

NABARD Odisha Regional Office
Ankur 2/1, Nayapalli Civic Centre,IRC Village,Bhubaneswar -751015
Email:dpsp.bhubaneswar@nabard.org

Ref. No. NB.OD.RO/ 1328 /DPSP/Housekeeping services/2023-24
Date: 05.03.2024

Annual Maintenance Contract for housekeeping services (VOF/VEF/Medical flat maintenance) at Quarters of NABARD Odisha Regional Office Premises, Nayapalli Bhubaneswar

National Bank for Agriculture and Rural Development (NABARD) invites **e- tenders** for Annual Maintenance Contract for housekeeping services (VOF/VEF/Medical flat maintenance) at Quarters of NABARD Odisha Regional Office Premises, Nayapalli Bhubaneswar for the period from 01.04.2024 to 31.03.2026 (subject to annual review of quality of services and if found satisfactory). Eligible Firms may log on to Government e- Market Place (GeM), Official website of NABARD i.e. www.nabard.org or the Central Public Procurement Portal i.e. <https://eprocure.gov.in> to download the Tender Document for **submitting the same duly filed on GeM by 15.03.2024**

Date of issue of tender document	05.03.2024
Date and time of pre bid meeting	11.03.2024, 11.00 AM
Due date and time for submission of tender documents	15.03.2024, 3.00 PM
Date and time of opening of technical bids	15.03.2024, 4.30 PM
Date and time of opening of financial bids	Will be informed later
RMD	5% of final quoted amount as Security Deposit shall have to be deposited with NABARD, till the Defect Liability Period of 1 year from day of the completion of the contract period.

Sign and Seal of tenderer

Notice Inviting Tender

Annual Maintenance Contract for housekeeping services (VOF/VEF/Medical flat maintenance) at quarters of NABARD Odisha Regional Office Premises, Nayapalli Bhubaneswar

1. NABARD invites e-Tenders from Vendor / Service Providers of repute & experience to provide for housekeeping services (VOF/VEF/Medical flat maintenance) at quarters of NABARD Odisha Regional Office Premises, Nayapalli Bhubaneswar Bhubaneswar-751015.
2. The contract shall be initially upto 31.03.2026 and it could be renewed for a longer period at the discretion of NABARD. However, continuance of contract will be subject to Performance Review done on an annual basis by appropriate authority/committee of NABARD during the agreement period.
3. Interested Vendor / Service Providers may download the tender document from any one of these following options – Government e- Market Place (GeM), NABARD's website www.nabard.org or Central Public Procurement Portal <https://eprocure.gov.in>
4. It may be noted that the tendering will be a two bid system. The vendors/services providers are required to submit their bids, containing both technical aspects (along with Integrity Pact) and the item wise price. Integrity Pact (IP) (to be executed on nonjudicial stamp paper of Rs. 200/- as per format given duly signed and stamped by the bidder. **Tenders submitted without IP will summarily be rejected.** The bid along with all annexure's attachments, documents etc shall be submitted online on GeM Portal.
5. **The EMD of Rs. 18,000.00/-** is required to be deposited through NEFT to the following account. (Calculated based on 01 years estimated cost)

Account Name	NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT
Name of Bank	NABARD
Name of Regional office	Odisha
Account No.	NABADMN05
IFSC No.	NBRD0000002

6. **After depositing the EMD amount, the tenderers are advised to send an email to dpsp.bhubaneswar@nabard.org with the details of the transaction.**
7. MSEs as defined in MSE Procurement Policy issued by GoI or bidders who are registered with Central Procurement Organizations or empanelled with NABARD itself are exempt from submitting the EMD, a copy of the registration certificate needs to be submitted with Bid documents.
8. Further, it may be noted that those Vendor / Service Providers / firms, whose technical bid will be found suitable, as per our prequalification criteria, which are given in Annexure I will only be identified for further tendering process.
9. The likely annual payment for all services together, to be worked out as per the quotes by the vendors, will form the basis for selection of the Vendor.
10. Retention Money Deposit (RMD) of 5% accepted value of the tender to be deposited within 15 days of issue of work order. The EMD of successful bidder will be adjusted with RMD amount. **The RMD will be released after completion of Defect Liability Period of One Year and will not bear any interest.** The Security Deposit will be liable to be forfeited in case the contractor commits any breach of any terms and conditions of the Contract or fails to complete the work/service.

- 11. The bidder should have Registered Office in Odisha. Otherwise, the bid may not be considered.**
12. The Pre-qualification criteria, format of “Technical Bid”, Scope of Work, Terms and Conditions, Pre- Contract Integrity Pact and format of “Price Bid” and covering letter (Appendix-I) are enclosed with this tender document.
13. NABARD reserves the right to accept or reject any or all offers without assigning any reasons whatsoever and its decision shall be final and binding to all.

Address for Communication

The Chief General Manager
National bank for Agriculture and Rural Development (NABARD)
Odisha Regional Office
Ankur, Nayapalli, Bhubaneswar-751015.

