. When a ladder is used an extra mazdoor shall be engaged for holding the ladder.
4. It is entirely the responsibility of the contractor to follow the safety procedures such as using safety belts, lifelines, 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 Rs. 1,000.00 shall be levied for violation of safety norms including non-use of personal protective equipment. A penalty of Rs. 2,000.00 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 and thus pose a security risk to the safety of the Bank's establishments, its staff and the families of its staff
7. The decision of the Bank in all such cases attracting penalties shall be final and binding on the contractor.
8. 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.
9. Smoking and chewing pan/ tobacco/ gutkha/ any other drugs etc. are prohibited in the premises.
10. For any job involving welding, soldering, lighting of flames, use of heat source or temporary electrical connection, prior permission from competent authority / designated engineer shall be taken before execution of the same. No job involving heat sources are permitted to be carried out after office hours, holidays and Sundays without prior permission.
11. The contractor shall ensure that the persons posted for the work are well conversant with the operation of fire extinguishers.

Declaration by the Contractor

We / I have read and understood the Safety code for the AMC works in the entire colonies (both inside and outside) 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.

Place:

Date: (Signature of the Tenderer)

Address :

Name and Seal :

11. Proforma for Electronic Payment

Details of Bank account to be furnished by the contractors/service providers for effecting payment

Name and address of contractors/service providers 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	IFS Code	
6	Type of account (Savings, Current, etc.)	
7	PAN Number	
8	GSTN Number	
9	CKYC Identifier No.	

Signature

Please attach

1. one original cancelled cheque leaf of the above Bank account and
2. copy of PAN Card and
3. allotment letter/registration letter under GSTN
4. Copy of address proof

12. AFFIDAVIT

(on Rs.100/- non-judicial stamp paper)

DECLARATION

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

That I am the sole proprietor of M/s _____

Or

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

(a)

(b)

(c)

(d)

Or

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

(Delete which is not applicable while typing affidavit)

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

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

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

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

DEPONENT

Verified at on that the contents of paras 1 to 5 of this affidavit are true and correct and no part of this is false and nothing material has been concealed or falsely stated therein.

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

DEPONENT

(Signature & Seal of Notary)



13. PRE-CONTRACT INTEGRITY PACT

(To be submitted on Rs. 200/- Stamp Paper only on first page and remaining document on normal A4 size pages duly signed by the bidder)

(As per the conditions stipulated on the Government e-Marketplace (GeM) portal, duly signed Integrity Pact on a stamp paper of the specified value, must be submitted in physical form to NABARD Jharkhand Regional Office within five (5) calendar days from the date of bid opening.)

Between

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

And

..... hereinafter referred to as “The Bidder/Contractor”

Preamble

The Principal intends to award, under laid down organizational procedures, contract/s for.....The Principal values full compliance with all relevant laws of the land, rules, regulation, and economic use of resources and of fairness / transparency in its relations with its Bidder(s) and/or Contractor(s).

In order to achieve these goals, the Principal will appoint Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 – Commitments of the Principal

- (1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -
 - a. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will, in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
 - c. The Principal will exclude from the process all known prejudiced persons.
- (2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section2 – Commitments of the Bidder(s)/Contractor(s)

- (1) The Bidder(s) / Contractor(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s)/ Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution:

- a. The Bidder(s) / Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
 - b. The Bidder(s)/Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non- submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
 - c. The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - d. The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any.
 - e. The Bidder(s) /Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
 - f. Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.
- (2) The Bidder(s) /Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 – Disqualification from tender process and exclusion from future contracts

If the Bidder(s) /Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form which put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process.

Section 4 – Compensation for Damages

- (1) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.
- (2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 – Previous transgression

- (1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.

- (2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process.

Section 6 – Equal treatment of all Bidders / Contractors/ Subcontractors

- (1) In case of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.
- (2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors
- (3) The Principal will disqualify from the tender process all bidders who do not sign the Pact or violate its provisions.

