



एनबी.केरल/13317/एसक्यू-32/2024-25
NB. Kerala/ /SQ-32/2024-25

30 दिसम्बर 2024

30 December 2024

मेसर्स/ M/s

निविदा आमंत्रित करने की सूचना/ NOTICE INVITING TENDER

महोदय/ Dear Sir

01 मार्च 2025 से 31 मार्च 2027 की अवधि के लिए नाबार्ड गार्डन स्टाफ क्वार्टर, डॉ. पाई रोड, पूजापुरा, तिरुवनंतपुरम के लिए हाउसकीपिंग सेवाएं प्रदान करने के लिए वार्षिक रखरखाव अनुबंध के लिए निविदा/

Tender for Annual Maintenance contract for providing housekeeping services for NABARD Gardens Staff Quarters, Dr. Pai Road, Poojappura, Thiruvananthapuram for the period 01st March 2025 to 31st March 2027

राष्ट्रीय कृषि और ग्रामीण विकास बैंक (नाबार्ड), केरल क्षेत्रीय कार्यालय 01 मार्च 2025 से 31 मार्च 2027 की अवधि के लिए नाबार्ड गार्डन स्टाफ क्वार्टर, डॉ. पाई रोड, पूजापुरा, तिरुवनंतपुरम के लिए हाउसकीपिंग सेवाएं प्रदान करने के लिए वार्षिक रखरखाव अनुबंध देने का इरादा रखता है। इसके लिए GeM के तहत दो चरण की बोली प्रक्रिया अपनाई जा रही है। निविदा दस्तावेज हमारी वेबसाइट www.nabard.org से 30 दिसंबर 2024 से निविदा कॉलम के तहत भी डाउनलोड किए जा सकते हैं। केवल GeM पर पंजीकृत ठेकेदार ही आवेदन कर सकते हैं।

National Bank for Agriculture and Rural Development (NABARD), Kerala Regional Office intends to award the **Annual Maintenance contract for providing housekeeping services for NABARD Gardens Staff Quarters, Dr. Pai Road, Poojappura, Thiruvananthapuram for the period 01st March 2025 to 31st March 2027**. For this, a two stage-bidding process under GeM is being followed. Tender documents can also be downloaded from our website www.nabard.org under the tender column from **30 December 2024**. Contractors registered on GeM may only apply.

- 1) राष्ट्रीय कृषि और ग्रामीण विकास बैंक (नाबार्ड) का केरल क्षेत्रीय कार्यालय पुन्नान रोड, स्टैच्यू, तिरुवनंतपुरम - 695001 में है। निविदा में अपेक्षित जनशक्ति की कुल संख्या और प्रदान की जाने वाली सेवाओं का अलग से विवरण दिया गया है। बोलीदाताओं को सलाह दी जाती है कि वे दरों

राष्ट्रीय कृषि और ग्रामीण विकास बैंक

National Bank for Agriculture and Rural Development

केरल क्षेत्रीय कार्यालय

राष्ट्रीय कृषि और ग्रामीण विकास बैंककेरल क्षेत्रीय कार्यालय , पुन्नान रोड ,स्टैच्यू, तिरुवनंतपुरम - 695001 टेलि: 0471 2701600/700 ई-मेल: trivandrum@nabard.org
Kerala Regional Office

National Bank for Agriculture and Rural Development, Kerala Regional Office, Punnen Road, Statue Thiruvananthapuram - 695001
Tel :- 0471 2701600/2701700 • E-mail: trivandrum@nabard.org



का उल्लेख करने से पहले निविदा दस्तावेजों को ध्यान से देखें। बोलीदाताओं को सलाह दी जाती है कि वे स्थल का दौरा करें, मौजूदा स्थितियों का सर्वेक्षण करें ताकि किए जाने वाले कार्यों की प्रकृति और कार्यक्षेत्र से स्वयं को परिचित किया जा सके और अपनी दरों का उल्लेख करने से पहले नाबाई से आवश्यकतानुसार सभी स्पष्टीकरण प्राप्त कर सकें।

National Bank for Agriculture and Rural Development (NABARD) has its Kerala Regional Office at Punnen Road, Statue, Thiruvananthapuram – 695001. The total number of required manpower and the services to be provided are detailed separately in the tender. Bidders are advised to go through the tender documents carefully before quoting the rates. The Bidders are advised to visit the site, conduct survey of the existing conditions so as to familiarize themselves with the nature and scope of works to be carried out and get all clarifications as necessary from NABARD before quoting their rates.

- 2) निविदाएं केवल GeM पर ही लागू की जाएंगी। निविदा के भाग-I (तकनीकी योग्यता बोली) में तकनीकी योग्यता बोली, निविदा में पूछे गए दस्तावेजों के प्रमाण और निर्धारित निविदा दस्तावेज में नियम और शर्तें शामिल होंगी। निविदा के भाग- II में GeM में निर्धारित प्रारूप में केवल वित्तीय बोली शामिल होगी। वित्तीय बोली में कोई अन्य नियम एवं शर्तें नहीं होनी चाहिए। यदि निविदा दस्तावेज में कोई नियम और शर्तें निर्धारित की गई हैं, तो निविदा को सरसरी तौर पर अस्वीकार कर दिया जाएगा

Tenders will be applied on GeM only. The PART-I (Technical Qualification Bid) of the tender shall contain Technical Qualification bid, along with proof of documents asked in the Tender, and terms & conditions in prescribed tender document. **The PART– II of the tender shall contain only the financial bid in the prescribed format in GeM.** No other terms & conditions should be there in the financial bid. If any terms & Conditions are stipulated in the tender document, the tender shall summarily be rejected.

- 3) निविदा का भाग-1 (तकनीकी योग्यता बोली) सबसे पहले 20 जनवरी 2024 को जीईएम प्रक्रिया के अनुसार खोला जाएगा। तकनीकी योग्यता बोली/निविदा के आधार पर, पात्र बोलीदाताओं की प्रतिस्पर्धी दरों के लिए वित्तीय बोलियां (भाग-II) केवल खोली/विचार की जाएंगी।

The PART–I (Technical Qualification Bid) of the tender shall be opened first on 20 **January 2024** as per GeM procedure. Based on the Technical Qualification bid/ tender, the financial bids (Part-II) for competitive rates of eligible bidders will only be opened/considered.

- 4) नाबाई किसी भी निविदा को पूरी तरह से या आंशिक रूप से स्वीकार या अस्वीकार करने का

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राष्ट्रीय कृषि और ग्रामीण विकास बैंककेरल क्षेत्रीय कार्यालय, पुन्नन रोड, स्ट्याट्यू, तिरुवनंतपुरम – 695001 टेलि: 0471 2701600/700 ई-मेल: trivandrum@nabard.org
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अधिकार सुरक्षित रखता है और नाबार्ड की ओर से सबसे कम (एल 1) या किसी भी निविदा को स्वीकार करना बाध्यकारी नहीं है।

NABARD reserves the right to accept or reject any tender, in whole or in part and it is not binding on the part of the NABARD to accept the lowest (L1) or any tender.

- 5) निविदाएं, जो नाबार्ड की सभी या किन्हीं शर्तों को पूरा नहीं करती हैं या किसी भी प्रकार से अधूरी हैं और नाबार्ड द्वारा निर्दिष्ट शर्तों के अलावा बोलीदाता की अपनी शर्तों के साथ निविदाएं अस्वीकृत की जा सकती हैं, उन्हें अस्वीकार कर दिया जाएगा।

Tenders, which do not fulfil all or any of the NABARD's conditions or are incomplete in any respect and tenders with the Bidder's own conditions other than those specified by NABARD, are liable to be rejected.

- 6) निविदा दस्तावेजों में कोई विसंगतियां, चूक, अस्पष्टता, यदि कोई हो, या उनके अर्थ के बारे में कोई संदेह, "मुख्य महाप्रबंधक, राष्ट्रीय कृषि और ग्रामीण विकास बैंक, केरल क्षेत्रीय पुननेन रोड, प्रतिमा, तिरुवनंतपुरम - 695001" को लिखित रूप में सूचित किया जाना चाहिए, जो इसकी समीक्षा करेंगे और मांगी गई जानकारी यदि स्पष्ट रूप से इंगित या निर्दिष्ट नहीं है, तो मांगी गई जानकारी की समीक्षा करेंगे। नाबार्ड उन सभी बोलीदाताओं को स्पष्टीकरण जारी करेगा जो अनुबंध दस्तावेज का हिस्सा बन जाएंगे। निविदा प्रस्तुत करने की तारीख से तीन कार्य दिवसों से पहले निविदा दस्तावेजों में विसंगतियों, चूक, अस्पष्टता या उनके अर्थ के बारे में किसी भी संदेह को नाबार्ड के ध्यान में नहीं लाया जाता है तो नाबार्ड जिम्मेदार नहीं होगा. बोली लगाने वाले का केरल में पंजीकृत कार्यालय होना चाहिए।

Any discrepancies, omissions, ambiguities in the Tender Documents, if any, or any doubt as to their meaning should be reported in writing to the "The Chief General Manager, National Bank for Agriculture and Rural Development, Kerala Regional at Punnenn Road, Statue, Thiruvananthapuram – 695001" who will review the same and information sought if not clearly indicated or specified, NABARD will issue clarifications to all the Bidders which will become part of the Contract Document. NABARD will not be responsible if the discrepancies, omissions, ambiguities in the Tender Documents or any doubts as to their meaning are not brought to the notice of NABARD before three working days prior to the date of submission of the Tender. The bidder must have registered office in Kerala.

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- 7) प्रस्ताव की वैधता मूल्य बोली खोलने की तारीख से 90 दिनों की होनी चाहिए। हालांकि, सफल बोलीदाता द्वारा उद्धृत दरें अनुबंध अवधि के अंत तक यानी 31 मार्च 2027 तक दृढ़ रहेंगी, सिवाय इसके कि न्यूनतम मजदूरी संशोधित की जाती है और अनुबंध दरें संशोधित न्यूनतम मजदूरी दरों या जीएसटी / वैधानिक करों में परिवर्तन से अलग होती हैं और निविदा में कहीं और उल्लिखित अन्य नियमों और शर्तों के अधीन होती हैं।

Validity of offer should be 90 days from the date of opening of price bids. However, the rates quoted by the successful bidder would remain firm until the end of the contract period i.e. up to **31st March 2027** except only if the minimum wages are revised and contract rates are different from the revised minimum wage rates or change in GST / statutory taxes and **subject to other terms & conditions mentioned elsewhere in the tender.**

- 8) बोलीदाताओं द्वारा उद्धृत किया जाने वाला न्यूनतम सेवा शुल्क 3.85% है। 3.85% से कम सेवा शुल्क का उल्लेख करने वाले बोलीदाताओं को अस्वीकार कर दिया जाएगा।

The minimum Service charge to be quoted by bidders is **3.85 %**. Bidders quoting service charges less than 3.85 % will be rejected.