PRE-QUALIFICATION CRITERIA**The contractors should meet following qualification criteria:**

1. Minimum 07 years' experience (as on 31.03.2023) in the field of housekeeping, which include all the activities as listed in scope of work and should have at least one of the qualifying works carried out for Public Sector Undertakings (PSUs)/Banks/Govt. Offie.
2. The bidders should have carried out similar works during last 7 years (ending 31.03.2023) with annual contract value (costing individually) not less than the amount as given in following table:

Experience criteria	Amount (Rs. Lakh)
1 similar work during last 7 years (ending 31.03.2023) with annual contract value (costing individually) not less than Rs. >>>>	7.50
Or	
2 similar works during last 7 years (ending 31.03.2023) with annual contract value (costing individually) not less than Rs. >>>>	4.70
Or	
3 similar works during last 7 years (ending 31.03.2023) with annual contract value (costing individually) not less than Rs. >>>>	3.70
Note 1: to obtain the realistic value of work during the previous years, cost index @5% per year per work shall be added over the actual cost of executed works to calculate the value of works as on 31.03.2023. Note 2: Similar works mean those works as indicated in scope of work in Annexure III	

3. The tenderers should have Annual Turnover as given in the following table during the last three years ending **31 March 2023** supported with audited balance sheet / profit & loss statement or a registered Chartered Accountant certified statement of accounts.

Turn over Criteria	Amount (Rs. Lakh)
Annual Turnover during last three years ending 31.03.2023 should be	7.50

4. Contract will be given to the tenderer who has their registered own office within the city/ suburban areas of Bhubaneswar and are able to establish the same fact. Tenderers failing to establish their registered office in Bhubaneswar will be summarily rejected.
5. Tender shall be accompanied by a copy of each of the documents listed below-
 - i. Proprietorship Firm/Partnership Firm/Company Registration Certificate
 - ii. MSME Registration Certificate
 - iii. Registration under Contract Labour Act/Labour Department
 - iv. Registration under Shops and Establishments Act.
 - v. Articles of Association/Memorandum of Association/ partnership deed/ any other relevant document showing composition of the firm
 - vi. List of eligible work executed during last seven years.

- vii. PAN Card
- viii. Income Tax and GSTN Registration
- ix. Registration under Employees Provident Funds and Miscellaneous Provisions Act, 1952 and Employees State Insurance Act, 1948.
- x. An affidavit to the effect that bidder has not defaulted in payment of statutory dues like EPF/ESI/Service Tax and Income Tax.
- xi. Particulars of bankers & Bank account details.
- xii. Details of work experience shall be supported by work orders and corresponding completion certificates.
- xiii. The client-wise names of similar work(s), year(s) of execution of work (s) awarded, and actual value of executed work(s), reasons for delay (if any), names and full contact details of the officers/ authorities/ departments under whom the work(s) was/were executed should be furnished in the prescribed format.
- xiv. Details of works on hand
- xv. Audited final accounts of the business of the contractor for last 3 years duly certified by a Chartered Accountant/certificate of turnover issued by a Chartered Accountant should be enclosed in proof of their credit worthiness and turnover for the last three years.
- xvi. If required, original certificates shall be produced for verification by the tenderer and will be returned after verification.
- xvii. The tenderers should have applicable Tax registrations (PAN, GSTN TIN, TAN, etc.) and also registration with Labour Department, Provident Fund, ESIC, etc., supported with documentary evidence and licenses, permissions, approvals issued by Labour enforcement and other statutory authorities, wherever applicable.
- xviii. Tenderers should have a current bank account with a scheduled commercial bank.

- 6. NABARD reserves the right to verify any or all the documents furnished by the Tenderers with any authorities. NABARD also reserves the right to cancel any or all the applications without assigning any reason thereof.
- 7. Intending applicants are required to furnish details about their firm/organization, experience, competence, etc.
- 8. The firms which do not fulfil prequalification criteria shall not be considered for selection and award of work.
- 9. Tenderers who fails to submit the following certificates from current/last employer(s) will be treated as ineligible and such bids will be summarily rejected.
 - i. Successful Completion of last work
 - ii. Employer's satisfaction with the current work in hand
 - iii. Self-Certification that No show cause/blacklisting has been issued by any employer in the past.
 - iv. An affidavit to the effect that bidder has not defaulted in payment of statutory dues like EPF/ESI/Service Tax and Income Tax.
 - v. The application form should be signed by a person on behalf of the Firm/Organization, who is duly authorized to do so.
 - vi. If the space in the application form is insufficient for furnishing full details, such information should be supplied on a separate sheet duly signed by competent authority.
 - vii. Applications containing false or inadequate information are liable for rejection and Bank reserves the right to blacklist those agencies.

10. **Instructions for Filling the Tender**

- All the pages of the Tender Document shall be signed by the Tenderer.
- NABARD takes no responsibility for delay/non submission/non uploading of QUOTATIONS/ Tender Documents on the website for whatsoever reasons.