Section 7 – Criminal charges against violating Bidders(s) / Contractor(s)/ Subcontractor(s)

- (1) If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or are presentative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

Section 8 – Independent External Monitor

- (1) The Principal appoints competent and credible Independent External Monitor for this Pact after approval by the Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
- (2) The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him / her to treat the information and documents of the Bidders /Contractors as confidential. He / she reports to the Chairman, NABARD.
- (3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.
- (4) The monitor is under contractual obligation to treat the information and documents of the Bidder(s) /Contractor(s) / Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-disclosure of Confidential Information and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform Chairman, NABARD and recuse himself/herself from that case.
- (5) The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project, provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
- (6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/ she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
- (7) The monitor will submit a written report to the Chairman, NABARD within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposal for correcting problematic situations.

- (8) If the Monitor has reported to the Chairman, NABARD, a substantiated suspicion of an offence under the relevant IPC/PC Act, and the Chairman NABARD has not, within reasonable time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
- (9) The word 'Monitor' would include both singular and plural.

Section 9 – Pact Duration

- (1) This Pact begins when both parties have legally signed it. It expires for the Contract or 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings. If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharge/ determined by the Chairman of NABARD.

Section 10 – Other provisions

- (1) This agreement is subject of Indian Law, Place of performance and jurisdiction is the Head Office of the Principal, i.e. Ranchi.
- (2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- (3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- (4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- (5) Issues like Warranty/Guarantee etc. shall be outside the purview of IEMs.
- (6) In the event of any contradiction between the Integrity Pact and its Annexure, if any, the Clause in the Integrity Pact will prevail.

(For & On behalf of the Principal)
(Office Seal)

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

Place _____

Date _____

Witness 1:

(Name &Address)

Witness2:

(Name &Address)

14. ARTICLES OF AGREEMENT

(On Non-judicial stamp paper of ₹100/-)

AGREEMENT FOR ANNUAL MAINTENANCE CONTRACT

THIS AGREEMENT is made at Ranchi on this day of _____ 2025

BETWEEN

National Bank for Agriculture and Rural Development, a body corporate established under an Act of Parliament viz. the National Bank for Agriculture and Rural Development Act, 1981 having its Head office at C-24, 'G' Block, Bandra-Kurla Complex, Bandra(East), Mumbai-400051 and Jharkhand Regional Office at Near PHED Water Tank, Bariatu-Booty Road, Ranchi-834009, hereinafter referred to as "**NABARD**" (which expression shall, unless repugnant to the context or meaning thereof, means and includes its successors and assigns) of the **ONE PART**

AND

M/s., a firm/society/company registered/incorporated under the Companies Act, 1956 Act and having its registered office athereinafter referred to as the '**Contractor**' which expression shall, unless repugnant to the context or meaning thereof, mean and include its successors, liquidators, administrators and assigns) of the **OTHER PART**.

*(NABARD and the Contractor are collectively hereinafter referred to as "**the parties**")*

WHEREAS

- (1) NABARD, being desirous of outsourcing the works relating to **Tender for Annual Maintenance Contract for Housekeeping work for Office Building and Officers' Quarters of NABARD, Ranchi for the period from 01 September 2025 to 31 August 2027** (hereinafter referred to "**the said works**") of its premises at Near PHED Water Tank, Bariatu-Booty Road, Ranchi-834009 and NABARD Officers Quarters, Khelgaon Ranchi 835217 (hereinafter collectively referred to as "**the said Premises**") for the period **01 September 2025 to 31 August 2027**, had, vide its letter No.dated, issued a "Notice Inviting Tender" (hereinafter referred to as "the NIT") inviting bids for providing the said works at the said Premises. A copy of the NIT is annexed herewith as "Annexure 1" and to be read as part and parcel of this Agreement.
- (2) The Contractor had, vide its letter dated, submitted its Tender for undertaking the said works at the said Premises.
- (3) NABARD, vide its Letters of Intent No.dated had selected the Contractor for carrying out the said works at the said Premises.
- (4) The parties hereby agree, record and confirm the various terms and conditions for carrying out the said works at the said Premises hereinafter appearing.