- 9) बोलीदाता को **1,37,529/-** रुपये की राशि सीधे जेम खाते में जमा करके अग्रिम राशि जमा (ईएमडी) जमा करनी होगी। जीईएम द्वारा सफल बोलीदाताओं को काम सौंपे जाने के बाद असफल बोलीदाताओं के ईएमडी को वापस कर दिया जाएगा। एमएसएमई और अन्य पात्र संगठनों को प्रमाण प्रस्तुत करने पर प्रचलित सरकारी निर्देशों के अनुसार छूट दी जाएगी।

The Bidder shall deposit Earnest Money Deposit (EMD) amounting to **₹1,37,529/-** (Rupees One Lakh Thirty Seven Thousand Five Hundred Twenty Nine only), by directly crediting the amount in GeM Account. EMD of unsuccessful bidders would be refunded after the award of work to the successful bidders by GeM. MSME and other eligible organizations will be exempt as per prevailing Govt. instructions upon submission of proof.

- 10) निविदा आमंत्रित करने संबंधी यह सूचना (एनआईटी) भी निविदा दस्तावेज का हिस्सा होगी। इस निविदा दस्तावेज और जीईएम पोर्टल के नियमों / प्रावधानों के बीच विरोधाभास के मामले में,

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राष्ट्रीय कृषि और ग्रामीण विकास बैंककेरल क्षेत्रीय कार्यालय, पुन्नन रोड, स्ट्राट्यू, तिरुवनंतपुरम - 695001 टेलि: 0471 2701600/700 ई-मेल: trivandrum@nabard.org

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हमारे निविदा दस्तावेज में दिए गए नियमों / प्रावधानों को प्राथमिकता दी जाएगी। बोलीदाताओं को निविदा के सभी प्रासंगिक दस्तावेजों पर हस्ताक्षर करने और जीईएम पोर्टल (अतिरिक्त विवरण लिंक) में अपलोड करने की आवश्यकता होती है।

This Notice Inviting Tender (NIT) shall also form part of the Tender Document. In case of contradiction between the rules / provisions of this tender document and those of GeM portal, preference shall be given to the rules / provisions given in our tender document. The bidders are required to sign all the relevant documents of the tender and upload in the GeM portal in additional details link.

भवदीय/Yours Faithfully,

(सजीव एस/ Sajeev S)

उप महाप्रबंधक/ Deputy General Manager

राष्ट्रीय कृषि और ग्रामीण विकास बैंक

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राष्ट्रीय कृषि और ग्रामीण विकास बैंककेरल क्षेत्रीय कार्यालय, पुन्नन रोड, स्टैच्यू, तिरुवनंतपुरम - 695001 टेलि: 0471 2701600/700 ई-मेल: trivandrum@nabard.org
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FORM OF TENDER

For Providing Housekeeping services at NABARD staff quarters at Poojappura, Thiruvananthapuram from 01 March 2025 to 31 March 2027.

Please Note: Works/Work here and elsewhere in the tender shall mean **Annual Maintenance Contract for Providing Housekeeping at NABARD Staff Quarters at Poojappura, Thiruvananthapuram from 01 March 2025 to 31 March 2027.**

The Chief General Manager,
National Bank for Agriculture and Rural Development,
Kerala Regional Office,
Punnam Road,
Statue,
Thiruvananthapuram-695001

Dear Sir

1. Should this tender be accepted, I/We hereby agree to abide by and fulfil the terms and provisions of the said conditions of the Contract Agreement annexed thereto.

2. Our Bankers are: (i.)

(ii.)

3. Address of the firm :

Tel. No:

Fax:

Email:

Mobile No(s):

i) _____ ii) _____

Name of the person(s) authorised to sign the contract

i) _____ ii) _____

iii) _____

4. Name of the partner(s) of the firm authorised to sign the contract

i) _____ ii) _____

iii) _____

5. The names of the Partners/Directors of our firm are

i) _____ ii) _____

iii) _____

6. I / We have examined and understood the Scope of Works and Schedule of Quantities and Terms and Conditions relating to the Tender for the said works after having obtained the tender invited by you.

7. I / We have visited the site, examined the site of works specified in the Tender Document and acquired the requisite information relating thereto as affecting the Tender.

8. I / We hereby offer to execute and complete the works in strict accordance with the Tender Document at the rates quoted by me / us in the attached Financial Bid in all respects as per the Terms & Conditions and Scope of Works described in the Tender Document and the Annexures containing Terms and Conditions.

9. I / We agree to pay all Government (Central and State) Taxes such as trade tax, Excise Duty, Octroi, GST, Income etc. as applicable and other taxes prevailing from time to time and the rates quoted by us in the tender are inclusive of the same.

10. The rates quoted by me / us are firm and shall not be subjected to variations on account of fluctuation in the market rates or any other reasons whatsoever during currency of the contract period (i.e. up to 31st March 2025) except only if the minimum wages are revised and contract rates are lower than the revised minimum wage rates or change of GST.

11. I / We have already executed pre-bid pre-contract Integrity Pact as per the proforma given in the tender document (as per relevant stamp act of the state).

i) _____ ii) _____

iii) _____

NAME OF THE PERSON(S) AUTHORISED TO SIGN
AND SUBMIT THE TENDER

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

YOURS FAITHFULLY

(SIGNATURE OF THE BIDDER with Seal)

**NAME AND ADDRESS OF THE BIDDER
AND SEAL**

DATE:

PLACE

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) (Tenders without Pre-Contract Integrity Pact on Rs.200 stamp paper shall be rejected out rightly. The pre Contract integrity pact soft copy is to be uploaded on the web site & hard copy is to be submitted to NABARD Regional Office, Punnen Road , Statue, Thiruvanthapuram)

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 **“Annual maintenance contract for providing Housekeeping services at NABARD Staff Quarters, Poojapura, Thiruvanthapuram 695012 from 01 March 2025 to 31 March 2027.”** 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.

Section 2 – 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 : Notice Inviting **“Annual maintenance contract for providing Housekeeping services at NABARD Staff Quarters, Poojapura, Thiruvanthapuram 695012 from 01 March 2025 to 31 March 2027.”**

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 cartelisation 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. Notice Inviting **“Annual maintenance contract for providing Housekeeping services at NABARD Staff Quarters, Poojapura, Thiruvanthapuram 695012 from 01 March 2025 to 31 March 2027.”**

(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)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative 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. The Independent External Monitor appointed for NABARD is: Note: The Name of the Independent External Monitor (IEM) is Shri. Jagdeep Kumar Ghai, PTA & FS (Retd), Flat 1032, A wing, Vanashree society, Sector 58 A&B, Palm Beach Road, Nerul, Navi Mumbai, Pin 400706, email id: jkghai@gmail.com (Mob:6869422244).

(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. Notice Inviting Tender for "**Annual maintenance contract for providing Housekeeping services at NABARD Staff Quarters, Poojapura, Thiruvanthapuram 695012 from 01 March 2025 to 31 March 2027**"

(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 ManaCPP Portalent of the Principal and request the ManaCPP Portalent 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

This Pact begins when both parties have legally signed it. It expires for the Contractor 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. Mumbai.

(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)

(For & on behalf of the Bidder/Contractor)

(Office Seal)

(Office Seal)

Place _____

Date _____

Witness 1: (Name & Address)

Witness 2: (Name & Address)

Place:

(SIGNATURE OF THE TENDERER)

Name:

Date:

Seal:

**INSTRUCTIONS TO THE BIDDERS FOR FURNISHING INFORMATION AS
A PART OF PRE-TENDER QUALIFICATIONS ELIGIBILITY CRITERIA**

1. The work involved is **Annual Maintenance Contract for Providing Housekeeping at NABARD Staff Quarters, Poojappura, Thiruvananthapuram– 01 March 2025 - 31 March 2027** (Which is extendable till 31 March 2028, based on performance). Scope of work and services to be provided are indicated in the “**SPECIAL TERMS AND CONDITIONS – Scope of Work (Part A)**” and “**Scope of work (Part B) – Illustrative**” of this tender. **The Bidders are advised to visit all the sites, conduct survey of the existing arrangements to familiarize themselves with the nature of works to be carried out and get all clarifications as necessary from NABARD before quoting their rates.**

2. The contractors should have experience of similar works during the last 7 years (ending 31.03.2024) and who fulfill the following criteria are eligible to tender: -
 - a) Should have carried out **minimum 1 similar work** with Govt/PSUs during last 3 years (ending 31.03.2024) with contract value (costing individually) not less than **Rs.55.01 lakh.**

 - OR
 - b) Should have carried out **minimum 2 similar works** with Govt/PSUs during last 3 years (ending 31.03.2024) with contract value (costing individually) not less than **Rs.34.38 lakh.**

 - OR
 - c) Should have carried out **minimum 3 similar works** with Govt/PSUs during last 3 years (ending 31.03.2024) with annual contract value (costing individually) not less than **Rs.27.51 lakh.**

 - d) The Bidders should have average Annual Turnover of **Rs.20.62 lakh** each year during the last three years ending 31 March 2024 supported by audited balance sheet or a registered Chartered Accountant certified statement of accounts.

 - e) The Bidders should have applicable registrations (PAN, TIN, TAN, GST, ESI, EPF, PSARA etc.) supported with documentary evidence and licenses, permissions, approvals issued by appropriate authorities such as Labour enforcement and other statutory authorities, wherever applicable and furnish copies of the same with tender (with the Pre-Qualifying Bid). Agency should have a valid license/registration as per GOI instructions or from any other competent authority to operate a manpower agency in the State of Kerala and similarly registration with appropriate competent authority. Bidders to note that copies of licenses and registration are to be submitted with the Pre-Qualifying bid i.e. Part I. Tenders

without required documents will be summarily rejected.