- The last date of submission of e-Tender on GeM Portal is on or before **15.00 hours on 15.03.2024 and Bids will be opened at 16.30 hours on 15.03.2024.** Revision in date and time, if any, would be duly communicated.
- Bids submitted by unauthorized agents and Offline/FAX/Telegraphic bids shall not be entertained/ considered.
- Rates should include all items/works pertaining to the AMC for housekeeping services of NABARD Odisha RO Premises, Nayapalli 751015 and its residential colonies at BDA colony, Chandrasekharpur Bhubaneswar 751016 as mentioned in the tender and unless the same is done to the satisfaction of the NABARD's Engineer or any other authorized official of NABARD, the bids will not be accepted.
- Rates should be filled in the Tender neatly and no overwriting shall be made on the uploaded documents. Corrections, if any shall be authenticated by subscribing signature of the tenderer. The rates quoted should be written legibly in words and figures. **If ANY differences are observed between the rates given by the Contractor in words and figures or in the amount worked out by him, the following procedure shall be followed.**
- When there is a difference between the rates in figures and in words the rate that corresponds to the amounts worked out by the Contractor shall be taken as correct.
- When the amount of an item is not worked out by the Contractor or it does not correspond with the rate written either in figures or in words, then **the rate quoted by the Contractor in words shall be taken as correct.**
- When the rates quoted by the Contractor in figures and in words tallies, but the amount is not worked out correctly, the rate quoted by the Contractor shall be taken as correct and not the amount.

11. DECLARATION BY THE CONTRACTOR

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

Place :

(Signature of the Tenderer)

Date

Name and Address

Seal:

FORMAT OF TECHNICAL BID

(A) Name of the firm and Composition of the Firm	
Full particulars (whether the Tenderer is an individual /Proprietorship Firm / Partnership Firm / Company etc.) of the composition of the firm of Tenderers in detail should be submitted along with the name(s) and address(es) of the partners, copy of the Articles of Association /Power of Attorney/ any other relevant document.)	
(a.1) Registered Head Office Address and Address in Bhubaneswar	
(a.2) Year of establishment/Registration and Act under which registered	
(B) Work Experience (Details of work experience supported by work orders indicating the value & general specification of work, No. of persons to be engaged as per agreement, other documents and certificates. The details along with documentary evidence of previous experience, if any, of carrying out works for NABARD / Public sector banks / Government department / Semi Govt. department / Other Public Sector Undertakings / private banks / Private sector / housing societies at any other Centre should also be given.)	
(C) Credit worthiness of the Tenderer & Turnover during the specified period (Copies of IT deposit certificates (such as copy of deposited Form 16 or any such other certificate) along with latest final accounts of the business of the Tenderer duly certified by a CA should be enclosed in proof of their credit worthiness and Turnover for the last three years ending 31.03.2023.)	
(D) Name(s) and address(es) of the Bankers and their present contact executives (Written information about the names and address of their bankers along with full details like names, postal address, e- mail IDs, telephone (landline & mobile No.s), Fax No. etc of the contact executive (i.e. The persons who can be contacted at the office of their bankers by the Bank, in case it is so needed) should be furnished.)	
(E) Details of Bank accounts (Full particulars of their bank accounts, account No., type of account, account opening date etc. should be furnished.)	
(F) Name(s) and address(es) of the	

<p>Clients and their present Executives (Written information about the names and address of their clients along with full details like names, postal address, e- mail IDs, telephone (landline & mobile No.s), Fax No. etc. of the contact executive (i.e. The persons who can be contacted at the office of their Clients by the NABARD, in case it is so needed) should be furnished.)</p>	
<p>(G) Litigation & civil suits (The Tenderer should furnish details of his involvement in any type of litigation with any of his present or past clients. He should also furnish the details of any civil suits pending against him or his workmen in any court of law.)</p>	
<p>(H) Whether registered with the Registrar of companies/ Registrar of firms. If so, mention number and date and attach a copy of registration</p>	
<p>(I) Details of Registration with Provident Fund, Labour Authorities, ESIC, if any.</p>	
<p>(J) Whether registered for GSTN/ service tax purposes. If so, also furnish relevant copies.</p>	
<p>(K) Whether registered in the panel of other banks and other financial institutions and if yes, furnish the details of registration viz. names, category and date of registration, etc.</p>	
<p>(L) MSME Registration Certificate, if applicable</p>	

1. Details of Key Administrative Personnel

Sl. No	Name	Designation	Qualification	Professional Experience	No. of years associated with the firm

PREVIOUS EXPERIENCE

List of important works executed by the firm during last 7 years with experience in executing works of similar nature i.e. Contract for housekeeping services. Please arrange to provide value of job, approximate area of each contract where for housekeeping services was/ is being undertaken and the year of Contract/AMC along with copy of work orders, performance certificates / completion certificates.

Please note that the details furnished should be for Annual Maintenance Contracts of similar nature and not for the installation/construction/project works.

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

List of important works **on hand** costing Rs.1.50 lakh and above with experience in executing works of similar work i.e. Annual Maintenance Contract for housekeeping services (VOF/VEF/Medical flat maintenance) of NABARD Odisha Regional Office Premises, Nayapalli Bhubaneswar.