NOW THIS INDENTURE WITNESSES AS FOLLOWS:

- (1) The contract shall commence **from 01 September 2025 and shall continue till 31 August 2027** unless it is curtailed or terminated by NABARD owing to deficiency of services, sub-standard quality of manpower deployed, breach of contract, reduction or cessation of the requirements etc. NABARD shall pay a sum

of **Rs..... lakh for the said period** to the Contractor for carrying out the said works in the said Premises as per the details given in **Scope of Work** in the tender. The rate will remain fixed throughout the entire period of contract i.e. till **31 August 2027** and is inclusive of all costs such as insurance, taxes, duties, levies, cess, transportation, salaries and wages that may be levied, imposed, charged, paid or incurred by the Contractor. In case of payment of supply of skilled/semiskilled/unskilled labour, the rates will be revised proportionately as per the revision in minimum wages as announced by State/Central Govt. whose rates are adopted. NABARD will make payments only after the satisfactory completion of the periodic services on monthly / quarterly basis as indicated in the tender document.

- (2) The contractor will implement and operationalise web based / app based complaint registration system if supplied by NABARD. No payment will be made by NABARD to the contractor in this regard.
- (3) The contract may be extended for further period/s after the expiry of the initial period i.e. **31 August 2027** as indicated in the tender document. NABARD shall, in that event, make a request in writing in this behalf to the Contractor one month prior to the expiry of the current contract/extended contract and upon such request, the Contractor shall provide the said works at the said Premises, on the same terms and conditions or with some addition/deletion/modification, for a further specific period, mutually agreed upon by the parties.
- (4) The Contractor should carry out the rotation of its deployed personnel within its client organizations during the contract period.
- (5) The Contractor should make discreet inquiries about the character and antecedents of the persons whom they are deploying in NABARD. The Contractor shall ensure that the individuals deployed in NABARD satisfy the minimum technical and educational qualifications as mentioned in the tender document.
- (6) The Contractor shall furnish the following documents in respect of the individuals who will be deployed by it in NABARD by:-
 - i. List of individuals deployed
 - ii. Bio-Data containing educational qualifications and previous experience/s, date of birth, etc.
 - iii. Certification of verification of antecedents of persons by local Police authority.
 - iv. Identity Cards bearing photograph.
- (7) The number of manpower required will be purely based on the requirement at site. The minimum requirement of manpower is indicated in the tender document. No additional payment shall be made if the contractor keeps more staff for completing the pending work or if minimum staff strength is not able to perform satisfactorily as per the contract provision. All deployed manpower shall wear Identity card/s provided by the office every day during working hours.
- (8) NABARD shall have discretion to change the scope of work and deployment of number of manpower whenever required.
- (9) The said works at the said Premises, which will be entrusted to the Contractor from time to time by NABARD, are to be rendered without causing any hindrance or disturbance to any staff member of the NABARD working during the normal working hours. The work shall be carried out efficiently, in consonance and in conformity with the standards of a neatly and hygienically maintained premises.
- (10) The Contractor shall, for all intents and purposes, be the “Employer” within the meaning of different labour legislation in respect of manpower so employed by him and deployed in NABARD and the manpower so employed by him and deployed in NABARD shall remain under the overall control and supervision of the Contractor. The persons deployed by the Contractor in NABARD shall not have claims of Master and Servant relationship (implicitly or explicitly) between him/her/them and NABARD nor have any principal and agent relationship with

