



**Total Facility Management and Housekeeping Services
Annual Maintenance Contract for Maintenance and housekeeping
of NABARD premises at NABARD Tower, 46 K G Road,
Bangalore 560009 for financial year 2019-20 & 2020-21.**

PART I (TECHNICAL BID)

TO BE SUBMITTED IN SEPARATE SEALED COVER

Tender Ref. No.	NB.KA RO/ DPSP/	/ AMC/2018-19
Date of issue of Tender	28/01/2019	
Due date and time for submission of Tender (sealed bids)	15:00 hrs on 18/02/2019	
Date and time of opening of the Bid	14:00 hrs on 18/02/2019	

(This document contains 30 pages including the Title page and Table of Contents)

Name of the Bidder	
Address	

Note: Any bid with incomplete information will be rejected

Signature and stamp of the Bidder
or Authorized Signatory

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FORM OF TENDER

The Chief General Manager
NABARD, Regional Office, Bangalore
Karnataka- 560009

Place:
Date :

Dear Sir,

Name of Work	Total Facility Management and Housekeeping Services" for NABARD Karnataka Regional Office Building, Bengaluru
Earnest Money Deposit (interest free)	EMD of Rs.100000/- (Rupees One lakh only) in form of in the form of DD issued by any Scheduled Commercial Bank in favour of NABARD and payable at Bangalore or through NEFT. Tenders without EMD are liable to rejection.
Validity of tender	90 days from date of opening
Mode of submitting sealed tenders	By hand in the tender box kept in NABARD Regional Office, 4 th floor, A Wing, # 46 K.G. Road, Bengaluru 560009
Pre-bid meeting	3.00 pm on 07.02.2019
Time up to which sealed tenders will be accepted	3.00 PM on 18.02.2019
Time of opening of Envelope No.1	4.00 PM on 18.02.2019
Likely Period of AMC	01/04/2019 to 31/03/2021

2. Having examined the specifications and schedule of quantities relating to the work/s specified in the memorandum hereinafter set out and having visited and examined the site of the work/s specified in the said memorandum and having acquired the requisite information relating thereto as affecting the tender, I/We hereby offer to execute the work/s specified in the said memorandum within the time specified in the said memorandum at the rates mentioned in the attached schedule of quantities and in accordance in all respects with the specifications and instructions in writing referred to in conditions of tender, the Articles of Agreement, Special Conditions, Schedule of Quantities and Conditions of Contract and with such materials as are provided for and in all other respects in accordance with such conditions so far as they may be applicable.

3. Should this tender be accepted, I/We hereby agree to abide by the terms and provisions of the said Conditions of Contract annexed hereto so far as they may be applicable or in default thereof the Earnest Money Deposit may be forfeited.

4. Details of the Firm/ Company/ Individual
 - i. Name of our firm / Company / Individual _____

ii. Address of our firm / Company/ Individual

iii. Telephone No.: _____, Mobile No. _____

iv. E-mail address _____

v. a) Bank a/c no. is _____ with _____ Bank.

b) Type of account: Current A/c OR Saving A/c (please tick)

c) IFSC Code of bank branch: _____ (For receiving payments against bills of works)

(ii) Address of bank branch: _____

5. The names of partners of our firm are (if applicable):

(i)

(ii)

Name of the partner of the firm authorised to sign
tender / agreement

(Specimen Signatures)

OR

Names of person having Power of Attorney to sign the contract.
(Certified true copy of the Power of Attorney should be attached)

(Specimen Signatures)

Yours faithfully

Signature of Contractor/Authorised person

(Signature and addresses of witnesses)

(1)

(2)

Minimum Eligibility Criteria

- 1 The firm should have ISO Certification and preferably based in Bangalore.
- 2 The firm should have experience of similar works during the last 7 years in one or more national level institutions and the annual turnover of the firm during the last three years should be at least Rs.2 crore.
- 3 The firm should submit Balance Sheet & Profit and Loss Account for the last three years duly certified by a Chartered Accountant.

List of Documents to be submitted

- 1 Registration Certificate of Company
- 2 TIN
- 3 PAN card issued by the Income Tax Department with a copy of Income Tax Return of the last financial year
- 4 GST Registration
- 5 Provident Fund Registration number
- 6 ESI Registration number
- 7 Licence under Contract Labour Regulation and Abolition Act, 1970. One self-attested proof of Authorised person of the firm/agency with name, designation and address and office telephone numbers. If bidder is a partnership firm, name, designation, address and office telephone number of Directors/Partners also.
- 8 Copy Balance Sheet and Profit and Loss Account for the last three years duly certified by a Chartered Accountant.
- 9 Performance certificates from the Previous and current employers
- 10 A copy of Company profile

General Terms & Conditions of the Contract

1. In Construing these Conditions, the Specifications, Schedule of Quantities and Contract Agreement, the following words shall have the meaning herein assigned to them except where the subject or context otherwise requires.