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

Details of Personnel with Experience for Annual Maintenance Contract for housekeeping services (VOF/VEF/Medical flat maintenance)

List of Personnel experienced in housekeeping services, giving details about their academic/technical qualifications, experience, etc. including that in the applicant's organization. (Please attach extra sheets if required).

Sl. No.	Name	Age	Qualification	Experience	Nature of works handled	Date from which employed in the organization	Any other relevant information

- **The Contractor shall make arrangements for equipments as the situation demands.**
- Indicate other points, if any, to show applicant's technical and managerial competency to indicate any important point in applicant's favour.
- No. of supplementary sheets attached.

Declaration by the Contractor

We / I have read and understood the terms and conditions for the housekeeping services of NABARD Odisha RO as indicated in Notice Inviting Tender (NIT) and we / I have taken into account the above while quoting the rates. We / I accept all the above points without any reservation from our / my side, in all respects.

Place :

Date :

(Signature of the Tenderer) / Authorised person on behalf of the firm /vendor:

(Authorization letter/power of attorney to be enclosed, in case authorised person is signing the document)

Address

Name and Seal:

Signature of the Tenderer with seal & date

CHECK-LIST FOR TECHNICAL BID

Sr. No.	Documents asked for	Whether Placed (Yes/No)
1.	A) Bid Security of Rs. (Rupees in words) in the form of e-payment	
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 company/ partnership firm, name designation, address and office telephone numbers of Directors/Partners also.	
3.	Undertaking on own Letterhead as per format prescribed	
4.	Self-attested copy of the PAN card with copy of cancelled cheque for KYC compliance.	
5.	Self-attested copy of GSTIN Registration	
6.	Self-attested copy of valid Registration number of the Firm /agency.	
7.	Valid Contractor License issued by Government of Uttar Pradesh	
8.	Self-attested copy of valid Employees Provident Fund Registration number.	
9.	Self-attested copy of valid ESI Registration No.	
10.	Self-attested copy of valid License No. under Contract Labour (R&A) Act, 1970.	
11.	Proof of experiences of last seven financial years as specified in the NIT along with satisfactory performance certificates from the concerned employers	
12.	Annual returns of previous three years supported by audited balance sheet for FY 2022-23, 2021-22 and 2020-21. If audited financial statements for FY 2020-21 are not available, then audited financial statements for FY 2019-20 may be submitted along with 2020-21 and 2021-22 statements	
13.	Signed and scanned copy of Pre-Contract Integrity Pact mentioned Appendix-IV on Rs. 200 Stamp Paper. (Hard copy to be attached with Technical Bid)	
14	Proof of having an establishment in Bhubaneswar or suburbs in Bhubaneswar	
15	A self declaration by the contractor that his/her firm has not been blacklisted/issued any show cause notice by the current/previous employer in the past 07 years	
16.	An affidavit to the effect that bidder has not defaulted in payment of statutory dues like EPF/ESI/Service Tax and Income Tax to be submitted.	

Annual Maintenance Contract for housekeeping services (VOF/VEF/Medical flat maintenance) at quarters of NABARD Odisha Regional Office Premises, Nayapalli Bhubaneswar

VOF/VEF/Medical flat maintenance

- a) Handing/taking over of keys from/to visitors employees of the Bank for staying at Visiting Officers
- b) Changing the linen, sweeping, dusting every flat including cleaning of floors, bathrooms, toilets etc. every day and changing & washing of curtains every three months. Washed linen should be supplied on allotment of VOF / VEF and subsequently changed after two days.
- c) Proper care of each and every item in the flats i.e. VOFs/VEFs and Medical Flats without deploying additional man power.
- d) Maintenance of Drawing Room/TVs, Reception with holding of charge, issue of toiletries to guests and other officials.
- e) Careful operation of TV/Dish/DTH connection and maintenance/recharge of Dish connection reimbursable by NABARD without any extra charge up to date in co-ordination with DPSP officials.
- f) Calling AMC service provider and up to date maintenance of air conditioners, Aqua guard/Water Purifier/fridge/TVs/ Tata Sky etc.
- g) Switching on / off the lights, air conditioners and other electrical appliances in the building as per requirement.
- h) The contractor shall pay the replacement cost of the item if reported lost/broken/damaged etc.
- i) The contractor should collect the allotment advices of VOF/VEF/ Medical Flats from the bank every day.
- j) The contractor to collect the designated fee from guests & deposit to designated account on a monthly basis.
- k) The Contractor shall arrange to provide tea, breakfast, lunch and dinner on advance intimation to the guests, as per the rates fixed by the Bank. Supplying the drinking water for guests in rooms.
- l) The duty roster should be arranged in such a way that at least one staff is available round the clock
- m) The contractor may make arrangement of one staff to be available round the clock at VOF, Officer' Quarters.
- n) Trained Helper/Worker should
 - Ensure Cleaning, Washing, Sweeping, dusting of guest rooms, attached toilets, lobbies, staircases, cupboards, beds.
 - Be neatly dressed.
 - Should be courteous and polite & have positive attitude.
 - Should ensure that all lights, plumbing fittings, TVs, A/Cs, geysers etc. are in working condition.
 - Should help the cook for preparation of food
 - Should serve the meals to guests in a clean and hygienic manner
 - Should keep the dining hall and dining tables always clean and presentable
 - Should enquire with guests and provide additional food items on request
 - Should clean utensils/plates thoroughly using appropriate cleaning materials
 - Should not keep guests waiting to be served / unattended.
 - Should guide the guests to safety in case of fire/ other disaster / accident.
 - Should be of good moral character and not suffering from any diseases.