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

- (11) The Contractor shall promptly and timely obtain all such consents, permissions, approvals, licenses etc., as may be necessary or required for carrying out the said works in the said Premises in accordance with this Agreement. The Contractor shall also inform and assist NABARD in procuring any registration, permissions or approvals, which may be at any time during the currency of this Agreement or the extended period be statutorily required to be obtained by NABARD for availing the services under this Agreement. The Contractor shall obtain appropriate license under the Contract Labour (Regulation and Abolition) Act 1970 and the Rules and shall comply with all terms and conditions thereof strictly, and shall keep such license duly validated and / or renewed from time to time throughout the currency of this Agreement.
- (12) All persons deployed by the Contractor in NABARD will be subjected to security check by the NABARD while entering and leaving the premises. The Contractor shall be required to provide supervisory staff for ensuring efficient and smooth operations.
- (13) The Contractor shall attend to complaints relating to the said work received from the employees of the NABARD and shall devise a system whereby such complaints when brought to the notice of the Contractor will be attended promptly by him or his employees concerned.
- (14) The Contractor shall be solely responsible for the redressal of grievances/resolution of disputes relating to person deployed. NABARD shall, in no way be responsible for settlement of such issues whatsoever.
- (15) NABARD shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by the Contractor in the course of their performing the functions/duties, or for payment towards any compensation.
- (16) 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 party 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.
- (17) It will be the responsibility of the Contractor to meet transportation, food, medical and any other requirements in respect of the persons deployed by him in NABARD. It will be the responsibility of the contractor for disposal of debris to the approved dumping ground and NABARD will have no liability in this regard.
- (18) The Contractor shall provide suitable uniforms consisting of Shoes, Dress, and Sweater to the persons employed by it and necessary tools, equipment and machinery for carrying out the said works at the said Premises. Such persons without complete uniform will be treated as absent. The Contractor shall also provide all safety items such as safety shoes, gloves, masks, etc.
- (19) The Contractor, wherever and whatever material is provided by NABARD, shall use it properly. Any improper use leading to wastage / pilferage shall be made good by the Contractor to NABARD.
- (20) NABARD will not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, tools, equipment, machinery, Contractors vehicles or vehicles of the personnel of the Contractor. NABARD will not be under any liability to pay any compensation to the persons deployed by the Contractor if they

sustain any injury etc., while discharging the duties in the said premises. The Contractor shall get them insured against any liability under the Employee Compensation Act or any accident at its own cost. The Contractor should arrange to obtain necessary insurance cover (Workmen Compensation policy and Contractors All Risk 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. The **CAR** policies are required to be at least for 1.25 times of the contract value.

- (21) The Contractor's personnel shall not divulge or disclose to any person, any details of office, operational processes, technical know-how, security arrangements, administrative/ organizational matters as all are of confidential/secret nature.
- (22) 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.
- (23) The Contractor shall ensure proper conduct of its personnel in the said premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work, etc.
- (24) The Contractor shall depute a coordinator who would be responsible for immediate interaction with the Officer-in-charge of Department of Premises, Security and Procurement, Head Office NABARD so that optimal services of the persons deployed by the Contractor could be availed without any disruption.
- (25) The Contractor shall immediately provide a substitute in the event of any person leaving the job due to his/her personal reasons. In case of delay in attending the work or providing the substitute in time shall attract a pre-estimated fine and NABARD will be at liberty to get the work done through any other agency and the cost therefor shall be recovered from the Contractor at the discretion of NABARD. Contractor shall maintain a proper Record/Register indicating reasons for not attending to any particular complaint within time schedule, failing which penalty as per Bank's decision shall be levied. The expected period of completion of the various items and the amount of deduction beyond that period for pending complaints as per tender conditions shall be applicable.
- (26) The Contractor, upon receiving a notice from NABARD, shall replace immediately any of its personnel who is found unacceptable to NABARD because of security risks, incompetence/conflict of interest/misconduct.
- (27) In case, the manpower deployed by the Contractor commits any act of omission/commission that amounts to misconduct/indiscipline/incompetence, the Contractor will be liable to take appropriate disciplinary action against such persons, and if so required by NABARD, remove him/them from the said Premises.
- (28) The Contractor shall pay the manpower deployed in NABARD their wages in accordance with the Minimum Wages Act, 1948 as applicable in the State of Maharashtra/GoI, whichever is higher on a monthly basis. The Contractor shall also make PF contribution, ESI contribution and or any other statutory contribution in respect of the manpower deployed in NABARD. The Contractor shall also pay statutory tax, wherever applicable.
- (29) The Contractor, as a taxable service provider, must be registered with Central Excise Department and obtained Registration and should attach a copy of Certificate along with the Agreement. The Invoices / Bills / Challans should be serially numbered and it should contain the Name and address of Service Provider & Service Receiver, Description of service, etc.
- (30) The Contractor shall raise the bill along with attendance sheet in the first week of the succeeding month. As far as possible, the payment will be released by the second week of the succeeding month. However, the Contractor must ensure that the salaries of their deployed staffs are released before the 7th day of the following month *in the presence of NABARD's representative*, irrespective of receipt of payment from NABARD.

- (31) The Tax Deduction at Source (TDS) shall be effected as per the provisions of the Income Tax Act, as amended from time to time and a certificate to this effect shall be provided to the Contractor by NABARD.
- (32) The Contractor shall also liable for depositing all taxes, levies, Cess etc. on account of carrying out the said work to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
- (33) The Contractor shall maintain all statutory registers under the applicable law. The Contractor shall produce the same, on demand, to NABARD or any other authority under law.
- (34) The Contractor on its part and through its own resources shall ensure that the goods, materials and equipment, etc. of NABARD are not damaged in the process of carrying out the said work and shall be responsible for acts of commission and omission on the part of its staff and its employees etc. If NABARD suffer any loss or damage on account of negligence, default or theft on the part of the employees /agents of the Contractor, then the Contractor shall be liable to compensate for the same. The Contractor shall fully indemnify NABARD against any such loss or damage. NABARD shall have further right to adjust and/or deduct any of the amounts as aforesaid from the payments due to the Contractor under this contract.
- (35) The Contractor will have to deposit a security amount (including EMD) of **Rs.....(Rupees.....)** for NABARD Jharkhand Regional Office vide NEFT/ RTGS at the rate of 5% of the approved tender value. In case, the Agreement is further extended beyond the initial period, the security deposit would be retained.
- (36) In case of breach of any terms and conditions of this Agreement, the Performance Security Deposit of the Contractor will be liable to be forfeited by NABARD besides annulment of the Agreement.
- (37) In case, the Contractor fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof, NABARD is put to any loss/obligation, NABARD will be entitled to get itself adjusted out of the outstanding bills or the Security Deposit of the Contractor, to the extent of the loss or obligation in monetary terms. If the adjustment is not possible, then the same may be recoverable from the contractor.
- (38) In case any of documents furnished by the Contractor is found to be false at any stage, it would be deemed to be a breach of the terms of this Agreement making it liable for legal action besides termination of contract.
- (39) If the Contractor becomes insolvent or fails to observe or perform any condition of this Agreement then notwithstanding any previous waiver of such default or action being taken under any other clause hereof NABARD may terminate the contract and forfeit the said performance security deposit and recover from the contractor any loss suffered by NABARD on account of the Agreement being terminated.
- (40) The Contractor shall not transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of NABARD.
- (41) If the services of the contractor are not found satisfactory, the contractor will be given one month notice 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, any day after the expiry of the said notice period. However, the contractor firm can terminate the agreement by giving three months' notice in advance. If the Contractor fails to give such three months' notice in writing for termination of the agreement, then the Security Deposit will be forfeited. Notwithstanding anything contained in this Agreement, the Contractor shall continue to provide services of the persons deployed in NABARD on the terms and conditions of this Agreement till the date of termination this agreement.

- (42) On the expiry or early termination of the Agreement, the Contractor will withdraw all its personnel without in any way causing any damage to the said premises and the property therein and clear their accounts by paying them all their legal dues. The persons deployed by the contractor shall not be entitled to and will have no claim for any absorption nor for any relaxation for absorption in the regular/otherwise capacity in NABARD.
- (43) **Resolution of disputes**
- i. This Agreement shall be governed by and construed in accordance with the laws of India.
 - ii. Disputes or differences whatsoever, arising between NABARD and the Contractor shall be resolved amicably between NABARD's representative and the Contractor's representative.
 - iii. In case of failure to resolve the disputes and differences amicably within 30 days of the receipt of notice by the other party, then the same shall be resolved as follows:
"Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this Agreement or the validity or the breach thereof shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties."
 - iv. The venue of the arbitration shall be at **Ranchi**.
 - v. The language of arbitration shall be English.
 - vi. Work under the Agreement 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. Save as those which are otherwise explicitly provided in the Agreement, no payment due or payable by NABARD to the Contractor shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter, or one of the subject matters thereof.
- (44) Any notice, for the purpose of this Agreement, has to be sent in writing to either of the parties by facsimile transmission, by registered post with acknowledgement due or by a reputed courier service. All notices shall be deemed to have been validly given on (i) the business day immediately following the date of transmission with confirmed answer back, if transmitted by facsimile transmission, or (ii) the expiry of 5 days after posting, if sent by post, or (iii) the business date of receipt, if sent by courier.
- (45) This Agreement, its Annexures and the NIT constitute the entire Agreement between the Contractor and NABARD, and supersede any prior or contemporaneous communications, representations or agreements between the parties, whether oral or written, regarding the subject matter of this Agreement. In the event of conflict between the provisions of this Agreement and any attached Annexure or the NIT, the provisions of this Agreement will prevail to the extent of such conflict take precedence. In the event of conflict between the provisions of any attached Annexures and the NIT, the provisions of any attached Annexures will to the extent of such conflict take precedence. The terms and conditions of this Agreement may not be changed except by an amendment signed by an authorized representative of each party. NIT shall be the reference document to the extent the terms and conditions are either not reiterated or not given a contrary meaning under this Agreement.
- (46) This agreement is being executed in duplicate, NABARD should keep the original and the Contractor shall keep the duplicate.
- (47) The Contractor shall bear the stamp duty on this agreement for both the original and the duplicate copies.

In witness whereof the parties hereto, have caused their presence to be signed on the above by the duly authorised officials at the place and on the day, month and year first herein above written.

Signed, sealed and delivered

Signed, sealed and delivered

By Shri _____

by Shri _____

DGM/ GM

For & on behalf of NABARD

the duly authorized signatory for & on
behalf of the Contractor

In the presence of

In the presence of

1.....

1.....

2.....

2.....



15. CHECK LIST FOR SUBMISSION OF BID

Bidder is requested to fill this check list and ensure that all details/documents have been furnished as called for in the Bidding Document along with duly filled in, signed & Stamped checklist **with this tender document.**

Please tick (✓) the box and ensure compliance:

1. EMD of requisite amount is submitted as mentioned in Notice Inviting Tender (NIT)

EMD value: Rs. _____ is submitted through _____ Dated ____ Drawn on _____ (Name of Bank)

Submitted

☐

2. Power of Attorney in favour of person who has signed the offer, in stamp paper of appropriate value. For Proprietary Organization, declaration for proprietorship submitted

Submitted

☐

Proprietorship

☐

3. Partnership Deed is case of Partnership firm and Articles of Association in case of limited company and AFFIDAVIT ON A NON JUDICIAL STAMP PAPER OF RS.100/-DULY NOTARIZED

Submitted

☐

Not applicable

☐

4. Original Bidding Document along with blank (un-priced) copy of price Bid/ Schedule of Rates and addendum, if any. Price is not filled up in this document, which needs to be mentioned in Price bid only.

Submitted

☐

5. All pages/documents are stamped and signed by the authorized signatory of the bidder.

Yes

☐

6. Price bid in original, duly filled in, signed and sealed in each page, and Calculation sheet (separate for each quoted service) submitted in separately.

Submitted

☐

7. Duly filled in Details of Specific Experience as per the format attached in the Bidding Document along with Documentary evidences comprising Work order and Completion certificate in support of meeting Experience criteria as per the NIT.

Submitted

☐

8. Work Completion certificates from clients, in case work is already completed

Submitted

9. Financial statement along with the Annual Audited balance sheets and P&L Accounts/ IT returns for the last three years, as applicable.

Submitted

10. PAN NO. with documentary proof.

Submitted

11. ESI No. with documentary proof, if applicable

Submitted

12. PF No. with documentary proof, if applicable

Submitted

13. GST Number (GSTN) applicable under GST Act.

Submitted

14. Duly signed Integrity Pact on a stamp paper of the specified value, to be submitted in physical form to NABARD Jharkhand Regional Office.

Submitted

NOTE: Documents, which are required to be submitted for the subject job, which are specifically mentioned in the Bidding Document.

SIGNATURE OF BIDDER: _____

NAME OF BIDDER : _____

COMPANY SEAL : _____



NABARD

Part 2 : Price bid

Bill of Quantities (per month calculation sheet as per applicable category)

Tender for Annual Maintenance Contract for Housekeeping work for Office Building and Officers' Quarters of NABARD, Ranchi for the period from 01 September 2025 to 31 august 2027

The bills of quantities may be submitted separately for each category. Agencies applying for all categories may provide separate sheets.

Sl. No.	Description	Remarks	Rate/ Percentage	Amount per month (in Rs.)
a. Semi Skilled – 01 nos				
A	Minimum wage (as per Central Govt. or State Govt. whichever is higher) inclusive of Special Allowance/VDA. (As per prevailing law) @ Rs.760(Wages + VDA)/day for skilled** -	For 26 days	760	19760.00
B	EPF (Employer portion) on basic wages plus VDA	should not be less than 13% of A (Maximum Rs. 15000/- pm)	13%	1950
C	ESI Contribution	3.25% of A; (Maximum upto Rs.21,000/-)	3.25%	642.20
D	Sub Total (a)			22352.20
E	Total for 01 Semiskilled (Supervisor)	Rs. 22352.20 X 01 nos		22352.20
F	Service Charges as a ___% on E (Should be greater than or equal to 3.85% but less than 7%.)	(Includes Administrative charges, management & supervisory charges including Contractor's profit, tools and equipments, low value consumables, uniform, other		

		overheads etc.) ##		
G	Service Charge in Rs.			
H	Total for 1 month (E+G) in Rs.			
I	GST (as applicable) on H in Rs.			
J	Grand Total for 1 month (H+I) in Rs.			
K	Total for 24 months (XX)			
II. Unskilled – 08 nos				
A	Minimum wage (as per Central Govt. or State Govt. whichever is higher) inclusive of Special Allowance/VDA. (As per prevailing law) @ Rs.674(Wages + VDA)/day for skilled** -	For 26 days	674	17524.00
B	EPF (Employer portion) on basic wages plus VDA	should not be less than 13% of A (Maximum Rs. 15000/- pm)	13%	1950.00
C	ESI Contribution	3.25% of A; (Maximum upto Rs.21,000/-)	3.25%	569.53
D	Sub Total (a)			20043.53
E	Total for 08 Unskilled	Rs. 20043.53 X 08		160348.24
F	Service Charges as a ___% on E (Should be greater than or equal to 3.85% but less than 7%.)	(Includes Administrative charges, management & supervisory charges including Contractor's profit, tools and equipments, low value consumables, uniform, other		

		overheads etc.) ##		
G	Service Charge in Rs.			
H	Total for 1 month (E+G) in Rs.			
I	GST (as applicable) on H in Rs.			
J	Grand Total for 1 month (H+I) in Rs.			
K	Total for 24 months (YY)			
	Total for Housekeeping for 24 months (XX + YY)			

**As per the prevalent rate and as amended from time to time by Govt. India / State Govt. whichever is higher

The rate quoted by the bidder should be reasonable and workable.

Prospective bidders are advised to visit the premises to accurately estimate the tools and materials required and incorporate the cost in the price bid.

- Grand Total AMC Fee per month- (In words and figures)
Rs. _____
- **Consolidated Cost for 24 months = Total (XX) + Total (YY)**
(in words and figures) : Rs. _____

Note:

- **The filled calculation sheet should not be enclosed in Technical bid.**
- Wages indicated above are as per the Central Government minimum wages and are only indicative. The minimum wages quoted by the bidder must cover Central Government wage as indicated by Central Labour Commission or State Government of Telangana, whichever is higher.
- Rates quoted would be applicable for the entire period. However, revision in rates would be considered only if the minimum wages & taxes are revised.
- The Service Charges quoted above may include contractor's profit, premium towards insurance cover for the workers employed, premium towards third-party insurance cover, other incidental administrative costs and cost of cleaning materials. These costs (or percentage) are to be solely decided by bidder for the purpose of this quotation.
- VDA=Variable Dearness Allowance, ESI= Employee State Insurance, EPF= Employee Provident Fund, EDLI= Employee Deposit Linked Insurance Scheme
- Bidder may specify particulars of the other statutory payments, if any. If the bidder doesn't quote for the other statutory payments, then responsibility of such payments will be borne by the bidder himself and NABARD will not be responsible for the same and will not entertain any claims thereon in this regard.

- In accordance with applicable labour laws and statutory regulations, the Service Provider shall be responsible for managing shifts and deploying manpower accordingly, in case of continuous work (more than 26 days in a month).

Company Name –

Name of authorised signatory-

Seal and signature -