(a)	"Employer"	Shall mean National Bank for Agriculture and Rural Development and shall include its assigns and successors.
(b)	"Contractor"	Shall mean the successful bidder and shall include his/their legal representative, assigns or successors.
(c)	"Site"	shall mean the site of the contract works/including any building and erections thereon and any other land (inclusively) as aforesaid allotted by the Employer for the Contractor's use.
(d)	"This Contract"	Shall mean the Articles of Agreement, the Special Conditions, the Conditions, the Appendix, the Bill of Quantities and Specifications attached hereto and duly signed.
(e)	"Notice in writing"	written notice shall mean a notice in written, typed or printed characters sent (unless delivered personally or otherwise proved to have been received) by registered post to the last known private or business address and shall be deemed to have been received when in the ordinary course of post it would have been delivered.
(f)	"The Works"	Total Facility Management and Housekeeping Services at NABARD, Karnataka Regional Office, Bengaluru 560009.

Words importing persons include firms and corporations. Words importing the singular only also include the plural and vice versa where the context requires.

2. The Contractor shall make good any damages done to walls, floors etc. during the process of completion of the works.
3. The Contractor shall comply with the safety code as specified in this document.
4. The employer reserves to himself the right of altering the nature of the work by adding to or omitting any items of work or having portions of the same carried out without prejudice to this Contract.
5. In case of any dispute in any matter related to this contract the decision of the NABARD shall be final and binding on the contractor.

6. Before quoting the rates the contractor is advised to visit the site and understand the exact nature of the works to be carried out. He should fully understand the site conditions.
7. The tenderer must quote only in the original tender form and not in his own format or some retyped format.
8. Rates should be quoted both in figures and words in columns specified. All erasures and alterations made while filling the tender must be attested by initials of the tenderer. Overwriting of figures should not be done, failure to comply with either of these conditions will render the tender void at the Bank's option. No advice of any change in rate or conditions after the opening of the tender will be entertained.
9. Each of the tender documents / pages should be signed by the person or persons submitting tender in token of his/their having acquainted himself/themselves with the General Conditions of Contract, Specifications, and Special Conditions etc., as laid down. Tender with any of the documents / pages not so signed can be rejected.
10. The tender submitted on behalf of a firm shall be signed by all the partners of the firm or by partner who has the necessary authority on behalf of the firm to tender into the proposed contract. Otherwise the tender may be rejected by the Bank.
11. NABARD does not bind itself to accept the lowest or any tender and reserves to itself the right to accept or reject any or all the tenders, either in the whole or in part, without assigning any reasons for doing so.
12. On receipt of intimation from the Employer of the acceptance of his / their tender, the successful tenderer shall be bound to implement the contract and within fourteen days thereof the successful tenderer shall sign an agreement in accordance with the draft agreement and "the said Conditions" but the written acceptance by the National Bank for Agriculture and Rural Development, of a tender will constitute a binding contract, between the National Bank for Agriculture and Rural Development and the person so tendering, whether such formal agreement is or is not subsequently executed.
13. The contractor shall not sublet any portion of the Contract except with the written consent of the Employer.
14. The tenderer must obtain for himself on his own responsibility and at his own expense all the information which may be necessary for the purpose of making a tender for entering into contract and must inspect the site of the work and acquaint himself with all local conditions, means of access to work, nature of the work and all matters pertaining thereto.
15. The rates quoted in the tender shall include all charges including hire charges for any tools, equipment and manpower. The rates would be inclusive of all taxes and levies. The rates quoted shall not be revised during the currency of the contract. TDS and other applicable taxes would be deducted from the amount payable to the vendor as per

Government regulations. TDS certificate towards the recoveries made would be issued by the bank.

16. The Contractor should note that unless otherwise stated the tender is strictly on item rate basis and his attention is drawn to the fact that rates for each and every item should be correct, workable and self-supporting. The quantities in the Schedule of Quantities approximately indicate the total extent of work but may vary to any extent and may even be omitted thus altering the aggregate value of the Contract. No claim shall be entertained on this account.
17. The successful tenderer is bound to carry out any items of work necessary for the completion of the job even though such items are not included in the quantities and rates. Schedule of instructions in respect of such additional items and their quantities will be issued in writing by the Employer.
18. The successful tenderer must cooperate with the other contractors appointed by the Employer so that the work shall proceed smoothly with the least possible delay and to the satisfaction of the Employer.
19. The Employer will provide water and power required for the work free of cost at a suitable point and the contractor shall make his own arrangement to carry the same as required. The Contractor should ensure that the water and power facility provided by the Employer are not wasted.
20. The Earnest Money Deposit of the successful tenderer will be forfeited if he fails to comply with any of the conditions of the Contract.
21. All materials and workmanship shall so far as procurable be of the respective kinds described in the Schedule of Quantities and/or Specifications and in accordance with the Employer's Instructions, and the Contractor shall, upon the request of the Employer, furnish him with all invoices, accounts, receipts and other vouchers to prove that the materials comply therewith. The Contractor shall, at his own cost, arrange for and/or carry out any test of any materials which the Employer may require.
22. The Contractor shall provide the necessary professional guidance, supervision and personal superintendence during the execution of the work or engage a competent "Supervisor" who shall constantly supervise the works in progress at the site.
23. The works shall not be construed as completed until the Bank's Engineer/Care Taker has certified in writing that they have been successfully completed as per the quality standard decided by the nodal officer/Bank's Engineer/Care taker.
24. The Contractor shall be responsible for all injury to persons, animals or things and for all structural and decorative damage to property which may arise from the operation or neglect of himself or damages arising from carelessness, accident or any other cause whatever in any way connected with the carrying out of the Contract.
25. The Contractor shall indemnify NABARD and hold it harmless in respect of all and any expenses arising from any such injury or damages to persons or property as aforesaid

and also in respect of any claim made in respect of injury or damages under any Acts of Government or otherwise and also in respect of any Award of compensation of damages consequent upon such claim.

26. The Contractor shall reinstate all damages of every sort mentioned in this Clause, so as to delivery up the whole of the Contract works complete and perfect in every respect and so as to make good or otherwise satisfy all claims for damage to the property or third parties. The successful bidder will have to submit the copy of "Workers Compensation Policy" clearly indicating therein the number of workers deployed by him for this AMC and the address of this site.
27. If the Contractor after receipt of written notice from the Employer requiring compliance within ten days fails to comply with such instructions. The Employer may employ and pay other person to execute any such work whatsoever, that may be necessary to give effect thereto, and all costs incurred in connection therewith shall be recoverable from the Contractor by the Employer, on the Certificate of the Bank's officer, as a debt or may be deducted by him from any money due or to become due to the Contractor. Moreover, NABARD will be at liberty to even terminate the contract and forfeit the EMD if deemed fit by it. The Employer shall have power to withhold any payment if the works or any parts thereof are not being carried out to his satisfaction.
28. The successful bidder shall enter into a contract agreement with NABARD in Stamp paper of Rs. 200/-.

I / We hereby declare that I / We have read and understood the above instructions for the guidance to tenderer

Signature of Tenderer:

Date:

Address: _____

Place:

SAFETY CODE

1. Smoking and chewing pan/tobacco/gutkha/ any other drugs etc. are strictly prohibited in the building.
2. The Contractor shall maintain in a readily accessible place first aid appliances including adequate supply of sterilized dressings and cotton wool especially in Electrical Substation area.
2. An injured person shall be taken to a public hospital without loss of time, in case where the injury necessitates hospitalisation.
3. Suitable and strong scaffolds should be provided for workmen for all works that cannot be safely be done from ground.
4. Every opening in the floor of a building or in a working platform be provided with suitable means to prevent the fall of persons or materials by providing suitable fencing or railing whose minimum height shall be one meter.
5. No floor, roof or other part of the structure shall be so overloaded with debris or materials as to render it unsafe.
6. Workers employed on mixing and handling material such as acids / cleaning chemicals etc. shall be provided with protective footwear and rubber hand-gloves.
7. Those engaged in welding works shall be provided with welder's protective eye-shields and gloves.
8. Hoisting machines and tackle used in the works, including their attachments anchorage and supports shall be in perfect condition.
9. The ropes used in hoisting or lowering material / men or as a means of suspension shall be of durable quality and adequate strength and free from defects.
10. Adequate precautions shall be taken to prevent danger from electrical equipment. No material on the site of work shall be so stacked or placed as to cause danger or inconvenience to any person or the public. The Contractor / Agency shall provide all necessary fencing and lights to protect the public from accident and shall be bound to bear the expenses of defines of every suit, action or other proceeding at law that may be brought by any person for injury sustained owing to neglect of the above precaution and to pay any damages and costs which may be awarded in any such suit, action or proceedings to any such person.

Scope of Work

The NABARD Regional Office Building at NABARD Tower, # 46, Kempegowda Road, Bangalore is constructed in a land plot measuring 1 acre. The building consists of a basement, Ground floor to 7th floor and terrace. The office space is furnished with the Workstations and cabins. Cabins are constructed by erection of wooden partition walls.

1. Area statement of the building

Plot area = 4048.11 sq m = 43558 sq ft

Total built up area of the building including basement, Gr. Floor upto 7th floor = 9058.92 sq m = 97474 sq ft

The floor wise break-up is as tabulated below:

Sr. No.	Floor	Office Use area	Common use area*	Total area (appx)
1	Basement	0	22908.58	22909
2	Ground	9272.54	300.85	9573
3	First	8368.16	300.85	8669
4	Second	8368.16	300.85	8669
5	Third	8368.16	300.85	8669
6	Fourth	8574.76	300.85	8875
7	Fifth	8574.76	300.85	8875
8	Sixth	10290.01	326.89	10617
9	Seventh #	10290.01	300.85	10591
	Total	72106.56	25341.42	97447

(*) This area includes basement, parking, services, open spaces, ducts, lift shafts etc but excludes stairs area.