o. Operation, Maintenance and Supervision of Kitchen & Dining halls for catering guests

- Cook/Asstt. Cook

- Should have adequate experience in handling kitchens.
- Should be well versed in cooking north and south Indian dishes as well as continental cuisines for dinner/lunch/breakfast items.
- Should maintain hygienic condition in the kitchen and washing areas.
- Should assign works to utility helpers and waiters in kitchen. e.
- Should ensure that timely good quality food is served to guests either in rooms or in the dining hall.
- Should ensure that all the utensils, crockery, kitchen equipment are properly cleaned and in working order.

p. Cleaning of linen, kitchen equipment and cutlery/crockery

- Should use good quality cleaning material only.
- Should provide all cleaning material. The cleaning materials in r/o kitchen utensils will not be reimbursed by NABARD.
- Should arrange to carry out washing/cleaning of linen after every change of occupancy, or on every third day or if demanded for by the guests, if stained and keeping records of that.
- Arrange for all furniture with fabric/rexin to be cleaned with shampoo at least once in six months.

q. Provision of toilet kits, water, newspapers, Tea/Coffee/Sugar/Milk Sachets, etc.

- Purified water should be provided daily to every occupied room for drinking
- Required quantity of tea, coffee, milk, cold drinks, etc. shall be served to the guests on chargeable basis at rates decided by NABARD. guest house.
- Newspapers of Hindi, Odiya, English (journal & Economies) each shall be provided in each guest house
- One toilet kit should be provided to each Officer on allotment depending upon length of stay.
- (Kit will be provided by Bank as per its arrangement and contractor should inform DPSP RO well in advance for replacement of VOF/ VEF kits) and also keep the records of that.

r. Facilities Provided by NABARD Includes

- Kitchen with a necessary facilities like gas stoves, eylinders, grinder, mixers, refrigerators, and
- microwave, Almirah for storage of linen and facility for storage of crocker/food grain etc.
- Crockery, cutlery and all cooking utensils/pans, pressure cookers etc.
- Furiture in rooms, dining halls, lounges, office rooms, etc.
- Appliances like TV, ACS, Geysers, Washing Machines, and Water Purifier etc. All the available capital equipment will be given on as-is, where-is condition.
- The Agency will have full responsibility of proper upkeep, maintenance and custody of the linen, crockery, equipment, and vessels etc., handed over to them by the Bank.
- All the items supplied by the Bank at its expense for the purpose of running VOF/VEF/ Medical Flat will be Bank's property for all intents and purposes.
- The losses due to breakage / theft / damage or loss of any such materials / equipment / fixtures / furniture or damage due to poor and reckless handling shall be recovered from the Agency at full cost. However, damages/ breakages in crockery due to natural causes will be viewed leniently by NABARD. In regard to natural wear and tear of any such item, the decision of the Bank shall be final and binding on the Agency. However, the Agency shall maintain records for all such damages/breakages.

S. Special instructions

- The Agency will supervise the above work on a daily basis.
- The Agency will provide substitute in case of absentee.
- The materials of BIS standard has to be kept with ACT one month in advance.
- The Agency shall provide necessary registers to keep record of day to day progress of work.
- The above list of works mentioned is illustrative and not exhaustive. NABARD may include works real tre relating carpentry and civil/plumbing/sanitary etc. if required additionally, for which no additional charges shall be paid.

t. Manpower assessment

- VOF/VEF/Medical Flat maintenance- 03 semi skilled worker at Officer and Staff quarters
- Aquarium maintenance- 01 semi skilled worker at Office
- Washing of linen- 01 unskilled worker for Office and 01 unskilled worker for Quarters

u - Working Days & Hours

Work at NABARD Officer's Quarters and NABARD Staff Quarters, Chandrasekharapur.

Bhubaneswar is 26 days a month. However, the agency may be required to deploy the labour to perform the job, if at any time, the office of NABARD remains open on such days including holidays. Extra payment for such extra duty hours shall be made as per statutory provisions.

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

V - Details of Rate-

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

ii) The rates should be quoted by the agency strictly as per the proforma in Price Bid. The service charge should include the cost of manpower and their uniform, cost of equipment/machinery/material, if any; and contractor's administrative/overhead charges and service charges/profit and any other charge to be specified, exclusive of all taxes. All other taxes including GST applicable on the base rates should be mentioned separately.

iii) Tie in Rates- The sum total of the rates quoted for all the components shall be reckoned for comparing the lowest rate for awarding the tender. In case of tie in rates quoted by various bidders the decision of the competent authority of NABARD for awarding the contract as per its procurement policy to one of such parties shall be final.

