

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

Ref No. NB.OD.RO/ 1332 /DPSP/Washing of linen/2023-24

Date: 06.03.2024

Annual Maintenance Contract for washing of linen of NABARD Odisha Regional Office Premises, Nayapalli Bhubaneswar

National Bank for Agriculture and Rural Development (NABARD) invites **e- tenders** for Annual Maintenance Contract for washing of linen 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 filled on GeM by 16.03.2024**

Date of issue of tender document	06.03.2024
Date and time of pre bid meeting	11.03.2024, 11.00 AM
Due date and time for submission of tender documents	16.03.2024, 3.00 PM
Date and time of opening of technical bids	16.03.2024, 4.30 PM
Date and time of opening of financial bids	Will be informed later

ANNEXURE-I

ANNUAL MAINTENANCE CONTRACT OF WASHING OF LINEN OF NABARD ODISHA REGIONAL OFFICE PREMISES, NAYAPALLI BHUBANESWAR

Scope of Work

1. Providing Services for Washing of Linens

Nature of Job

- Collecting the Linens for dry cleaning /washing including ironing, from the Office Premises of NABARD at Nayapalli and from its Visiting Officers Flat (VOF) and Visiting Employees Flat (VEF) located at BDA Colony Chandrasekharapur and arranging to deliver the same to the said locations after washing etc.
- The Agency should have previous experience in handling such jobs.
- The Agency should have requisite and well-laid infrastructure for providing the quality service and timely delivery as the quality and time are the essence of the contract.
- A very High Quality of washing is expected which is to be certified by NABARD's CareTaker (CT) / Assistant Care Taker (ACT)/ P&SO.
- ***The bidder needs to pick up the linens/cloths and then undertake the laundry work at their premises. The cloths need to be returned by next day.***
- The bidder needs to undertake thrice per week pick up, laundry and drop service.
- ***Estimated number of cloth will be around 700 per month (Bed cover, sofa cover, pillow cover, blanket, window screen etc.). However, the number may vary per month.***
- The Linens going out of Bank's premises and from both the Quarters shall go through proper Work Order/ Gate Pass signed by CT/ACT and countersigned by an authorized official of DPSP Department of the Bank.
- The Linens shall be collected by the agency from NABARD office at 2/1 IRC Village, Nayapalli, Bhubaneswar and from the VOF & VEF twice a week, preferably on Mondays and Thursdays from the Office Premises and once a week from the VOF & VEF or as advised by the CT/ACT from time to time. The collected linens shall be delivered to the said locations after proper cleaning and ironing within 3 days from the date of collection.
- The Linens collected shall have to be handled by the agency with proper responsibility without causing any damage to and /or misplacing them. It shall be the responsibility of the timely delivery the said locations.
- In case any washed Linen is found torn /defaced / discoloured or damaged suitable cost as decided by the Bank will be recovered from the Bill
- The rates quoted should be inclusive of all taxes.
- Bills shall be submitted by the agency on a monthly basis within 15 days from the completion of the month for which work was assigned and shall have to be supported by the copies of the relevant work orders as proof. The same shall have to be duly certified by the concerned CT/ACT (at Office / VOF/VEF/Medical flat).
- All payments will be made by NABARD by e-payment favouring the agency and applicable TDS, if any, will be deducted at the time of payment of bill as per various statutory provisions.

Terms and Conditions

1. The AMC will be valid from 01 April 2024 to 31 March 2026 which may be renewed further at the sole discretion of the Bank, after proper review of the performance of the agency.
2. The service/maintenance contract shall be carried out at the site as per the instructions of the Bank's authorised officials as and when required.
3. In case the instrument or implements need to be taken out of the Bank's Premises or out of Quarters premises for repair, proper approval has to be obtained before taking the same out of Bank's premises/Bank' Quarters.
4. The contractor shall commence the work within 24 hours from the time of receipt of complaint from the Office / Quarters. However, in case of any emergency, the contractor shall take up the work without any loss of time.
5. The technicians /mechanics should invariably submit visit notes and report regarding the maintenance work executed every month and spares, if any, replaced during the work to the DPSP Department of NABARD.
6. The contractor will normally execute the work as per the directions of the officials of DPSP for the purpose.
7. The contractor shall take upon himself the whole risk of executing the work with his workmen and shall take an insurance policy for the workmen employed by him against accident and injuries while at work as required under the extant relevant rules.
8. All visits for the purpose of AMC should be done/made on working days only, unless specifically called by the officials of NABARD.
9. All payments towards AMC shall invariably be made through electronic mode. Therefore, the contractor should provide all bank details including IFS Code of the Bank Branch. The eligible amount shall be paid after completion of each quarter on satisfactory servicing.
10. Service records should be maintained in respect of services rendered and got signed by the Bank's official/ or authorised personnel (P & S Officer /Care-Taker/Assistant Caretaker) and photocopy of the same shall be submitted along with the bills.
11. TDS and other taxes at the applicable rates, as per rule, shall be recovered from the payment to be released to the agency.
12. The rates quoted should include all taxes. The GST shall be mentioned separately on the base rate as per statutory provisions.
13. The rates quoted should be rounded off to the nearest rupee; if not so done, shall be deemed to have been rounded off to the nearest rupee.
14. In case of tie in rates quoted by various bidders the decision of the competent authority of NABARD for awarding the contract to one of such parties shall be final.
15. **Retention Money Deposit (RMD)**-The agency becoming successful in the bidding shall be required to keep an interest free security deposit of Rs.5000/- (Rupees five thousand only) with NABARD till completion of the contract. NABARD reserves the right to adjust the security deposit, partly or fully, in the event of any damage caused to the property of NABARD by the contractor or the persons engaged by him, or rendering deficient service under the contract or violating any of the terms and conditions of the contract.
16. The quotations 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 quotations at NABARD Regional Office, Ankur 2/1, Nayapalli, Civic Centre, Bhubaneswar.

17. The quotation has to be submitted strictly in the prescribed proforma as per Annexure-II.
18. The bidder should have registered Office at Odisha preferably in Bhubaneswar or nearby areas. Otherwise, the bid may not be considered.
19. The contract can be terminated by not less than three months' notice by the agency and one month's notice by NABARD, under normal circumstances. However, under emergency circumstance NABARD reserves the right to terminate the contract without any prior notice and without assigning any reason.
20. In case of 02 or more L1/ similar lowest bids, the final selection of bidder is done by GeM through system logic.

ANNEXURE-II

The Chief General Manager

National Bank for Agriculture and Rural Development
Odisha Regional Office
“ANKUR”, 2/1, Nayapalli
Civic Centre
Bhubaneswar - 15

Dear Sir,

Annual Maintenance Contract for washing of linen of NABARD Odisha Regional Office Premises, Nayapalli Bhubaneswar

Please refer to your Letter No dated calling for submission of bid for executing the captioned work. Having examined the “Scope of Work and Other Terms & Conditions” mentioned in Annexure-I of your letter under reference, having visited and examined the sites of the work, having acquired the requisite information relating thereto affecting the tender and having accepted the terms and conditions mentioned therein we hereby offer to execute the works specified in the said letter and quote our rate and furnish other required information in the prescribed proforma as per details below-

1	Name, Address, Contact No. of the Firm/Agency-	
2	Nature of Ownership of the Firm/Agency (Proprietorship /Partnership/Registered Company). If proprietorship, enclose a photo ID card of the Proprietor, otherwise enclose Partnership Deed or Regd Certificate)	
3	Income Tax PAN No. (Attach self-attested photocopy)	

4	GST Regd. No (Attach self-attested photocopy)	
5	Details of Bank Account <ul style="list-style-type: none"> • Name of the Account holder • Name of the Bank, Branch & Place • A/c type (Savings or Current) • Account No • IFS code (Attach self-attested photocopy of a cheque)	
6	Brief history of the agency (Attach separate sheet, if required with supporting documents)	
7	Institutions which awarded work to the agency during the last 3 years (attach details)	

8. Rates Quoted Per Month inclusive of all taxes (Amount in Rs)

Sl No	Particular	Rate (Rs) inclusive of GST
1	Big towel	

2	Small Towel	
3	Door screen	
4	Window screen	
5	Table cloth	
6	Bed cover	
7	Sofa cover	
8	Blanket	
9	Pillow cover	
	Total	

- i. *The bidder needs to pick up the linens/cloths and then undertake the laundry work at their premises. The cloths need to be returned by next day.*
- ii. *The bidder needs to undertake thrice per week pick up, laundry and drop service.*
- iii. *Estimated number of cloths will be around 700 per month (Bed cover, sofa cover, pillow cover, blanket, window screen etc.). However, the number may vary per month.*
- iv. *Rates to be quoted inclusive of GST.*

Yours faithfully

Signature and seal of the authorised signatory of the agency

Place

Date

Enclosures-1) Address Proof

- 2) Self-attested copy of the PAN card
- 3) Self-attested photocopy of a cheque
- 4) DD/Banker's Cheque
- 5) Any other document