2. AC System

There are VRV (Variable Refrigerant Valve) type AC machines installed for each floors. All the outdoor units (air cooled) are installed at terrace. Total machines are 25 in number; ranging from 10 hp to 16 hp. NABARD has entered into AMC with the original manufacturer i.e. M/s LG Electronics for maintenance.

However, the successful bidder will handle day to day operations including, switching On Switching off of the AC systems, maintaining desired temperatures in working areas, monitoring of the AC system by making supervisory visits to related machinery and liaison with the AC AMC vendor during maintenance. Normally this task would be attended by the electricians provided by the contractor.

3. Lifts

There are three (3) Johnson make lifts installed in the building and the AMC of the lifts have been entered with the Original Equipment Manufacturer. Lift operators are not required for these lifts. However, the successfull bidder will have to take care of the Day-to-day operation of the lift system by making supervisory visits to related machinery and liaison with the AMC vendor in case of break down/ maintenance. Normally this task would be attended by the electricians provided by the contractor.

4. Diesel Generator

There are 2 nos. Of DG Sets of 320 kVA each mounted in open in sound proof canopy in premises compound area. The make is of Greaves Cotton and the AMC has been entered with M/s Transdiesel.

However, the successful bidder will have to take care of providing round the clock support for Day-to-day Operation of the DG Sets through dedicated DG Set operators who shall test run the DG set every day, undertake monitoring of the DG Set and report any fault in the operation of the DG sets and liaising with the AMC vendor for maintenance requirements and breakdown calls. The operators will have to maintain operation log-books for DG Set indicating time of switch-ON and Switch-OFF, fuel supply, time of breakdown and maintenance history of the DG Sets.

5. Substation switchgear

The make is Areva. The successfull bidder will have to take care of the Day-to-day Operation of the Electrical Substation. Monitoring and manning of the Electrical Substation round the clock by making supervisory visits to related machinery. In case of electrical substation, the successfull bidder shall ensure regular maintenance through the qualified electricians. The replacement of consumables, spare parts or any part of the substation would be carried out with the explicit aproval of NABARD. The cost of spare part material would be borne by NABARD. If the contractor is advised to procure the material such costs would be reimbursed on market rate basis and on production of material bills by the contractor. Any servicing etc. shall be part of AMC and shall not be paid separately. If any specialist or expert duties are required the same can be provided separately at prevailing market rates, provided the requirement is acceptable to NABARD.

6. Electrical Maintenance

The successful contractor shall engage qualified electricians having valid license at the site to carry out the repair / replacement / maintenance works in the substation electrical panels, other electrical installations, electrical fittings and fixtures and electrical pumps etc. They have to ensure that power supply is available to the last point of supply such as workstations and other power outlets. The contractor shall have to keep sufficient stock of electrical replaceable consumables like bulbs, tubelights, MCBs, switches, sockets, chokes, starters etc. As per the Make / Brand specified by NABARD. These spare consumable items shall be paid separately to the contractor on production of original bills. If required, the contractor has to maintain the stock register for these consumable items which shall need counter signatures of Bank's Care taker for updating of the stock.

7. EPABX and public address system

The make is Siemens (Hipath 3800 model). The EPABX system is being maintained through dedicated AMC vendor. However, the successful bidder will have to ensure hassle free functioning of the EPABX system by liaising with the manufacturer for maintenance requirements and breakdown calls. The contractor will also need to maintain the intercom wiring network, attend to shifting of intercoms from one location to the other. Normally this task would be attended by the electricians provided by the contractor. If the contractor is advised to procure the cleaning material, such costs would be reimbursed on market rate basis and on production of material bills by the contractor.

8. Internal cleaning

The successful contractor shall have to take care of the day-to-day cleaning of the office building on various floors, basement including toilet areas and compound area by both dry / wet mopping. The cleaning of table tops and workstation tops shall be done by NABARD maintenance staff. Periodical cleaning of the partition glasses and glazing glasses need to be cleaned from inside periodically. Also cleaning of the reflectors of the electrical light fittings and cleaning of the Air conditioner duct covers from outside which are visible in the false ceiling. Cleaning of electrical switchboards from outside with thinner liquid etc. The contractor shall have to keep sufficient stock of consumable items such as toilet paper rolls, tissue papers, bathroom towels, liquid soaps and other toiletries as specified by NABARD from time to time. If the contractor is advised to procure the cleaning material, such costs would be reimbursed on market rate basis and on production of material bills by the contractor.

9. External cleaning / Building Glass Façade Cleaning

The successful contractor shall have to undertake quarterly external cleaning of Alco Panels and Glass glazing (Building Facade) and of the entrance arches, preferably on Saturdays / Sundays from Ground floor to Terrace floor. This cleaning has to be done with utmost safety with proper gear, safety equipment and related precautions and by the trained workmen. The Jhullas/ trolley system should be employed carefully by the experienced workers. The cleaning charges quoted should include appropriate cleaning material for Glass façade and the panels. The Alco Panels should be cleaned so that they remain free of spots and markings.