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

w. Discipline in Performance

i) Experience -All Semi skilled and unskilled labours should have the experience of doing work in their respective field in a similar building.

ii) Wearing Uniform- They must be in proper uniform during the duty hours. The contractor should provide adequate set of uniforms (minimum two sets per year) of quality fabric to the

labours. The colour and design of the uniform shall be prescribed by the Bank. The uniform shall have to be properly maintained and worn by the labour properly cleaned.

iii Removal of Labours- The contractor shall immediately remove a labour if asked for by the Bank on the grounds of non-performance of duty, incompetence, indiscipline, misconduct, indulging in illegal activities, causing damage to the property etc. Such labour should not be redeployed without prior clearance from the Bank. However, if the contractor wishes to remove a labour he should do it with prior intimation to the Bank citing valid reason.

iv) Compliance with Instruction of the Principal Employer-The agency has to carry out the jobs as per instructions issued by the authorized officials of the Bank. In case of failure to do so the contractor has to compensate the expenses incurred by the Bank for carrying out the deficient job along with 15% extra towards penalty. Such amount shall be liable for recovery from any amount payable to the agency. But, repeated failures by the agency may render the contract liable for termination and forfeiture of RMD.

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

i) In no case the minimum wage for the persons engaged should be less than the central or state rate whichever is higher, 26 days a month in residential premises. The contractor shall be entitled to claim the differential wage as and when the minimum wage is revised by the appropriate government.

ii) Besides the minimum wage EPF, ESI and bonus at the statutory rates has to be paid to all the contract labours.

iii) The tender shall be summarily rejected if the amount quoted, after providing for committed non-labour components in the tender like material charges, contractors administrative cost, contractor's profit and all the statutory recoveries like IT-TDS etc., is not sufficient to pay the statutory labour components like minimum wage, EPF, ESI, Bonus etc. The present rate of statutory labour components as per central gout minimum wage are as follows-

Minimum wage (Rs)	Unskilled-	Semi-Skilled	Skilled	Highly Skilled
	628	709	832	915
EPF	13%	On basic pay up to a ceiling of Rs.15000/		
ESI	3.25%	On Basic pay		
Bonus	8.33%	on minimum basic pay of Rs.7000 or basic minimum wage which is higher		

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

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

vi) Any complaint of undercutting the statutory dues of the labour by any means by the contractor shall be viewed seriously. Non-payment of minimum statutory dues by the contractor

- shall render the contract liable for summary termination.
- vii) The Contractor shall have to maintain all the registers/records and display notices in the prescribed form as per statutory requirements and these shall have to be produced before the competent officials of NABARD for verification as and when required.
- viii) After getting work order from NABARD the contractor has to get the licence from the central government labour authorities for carrying out the job, within the stipulated period as per statutory requirements.
- ix) The contractor would be responsible for the safety of persons employed by him and should take adequate insurance coverage for them, the documentary proof of which shall have to be produced. The Bank shall not carry any responsibility in case of any accident to his workers in the premises.
- x) If, for any reason, NABARD is obliged, by virtue of the provisions of sub-section (1) of Section 12 of the Workmen's Compensation Act, 1923, to pay compensation to a workman employed by the contractor, in execution of the works, NABARD will recover from the contractor the amount of compensation so paid, and without prejudice to the rights of NABARD as the Principal Employer under subsection (2) of Section 12 of the said Act, NABARD will be at liberty to recover such amount or any part thereof by deducting if from the security deposit or from any sum due by it to the contractor under this contract or otherwise. NABARD shall not be bound to contest any claim made against it under subsection (1) of Section 12 of the said Act, except on the written request of the contractor and upon his giving to NABARD full security for all cost for which it might become liable in consequence of contesting such claim.

5. Duration of Contract-The contract shall normally be from 01.04.2024 to 31 March 2026 which can be renewed subsequently at the sole discretion of NABARD after review of the performance of the agency. *However, NABARD reserves its rights to terminate the contract immediately on emergency basis without notice in the event of any unusual circumstances if it is observed/felt that the continuation of the contract any further would cause harm to NABARD or to public interest or public order.*

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

7. Mode of Payment- All payments will be made on monthly basis through NEFT/RTGS only. The bidding agency must have a bank account and PAN card, the documentary proof of which shall have to be submitted along with the tender.

8. Statutory Deductions- Statutory TDS at the applicable rates shall be effected from all the payments by NABARD to the agency.

9. The contractor should obtain approvals, if any, necessary for the work from the statutory bodies on behalf of NABARD. The fees, if any, will be borne by NABARD.

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

11. The successful bidder, in no case, shall assign or sublet the whole work or part thereof to any other agency/firm/individual.

12. NABARD reserves the right to cancel any/all of the tenders without assigning any reason therefore.

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

14. All disputes are subject to Bhubaneswar jurisdiction only.

15. Opening of Tenders-The tenders will be tentatively opened by the competent authority of

NABARD 30 minutes after the latest time prescribed for submission of the tender and the bidding agencies are free to remain present at the time of opening of tenders at NABARD Regional Office, Ankur 2/1, Nayapalli, Civic Centre, Bhubaneswar.
16. The tender should be signed on each page.

17. The tender has to be submitted strictly in the prescribed proforma as per Part 1 of the Technical Bid and Part 2 of Price Bid. The Notice for inviting tender will also form part of the tender document.

Declaration by the Contractor

We / I have read and understood the Scope of Work and special terms and conditions for the housekeeping services (maintenance of VoF/VEF/ Medical Flats) and we / I have taken into account the above while quoting the rates. We / I accept all the above points without any reservation from our / my side, in all respects.

Further, we / I also declare that no prohibitive things/banned chemicals will be used, which are harmful to human life.

Signature of tenderer

Date

Place

Format- Covering Letter by the Tenderer for Submission of BID

(To be submitted in Tenderer's own Letter head)

No.

Date:

To

The Chief General Manager
National Bank for Agriculture and Rural Development (NABARD)
Odisha Regional Office
NABARD Regional Office, Ankur Nayapalli,
Bhubaneswar, Odisha -751015.

Dear Sir,

Submission of BID under Annual Maintenance Contract for housekeeping services (VOF/VEF/Medical flat maintenance) of NABARD Odisha Regional Office Premises, Nayapalli Bhubaneswar for the period 01.04.2024 to 31.03.2026 (subject to annual review of quality of service and if found satisfactory)

With reference to NABARD, Odisha RO's Tender Notice dated 2024,

- I/ We offer our services for Annual Maintenance Contract for housekeeping services (VOF/VEF/Medical flat maintenance, aquarium maintenance, and washing of linen) at quarters and office premises of NABARD Odisha Regional Office Premises, Nayapalli Bhubaneswar for the period 01.04.2024 to 31.03.2026
- I/We understand that NABARD reserve the right to accept or reject any or all the tenders either in full or in part without assigning any reason therefor.
- I/We also agree that our tender will remain valid for acceptance by the Bank for 90 days from the date of opening of price bid of the tender and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing. We also agree to keep the earnest money valid during the entire period of validity of tender.
- All the desired information in the prescribed format i.e. format of technical bid, price bid documents and certificates as required by NABARD, are enclosed herewith for NABARD's perusal.

Thanking You
Yours faithfully

(Signature of Authorized person on behalf of the Firm / Agency / Tenderer)
(Tenderer's Seal)

Letter of Undertaking from the Tenderer

The Chief General Manager
National Bank for Agriculture and Rural Development (NABARD)
Odisha Regional Office
NABARD Regional Office, Ankur Nayapalli,
Bhubaneswar, Odisha -751015.

Dear Sir,

Annual Maintenance Contract for housekeeping services (VOF/VEF/Medical flat maintenance) of NABARD Odisha Regional Office Premises, Nayapalli Bhubaneswar for the period 01.04.2024 to 31.03.2026 (subject to annual review of quality of service and if found satisfactory)

I / We have examined the Scope of Work , Specifications and Schedule of Quantities and Terms and Conditions relating to the Tender for the said works/service after going through the tender document published by NABARD, Odisha RO

I/We have visited the office premises and staff quarters of NABARD Odisha Regional Office, Bhubaneswar and familiarized/examined the Scope of Work specified in the Tender Document and acquired the requisite information relating thereto as affecting the Tender.

I / We hereby offer to execute and complete the works/service in strict accordance with the Tender Document at the item rates quoted by me / us in all respects as per the Specifications and Scope of Work described in the Tender Document and the Annexures containing Terms and Conditions.

I/We agree to deposit all taxes, levies, Cess etc., on account of service rendered by me to NABARD, to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.

I/We agree to pay all Government (Central and State) Taxes such as Income Tax, Surcharge, Cess, GST, etc. and other taxes prevailing from time to time. The rates will be exclusive of all taxes (The payment shall be subject to TDS and taxes as applicable at the time of payment) and valid for the currency of the contract. Even if the contracts are extended, the rates will not be changed by us.

I /We further agree to pay any fine or statutory dues imposed by any statutory authority in course of execution of subject contract, for which the tender is being submitted.

The rates quoted by me/us, are firm and shall not be subjected to variations on account of fluctuation in the market rates, taxes or any other reasons whatsoever for the captioned period.

I/We further agree to pay the personnel deployed in NABARD premises, their wages in accordance with the relevant Minimum Wages Act, on a monthly basis. I/We shall also make PF contribution, ESI contribution and or any other statutory contribution in respect of the personnel deployed by them in NABARD

I/ We hereby certify that all the statements made and information supplied in the tender document and accompanying statements are true and correct.

Should this Tender be accepted, I /We hereby agree to abide by and fulfil all the Terms and Conditions and Provisions of the Contract Document.

Name of the person authorized to sign and submit the tender:

(I)

(II)

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

Yours faithfully

(Name and signature of the tenderer)

Place:

Date:

PROFORMA FOR ELECTRONIC PAYMENT

Details of Bank account to be furnished by the contractor/ service provider for effecting payment by NABARD

1	Name of the account holder (As appearing in the Bank account)	
2	Address of the Account Holder	
3	Name of the Bank	
4	Name of the Branch	
5	Account number	
6	RTGS/ NEFT/ IFS Code	
7	Type of account (Savings, current, etc.)	
8	PAN Number	
9	GSTIN Number	
10	Email id	
11	Contact Number	

Signature

Please attach:

- A photocopy of one cancelled cheque leaf of the above Bank account
- Copy of PAN card
- Allotment letter / registration letter under GSTIN.

Part II
PRICE BID / Bill of Quantities
NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT

Annual Maintenance Contract for housekeeping services (VOF/VEF/Medical flat maintenance) of NABARD Odisha Regional Office Premises, Nayapalli Bhubaneswar for the period 01.04.2024 to 31.03.2026 (subject to annual review of quality of service and if found satisfactory)

1. Rates to be quoted based on the Scope of Work and specification/description of items as well as terms and conditions contained in the Tender Document. The rates to be quoted taking into consideration the details of scope of work given in the tender terms and conditions including special terms and conditions.

Regular Workers				
Sl. No.	Particulars		Rates / Percentage	
			03 (Semi-skilled)	0 (Unskilled)
A	Basic Wages plus VDA per day as per Chief Labor Commissioner (Central), GOI minimum wage order/corrigendum notification issued from time to time (Current rate is as per the Corrigendum effective from 01.10.2023)		709.00	NA
B	No. of Days – (26 working days at Quarters)			
C	Basic Wage + VDA for one month (A x B)			
D	EPF on basic wages plus VDA (12%)	Restricted to maximum wage ceiling of ₹15,000/-		
E	EDLI on Basic Wages plus VDA (0.5%)			
F	Administrative charges (EPF & EDLI) On Basic wages plus VDA (0.5%)			
G	ESI @ 3.25% to be paid for employees with wages upto Rs. 21,000/-			
H	Total Remuneration of one person (C+D+E+F+G) for one month			
I	Total Remuneration of 03 semi-skilled workers			
J	Contractor Service Charge (<i>include premium towards insurance cover for the workers employed, premium towards third-party insurance cover, other incidental administrative costs like cleaning material purchase, provision of required uniforms as per the terms and conditions to workers etc</i>) (upto 02 decimal places)			-----%
K	Monthly Cost for 03 semi-skilled workers including Contractor Service Charges (I+J)			

L	GST Charges @ 18% on K <i>*GoI Amendments in CGST/SGST rates during contract period will be accepted statutory norms.</i>	
M	Total Cost for One Month inclusive of all charges and taxes	
N	Total Cost Per Annum including Service Charge and GST in figures	
O	Total Cost Per Annum including Service Charge and GST in words	

- **Rates shall be quoted as “Total Cost per Annum”.**
- *For all calculation, there shall be 26 working days in a month at Officers and Staff Quarter and a year shall comprise of 12 months. No change shall be allowed in this table.*
- *Minimum wages, ESI, EPF etc. above shall be paid as per Central Govt. Acts/Notifications including amendments/ modification.*
- *EPF is calculated on Basic Wage.*
- *Basic Wages plus VDA at Sl. No. A are as per Central Govt. Minimum Wages w.e.f. 01 October 2023 and will be revised as per amendments in due course.*
- *Rates quoted would be applicable for the entire period i.e. up to 31 March 2026. However, revision in rates would be considered only if the minimum wages & taxes are revised.*
- *The Service Charges quoted above may include premium towards insurance cover for the workers employed, premium towards third-party insurance cover, other incidental administrative costs like cleaning material purchase, provision of required uniforms as per the terms and conditions to workers etc. These costs (or percentage) are to be solely decided by bidder for the purpose of this quotation. Contractors should quote service charges after due diligence which should be reasonable and workable.*
- **The cost of housekeeping materials to be purchased will be reimbursed by Bank on the MRP only (no additional cost like transportation, profit etc. will be considered). The service charge quoted will be applicable for total purchase in a month.**
- *The service charge should be reasonable as per prevailing market rates. The minimum service charges in the procurement of Manpower Outsourcing service may be fixed as 3.85% (3% profit plus transaction charges, which are 0.85% at present) and shall not exceed 7.00%. The service charges thus quoted shall be between 3.85% and 07.00%. The service charges thus quoted shall be between 3.85% and 07.00%. **Bids with Service Charges less than 3.85% may be summarily rejected by NABARD.***
- **In case of 02 or more L1/ similar lowest bids, the final selection of bidder is done by GeM through system logic.**
- *The rates have to be quoted by excluding GST even if the contractor is not registered with GSTIN. The rates will be compared only after comparing rates with taxes while evaluation of the price bids.*
- **Before deployment of staff, their bio-data/competence shall be verified by the Bank’s official in the beginning of AMC as well as on changing the staff/labour.**
- *The contractor has to submit one bill on monthly basis. Deductions will be done in the bill payments as per the applicable penalty clauses in the tender document.*

I/we declare that:

The rates quoted are as per the conditions mentioned in this tender document. The Financial Bid is liable to be rejected if any of the above rates and percentage are found not to be in compliance with the respective statutory laws.

Accepted all terms & conditions of price bid.

Place

Date

Address

(Signature of the Tenderer)

Name and Seal: