



National Bank for Agriculture and Rural Development

**Department of Premises, Security and Procurement,
NABARD, Gujarat Regional Office,
2nd Floor, NABARD Tower,
Opposite Municipal Garden,
Usmanpura, Ahmedabad – 380013
Telephone: 079-27554023**

Email: dpsp.ahmedabad@nabard.org

**Tender for Annual Maintenance Contract for Providing
General Maintenance and Housekeeping Services at
NABARD Vihar, Ahmedabad**

National Bank for Agriculture and Rural Development (NABARD), Gujarat Regional Office, Ahmedabad, invites sealed tenders from authorized Facility Management service providers/Vendors/Bidders for “General Maintenance and Housekeeping at NABARD Vihar, Near St. Xavier’s College Corner, Navrangpura, Ahmedabad – 380009”

The Tender Document can be downloaded from NABARD's website <http://www.nabard.org>



**Part-I
Technical Bid**

**Notice Inviting Tender (NIT) for Annual Maintenance Contract
for Providing General Maintenance and Housekeeping at
NABARD Vihar, Near St. Xavier's College Corner,
Navrangpura, Ahmedabad – 380009**

Important dates and information

Date of issue of Tender	12 January 2021
Time and last date for submission of Tender	1400 hrs. on 02 February 2021
Earnest Money Deposit (EMD)	Rs. 12500/-
Time and date of opening of Technical Bids	1530 hrs. on 02 February 2021
Time and date of opening of Commercial Bids	Will be communicated to technically qualified bidders.

Tender Documents to be submitted and addressed to:
The Chief General Manager,
NABARD, Gujarat RO, NABARD Tower,
Opposite Municipal Garden, Usmanpura, Ahmedabad-380013

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निविदा आमंत्रण सूचना

संदर्भ सं. राबैं.गुजरात/ 3260/ नाबार्ड टावर एएमसी / 2020-21

12 जनवरी 2021

प्रति,

मेसर्स _____

महोदय,

नाबार्ड, विहार, अहमदाबाद में सामान्य साफ़-सफ़ाई और हाउसकीपिंग सेवाएँ उपलब्ध कराने के लिए सामान्य अनुरक्षण करार हेतु निविदा

राष्ट्रीय कृषि और ग्रामीण विकास बैंक (नाबार्ड) जो कि राष्ट्रीय कृषि और ग्रामीण विकास अधिनियम 1981 के तहत स्थापित एक निगम है और इसका प्रधान कार्यालय प्लॉट सं. सी-24, ब्लॉक 'जी', बान्द्रा-कुर्ला कॉम्प्लेक्स, बांद्रा (पूर्व), मुंबई- 400051 में तथा देश के विभिन्न शहरों में इसके क्षेत्रीय कार्यालय / प्रशिक्षण संस्थान स्थित हैं।

नाबार्ड, गुजरात क्षेत्रीय कार्यालय, अहमदाबाद अपनी आवासीय कॉलोनी जो कि नाबार्ड विहार, सेंट जेवियर कॉलेज कॉर्नर के पास, नवरंगपुरा, अहमदाबाद-380009 में स्थित है, की सामान्य साफ़-सफ़ाई और हाउसकीपिंग सेवाओं के लिए प्रतिष्ठित एजेंसियों, जिनकी एकल एजेंसी के रूप में या संयुक्त उद्यम/ कंसोर्टियम / भागीदारी फ़र्म के रूप में उक्त कार्य के लिए प्रशिक्षित कार्मिक उपलब्ध कराने की क्षमता हो, से दोहरी निविदा प्रणाली के अंतर्गत बंद लिफ़ाफ़ों में निविदाएँ आमंत्रित करता है।

निविदा दस्तावेज़ नाबार्ड की वेबसाइट : www.nabard.org से डाउनलोड किया जा सकता है। केवल सीलबंद लिफ़ाफ़ों में वे ही निविदाएँ स्वीकार की जाएँगी जो नाबार्ड टॉवर, उस्मानपुरा म्युनिसिपल गार्डन के सामने, अहमदाबाद- 380013 के दूसरे तल पर स्थित परिसर, सुरक्षा और अधिप्राप्ति विभाग में इस उद्देश्य के लिए रखे बॉक्स में जमा की जाएँगी या इस कार्यालय को रजिस्टर्ड डाक / स्पीड पोस्ट से भेजी जाएँगी। अन्य किसी भी माध्यम जैसे फ़ैक्स, ई-मेल, कोरियर आदि से प्राप्त निविदाएँ स्वीकार नहीं की जाएँगी।

निविदा(एँ) जमा / प्राप्त करने की अंतिम तिथि 02 फरवरी 2021 (दोपहर 02:00 बजे तक) है। ये निविदाएँ उसी दिन दोपहर 03:30 बजे उस समय उपस्थित रहने के इच्छुक निविदाकर्ताओं या उनके अधिकृत प्रतिनिधियों की उपस्थिति में मुख्य महाप्रबंधक, गुजरात क्षेत्रीय कार्यालय, नाबार्ड के कार्यालय में खोली जाएँगी। निविदाएँ खोलने की तिथि पर किसी भी प्रकार का अवकाश होने पर ये निविदाएँ अगले कार्यदिवस पर उसी समय खोली जाएँगी, लेकिन निविदा बॉक्स को उपर्युक्त शेड्यूल के अनुसार उसी दिन व समय पर सील कर दिया जाएगा। उपर्युक्त निर्धारित तिथि के बाद प्राप्त होने वाली निविदाओं पर विचार नहीं किया जाएगा।

हस्ता./-

(एम पी पहाड़सिंह)

उप महाप्रबंधक

NOTICE INVITING TENDER

Ref No.NB.Guj/ 3260/ Nabard Tower AMC / 2020-21

12 January 2021

To,

M/s _____

Dear Sir/s,

Tender for Annual Maintenance Contract for Providing General Maintenance and Housekeeping Services at NABARD Vihar, Ahmedabad

National Bank for Agriculture and Rural Development (NABARD), is a body corporate established under the National Bank for Agriculture and Rural Development Act, 1981 having its Head Office at Plot No. C-24, Block 'G', Bandra-Kurla Complex, Bandra (East), Mumbai - 400051 and Regional Offices (ROs) / Training Establishments (TEs) in different cities across the country.

NABARD Gujarat Regional Office, Ahmedabad invites sealed tenders for it's staff quarters situated at NABARD Vihar, Near St. Xavier's College corner, Navrangpura, Ahmedabad-380009 under Two-Bid system from reputed agencies, either by themselves or as a joint venture/consortium/partnership having capacity to provide the required number of trained manpower for providing General Maintenance and Housekeeping services for it's Staff Quarters namely NABARD Vihar situated at the above address.

The Tender document can be downloaded from NABARD's website: www.nabard.org. Only those sealed cover tenders will be accepted which would be deposited in the box kept in the Department of Premises, Security and Procurement, 2nd Floor, NABARD Towers, Opp. Municipal Garden, Usmanpura, Ahmedabad - 380013 for the said purpose. The tender deposited /received in any other mode like fax, e-mail, courier etc. will not be accepted.

Last date for submission/receipt of tender(s) is 02 February 2021 till 1400 Hrs. and will be opened by the Purchase Committee in the presence of tenderers or their authorized representatives who wish to be present on the same day at 1530 Hrs. in the Office of Chief General Manager, Gujarat Regional Office, NABARD. In case of any holiday on the day of opening, the tenders will be opened on the next working day at the same time but the tender box will be sealed on same day and time, as scheduled above. The tenders received after the above said scheduled date and time will not be considered.

Sd/-
(M P Pahadsingh)
Deputy General Manager

Disclaimer: NABARD may accept or reject any or all response/s to this request for Tender at its discretion or may ask for any additional information from the bidders. **NABARD may also vary its requirements**, add to or amend the terms, procedure and protocol set out in this request for Tender for bonafide reasons, which will be notified to all through notice on its website. Further, NABARD hereby reserves the right to scrap the Tender process at any time prior to the contract award without incurring any liability towards the bid.

SCHEDULE OF EVENTS

Bid Document Availability	Bidding document can be downloaded from www.nabard.org	
	From	
	To :	
Earnest Money Deposit (EMD)	The Contractor shall deposit Earnest Money Deposit for an amount of Rs. 12500/- which can be remitted by NEFT/RTGS into NABARD's bank account as per details given below.	
Account Details of National Bank for payment of Earnest Money Deposit	Payee Name : NABARD Current Account No : NABADMN02 Name of the Bank: NABARD Head Office, Mumbai IFSC Code : NBRD0000002	
Pre-Bid meeting	1100 hrs. on 25 January 2021	
Last Date of Submission of Tender	Up to 1400 hrs. on 02 February 2021	
Opening of Technical Bids	1530 hrs. on 02 February 2021 Authorized representatives of vendors may be present during opening of the Technical Bids. Technical Bids would be opened even in the absence of any or all of the vendors' representatives.	
Opening of Price Bids	Price Bid will be opened on a subsequent date, which will be communicated to such bidders who qualify the Eligibility Criteria and Technical Bid.	
Contact Details: Address for Communication And submission of bid.	NABARD , Gujarat Regional Office, Department of Premises, Security and Protocol, 2nd Floor, NABARD Towers, Opposite Municipal Garden, Usmanpura, Ahmedabad 380013 Email : dpsp.ahmedabad@nabard.org Telephone No. 079 - 27554021/, 27554041	

PART – 1
(TECHNICAL BID)

INSTRUCTIONS TO BIDDERS

1. GENERAL

- 1.1. The present tender is being invited for General Maintenance and Housekeeping Services at NABARD Vihar, Near St. Xavier's College Corner, Navrangpura, Ahmedabad – 380009 under which the contractor shall provide uniformed and trained personnel and will use its best endeavours to provide General Maintenance and Housekeeping Services to the entire NABARD Vihar. The detailed SCOPE OF WORK is mentioned at page no.28 and subsequent ANNEXURE-I.
- 1.2. The tender is being floated by NABARD for NABARD Vihar situated at Near St. Xavier's College Corner, Navrangpura, Ahmedabad - 380009. The rates and service charges should be quoted as one bid.

2. ELIGIBLE BIDDERS

- 2.1. Bidder shall be a Professional Contractor (cooperative society, association, partnership, proprietorship firm, company, etc.) with a minimum of 3 years of experience in providing General Maintenance and Housekeeping Services as on the date of publication of Notice Inviting Tender (NIT). Bidder should have experience of completion of similar work in any establishment/institute of Central Government/ State Government/ Public Sector Undertakings or Public Sector Banks of Central Government/ State Government or Local Bodies/Municipalities etc. This may include training establishments of Banks, Central Govt. Financial Institutions & Educational Institutes of National importance recognized by MHRD and name appearing on website of MHRD. The Contractor's experience period of 3 years shall be reckoned as on the date of publication of NIT.
- 2.2. Experience of having successfully completed similar work during last 7 years (ending date of publication of NIT) should be either of following:
 - i. Three similar completed works whose individual annual work value is costing not less than Rs. 4, 00, 000/- (Rs. Four Lakhs Only)
 - ii. Two similar completed works whose individual annual work value is costing not less than Rs. 5, 00, 000/- (Rs. Five Lakh Only)
 - iii. One similar completed work whose individual annual work value is costing not less than Rs. 8, 00, 000/- (Rs. Eight Lakh Only)
- 2.3. Bidder shall have a minimum annual turnover of Rs 5 Lakh per year for the last three financial years (i.e. each of 2017-18, 2018-19 and 2019-20), duly supported by audited or CA certified statement of accounts. Names and addresses of clients along with details regarding nature, amount and period of the contracts shall be furnished along with Technical Bid (Part-A).

#Certificates from the clients regarding the value, quality and duration of service rendered during the last seven years shall be submitted to corroborate the details mentioned in ANNEXURE-III.

- 2.4. The bidder shall be based at Ahmedabad or have a representative establishment at Ahmedabad. Bidder must furnish documentary proof for the same.
- 2.5. Track record of the bidder shall be clean without any involvement in illegal activities or financial frauds. There shall not be any case with the Police/Court/Regulatory authorities against the bidder.
- 2.6. The bidder must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.
- 2.7. The bidder must not have been suspended/delisted/blacklisted by any organization, on any grounds.
- 2.8. The bidder should not have rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract. The bidder shall give details of all disputes he/she had with his/her clients and furnish the status thereof.
- 2.9. If the performance of the bidder is/has been found to be unsatisfactory for any reasons, whatsoever, in any organization, then NABARD reserves the right to reject the bids submitted by such bidder.
- 2.10. The bidder shall have applicable and valid registrations with statutory authorities constituted for Labour welfare and other purposes such as:
 - a. Labour License under Gujarat Shops & Establishment(Employees Life Insurance) Act 1980
 - b. Labour License under Bombay Shops & Establishment Act 1949
 - c. Labour License under Contract Labour Regulation and Abolition) Act, 1970
 - d. ESI
 - e. EPF
 - f. PAN, TIN, GST, etc. duly supported by copies of certificates of registration.
- 2.11. Bidding firms/companies shall have current account in a commercial bank.
- 2.12. The bidders shall submit documentary evidence in support of the above eligibility criteria.
- 2.13. Financial Bids of only those bidders will be opened who will satisfy the conditions of Technical Bids.

3. QUALIFICATION OF THE BIDDERS

- 3.1. The Bidder shall apply only through their authorized signatories.
- 3.2. Bidder or members of a partnership, joint venture or consortium shall submit a copy of PAN card under the Income Tax Act and also GST registration.
- 3.3. Bidder must submit copies of all documents required, duly self-attested, along with technical bid of the tender.
- 3.4. Each Bidder (each member in the case of partnership firm/joint venture/consortium) or any associate is required to confirm and declare with his bid that no agent, middleman or any intermediary has been, or will be, engaged to provide any services, or any other item or work related to the award and performance of this contract. They will have to further confirm and declare that no agency commission or any payment which may be construed as an agency commission has been or will be paid and that the tender price will not include any such amount. If NABARD, Gujarat Regional Office, Ahmedabad subsequently finds to the contrary, it reserves the right to declare the Bidder as non-compliant and declare any contract if already awarded to the Bidder to be null and void.
- 3.5. Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will be an offence under Laws of India. Such action will result in the rejection of bid, in addition to other punitive measures.

4. INSTRUCTIONS TO THE BIDDERS FOR FURNISHING INFORMATION AS A PART OF PRE-QUALIFICATION

- 4.1. The work involved is upkeep and maintenance of NABARD Vihar, Near St. Xavier's College Corner, Navrangpura, Ahmedabad - 380009.
- 4.2. Tenderers are requested to enclose the following documents in Envelope containing PART-I (Pre-qualification bid) for examining their qualification/suitability. Opening of Part II (Financial Bid) submitted by a tenderer will be subject to his/her satisfying the eligibility criteria stipulated for PART-I (Pre-qualification bid). The pre-qualification bid (Part-I) and Financial bit (Part-II) have to be submitted in separate sealed envelopes.
 - 4.2.1. Copies of Work Orders/Completion Certificates (indicating nature of work, contract amount and duration) from clients for having executed/executing similar works for Central/State Government offices/Public Sector Undertakings/Public Sector Banks during the last three years (prior to date of publication of NIT). "Similar Works" means experience in executing such Annual Maintenance Contracts in similar Government/PSU/PSB training institutes/campus/establishments having office, hostel & residential buildings or similar such set-up.
 - 4.2.2. IT returns of last three consecutive years duly certified by a practicing Chartered Accountant.

- 4.2.3. References of clients/particulars of bankers, specifying their names and contact numbers (landline and mobile) and names of the contact executives/officials.
- 4.2.4. Information in ANNEXURE-II, III & IV as per enclosed pro-forma.
- 4.3. Intending applicants are required to submit their full bio-data giving details about their organisation, experience, technical personnel in their organisation, spare capacity, competence and adequate evidence of their financial standing, etc. in the enclosed statement which will be kept confidential.
- 4.4. While deciding upon the selection of contractors, emphasis will be laid on the ability and competence of applicants to undertake quality works within the specified time schedule and in close co-ordination with other agencies, besides the rate structure of the items.
- 4.5. If required, the Bank will obtain reports on past performance of the tenderer from their clients and bankers and evaluate the said reports before opening of the PART-II of the tenders. If any tenderer 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 opening of PART-I of the tender and his sealed cover containing PART-II of the tender will be returned to him. The Bank is not bound to assign any reason for rejecting the tender.
- 4.6. After prima facie scrutiny, if any of the contractors is found not satisfying the required eligibility criteria, the tender submitted by him will not be processed further.
- 4.7. Each page of the Tender document shall be signed. The application shall be signed by person/persons on behalf of the organization having necessary authorization/power of attorney to do so.
- 4.8. If the space in the pro-forma (ANNEXURE-II, III & IV) is insufficient for furnishing full details, the information shall be supplemented on separate sheets of paper stating therein the part of the statement and serial number. Separate sheets shall be used for each part.
- 4.9. Any letter or document accompanying the pre-qualification criteria shall be submitted in duplicate.
- 4.10. Clarifications, if any required may be obtained from AGM, DPSP, Gujarat Regional Office, NABARD.
- 4.11. NABARD takes no responsibility for delay/loss in post or non-receipt of Quotations/ Tender Documents.
- 4.12. The envelopes containing Tender/Quotation should be properly sealed, addressed, duly super-scribed as PART-I and PART-II as the case may be, with name of work and should be submitted in the prescribed Tender Box in the Department of Premises, Security and Procurement, 2nd Floor, NABARD Tower, Opp. Municipal Garden,

Usmanpura, Ahmedabad - 380013. The last date of receipt of Tender is 02 February 2021 (before 1400 hours). Tenders will be opened on the same date at 1530 hours or at a later date convenient to NABARD.

- 4.13. The Bidders should quote their rates by strictly adhering to the guidelines and the terms and conditions stipulated in the Tender Document. Unsolicited correspondence after opening of the Tender shall not be entertained. Conditional/Deviational Tenders may be rejected without making any reference to the Tenderers.
- 4.14. No Tenderer will be allowed to withdraw his Tender during the validity period. Subletting of the Contract is not permitted. In case any tenderer withdraws his/her tender during the validity period, the EMD amount received from such tenderers shall be forfeited.
- 4.15. Rates should be filled in the Tender neatly and as far as possible, no correction shall be made. The rates quoted in INR 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, scrutiny of the tender shall be done as per NABARD's guidelines.
- 4.16. Notwithstanding anything stated above, NABARD reserves the right to assess the tenderers capability and capacity to perform the contract, should the circumstances warrant such assessment in the overall interest of NABARD.
- 4.17. Bidder must sign all pages of the Tender Document along with seal.

5. ONE BID PER BIDDER

Each bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one the members of the consortium participate in more than one bid, the bids are liable to be rejected.

6. COST OF BID

The bidder shall bear all costs associated with the preparation and submission of their bid and NABARD, Gujarat Regional Office, Ahmedabad will in no case shall be responsible or liable for those costs, regardless of the conduct or outcome of the tender process.

7. VISIT TO PREMISES AT AHMEDABAD

- 7.1. The bidder if required, may visit the NABARD Vihar, Near St. Xavier's College Corner, Navrangpura, Ahmedabad - 380009 and acquaint himself with the site and operational system. The costs of visiting shall be borne by the bidder. It shall be deemed that the contractor has undertaken a visit to the premises of NABARD Vihar, Near St. Xavier's College Corner, Navrangpura, Ahmedabad – 380009 and is aware of the operational conditions prior to the submission of the tender documents.

8. TENDER DOCUMENTS

- 8.1. The bidder is expected to examine all instructions, Forms, Terms and Conditions in the Tender document. Failure to furnish all information required by the Tender document or submission of a tender not substantially responsive to the Tender document in every respect will be at the bidder's risk and may result in rejection of his bid.
- 8.2. The bidder shall not make or cause to be made any alteration, erasure or obliteration to the text of the Tender document.

8.3. CLARIFICATION OF TENDER DOCUMENT

- 8.3.1. The bidder shall check the pages of all documents against page number given in indexes and, in the event of discovery of any discrepancy or missing pages the bidder shall inform the AGM, DPSP, NABARD, Gujarat Regional Office, Ahmedabad.
- 8.3.2. In case the bidder has any doubt about the meaning of anything contained in the Tender document, he shall seek clarification from the AGM, DPSP, Gujarat Regional Office, NABARD, Ahmedabad during the pre-bid meeting scheduled on 25 January 2021. Any such clarification, together with all details on which clarification had been sought, may be issued as corrigendum to the tender document.
- 8.3.3. Except for any such written clarification by NABARD, Gujarat Regional Office, Ahmedabad which is expressly stated to be an addendum to the tender document issued by the Office of Deputy General Manager, DPSP, Gujarat Regional Office (concerned Section), no written or oral communication, presentation or explanation by any other employee of NABARD shall be taken to bind or fetter NABARD under the contract.

9. PREPARATION OF BIDS

Bids and all accompanying document shall be in English or Hindi. In case any accompanying documents are in other languages, if possible shall be accompanied by an English translation. The English version shall prevail in matters of interpretation.

- 9.1.1. Documents comprising the Bid Tender document issued for the purposes of tendering as described in Clause 8.1 and any amendments issued shall be deemed as incorporated in the Bid.
- 9.1.2. The bidder shall, on or before the date given in the Notice Inviting Tender, submit his bid in sealed envelopes clearly marked with the name of the Tender.
- 9.1.3. The contractor shall deposit Bid Security (Earnest Money Deposit) as per details mentioned in Clause 9.6 below.
- 9.1.4. The bid shall be addressed to the Chief General Manager, Gujarat Regional Office, NABARD, Gujarat Regional Office, Ahmedabad and dropped in Tender Box kept at

Department of Premises, Security and Procurement, 2nd Floor, NABARD Tower, Opp. Municipal Garden, Usmanpura, Ahmedabad - 380013.

9.1.5. The Bidder shall furnish the details regarding total number of works, as stated in Clause 2.2 completed in preceding three years, which were similar in nature and complexity as in the present contract related to General Maintenance and Housekeeping.

9.2. **BID PRICES**

9.2.1. Bidder shall quote the rates in Indian Rupees / the service charges in percentage terms for the entire contract on a 'single responsibility' basis such that it covers contractor's all obligations mentioned in or to be reasonably inferred from the Tender document in respect of the General Maintenance and Housekeeping services at NABARD, Gujarat Regional Office, Ahmedabad.

9.2.2. The remuneration payable to the workers shall be commensurate with the minimum wages declared by the Central Govt. at any point of time. All the existing statutory requirements such as ESI / EPF, GST, Group Insurance, other taxes etc. shall be dealt with as per laws / instructions applicable. The offers of those prospective bidders which do not meet the statutory requirements are liable to be rejected.

9.2.3. Conditional bids/offers will be summarily rejected.

9.3. **FORM OF BID**

The Form of Bid shall be complete in all respects and duly signed and stamped by an authorized and empowered representatives of the Bidder. If the Bidder is a partnership firm, consortium or a joint venture, the Form of Bid shall be signed by a duly authorized representative of each member of participants thereof. Signatures on the Form of Bid shall be witnessed and dated. Copies of relevant power of attorney shall be attached.

9.4. **Currencies of Bid and Payment**

The Bidder shall submit his price bid/offer in Indian Rupees and payment under this contract will be made in Indian Rupees.

9.5. **Duration of Contract**

The contract shall be valid initially for a period of one year from 01 April 2021 to 31 March 2022 and the Chief General Manager, Gujarat Regional Office, NABARD reserves the right to curtail or to extend the validity of contract on the same rates and terms and conditions for such period as may be agreed to, but not beyond further two (02) years. However, if for any reason the contract is terminated by any of the parties, the contractor shall provide his services till NABARD makes another or alternate arrangement.

9.6. Earnest Money Deposit

9.6.1. The contractor shall deposit Bid Security (Earnest Money Deposit) for an amount of **Rs.12500/-** (Rupees Twelve Thousand Five Hundred Only) through NEFT/RTGS and UTR number shall be provided along with tender documents:

Payee Name : **NABARD**
Current Account No : **NABADMN02**
Name of the Bank : **NABARD**
Head Office, Mumbai
IFSC Code : **NBRD0000002**

9.6.2. Any Tender not accompanied by Bid Security shall be rejected. No exemption shall be provided to any vendor / supplier including those exempted under any Act / Rule / Regulation from depositing Tender Fee and Earnest Money Deposit.

9.6.3. Bid securities of the unsuccessful bidders will be returned to them at the earliest.

9.6.4. Bid security of the successful bidder shall be converted into RMD (Retention Money Deposit) after signing the contract agreement.

9.6.5. Bid Security shall be forfeited if the bidder withdraws his bid during the period of Tender validity.

9.6.6. Bid Security shall be forfeited if the successful bidder refuses or neglects to execute the Contract within the time frame specified by NABARD, Gujarat Regional Office, Ahmedabad.

9.6.7. The documents comprising the bid shall be typed or written in indelible ink and all pages of the bid shall be signed by a person or persons duly authorized to sign on behalf of the bidder. All pages of the bid, where entries or amendments have been made, shall be signed by the person or persons signing the bid. All the pages of the tender document and supporting documents may be serially numbered.

9.6.8. The bid shall contain no alterations, omissions or additions except those to comply with instruction issued by NABARD, Gujarat Regional Office, Ahmedabad, or are necessary to correct errors made by the bidder, in which case such corrections shall be initialed/signed and dated by the person or persons signing the bid.

9.7. **Performance Security/Initial Security Deposit (ISD)** - The amount of ISD to be maintained will be 2% of the total annual value of the contract. Successful bidder shall deposit the amount through NEFT into Axis Bank, Navrangpura, Ahmedabad A/c No. 912020012465660 (IFS Code UTIB0001336) or provide a bank guarantee from a nationalised commercial bank within 15 days of award of work. ISD is over and above EMD. No interest shall be paid on the said deposit. ISD should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the Contractor. Such deposit would be refunded to the maintenance contractor after the maintenance contractor has settled all his liabilities, if any, towards the Bank at the time

of termination of this agreement. The security deposit is liable to be forfeited by the Bank if the maintenance contractor commits breach of any or all of the terms and conditions mentioned in the tender document.

10. Submission of Bids

- 10.1.1. The bidder shall submit the Technical Bid and the Financial Bid in separate sealed covers duly super scribed and all these two sealed covers are to be put in a bigger cover which should also be sealed and duly super scribed.
- 10.1.2. The sealed cover of Technical Bid should consist of the following documents:-
- a. Payment details of deposit made towards Bid Security (Earnest Money Deposit) for an amount of Rs. 12,500/- as mentioned in clause 9.6.1.
 - b. Self-attested one recent passport size photograph(s) of the authorized person(s) of the firm/agency with name, designation, Office/Residential address and office Telephone numbers, whether the bidder is a sole proprietor/partnership firm and if partnership firm, names addresses and telephone numbers of Directors/Partners also;
 - c. Self-attested copy of PAN card under Income Tax Act;
 - d. Self-attested copy of GST Registration Number;
 - e. Self-attested copy of Valid Registration No. of the Agency/Firm;
 - f. Self-attested copy of valid Provident Fund Registration Number;
 - g. Self-attested copy of valid ESI Registration Number;
 - h. Self-attested copy of valid License and Number under Contract Labour Act and under any other Acts/Rules;
 - i. Proof of Average Annual turnover as stated in Clause 2 supported by audited Balance Sheet.
 - j. Proof of experience as stated in Clause 2 supported by documents from the concerned organizations (work order copies to be enclosed)
- 10.1.3. The sealed cover of FINANICAL BID should contain Preamble and ANNEXURE- IX, i.e. entire PART-II of the tender document duly filled in figures and words.
- 10.1.4. The tender shall remain valid and open for acceptance for a period of 90 days from the last date of submission of tender.

10.2. Late and Delayed Tenders

- 10.2.1. Bids must be received at NABARD, Gujarat Regional Office, Ahmedabad at the address specified above not later than the date and time stipulated in the Notice Inviting Tender (NIT). NABARD may at its discretion, extend the deadline for submission of bids in which case all rights and obligations of NABARD and the Bidder will be the same.
- 10.2.2. Any bid received by NABARD after the deadline for submission of bids, as stipulated above, shall not be considered and will be returned unopened to the bidder.

11. Bid Opening and Evaluation

- 11.1. The authorized representatives of NABARD, Gujarat Regional Office, Ahmedabad will open the Pre-qualification/Technical Bids in the presence of the Bidders or of their representatives who choose to attend at the appointed place and time.
- 11.2. The bid of any bidder who has not complied with one or more of the conditions prescribed in the terms and conditions will be summarily rejected.
- 11.3. Conditional bids will be summarily rejected.
- 11.4. Subsequently, the selected Technical Bids will be evaluated as per information furnished by vendor and eligibility criteria mentioned in Point no. 2 mentioned at page no.8 of this tender document.
- 11.5. Financial bids of only the technically qualified bidders will be opened for evaluation in the presence of qualified bidders.
- 11.6. **Right to accept any Bid and to reject any or all Bids:**
 - 11.6.1. NABARD, Gujarat Regional Office, Ahmedabad, is not bound to accept the lowest or any bid and may at any time by notice in writing to the bidders terminate the tendering process.
 - 11.6.2. NABARD, Gujarat Regional Office, Ahmedabad, may terminate the contract if it is found that the contractor is black listed on previous occasions by any of the Govt departments / Institutions / Local Bodies / Municipalities / Public Sector Undertakings, etc.
 - 11.6.3. NABARD, Gujarat Regional Office, Ahmedabad, may terminate the contract in the event the successful bidder fails to execute the agreement.

12. Award of Contract

- 12.1. NABARD, Gujarat Regional Office, Ahmedabad, will award the contract to the successful evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.
- 12.2. NABARD, Gujarat Regional Office, Ahmedabad, will communicate to the successful bidder by email and also by letter transmitted by Registered post that his bid has been accepted. This letter (hereinafter and in the condition of contract called the Work Order) shall prescribe the amount which NABARD, Gujarat Regional Office, Ahmedabad will pay to the contractor in consideration of the execution of work/services by the contractor as prescribed in the contract.
- 12.3. Failure of the successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of Bid Security.

GENERAL CONDITIONS OF ANNUAL MAINTENANCE CONTRACT FOR GENERAL MAINTENANCE AND HOUSEKEEPING

1. The personnel provided shall be the employees of the Contractor and all applicable statutory liabilities will be paid by the contractor such as ESI, PF, Workmen's Compensation Act, etc.
2. The contractor shall abide by and comply with all the applicable relevant laws and statutory requirements covered under Payment of Minimum Wages Act, 1948, Contract Labour (Regulation & Abolition) Act 1970, EPF etc. with regard to the personnel engaged by him for works. It will be the responsibility of the contractor to provide details of manpower deployed by him at NABARD Vihar, Ahmedabad and to the concerned Labour Department.
3. As far as EPF is concerned, it shall be the duty of the Contractor to get PF code number allotted against which the PF subscription, deducted from the payment of the personnel engaged and equal employer's amount of contribution should be deposited with the respective PF authorities within 7 days of close of every month and particulars thereof are required to be submitted to NABARD, Gujarat Regional Office, Ahmedabad. In any eventuality, if the contractor failed to remit employee/employer's contribution towards PF subscription etc. within the stipulated time NABARD, Gujarat Regional Office, Ahmedabad is entitled to recover the equal amount from any money due or accrue to the Contractor under this agreement or any other contract, duly furnishing particulars of personnel engaged for NABARD, Gujarat Regional Office, Ahmedabad.
4. The antecedents of the staff deployed shall be verified by the contractor from local police authority and an undertaking in this regard to be submitted to NABARD, Gujarat Regional Office, Ahmedabad and NABARD, Gujarat Regional Office, Ahmedabad shall ensure that the contractor complies with the provisions.
5. The Contractor will maintain a register on which day to day deployment of personnel will be entered. This will be countersigned by the authorized official of NABARD, Gujarat Regional Office, Ahmedabad. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, should be shown. The Contractor has to give an undertaking (on the format), duly countersigned by the concerned official of NABARD, Gujarat Regional Office, Ahmedabad, regarding payment of wages as per rules and laws in force, before receiving the 2nd payment onwards.
6. All liabilities arising out of accident or death while on duty of the personnel engaged shall be borne by the contractor. The contractor shall cover all his employees with a comprehensive Group Insurance policy. The contractor shall indemnify NABARD, Gujarat Regional Office, Ahmedabad against all liabilities arising out of any such accidents or deaths.
7. Adequate supervision will be provided to ensure correct performance of the said general maintenance and housekeeping services in accordance with the prevailing assignment instructions agreed upon between the two parties. In order to exercise effective control & supervision over the staff of the Contractor deployed, the supervisory staff will move in their areas of responsibility.

8. All necessary reports and other information will be supplied immediately as required and regular meetings will be held with NABARD, Gujarat Regional Office, Ahmedabad.
9. Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by NABARD, Gujarat Regional Office, Ahmedabad and shall not knowingly lend to any person or company any of the effects of NABARD, Gujarat Regional Office, Ahmedabad under its control.
10. The staff deployed shall not accept any gratitude or reward in any shape.
11. The contractor shall provide training at his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.
12. Under the terms of their employment agreement with the Contractor the general maintenance staff shall not do any professional or other work for reward or otherwise either directly or indirectly, except for and on behalf of the Contractor.
13. That in the event of any loss occasioned to NABARD, Gujarat Regional Office, Ahmedabad as a result of any lapse on the part of the contractor which will be established after an enquiry conducted by NABARD, Gujarat Regional Office, Ahmedabad, the said loss can be claimed from the contractor up to the value of the loss. The decision of the Chief General Manager, Gujarat Regional Office, NABARD will be final and binding on the agency.
14. The contractor shall do and perform all such services, acts, matters and things connected with the administration, superintendence and conduct of the arrangements as per the direction enumerated herein and in accordance with such directions, which NABARD, Gujarat Regional Office, Ahmedabad may issue from time to time and which have been mutually agreed upon between the two parties.
15. NABARD, Gujarat Regional Office, Ahmedabad shall have the right, within reason, if any person employed by the contractor is considered to be undesirable or otherwise, to inform to the contractor and contractor shall replace such person immediately.
16. The contractor shall be responsible to maintain all property and equipment at NABARD Vihar.
17. The contractor will deploy supervisors as agent of the contractor and the instructions given to the supervisor by NABARD will be deemed to be instructions given to the contractor. The supervisor shall be required to follow the instructions of NABARD, Gujarat Regional Office, Ahmedabad and ensure that the work done accordingly.
18. The contractor will ensure that the persons deployed by them are dressed in neat and clean uniform.
19. The personnel engaged have to be extremely courteous with very pleasant mannerism in dealing with the Staff/Visitors and should project an image of utmost discipline. NABARD shall have the right to have any person moved in case of patient/staff complaints or as

decided by representative of NABARD if the person is not performing the job satisfactorily or otherwise. The contractor shall have to arrange suitable replacement in all such cases. The timings of the shift are changeable and shall be fixed by NABARD, Gujarat Regional Office, Ahmedabad from time to time depending upon the requirements. Prolong duty hours (more than 8 hrs. at a stretch) shall not be allowed. No payment shall be made by NABARD, Gujarat Regional Office, Ahmedabad for double duty, if any.

20. The personnel will have to report to NABARD Vihar, Near St. Xavier's College Corner, Navrangpura, Ahmedabad – 380009 at least 15 minutes in advance of the commencement of the shift.
21. The payment would be made at the end of every month based on the actual shift manned/operated by the personnel supplied by the contractor and based on the documentary proof jointly signed by the representative of NABARD, Gujarat Regional Office, Ahmedabad and the contractor / his representative/personnel authorized by him. No other claim on whatever account shall be entertained by NABARD, Gujarat Regional Office, Ahmedabad.
22. Any damage or loss caused by contractor's persons to NABARD in whatever from would be recovered from the contractor.
23. In case the contractor fails to commence/execute the work as stipulated in the agreement or unsatisfactory performance or does not meet the statutory requirements of the contract, NABARD, Gujarat Regional Office, Ahmedabad reserves the right to impose the penalty as detailed below:-
 - i. 5% of cost of order/agreement per week, upto four weeks' delays.
 - ii. After four weeks delay NABARD reserves the right to cancel the contract and withhold the agreement and get this job carried out preferably from other contractor(s). The difference in the cost, if any will be recovered from the defaulter contractor and also shall be black listed for a period of 5 years from participating in such type of tender and his earnest money/security deposit may also be forfeited, if so warranted.
24. Contractor / successful bidder shall ensure that no person involved in any litigation against any of the offices of NABARD shall be deployed under any circumstances.
25. Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all expenses / fines. The concerned contractor's personnel shall attend the court as and when required.
26. **Force Majeure:** If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge his obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. The performance

of any obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to if any or seven days, whichever is more, either party may at its option terminate the contract.

27. The contractor shall have his own Establishment/Setup/Mechanism, etc., at his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.
28. 'WORK ORDER' means the notice issued by NABARD, Gujarat Regional Office, Ahmedabad to the contractor communicating the date on which the work/services under the contract are to be commenced.
29. If the contractor is a joint venture/consortium/group/partnership of two or more persons, all such persons shall be jointly and severally liable to NABARD, Gujarat Regional Office, Ahmedabad for the fulfillment of the terms of the contract. Such persons shall designate one of them to act as leader with authority to sign. The joint venture / consortium / group / partnership shall not be altered without the approval of NABARD, Gujarat Regional Office, Ahmedabad.
30. The contract period will be initially for a period of one year from 01 April 2020 to 31 March 2021 extendable twice for one year each, if the services of the service provider firm are found satisfactory.
31. During the course of contract, if any contractor's personnel are found it to be indulging in any corrupt practices causing any loss of revenue to NABARD, Gujarat Regional Office, Ahmedabad, then NABARD, Gujarat Regional Office, Ahmedabad shall be entitled to terminate the contract forthwith duly forfeiting the contractor's Retention Money Deposit.
32. In the event of default being made in the payment of any money in respect of wages of any person deployed by the contractor for carrying out of this contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, NABARD, Gujarat Regional Office, Ahmedabad may, failing payment of the said money by the contractor, make payment of such claim on behalf of the contractor to the said Labour Authorities and any sums so paid shall be recoverable by NABARD, Gujarat Regional Office, Ahmedabad from the contractor.
33. If any money shall, as the result of any instructions from the Labour authorities or claim or application made under any of the labour laws or regulations be directed to be paid by NABARD, Gujarat Regional Office, Ahmedabad, such money shall be deemed to be payable by the contractor to NABARD, Gujarat Regional Office, Ahmedabad within seven days. NABARD, Gujarat Regional Office, Ahmedabad shall be entitled to recover the amount from the contractor by deduction from money due to the contractor or from the AMC monthly payment.
34. The contractor shall not engage any sub-contractor or transfer the contract to any other person in any manner.

35. The contractor shall indemnify and hold NABARD, Gujarat Regional Office, Ahmedabad harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the contractor.
36. The bidder should be registered with the concerned authorities of Labour Department under Contract Labour (R&A) Act 1970 and relevant Acts or laws (wherever applicable).
37. The personnel engaged should project an image of utmost discipline. They should be preferably between the ages of 18 and 55 yrs. NO UNDERAGE / MINOR (below 18 years of age) SHALL BE DEPLOYED UNDER ANY CIRCUMSTANCES. The entire responsibility for such lapse shall be that of the contractor. The Bank shall have right to have any person removed in case the personnel is not performing the job satisfactorily. The contractor shall have to arrange the suitable replacement in all such cases. Manpower so engaged shall be trained for providing general maintenance and housekeeping before joining. During this training, contractor shall have to arrange for substitute for the staff undergoing training.
38. The contractor shall get their staff screened for gross physical disabilities and contagious diseases and will provide a certificate to this effect for each personnel deployed. NABARD will be at liberty to get anybody re-examined in case of any suspicion. Only physically fit personnel shall be deployed for duty.
39. Staff engaged by the contractor shall not take part in any staff union and association activities.
40. Agency will provide mobile phones to the supervisor at their own cost to ensure effective timely communication between him and workers engaged by the agency.
41. NABARD, Gujarat Regional Office, Ahmedabad shall not be responsible for providing residential accommodation to any of the employee of the contractor.
42. NABARD, Gujarat Regional Office, Ahmedabad shall not be under any obligation for providing employment to any of the worker of the contractor after the expiry of the contract. NABARD, Gujarat Regional Office, Ahmedabad does not recognize any employee employer relationship with any of the workers of the contractor.
43. If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have done by the agency under the tender, it shall be recovered by NABARD, Gujarat Regional Office, Ahmedabad from the agency.
44. If any underpayment is discovered, the amount shall be duly paid to the agency by NABARD, Gujarat Regional Office, Ahmedabad.
45. The contractor shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by NABARD, Gujarat Regional Office, Ahmedabad etc.
46. The contractor will ensure to comply with all statutory provisions under various Act as applicable.

47. The contractor shall submit proof of disbursement of wages to its staff deployed in NABARD, Gujarat Regional Office, Ahmedabad and ensure that all wages to its staff is made through banking channel.

48. The contractor should have their office in Ahmedabad along with quick response teams to deal with emergent situations.

49. PAYMENT

49.1. The payment would be made on monthly basis for actual shifts manned/operated by the personnel supplied by the contractor and based on the attendance sheets of the contractor duly verified by the Caretaker of the Bank, attested by the officer nominated by the bank and other supporting documents. No other claim on whatever account shall be entertained by the Bank. The Contractor will ensure that workers engaged by him must receive their entitled wages on time. In view of this, the following procedure will be adopted.

a. Contractor shall pay the entitled wages of the workers on the last day of the month. It shall not be linked to the payment of the bill.

b. Payment must be made by the contractor through ECS/NEFT/any other electronic payment system. Under no circumstances payments will be made in cash. To ensure this, service provider will get a bank account opened for every engaged employee.

c. The service provider must ensure that entitled wages of the employee are credited to their bank account on the last working day of the month. Service provider will not be given any relaxation in this matter.

d. While submitting the bill for the month, the services provider must file a certificate certifying the following:-

i. Wages of employees paid as per minimum wages norm applicable have been credited to their bank accounts on (date)

ii. The service provider is complying with all statutory Labour Laws including Minimum Wage Act.

e. The service provider should submit the bill in accordance with the above time schedule.

f. The contractor shall compulsorily issue a wage slip to every personnel & supervisor in the format in vogue/practice.

49.2. In case any public complaint is received attributable to misconduct/misbehavior of contractor's personnel & is assessed as true by the Bank, a penalty or Rs.5000/- for each such incident shall be levied and the same shall be deducted from contractor's bill. Besides the personnel found involved in the incident shall be removed from the Premises immediately.

49.3. **Penalty Clause:** The services provided for the month shall/may be reviewed by the “Maintenance Committee” constituted by NABARD. If the committee is of the view that the general maintenance and upkeep work provided by the contractor is not up to mark, the committee may prescribe a penalty in the range of 5 % to 20 % of the contract value of that month. The decision of NABARD shall be final and binding on the contractor in this regard. The contractor shall not pass on the burden of penalty to the workers deployed by him/her and should ensure payment of minimum wages to the workers irrespective of the penalty.

OBLIGATION OF THE CONTRACTOR:

50. The contractor shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The contractor shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc. of the contractor in respect thereof, which may arise.

51. DISPUTE RESOLUTION

i. All disputes and differences of any kind whatsoever, arising out of or in connection with this Agreement or in the discharge of any obligation arising under this Agreement shall be resolved amicably

ii. In case of failure to resolve the disputes and differences amicably within 30 days of the receipt of notice by the other party, such unsettled dispute or difference shall be referred for arbitration by sole arbitrator, mutually agreed upon by the parties, in accordance with the Arbitration and Conciliation Act, 1996.

iii. If no agreement is arrived at within 60 days from the date of receipt of notice by the other party, as to who shall be the sole arbitrator, NABARD shall send to the Vendor/Service Provider, a list of names of three persons who shall be presently unconnected with NABARD. Vendor/Service Provider shall on receipt of the names as aforesaid, select any one of the persons so named to be appointed as the sole arbitrator and communicate his name to NABARD within 30 days of receipt of the names. NABARD shall thereupon without any delay appoint the said person as the sole arbitrator.

iv. If Agency/Service Provider fails to select the person as sole arbitrator within 30 days of receipt of the panel and inform NABARD accordingly, NABARD shall be entitled to appoint one of the persons from the panel as sole arbitrator and communicate his name to Vendor/Service Provider/Service Provider.

v. If the person so appointed is unable or unwilling to act or refuses his/her appointment or vacates his/her office due to any reason whatsoever, another person shall be appointed by NABARD from the above list of persons. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration.

vi. The venue of the arbitration shall be Ahmedabad under the exclusive jurisdiction of the courts at Ahmedabad only.

vii. The award shall be final and binding on both the parties.

52. JURISDICTION OF COURT

The courts at Ahmedabad shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

53. EXIT

i. First three months of the contract shall be on a trial basis. If the work is not satisfactory, the contract may be terminated.

ii. The contract is liable for termination by giving one month notice by the Bank and three months' notice by the contractor. However, the contract may be terminated by the Bank without allowing notice period, if the quality of the work is found not satisfactory. The Security Deposit under these circumstances will be forfeited.

54. 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.

55. On site storage space will be provided to the Contractor. NABARD will not be responsible for safety or upkeep of contractor's materials. The contractor may be required to vacate the storage space and sheds at short notice without any extra cost to NABARD.

56. The contractor shall provide necessary Tools & Plants (T&P) or any other equipment, labour, etc for the proper execution of the works.

57. Validity of the Tender would be 90 Days from the date of opening of the Tenders.

58. 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.

59. 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 incharge of execution of this contract.

ii. Wage Book, Muster Book pertaining to labours engaged under this contract.

iii. 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.

iv. Contractor shall vouchsafe bonafides, conduct and fidelity of the staff employed by him. Any damage caused willfully or in negligence to the works executed, shall be borne by the contractor.

60. The Contractor shall at his own cost and expenses provide all the 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.
61. **Forfeiture Clause:** In case of negligence/derelection of duty by contractor's staff, the above contract shall be terminated without giving any notice and the security deposit shall be forfeited.
62. Recovery of income tax, education cess, work contract tax etc. as applicable & in force shall be deducted from the bill during the currency of the contract.
63. Note: The property shall be handed over to contractor for maintenance on as-is-where-is basis and the contractor shall be required to do the pending work (if any), without any extra cost. In regard to the pending works (as per scope of work) contractor shall not give excuse such as so and so work should have been done by the previous AMC contractors and is not within their scope.

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

SIGNATURE AND SEAL OF BIDDER:

DATE and PLACE:

SAFETY CONDITIONS OF THE CONTRACT

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

A. GENERAL

1. Smoking and chewing pan are prohibited in the NABARD Vihar premises.
2. The contractor shall ensure that the persons posted for the work are well conversant with the operation of fire extinguishers.
3. 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.

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

SIGNATURE AND SEAL OF THE BIDDER

SCOPE OF WORK

1. NABARD is desirous of having a maintenance contractor responsible for maintenance and upkeep of its staff quarters namely NABARD Vihar situated at Navrangpura, Ahmedabad-380009. The details of such services to be provided by the contractor has been enclosed in ANNEXURE-I.
2. All the cleaning materials and consumables/ etc. shall be provided by NABARD as per actual requirement. The contractor has to give indent for such items to the Assistant Care Taker (ACT)/Care Taker (CT) well in advance. Proper record of the material received and consumed shall be maintained by the contractor and submitted to NABARD for inspection/verifications as and when required.
3. The said premises includes all the covered areas within the boundary wall and also the vacant/fallow land falling within the boundary wall and pucca construction between the gate and the road.
4. The contractor shall be responsible for cleaning the NABARD Vihar premises.
5. The maintenance contractor shall keep, at conspicuous and specified places complaint book/books in which complaints and suggestions, if any, may be recorded and the complaint book/books shall be open to inspection by the officers of the Bank.
6. The maintenance contractor shall put up complaint book/books/registers on every 15th day of the month and if the same were public holiday the same may be submitted on the next working day immediately following that day to care taker.
7. The maintenance contractor shall maintain and update any or all registers/documents relating to maintenance work, as asked to do from time to time by the Bank, for attending complaints and up-keep of the premises etc.
8. Contractor will submit his demand of consumable items, in prescribed format giving quantity required along with balance quantity with them, duly approved by the competent authority. Contractor will also inform to Bank about the compliance of the complaints.
9. Contractor shall ensure deployment of experienced supervisor to supervise the work of persons during execution of work including cleaning of premises.
10. Contractor will maintain records of day-to-day remedial work and materials required/used for the same.
11. Contractor will also inform to Bank about the compliance of the complaints
12. The terms and conditions regarding fixtures, fittings and all other items present within the said premises shall be as follows :

- i. The maintenance contractor shall ensure the safety of the furniture, fittings, stores and all other electrical, electronic and office equipment present within the said premises and 'save hereafter' that the maintenance contractor will not be responsible for any thefts, pilferages, breakages committed by the persons not engaged by him or for reasons beyond his control.
- ii. The amount of liability to be recovered for breakages, of articles referred above shall be arrived at on the basis of the current market prices of such articles/items or the prices paid by the Bank at the time of purchasing them whichever is higher. Such an amount will be deducted from the bills due to the contractor/Performance Security
- iii. The officer/s of the Bank may at any time inspect the maintenance work/job and all items/articles handed over by Bank to the maintenance contractor and deemed to be in possession of the maintenance contractor and the maintenance contractor shall give all assistance for this purpose to officers deputed in this behalf.

DECLARATION BY THE BIDDER

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

SIGNATURE AND SEAL OF BIDDER

DATE:

PLACE:

ANNEXURE-I

LIST OF ITEMS OF WORK TO BE ATTENDED FOR HOUSEKEEPING

A. NABARD Vihar

S.No	Description of Works	Method	Frequency
1.	Open area cleaning/sweeping/mopping including common parking near Community Hall, parking at Block-A, B & C, Duct Area of Block-A, B & C	Dry	Daily
		Wet	Weekly
2.	Cleaning of common area on each floor including common passages, staircase, staircase wall, handrail, balustrade in Block A, B and C, ACT Office and Community Hall, Gym, dispensary.	Dry	Daily
		Wet	Daily
3.	Cleaning of toilets in occupied flats	Liquid Detergent as applicable	Weekly
4.	Cleaning of glass windows of flats in Block- A, B & C externally. Deep cleaning of flats on quarterly basis.	Wet	Quarterly
5.	Cleaning of electrical installations including tube light, fans, exhaust fan inside flats of Block- A, B & C. Deep cleaning of flats on quarterly basis.	Dry	Quarterly
6.	Cleaning of Toilets in VOF(Visiting Officers Flat), Executive Suite, Dispensary, ACT Office, Gymnasium, Community Hall, Common Area.	Liquid Detergent as applicable	Daily
7.	Cleaning of Vacant flats/SRA(Single Room Accommodation) including toilets	Liquid Detergent as applicable	Fortnightly
8.	Cleaning of mirrors, lift fascia, lift car inside body and landing gate	Dry and Wet mopping	Daily
9.	Cleaning of Boundary Walls, Grills	Dry	Daily
		Wet	Weekly

10.	Cleaning of Store located at Common Parking	Dry	Daily
		Wet	Weekly
11.	Cleaning of Terrace at Block- A, B & C, Community Hall and Pump House	Dry	Weekly
12.	Lifting of garbage from flats and common area/open space and cleaning of litter bins/garbage trolley		Daily
13.	Removal of plants growth on walls		As and when required

B. General Cleaning of Premises

Providing daily adequate number of personnel for overall cleaning of NABARD Vihar premises including common areas of all staircases, terrace, outer stone paving, roads, pathways, drains, manholes, areas enclosed within NABARD Vihar premises in order to keep NABARD Vihar premises in proper hygienic conditions. Collections of all garbage from occupied flats and common areas and disposal of all waste material to the approved municipal dump.

EQUIPMENT TO BE MAINTAINED BY THE CONTRACTOR

1. Trolleys – 3 nos.
2. Waste pan (Tasla) – 3 nos.
3. First aid box – 3 nos.

Note: The list mentioned above is indicative and actual requirement may vary depending upon the quantum of work.

CLEANING MATERIAL TO BE PURCHASED AND SUPPLIED BY NABARD

The below mentioned cleaning items will be supplied by NABARD to the contractor on quarterly basis. The quantity required every month will be conveyed through an indent by the contractor to ACT/CT of NABARD. The supplied material will be kept in joint custody of NABARD and Contractor and will be used with prior approval of NABARD as and when required.

S.No	Description
1	Harpic
2	Cleaning spray colin
3	Phenyl (White Doctor Brand)
4	Vim Powder (1kg)
5	PVC Toilet Brush
6	PVC Wipers
7	Tiles cleaning Acid 1 bottle 400 gm
8	Zuna (Tarwala)
9	Zuna(Plastic)
10	Cloth Duster Apporox Size 2x2- Table Cleaning
11	Cloth Duster Apporox Size 2x2- Floor Cleaning
12	Broom (Phool)
13	Broom (Bamboo Straw) Stick
14	Hard Broom
15	Cotton Mop with cilp & pipe (HIC)
16	Bucket Small & Big
17	Dustbin
18	Naphthalene
19	Scrubber

ANNEXURE-II

BASIC INFORMATION OF THE CONTRACTOR

S. No	Particulars	Bidder's Response
1.	Name of the Applicant/ Organization and address of Registered Office	
2.	Year of establishment	
3	Type of the Organisation (like Sole Proprietorship, Partnership, Private Limited Company, Limited Company, or Cooperative Society, etc.)	
4.	Name of the Proprietor/ Partners/ Directors of the Organisation/ Firm	1. 2. 3.
5.	Details of Registration (Registration Certificate to be attached)	
6.	Whether registered/ empanelled for similar works with: a) Government/Semi-Government/ Municipal Authorities or any other Public Organisation (Yes/No) b) If yes, name of authority; and c) Since when	
7.	Details of experience in the field of general maintenance and housekeeping	
8.	a) Office Address b) Name & designation of Officer-in-charge	

9.	a) Names of bankers with branch address	
10.	Yearly turnover of the Organisation during the last three years	2019-20 Rs. _____ lakh 2018-19 Rs. _____ lakh 2017-18 Rs. _____ lakh
11.	Details of registration with the office of the Regional Labour Commissioner, EPFO and ESI	

12. Whether any Civil Suit/litigation arisen in the contracts executed during the last ten years/being executed now. If yes, please furnish the details in the proforma given below:

Sr. No.	Name of the Employer	Nature of Work	Work order No and date	Present stage of Work	Value of contract (Rs)	Brief details of litigation

SIGNATURE AND SEAL OF THE BIDDER

ANNEXURE-III

PREVIOUS EXPERIENCE

i) List of important works executed by the firm during last seven years with experience in executing works of similar nature i.e. general maintenance and housekeeping.

Please note that the details furnished should be for similar nature of work only.

S. No.	Name of the work And Location	Nature of Work	Name & full postal address of the owner	Contract Amount (Rs.)

ii) List of important works ON HAND costing Rs_____ lakh and above

S. No.	Name of the work And Location	Nature of Work	Name & full postal address of the owner	Contract Amount (Rs.)	AMC Period	Present stage of completion	Any delay in completion with reasons for delay	Any other information

SIGNATURE AND SEAL OF THE BIDDER

ANNEXURE-IV

CHECK-LIST FOR TECHNICAL BID

S.No.	Documents asked for	Whether Placed or Not
1.	UTR number in support of credit of EMD in NABARD Current Account	
2.	One self-attested recent passport size photograph of the Authorized person of the firm/agency, with name, Designation, address and office telephone numbers. If the bidder is a partnership firm, name designation, address and office telephone numbers of Directors/Partners also.	
3.	Undertaking on own Letter-Head as per format prescribed in Annexure-VI).	
4.	Self-attested copy of the PAN card with copy of Income-Tax Return of the last three financial years.	
5.	Self-attested copy of GSTIN	
6.	Self-attested copy of valid Registration number of the Firm /agency.	
7.	Self-attested copy of valid Employees Provident Fund Registration number.	
8.	Self-attested copy of valid ESI Registration No.	
9.	Self-attested copy of valid License No. under Contract Labour (R&A) Act, 1970.	
10.	Proof of experience (work orders) of last three financial years.	
11.	Annual Income Tax returns of previous three years supported by audited balance sheet.	

(ON THE LETTER HEAD OF THE BIDDER)

UNDERTAKING

To

The Chief General Manager

NABARD

Gujarat Regional Office

Ahmedabad

Name of the firm/Agency_____

Name of the tender_____ Due date: _____ Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
3. I/We abide by the provisions of Minimum Wages Act, Contract Labour (Regulation and Abolition) Act, 1976 and other statutory provisions like Provident Fund Act, ESI Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.
5. I/We do hereby undertake that complete general maintenance and upkeep as mentioned in the tender document shall be ensured by our Agency, as well as any other Point considered by our Agency. Our Service shall be covered under “Fidelity Bond” through Insurance Agency for minimum sum of Rs._____ Lakhs (Rupees in words). The Insurance charges for Fidelity Bond shall be paid by me/us. The loss on account of theft, if any, shall be recoverable from me/us through fidelity bond.

(Signature of the Bidder)

Name and Address of the Bidder.

Telephone No.

ANNEXURE-VI

FORM OF AGREEMENT
(to be executed by the successful bidder)

THIS AGREEMENT is made on the _____ day
_____ (Month) _____ (Year) Between National Bank for
Agriculture and Rural Development (NABARD) through the Chief General Manager, Gujarat
Regional Office, NABARD (hereinafter called “NABARD, Gujarat Regional Office,
Ahmedabad” which expression shall, unless excluded by or repugnant to the context be
deemed to include his successors in office and assigns) of the one part AND
_____ (Name and address of the contractor) through Shri
_____, authorized representative (hereinafter called “the contractor”
which expression shall, unless excluded by or repugnant to the context, be deemed to include
his successors, heirs, executors, administrators, representatives and assigns) of the other
part for providing General Maintenance and Housekeeping Services to its Regional Office
situated Opp. Municipal garden, Usmanpura, Ahmedabad - 380013, thereafter called
NABARD” which expression shall, unless excluded by or repugnant to the context be deemed
to include his successors in office and assigns the conforming party to the agreement.

NOW THIS AGREEMENT WITNESSETH as follows:-

1. In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Terms and Conditions of contract hereinafter referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this Agreement, viz:
 - a. Letter of acceptance of award of contract;
 - b. Terms and Conditions;
 - c. Notice inviting Tender and the terms and conditions contained in the Tender;
 - d. Bill of Quantities;
 - e. Scope of work;
 - f. Addendums, if any; and
 - g. Any other documents forming part of the contract.
3. In consideration of the payments to be made by NABARD, Gujarat Regional Office, Ahmedabad to the Contractor as hereinafter mentioned, the Contractor hereby covenants with NABARD, Gujarat Regional Office, Ahmedabad to execute the General Maintenance

and Housekeeping Services w.e.f _____ as per the provisions of this Agreement and the tender document.

4. NABARD, Gujarat Regional Office, Ahmedabad hereby covenants to pay the contractor in consideration of the execution and completion of the works/services as per this Agreement and tender document,

The contract price of Rs. _____ (Rupees in words _____)

5. Being the sum stated in the letter of acceptance subject to such additions thereto or deductions therefrom as may be made under the provisions of the contract at the times in manner prescribed by the contract.

6. In case, any dispute or issue arises regarding the interpretation of any of the clauses of this agreement or of any of the documents prepared or to be prepared in this regard, the contents of the Tender Documents shall prevail over this agreement and /or any other document.

IN WITNESS WHEREOF the parties hereto have signed the Agreement the day and the year first above written.

(Signature of the Bidder) Name and Address of the Bidder. Telephone No.	Signature of Authorized Signatory of NABARD
(Signature of Witness 1) Name of Witness Address of Witness	(Signature of Witness 1) Name of Witness Address of Witness
(Signature of Witness 2) Name of Witness Address of Witness	(Signature of Witness 2) Name of Witness Address of Witness

ANNEXURE-VII

Performance Bank Guarantee (Initial Security Deposit) format

To
The Chief General Manager,
National Bank for Agriculture & Rural Development,
Gujarat Regional Office
NABARD Tower, Opposite Municipal Garden, Usmanpura,
Ahmedabad-380013

In consideration of National Bank for Agriculture and Rural Development (NABARD) having Head Office at C-24, G-Block, Bandra-Kurla Complex, P.O. Box No.8121, Bandra (E), Mumbai – 400 051 (hereinafter referred to as “Purchaser”) having agreed to _____ (type of work) at _____ (Place – HO/RO/TE) (hereinafter referred to as “Services”) from _____ (hereinafter referred to as “Contractor”) on the terms and conditions contained in the RFQ (Ref. NO. _____ Dated _____) and their agreement (hereinafter referred to as the “Contract”) and subject to the contractor furnishing a Bank Guarantee to the purchaser as to the due performance of the _____ (hereinafter referred to as “Proposed Services”) as per the terms and conditions as set forth in the said contract and also guaranteeing the Proposed Services as per the terms and conditions of the said contract;

1) We, _____ (Bank) (hereinafter called “the Bank”), in consideration of the premises and at the request of the contractor, do hereby guarantee and undertake to pay to the purchaser, forthwith on mere demand and without any demur, at any time up to _____ (validity date of BG) money or monies not exceeding a total sum of Rs _____/- (Rupees _____ only) as may be claimed by the purchaser to be due from the contractor by way of loss or damage caused to or would be caused to or suffered by the purchaser on failure of the contractor to provide proposed services as per the terms and conditions of the said contract.

2) Notwithstanding anything to the contrary, the decision of the purchaser as to whether the contractor has failed to provide Proposed Services as per the terms and conditions of the said contract will be final and binding on the Bank and the Bank shall not be entitled to ask the purchaser to establish its claim or claims under this Guarantee but shall pay the same to the purchaser forthwith on mere demand without any demur, reservation, recourse, contest or protest and/ or without any reference to the contractor. Any such demand made by the purchaser on the Bank shall be conclusive and binding notwithstanding any difference between the purchaser and the contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.

3) This Guarantee shall expire on _____ (validity date) without prejudice to the purchaser’s claim or claims demanded from or otherwise notified to the Bank in writing on or before the said date i.e. _____.

4) The Bank further undertakes not to revoke this Guarantee during its currency except with the previous consent of the purchaser in writing and this Guarantee shall continue to be enforceable till the aforesaid date of expiry or the last date of the extended period of expiry of Guarantee agreed upon by all the parties to this Guarantee, as the case may be, unless during the currency of this Guarantee all the dues of the purchaser under or by virtue of the said contract have been duly paid and its claims satisfied or discharged or the purchaser certifies that the terms and conditions of the said contract have been fully carried out by the contractor and accordingly discharges the Guarantee.

5) In order to give full effect to the Guarantee herein contained, the purchaser shall be entitled to act as if we are purchaser's principal debtors in respect of all the claims of the purchaser against the contractor hereby Guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety-ship and other rights, if any, which are in any way inconsistent with the above or any other provisions of this Guarantee.

6) The Bank agrees with the purchaser that the purchaser shall have the fullest liberty without affecting, in any manner, the Bank's obligations under this Guarantee to extend the time of performance by the contractor from time to time or to postpone for any time or from time to time any of the rights or powers exercisable by the purchaser against the contractor and either to enforce or forbear to enforce any of the terms and conditions of the said contract, and the Bank shall not be released from its liability for the reasons of any such extensions being granted to the contractor for any forbearance, act or omission on the part of the purchaser or any other indulgence shown by the purchaser or by any other matter or thing whatsoever which under the law relating to sureties would, but for this provision, have the effect of so relieving the Bank.

7) The Guarantee shall not be affected by any change in the constitution of the contractor or the Bank nor shall it be affected by any change in the constitution of the purchaser by any amalgamation or absorption or with the contractor, Bank or the purchaser, but will ensure for and be available to and enforceable by the absorbing or amalgamated company or concern.

8) This Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation or in substitution of any other guarantee or guarantees heretofore issued by the Bank (whether singly or jointly with other banks) on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and also for the same purpose for which this guarantee is issued, and now existing un-cancelled and the Bank further mention that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees heretofore issued by the Bank on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and for the same purpose for which this guarantee is issued.

9) Any notice by way of demand or otherwise under this guarantee may be sent by special courier, telex, fax, e-mail or registered post to the local address of the Bank as mentioned in this guarantee.

10) Notwithstanding anything contained herein:-

i) Our liability under this Bank Guarantee shall not exceed Rs. _____/-
(Rupees _____ only)

ii) This Bank Guarantee shall be valid up to _____(validity date) ;

iii) Unless actions to enforce the claims is filed on or
before _____ (validity date) all rights under the said guarantee shall be
forfeited and Bank shall be relieved and discharged from all liabilities thereunder.

iv) The Bank is liable to pay the Guaranteed amount or any part thereof under this Bank
Guarantee only and only if the purchaser serves upon the Bank a written claim or demand on
or before _____ (validity date)

11) The Bank has power to issue this Guarantee under the statute/ constitution and the
undersigned has full power to sign this Guarantee on behalf of the Bank.

Date this _____ day of _____ at _____
For and on behalf of _____ Bank.

Signature

Date

Place

PART-II

FINANCIAL BID

(To be submitted in a SEPARATE SEALED envelope super-scribed as "FINANCIAL BID")

PREAMBLE

- 1) Quoted rates should be workable and reasonable and should include incidental and all overheads and profits. **It should also include the mandatory charges like bonus (as per the provisions of “The Payment of Bonus Act, 1965”) and gratuity (as per the provisions of “The Payment of gratuity Act, 1972”)**. Schedule of Quantity and Calculation Sheet Showing Break-up of The Rates Quoted as per ANNEXURE-IX should be filled carefully. The contractor should furnish Rate Analysis for scrutiny of the rates if required by NABARD.
- 2) 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 expenditure incurred by the contractor towards payment of employer's share of ESI & EPF contributions, if any, for this contract, shall be reimbursed by NABARD, as the case may be, on production of proof of payment (counterfoils) & other documents such as registration number, photo card etc. alongwith monthly bill. The rates in the Schedule of Quantity should be quoted EXCLUSIVE of ESI & PF benefits, but should be based on the minimum wages as notified by office of the Chief Labour Commissioner, Ahmedabad, Ministry of Labour & Employment, Government of India for Category A from time to time.
- 3) The rates quoted SHOULD NOT include Goods and Services Tax. Service tax, as applicable, shall be paid depending upon the rate decided by Government of India from time to time.
- 4) In case the rates quoted are found unreasonable and do not conform to the specifications or stipulations given in the tender document, the financial bids submitted would be rejected outright and the final decision in this regard will be that of NABARD.
- 5) Rates shall have to be quoted both in words and figures.
- 6) The bid not adhering to above mentioned directions is liable to be rejected.**

ANNEXURE-VIII

NABARD, Gujarat Regional Office, Ahmedabad
Tender for Annual Maintenance Contract for providing General maintenance
and Housekeeping Services at NABARD Vihar, Ahmedabad

SCHEDULE OF QUANTITY AND CALCULATION SHEET SHOWING BREAK-UP
OF THE RATES QUOTED

S. No.	Description	Amount (Rs.)
1	Monthly Service Charges for Annual Maintenance Contract for providing General Maintenance and Housekeeping Services at NABARD Vihar, Near St. Xavier's College Corner, Ahmedabad – 380009.	
2	Statutory GST	
3	Other Statutory Taxes, if any	
	TOTAL (1+2+3) (in figures)	
	TOTAL (1+2+3) (in words)	

NOTE:

1. Rates shall have to be quoted both in words and figures.
2. Rates should be firm for first 3 years of Contract period.
3. After the end of initial 3 years period, necessary revision of rates will be considered on the basis of mutual agreement.
4. The service charges should include supervisory charges, if any.

SIGNATURE OF THE BIDDER WITH SEAL

DATE:

PLACE