10. Civil, carpentry and plumbing

The successful contractor shall have to take care of the Day-to-day civil and plumbing works as per requirement. Civil works shall include small modifications, painting patches, pipeline leakages, repair / replacement of taps and valves as per requirement, replacement / repairing of door closers, door alignment, door handles, repair / replacement of toilet flushing system, small glass replacement etc. If the contractor is advised to procure the material, such costs would be reimbursed on market rate basis and on production of material bills by the contractor. Since labour wages are already being paid, separate labour charges for undertaking such works would not be paid unless some additional workforce is required to complete the task. Any big replacement or painting work shall not be included and shall be paid separately.

11. Fire Fighting system

The successful contractor shall have to take care of the Day-to-day Fire fighting system operation and maintenance. For this the contractor has to deploy 3 trained fire fighting workers with requisite qualification in fire fighting, 1 in each shift of 8 hours. These workers should be trained in monitoring and operation of fire alarm panel, smoke detectors, heat sensors, use of fire extinguishers, wet riser system, fire pumps (3 nos.), jockey pump, hose pipes, sprinkler system, fire diesel generator cum pump etc. The DG for fire system has to be daily run for 5 to 10 minutes to keep it fire fighting ready. Log books shall have to be maintained for fire operation / maintenance. Once a month the wet hydrant system has to be tested for operation. Any material consumption, spare parts in these works shall be paid separately on market rates. The fire workers should be provided with safety equipment like helmets, gum boots, etc. the cost of which shall be borne by the contractor. The evacuation tools, regular uniform, etc. shall be provided by the contractor.

12. Pumps

There are 2 nos. of submersible water pumps, 4 nos. of sewage pumps and 1 no. of borewell. The pumps have to be operated as and when required. The successful contractor shall have to take care of the Day-to-day Operation and maintenance of various pumps in the building. Any maintenance requirements in the pumps including rewinding shall be attended by the contractor. Normal servicing, oiling, greasing etc. shall be inclusive in the AMC charges. Attending to the repairs in starter panels and to the water level sensors. The cost of any material consumption, spare parts or rewinding etc. shall be paid separately on market rates with transportation on prior approval basis.

13. Tank cleaning

The premises has underground sumps and overhead tanks. Cleaning the sumps and overhead tanks including cleaning the manhole and surroundings full of dust, mud and algae. Removal of the dirty water and sludge by scientific methods, using specially designed sludge pump, disposing off all the dirt and sludge to a safe place. Remaining sludge is to be removed by special pressure vacuum pump. Cleaning walls and tanks so as to dislodge the layer of dirt, algae, fungus and layers of calcination which sticks on the walls of the tank and walls of storage tanks, cleaning the floor thoroughly by using pressure jet so as to remove all the dirt, calcination and other algae by using vacuum cleaner. Treatment of the walls, floor and ceiling by specially developed anti-bacterial agents and food contact sanitizer ensuring that the entire surface of the walls and ceiling is made clean and free from any disease causing bacteria. Spraying of anti-bacterial agents thoroughly all over the tank to ensure total sterilisation from inside. Treating the inside of storage tank with specially designed and developed ultra violet radiator to kill any suspended or floating bacteria.

Periodicity of the cleaning – Twice in a year. The first cleaning may be done in May and the second cleaning to be done in January. Further in case of emergency, the same has to be done as and when required. The cleaning charges quoted should include all charges towards labour, machinery and appropriate cleaning material for the tanks.

14. Garbage Disposal

The contractors would make arrangement for safe disposal of all the garbage from the premises on daily basis. The garbage disposal should be done after required segregation and following the Municipal rules/norms. The rates quoted for garbage disposal should be all inclusive including men, material, transport, etc.

15. Frequency of Cleaning works

Sr No	Area	Mode	Frequency
1	Compound area cleaning	Sweeping / mopping	Daily once
2	Basement area	Sweeping mopping	Daily once
3	Basement area	Wet mopping	Once in week
4	Reception area - Ground floor	Sweeping / cleaning & wet mopping	Daily once to complete before 9 am
5	Auditorium area	Dry Sweeping/mopping	Once a week or before any programme in the auditorium
6	First floor- Library side	Sweeping/ cleaning and Wet mopping	Daily once to complete before 9 am
7	First floor- Canteen side	Sweeping/ cleaning and Wet mopping	Twice a day
8	All office areas on 2 nd , 3 rd , 4 th , 5 th and 6 th floors both wings	Sweeping/ cleaning and Wet mopping	Daily once
9	7 th Floor	Sweeping/ cleaning and Wet mopping	Twice a week
10	All common area like lift lobbies, staircases	Sweeping/ cleaning and Wet mopping	Daily once
11	All office areas on 2 nd , 3 rd , 4 th , 5 th and 6 th floors both wings	Sweeping/ cleaning and Wet mopping	Daily once
12	7 th floor	Sweeping/ cleaning and Wet mopping	Twice a week
13	All common area like lift lobbies, staircases	Sweeping/ cleaning, and Wet mopping	Daily once
14	All toilet areas at all floors	Sweeping / Cleaning and wet mopping	Twice in the morning at 8 and 11 am and once at 4 pm
15	Terrace floor	Dry mopping	Daily once
16	Cleaning of partition glasses and glass glazing panels from inside	Cleaning with wet cloth, soaked in liquid soap	Once a week

17	Cleaning of wooden partitions	Cleaning with Appropriate chemical without damaging surface	Once in 3 months
18	External cleaning of the ground floor, reception area - glass glazing, etc.	Cleaning with Appropriate chemical without damaging surface	Once in a quarter
19	Cleaning of electrical light fittings, with reflectors, AC duct covers, cobwebs false ceiling and other places	Wet cloth	Once in a quarter
20	Cleaning of hand rails in stairs area	Wet cloth	Once in a week
21	Cleaning and declogging and maintenance of all the drains within the compound	With appropriate materials	As and when necessary
22	Cleaning of dustbins, removal and disposal of collected garbage to an approved location, clearance of segregated waste disposal at designated laces as per table	With appropriate materials and disposal after segregation as per Municipal regulations / rules	Daily once
23	Cleaning of lifts (landing platform and sidewalls)	Dry / Wet cleaning	Daily Once
24	Cleaning of fire-fighting equipment and public address systems and cleaning of all miscellaneous equipment as available or being provided from time to time	Dry Cleaning	Once Every Month
25	Tank cleaning	With appropriate materials and equipment	Twice in a year. The first cleaning may be done in May and the second cleaning to be done in January. Further in case of emergency, the same has to be done as and when required.

Requirement of Personnel

NABARD works five days in a week and the working hours are 9.30 am to 5.30 pm. (only on Monday up to 5.45 pm) Here a 'Working day' means 5 days a week (Monday to Friday) excluding bank holidays. Sometimes office works on Saturdays and Sundays also.

Sr No	Activity	No. of people	Working hours	Type of duty
1	Supervisor	1	On all working days only. Shift time: 0730 hrs to 1530 hrs	To supervise all the works in the scope of this AMC. To interact with NABARD officials regarding service requirements and to pass on instructions to AMC workers. To take stock of arrangements in totality.
2	Fire fighting services	3 # (Should have proper Firefighting training/ certificates).	On All Days - 24 hours by 365 days' coverage. Shift timings: I 0600 hrs to 1400 hrs II 1400 hrs to 2200 hrs III 2200 hrs to 0600 hrs	Trouble shooting, operating and Rectifying the electrical problems in the building etc. Manning the fire alarm panel and fire pump room etc. and other firefighting maintenance works
3	Substation Manning and Electrical panel operations	3 # (Should have appropriate certificates/ training)	On All Days -24 hours by 365 days' coverage. Shift timings: I 0600 hrs to 1400 hrs II 1400 hrs to 2200 hrs III 2200 hrs to 0600 hrs	DG operation and Monitoring and operating and maintaining electrical substation panels and electrical rising main in the building. They will also assist the Electricians at sr. no. 3 above and attend to duties assigned to them in case of exigencies or when such services are required on weekends/ holidays.
4	Electrician	2 (Should hold 'A' class electrician certificate). One in each shift	On all working days only. Shift time: I 0730 hrs to 1530 hrs II 1000 hrs to 1800 hrs	Trouble shooting, operating and Rectifying the electrical problems in the building, in substation, rising mains, pumps etc. And also maintaining the telephone network, AC machine operation And monitoring lift machinery etc.

Sr No	Activity	No. of people	Working hours	Type of duty
5	Plumber	1	On all working days 1000 hrs to 1800 hrs	Works of plumbing/ minor civil work
6	Internal cleaning	7	On all working days. Shift time: 0730 hrs to 1530 hrs	Dry and wet mopping as preschedule prescribed. For cleaning of ladies' toilet area there should be exclusive ladies' worker. The manpower employed should be trained in management of waste so that waste disposal is carried out without affecting the environment as per pollution control directions.

The staff engaged in these services may be given one day rest on a weekly basis and substitute staff may be provided and the claim for the same will be considered on actual basis.

For other works like external cleaning, tank cleaning, etc for which service frequency is occasional, workers shall be deputed separately as per requirement.

Payment and other terms

- 1) No advance payment shall be made to the contractor / Agency. The claim will be settled as per terms of contract and after deducting applicable GST & TDS.
- 2) The contractor must pay to his workers the wages which are equal to the minimum wages prescribed by the State Government/Central Government and other statutory benefits like ESI, EPF and other benefits.
- 3) Along with every monthly bill a certificate from the contractor must be attached that he is complying with Minimum wages act. NABARD shall have right to verify and call for the record for such payments and be present at the time of salary disbursements to the workers to ensure compliance with CLRA.
- 4) The bill shall be paid monthly after delivery of successful services during the month.
- 5) The amount of EMD deposited shall be converted to Security Deposit without any interest for the AMC and shall be released after expiry of the contract.
- 6) For absence of every worker per shift, an amount equivalent to double of the person per day wages shall be deducted from the bill. To avoid deduction, the contractor must ensure deployment of replacement worker in place of worker/s on leave/ absence.
- 7) Every employee engaged by the agency shall wear uniform and they should be provided with I-cards. The agency will provide proper uniform to the Housekeeping staff at their own cost. The uniforms should display their work/trade such as "Electrician", "Fire", "Cleaning", etc. in the form of badges. Shoes also need to be provided.
- 8) All necessary tools to workers like Electrical tools to Electricians, cleaning tools to Cleaning workers etc. should be provided by the contractor. Tools like broom-sticks, floor wipers, blowers, vacuum cleaners, temperature measuring device, pliers, spanner sets, screw-drivers, etc should be provided by the AMC contractor to their workers.
- 9) The firm should have expertise for carrying out façade cleaning and should have skilled staff and required machinery to carry out the same.
- 10) No worker who is prohibited by Law should be deployed. The antecedents of staff deployed shall be got verified by the contractor from local police authority and an undertaking in this regard to be submitted to NABARD.
- 11) The Contractor will maintain a register in which day to day deployment of personnel shift wise, will be entered. This will be countersigned by the authorized official of NABARD. A copy of such deployment register for the relevant period should be submitted along with the monthly bill.
- 12) Any case of theft / pilferage by the AMC workers shall be viewed seriously and may result into termination of the AMC, if found necessary by NABARD. The damages due to such act of the AMC workers shall be recoverable from the charges payable to the contractor.
- 13) The personnel supplied have to be extremely courteous with very pleasant mannerism in dealing with the staff/visitors, especially with female staff/ visitors and should project an image of utmost discipline. No AMC worker should misbehave with the NABARD staff.
- 14) Workers must also not indulge in consumption of Alcohol/ tobacco/ paan or any other toxic substance while on duty.

- 15) The Contractor will maintain a register on which day to day deployment of personnel will be entered. While raising the bill, the deployment particulars of the personnel engaged during each month, shift-wise, if any, should be shown.
- 16) All liabilities arising out of accident or death of workers while on duty shall be borne by the contractor.
- 17) The Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse of the areas for which responsibility given to them by NABARD.
- 18) Any damage or loss caused by contractor's person to NABARD in whatever form, shall be recovered from the contractor. However, the contractor will not be held responsible for the damages/ sabotage caused to the property of NABARD due to the riots/ mob attack/dacoity or any other event of force majeure.
- 19) The claim shall be settled on a monthly basis, on submission of original invoice/bill supported by necessary documents, such as, extract copy of attendance register, payment of wages including remittance through direct credit to the account of workers, remittance of ESI, EPF, etc. All payments should be made only through online.
- 20) 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 person shall attend the court as and when required.
- 21) The workers indulged in Electrical, Air-conditioning, telephone networking type of work must have electricians license and a copy of the same shall be deposited with the Bank.
- 22) The personnel deployed for maintenance of AC machines and Firefighting shall be adequately qualified and trained for the job and the documents supporting their qualification/ training should be submitted to the bank.
- 23) Except external cleaning and tank cleaning, all materials required for undertaking cleaning / repair works shall be provided by the bank. If the contractor is advised to procure the materials, such costs would be reimbursed on market rate basis and on production of original bills.
- 24) The Contractor shall extend necessary help to other Contractors engaged by NABARD under separate contract for their respective work.
- 25) The Contractor shall be required to furnish NABARD, the following:
 - a. The Power of Attorney, name and signature of his authorized representative, who will be in-charge of execution of this contract.
 - b. Wage Book, Muster Book pertaining to labourers engaged under this contract.
 - c. 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.
- 26) 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.

- 27) The contract shall be valid for a period of two years, w.e.f. 1.4.2019 to 31.03.2021. The bank also reserves the right/option to extend the validity of this contract for a further period not exceeding one (01) year as per the same terms and conditions.
- 28) Forfeiture clause: In case of negligence/dereliction of duty by contractor's staff, the contract shall be terminated without giving any notice and the security deposit shall be forfeited.
- 29) It will be responsibility of the contractor to ensure that only persons on duty remain in NABARD premises. No suppliers, service providers, regular /contract/ casual employees of the contractors would remain in NABARD premises after the delivery of their services. No staff other than the staff attending the duties would remain overnight in the NABARD premises.

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

DATE:

Signature of the Tender

PLACE:

**NAME AND SEAL
ADDRESS**

PRE CONTRACT INTEGRITY PACT

General

This pre-bid pre -contract Agreement (hereinafter called the Integrity Pact) is made on _____ day of the month of _____ between, on one hand, National Bank for Agriculture and Rural Development (NABARD), represented by Shri _____ (hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s _____ represented by Shri _____, Chief Executive Officer (hereinafter called the "BIDDER/Seller" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to procure (Name of the Stores/Equipment/Item) and the BIDDER/Seller is willing to offer/has offered the stores/service providers and

WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a body corporate established under NABARD Act, 1981 having its Head Office at Plot No.C-24, Block 'G', Bandra-Kurla Complex, Bandra (East), Mumbai.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to :-

Enabling the BUYER to obtain the desired said stores/equipment at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement and

Enabling BIDDERs to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows :

Commitments of the BUYER

- 1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit of any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the

contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

- 1.2 The BUYER will , during the pre-contract stage, treat all BIDDERs alike, and will provide to all BIDDERs the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERs.
 - 1.3 All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

Commitments of BIDDERs

3. The BIDDER commits itself to take all measures to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during an pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following :-

3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Bank for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Bank.

3.3 BIDDERs shall disclose the name and address of agents and representatives and Indian BIDDERs shall disclose their foreign principles or associates.

3.4 BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.

3.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/integrator/authorized government sponsored export entity of the defence stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

3.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

3.9 The BIDDER shall not use improperly for purposes of competition or personal gain or pass on to others, any information provided by the BUYER as part of the business relationship regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

3.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER either directly or indirectly is a relative of any of the officers of the BUYER, or alternatively if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filling of tender.

The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1986.

3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

4. Previous Transgression

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprises in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5. Earnest Money (Security Deposit)

5.1 While submitting commercial bid, the BIDDER shall deposit an amount _____ (to be specified in RFP) as Earnest Money/Security Deposit, with the BUYER through any of the following instruments.

- i. Bank Draft or a Pay Order in favour of _____
- ii. A confirmed guarantee by an Indian Nationalised Bank, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.
- iii. Any other mode or through any other instrument (to be specified in the RFP).

5.2 The Earnest Money/Security Deposit shall be valid upto a period of five years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later.

5.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

5.4 No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

6. Sanctions for Violations

6.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required :-

- i. To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
- ii. The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed) shall stand forfeited either fully or partially as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
- iii. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- iv. To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2%, higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with another contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
- v. To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
- vi. To cancel all or any other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- vii. To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five years, which may be further extended at the discretion of the BUYER.
- viii. To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- ix. In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.
- x. Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact

6.2 The BUYER will be entitled to take all or any of the actions mentioned at para 6.1(i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

6.3 The decision of the BUYER to the effect that a breach of the provisions of the Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

7. Fall Clause

7.1 The BIDDER undertakes that it has not supplied/s not supplying similar product/systems or sub systems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

8. Independent Monitors

8.1 The BUYER has appointed Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors to be given).

8.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

8.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

8.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.

8.5 As soon as the Monitor notices or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.

8.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

8.7 The BUYER 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 parties. The parties will offer to the Monitor the option to participate in such meetings.

8.8 The Monitor will submit a written report to the designated Authority of BUYER within 8 to 10 weeks from the date of reference or intimation to him by the BUYER / BIDDER and should the occasion arise submit proposals for correcting problematic situations.

9. Facilitation of Investigation

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

10. Law and Place of Jurisdiction

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

11. Other Legal Actions

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

12. Validity

12.1 The validity of this Integrity Pact shall be from date of its signing and extend up to 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later in case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

12.2 Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

13. The parties hereby sign this Integrity Pact at _____ on _____.

BUYER

Name of the Officer

Designation

NABARD

Witness

BIDDER

Chief Executive Officer

Witness

1.

2.

1.

2.

Checklist

Sl. No.	Documents Asked for	PAGE NO. WHERE THE DOCUMENT IS
1	Bid Security (EMD) of Rs. 100,000.00 (Rupees One lakh only) in the form of DD issued by any scheduled commercial bank in favour of NABARD and payable at Bangalore or through NEFT transfer to NABARD Current A/c 911020065732710, IFS Code UTIB0001151, AXIS Bank, Cauvery Bhavan Branch	
2	One self - attested proof of Authorized person of the firm/agency/individual (in case of sole proprietorship), with name, designation and address and office telephone numbers. If a bidder is a partnership firm name designation, address and office telephone number of Directors/Partners also.	
3	Undertaking as per format	3, 7, 20 & 23
4	Self - attested copy of PAN card issued by the Income Tax Department with copy of Income Tax Return of the last financial year	
5	Self – attested copy of GST Registration number.	
6	Self – attested copy of valid Registration number of the firm/agency.	
7	Self – attested copy of valid provident Fund Registration number	
8	Self –attested copy of valid ESI Registration number	
9	Self-attested copy of valid Licence under Contract Labour Regulation and Abolition Act, 1970	
10	Proof of experience of last three financial years as specified along with satisfactory performance certificates from the concerned employers	
11	Annual return of previous three years supported by audited balance sheet & profit and loss account	