- f) Contractors should be registered under ESI and EPF act and should have a valid PF code number and all the employees of the contractor to be deployed by them should be enrolled as member of EPF and should have a PF number. Documents relating to the same i.e. ESI & EPF should be submitted in the Technical Qualification bid i.e. Part-I of the tender in the additional details link on GeM portal.
- g) Contractors should have a registered office in Kerala and at least one ongoing worksite at Kerala for work/Services. The relevant workorder/documents for the same has to be submitted through GeM portal.**
- h) Should open an office in Kerala within one month of award of contract if they do not have an office in Kerala.** Bidders are requested to submit the following documents in **PART - I** (Technical bid) for examining their qualification/suitability. Opening of **PART - II** (Financial Bid) will be subject to satisfying the prescribed eligibility criteria: -
 - i) Copies of Work Orders and Satisfactory Service Certificates from clients for executing similar works for Central/State Government offices/Public Sector Undertakings/Public Sector Banks/Autonomous Bodies, etc. during the last seven years. "Similar Works" means experience in executing Annual Maintenance Contract for Housekeeping in similar Government / PSUs / Public Sector Banks / Autonomous Bodies, etc. having registered office in Kerala.**
 - j) IT returns of last three consecutive financial years – 2021-22, 2022-23 & 2023-24.**
 - k) References of clients / particulars of bankers, specifying their names and contact numbers (landline and mobile) and names of the contact executives / officials.**
 - l) Furnish all the pages of the tender document with stamp & signature including the financial parameters wherever required.**
3. Intending Bidders are required to submit their full bio-data giving details about their organisation, experience, personnel in their organisation, spare capacity, competence and adequate evidence of their financial standing, etc. in the enclosed statement which will be kept confidential.
4. While deciding upon the selection of contractors, emphasis will be laid on the ability and competence of Bidders to undertake quality works within the specified time schedule and in close co-ordination with other agencies, besides the rate structure of the items.
5. If required, the Bank will obtain reports on past performance of the Bidder from his clients and bankers and evaluate the said reports before opening of the PART-II

(Financial Bid) of the tenders. If any Bidder is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his performance reports received from his clients and/or his bankers are found not satisfactory, the Bank reserves the right to reject his offer even after qualifying the PART-I (Technical Qualification Bid) of the tender and PART-II of the tender will be rejected. The Bank is not bound to assign any reason for rejecting the tender.

6. After scrutiny of Part-I (Technical Qualification Bid), if any of the Bidders is found not satisfying the required eligibility criteria, the tender submitted by him will not be processed further and will be rejected.
7. Applications containing false and/or inadequate information are liable for rejection.
8. While filling up the application with regard to the list of important projects completed or on hand, the applicants shall only include those works which individually cost not less than the specified amount.
9. Clarifications, if any required, may be obtained from National Bank for Agriculture and Rural Development, Kerala Regional Office, at Punnam Road, Statue, Thiruvananthapuram – 695001.

I/We have read and understood the instructions contained herein above and are acceptable to us.

Date:

Place:

Address

Signature of the Bidder with seal

INSTRUCTIONS TO THE BIDDER

1. All the pages of the Tender Document shall be signed by the Bidder.
2. NABARD takes no responsibility for delay / loss in non-receipt of Tender Documents.
3. “Retention Money Deposit” i.e. RMD of 5% of accepted value of the tender (annual charges) shall be directly credited to our current account by the successful Bidder within 15 days of intimation to him of acceptance of tender. The RMD will be liable to be forfeited in case the contractor commits any breach of any terms and conditions of the Contract or fails to complete the work. This forfeiture is independent of the liquidated damages provided for in the Contract.
4. The RMD will be released after 60 days from the expiry of the satisfactory AMC period and will not bear any interest.
5. The Tender / Quotation shall be submitted as per procedure of GeM as PART-I (Pre- qualification Bid) and PART-II (Financial Bid) as the case may be, should be submitted in the GeM portal.
6. Bids submitted by unauthorized agents and FAX / Posts shall not be entertained.
- 7. The Tenders have to mandatorily visit the site before submission of the bids for understanding the nature of works to be carried out, conducting survey of Housekeeping lines in NABARD staff quarters . The bids submitted without undertaking site visit will be rejected.**
8. If last date of receipt of Tender / Quotation and opening date is a holiday, then submission and opening of Tenders / Quotations shall be shifted to next working day without any change of time and venue.
9. The Bidders 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 Bidders.
- 10. No Bidder will be allowed to withdraw his Tender during the validity period. Subletting of the Contract is not permitted.**
11. Rates should be filled in the Tender neatly and as far as possible, no correction shall be made. 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, in such case the amount given in words will be considered final.

12. Notwithstanding anything stated above, NABARD reserves the right to assess the Bidders capability and capacity to perform the contract, should the circumstances warrant such assessment in the overall interest of NABARD.

DECLARATION BY THE BIDDER

1. I/we hereby declare that I/we have read and understood the General instructions, General conditions of Contract, detailed specifications and the conditions of work, etc. and hereby agree to abide by them.
2. I/we hereby confirm that the tender shall remain in force and valid for acceptance for a period of not less than 90 (ninety) days from the date of opening of the financial bid.
3. I/we also note that any additions, clarifications, etc. which we would like to bring to your attention are put in a separate sealed covering letter. I/we have ensured that only relevant entries asked for are made in the tender documents. Entries other than the relevant entry shall make the tender invalid.
4. I/we hereby confirm we will abide by the minimum wages Act as per Govt. orders revised from time to time.

DATE :

SEAL & SIGNATURE OF THE BIDDER

PLACE:



GENERAL INSTRUCTIONS TO THE CONTRACTORS
AND GENERAL CONDITIONS OF CONTRACT

1. **Bidders are advised to visit the site and thoroughly understand the nature and scope of the works and be familiar with the site conditions before quoting.**
2. Quoted Service Charges should be workable and reasonable and should include the following
 - a) Incidental and all overheads and profits.
 - b) Service Charge quoted should **include all Taxes** (Goods and Service Tax, VAT, IT, WCT etc.), Duties, Octroi, Levies, Wages as per relevant Act, Service Charges etc. as applicable and should be firm for the entire Contract period. Under any circumstances, **no price escalation whatsoever shall be entertained during the contract period except revision in minimum wages & taxes.**
 - c) Cost of Uniform and Identity Card.
 - d) Cost of Tools and Machinery
 - e) **Service charge is inclusive for both manpower and consumables.**
The contractor would be required to furnish an analysis for scrutiny of the Service Charges, as and when called for, by NABARD.
3. If a bidder quotes impracticably low service charges i.e, less than or equal to 3.85%, the bid shall be treated unresponsive and will not be considered for further evaluation and will be disqualified. Service charges should be written in percentage (%) and in figures
4. Monthly payment will be made based on bill submitted by the contractor and certified by the Assistant Care Taker/ Caretaker/Protocol and Security Officer to the effect that the services are provided as per the contract agreement. The Contractor has to get the Signature of the ACT/CT (Assistant Caretaker/Caretaker) after completion of the respective work on the formats enclosed / given for respective work and should submit all these with the bill.
5. Separate orders will be issued by NABARD in respect of additional works (if any) which are not covered under the comprehensive monthly charges. The bills for the same are to be submitted within a period of one month after completion of the work. NABARD may reject any claim made after the stipulated period. The bills for the works carried out without proper work slips/ work order will be rejected and no further representation will be entertained.
6. GST-TDS, Income Tax-TDS, Works Contract Tax, Goods and Service Tax and other taxes as applicable, will be deducted from total payment due to the Contractors.



7. 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 or any accident at its own cost. The Contractor should arrange to obtain necessary insurance cover for his employees 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 in the event of any damage to person 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 workforce.
8. 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.
9. **The contractor shall deploy such minimum number of qualified and experienced staff as indicated in Schedule – I and financial bid to ensure that the work is attended in time as per the scope of work of the tender, to the satisfaction of NABARD. It may be ensured that quoted amount is realistic based on the requirements enumerated in the scope of work and no escalation will be considered during the period of contract.**
10. All the Standard Conditions of the Contract shall be binding on the parties as per Indian Contract Act and other prevailing Rules.
11. The contractor shall pay the personnel deployed in NABARD, their wages in accordance with the minimum Wages Act, 1948 on a monthly basis. The contractor shall also make PF contribution, ESI contribution and or any other statutory contribution in respect of the personnel deployed in NABARD. Tenders/bids not complying with the minimum wages payment will be rejected.
12. The contractor shall, for all intents and purposes, be the “Employer” within the meaning of different Labour Legislations in respect of skilled and Skilled 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 or any other act related thereto.
13. The Contractor shall comply with the provisions of Contract Labour (Regulation & Abolition) Act, 1970, Minimum Wages Act, 1948 and all other Labour Laws and other Statutory Regulations (both Central and State) that may be enforced from time to time



by the appropriate authorities. NABARD shall not be responsible in any manner in the event of non-compliance with various labour laws in force by the contractor and the onus of compliance lies solely with the contractor. The contractor is advised to maintain attendance register of his staff employed at sites and wage register for payment (at least minimum wages as per Centre Govt.) with all records up to date as per the labour regulations. The contractor may be asked to submit the monthly payment records to the staff employed by him. The contractor is advised to ensure that the payment is regularly credited to the bank account of the individual staff employed within the time schedule of Labour laws and pay slips for respective payments are duly issued regularly. NABARD may ask for past pay slips and payment records to be submitted along with the monthly bill. **Monthly payslip of the staff to be enclosed along with the monthly bill including all their pay details like Bank pay, DA and all the deduction as applicable . Bonus @ 8.33% to be paid everymonth.**

14. The contractor should ensure payments to the employed personnel as per latest Minimum Wages Act and payment of bonus in terms of Bonus Act, 1965. Further, the payment to be disbursed to the contract staffs in the presence of the NABARD's representative on or **before seventh (7th) of every month** irrespective of the fact that previous monthly bill is paid or not by NABARD.
15. Contractor shall pay the ESI & EPF contributions of all employees as per the prevailing Employees Insurance and Employees Provident Funds Acts under the contract, if ESI & EPF Act is applicable to the contractor as per law. The rates quoted by the contractor should be inclusive of employer's share of ESI & EPF contributions for this contract. The contractor should submit proof of payment (counterfoils) as and when called for by NABARD towards ESI & PF with monthly bill & other documents such as registration number, photo card etc.
16. The Contractor should be responsible to fulfil all the obligations in connection with the workers employed by the Contractor for the purpose of the Contract and all the Statutory and other liabilities, if any, including minimum wages, leave salary, uniform, ex-gratia, gratuity, ESI, Provident Fund, Workman Compensation, if any, etc. in connection therewith shall be on the Contractor's account and payable by the Contractor.
17. The contractor shall ensure regular payment to his staff posted for the captioned work and the payment made to his staff should not be less than the minimum wages notified by the Central Government/State Government from time to time and make available for inspection of the Bank the relevant records.
18. The manpower deployed by the contractor should be in neat uniform, 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/She shall also comply with the provisions of all labour legislations. Receipt of any complaint in this regard shall be viewed seriously. No additional payment shall be made if contractor keep 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.

19. The manpower deployed by the Contractor should report to site supervisor as per timings agreed upon and decided by the Bank. 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 site supervisor at the time when contractor's worker arrives & sign at site. A copy shall be presented along with the Contractor's monthly bill.
20. The Contractor shall abide by all the requirements of maintenance from time to time and shall strictly follow the obligation required by NABARD.
21. The Contractor should obtain necessary permission that may be required for the purpose of this Contract from such authorities as may be prescribed by Law from time to time.
22. The Contractor or his authorised representative should visit the site frequently as required by NABARD and meet Officials for any clarifications and to receive instructions.
23. The Contractor shall have whole/ sole responsibility for any damage / loss of life and property of NABARD on the part of any employee engaged by the Contractor resulting in any loss to NABARD or any of its clients. The contractor shall fully compensate NABARD for such damage/loss. The decision of NABARD in this regard shall be final and binding.
24. Any act of indiscipline / misconduct / theft / pilferage on the part of any employee engaged by the Contractor resulting in any loss to NABARD or any of its clients in kind or cash will be viewed seriously and NABARD will have the right to claim damages or levy fine and / or terminate the Contract forthwith, if necessary without any notice.
25. In case of any default or failure on Contractor's part to comply with all / any one of the Terms / Conditions, NABARD reserves to itself 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.
26. If any dispute arises on any matter concerning this Contract, the decision of NABARD shall be final and binding.
27. 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.

28. The work should be carried out with least inconvenience to the staff members of NABARD. 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, wearing of uniforms, interpersonal relation with the staff. The contractor shall provide photo identity card and uniform to its workers including the leave reserves. Any workman not maintaining discipline / decorum inside the premises shall be immediately removed from site.
29. The Contractor should obtain approvals, if any, necessary for the work from the statutory bodies. The Contractor shall assist NABARD fully in respect of any liaison with the Municipal/Police or any other authority for necessary approval / permission with regard to the AMC works.
30. The Contractor shall provide documentary proof of police verification for each and every personnel deployed with NABARD and replacement, if any, shall also be brought into effect.
- 31. EXIT:**
 - i) First two months will be on a trial basis. If the services of the contractor are not found to be satisfactory, the contractor will be given a notice, with a notice period of 15 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, any day after the expiry of the said notice period.
 - ii) The contract is liable for termination by giving one-month notice by the Bank and three months' notice by the contractor.
32. The contractor shall arrange to provide mobile phone to all the personnel deployed at NABARD premises.
33. Contractors should provide 2 sets of uniforms and one set of shoes of approved colour every year for the employees deployed in NABARD at his own cost.
34. The contractor shall ensure to provide an alternate qualified manpower or replace with a standby in case any of the regular staff deployed is absent or on leave.
35. NABARD will not be responsible for contractor's materials.
36. The contractor shall provide everything necessary for the proper execution of the works.



37. The Contractor shall not directly or indirectly transfer, assign or sublet the Contract or any part of it, without written permission of NABARD.
38. No advance payment shall be made. Further, Contractor will not link payment to his manpower with the settlement of bills by NABARD.
39. **VALIDITY OF TENDER:** 90 Days from the date of opening of the Tenders.
40. If in the opinion of NABARD the work done by the contractor is not satisfactory, NABARD may decide depending upon the merit of the work to deduct such amount from the monthly bill amount as it may deem fit.
41. 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.
42. Contractor shall extend necessary help to other Contractors engaged by NABARD under separate contract for their respective work.
43. Contractor shall be required to furnish NABARD, as and when required, the following:
- (i) The Power of Attorney, name and signature of his authorized representative, who will be in- charge of execution of this contract.
 - (ii) Registration certificate copies.
 - (iii) Wage Book, Muster Book pertaining to staffs engaged under this contract.
 - (iv) Validity of Insurance Policies, Labour Contract License relating to staff engaged at NABARD site. The Contractor shall take all precautions necessary and shall be responsible for safety of work and risk involved in works carried out by their personnel.
 - (v) Contractor shall vouch safe bonafides, conduct and fidelity of the staff employed by him. Any damage caused wilfully or in negligence to the works executed, shall be borne by him. The penalties mentioned in Service Level Agreement (SLA) given in GeM portal shall be applicable.
44. The contractor shall remove from work any worker who is found to be failing in his duties or whose presence in premises is otherwise objectionable in the opinion of NABARD.
45. The manpower deployed by the contractor for discharging the contractual obligations under the contract shall be the employees of the contractor. NABARD shall in no way be connected with such manpower and they shall have no claim whatever against NABARD.
46. The Contractor shall at his own cost and expenses provide all the materials, labour, supervision tools, plant apparatus, ladders, trolleys, conveyance, uniforms etc. required for execution of the work covered by this contract to the entire satisfaction of



NABARD.

47. Notwithstanding anything contained therein the labourers, workmen, supervisors and other employed persons by the Contractor for the purpose of the works shall for all purposes be regarded as the Contractor's employees. Therefore, neither the contractor nor any of such employees shall have any right to complain or claim against NABARD. NABARD also shall have no concern with them and shall not be liable to make any payment to or any contribution on account of them.
48. a) The tender is neither an agreement nor an offer and is only an invitation by the Bank to the interested parties for submission of their bids/ offers.
- b) The information contained in this document or information provided subsequently to the bidders whether verbally or in documentary form by or on behalf of NABARD is provided to the bidders on the terms and conditions set out in this tender document and all other terms and conditions subject to which such information is provided.
- c) The purpose of this tender is to provide the bidders with information to assist the formulation of their bids/ proposals. This tender does not claim to contain all the information each bidder may require. Each bidder should conduct his own investigations and analysis and should check the accuracy, reliability and completeness of the information in this tender and, wherever necessary, may obtain independent advice.
- d) Bank makes no assertion or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this tender. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this tender.
49. The **contract shall be valid up to 31 March 2027**. The bank also reserves the right/option to **extend the validity of this contract at the same rates for a period of 01 year** and on the same terms and conditions, with consent from the vendor.
- (vi) **Forfeiture clause:** In case of negligence/dereliction of duty by contractor's staff, the above contract shall be terminated without giving any notice by the Bank and the security deposit shall be forfeited.
- (vii) Recovery of GST-TDS, income tax, education cess, work contract tax, goods and service tax etc. as applicable & in force shall be deducted from the bill during the currency of the contract.



50. The property shall be handed over to contractor for AMC on as-is-where-is basis.

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

DATE:

PLACE:

ADDRESS

Signature of the Bidder

NAME AND SEAL

SPECIAL TERMS AND CONDITIONS

Scope of Work (Part A)

1. This contract shall be for a period from 01st March 2025 to 31st March 2027. In the event of National Bank requiring the services for further periods after the expiry of the initial period, it shall make a request in writing in this behalf to the Contractor one month prior to the termination of these presents and upon such request, the Contractor shall provide the services to the National Bank for the said premises on the same terms and conditions. **The vendor must have a registered office in Kerala and also at least one ongoing worksite in Kerala. The proof (Rental agreement and Work order) for the above said must be submitted through the GeM portal.**
2. No overtime allowance or any compensation of any other kind shall be payable by National Bank to any person including supervisor employed by the Contractor for duties at the said premises.
3. National Bank shall deduct income tax and other taxes which it may be required under any law for the time being in force from the payment to be made to the Contractor for the services rendered to National Bank.
4. During the continuance of this contract or such extended time, the contractor shall provide Housekeeping manpower at the said premises as per the requirement of the National Bank. The present requirement and timings of duties are as per Schedule I, which would be liable for change as and when considered necessary by the National Bank. The requirement of number of staffs will be reviewed, if considered necessary, by the National Bank. The contractor shall increase or reduce the number of staffs and AMC charges as specified in financial bid will be increased or decreased proportionately.
5. The staffs posted by the contractor for the said premises shall be deployed in consultation with the Bank.
6. The staffs posted at the aforesaid premises of the National Bank for duty shall be below **55 years of age** and be medically fit to perform the Housekeeping job. The working and deployment of staffs will be monitored by any official authorized by the National Bank for the purpose. They will be the employees of the contractors under their exclusive control and supervision and shall comply with the following: -
 - i) The supervisor/Housekeeping staff on duty shall comply with the directions and instructions regarding the Housekeeping/maintenance issued by the representatives of the National Bank to the Contractor from time to time.
 - ii) The Contractor shall accede to the requests of the National Bank's representatives for recall of any particular person from out of staffs and substitute him by another.
 - iii) The contractor shall ensure that the manpower provided by it are smart,



educated and of high integrity and maintain proper discipline and they do not in any manner, cause any interference, annoyance or nuisance to the management or the National Bank or its business or work or its officers / employees / visitors, etc.

7. **They will not be allowed to stay overnight in the said premises after their duty hours except VOF/VEF attendant and they will not be entitled to kitchen/housing facility in the said premises.**
8. The Contractor shall declare that they shall be responsible for the due compliance of all the legal provisions connected with requirement of the staffs posted at the said premises of the National Bank.
9. The Contractor shall comply with all statutory requirements in respect of their staff such as ESI coverage, Provident Fund, payment of bonus, payment of minimum wages, dearness allowance, leave and gratuity benefits and other legal and statutory requirements in relation thereto and **National Bank shall accept no liability in this regard.** All such liabilities shall be discharged by the Contractor promptly without any default. The contractor shall submit to the National Bank documentary evidence of the payment paid to the staffs deployed as and when asked.
10. The contractor shall indemnify NABARD against all claims, demands proceedings, damages, costs, charges and expenses whatsoever in respect thereof or in relation thereto. The contractor shall defend all actions arising from such claims, before any such infringement and receive their permission to proceed, and shall himself pay all royalties, license fees, damages, costs and charges of all and every sort that may be legally incurred in respect thereof. The persons including the supervisors, if deployed by the Contractor for duty in the said premises shall not deemed to be the employees of the National Bank in any manner and they shall not be eligible for any benefits like subsidized food etc. which the National Bank provides to its employees. The obligation, if any, for these benefits shall be the sole responsibility and rests entirely with the contractor. The contractor, before starting the work of execution of the service contract as described under scope of work, is required to submit a “Letter of Indemnity and Undertaking”. A specimen of such letter is enclosed as Annexure II.
11. The contractor shall provide to Housekeeping Staffs with necessary uniform, shoes and other necessary equipment, etc. required for the effective discharge of Housekeeping to the National Bank at its own expenses. Uniform allowance, uniform's washing allowance or conveyance allowance for reporting duty at the said premises will not be paid by the National Bank. All such charges are to be added to the service charge quoted by the vendor.
12. The contractor shall provide to the National Bank photographs and residential address of the staffs deployed by them.
13. The National Bank will not be under any liability to pay any compensation to the staff deployed by the Contractor for their sustaining any injury etc. while discharging the

duties in the said premises. The contractor shall get the staffs posted for duty at the said premises, insured against accidents at its own cost.

14. **Applicable Leave:-** Successful vendor shall ensure leave to the staffs as per Contract Labour Act, 1970. It shall be ensured that service personnel are given at least 04 days holidays in a month.
15. The Housekeeping manpower so provided shall endeavour to take all steps and precautions to prevent thefts, pilferage and other criminal acts in the said premises. The Contractor shall be liable to make good the loss suffered by the National Bank in this regard. National Bank shall be at liberty to recover the said amounts from the amounts payable to the contractor.
16. The National Bank shall, in the event of the contractor committing any breach of any of the terms and conditions of this agreement or if the services provided by the Contractor is considered to be unsatisfactory by the National Bank, be entitled to terminate this agreement by giving seven days' notice in writing and the Contractor shall not be entitled to any compensation for such termination.
17. On expiry of or early termination of the contract, the staffs engaged by the contractor shall vacate the said premises, without in any way causing any damage to the said premises and the property therein.
18. In case of any dispute or difference between the parties under this agreement, the same shall be referred to The Chief General Manager, NABARD, Kerala Regional Office, Thiruvananthapuram or to the person nominated by him and his decision shall be final and binding on the parties.
19. Even if GeM asks for electronic inputs, it is advised that vendors may submit scanned copies of all documents in support of their claims / submissions, as asked for in the tender document of NABARD, along with an undertaking that all documents submitted are correct and if found otherwise, in future, will be liable for termination of the tender / contract without any notice.
20. The contract can be terminated by the either of the parties as follows:-
 - i) 03 Months' notice period by the Contractor.
 - ii) 01 month notice period by NABARD.

Signature of the Bidder with seal and date:

Scope of work (Part B) – Illustrative

I Housekeeping Services

- 1) The housekeeping and cleaning staff should be punctual and shall be in uniform supplied by the contractor with display of identity cards in person while on duty. They should be healthy and free from contagious diseases.
- 2) **The contractor should engage minimum of six sweepers and one supervisor for house keeping daily(Fifty Percentage of the manpower should be Male). For periodical cleaning of flats, required manpower may be deployed in addition to minimum number of sweepers.**
- 3) The cleaning staff should collect the waste from all the residences between 10.00 a.m. to 11.00 a.m. daily, including Sundays, and segregate the same as kitchen waste, plastic waste, leaves, paper, etc. shall be collected and disposed of. **The contractor should make arrangements by own or through ‘Haritha Karma Sena’ (Kerala Government mandated agency for waste collection) for effective garbage processing and disposal of garbage away from Bank’s premises.**
- 4) They should clean all the staircases, lift lobbies, lift car, common areas such as internal roads, Dispensary and rooms/toilets/bathrooms of VOF/VEF, Recreation Club **on daily basis** with good quality cleaning materials.
- 5) Washing of common areas may be carried out **once in a week** along with cleaning of all the terrace areas.
- 6) Cleaning of bathrooms, toilets, fans, etc. of the flats shall be undertaken as per the following schedule. The periodicity and the number of cleanings required to be done per month are also indicated. Bathrooms and toilets shall be cleaned with brush using quality sanitary cleaning materials such as Harpic/Domex/Lizole at contractor's cost. **The Netlon wiremesh shall be cleaned using Vacuum Cleaner and periodic washing may be carried out. Vacant flats and vacant Single Room Accommodations (SRAs) shall be cleaned once in a month.**

Periodicity for cleaning of flats

Type of flat and block	Periodicity of cleaning
Officers' flats and Single Room Accommodations (SRAs) in Block A, B, C and E– (58 flats)	Toilets / bathrooms – <i>Weekly</i> Fans, cobwebs, inaccessible spots and Netlon wiremesh - <i>Once in three months</i>
Group B and Group C flats in Block A and D – (32 flats)	Fans, cobwebs, inaccessible spots and Netlon mesh – <i>Once in six months.</i>

Schedule for cleaning of flats

S.No	Item for cleaning	Maximum No. of units to be cleaned per month*
1	Toilets -- Weekly	364
2	Bathrooms -- Weekly	220
3	Fans – Once in three months	87
4	Fans – Once in six months	14
5	Netlon wiremesh – Once in three months	362
6	Netlon wiremesh – Once in six months	59
7	Removal of cobwebs and inaccessible spots – Once in three months	19
8	Removal of cobwebs and inaccessible spots – Once in six months	5

* The number of units indicated in the above table indicates the maximum number of units to be cleaned per month. However, there may be a reduction of 15-20% due to vacancy of flats, tour/leave of staff members, etc.

- 7) The duty hours of the cleaning staff shall be from 8.30 a.m. to 4.30 p.m. except Sundays.
- 8) They should not engage themselves as domestic help to any residents during the course of their duty hours.
- 9) The cleaning staff shall record their daily attendance in the Register kept with the CT/ACT. They should subject themselves to security check at the time of leaving the Bank's premises daily.
- 10) No articles, other than personal belongings, shall be taken out without approval from Assistant General Manager (Protocol & Security)/ Asstt. Care Taker.
- 11) They shall not engage themselves in any activity detrimental to the interests / reputation of the Bank.
- 12) The personnel deployed by the Contractor for duty in the said premises shall not be deemed to be employees of NABARD in any manner and they shall not be eligible for any benefits which the 'NABARD provides to its employees. The obligation if any, for any benefit shall be the sole responsibility and rests entirely with the Contractor.
- 13) NABARD will not be under any liability to pay any compensation to the personnel deployed by the Contractor for their sustaining any injury etc. while discharging the duties in the said premises. The Contractor shall get the personnel posted for duty at the said premises, insured against accidents at his own cost.

- 14) The NABARD shall, in the event of the Contractor committing any breach of any of the terms and conditions or if the services provided by the Contractor is considered to be unsatisfactory by the NABARD or for any other reason considered by the NABARD as insufficient, be entitled to terminate the contract by giving 01 Month notice in writing and the Contractor shall not be entitled to any compensation for such termination.
- 15) On expiry of or early termination of the Contract, the personnel engaged shall vacate the said premises, without any way causing any damage to the said premises and the property therein.
- 16) In case of any dispute or difference between the parties under this Contract, the same shall be referred to the arbitration of the Chief General Manager, Kerala Regional Office, National Bank for Agriculture and Rural Development or of the person nominated by him and his decision shall be final and binding on the parties.
- 17) **The above list of duties is only indicative in nature. The personnel deployed by the Contractor should perform any other duties assigned by Bank's authorised officials from time to time as per requirement.**

II. VOF(Visiting Officer's Flat)/VEF(Visiting Employees Flat) Maintenance

1. Maintenance / cleaning (except toilets and bathrooms) of VOF/ VEF and preparation of the rooms of VOF/VEF for guests by way of making the beds, cleaning the articles from dust, arranging the rooms as per the instructions of Bank officials, etc.
2. Ensuring proper upkeep of the premises.
3. Safe custody of all the dead stock articles, kitchen accessories and consumables in the VOF. A stock register must be maintained to monitor the stock of deadstock articles and other consumables in the VOF.
4. Ensure utmost hygiene in the maintenance of the rooms, kitchen, crockery and cutlery and other utensils.
5. **The Contractor should provide an Attendant-cum-Cook for services in the VOF and VEF. The contractor shall ensure uninterrupted services in the VOF and VEF by employing standby Attendant-cum-Cook in absence of the regular Attendant-cum-Cook on account of leave, sickness, etc. The Attendant-cum-Cook should be available in VOF and VEF at any point of time (24 hours) on all days, irrespective of the occupancy of the VOF/VEF.**
6. The contractor may quote the rate for the catering services & Maintenance of VOF/VEF which will include the cost of manpower & cleaning materials for cleaning the rooms, etc. (other than toilets).
7. **No separate lodging facility will be provided to the VOF/VEF staff. They may however, use the common area of the VOF/VEF without causing any inconvenience to the occupants. The common toilet facilities available for the contract staff may be used.**
8. Daily cleaning of the refrigerator and proper use of the same.

9. Ensure that the electrical appliances are switched off when the rooms are vacated, windows closed, electric kettles cleaned, etc.
10. Rent at the rates indicated by office shall be collected from guests and entered in the register and Receipts issued for the same.
11. The occupants shall be provided food and beverages prepared hygienically and tastefully on chargeable basis at the rates approved by NABARD.
12. Bank has provided cooking gas connection in VOF but to refill and replace the cylinder is the sole responsibility of contractor at his cost.
13. Kits are to supplied to the occupants of the VOF / VEF. The items that are to be included in the kits based on the category of staff members and the maximum admissible rates for each item are given below.

S.No	Items	Brand / quantity	Rate (Maximum allowed)	No. of items / Kit		
				VOF (ordinary Kit)	VOF (Executive kit)	VEF (Ordinary kit)
1	Soap	Lux	30.00	1	1	1
2	Shampoo	Head & shoulders	10.00	2	2	1
3	Coconut Oil	Parachute - 25 gms bottle	25.00	1	1	1
4	Tooth Paste	Colgate - 26 gms	25.00	1	1	1
5	Tooth Brush	Colgate - medium bristles	30.00	1	1	1
6	Moisturizer / Cream	Vaseline - 50gms	50.00	1	1	1
7	Shaving Cream	Gillette - 20-25 gms	25.00	1	1	
8	Shaving Razor	Gillette Presto Razor	20.00	1	1	
9	Talcum Powder	Ponds - 50 gms	25.00	1	1	1
10	After Shave Lotion	Oldspice -1 bottle	40.00		1	
11	Small Comb	Thick/ broad teeth	20.00	1	1	1
12	Liquid soap / small soap for hand washing	Medimix - 1	20.00	1	1	

13	Pouch with NABARD logo printed on it	Black in colour with logo in white	70.00	1	1	1
	Total**			391.00	259.00	204.00

**** The aforesaid rates are the maximum cost applicable. Competitive rate may be quoted in price bid (Service Charges) taking the aforesaid rates as the base price**

14. The total amounts indicated against various types of kits are the maximum admissible price. The bidders can quote an amount / rate less than the above rates.
15. The ordinary kits are supplied in VEF, executive kits in ordinary VOFs and VIP kits in VIP VOF . The kits are to be supplied only once during the stay of an occupant.
16. Payment shall be made for the actual number of kits supplied to the occupants.
17. 04 numbers of tea bag/ coffee sachets, 04 numbers of sugar sachets & 04 numbers of milk sachets, which forms a unit, are to be supplied per room per day during occupancy for a rate of Rs. 35 per unit. This is the maximum admissible price. The bidders can quote an amount / rate less than the above rates.
18. The kits, tea bags / coffee sachets, sugar sachets, milk sachets, etc are to be kept in stock in adequate numbers and are to be supplied to the occupants by the Attendant / Assistant.
19. Washing of linen
 - i) Linen in rooms are to be changed at the time of occupancy.
 - ii) Linen in rooms are to be changed once in 04 days if same occupant continues for more than 04 days.
 - iii) Curtains in rooms/ hall etc. are to be washed once in 03 months.

List of Cleaning materials to be provided by the Contractor

1	WET MOP CLOTH
2	EASY MOP CLOTH
3	FLOOR CLOTH
4	DUSTING CLOTH
5	HARD BROOM
6	SOFT BROOM
7	ODONIL
8	NAPHTHALENE BALL
9	URINAL CAKE
10	SOAP
11	SOAP OIL
12	PHENOL
13	LIBRA
14	R 6 - TOILET CLEANER
15	R 3 - GLASS CLEANER
16	R 5 -AIR FRESHNER
17	SOFT CARE STAR - HAND WASH
18	SPIRAL - FLOOR CLEANER
19	TOILET BRUSH
20	WASH BASIN BRUSH
21	TOILET WIPPER
22	GLOVES
23	GLASS CLEANING SET
24	WET MOP FULL SET
25	EASY MOP FULL SET
26	BUCKET
27	MUG
28	FLOOR WIPPER
29	BATHROOM WIPER
30	FLOOR BRUSH
31	GLASS GLEANING RUBBER
32	FLOOR WIPPER RUBBER
33	MOP SCREW
34	SPRAY CAN
35	ODONIL SPRAY
36	UNIFORM SAREE, COAT, SHIRT
37	COWEB REMOVER
38	GREEN PAD
39	VACUUM CLEANER
40	FLOOR SCRUBBER

List of Washing Materials (Monthly tentative)

Particulars	Number
1 Large Towels	160
2 Small Towels	60
3 Table Cloth	20
4 Curtains	20
5 Cushion covers	20

Signature of the Bidder with seal and date:

SAFETY CONDITIONS OF THE CONTRACT

As part of the contract, the contractor must satisfy the under-mentioned safety requirements and must ensure at all time that these are followed without any deviation.

A. General

1. Smoking and chewing pan/ tobacco/ gutkha / any other drugs, consumption of alcohol etc. are prohibited in the building.
2. The contractor shall take all precautions to avoid accidents and causes of accidents. He must be careful regarding safety during working of his staff in the premises.
3. Staffs will not be allowed to stay overnight in the said premises after their duty hours and they will not be entitled to kitchen/Stay/housing facility in the said premises.
4. 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.
5. A comprehensive insurance policy must be taken covering all the accidents for the employee.

We/I agree to the safety conditions and to ensure compliance with the same fully.

Signature of the Bidder with seal and date:

SCHEDULE – I

Requirements of Housekeeping Staff

Present requirement and duty hours of Housekeeping staff for our NABARD staff quarters at Thiruvananthapuram are indicated below:

- i) Total no. of Un Skilled Cleaning staff - **06 (Fifty percentage of the cleaning staff should be male)**
- ii) **Total no. of Semi Skilled Supervisor – 01**
- iii) **Total no. of Skilled Cook cum VOF/VEF Attendant - 02**
- iv) Duty Hours

Location	Category	Timing per Day	Period in week	Duration
NABARD staff quarters at Thiruvananthapuram	06 Unskilled cleaning staff and 01 Semiskilled supervisor	08.30 to 16.30 hours	Monday to Saturday	Daily Basis
	01 Skilled Assistant Cook	08.30 to 16.30 hours	Monday to Sunday with reliver on 7 th Day	Daily Basis
	01 Skilled Cook cum VOF/VEF Attendant	24 Hours	Monday to Sunday with reliver on 7 th Day	Daily Basis

Note: All the works indicated above will be from Monday to Saturday. One day weekly off should be given to the staff.

Option Clause: The tender rates shall be fixed and applicable for any **increase up to 100%** in the tendered quantities. The Employer can decrease any quantities to any extent as per requirements and the contractor will be paid the service charge only on the pro-rata basis calculation as indicated in the financial bidding. **Nothing extra will be paid by the Bank on account of omission / deletion of items or decrease in the quantity of items.** The Bank shall not entertain any claim whatsoever from the contractor on this account.

Service Level Agreement.

THIS AGREEMENT is made at Thiruvananthapuram on this day of2025
BETWEEN

National Bank for Agriculture and Rural Development, a body corporate incorporated under the National Bank for Agriculture and Rural Development Act, 1981 having its Kerala Regional Office at Punnan Road, Statue, Thiruvananthapuram-695001, herein after referred to as “NABARD” (which expression shall unless repugnant to the context or meaning thereof be deemed to include its successor and assigns) of the ONE PART.

AND

Shri./M/s.....(Individual/Proprietorship/partnership firm/Company) incorporated/registered underAct, or R/o, and having its (place of business or Office) athereinafter referred to as ‘Vendor’ (which expression shall unless repugnant to the context meaning be deemed to include the legal heirs, legal representatives, administrators and executors) of the OTHER PART.

WHEREAS the NABARD is desirous of carrying out the work of **for Providing Housekeeping at NABARD Staff Quarters at Poojappura, Thiruvananthapuram– 2025-2027** and has caused specifications describing the work to be done and prepared by Kerala Regional Office, NABARD, Thiruvananthapuram.

AND WHEREAS the Vendor has visited the site and fully understood the existing conditions of site for execution of work.

AND WHEREAS the Vendor has agreed to execute upon and subject to the conditions set forth in the Price Bid and Conditions of Contract (all of which are collectively hereinafter referred to as “the said Conditions”) the work shown upon the said technical specifications, and included in the Price Bid at the respective rates therein set forth amounting the sum as therein arrived or such other sum as shall become payable thereunder (hereinafter referred to as “the said contract amount”).

NOW, THE AGREEMENT WITNESS THAT IT IS MUTUALLY AGREED BY AND BETWEEN THE PARTIES:-

1. In consideration of the said Contract amount to be paid at the times and in the manner set forth in the said conditions, the vendors shall upon and subject to the said conditions annexed, carry out, execute and complete the supply/work shown in the contract, described by or referred to in the schedule of quantities and in the said conditions.
2. The said Conditions and Appendix thereto and the documents attached hereto shall be read and construed as forming part of this Agreement and the parties hereto shall be respectively abide by, submit themselves to the said Conditions and the correspondence and perform the agreements on their part respectively in the said conditions and the documents contained herein.
3. The Scope of work and all the terms and conditions as enumerated in this tender is part and parcel of this agreement and binding on the parties. The vendor shall ensure that all items of work specified in the scope of work is attended to. In case of difference between the tender document and this agreement, the agreement will prevail.
4. This Agreement and documents mentioned herein shall form the basis of this contract.
5. NABARD reserves to itself the right of altering the nature/quantum of the work by adding to or omitting any items having portions of the same carried out without prejudice to this Contract.
6. The Vendor shall provide to NABARD a security deposit of Rs..... (Rupees

Only) (Interest Free).

7. In case of breach of any terms and conditions attached to this contract, the Security Deposit of the Vendor will be liable to be forfeited by NABARD besides annulment of the contract.

8. In case any of the documents furnished by the Vendor is found to be false at any stage, it would be deemed to be a breach of terms of Contract making him/her liable for legal action besides termination of contract.

9. The NABARD shall pay the vendor the said contract amount, or such other sum as shall become payable, at the times and in the manner specified in the said Conditions.

10. This contract is an item rate contract for the complete work to be paid for according to work order, at the rate contained in financial bid.

11. All payments by the NABARD under this contract will be made only at Thiruvananthapuram.

12. The Vendor shall afford every reasonable facility for carrying out all works of other Contractors employed by the Employer and shall make good any damage done to walls, floors, etc. after the completion of such works.

13. The Vendor shall indemnify and keep indemnified, defend and hold good NABARD, its staff and agents against loss, damages or claims arising out of any violations of applicable laws, regulations, guidelines during the contract period and for the breach committed by the Vendor or their personnel on account of misconduct, omission and negligence by the Vendor or his staff.

14. The Vendor shall ensure proper conduct of its personnel in NABARD's premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.

15. NABARD shall not be responsible for any damages, losses. Claims, financial or other injury to any person/s engaged by Vendor in the course of their performing the functions/works, or for payment towards any compensation.

16. Time shall be considered as the essence of this contract, and the Vendor hereby agrees to commence the work/ job on receipt of the work order as provided for in the said conditions and to complete the entire work within the time period prescribed in Tender reckoned from the date of receipt of such work order subject nevertheless to the provision for extension of time.

17. NABARD reserves the right to withdraw/relax any of the terms and conditions mentioned above so as to overcome the problem encountered by the contracting parties.

18. DISPUTE RESOLUTION

(a) In case of dispute regarding the quality of work and product / unsatisfactory services etc., the final authority will rest with the Chief General Manager, NABARD, RO, Thiruvananthapuram and the same will be binding on the Vendor.

(b) In the event of any claim, difference, dispute or controversy and questions whatsoever arising between the parties under this agreement and subsequent agreement shall in the first instance, be attempted to be resolved between the parties themselves.

(c) If the dispute cannot be resolved through consultations between the Parties within 30 (thirty) days after 1(one) Party has served a written notice on the other Party requesting the commencement of such discussions, any Party may thereafter in writing, demand that the dispute be finally settled by an arbitration comprising of sole arbitrator mutually appointed by the Parties in accordance with the Arbitration and Conciliation Act, 1996 or any modifications thereof. The arbitrator shall be a person of professional repute who is not directly or indirectly connected with any of the parties to this Agreement and shall have prior experience as Arbitrator. The arbitration proceedings shall be governed by the Arbitration and Conciliation Act,

1996. The seat and venue of arbitration shall be Thiruvananthapuram. The language of arbitration shall be English.

(d) The award of the arbitrator/s so appointed shall be final and binding on the parties.

(e) Work under the contract shall be continued by the Vendor during the arbitration proceedings unless otherwise directed in writing by NABARD. No payment due, or payable by NABARD, to the Vendor 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

19. If the vendor becomes insolvent or found to have offered any bribe in connection with the contract or the Vendor fails to observe or perform any condition of this contract 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 security deposit and recover from the Vendor any loss suffered by NABARD on account of the contract being terminated.

20. This agreement is being executed in duplicate, NABARD shall keep the original and the Vendor shall keep the duplicate.

21. The Vendor shall bear the expenses for stamp duty on this agreement for both the original and the duplicate copy.

22. That the several parts of this contract have been read by the Vendor and fully understood by the Vendor.

IN WITNESS WHEREOF the NABARD and Vendor have set their respective hands to these presents and two duplicates hereof the day and year first herein above written.

IN WITNESS WHEREOF the NABARD has set its hand to these presents through its duly authorized official and the Vendor has caused its common seal to be affixed hereunto and the said two duplicates hereof to be executed on its behalf, the day and year first herein above written.

SIGNATURE CLAUSE:

SIGNED AND DELIVERED BY the National Bank for Agriculture and Rural Development by the hand of.....

Signature

Name & Designation

In the presence of.....

Signature

Name & Address

Signed and sealed by the vendor by the

Hand of Shri/Smt.and duly constituted attorney. If the Vendor signs under its common seal, the signature clause should tally with the sealing clause in the articles of association. If the vendor is signing by the hand of power of attorney, then whether a company or individual to be specified:

Signature of the Vendor

Name of the authorized official Address:

In presence of Shri/Smt.

Signature

Name & Address

Letter of Indemnity and Undertaking

(To be submitted by the successful bidder)

To
 The Chief General Manager,
 National Bank for Agriculture and Rural Development
 Kerala Regional Office,
 Punnan Road,
 Statue, Thiruvananthapuram-695001.

Sir

Subject: Letter of Indemnity and Undertaking

WHEREAS the National Bank for Agriculture and Rural Development, a corporation established under the National Bank for Agriculture and Rural Development Act, 1981 (hereinafter referred to as 'NABARD') has expressed desire to avail Housekeepings at NABARD staff Quarters at Thiruvananthapuram as per this tender and which are hereinafter for brevity sake referred to as Housekeepings, subject to our furnishing declarations and indemnity as contained hereafter.

NOW THEREFORE THIS LETTER OR INDEMNITY WITNESSETH THAT:

We, the _____ (contractor/bidder) hereby declare and certify that we are the rightful owners/ licensees of the said service offered to NABARD and that the sale of the said service to NABARD by us and the use thereof by NABARD does not infringe the property or other intellectual property or copy rights of any other person and that the same does not infringe the Copy of Rights Act, 1957 or any other Act for the time being in force.

We, the said _____ (contractor/bidder) hereby agree to indemnify and keep indemnified and harmless NABARD, its Officers, servants, agents and other authorized persons against any action that may be brought against us for infringement of the right of property or other intellectual property or copy rights in respect of the said systems package supplied by us to NABARD and will defend the same at our cost and consequences and will pay or reimburse NABARD, its officers, servants, agents and other authorized persons from all costs and other expenses that they may be put to or incur in that connection in accordance with the terms as provided for within the end User License Agreement that accompanies the said systems.

We, the said _____ (contractor/bidder) hereby also agree to indemnify and keep indemnified and harmless NABARD, its Officers, servants, agents and other authorized persons against any third party claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by our employees or agents, or by any other third party resulting from or by any action, omission, or operation conducted by or on behalf of us and against any and all claims by employees, workmen, contractors, sub-contractors, suppliers, agent(s), employed, engaged, or otherwise working for us, in respect of any and all claims under the Labour Laws including wages, salaries, remuneration, compensation or like.

Yours faithfully

(Name and Designation) of **Authorized Official**
Signature

PREAMBLE TO SCHEDULE OF QUANTITIES

The "Annual Maintenance Contract for Providing Housekeeping at NABARD Staff Quarters at Poojappura, Thiruvananthapuram".

1. Preamble to schedule of quantities form a part of schedule of quantities for contractual purpose and should be studied carefully prior to filling up the schedule of quantities.
2. Schedule of quantities supersedes Technical specifications, General and Particular conditions of Contract in case there are any discrepancies between any of these sections.
3. Items are described to the best possible extent in schedule of quantities. However, should there be any clarifications required about any item, the same should be done by the bidder prior to quoting final rate for a particular item. No claim for any unclear and missing information shall be entertained after opening of the financial bid and also once the contract is awarded.
4. If no rate/amount is mentioned against any of the items in Financial Bid, the same shall be considered to be covered in the quoted items, or the tender may be rejected at the discretion of NABARD.
5. Notes given in the Financial Bid should be read carefully before quoting the rates.
6. All quoted rates shall be inclusive of all taxes including goods and service tax, wages, etc. as per minimum wages Act etc. unless otherwise stated. No other claim whatsoever in this respect shall be entertained.
7. Income Tax, Works Contract Tax or any other Tax as applicable will be deducted from any payment due to the Contractors. The Contractor shall furnish necessary documentary evidence related to PAN and Certificate for Registration under Works Contract Tax/ Goods and Service Tax.

(Name and Designation) of **Authorized Official**
Signature

Penalties

1. If in the opinion of NABARD the work done by the contractor is not satisfactory, NABARD may decide depending upon the merit of the work to deduct such amount from the monthly bill amount as it may deem fit.
2. Contractor shall vouch safe bonafides, conduct and fidelity of the staff employed by him. Any damage caused wilfully or in negligence to the works executed, shall be borne by him. The penalties mentioned in Service Level Agreement (SLA) given in GeM portal shall be applicable.
3. **Forfeiture clause:** In case of negligence/derelection of duty by contractor's staff, the above contract shall be terminated without giving any notice by the Bank and the security deposit shall be forfeited.
4. Recovery of GST-TDS, income tax, education cess, work contract tax, goods and service tax etc. as applicable & in force shall be deducted from the bill during the currency of the contract.

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

DATE:
PLACE:

Signature of the Bidder
NAME AND SEAL

Instructions for filling the Price bid

1. The price bid on annual maintenance contract for Housekeeping is based on minimum wages and fixed price for consumables. The bidder must only fill the Service charge in the price bid.
2. **The minimum stipulated service charges is 3.85% for manpower and consumables.** No amendments are permitted in the fixed components of the price bid(ESI,EPF,Bonus etc.) and if there is any discrepancy observed the same will be rejected. The service charge should include the following: -
 - i) Incidental expenses, all overheads and profits for both manpower and consumables
 - ii) Transportation costs
 - iii) Machinery costs
 - iv) Cost of uniform(02 Sets), 01 Identity Card, 01 Pair Shoes
 - v) **Any miscellaneous cost arises during execution of the work mentioned in service charges.**
3. The contractor should furnish **Rate Analysis**, along with the price-bid, for the service charges quoted by him/her in this tender **as per the format given in Annexure-2 for rates quoted under Schedule of Quantities and Annexure -1 (Financial Bid).**
4. Quoted rates should be workable & reasonable and exorbitant & unreasonable quotes will be summarily rejected.
5. The price bid should include:
 - i. Payment to all the contract workers engaged by contractor on site as per minimum wages as notified by Labour Commissioner from time to time. **The minimum wages must cover HIGHER of Central or state minimum wages as applicable.**
 - ii. 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.
 - iii. Bonus as per Bonus act
6. Rates shall have to be quoted in both words and figures.

Signature of the authorized signatory



Annexure I

FINANCIAL BID: (To to be filled)

Calculation sheet for supply of manpower with minimum wages (Cost for Manpower and Consumables for Housekeeping services per Month) Price BID

Annual Maintenance Contract For Providing Housekeeping Services at NABARD Staff Quarters , Dr. Pai Road Poojappura, Thiruvananthapuram For The Period 01st March 2025 To 31st March 2027

- Description of Property: NABARD Staff Quarters (NABARD Gardens), Dr.Pai Road, Poojappura, Thiruvananthapuram – 05 Blocks – A,B,C,D, & E and common area, etc.
- **Period of AMC** – **01st March 2025 to 31 March 2027** (may be renewed for one more year if services are found satisfactory).
- **Rates to be quoted** for the following based on the scope of works and specification/description of items as well as terms and conditions contained in the Tender Document. The rates to be quoted taking into consideration the details contained in the Annexures I provided in the Price Bid.
 - i)Providing the services of one Supervisor **(01 No.)(semi-skilled)** to supervise and monitor the sweepers/ unskilled labourers engaged for the housekeeping AMC work for 06 days in a week. The supervisor to properly manage the AMC work as indicated in the scope and coordinate with Banks' ACT / CT / Officials etc., complete as directed. (The normal working hours are from 08.30 AM to 04.30 PM or as per the time scheduled by the bank)
 - ii)Providing the services of **six (06)(unskilled)** sweepers / unskilled labourers for carrying out the cleaning, sweeping works and periodical cleanings as indicated in the scope of AMC works for 06 days in a week complete as directed . The sweepers / unskilled labourers is also to act as helpers for other staff as and when required and the normal working hours are from 08.30 AM to 04.30 PM or as per the time scheduled by the bank. **(Fifty percentage of the cleaning staff should be male)**
 - iii)Providing the services of Attendant – cum - **Cook (01 No.)** (skilled) to maintain and carry out day to day operations of VOF/VEF as mentioned in the scope of work indicated under VOF / VEF maintenance (except for 13,14,15,16 &17 of scope of work) complete as directed.



iv) Providing the services of Assistant cook (1 No) (skilled) to assist the attendant – cum – cook in carrying out his day to day operations as per the scope of work indicated under VOF / VEF maintenance.

v) Supply of Kits on the fixed rate basis. Details are as follows:-

Supply of VOF / VEF Kits	Base Rate	
VIP Kit	₹391.00 per Kit	The profit and expenditure above the base rates must be included in service charges.
Ordinary VOF Kit	₹259.00 per Kit	
VEF Kit	₹204.00 per Kit	
Supply of tea bags/ coffee sachets, sugar sachets & milk sachets (each 4 in no)	₹36.00 per Kit	

Place:

Date:

Name, address and seal of the contractor

ANNEXURE 01

Sl. No.	Description	Details	Unskilled (6 Cleaning Staff) 26 Days	Semi Skilled (Supervisor-1 Nos) 26 Days	Skilled (Cook - 2 Nos) 26 Days plus reliver on 7th day
A	Minimum wages per day (as per Central Govt. or Kerala State Govt. whichever is higher) inclusive of Special Allowance / VDA.	Last revised on 01 October 2024	655	739.00	868.00
B	ESI Contribution per day	ESI @3.25% on 'A' (On Max Limit ₹21000/ month)	21.29	24.02	0.00
C	EPF per day	EPF @12% on 'A' (On Max Limit ₹15000/ month)	69.23	69.23	69.23
D	EDLI per day	EDLI @.5% on 'A' (On Max Limit ₹15000/ month)	2.88	2.88	2.88
E	EPF Admin Charges per day	EPF Admin @.5% on 'A' (On Max Limit ₹15000/ month)	2.88	2.88	2.88
F	Bonus per day	@8.33% on 'A' (On Max Limit ₹21000/ month)	54.56	61.56	0.00
G	Total wages per day		805.84	899.57	942.99
Sl. No.	Description	Details	Unskilled (6 Cleaning	Semi Skilled (Supervisor-1 Nos) 26 Days	Skilled (Cook - 2 Nos) 26 Days plus



			Staff) 26 Days		reliver on 7th day
H	Monthly wages without GST & SVC charge(G X 26)	26 Days	20951.84	23388.82	24517.74
I	Reliever Charges@ 1/6 th of total monthly wages	For the 7th working day	NA	NA	4086.29
J	Monthly wages including Reliver charges		20951.84	23388.82	28604.03
K	Monthly wages for number of persons	26 Days	125711.04	23388.82	57208.06
L	Total Monthly Wages			206307.92	
M	Monthly Consumables payable (As per Annexure 3)			18150.00	
N	Monthly wages plus Consumables without GST & SVC charge (L + M)			2,24,457.92	
O	Minimum Service Charges as per GeM(N X ___%)	Gem Minimum 3.85%			(TO BE FILLED BY THE BIDDER)
P	Monthly Charges including service Charges (N + O)				
Q	GST@18% (P X 18%)				
R	Monthly Payments including GST (P +Q)				
	Wages for 25 Months (R X 2)	2 Year and 1 Month			

(Rupees -----)

-----) Mention the amount in words also and the final amount should be rounded off to the 100 th decimal value.

Declaration:

The above charges shall conform to Minimum Wages Act, 1948 for 8 hours duty in a day and six days in a week. The rates will be revised as per minimum wages prescribed by the Labour Commissioner under Minimum Wages Act, 1948 from time to time, on the basis of the details provided in Annexure-1

Place:

Date:Name, address and seal of the contractor

Signature of the authorized signatory

ANNEXURE 02

CONSUMABLES – FOR REFERENCE PURPOSE

Detailed Calculation for Consumables from 01 March 2025 to 31 March 2027.

Consumables contain two parts. One pertains to Bill settlement on monthly basis and other pertains to bill settlement on actual usage basis. For all items in all segments , the base price is fixed. **Contractor has to specify only service charges in Annexure 1 . The service charges mentioned should include overhead expenses, miscellaneous expenses and contractor's profit.**

a) Monthly Bill settlement

Sl.No	Items	Monthly Charges in Rupees	Remarks
1	Providing and supplying adequate quantity of Cleaning materials/ Chemicals/Consumables of standard materials of approved brand for regular housekeeping services at NABARD Staff quarters	3300.00	Site visit has to be undertaken to assess the actual requirement
2	Washing & Ironing of linen in 07 visiting officers room, 01 SRA having 03 rooms, 02 Visiting employee rooms, 03 Medical Room as indicated in of scope of work.	7150.00	
3	Collection and Segregation of Garbage from each flat and handing over to Haritha Karma Sena or Disposal at vendor's cost	7700.00	
Components Total		18150.00	Total 93 Flats and as of now 45 are occupied

b) On Usage basis

Sl.No	Items	Kit Price	Remarks
1	Supply of Visiting Officers Executive Kit as mentioned in Part B of Scope of work	391.00	All the items should be regularly using brands.The bill will be settled on actual usage basis on every month

Sl.No	Items	Kit Price	Remarks
2	Supply of Visiting Officers Ordinary Kit as mentioned in Part B of Scope of work	259.00	All the items should be regularly using brands.The bill will be settled on actual usage basis on every month
3	Supply of Visiting Employees Kit as mentioned in scope of work	204.00	All the items should be regularly using brands.The bill will be settled on actual usage basis on every month
4	Supply of Tea,Coffee,Sugar and Milk Sachets(Each 4 in Number)	36.00	All the items should be regularly using brands.The bill will be settled on actual usage basis on every month
5	Fees to Haritha Karma Sena for collection of waste materials	#####	This fees is tentative in nature and has to be paid by the agency. The bill will be settled on actual usage basis on every month

Supply of VOF / VEF Kits	Base Rate	
VIP Kit	₹391.00 per Kit	The profit and expenditure above the base rates must be included in service charges.
Ordinary VOF Kit	₹259.00 per Kit	
VEF Kit	₹204.00 per Kit	
Supply of tea bags/ coffee sachets, sugar sachets & milk sachets (each 4 in no)	₹36.00 per Kit	

Declaration:

I/We have read and accepted the rates at which consumables are to be provided. I/We have included overhead expenses, agency profit, miscellaneous expenditure etc. in the service charges prescribed at Annexure 1 and 2.

Place:

Date:

Name, address and seal of the contractor

Signature of the authorized signatory

Note 1: - Rates shall be quoted as “Total Cost per Housekeeping Staff”. GST will be paid as per the prevalent GST rates for the service.

Note 2: - For all calculation, there shall be 26 working days in a month and a year shall comprise of 12 months. The duty hours shall be 08 (Eight) hours per day i.e. as per Central Govt. Minimum Wage Act.

Note 3: - No change shall be allowed in the previously fixed components in the table of Annexure 1 &2.

Note 4: - Sl. No. A, B, C, D & E in Annexure 2 above shall be paid as per Central Govt. Acts/Notifications including amendments.

Note 5:- Sl. No. C in annexure 2 is restricted to Rs. 15,000/- as per EPF Act.

Note 6:- Basic Wages plus VDA at Sl No. A in Annexure 2 are as per Central Govt. Minimum Wages w.e.f. 01 October 2024 for Housekeeping works (Skilled).

Note 7: - Rates quoted would be applicable for the entire period i.e. up to 31st March 2027. However, revision in rates would be considered only if the minimum wages & taxes are revised.

Note 8:- For Sl. No. (I) of financial bid, Service Charges claimed by contractor should include premium towards insurance cover for the workers employed, premium towards third-party insurance cover, other incidental administrative costs like provision of uniforms to workers, Overhead Profits, TDS deductions, management and supervisory charges including Contractor’s Profit, materials required on monthly basis wherever the tender requires the contractor to bear the cost of materials, tools and equipment as per requirement, uniform for labourers, other overheads, etc. Contractors are advised to quote service charges after due diligence which should be reasonable and workable.

If a bidder quotes impracticably low service charges i.e, less than or equal to 3.85%, the bid shall be treated unresponsive and will not be considered for further evaluation and will be disqualified. Service charges should be written in % and in figures

Note 9:- VDA=Variable Dearness Allowance, ESI= Employee State Insurance, EPF= Employee Provident Fund, EDLI= Employee Deposit Linked Insurance Scheme.

Date:**Signature of the Bidder with seal****Place:****Experience and Requirements of Housekeeping staff**

Present requirement and duty hours of Manpower required at NABARD staff quarters at Poojappura, Thiruvananthapuram is indicated below:

- i) Total no. of Un Skilled Cleaning staff - **06**
- ii) **Total no. of Semi Skilled Supervisor – 01**
- iii) **Total no. of Skilled Cook cum VOF/VEF Attendant - 02**
- iv) Duty Hours

Location	Category	Timing per Day	Period in week	Duration
NABARD staff quarters at Thiruvananthapuram	06 Unskilled cleaning staff and 01 Semi Skilled supervisor	08.30 to 16.30	Monday to Saturday	Daily Basis
	01 Skilled Asst Cook	08.30 to 16.30	Monday to Sunday with reliver on 7 th Day	Daily Basis
	01 Skilled Cook cum VOF/VEF Attendant	24 Hours	Monday to Sunday with reliver on 7 th Day	Daily Basis

Note: All the works indicated above will be from Monday to Saturday. One day weekly off should be given to the staff.

Option Clause: The tender rates shall be fixed and applicable for any **increase up to 100%** in the tendered quantities. The Employer can decrease any quantities to any extent as per requirements and the contractor will be paid the service charge only on the pro-rata basis calculation as indicated in the financial bidding. Nothing extra will be paid by the Bank on account of omission / deletion of items or decrease in the quantity of items. The Bank shall not entertain any claim whatsoever from the contractor on this account.

Details of Bank Account

1.	Name of the Vendor/Firm	
2.	Name of the Account Holder	
3.	Address of the Vendor/Firm	
4.	Name of the Bank, Branch and Address	
5.	Bank Code and Branch Code	
6.	IFS Code of the Bank Branch	
7.	Type of Account (Saving/Current/Cash Credit)	
8.	Account Number	

Note: Please also enclose a CANCELLED CHEQUE in respect of above account number.

Signature of the Bidder with seal and date:

KNOW YOUR CLIENT (KYC) APPLICATION FORM

For Non-Individuals Please fill this form in **ENGLISH** and in **BLOCK LETTERS**

A. IDENTITY DETAILS

1. Name of the Applicant : _____
2. Date of Incorporation: _____ (dd/mm/yyyy) & Place of incorporation: _____
3. Date of commencement of business _____ (dd/mm/yyyy)
4. a. PAN: _____ b. Registration No. (e.g. CIN): _____
c. Unique KYC Identifier No. of CKYCR.....
5. Status (Please tick any one): Private Limited Co./Public Ltd Co./Body
Corporate/Partnership/Trust/Charities/NGOs/NPO/FI/FII/HUF/AOP/Bank/
Government Body/Non-Government Organisation/Defence
Establishment/BOI/Society/LLP/Others (Please specify Act under which
registered): _____
6. Registration No. on the DARPAN Portal of Niti Aayog (applicable in case of
NGOs) _____

B. ADDRESS DETAILS

1. Address for correspondence : _____
City/town/Village : _____ Pin Code : _____ State: _____ Country: _____
2. Contact Details: Tel.(Off.) : _____ Tel.(Res.) _____ Mobile No. : _____ Fax: _____
E-mail Id : _____
3. Specify the proof of address submitted for correspondence address: _____
4. Registered Address (if different from above): _____
City/town/village: _____ Pin Code: _____ State: _____
Country: _____
5. Specify the proof of address submitted for registered address : _____

C. OTHER DETAILS

1. Gross Annual Income Details (please specify): Income Range per annum: Below Rs.1 Lac/1-5 Lac/5-10 Lac/10-25 Lac/25 Lacs- 1 Crore/>1 Crore
2. Net-worth as on (date).....(dd/mm/yyyy) _____ (Net worth should not be older than 1 year)
3. Name, UID, PAN, residential address and latest photographs of Principal/Key Person/Promoters/ Partners/Karta/Trustees and whole time directors: _____
4. DIN of promoters/partners and whole time Directors: _____
5. Please tick, if applicable, for any of your authorised signatories/Promoters/ Karta/Trustees/whole time directors: Politically Exposed person (PEP) /Related to a Politically Exposed Person (PEP)

6. Proposed relationship with NABARD : Refinance assistance/Loan/Grant assistance/Investment in NABARD Bond/CP/CD etc.
7. Any other Information: _____

D. DECLARATION

I/We hereby declare that, I/We am/are submitting the above information/documents with my/our explicit consent and the details furnished above are true and correct to the best of my/our knowledge and belief and I/we undertake to inform you of any changes therein, immediately/as and when required by NABARD. In case any of the above information is found to be false or untrue or misleading or misrepresenting, I am/we are aware that I/we may be held liable for it.

Date _____ (dd/mm/yyyy) Name & Signature of the Authorised Signatory

FOR OFFICE USE ONLY

Attested / Self certified copies of documents received and verified from the Originals

(.....)

Name & Signature of the KYC details Verifying Officer

Date :

Signature of the Bidder with seal and date:
