

**नाबार्ड मध्यप्रदेश क्षेत्रीय कार्यालय) में 01/04/2024 से 31/03/2026 तक दो वर्ष की अवधि के लिए हाउसकीपिंग, बागवानी, इलेक्ट्रिकल, प्लंबिंग और बढ़ईगीरी अनुबंध के लिए निविदा दस्तावेज**

**Tender Document for Housekeeping, Gardening, Electrical, Plumbing and Carpentry Contract at NABARD Regional Office for Two Years from 01/04/2024 to 31/03/2026**

**राष्ट्रीय कृषि और ग्रामीण विकास बैंक**  
परिसर, सुरक्षा और अधिप्राप्ति विभाग (डीपीएसपी), मध्य प्रदेश क्षेत्रीय कार्यालय,  
ई -5 अरेरा कालोनी, रविशंकर नगर, भोपाल -462016  
ई-मेल – [dpsp.bhopal@nabard.org](mailto:dpsp.bhopal@nabard.org) , Telephone: 0755- 243321

**National Bank for Agriculture & Rural Development**  
Department of Premises, Security and Procurement, Madhya Pradesh  
Regional Office  
E-5 Arera Colony, Ravishankar Nagar, Bhopal – 462016  
E-mail – [dpsp.bhopal@nabard.org](mailto:dpsp.bhopal@nabard.org), Telephone- 0755-243321

निविदा जारी करने की तिथि Date of issue of tender	<b>22 February 2024 at 1100 hrs P M</b>
बयाना राशि Earnest Money Deposit	<b>Rs.1.73 lakh</b>
प्री टेंडर मीटिंग Pre tender Meeting	<b>01 March 2024 1500 hrs</b>
ई-निविदा की प्राप्ति के लिए अंतिम तिथि और समय Last date and time for receipt of e-tender	<b>14 March 2024 at 1500 P M</b>
तकनीकी बिड निविदा खोलने की तिथि और समय Date and time of opening of tender bids	Technical Bid <b>14 March 2024 at 1530 hrs</b> PRICE BID : <b>TO BE DECIDED LATER</b>
ई - निविदा डालने का वेब साइट Website for submission of e-tender	<a href="https://gem.gov.in">https://gem.gov.in</a>
ई – निविदा प्रक्रिया के लिए संपर्क व्यक्ति Contact person for e-tendering	Valsala A Nair Land line No 0755 2433321 Mobile No : 7039693262

## निविदा आमंत्रण सूचना

### Notice Inviting Tender

राबैं.म प्र.क्षेका/ /डीपीएसपी-330 बी/हाउसकीपिंग निविदा/एनबीवी/2023-24

Dated 22 February 2024

सभी बोलीकर्ता

महोदया / प्रिय महोदय,

नाबार्ड मध्यप्रदेश क्षेत्रीय कार्यालय) में 01/04/2024 से 31/03/2026 तक दो वर्ष की अवधि के लिए हाउसकीपिंग, बागवानी, इलेक्ट्रिकल, प्लंबिंग और बर्द्धगीरी अनुबंध के लिए निविदा दस्तावेज

1. नाबार्ड मध्यप्रदेश क्षेत्रीय कार्यालय के, भो पा ल में दिनांक 01/04/2024 से 31/03/2026 तक दो वर्ष की अवधि के लिए प्रति वर्ष ₹.87.00 लाख की अनुमानित लागत र "हाउसकीपिंग" के लिए, नाबार्ड एक प्रतिष्ठित एजेंसी के साथ करार निष्पादित करना चाहता है। न्यूनतम मजदूरी और वैधानिक वेतन घटकों के अलावा, राशि दो साल तक समान रहेगी।

2. अनुरोध है कि आप दोहरी बोली प्रणाली के अंतर्गत सरकारी ई- मार्केटप्लेस (जेईएम) में इस निविदा दस्तावेज में दिये गए विस्तृत विवरण और अन्य अपेक्षाओं के अनुसार उपर्युक्त संविदा के लिए अपना प्रस्ताव प्रस्तुत करें। निविदा दस्तावेज नाबार्ड की वेबसाइट <https://www.nabard.org> और जेईएम पोर्टल से डाउनलोड किया जा सकता है।

3. बोली-पूर्व बैठक का आयोजन 01 मार्च 2024 को अपराह्न 1500 बजे नाबार्ड, मध्य प्रदेश क्षेत्रीय कार्यालय, ई-5 अरेरा कालोनी, बिट्टन मार्केट, भोपाल 462016 में किया जाएगा। बोली- पूर्व बैठक में भाग लेने हेतु पात्र होने के लिए बोलीकर्ता स्थान का सर्वेक्षण कर ले और समग्र रूप से कार्य/सेवा की साध्यता के संबंध में स्वयं संतुष्ट हो जाए। बोली-पूर्व बैठक में मांगे जाने वाले किसी भी प्रकार के स्पष्टीकरण के संबंध में बैठक से कम-से-कम 01 कार्यदिवस पहले लिखित में ई-मेल ([dpsp.bhopal@nabard.org](mailto:dpsp.bhopal@nabard.org)) से हमें सूचित करें। बोली-पूर्व बैठक में दिए गए सभी स्पष्टीकरण निविदा का हिस्सा होंगे।

All Bidders

Madam/Dear Sir,

**Notice Inviting Tender for (Housekeeping, Gardening, Electrical Plumbing and Carpentry Services (HT & LT), Contract at NABARD Madhya Pradesh Regional for two years w.e.f 01/04/2024 to 31/03/2026**

NABARD intends to enter into contract with a reputed agency for "Housekeeping at NABARD Madhya Pradesh Regional Office, Bhopal for Two Years w.e.f 01/04/2024 to 31/03/2026 at an estimated cost of Rs.87.00 Lakhs for Two Years.

You are requested to submit your offer through **Government - e - Marketplace (GeM) in Two Bid System** for the aforesaid contract as per the detailed specifications and other requirements as mentioned in this tender document. The tender document will be available for download at <https://www.nabard.org> and in GeM Portal.

The **Pre-Bid meeting** will be held at **1500 hrs. on 01 March 2024** at NABARD Madhya Pradesh Regional Office, E-5, Arera Colony, Bittan Market, Bhopal 462 016. To be eligible to participate in the pre-bid meeting, the bidder should have already conducted a site survey and should have satisfied himself about the overall feasibility of the work/service. **Any clarifications being sought in the pre-bid meeting should be submitted in writing at least 01 working day prior to the date of pre- bid meeting by email to**

4. जीईम पोर्टल के माध्यम से प्रस्तुत निविदाएँ ही स्वीकार की जाएंगी। निर्धारित तिथि के पश्चात प्राप्त निविदाओं अथवा फ़ैक्स/ ईमेल/डाक से प्राप्त निविदाओं को स्वीकार नहीं किया जायगा और उन्हें नकार दिया जायगा। साथ ही, जिनकी निविदा निर्धारित प्रक्रिया के अनुसार नहीं पाई जाती है, उन बोलिकर्ताओं की निविदाएँ नकार दी जायंगी।

5. निविदा की तकनीकी बोली (भाग -1) दिनांक **14 मार्च 2024 को अपरान्ह 1530 बजे** अथवा उसके बाद, नाबार्ड की सुविधा और जीईम के नियमों के अनुसार नाबार्ड, मध्य प्रदेश क्षेत्रीय कार्यालय, ई-5 अरेरा कॉलोनी, भोपाल 462016 में खोली जाएगी।

6. तकनीकी मूल्यांकन में अहर्ता- प्राप्त बोली-कर्ताओं की मूल्य बोली (भाग -II) अलग से खोली जाएगी, जिसकी तिथि जीईम पोर्टल के माध्यम से सूचित की जाएगी। इस निविदा दस्तावेज़ के नियमों और जीईम के नियमों में विवाद होने की स्थिति में, इस दस्तावेज़ को प्राथमिकता दी जाएगी।

7. तकनीकी बोली, मूल्य बोली, कार्य की परिधि अपेक्षित सेवाओं, सफल बोली कर्ताओं के चयन आदि के संबंध में अनुदेशों का विवरण इस निविदा के शर्तों और निबंधनों और निविदा के अन्य हिस्सों में दिया गया है।

8. बयाना राशि के रूप में रु.2.30 लाख की राशि एनईफटी के माध्यम से निम्नलिखित खाते में जमा की जाए। बयाना राशि के बिना निविदा को नकार दिया जाएगा।

आदाता का नाम : NABARD

चालू खाता सं : NABADMN04

बैंक का नाम : NABARD, Head Office  
Mumbai

आईएफ़एससी : NBRD0000002

9. यह बोली, बोली खोलने की तिथि से 3 महीने तक और जीईम के मानदंडों के अनुसार वैध और स्वीकार करने के लिए मान्य मानी जाएगी।

10. निविदा में विनिर्दिष्ट शर्तों और निबंधनों की सहमति के रूप में, प्रस्ताव के सभी दस्तावेज़ और निविदा के सभी पृष्ठों पर बोलिकर्ता हस्ताक्षर करें और अपनी मुहर लगाएँ।

11. नाबार्ड को यह अधिकार है की बगैर कारण

[dpsp.bhopal@nabard.org](mailto:dpsp.bhopal@nabard.org). All the clarifications of the pre-bid meeting will be part of tender.

**Tenders submitted through GeM portal only will be accepted.** Tender received late or received through fax/email/post will not be accepted and will be rejected. The tenders of the bidders whose tender is not in accordance with the prescribed manner, will be rejected.

Technical Bid (Part- I) of Tender will be opened at NABARD Regional Office, E 5 Arera Colony, Bittan Market, Bhopal 462 016 on **14 March 2024 at 1530 hrs** or later as per convenience of NABARD and as per the rules of GeM

Price Bid (Part II) of bidders who qualify the technical evaluation will be opened on a separate date as informed through GeM portal. If there is any conflict between the rules of this tender document and the rules of GeM, then this document will be given preference.

Instructions regarding Technical Bid, Price Bid, scope of works and the services required, selection of successful bidder etc. have been elaborated in the Terms and Conditions of the tender and other parts of the tender document.

An Earnest Money Deposit of **Rs.1.73 lakh** should be remitted by NEFT into the account mentioned below. Tender without EMD shall be rejected.

Payee Name	NABARD
Current A/c No	NABADMN04
Name of the Bank	NABARD, Head Office
IFSC Code	NBRD0000002

The bid shall remain valid and open for acceptance for **03 months** from the date of opening of the bid and as per norms of GeM.

All documents that comprise the offer and all pages of tender, should be signed and sealed by the bidder, as a token of acceptance to the terms and conditions specified in tender.

NABARD reserves the right to accept or reject

<p>बताए बोलीकर्ता/ बोलिकर्ताओं की किसी / सभी निविदाओं को आंशिक या पूर्ण रूप से स्वीकार करे या नकार दें।</p> <p>12. नाबार्ड के साथ सलग्न मानक प्रारूप के अनुसार संविदा पूर्व सत्यनिष्ठा करार निष्पादित करने हेतु इच्छुक बोली-कर्ता ही निविदा में भाग लेने के लिए पात्र होंगे। मध्य प्रदेश के लिए समनुदेशित स्वतंत्र बाह्य अनुप्रवर्तक (आईईएम) श्री जगदीप कुमार घाई, पीटीए और एफई (सेवानिव्रत), फ्लैट नंबर 1032 ए विंग, वनश्री सोसाइटी, सैक्टर 58 ए और बी, पाम बीच रोड, नेरुल, नवी मुंबई, 400706, ई-मेल <a href="mailto:jkghai@gmail.com">jkghai@gmail.com</a>, मोबाइल: 9869422244 हैं।</p> <p>13.बोलीकर्ताओं से अनुरोध है की बोली करने से पूर्व नाबार्ड क्षेत्रीय कार्यालय, ई-5 अरेरा कॉलोनी, बित्तन मार्केट, भोपाल 462016 पर जाकर स्थान का दौरा करें।</p> <p>14. सफल बोली-कर्ता का अपना प्रस्ताव स्वीकार होने की तिथि से 7 दिन के भीतर सलग्न मानक प्रारूप में नाबार्ड के साथ एक करार निष्पादित करना होगा। ऐसा नहीं करने पर बोली-कर्ताओं की बयाना राशि जब्त कर ली जाएगी।</p> <p>15.नाबार्ड को यह अधिकार है की वह ऐसे ठेकेदार को प्रथिमकता दे जो हाउसकीपिंग में अहर्ता-प्राप्त और अनुभवी हो।</p> <p>भवदीय Sd/- (अनुराग राय) उप महाप्रबंधक</p>	<p>any/all tender(s) in part or whole of any bidder/bidders without assigning any reasons for doing so.</p> <p>Only bidders who are willing to execute Pre Contract Integrity Pact with the Bank, in accordance with the standard format enclosed, will be eligible to participate in the tender. The Independent External Monitor (IEM) assigned for Madhya Pradesh would be Shri Jagdeep Kumar Ghai, PTA &amp; FE (Retd), Flat No 1032 A Wing, Vanashree Society, Sector 58 A &amp; B, Palm Beach Road, Nerul, Navi Mumbai, 400706, email <a href="mailto:jkghai@gmail.com">jkghai@gmail.com</a>, Mob: 9869422244.</p> <p>The bidders are requested to visit the site at NABARD Regional Office, E-5 Arera Colony, Bittan Market, Bhopal 462 016 before bidding.</p> <p>The successful bidder shall execute an agreement with NABARD in accordance with the standard format enclosed within 7 days from the date of acceptance of the offer failing which the bidder's EMD may stand forfeited.</p> <p>NABARD reserves the right to give preference to any contractor who is qualified and/or having experience in Housekeeping.</p> <p>Yours faithfully</p> <p>(Anurag Rai) Deputy General Manager</p>
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**NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT  
MADHYA PRADESH REGIONAL OFFICE, BHOPAL**

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**NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT  
MADHYA PRADESH REGIONAL OFFICE, BHOPAL**

**SCHEDULE OF EVENTS**

<b>Date of issue of tender</b>	<b>22 February 2024 at 1100 hrs</b>
<b>Earnest Money Deposit</b>	The Bidder shall deposit Earnest Money Deposit for an amount of Rs.1.73 lakh which can be remitted by NEFT/RTGS into NABARD's bank account as per details given below.
Account Details of National Bank for payment of Earnest Money Deposit	Payee Name : NABARD Current Account No : NABADMN04 Name of the Bank: NABARD, Mumbai IFSC Code : NBRD0000002
Pre-Bid meeting	<b>01 March 2024 at 1500 hrs</b>
Last Date of Submission of Bids	<b>14 March at 1500 hrs</b> Authorized representatives of vendors may be present during opening of the technical Bids. Bids would be opened even in the absence of any or all of the vendors' representatives
Opening of Bid	<a href="https://gem.gov.in">https://gem.gov.in</a>
Contact Details: Address for Communication And submission of bid	NABARD, Madhya Pradesh Regional Office, Department of Premises, Security and Procurement, 3rd Floor, E 5 Arera Colony Bittan Market, Bhopal 462 016 Phone No. 0755 243321

**FORM OF TENDER**  
**(On the letter head of the bidder)**

**Maintenance Contract for Housekeeping, Gardening Electricals, Plumbing and Carpentry Services at NABARD Regional Office, E-5 Arera Colony, Bittan Market, Bhopal 462 016 the period 01 April 2024 to 31 March 2026**

Place: Bhopal

Date: \_\_\_\_\_

The Chief General Manager  
National Bank for Agriculture and Rural Development  
E-5 Arera Colony, Bittan Market  
Bhopal 462 016

Dear Sir,

Having examined the schedule of quantities relating to the works specified in the memorandum hereinafter set out and having visited and examined the site of works specified in the said memorandum and having acquired the requisite information relating thereto as affecting the quotation / tender, I/We hereby offer to execute the work specified in memorandum at the rates mentioned in the attached schedule of quantities and in accordance with the specification and instructions in writing and with such materials as are provided for and in all other respects in accordance with such conditions so far as they are applicable.

Sr No	Description of work	Maintenance Contract for Housekeeping, Gardening Electricals, Plumbing and Carpentry Services at NABARD Regional Office, E-5 Arera Colony, Bittan Market Bhopal for the period 2 years from 01 April 2024 to 31 March 2026
1	Contract Period	01 April 2024 to 31 March 2026
2	Estimated Amount	Rs.87.00 lakh
3	Earnest Money Deposit	Rs.1.73 lakh
4	Payee Name	Payee Name : NABARD Current Account No : NABADMNo4 Name of the Bank: NABARD, Mumbai IFSC Code : NBRD000002

1. Should this e-tender be accepted, I/We hereby agree to abide by and fulfil the Terms and Conditions and Provisions of the said contract document annexed hereto.

2. Our Bankers are:

Bank Name & Branch \_\_\_\_\_ A/C  
No: \_\_\_\_\_ IFSC Code:  
\_\_\_\_\_

3. Names of the proprietor/partner/authorized signatory of the firm authorized to sign:

i) \_\_\_\_\_

ii) \_\_\_\_\_

4. Names of the person hereby given the power of Attorney to sign the contract:

i) \_\_\_\_\_

ii) \_\_\_\_\_

5. Our PAN No. is \_\_\_\_\_. (Copy of PAN to be attached)

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

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

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

9. I / We have paid interest-free Earnest Money Deposit (EMD) of **Rs.1.73 lakh** by RTGS/NEFT to NABARD's Current Account No NABADMN04, IFSC Code NBRD0000002 and the sum shall be forfeited in the event of our withdrawal of Tender before expiry of the validity period of offer and / or in the event of our failure to execute the Contract when called upon to do so by accepting our Tender.

10. I / We agree to pay all Government (Central and State) Taxes such as GST, Works Contract Tax, Service Tax etc. and other taxes prevailing from time to time and the rates quoted by us are inclusive of the same.

11. I / We agree to pay the worker/workers engaged as per the minimum wages declared by the authority under Contract Labour Rules Act 1970 from time to time and agree to pay the same with immediate effect.

12. 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 during the entire contract period except the difference of minimum wages mentioned at para 10 above and corresponding applicable tax.

Yours faithfully

(Seal & Signature of Contractor)

Date:

Place:



## 2. TECHNICAL BID

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

#### Prequalification Criteria

**Offers are invited from Contractors/Bidders who fulfill the following Pre-Qualification Criteria.**

1. The Bidder should have a minimum experience of **five (05) years** of successfully completing or currently providing services of Housekeeping, Gardening, Electricals, Plumbing and Carpentry Services at high rise government buildings, Banks/FIs premises, reputed private organizations etc.. **(MANDATORY)**
2. The Tenderer should have a minimum experience of three (03) years of working with nature of works as briefly mentioned below.

**a. Housekeeping and Maintenance thereof:**

(i) Dusting, Cleaning, Scrubbing, Mopping of all Floors and cabins including store room in each floor; (ii) Provision of towels, napkins and paper tissues in Senior Officer's Cabins in all floors, (iii) Dusting and Cleaning of Work Stations, Chairs, Cup Boards, Fire Extinguishers at all floors, (iv) Cleaning of Internal Cable and Pipe Duct, (v) Dusting, Cleaning, Scrubbing, Mopping of Electrical Room, Sports Room, association room, ladies rooms, etc. (vi) Cleaning of AC Plant ATUs ROOMS at all floors and Lift Room, (vii) Cleaning of Conference Hall, Mini Conference Hall and 3<sup>rd</sup>. Floor Terrace, (viii) Cleaning of Water Coolers (Front Fascia) at all floor, (ix) Sweeping, cleaning, mopping of Staircases, Ventilators and Fire Extinguishers at all floors, (x) Cleaning of Internal Glass and Window Panels in the whole building, (xi) Sweeping, mopping and sanitization of Toilets and Wash Basins at all floors, (xii) Cleaning and sanitization of Mirrors, Lift Fascia, Inside lift car, (xiii) Sweeping, mopping & cleaning of passage outside the Toilets at all floors, (xiv) Collection of garbage from all floors, (xv) Sweeping of main entrance foyer, Guard Room, (xvi) cleaning of guard railing and fire pipelines, (xvii) Sweeping, cleaning, mopping of Emergency Exit Staircase at all floors, (xviii) sweeping of Open Area around the building, (xix) Sweeping and mopping of Basement, (xx) Sweeping and Mopping of Record Room, (xxi) Sweeping of Electrical Substation, (xxii) Disposal of garbage to municipal corporation dump, (xxiii) Removal of cob webs inside and outside the building, (xxiv) Wet Washing of open area around the building, (xxv) Wet Washing of Basement; (xxvi) Sweeping of Electrical Substation Roof; (xxvii) Sweeping of Main Building Terrace and Lift Room; (xxviii) Cleaning / washing of Car/ Bike Parking Shed area and Roof; (xxix) Cleaning of fencing around the premises; (xxx) Cleaning of External Glass and Window Panels in the whole building; (xxxi) Cleaning/Sweeping of any other area when required by the Bank; (xxxii) Cleaning of drains, sewer lines, manholes and all other areas enclosed within office complex boundaries to keep them in proper hygienic; (xxxiii) Shifting of almirahs / furniture / items; (xxxiv) Shifting of Records from / to record room (xxxv) Removal of Bee Hive / Pigeon Nest etc., and all other related housekeeping works as assigned by the bank from time to time may be carried out.

**b. Gardening & Landscaping:**

(1) Creation of new garden, lawn etc. (2) Maintaining the existing garden/lawn (3) Pruning of tree / branches (4) Removal of all gardening related debris, dry leaves, (5) Application of fertilisers and pesticides, etc. including supply of flowers/bouquets in CGM cabin, Secretariat, Senior officers cabins and the lobby areas in office premises

**c. Electrical Works:**

(1) Repair & Maintenance of all electrical low tension (LT) installation (2) Repair, operation & Maintenance of pump sets, motor control panels, rising mains and distribution boards (3) Maintenance and repair of street lights, flood lights and other indoor / outdoor luminaires, wall mounted and ceiling fans, exhaust fans (4) Cleaning/servicing of switch-yards, substation meter panels and LT panels, (5) Operation of DG set, (6) Repair / maintenance of capacitor banks and ventilators, (7) liasoning with Electrical Inspector Inspector/lift inspector and other relevant statutory authorities, (8) replacement of old defective materials / equipment those are beyond economic repair with new ones and (9) Maintenance and repair of earthing system and lightning arrestors (10) Motion Sensors, Telephone wiring etc.

**d. Plumbing and Sanitary works :**

(1) All types of plumbing, sanitary works in the office complex including supply of plumbing and sanitary materials as per the requirement (2) Repair, maintenance of rain water pipes, Sewerage / stack lines in the duct / other area of the buildings (3) Maintenance of water supply line from Municipality's water line to UG sump, valves, meter chambers, water meters, foot valves, sewerage system for buildings & other ancillary structures (4) Cleaning of water tanks & U.G. Sumps and disinfecting with chlorine based approved chemicals etc. (5) Removing the deposits from the septic tanks, soak pits and cleaning the underground sewage lines etc. (6) Cleaning the open surface drains clean and free from deposits (7) Emergency works related to Fire hydrant (8) Any plumbing works related to Sewage Treatment Plant. However the same shall be rate contract and need based service.

**e. Carpentry**

(2) (1) All types of Carpentry works in office complex including supply of Carpentry materials as per the requirement. 2) Repair and maintenance of furniture equipment's and similar types of Maintenance Contract of Carpentry Services. . However the same shall be rate contract and need based service.

**3. The contractors should meet following qualification criteria:**

Minimum 3 years' experience (as on 31.03.2022) in the field of Housekeeping and Maintenance of Office premises, Gardening, Electrical maintenance, Carpentry and Plumbing & Sanitary AMC Contracts, which include all the activities as listed in point no. 2 and should have at least one of the qualifying works carried out for Public Sector Undertakings (PSUs)/Banks/Govt. Office.

a. Annual Turn Over during each of last three years ending 31/03/2023 should be at least **Rupees 13.00 Lakhs** (30 % of annual Contract Value). **(MANDATORY)**

- b. Experience of having successfully completed similar work during last 3 years (ending 31/03/2023) should be either of following:
  - i. Three similar completed works whose individual annual work value is costing not less than **Rupees 17 Lakhs** for each work.
  - ii. Two similar completed works whose individual annual work value is costing not less than **Rupees 22 Lakhs** for each work.
  - iii. One similar completed work whose individual annual work value is costing not less than **Rupees 35 Lakhs** for each work.
4. Should have their own office within the city / suburban areas of Bhopal, Madhya Pradesh **(Mandatory)**.
5. The bidder should submit Pre Contract Integrity Pact on non-judicial stamp paper of value Rs 500/- signed by authorized signatory. **(MANDATORY)**
6. The bidder shall hold valid license for undertaking the work under the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 and the Contract Labour (Regulation and Abolition) Central Rules, 1971 and shall fulfil all conditions required under the Act/Rules as amended from time to time. **(AS APPLICABLE)**
7. The bidder shall, irrespective of number of persons employed, be registered under the relevant provisions of Employees' Provident Funds and Miscellaneous Provisions Act, 1952 and Employees State Insurance Act, 1948 respectively. **(MANDATORY)**
8. The bidder shall be registered with Income Tax and Goods & Services Tax (GST) authorities. **(MANDATORY)**
9. An affidavit to the effect that bidder has not defaulted in payment of statutory dues like EPF/ESI/Service Tax and Income Tax is to be submitted. **(MANDATORY)**
10. Bids, if not submitted in Bank's approved bid format shall be treated as invalid and are liable for rejection.
11. Non-compliance of any of the conditions mentioned above by the bidder will amount to non-eligibility for the service for which tender has been invited and such bids shall be summarily rejected.
12. Experience will be an added advantage for the bidder(s) in selection procedure.
13. Tender shall be accompanied by a copy of each of the documents like,
  14. Articles of Association/Memorandum of Association/ partnership deed/ any other relevant document showing composition of the firm,
  15. List of eligible works executed during last three (3) years,
  16. PAN,
  17. GSTN Registration
  18. Employee State Insurance Act registration,
  19. PF registration,
  20. Particulars of bankers & Bank account details.

21. Details of work experience shall be supported by work orders and corresponding completion certificates.
22. 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.
23. Details of works on hand.
24. Latest audited final accounts of the business of the contractor 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.  
(If required, original certificates shall be produced for verification by the tenderer and will be returned after verification.)
25. The tenderers must have applicable Tax registrations (PAN, GSTN TIN, TAN, etc.) and also registration with Provident Fund, ESIC, etc., supported with documentary evidence and licenses, permissions, approvals issued by Labour enforcement and other statutory authorities, wherever applicable.
26. Tenderers should have a current bank account with a scheduled commercial bank.
27. 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.
28. Intending applicants are required to furnish details about their firm/organization, experience, competence, etc.
29. The application form should be signed by a person on behalf of the Firm/Organization, who is duly authorized to do so.
30. If the space in the application form is insufficient for furnishing full details, such information may be supplemented on a separate sheet of paper duly signed.
31. Applications containing false or inadequate information are liable for rejection and Bank reserves the right to blacklist those agencies.
32. The firms which do not fulfil prequalification criteria shall not be considered for selection and award of work.
33. The staff deployed by the firm at site should have adequate experience and knowledge in their respective works.

**CEHCK LIST**

**Technical bid will be evaluated on these parameters**

<b>Sr. No.</b>	<b>Description of Enclosure</b>	<b>Please tick ✓</b>	
1	Type of Firm and Registration detail		
2	Registration (please submit requisite documents)	GST	
		ESI	
		PF	
3	Audit Report (please submit audit reports for these three years)	FY2022-23	
		FY2021-22	
		FY2020-21	
4	Turnover: should be more than Rs.13 lakh ( please submit CA certificates)	FY2022-23	
		FY2021-22	
		FY2020-21	
5	Experience in same field i.e. maintenance contract of Housing keeping, Gardening Electrical, Plumbing and Carpentry works etc. during the last 3 years i.e. from 01 April 2020 – 31 March 2023 (Please submit experience certificate/ completion certificate)	3 works of Rs.17 lakh each or	
		3 works of Rs.17 lakh each or	
		3 works of Rs.17 lakh each or	
6	Earnest Money through NEFT: please submit requisite documents		
7	Bank A/c details		
8	PAN		
9	Copy of cancelled cheque		

## SECTION I

### PREVIOUS EXPERIENCE

- a) List of important works EXECUTED by the bidder during last five years individually costing Rs.17 Lakh each and above with experience in executing works of similar work in organisations / institutes / training establishments etc. (Please attach extra sheets if required).

<b>Sr No</b>	<b>Name of the work And Location</b>	<b>Nature of Work</b>	<b>Name &amp; full postal address. Also indicate whether Government or Semi-Govt or PSU's</b>	<b>Contract Amount (Rs)</b>	<b>Whether work was left incomplete or contract was terminated from either side? Give full details.</b>	<b>Any other relevant information</b>
<b>(1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>	<b>(5)</b>	<b>(6)</b>	<b>(7)</b>

- b) List of important ON HAND works costing Rs.17 Lakh each and above in the field of the tender required services. (Please attach extra sheets if required).

<b>Sr No</b>	<b>Name of the work And Location</b>	<b>Nature of Work</b>	<b>Name &amp; full postal address. Also indicate whether Government or Semi-Govt or PSU's</b>	<b>Contract Amount (Rs)</b>	<b>Whether work was left incomplete or contract was terminated from either side? Give full details.</b>	<b>Any other relevant information</b>
<b>(1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>	<b>(5)</b>	<b>(6)</b>	<b>(7)</b>

**Section-II**

**Housekeeping staff, Electrician, Gardener, Plumber and Carpenter their Experience**

- 1. List of staffs & details about their technical qualifications, experience, etc. (Please attach extra sheets if required).**

<b>Sr No</b>	<b>Name</b>	<b>Age</b>	<b>Qualification</b>	<b>Experience</b>	<b>Nature of works handled</b>	<b>Date from which employed in the organisation</b>	<b>Any other relevant information</b>
<b>(1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>	<b>(5)</b>	<b>(6)</b>	<b>(7)</b>	<b>(8)</b>

- 2. List of available tools, Equipment. (Applicable for Housekeeping, Electricians Plumber and Carpenter and Gardener) (Please attach extra sheets if required).**

<b>Sr No</b>	<b>Name of tools/ Equipment and Accessories</b>	<b>Total No. of units available with</b>	<b>Required no. of units to be spared for NABARD's work (to be kept in our premises)</b>
<b>(1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>
<b>1</b>	Wall and Wooden Drilling Machine with full set of bits & accessories		
<b>2</b>	Other Electrical/ Plumbing/ Carpentry/ Gardening items (for regular work)		
<b>3</b>	Any other equipment's/items as required to carry out the job		
<b>4</b>	Any other information, if necessary		

Indicate other points, if any, to show applicant's technical and managerial competency to indicate any important point in applicant's favour.

**Section-III –  
Basic Information of the Bidder**

<b>A. General Information</b>		
1	Name of the applicant organization/ vendor/ supplier/ service providers	
2	Address for communication and contact details	
3	Telephone number (landline) Telephone number (mobile)	
4	E mail ID	
5	Type of the organization (whether sole proprietorship, partnership, private limited or limited company or cooperative society etc.)	
6	Name of the proprietor/partners or directors in the organization	
7	Details of Registration – (whether partnership firm, company, society, etc.) Registering Authority, Date, Registration No., etc.,(copy to be enclosed)	
8	Whether empanelled with Government/Semi - Government/ Autonomous bodies or any PSU and if so, give the details of the same (copy to be enclosed)	
9	Number of years of experience in the field/ trade A list of important assignments may be indicated for the same along with supporting documents (Note - Minimum 3 years of experience as on 31/03/2023 )	Years (as on 31/03/2023)
10	Have you in the past carried out any works for NABARD? If yes, give details	



<b>B. Financial Information</b>		
1	Permanent Account Number (PAN) of the agency	
2	GST No. (enclose copies of relevant documents)	
3	Balance sheet and Profit & Loss Account statement for the previous three years, duly certified by a practicing Chartered Accountant in support of Turnover OR Banker's Solvency Certificate in proof of having adequate financial standing.	
4	Turnover during the last three years (Pl. attach CA certificate)	FY 2022-23 (Rs..... )
		FY2021-22 Rs..... )
		FY2020-21 (Rs..... )
5	Indicate if involved in any litigation at present in similar type of contracts	
6	Any civil suit arisen in the contracts of wor	
7	Number of supplementary sheets attached	
<b>C. Details of the Bank's Account</b>		
1	Name of the Vendor / Firm / Contractor	
2	Name of the Account Holder	
3	Name of the Bank's branch and Address	

4	Bank's Code and Branch's Code	
5	IFSC Code of the Bank's Branch	
6	Type of Account (Current/Saving/Cash credit)	
7	Account Number	

**Note:** Please attach self-certified copies of the following document:

- a) IT Returns OR Audited Balance Sheet and Profit & Loss Account for the past three years (CA Certified)
- b) A copy of cancelled cheque in respect of the above account which is operated by the vendor must be enclosed

Place:

Date:

(Signature and Full Name of the authorized person with seal on behalf of Firm/Agency/Contractor

**PRE CONTRACT INTEGRITY PACT**

**(On non-judicial Stamp Paper of Value Rs 500/- )**

**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 Employer proposes to outsource manpower services for **(Housekeeping, Gardening, Electrical Services (HT & LT), Carpentry and Plumbing & Sanitary Services Contract at NABARD Madhya Pradesh Regional Office, E-5 Arera Colony, Bittan Market for two years w.e.f 01/04/2024 to 31/03/2026 and the BIDDER/Seller is willing to offer the services and**

WHEREAS the Tenderer 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 :**

Enquiry being conducted by the BUYER the proceedings under the contract would not be stalled.

**Commitments of BIDDERS** 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 :-

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 **Commitments of the BUYER**

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.

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.

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.

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 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.

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 disfavor to any person in relation to the contract or any other contract with the Bank.

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

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

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.

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.

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.

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

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.

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

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

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.

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.

### **Previous Transgression**

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.

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.

### **Earnest Money (Security Deposit)**

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.

Bank Draft or a Pay Order in favour of \_\_\_\_\_

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.

Any other mode or through any other instrument (to be specified in the RFP)

The Earnest Money/Security Deposit shall be valid upto a period of two 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.

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.

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

### **Sanctions for Violations**

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:-

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.

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.

To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

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.

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.

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.

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.

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.

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

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

The BUYER will be entitled to take all or any of the actions mentioned at para 6a (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.

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.

#### **Fall Clause**

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.

#### **Independent Monitors**

The BUYER has appointed Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission Name and Address of Independent Monitor

*Shri Jagdeep Kumar Ghai, PTA & FE (Retd), Flat No 1032 A Wing, Vanashree Society, Sector 58 A & B, Palm Beach Road, Nerul, Navi Mumbai, 400706, email jkghai@gmail.com, Mob: 9869422244*

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.

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

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

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.

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.

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.

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.

**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.

**Law and Place of Jurisdiction**

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

**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.

**Validity**

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.

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.

The Parties hereby sign this Integrity Pact at \_\_\_\_\_ on \_\_\_\_\_

BUYER  
Name of the Officer  
Designation  
NABARD

BIDDER  
Chief Executive Officer



Witness

1. \_\_\_\_\_

2. \_\_\_\_\_

Witness

1. \_\_\_\_\_

2. \_\_\_\_\_

\*Provisions of these clauses would need to be amended /deleted in line with the policy of the BUYER in regard to involvement of Indian agents of foreign suppliers

## GENERAL INSTRUCTIONS

**Contract for Housekeeping Staff (Cleaning), Gardening, Electrical Plumbing, Carpentry Works at NABARD, Madhya Pradesh Regional Office, E- Arera Colony, Bittan Market, Bhopal 462 016 for the period of two year from 01 April 2024 to 31 March 2026**

1. Before quoting, the Contractor must clearly understand that they have fully acquainted themselves with the content of the following:

<b>Sr No</b>	<b>Particulars</b>	<b>Page No</b>
a	Form of Tender	07
b	Pre-Qualification Criteria	09
c	General Instructions	26
d	General Terms & Conditions of Contract	(Annexure-A) (page-35 )
e	Additional Conditions	(Annexure-B) (page-40 )
f	Scope of work	(Annexure-C) (page-43 )
g	Special Instructions	Annexure-D) (page-63 )
h	Safety Precautions	Annexure-E) (page-66 )
i	Requirement of Staff	Annexure-F) (page-67 )
j	Articles of Agreement	Annexure-G) (page-69 )
k	Indemnity Bond	Annexure-H) (page-78 )
l	Declaration	Annexure-I) (page -80)
m	Price Bid	Annexure-J) (page-81)

2. Tenderers will apply on GeM only. The PART-I (Technical Qualification Bid) of the tender shall contain Technical Qualification bid (as per Section I, II, & III), along with proof of having submitted EMD; and terms & conditions in prescribed tender document. The PART- II of the tender shall contain only the financial bid in the prescribed format in GeM. No other terms & conditions should be there in the financial bid. If any terms & Conditions are stipulated in the tender document, the tender shall summarily be rejected.
3. The PART-I (Technical Qualification Bid) of the tender shall be opened first on 15 January 2024 as per GeM procedure. Based on the Technical Qualification bid / tender, the financial bids (Part-II) for competitive rates of eligible bidders will only be opened / considered. Price bid of bidder will be opened only if found eligible in Technical Bid.
4. Bidder has to qualify in Technical Bid. Only those bidders whose firm has registration of GST, ESI, EPF etc., are eligible to apply.

5. Selection will be based on Grand Total quoted at the price bid by the bidder.
6. In case of multiple L1 bidders, the final selection of bidder is done by GeM through system logic and as per GeM procedure.
7. Tenders, which do not fulfill all or any of the NABARD's conditions or are incomplete in any respect and tenders with the tenderer's own conditions other than those specified by NABARD, are liable to be rejected.
8. NABARD reserves the right to accept or reject any tender, in whole or in part and it is not binding on the part of the NABARD to accept the lowest (L1) or any tender. The decision of NABARD will be final in selection of bidder.
9. The estimated cost of the tender of supply of manpower is Rs.87.00 lakh for 24 months
10. The EMD of Rs.1.73 lakh is required to be deposited through NEFT/RTGS to the following account:

ACCOUNT NAME	NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT
ACCOUNT NUMBER	NABADMNo4
ACCOUNT TYPE	Current Account
IFS CODE	NBRD0000002
BANK NAME	NABARD
BANK BRANCH	HEAD OFFICE, MUMBA

11. After depositing the EMD amount, the tenderer is advised to send an email to [dpsp.bhopal@nabard.org](mailto:dpsp.bhopal@nabard.org) with the details of the transaction.
12. . The EMD of the Contractor selected for award of the Maintenance Contract will be retained by NABARD as Retention Money Deposit (RMD) till expiry of the Contract and will not carry any interest. The successful bidder has to deposit an amount @5% of the yearly tender amount as RMD, in such case the EMD amount already deposited will be adjusted.
13. The RMD will be released after 90 days from the expiry of the satisfactory AMC period 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.
14. Validity of bid shall be 90 days from the date of opening of price bids. However, the rates quoted by the successful bidder would remain firm until the end of the contract period i.e. up to 31 March 2026 except only if the minimum wages are revised and contract rates are different from the revised minimum wage rates or change in GST / statutory taxes and subject to other terms & conditions mentioned elsewhere in the tender.
15. NABARD reserves the right to divide and distribute the work to more than one Contractor at its sole discretion.
16. The Contract period will be for a period of 02 years starting from 04 April 2024 to 31 March 2026.

17. .The contract period may be renewed for further two years (one year at a time), if services are found satisfactory as per mutually agreed terms and conditions. The renewal shall be at the sole discretion of NABARD.
18. However, the Bank reserves the right to terminate the services of the agency by giving one month notice if the services are found to be unsatisfactory.
19. Tenders containing tenderer's own conditions are liable to be rejected.
20. The rates may be quoted in the Price BID only and not elsewhere. Rate shall be written both in 'Figures and Words'.
21. No alterations, additions or erasures in any of the tender documents are permitted and if any are made, the National Bank shall have the right to either discard such alterations, additions, erasures or to reject the whole tender as it may decide.
22. Contractors are advised to visit the site at their cost before quoting and doubts if any be got clarified from the concerned officer to familiarize themselves with the details of the works and site conditions, etc.
23. Rates should include all Taxes (including GST), Wages as per Act, etc. and should be firm for the entire Contract period. No escalation of rates will be allowed for the entire contract period on any account, except the difference of minimum wages and corresponding applicable tax.
24. The rate quoted by the bidders shall be inclusive of the charges for labour, supervision, Tools and Equipment's, Taxes of any nature etc. and shall be as mentioned in the Schedule of Quantities/Scope of Work.
25. The Tenderers should quote their rates strictly adhering to Terms and Conditions stipulated in the Tender Document. Unsolicited correspondence after opening of the Tender shall not be entertained. Conditional / Deviational Tenders may be rejected without making any reference to the Tenderers.
26. No advance shall be paid towards mobilization and cost of materials.
27. The decision of NABARD in awarding the work shall be final and cannot be subjected to arbitration.
28. NABARD also reserves the right of supersession of any of the conditions stipulated in the Tender Document.
29. Rates should be filled in the Tender neatly and as far as possible, no correction shall be made. The rates quoted should be written legibly in words and figures.
30. If the successful bidder refuses, withdraws or neglects to execute the Contract within the time frame specified by NABARD, Madhya Pradesh Regional Office, Bhopal, EMD shall be forfeited.
31. The contractor should have their own office in Bhopal.
32. 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.

33. If the space in the application form is insufficient for furnishing full details, such information may be supplemented on a separate sheet of paper duly signed.
34. Applications containing false or inadequate information are liable for rejection and Bank reserves the right to blacklist those agencies.
35. The firms which do not fulfil the requirements (terms and conditions) shall not be considered for selection and award of work.
36. The staff deployed by the firm at site should have adequate experience and knowledge in their respective works.
37. The National Bank for Agriculture and Rural Development (NABARD) does not bind itself to accept the lowest or any bid and reserves to itself the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing.
38. . The address of the premises where the work is to be carried is **NABARD, Madhya Pradesh Regional Office, E 5 Arera Colony, Bittan Market, Bhopal 462 016**
39. Quoted Service Charges should be workable and reasonable and should include incidental and all overheads and profits. The contractor would be required to furnish an analysis for scrutiny of the Service Charges, as and when called for, by NABARD.
40. Rates should include all Taxes, Duties, Octroi, Levies, Wages as per relevant Act, and Service Charges etc. as applicable and should be firm for the entire Contract period. Under any circumstances, no price escalation whatsoever shall be entertained during the contract period except revision in minimum wages & taxes.
41. Monthly payment will be made based on bill submitted by the contractor and certified by the Assistant Care Taker/ Caretaker to the effect that the services are provided as per the contract agreement. The Contractor has to get the Signature of the Assistant Caretaker/Caretaker after completion of the respective work on the formats given for respective work and should submit all these with the bill.
42. Separate orders will be issued by NABARD in respect of additional works such as water tank cleaning etc., (if any) which are not covered under the comprehensive monthly charges. The bills for the same are to be submitted within a period of one month after completion of the work. NABARD may reject any claim made after the stipulated period. The bills for the works carried out without proper work slips/ work order will be rejected and no further representation will be entertained.
43. TDS, GST-TDS, Income Tax, and Goods and Service Tax and other taxes as applicable, will be deducted from total payment due to the Contractors.
44. NABARD will not be under any liability to pay any compensation to the persons deployed by the contractor if they sustain any injury etc., while discharging the duties in the said premises. The contractor shall get them insured against any liability or any accident at its own cost. The Contractor should arrange to obtain necessary insurance cover for his employees at his cost and should be responsible for the safety of persons employed by him. The Contractor shall be fully responsible and shall compensate NABARD in the event of any damage to person or material, injury /damage or death as

the case may be, caused directly or indirectly due to the negligence of the Contractor or his agents and / or his employees or workforce.

45. Any damages caused to the building / premises during the execution of the work shall be made good by the Contractor and if necessary, through suitable Insurance cover at his cost.
46. The contractor shall deploy such minimum number of qualified & experienced staff as indicated in Annexure F of this tender and also to ensure that the work is attended in time as per the scope of work of the tender, to the satisfaction of NABARD.
47. All the Standard Conditions of the Contract shall be binding on the parties as per Indian Contract Act and other prevailing Rules.
48. The contractor shall pay the personnel deployed in NABARD, their wages in accordance with the minimum Wages Act, 1948 on a monthly basis. The contractor shall also make PF contribution, ESI contribution and or any other statutory contribution in respect of the personnel deployed in NABARD. Tenders/bids not complying with the minimum wages payment will be rejected.
49. The contractor shall, for all intents and purposes, be the “Employer” within the meaning of different Labour Legislations in respect of skilled and unskilled personnel so employed and deployed in NABARD and the manpower so employed and deployed in NABARD shall remain under the overall control and supervision of the contractor. The persons deployed by the contractor in NABARD shall not have claims of Master and Servant relationship (implicitly or explicitly) between him/her/them and NABARD nor have any principal and agent relationship with or against the NABARD. The contractor's personnel shall not claim any benefit/ compensation/absorption /regularization of services under the provision of the Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970 or any other act related thereto.
50. The Contractor shall comply with the provisions of Contract Labour (Regulation & Abolition) Act, 1970, Minimum Wages Act, 1948 and all other Labour Laws and other Statutory Regulations (both Central and State) that may be enforced from time to time by the appropriate authorities. NABARD shall not be responsible in any manner in the event of non-compliance with various labour laws in force by the contractor and the onus of compliance lies solely with the contractor. The contractor is advised to maintain attendance register of his staff employed at sites and wage register for payment (at least minimum wages as per Central Govt.) with all records up to date as per the labour regulations. The contractor may be asked to submit the monthly payment records to the staff employed by him. The contractor is advised to ensure that the payment is regularly credited to the bank account of the individual staff employed within the time schedule of Labour laws and pay slips for respective payments are duly issued regularly. NABARD may ask for past pay slips and payment records to be submitted along with the monthly bill.
51. The rates quoted by the contractor should be inclusive of employer's share of ESI & EPF contributions for this contract. The contractor should submit proof of payment (counterfoils) as and when called for by NABARD towards ESI & PF with monthly bill & other documents such as registration number, photo card etc.

52. The Contractor should be responsible to fulfil all the obligations in connection with the workers employed by the Contractor for the purpose of the Contract and all the Statutory and other liabilities, if any, including minimum wages, leave salary, uniform, ex-gratia, gratuity, ESI, Provident Fund, Workman Compensation, if any, etc. in connection therewith shall be on the Contractor's account and payable by the Contractor.
53. The Agency should arrange to obtain necessary insurance cover i.e. (i) Workmen Compensation policy and (ii) Contractors All Risk Policy (CAR policy) for his employees at his cost and should be responsible for the safety of guards employed by him. The original Insurance Policy should be submitted to NABARD immediately after award of work. The CAR policies are required to be at least 1.25 times of the contract value.
54. The manpower deployed by the contractor should be in neat uniform, polite, cordial, positive and efficient, while handling the assigned work so that their actions promote goodwill and enhance the image of NABARD. Necessary grooming should be done by the contractor before posting the staff at site. He shall also comply with the provisions of all labour legislations. Receipt of any complaint in this regard shall be viewed seriously. No additional payment shall be made if contractor keep more staff at site for completing the pending work or if the minimum staff strength is not able to perform satisfactorily as per the contract provision.
55. The Contractor shall abide by all the requirements of maintenance from time to time and shall strictly follow the obligation required by NABARD.
56. The Contractor should obtain necessary permission that may be required for the purpose of this Contract from such authorities as may be prescribed by Law from time to time.
57. The Contractor or his authorized representative should visit the site frequently as required by NABARD and meet Officials for any clarifications and to receive instructions.
58. The Contractor shall have whole/ sole responsibility for any damage / loss of life and property of NABARD on the part of any employee engaged by the Contractor resulting in any loss to NABARD or any of its clients. The contractor shall fully compensate NABARD for such damage/loss. The decision of NABARD in this regard shall be final and binding.
59. Any act of indiscipline / misconduct / theft / pilferage on the part of any employee engaged by the Contractor resulting in any loss to NABARD or any of its clients in kind or cash will be viewed seriously and NABARD will have the right to claim damages or levy fine and / or terminate the Contract forthwith, if necessary without any notice.
60. In case of any default or failure on Contractor's part to comply with all / any one of the Terms / Conditions, NABARD reserves to itself the right to take necessary steps to remedy the situation including, inter-alia, the deduction of appropriate amount/s from dues otherwise payable to Contractor and / or by taking recourse to appropriate recovery proceedings.
61. If any dispute arises on any matter concerning this Contract, the decision of NABARD shall be final and binding.

62. The Contractor should not at any time do, cause or permit any nuisance on the site / do anything which shall cause unnecessary disturbances or inconvenience to the occupants / visitors at site or near the site of work.
63. The work should be carried out with least inconvenience to the staff members of NABARD. The workmen employed by the Contractor should abide by the Rules and Regulations maintained by NABARD in the premises, especially in respect of working hours, entry of the workers to the premises, wearing of uniforms, interpersonal relation with the staff. The contractor shall provide photo identity card and uniform to its workers including the leave reserves. Any workman not maintaining discipline / decorum inside the premises shall be immediately removed from site.
64. The Contractor should obtain approvals, if any, necessary for the work from the statutory bodies. The Contractor shall assist NABARD fully in respect of any liaison with the Municipal/Police or any other authority for necessary approval / permission with regard to the AMC works.
65. The Contractor shall provide documentary proof of police verification for each and every personnel deployed with NABARD and replacement, if any, shall also be brought into effect.
66. **EXIT:**
- a) First two months will be on a trial basis. If the services of the contractor are not found to be satisfactory, the contractor will be given a notice, with a notice period of 15 days, to improve his services. If the contractor fails to improve his services within the Notice period, NABARD shall have the discretion to terminate the contract either in part or in whole, any day after the expiry of the said notice period.
- b) The contract is liable for termination by giving one-month notice by the Bank and three months' notice by the contractor.
67. The contractor shall arrange to provide smart mobile phone to the personnel deployed at NABARD premises at his own cost.
68. The contractor shall ensure to provide an alternate qualified manpower or replace with a standby in case any of the regular staff deployed is absent or on leave.
69. The Contractor shall not directly or indirectly transfer, assign or sublet the Contract or any part of it, without written permission of NABARD.
70. No advance payment shall be made. Further, Contractor will not link payment to his manpower with the settlement of bills by NABARD.
71. Contractor shall extend necessary help to other Contractors engaged by NABARD under separate contract for their respective work.
72. .Contractor shall be required to furnish NABARD, as and when required, the following:
- (i) The Power of Attorney, name and signature of his authorized representative, who will be in- charge of execution of this contract.
- (ii) Registration certificate copies.
- (iii) Wage Book, Muster Book, ESI and EPF Contribution proof pertaining to staffs engaged under this contract.



- (iv) Validity of Insurance Policies, Labour Contract License relating to staff engaged at NABARD site. The Contractor shall take all precautions necessary and shall be responsible for safety of work and risk involved in works carried out by their personnel.
73. 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.
74. The manpower deployed by the contractor for discharging the contractual obligations under the contract shall be the employees of the contractor. NABARD shall in no way be connected with such manpower and they shall have no claim whatever against NABARD.
75. The Contractor shall at his own cost and expenses provide all the materials, labour, supervision tools, plant apparatus, ladders, trolleys, conveyance, etc. required for execution of the work covered by this contract to the entire satisfaction of NABARD.
- a) The tender is neither an agreement nor an offer and is only an invitation by the NABARD to the interested parties for submission of their bids/ offers.
- b) The information contained in this document or information provided subsequently to the bidders whether verbally or in documentary form by or on behalf of NABARD is provided to the bidders on the terms and conditions set out in this tender document and all other terms and conditions subject to which such information is provided.
- c) The purpose of this tender is to provide the bidders with information to assist the formulation of their bids/ proposals. This tender does not claim to contain all the information each bidder may require. Each bidder should conduct his own investigations and analysis and should check the accuracy, reliability and completeness of the information in this tender and, wherever necessary, may obtain independent advice.
- d) NABARD makes no assertion or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this tender. NABARD may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this tender.
76. The contract shall be valid up to 31 March 2026. NABARD also reserves the right/option to extend the validity of this contract at the same rates for a period of 01 year and on the same terms and conditions, with consent from the vendor.
77. **Uniform:** The contractor should provide two sets of uniform, one sweater/jacket for winter and one set of shoe of good quality of approved colour every year for the employees deputed in NABARD. **The cost so incurred shall be reimbursed on production of proper Invoice of having purchased the uniform.**
78. **Forfeiture clause:** In case of negligence/derelection of duty by contractor's staff, the above contract shall be terminated without giving any notice by NABARD and the security deposit shall be forfeited.
79. **Award of Contract to Successful Bidder:** The Bidder quoting the least monthly service charge shall be awarded the contract after ascertaining whether all other criteria

are met. Bids quoted with service charges less than 3.85% or more than 7.00% would be treated as un-responsive and invalid, which are liable for rejection. In case of multiple L1 arises, the L1 shall be finalized as per GeM procedure through system Logic.

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

**SIGNATURE AND SEAL OF BIDDER:**

**DATE:**

**PLACE: ADDRESS:**

**GENERAL TERMS AND CONDITIONS**

**Contract for Housekeeping, Gardening Electrical, Plumbing, and Carpentry Works at NABARD Madhya Pradesh Regional Office, E 5 Arera Colony, Bittan Market, Bhopal 462 016 for the period for two years from 01 April 2024 to 31 March 2026**

1. The contractor shall make his own arrangement for all types of tools, implements, ladder etc. for executing the housekeeping, gardening, electrical, plumbing and carpentry works
2. For the storage of various materials required for the above work, the contractor shall arrange for his own lockable cupboard. He shall be given a space for keeping his cupboard if required.
3. In the case of works other than maintenance, not included in the schedule of quantities the contractor shall submit his quotations and obtain approval from NABARD before execution of work. In case of urgent nature of works, the contractor shall execute the work without waiting for written approval. In such cases he shall be given rates as under:
  - a. Rate of the materials as per his purchase voucher (the cash vouchers should be from authorized stockist). The overhead charges up to 10% will be applicable on submission of receipt/bill by the contractor for carrying out additional work/material supply as instructed by the bank which was not covered under the scope of work.
4. Rates should include removal of debris out of premises to the safe municipal limit, removing stains, cleaning the site thoroughly and unless the same is done to the satisfaction of the concerned officer, their bill will not be settled.
5. Materials used and the completed work should conform to relevant BIS Codes. BIS and CPWD Specifications and Method of Measurements shall be followed as applicable. However, in the absence of the same and / or in case of any discrepancy, the decision of NABARD will be final.
6. Monthly payment will be made in the case of Comprehensive maintenance works based on bill submitted by the contractors and certified by the caretaker of concerned premises to the effect that the complaints recorded in the registers have been attended.
7. Separate work slips / work orders will be issued by the bank in respect of the items which are not covered under the comprehensive monthly charges. The contractors may raise the bills for the same within a month's period after completion of the work. The bank will be at its liberty to reject any claim made after the stipulated period. The bills for the works carried out without proper work slips/ work order will be rejected and no further representation will be entertained.
8. Any discrepancy in settlement of bills may be brought to the notice of the bank within a period of one month after the settlement of the bills. The bank will not entertain any claim regarding any dispute in settlement of the bills after stipulated time.
9. Income Tax-TDS, GST-TDS and other taxes as applicable will be deducted from total payment due to the Contractors.
10. The working hours to be observed by the contractors shall generally be as indicated in Annexure F. However, in the case of emergency, work will have to be continued till the same is completed and for which no extra charges will be paid

11. The working hours to be observed by the contractors shall generally be as indicated in Annexure F. However, in the case of emergency, work will have to be continued till the same is completed and for which no extra charges will be paid.
12. No overtime allowance or any compensation of any other kind shall be payable by NABARD to any person including supervisor employed by the Contractor for duties at the said premises.
13. The Contractor shall comply with all the applicable Acts, Rules, Regulations and Law (s) for entering into Construction / Maintenance Contract. NABARD will not in any way be liable or responsible for any default / irregularities / penalties on the Contractor's part.
14. The Contractor shall comply with the provisions of Contract, Labour (Regulation & Abolition) Act, 1970, Minimum Wages Act and all other Labour Laws and other Statutory Regulations (both Central and State) that may be enforced from time to time by the appropriate authorities. NABARD shall not be held responsible for any lapse of the vendor, if any, in complying with the provisions of any Labour Regulations, if applicable. NABARD shall have the power to inspect the Wage Register and for physical verification of salary paid to the staff with reference to any records of the Contractor and to insist the Contractor to comply with Laws. The contractor shall pay
15. The contractor shall pay the ESI & EPF contributions of all the employees as per the prevailing Employees Insurance and Employees Provident Fund Act under the contract. The rates quoted by the contractor should be inclusive of employers' share of ESI and EPF contribution for this contract. The contractor should submit proof of payment (counterfoils) along with the monthly bill and other documents such as registrations number, photo card etc. and also certify that all payments has been made as per the Minimum Wages Act, while seeking reimbursement
16. The Contractor should be responsible to fulfil all the obligations in connection with the workers employed by the Contractor for the purpose of the Contract and all the Statutory and other liabilities, if any, including minimum wages, leave salary, uniform, ex-gratia, gratuity, ESI, Provident Fund, Workman Compensation, etc. in connection therewith shall be on the Contractor's account and payable by the Contractor.
17. The contractor should ensure payments to the labourer as per the latest minimum wages Act and also payment to be disbursed to the contract labourers and supervisors in the presence of NABARD representative on /or before 7<sup>th</sup> of every month irrespective of the fact that the previous monthly bill is paid or not by NABARD
18. The Contractor or his authorized representative should visit the site frequently as required by NABARD and meet NABARD's officer with prior appointment for any clarifications and to receive instructions, take measurements, etc. at the site.
19. Any act of indiscipline / negligence / misconduct / theft / pilferage on the part of any workers engaged by the Contractor resulting in any loss to NABARD in kind or cash will be viewed seriously and NABARD will have the right to claim damages or levy fine and / or terminate the Contract forthwith, if necessary.
20. In case of any default or failure on Contractor's part to comply with all / any one of the Terms and Conditions, NABARD reserves to itself the right to take necessary steps to remedy the situation including, inter-alia, the deduction of appropriate amount(s) from dues

otherwise payable to Contractor and / or by taking recourse to appropriate recovery proceedings.

21. If any dispute arises on any matter concerning this Contract, the decision of NABARD shall be final and binding.

22. The Contractor should not at any time do, cause or permit any nuisance on the site / do anything which shall cause unnecessary disturbances or inconvenience to the occupants/visitors at site or near the site of work.

23. The work should be carried out with least inconvenience to the occupants. The workmen employed by the Contractor should abide by the Rules and Regulations maintained by NABARD in the premises, especially in respect of working hours, entry of the workers to the premises, interpersonal relation with the occupants etc.

24. The Contractor should obtain approvals, if any, necessary for the work from the statutory bodies on behalf of NABARD. The Contractor shall assist NABARD fully in respect of any liaison with the Municipal or any other authority for necessary approval / permission with regard to the construction / maintenance works. The fees and other statutory charges, if any, will be reimbursed to the Contractor based on the original receipts produced to NABARD.

25. The Contract can be terminated by NABARD on one month's notice if services are found to be unsatisfactory.

26. The Contractor shall provide everything necessary for the proper execution of the works. NABARD will not supply any Tools or any other equipment, materials, labour, etc. and no payment in this respect will be made by NABARD. The Contractor shall supply, fix and maintain all the scaffoldings, jhulla, Tools etc. at his cost during the execution of any work and remove them as soon as the work is completed.

27. The Contractor shall not directly or indirectly transfer, assign or sublet the Contract or any part of it, without written permission of NABARD.

28. The Contractor shall make necessary arrangement for watch and ward of his materials at his own risk and cost.

29. The Contractor shall maintain a register for the material issued and used at various site. The Contractor shall also produce weekly record of balance material in stock. The same shall be verified by the Bank's representative. Any shortages in or damage to the material will be contractor's responsibility and cost thereof will be recovered from the Contractor's bill. The Contractor's bill shall not be paid till he submits the record of material.

30. The contractor shall ensure that the regular payment to his staff posted for the captioned work and the payment made to his staff should not be less than the minimum wages notified by the Central Government from time to time and make available for inspection of the Bank the relevant records. However, rate quoted by the Contractor shall be firm and remain valid till the expiry of the contract period.

31. The contractor shall maintain a complaint register for each building and attend to the complaints registered, immediately. For the purpose of convenience the register may be kept in the custody of the security guards posted at the premises.

32. The work slip/orders for carrying out works which are not covered under monthly charges for maintenance works will be issued by NABARD and such additional works shall be paid for extra.
33. The cost of replacements wherever applicable shall be paid for only on sanctioned work orders issued by NABARD to the Contractor. If any replacement is done without proper sanction, the same will not be considered for payment.
34. Need for replacement of any particular item shall be decided by Bank's representative and the Contractor should carry out the work without any dispute.
35. Whenever particular items of materials, fittings etc. are replaced at Bank's cost, the Contractor shall deposit such items like old fittings etc. with the ACT/CT of the colony till the settlement of the bill of extra items. All such removed old materials should be stacked safely at the specified location within the premises. After settlement of the bills, the contractor may take the old/scrap material as agreed in the terms and conditions of the work order. However, any useful materials like fittings, pipes etc. , which could be used, may be used in the repair/maintenance works with the approval of Site Supervisor/Bank's Engineer and for such items, the cost will not be paid to the Contractor.
36. Necessary tools and minor items like adhesives, screws, nails, nut & bolt, washer, bracket, clips, grease, M-seal, rubber for stopper, rubber buffer etc. as well as item/work costing individually up to Rs.50/- will be in the scope of the contractor. The contractor shall quote service charges accordingly.
37. Contractor shall maintain a proper Record/Register indicating reasons for not attending to any particular complaint within 1-3 days, failing which penalty as per Bank's decision shall be levied.
38. The payment shall be made by the bank to the contractor once in a month by fund transfer. Contractor shall also ensure regular payments to his workers. Bank shall not be responsible/ liable for any payments due to the workers from the contractor. However, if any complaint is received from the workers about non-payment of their dues, Bank reserves the right to make direct payment to them, and recover any amount from dues payable to the contractor.
39. Bank shall not be responsible for any injury or loss to the property of the contractor or the worker for whatsoever reasons. Contractor shall indemnify the bank against any injury or loss to the property or person employed by him.
40. Contractor shall be responsible / liable to the Bank for any damages or loss caused to property / equipment of the bank due to improper workmanship or negligence of his workers.
41. The contract may be terminated by the Bank at its option at any time during the period of contract without assigning any reason and giving notice.
42. The contract period will be effective from 1/04/2024 to 31/03/2026.
43. The contractor should obtain workman's compensation policy with the bank's name appearing first and his name appearing second and deposit the same with the bank.

#### **44. INSURANCE**

a) Contractor shall take adequate insurance cover against injury and death, disability of his employee (including casual employees deputed at workplace), and contractor shall indemnify NABARD and hold the NABARD harmless in respect of all and any expenses arising from any such injury and / or damages in respect of Workmen's Compensation and Risk of Accidents to contractor's own employees.

b) The aforesaid insurance policy / policies shall not be cancelled till NABARD has agreed to their cancellation.

c) The Contractor shall prove to NABARD from time to time that he has taken out all insurance policies referred to above and has paid the necessary premium for keeping the policies alive till the expiry of the defects liability period. Above instructions on insurance coverage will also be applicable to the sub-contractor, if any, of the contractor.

#### **DECLARATION BY THE CONTRACTOR**

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

Place:

Date:

Address:

(Signature and Seal of the Bidder)

**ANNEXURE – B**

**ADDITIONAL CONDITIONS OF CONTRACT**

1. If a bidder / tenderer quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.
2. The appointed contractor is required to generate End of the Day (EoD) reports on status of works, labour deployed, etc. to the concerned officer of the Bank.
3. Contractor shall follow the prescribed formats/procedures for official documentation like registers, etc. as stipulated by NABARD from time to time.
4. Contractor shall maintain a proper Record/Register indicating reasons for not attending to any particular work time schedule, failing which penalty as per Bank's decision shall be levied.
5. The minimum nos. of labour and their duty hours and details of working days are mentioned in Annexure F. The same should be strictly followed.
6. The responsibility of engaging and maintaining sanctioned strength of workers lies with the Contractor in view of timely attention and completion of the routine works within the given time frame.

**7. Penalty clause:**

- a. The resolution time of complaint will be maximum 03 Days including holidays. The contractor shall ensure resolution within proposed period, failing which the penalty will be deducted as follows:

<b>Nature of work</b>	<b>Time of completion</b>	<b>Penalty for delay</b>
Items indicated in scope of works based on their periodicity	03 days including public holidays.	Rs. 500 per day per pending work

- b. In case of absence of workers (minimum specified in the BOQ), the amount will be deducted as below:

If the contractor fails to deploy the number of manpower as required under the agreement / tender and such absence of manpower in each category of workmen exceeds 15% or more of total man days in a month, then a penalty of Rs. 650.00 per day shall be imposed on the contractor for all absent days including 15% of the absences during the month.

The amount of penalty shall be adjusted from the amount payable to the contractor and shall not be deducted by the contractor from the wages payable to the workmen.

**8. Additional Penalty:** If the contractor continues to fail to engage sufficient workers and does not show sufficient progress in attending to the works, NABARD may, after issuing written notices, levy additional penalty at its discretion, which will be recovered from the Contractor's bill.

9. In case of emergency work, no extra payment for working in odd hour will be made.
10. The property will be handed over to the Contractor for the AMC works on 'as is where is' basis and the contractor shall be required to carry out pending works at his cost and continue to ensure proper service to a reasonably satisfactory level.



11. NABARD shall have discretion to change the scope of work and deployment of number of manpower whenever required.
12. Change of staff without prior permission of Bank is not permissible. In case of change of staff, the original copy of the new license will be produced before the Bank's official for verification.
13. Liasoning with Municipal Corporation will be done by the contractor as and when required. The contractor should be competent to issue test report/other certificates required by these Organizations.
14. Any misguidance or dishonesty to the Bank such as in respect of highly inflated measurements of works, use of sub-standard material, charging the occupants for carrying out maintenance work in flats etc. will be viewed seriously and if required appropriate penalty for the above may be imposed by the Bank.
15. In case of major failure, the contractor shall provide the required number of plumbers, carpenter or gardener, helpers and supervisors to rectify the fault immediately after receipt of complaint.
16. The Contractor shall employ the required number of workers and keep the attendance record properly so that same can be inspected by the Officer of the Bank. Daily attendance of workers as indicated in the scope and in enclosed annexure shall be maintained by the Contractor with the authorised Bank's Officer which shall be verified at the time of scrutiny of bills for payment.
17. The Contractor shall abide by the requirements of the bank from time to time and shall strictly follow the obligation required by the Bank.
18. The Contractor shall be deemed to have satisfied himself as to the nature of the site, local facilities, access and all matters and things in any way affecting the execution and completion of the Contract. No claims for extra charges shall be entertained in this behalf for any reason whatsoever.
19. The Contractor shall at his own cost and expenses provide all the materials, labour, supervision tools, plant apparatus, ladders, trolleys, conveyance, etc. required for execution of the work covered by this contract to the entire satisfaction of Bank.
20. Notwithstanding anything contained therein the labour, workmen, supervisors and other employed persons by the Contractor for the purpose of the works shall for all purposes be regarded as the Contractor's employees. Therefore, neither the contractor nor any of such employees shall have any right to complain or claim against the bank. NABARD shall have no concern with them and shall not be liable to make any payment to or any contribution on account of them.
21. **Payment of Bills:** The contractor shall produce his bills in duplicate addressed to the Chief General Manager, NABARD, Madhya Pradesh Regional Office, Bhopal. The bill shall be paid by the bank after it has been verified by the bank's Caretaker / Technical Officer and found to be in order. Payment will be made strictly as per the attendance
22. In case of strike resorted to by the employees of the contractors, the Bank reserves the right to employ other contractor's workers, without any notice for carrying out the maintenance work. In such cases, either the actual cost of such labour on whole day basis shall be deducted

from the Contractor's bills or recovery will be made on the basis of actual amount paid to the other contractor plus the service charges.

**23. Performance & Supervision:** To maintain the high standard of performance of installation and for taking day to day instructions, Contractor's representative must visit the Department of Premises, Security and Procurement at least once a week. This clause does not preclude instructions being given by the Bank in between the period.

24. The Contractor shall ensure carrying out all precautionary measures as indicated in Annexure-E.

**25. Inspection:** The Officer(s) / Caretaker of NABARD may at any time inspect the housekeeping works as well as inspect the stock of items/articles held in NABARD or deemed to be in possession of the contractor and the contractor shall give all assistance in this behalf.

**Declaration by the Contractor**

We / I have read and understood the Scope of Work and Additional terms and conditions for the AMC works in the entire Office premises 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.

Place:

Date:

Address:

(Signature of the tenderer/Bidder)

Name and Seal

**1. SCOPE OF WORK – HOUSE KEEPING (CLEANING AND MAINTENANCE OF OFFICE PREMISES)**

1. NABARD is desirous of having a contractor responsible for **Housekeeping at NABARD Madhya Pradesh Regional Office located at E 5 Arera Colony, Bittan Market, Bhopal 462 016.**
2. The Regional Office comprises of G+5 Floors, total 18 washrooms (Gents 11, Ladies 07), basement, record room, electrical substation, parking shed, terrace and common areas. Water Pump Room. The said premises includes all the covered areas within the boundary wall and also the vacant/fallow land falling within the boundary wall and pucca construction between the gate and the road.
3. The scope may increase or decrease during the contract period. The minimum manpower required is given in Annexure F.
4. Keeping the number of floors, wash rooms, other rooms and Common area in view, the contractor should deploy personnel as mentioned above in such a way that all the works are attended to with good quality and as per promulgated schedule..
5. **General Behavior of Personnel:** The personnel deployed by the contractor must have experience in housekeeping at offices and should be polite, cordial, positive and efficient, while handling the assigned work. Necessary grooming should be done by the contractor before deploying them at site.
  - a. The workers / personnel deployed should wear uniforms displaying contractor firm's name and must carry ID card issued by the contractor during the working hours. The Contractor should not employ any person who is prohibited by Law from being employed for fulfilling obligations under this Contract.
  - b. The contractor is also required to submit the list of workers with photo ID, address proof, licences, etc. before deputing the workers. An attendance register shall be maintained at site indicating number of persons deployed for the inspection by NABARD officials/ representative.
  - c. The contractor shall take all precautions to avoid accidents and causes of accidents. He must be careful regarding safety during the period his staff works in NABARD premises.
  - d. The contractor shall ensure that the persons deployed for the work are well conversant with the operation of fire extinguishers.
  - e. The Contractor shall ensure that the deployed personnel **SHOULD NOT:-**
    - i. Be under the influence of drugs, alcohol, tobacco, pan, gutkha etc. when inside the Bank's premises.
    - ii. Undertake any private work inside or outside the Bank's premises during the working hours.
    - iii. Involve in any altercations with staff or in any act of indiscipline / misconduct / theft / pilferage, which results in any loss to NABARD in kind /cash/reputation .
    - iv. Suffer from any communicable diseases.

- f. The contractor shall submit Police Verification Certificate and Health Certificate from a registered medical practitioner not less than MBBS for all the personnel deployed at Bank's premises.
- g. Any indecent behavior / suspicious activities of the personnel deployed shall be viewed seriously and a suitable penalty shall be imposed on contractor or the personnel shall be removed.
6. **General Works:** . The contractor shall ensure that his personnel shall carryout the following housekeeping works as per schedule and to the satisfaction of the Bank at NABARD Regional Office.
- a. The cleaning materials and consumables etc. shall be provided by NABARD as per actual requirement. The Bank may direct the vendor to supply the same to the Bank on MRP basis, at Bank's discretion. The contractor has to give indent for such items to the Assistant Care Taker /Care Taker well in advance. Proper record of the material received and consumed shall be maintained by the contractor and submitted to NABARD for inspection/verifications as and when required.
- b. The contractor will maintain records of day-to-day remedial work and materials required/used for the same.
- c. The contractor shall maintain and update any or all registers/documents relating to housekeeping work, as asked to do from time to time by the Bank, for attending complaints and up-keeping the premises etc
- d. The contractor shall keep, at conspicuous and specified places complaint book/books in which complaints and suggestions, if any, may be recorded and the complaint book/books shall be open to inspection by the officers of the Bank.
- e. The contractor shall put up complaint book/books/registers on every 15th day of the month and if the same were public holiday the same may be submitted on the next working day immediately following that day to care taker.
- f. Contractor will also inform to the Bank about compliance of the complaints

Sl	Area	Work	Frequency
1	Internal	Dusting, Cleaning, Scrubbing, Mopping of all Floors and cabins including store room in each floor	Daily
2	Internal	Provision of towels, napkins and paper tissues in Senior Officer's Cabins in all floors	Daily
3	Internal	Dusting and Cleaning of Work Stations, Chairs, Cup Boards, Fire Extinguishers at all floors	Daily
4	Internal	Cleaning, mopping, scrubbing of canteen and the surrounding areas	Daily
5	Internal	Dusting, Cleaning, Scrubbing, Mopping of Electrical Room, Power house, Sports Room, Association Rooms, Gymnasium Library, store room, etc.	Daily

6	Internal	Cleaning of AC Plant ATUs ROOMs at all floors and Lift Room	Daily
7	Internal	Cleaning of Water Coolers (Front Fascia) at all floors	Daily
8	Internal	Cleaning of Conference Hall, Mini Conference Halls and open Terrace	Daily
9	Internal	Sweeping, cleaning, mopping of Staircases, Ventilators and Fire Extinguishers at all floors	Daily
10	Internal	Cleaning of Internal Glass and Window Panels in the whole building	Daily
11	Internal	Sweeping, mopping and sanitization of Toilets and Wash Basins at all floors	Daily Thrice
12	Internal	Cleaning and sanitization of Mirrors, Lift Fascia, Inside lift car	Daily Thrice
13	Internal	Sweeping, mopping & cleaning of passage outside the Toilets at all floors	Daily Thrice
14	Internal	Collection of garbage from all floors	Daily Twice
15	Internal	Sweeping and Mopping of Record Room	Daily
16	Internal	Sweeping, cleaning, mopping of Emergency Exit Staircase at all floors	Daily
17	Internal	Sweeping of Basement, record room	Daily
18	Internal	Wet Washing of Basement	Weekly
19	External	Sweeping of main entrance foyeur, Guard Room, cleaning of guard railing	Daily
20	External	Sweeping of Open Area around the building	Daily
21	External	Sweeping of Pump Room	Daily
22	External	Disposal of garbage to municipal corporation dump	Daily
23	External	Removal of cob webs inside and outside the building	Weekly
24	External	Wet Washing of open area around the building	Weekly
25	External	Sweeping and wet washing of Main Building Terrace and Lift Room	Weekly
26	External	Cleaning / washing of Bike Parking Shed Roof	Weekly

27	External	Cleaning of fencing around the premises	Monthly
28	External	Cleaning of External Glass and Window Panels in the whole building	Monthly
29	Others	Cleaning/Sweeping of any other area when required by the Bank.	On Need Basis
30	Others	Cleaning of drains, sewer lines, manholes and all other areas enclosed within office complex boundaries to keep them in proper hygienic conditions.	On Need Basis
31	Others	Shifting of Almira's / furniture's / items	On Need Basis
32	Others	Shifting of Records from / to record room	On Need Basis
33	Others	Removal of Bee Hive / Pigeon Nest etc	On Need Basis

**In addition, other works related to housekeeping as assigned by the Bank shall also be carried out.**

**EQUIPMENT TO BE PURCHASED AND MAINTAINED BY THE CONTRATOR**

The following equipment / protective gear should be provided by the contractor for the housekeeping staff deployed.

<b>Sr No</b>	<b>Particulars</b>	<b>Nos</b>
1	Industrial Heavy Duty Vacuum Cleaner	01
2	<b>Single Disc Scrubber</b>	01
3	Jet Washer Heavy Duty	01
4	Trolley and mop	01
5	<b>Telescopic Pole</b>	01
6	Waste Pan (Tasla) Large	05
7	First Aid Box	01
8	Masks	As required
9	Aprons	As required
10	Gloves	As required
11	Dust Pan and Brush, mop, Nylon scrubber	As required

**Note:** The list above is indicative and actual quantity may vary depending on quantum of work.

## **2. SCOPE OF WORK – ELECTRICAL**

- i. The Contractor is responsible to provide Services through Qualified and well experienced personnel, who can independently handle, Operate and maintain electrical installation as per the terms & conditions and scope of work of this tender.
- ii. The Contractor shall arrange to execute operation and maintenance services only through qualified electricians who are permitted to work on electrical installations by appropriate competent authority and as per IE rules 1956
- iii. The Contractor shall provide proper uniform, safety shoes and other safety gadgets like hand gloves etc., to the personnel engaged by him during Operation and maintenance services at site.
- iv. The workers shall be available in three shifts throughout 24 hours a day, 7 days week, 365/366 days a year without any gap to take care of the installation and attend to the items of work for which tender is being called. **The contractor should necessarily deploy qualified manpower to maintain entire Electrical Installations including operation of DG Set round the clock (24 hours a day x 7 days a week x 365/366 days a year) to the entire satisfaction of NABARD :**
- v. The staff shall work for six days in a week and electricians shall be deployed in such a way that everyone works in night shift for maintenance of Substation and gets a weekly off at the same time.
- vi. Electricians may be deployed for all 7 days of the week in three shifts as given in **Annexure F:**
- vii. Also, the arrangement of reliever may be made when regular staff is absent on a particular day. The substitute staff provided, if any, should conform to the qualifications of the regular staff.
- iii. The electricians shall have necessary tools like multi-meter, earth tester, test lamps, clamp tester, megger, C.T./P.T. tester, wrench set, Spanner set, safety equipment like hand gloves, safety shoes, apron/overalls etc. & minor consumable items like adhesives, insulation tape, screws, nails, nut & bolt, washer, brackets, saddles, clips, grease, oil, rubber washer etc. The above will be provided/ reimbursed by the Bank.

### **Operation of sub-station**

#### **Part – I: - SCOPE OF OPERATION.**

This installation is serving vital data Centre loads, which require 365 days, 24 x 7 uninterrupted power supply. Hence trouble free operation of substation is very much essential. The operators provided shall have good track record and be alert

during the duty period. The substation is fed with 11 KV supply. The operators on duty shall constantly monitor the availability of supply and ensure that the operation of DG sets is minimum. Also the agency shall be in touch with the local Electricity Supply Company authorities on scheduled power cuts if any, and take appropriate action from time to time. The contractor shall also liaison with the M P State Electricity Board in case of power failure routine maintenance / shut down of power.

The scope includes the operation, maintenance and monitoring the performance of 630 KVA Type Indoor Transformer round the clock by deploying the operators in the shift duties, to ensure trouble free/ smooth operation of substation.

**Following services shall be in scope of operation.**

630 KVA transformer sub-station including Main LT panels, switchgear, bus bars, cables, earthing, relays, HT Panel, transformers, OCB including AMF Panel, PFC DG Set, AC Systems (Central / Packaged/Duct able AC units & window AC) including microprocessor panels. All equipment forming part of the substation is covered under the scope of operation.

1. Ensuring that HT panel, ACBs, Transformer, LT Panels, Capacitor Panels and connecting cables / ducts, constituting the substation are maintained in healthy & clean conditions.
2. Monitoring on continuous basis, power factor, load (KW, KVA, KVAR), Voltage, Current, Frequency and ensuring that these are maintained within limits to avoid penalty or damage to installation.
3. To monitor and control total electric supply and/or individual loads in case of emergent situation.
4. To ensure continuous power supply and in case of break down take steps to ensure restoration at the earliest.
5. Maintaining sub-station neat and clean.
6. Checking of any abnormalities in the above values and taking necessary remedial measures.
7. Maintain the sub-station log book
8. Topping of oil in transformers, switch fuse units, HT oil circuit breakers and PT units. However, the cost of the oil will be reimbursed to the contractor
9. Operations and up keep of HT oil switch fuse units, transformers, LT Air Circuit breakers, relays, TPN switches, etc. and other allied equipment
10. Operation and maintenance of all the capacitors at the capacitor panel
11. The contractor should maintain the required break down strength and the level of the dielectric oil. The contractor should arrange for testing breakdown strength of the dielectric oil once in 12 months. If oil is unable to



with 40 break down voltage, rise in one minute the contractor should arrange filtration of the oil. However, the filtration charges and oil top up will be paid extra to the contract on market rates

**Part – II: - OTHER TASKS TO BE PERFORMED:**

1. The person(s) deputed for sub-station job should
  - a. Know how to treat the person suffering from electric shock / burn etc.
  - b. Be able to operate fire extinguishers.
  - c. Make himself familiar with the electrical power distribution drawings, the switches controlling various loads and also its importance.
2. The agency shall impart minimum training required by the operators in understanding the various equipment in the substation and their operation.
3. ***The agency shall undertake the responsibility of any damage to the equipment on account of faulty operation by the operators deployed.***
4. Carry out inspection with a view to identify shortcomings if any in the sub-station and take remedial action.
5. Check all the switches and meters for proper operation.
6. Check operation of all the safety devices like relays and fuses.
7. Checking the earthing system for the proper earth resistance & continuity of earthing system
8. Check insulation resistance of all the equipment to ensure proper levels.
9. Check power factor meter, for proper functioning.
10. Check the tripping of the HT panel i.e., batteries etc., for proper functioning.
11. Check all the electrical connections for proper tightness.
12. Carry out megger test.
13. Notwithstanding the above, the agency shall check all the items of substation for its proper functioning.

**MAINTENANCE OF SUB-STATION**

**A) Annual Maintenance of Electrical Installations**

1. Complete maintenance of all electrical installations upto last point of supply, i.e., the end user round the clock in the building. Computers, computer accessories and LAN etc., are not in scope of this contract
2. The day-to-day operation of the D.G. Set is under the scope of the contract. Diesel/Other consumables would be supplied by NABARD.

3. All Electrical utilities meant for Client's use shall be maintained in good condition so as to ensure interruption-free operation all the time.
4. Electricians posted at Substation shall keep daily records of KWH / KVAH / KVA/ KVARH / PF / Voltage / Current of incomer HT panel as well as the LT panels in the sub- station, including water supply pumps operation log-book in the Log Sheet provided in Substation by NABARD. Separate records of Substation Meters provided in Main LT Panel shall be maintained, including the records of D.G. operation in separate Log Book. Maintenance of battery charger and batteries for D.G. shall be carried out and expenditure towards replacement of material for which shall be borne by NABARD. Log book of DG Set operation and fuel consumption shall be maintained by the contractor.
5. NABARD shall reimburse necessary screws, batten clips, fuse wire, insulation tape, rubber packing, gland dori, and cotton waste etc., required for the repair works. **Cost of consumable items like Tube lights/Bulbs/CFLs/LED lamps/Chokes of all category, Switches, Sockets, HRC fuses, whose replacement are on account of the uses of power by client / other service agencies will be borne by the Bank.**
6. Contractor should ensure adequate stock of frequently used electrical items on site.
7. Contractor shall keep necessary records of such replacement to get these certified by Bank's official for reimbursement of cost. The materials to be used on the works must be conforming to relevant BIS/s specification wherever applicable. However, before using any new material in the work, the same shall have to be got approved from the NABARD's officials.
8. **Payment for additional works and replacement/repair works not included in monthly charges shall be paid on the basis of rate mentioned in prevailing price list of the company (whose product has been installed) plus applicable taxes or maximum retail price whichever is lower and further no extra payment will be made for overhead or contractor profit, otherwise the bill will be settled as per the Price List available with NABARD** or as per Rate Analysis based on the market prices supported by documentary proof with 15% towards contractor's overhead profit plus applicable taxes, etc. as applicable or from the quoted rates of lowest tenderer who has executed similar work recently, whichever is lower. However, no labour charges shall be paid for carrying out such works by engaging the workers on regular duty.
9. Contractor will collect the complaints from the complaint register provided by NABARD and kept at ACT room/sub-station and attend to the same on the same day & obtain certification from respective department/ACT etc. The complaint of complicated nature and beyond the scope shall be reported back

immediately to NABARD. Contractor will maintain proper record indicating reasons for not attending to any particular complaint within time schedule.

10. The wire man/electrician shall also attend to any other electrical repair/preventive maintenance job as may be felt necessary by NABARD.
11. The contractor shall make his own arrangements to provide alternative supervisor/electricians/wire man/pump operator and helper on the day when regular staff is absent.
12. All types of electrical maintenance work shall be carried out by the electricians on duty.
13. Following are some of the common types of defects requiring rectifications.
  - i. Replacement/repairs of all standard electrical amenities provided inside the Bank's building as well as provided in common areas, like Damaged wiring/defective 5/15A switches, sockets & Plugs; buzzer bells; ding- dong bells; cut outs, DP Switches up to 32 A, Resistance type Fan regulator, Capacitors for Fans; Ceiling rose; Electromagnetic FTL Chokes ( copper ballast ) ; Starters/ holders/Tubes up to 40 W, 5/15A Kit-kat Fuse with base; bulb holders; Vapour/ halogen lamp holders; Acrylic/Mica sheets for Switch boards; Telephone sockets; PVC conduit/ Casing Capping up to 2mtr.; Glass dome., 11 W 2 pin PL lamp, CFL lamp, etc
  - ii. Repairing/Replacement/Fixing of light fittings, ceiling and pedestal fans, exhaust fans, switches distribution boards, street and compound lights. Replacement of main switches, regulator, chokes, starters, tubes, distribution boards, control switches, socket outlets, holders, motor starters, parts, etc. in the office premises.
  - iii. Detection of faults in tube light fittings, other light fittings, fans exhaust fans/pedestal fans, regulators, main panel, other panels including rising mains DB's, MCB's ELCB's Capacitors etc. Detection of faults in all types of wiring such as CTS, surface conduit, cables, etc. and rectifying them. In concealed circuit system of wiring where old conduits are damaged rewiring shall be carried out either through surface conduits or wiring as directed under cables fault and its repairs.
  - iv. Minor repairs to Storage/Instant type Geysers including removing and re-fixing of Geysers, if required.
  - v. Removal of defective pedestal and ceiling fans, exhaust fans and re-fixing them back after repairing. Fixing new fans including the Exhaust fans/Ceiling fans.
  - vi. Minor repairs to fans i.e. change of the capacitor, bearings, wiring, oscillating mechanism etc. overhauling and greasing / oiling as required.
  - vii. Repairs to Mercury/Sodium Vapour/Halogen fittings mounted on the

building/poles including replacement of MV / Sodium / Halogen lamps, accessories and repairs of cables.

viii. Periodical Testing of electrical installations like HT switchgears / circuit breakers, Transformers, HT/LT bus-duct, overhauling of circuit breakers etc. by engaging specialist agencies as per the instructions from Bank's Engineer

ix. Watering of all the Earth pits every 15 days for trouble-free operation of the entire electrical installation including the computer / networking systems.  
**Earth resistance to be measured six-monthly in the presence of Bank's engineer in single mode.**

x. The job includes periodic cleaning minimum Quarterly cleaning and checking of the ceiling/exhaust fans in Office building, common area /lift fans, other electrical & electronic equipment etc. Minimum monthly cleaning of all the common area lighting/ fan fixture and meter rooms / boards as well as cleaning of all the meter rooms / boards

xi. Routine preventive maintenance works such as checking, cleaning, tightening of electrical/telephone/data/networking/wiring/ cable connections/joints, fans and putting accessories as and when required

xii. Maintenance of Solar Panels, CCTV, Motion Sensors etc.

xiii. Any other Electrical Maintenance related works as per Bank's Engineer directions.

## 2) **Details of the items for extra payment in case of new replacement:**

As and when necessary, the following works shall be attended and carried out by the AMC agency on chargeable basis and payment will be made as per procedure for the following items :

- Point wiring for 5/20A circuits.
- Fans/Rewinding of fans.
- Replacement of Geyser coils.
- Replacement of Thermostats for the Geyser.
- All types of MCBs/ RCCBs/ ELCBs.
- Mercury Light fixtures / Metal halide / HPMV etc.
- Replacement of complete switch board
- Supply of new cables / motor starters for water pump sets etc.
- Capacitor type fan regulator / Step type
- PVC conduit & Casing capping beyond 2 mtr. length
- Any other items, which NABARD may decide.

Unless otherwise mentioned any of the approved makes or brands shall be allowed to be used. Other specific equivalent brands with BIS mark may be allowed to be used, if approved by NABARD. The tenderer shall distinctly understand that it will not be their prerogative to insist on a particular brand

from the list. Final selection will be done with the approval of NABARD.

- 3) The contractor will provide experienced staff/workers. It will be the responsibility of Contractor to liaise with electricity supply agency and other specialist agencies, whose services may be essential and required for the smooth operation/maintenance of equipment installed. **In the eventuality of a breakdown in the power system, the Contractor should endeavour to restore supply in the shortest possible time, do liaison work with Electricity Department, as and when required. No additional payment will be made separately for such an eventuality except for materials, which may be used. In case of breakdown of critical electrical equipment's (ex- transformer, DG Set, HT/ LT Panels), the contractor may arrange for specialist to resolve the problem in shortest possible time for which extra payment will be made by the Bank.**
  - 4) Repairing of fault in U/G cables including digging of earth and refilling of earth is to be arranged by the contractor on chargeable basis
  - 5) All complaints shall be attended to immediately on receipt of complaints/information. If, however, a complaint remains unattended merely due to negligence of contractor's staff, the same shall be got done through a different agency at contractors cost and recovered from his bill.
  - 6) The maintenance of flycatchers periodically:
    - a) Checking of flycatchers periodically,
    - b) Replacement of tube or repair if any may be carried out immediately in case any fault is noticed.
    - c) Periodical cleaning of collection tray of flycatcher machine.
  - 7) The contractor has to attend emergency complaints/other breakdowns as and when required during the contract period to ensure smooth functioning and availability of power supply and no extra charges for technical consultancy, labour, T&P etc. shall be paid for the same. Rates quoted by the tenderer should provide for such requirements.
- 8) Maintenance of Pump sets**
- a) The job includes regular servicing like oiling, greasing, cleaning, replacement of worn- out gland packing, tightening of loose parts, replacement of worn-out rubber bushes, cleaning of starter and switch contacts, oiling / greasing of the moving parts of switch and starters, testing overload, minor repairs and call back services. As a whole, the contractor has to maintain all pump sets in good running condition. Extra payment will be made in this regard for replacement

any item.

- b) Repairs and replacement of non-return valve, gate valves and foot valve inside the pump house. Works related to suction line including foot valve etc., replacement of starter parts like over load relays / contractors, solenoid coil, timer, fuses, screws etc. and repairs / rewinding of pump motor, replacement of bearings, pump bushes, impellers, shaft, shaft keys, motor fan etc. whenever required. Extra payment will be made in this regard for replacement of these items.
- c) The contractor shall ensure that all the pump sets are kept in working conditions throughout the month. The contractor should repair the pumps within a period of maximum 7 days in case of major breakdown. It may be ensured that at no point of time both the operational pump and the standby pump be non-operational simultaneously.
- d) All the automatic water level control systems including the sensors and control panels (excluding replacement of cable) shall be included in the AMC charges and for their maintenance, no extra payment will be made. Contractor may take stock of the existing condition of these water level controllers, if any, and any repair work needed in them, the related expense will be borne by NABARD. Any overflow of water due to malfunctioning of the water level controllers in the overhead tanks is not desirable.
- e) In case of any fault with pump sets/geyser/water purifier/RO, it is desired that the electrician must act in tandem with the plumber (present in office premises) to resolve the fault at the earliest.

**B) Operation & Maintenance of Diesel Generator Set of 250 kVA, Make Koyal Green – Scope of work**

1. Regular cleaning /dusting of DG set. Keeping the DG set area properly clean. The contractor is not allowed to handle the engine for maintenance purposes, but shall clean & brush the parts externally only.
2. To operate DG Set immediately after the electricity supply is disrupted or as directed by NABARD officials.
3. Regular checking of DG Set batteries, water coolant level, oil level etc.
4. Regular checking of earth connections continuity.
5. Regular tightening of neutral connections.
6. Maintaining log book of the DG set with all the required data on daily basis. The printed log book for the purpose shall be supplied by NABARD as per requirement.
7. All expenses in respect of fuel, spares, lubricants, servicing & other material shall be borne by NABARD.

8. Providing necessary assistance in case of regular servicing if needed.
9. Carting of diesel from authorised fuel station shall be done by the contractor after issue of slip. Cartage shall be reimbursed to the contractor.

**The electrical equipment's consist of the following major items:**

- 1) Oil type Transformer 630 kVA
- 2) Incoming Supply 11 KV @ 50 Hz (3- phase)
- 3) Capacitor banks (Total 210 kVAr)
- 4) MV distribution main panels (with ACBs/SFUs etc.)
- 5) Network of LT cables
- 6) Building lighting equipment's, distribution boards
- 7) MV/Sub-distribution boards
- 8) Sump Pumps (5 HP) - 02 nos.
- 9) Submersible Pump – 01 nos.

**NOTE :** The above list is not exhaustive but indicative. Changes may take place in future on account of addition/deletion of equipment.

**PREVENTIVE MAINTENANCE WORKS TO BE CARRIED OUT BY CONTRACTOR**

**(A) Broad Works to be carried**

1. DAILY
  - i. Check all the equipment installed in the Sub-station for any heating/smell/noise.
  - ii. Round the clock operation and operational maintenance of sub-station control room, distribution room and all control panels, capacitor panel, cables network, pumps for water supply, internal electrification of entire building upto last point of supply.
  - iii. Maintaining log books supplied by the Bank for sub-station, and record the readings of Voltage, Current, Power Factor, Frequency, kWh, Transformer, etc.
  - iv. Attending complaints from the complaint registers
  - v. Checking and operation of ventilation system installed in the sub-station
  - vi. Cleaning & dusting of L.T. panels board, Water supply pumps, generator and all machinery installed in the sub-station and pump station
  - vii. Maintenance of record of running hours of generator and water supply pumps
  - viii. Attending alarms, resetting and removing faults for smooth power supply.
  - ix. Day-to-day operation of D.G.Set, Running and operation of Package Unit Air Conditioning System of 126.5 capacity (5 Nos, 16.5 TR and 4 Nos 11 RR) installed at Bank premises including maintaining of log book and informing the CT/P&SO/Bank at DPSP, in case of non-proper running of AC system. The electrician capable of attending minor defects/repairs in the microprocessor controller

<p><b>2. WEEKLY</b></p> <ul style="list-style-type: none"> <li>i. Checking and testing of HT/LT panels, MCB/TPN and all electrical panels feeder pillar, rising main and electrical equipment at sub-station for oil leakages, over-heating, tightening etc.</li> <li>ii. Checking and testing of HT/LT panels, MCB/TPN and all electrical panels feeder pillar, rising main and electrical equipment's at sub-station for oil leakages, over-heating, tightening etc.</li> <li>iii. Checking and testing of HT/LT panels, MCB/TPN and all electrical panels feeder pillar, rising main and electrical equipment's at sub-station for oil leakages, over-heating, tightening etc.</li> <li>iv. Dusting of HT/LT panel equipment and generator and pump station panel equipment's</li> <li>v. Checking of coupling/rubber bushes of water supply pumps.</li> <li>vi. Checking of pump glands for leakage.</li> <li>vii. Checking of leakage and operation of all valves installed in water supply system.</li> <li>viii. Checking of all distribution boards at building complex.</li> <li>ix. Cleaning of sub-station as a whole for hygiene condition.</li> </ul>	
<p><b>3. MONTHLY</b></p> <ul style="list-style-type: none"> <li>i. Check for tightness of connections in all panels</li> <li>ii. Check the batteries of HT panel, DG set etc. for proper operation &amp; charging</li> <li>iii. Blowing out the dust of all motors, cables, panels and all electrical equipment, etc.</li> <li>iv. Checking and cleaning of water pumps. Checking and operation of all panel indicating lamps &amp; measuring instruments viz. volt meters/ampere meters etc.</li> <li>v. Checking for abnormal heating, relays, marshalling box, cable boxes, joints and cleaning of AMF Panel, capacitors and panel of 210 KVAR and distribution panel and OCB installed in sub-station etc.</li> <li>vi. Watering of all the Earth pits</li> <li>vii. Checking of proper functioning of Capacitors and APFC Relays.</li> </ul>	
<p><b>4. QUARTERLY</b></p> <ul style="list-style-type: none"> <li>i. Cleaning and checking of ceiling/exhaust/wall/pedestal fans.</li> <li>ii. Cleaning of all the common area lighting fan / fixture and meter rooms/boards</li> <li>iii. Oiling and greasing of water supply pumps and exhaust fans and all motors and fans</li> </ul>	
<p><b>5. HALF YEARLY</b></p> <ul style="list-style-type: none"> <li>i. Check all HT/ LT panels for any loose contacts, clean , tighten bus bar bolts and nuts and observe</li> </ul>	



any hot spots, cable terminations etc

- ii. Cleaning of all the LT panels from inside with blower
- iii. Earth resistance to be measured and reports to be submitted
- iv. Insulation measurement of the system

## 6. ANNUALLY

Checking of entire installation and verification of all relay settings/ tripping mechanism/overload/short circuit/ Overhauling & servicing of HT & LT Switchgears and Transformers, Calibration of IDMT relays with specialized agency

### **NOTE :**

If anything adverse is noticed during the checking as per the frequency indicated above, the matter will be reported to the engineer in charge and wherever necessary, corrective measures should be taken immediately.

A register will be maintained by the contractor indicating date of execution of above indicated work. The same has to be signed/verified by Bank's Engineer/ACT.

### **SPECIAL INSTRUCTIONS FOR CONTRACTOR**

1. The work includes providing services of a skilled wireman/electrician **round the clock** having valid license obtained from MP Electrical Inspectorate for and having experience of operation of Indoor electrical substation equipment, maintenance of electrical installation.
2. The contractor shall make his own arrangement for providing wiremen/ electrician in the event of absence of his regular staff. In case of major failure, the contractor shall provide the required number of electricians/helpers/ supervisors to rectify the fault immediately on receipt of written/oral communication from the bank.
3. The contractor shall have **valid contractor license** for the above jobs and ensure the provision of service as above without interruption during the entire period of contract. In the event of the Contractor's failure to ensure the uninterrupted service he is liable for all damages /loss the National Bank may incur and the National Bank can get the work done at his cost and consequence.
4. The electrician/ wiremen deputed by the contractor shall be capable of minor repairs of all electrical gadgets like fans, exhaust fans, fittings, heaters, geysers, wiring, cabling, luminary fittings and related items. He should also have primary knowledge of functioning/ operation/ repair of H.T. Lines, transformers, H.T. OCB, ACB, L.T. Panels including AMF panel, PFC DG set, AC Systems (Central/ Packaged/ Ductable AC Units & Window AC) including microprocessor panels.
5. The wire man, in addition to maintenance of electrical substation, shall attend to maintenance of all internal electrical installation of office premises, internal telephone cabling, networking cable, inverter power supply system and also operate the water supply pumps, lighting system, fire alarm system, air- conditioning equipment's etc. and its power supply as and when required,

as also all the work connected therewith and incidental thereto without any extra costs.

6. The contractor will ensure to keep substation in neat and clean condition, ensure to keep daily records of vital parameters like power factor reading, Transformer temperature reading, current, voltage reading etc. and also ensure to keep records of periodical testing like earthing test, insulation test, insulating oil breakdown test, condition of silica gel, bushing etc.
7. For any other replacement/ works carried out with the prior approval from bank, contractor shall be paid extra on the basis of market rates approved by the National Bank. The cost of the items/ spares will be reimbursed to the contractor as per market rates. **OR** the items will be supplied by the Bank.
8. Running and Operation of Package Unit Air Conditioning system of 126.5 TR capacity ( 5 Nos. 16.5 TR and 4 Nos. 11 TR) installed at Bank's Office Premises including maintenance of log book and informing the CT/ P&SO/ Banks engineer at DPSP , in case of non-proper running of AC system. The electrician/ wiremen posted at site should be capable of handling minor defects/ repairs in the microprocessor controller.
9. The contractor shall make his own arrangement for the tools to be provided to wire man such as pliers, nose pliers, screw drivers of all sizes soldering iron, hand gloves, etc., which are necessary and used in the work.
10. The contractor shall test the installation and substation equipment from time to time at regular intervals and shall keep proper records of the tests performed and shall submit to the bank for record. The contractor shall make his own arrangement for required equipment's such as megger, earth tester, electric tong tester, etc.
11. The contractor should liaison with M.P. State Electricity Board in case of power failure/ routine maintenance/ shut down of power.
12. The Contractor should liaison with electrical inspectorate and the contractor is responsible to obtain clearance/ inspection yearly certificate from inspectorate.
13. Topping up of oil in transformers, switch fuse units, HT oil circuit breakers and PT units. However, the cost of the oil will be reimbursed to the contractor.
14. Maintenance of logbook , indicating the number of breakdowns, voltage readings, current readings, generator operating hours, oil breakdown values, oil temperature value, earth resistance values, power factor readings, replacement of spares, HT meter readings, etc.
15. The off-load tap change of the transformer should be operated and the voltage should be kept within the normal levels.
16. Operation and up-keep of HT oil switch fuse units, transformers, LT Air circuit breakers, relays, TPN switches etc., and other allied equipment.
17. Operation and maintenance of all the capacitors at the capacitor panel.
18. The contractor should maintain required breakdown strength and level of the dielectric oil. The contractor should arrange for testing breakdown strength of dielectric oil once in 12 months. If oil is unable to withstand 40 KV voltage rise in one minute, the contractor should arrange filtration of the oil.

However, the filtration charges and oil top up will be paid extra to the contractor on market rates.

19. The earth resistance of the installation should be measured, recorded and reported to Banks Engineer/ Caretaker (CT) on a monthly basis.
20. The contractor/ electrician should arrange for pouring of water in all the earth pits.
21. Should attend to any other related electrical works detailed to the agency by the Banks Engineer/Caretaker (CT) from time to time.
22. Should ensure that the HT yard room are kept clean and free from rubbish, grass, plants etc.
23. Should attend to any other major/minor works at Banks premises for which separate payment will be done.
24. The contractor should maintain Neo Sign Boards, (English/Hindi) installed in the Regional Office Building, BhopL The contractor should arrange for proper upkeep and maintenance of the Signboards including deep/thorough cleaning of the same once in 3 months. Further, on receipt of complaint, the contractor may act immediately and undertake necessary repair/ correction as required after approval by NABARD. The material cost will be reimbursed by NABARD against receipts/invoice.

### **3 SCOPE OF WORK – GARDENING**

The following works are to be done under AMC for the captioned work by deploying experienced gardeners:

1. Use all the tools, tackles such as sickles, knives, scissors, PVC flexible pipe for watering of required size and length, water jugs for sprinkling water on plants and all other relevant accessories generally required for gardening and horticulture jobs, which shall be provided by the Bank for the gardening work.
2. If the contractor fails to provide the necessary tools to the gardeners, Bank will provide the same and the cost will be recovered from the bills of the contractor.
3. Spreading of earth, manure/compost, sludge etc to the required thickness and levelling and dressing the areas and when desired by NABARD. For bringing red soil/organic manure, fertilizers and pesticides such as urea, potash etc, extra payment will be made by NABARD for a specific quantity.
4. Renovating the lawns/garden including de-weeding, mowing the grass, forking the ground, top dressing with sludge or manure, mixing the same with forked soil, watering etc, as and when necessary or as desired by NABARD.
5. The plant pots inside the building will have to be replaced with standby pots as per the desired frequency. During this process, the plants, leaves and pots shall be cleaned. Further, the gardeners will also check the stagnant water in planters to arrest mosquito breeding.
6. Uprooting vegetation, other plant and weed growth by digging the area, forking repeatedly, breaking clods etc. as and when necessary or as desired by NABARD.
7. Preparation of beds for hedging and shrubbery by proper excavation, breaking clods, mixing with sludge, manure etc. as required or as desired by NABARD.
8. Maintaining the existing garden and plants condition to the satisfaction of the Bank, if necessary, by planting additional seasonal plants, perennial flowering plants, grass etc with proper soil preparation and application of manures etc. from time to time as and when necessary or as desired by NABARD.
9. Removing the dead leaves, polythene bags, papers and any other foreign materials from inside the garden and lawn area every day and upkeep of garden and lawn.
10. Laying the loose bricks on edge cum end and half-inserted inside the ground (in inclined position) around the plants or in a line as desired/directed.
11. Regular maintenance of plants in the flower pots including watering daily, manuring, adding extra earth etc. for healthy growth of plants in the pots. For

replacement of damages/broken pots and plants, extra payment will be made by NABARD for pots irrespective of pot's cost. In case of requirement of new plants and pots, the same will either be purchased by NABARD directly from market or extra payment will be made to the contractor.

12. Any work (as described above) not done properly shall be redone to the satisfaction of NABARD, for which no extra payment shall be admissible.
13. In case of failure to complete a job within a specified time, the same may be got executed through another agency at the contractor's risk and cost without giving further notice.
14. The gardeners must report to the Site Supervisor /Caretaker / ACT daily at a time mentioned in BOQ for taking any instructions
15. Water shall be supplied free of cost by NABARD at the selected points inside the RO premises. The Contractor should arrange for sufficient long PVC flexible pipe for watering of required size and length at his cost or have sufficient buckets to carry water from the tap. No additional tapping of water shall be permitted.
16. The additional plants and pots shall be provided by the Bank.

**Important instructions:**

1. The Gardening staff shall be responsible for cleaning of the gardens to ensure that the same is spic-and-span.
2. Pick up any litter lying in the Gardens of the Bank premises.
3. Any damage to the gardens or pots will be brought to the notice of the ACT/caretaker/Bank's Engineer immediately.
4. Over and above the activities mentioned above, if any further work will be done as and when required as per the instructions of the Concerned Authorities

**Special Instructions:**

1. The successful bidder shall provide gardeners whose identity is to be established, to ensure that the items indicated in the scope of work are attended to and executed to the satisfaction of the Bank.
2. The manpower provided by you shall be available from 08:00 AM to 04:00 PM. The deployment of manpower may be flexible and could be changed depending upon the work.
3. You will provide substitutes in case of absentees. Penalty will be imposed in case of absences as given in the special terms and conditions of the contract. Contractor may take all necessary measures so that the work do not suffer on account of the absence of its staff and to avoid penalty.

4. All Gardening staff must be suitably trained with experience in a similar building to perform duties entrusted to them, and must be in proper uniform at all times. The staff must be polite and may be trained for the behaviour in the office
5. NABARD shall have the right to inspect the stock of materials supplied to you by NABARD as and when it may be fit and proper and you shall be liable to furnish proper accounts for the same
6. NABARD shall not be responsible to your workers in any manner whatsoever. The behaviour of the workers will be polite and no complaint in this regard shall be entertained. Contractor shall be responsible for any complaints in this regard.
7. NABARD will reserve its right to recover the loss of damage from you, if any, caused by your works during the period of performance of the work from any amount payable to you or otherwise NABARD's decision in this regard shall be final.
8. The contract should make arrangement to supply flower/bouquet as and when required and seek for reimbursement on a monthly basis

#### **5. SCOPE OF WORK – PLUMBING**

(1) All types of plumbing, sanitary works in the office complex including supply of plumbing and sanitary materials as per the requirement (2) Repair, maintenance of rain water pipes, Sewerage / stack lines in the duct / other area of the buildings (3) Maintenance of water supply line from Municipality's water line to UG sump, valves, meter chambers, water meters, foot valves, sewerage system for buildings & other ancillary structures (4) Cleaning of water tanks & U.G. Sumps and disinfecting with chlorine based approved chemicals etc. (5) Removing the deposits from the septic tanks, soak pits and cleaning the underground sewage lines etc. (6) Cleaning the open surface drains clean and free from deposits (7) Emergency works related to Fire hydrant (8) Any plumbing works related to Sewage Treatment Plant. However the same shall be rate contract and need based service.

#### **6. SCOPE OF WORK Carpentry**

(1) All types of Carpentry works in office complex including supply of Carpentry materials as per the requirement. 2) Repair and maintenance of furniture equipment's and similar types of Maintenance Contract of Carpentry Services. . However the same shall be rate contract and need based service.

## ANNEXURE-D

### SPECIAL INSTRUCTION

1. The deployment of manpower is as per Annexure F which may be flexible and could be changed depending upon the work and decision of NABARD will be binding on the contractor.
2. The rate quoted by the contractor for the Gardening, Plumbing and Carpentry work will include the cost of manpower and cost of tools / tackles, etc. and the consumables up to Rs.50/-.
3. All contractor staff deployed in NABARD for the said works must be suitably trained with experience in a similar building to perform duties entrusted to them, and must be in proper uniform at all times. The staff must be polite and may be trained for the behaviour in the office
4. NABARD shall have the right to inspect the stock of materials supplied to you by NABARD as and when it may be fit and proper and you shall be liable to furnish proper accounts for the same.
5. NABARD shall not be responsible to the contractor's workers in any manner whatsoever. The behaviour of the workers will be polite and no complaint in this regard shall be entertained. Contractor shall be responsible for any complaints in this regard.
6. Payment for additional works and replacement/repair works not included in monthly maintenance charges shall be paid on the basis of current Rate Contract/Schedule of Rates (SR)/Market Rates as adopted by the Bank for Plumbing, Carpentry and Gardening works plus taxes or as approved by NABARD.
7. Payment for the additional/payable items, not covered as above, will be made as per Rate Analysis based on the market prices supported by documentary proof with a maximum of 10% towards contractor's overhead profit plus applicable taxes, etc. as applicable or from the quoted rates of lowest tenderer who has executed similar work recently. The final rates (inclusive contractor's profit) of the items will be finalized by NABARD.
8. Contractor shall follow the prescribed formats/procedures for receiving complaints, receiving the work slips duly sanctioned and preparation of bills etc. as stipulated by NABARD from time to time.
9. The minimum nos. of labour and their duty hours and details of working days are mentioned in the respective Schedule of Quantities. (Annexure F)
10. The responsibility of engaging sufficient skilled/semiskilled/unskilled works like plumbers, helpers, etc. lies with the Contractor for maintenance works, subject to minimum of labour mentioned in the Schedule of Works in view of timely attention and completion of the routine works within the given time frame.
11. Failure of staff to report for duty: All complaints shall be attended to immediately on receipt of complaints/information. If, however, a complaint remains unattended merely due to negligence of contractor's staff, the same shall be got done through a different agency at contractors cost and recovered from his bill.

12. The property will be handed over to the Contractor for Plumbing, Carpentry and Gardening works on 'as is where is' basis and the contractor shall be required to carry out pending works at his cost and continue to ensure proper service to a reasonably satisfactory level.

13. In case the Contractor is asked to remove the garbage that has been collected on account of other activities not belonging to contractor, the removal charges shall be paid separately.

#### **14. Payments**

a. Original Bill along with duplicate (Delivery challan for material) shall be submitted in the 1st week of every month for the work carried out during the previous month.

b. The contract shall be valid for 2 years as indicated in the work order. The bank also reserves the right / option to extend the validity of this contract for a further period not exceeding 2 (Two) years (one year at a time) at the same rates and on the same terms and conditions.

c. Forfeiture clause: In case of negligence / dereliction of duty by contractor's staff the above contractor shall be terminated without giving any notice and the security deposit shall be forfeited.

d. Income Tax-TDS, GST-TDS as applicable shall be deducted from the bill during the currency of the contract.

**15. Contractor shall extend necessary help to other Contractors engaged by Bank under separate contract who are allowed to use permanent installations like plug power / lights for their respective work, if any.**

**16. The contractor has to attend emergency complaints/other breakdowns as and when required during the contract period to ensure smooth functioning and availability of requisite services and no extra charges for technical consultancy, labour, Tools & Plants etc. shall be paid for the same.**

17. The contractor will have to make his own arrangements for transporting the materials to the place of work including the formalities with the Government authorities, if any. Rates quoted by the tenderer should provide for such requirements.

#### **18. Technical Inspection**

All works executed or repairs carried out must be technically sound and acceptable to the bank. These works shall be inspected by the Bank's engineer before releasing any payments. The contractor should carry out the servicing and repair job to the satisfaction of the Bank's Engineer.

19. All works shall be carried out under the guidance of Bank's Engineer, Security Officer & CT/ACT in charge.

20. The monthly maintenance charges shall cover all sundry works and replacement of related minor materials for proper maintenance of the buildings and related services to the reasonably satisfactory level and the cost of each replaced item of work as per amount/ details mentioned in the respective Scope of Works and Bill of Quantities at one location for work will not be considered for extra payment, subject to provisions in the scope of works during the repair/replacements. The cumulative cost of such items shall be covered under amount quoted in maintenance charges. The decision of Bank is final



in this respect and not disputable. However, works costing more than the stipulated ceiling shall be paid extra and decision of NABARD in this regard shall be final and binding.

**NABARD reserves to change scope of work or the number of labour during the contract period.**

**Declaration by the Contractor**

*We / I have read and understood the Scope of Work and special terms and conditions for the housekeeping, Gardening, Electrical Plumbing and Carpentry AMC works in the entire Office premises / Residential Colony (both inside and outside) 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.*

Place:

Date:

Address:

(Signature of the Tenderer)

Name and Seal

**Safety – Precautions**

As a part of the Contract, the Contractor must satisfy the under mentioned safety requirements and must ensure at all times that these are followed without any deviations:

1. Smoking is prohibited at the workplace.
2. Any hot job (welding, soldering etc.) however small it may be or any job which involves open flame or using a hot source or temporary electrical connections shall not be done without prior permission from the Bank's Technical Officer. No jobs involving heating are permitted to be carried out after office hours, holidays and Sundays without prior permission.
3. It is entirely the responsibility of the Contractor to see that safety appliances such as safety belts, lift lines, helmets, rubber gloves, etc. depending on the job are made available to his staff at Contractor's cost. A first aid box should be maintained by the contractor at the premises for his workers. If the contractor needs any suggestion on the matter, he can approach the Bank but any lapse on safety will be viewed seriously.
4. The Contractor shall ensure that the persons posted for the work are well conversant with the operation of fire extinguisher.
5. The Contractor shall take all precautions to avoid accident and causes of accident. He must be careful regarding safety during working of his staff in the premises.
6. A penalty of Rs. 1,000.00 shall be levied for violation of safety norms including non-use of personal protective equipment. A penalty of Rs. 2,000.00 shall be levied if violation is repeated.
7. The bank shall not carry any responsibility in case of any accident to his worker in the premise due to negligence of his workers or lack of safety provided to them by and the Contractor.

**Declaration by the Contractor**

We / I have read and understood the Safety code for the Plumbing, Carpentry and Gardening AMC works in the entire Office premises and Officer's Quarters 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:

Address:

(Signature of the Tenderer)  
Name and Seal

### Requirements of Manpower

Present requirement and duty hours of staffs for our Office Premises is indicated below:

Sr. No.	Description	Number of Staff
1	Supervisor (skilled)	01
2	Total No. of Electrician (Skilled)	03
3	Total No. of Gardener (Semi-Skilled)	01
3	Labourer for Gardening (unskilled)	02
5	Sweepers unskilled	08

#### Total Manpower

(a) Skilled : 04 (b) Semi-Skilled : 01 © Un-skilled : 10

#### ii) Duty Hours tentative - NABARD Regional Office

Description of staff	No. of Staff to be deployed	Duty Hours	No. of Days in month
Supervisor	01	08.00 hrs to 16.00 hrs	26
Sweepers (Male) (Unskilled)	6	08.00 hrs to 16.00 hrs	26
Sweepers (Female) (Unskilled)	2	08.00 hrs to 16.00 hrs	26
Gardeners (semi-skilled)	01	08.00 hrs to 16.00 hrs	26
Gardener unskilled	02	08.00 to 16.00 hrs	26
Electrician (Skilled)	01	08.00 hrs to 16.00 hrs	26
	01	16.00hrs to 0.00 hrs	26
	01	0.00 hrs to 8.00 hrs	26
Plumber	On demand on Rate Contract		
Carpenter	On demand and on Rate Contract		

#### Note:

All the deputed contract staffs (Supervisor, electricians, Plumbers, Carpenters Gardener and Sweepers) should have their own conveyance arrangement. No additional payment will be made towards their transportation charges. The contractor shall quote service charges accordingly. NABARD will have discretion for deployment of manpower in NABARD's residential site, if any when required. In case of emergency work, all the contract staffs should be in a position to visit the residential quarters in case of need

The tender rates shall be fixed and applicable for any increase up to 100% in the tendered quantities. The Employer can decrease any quantities to any extent as per requirements and the contractor will be paid the service charge only on the pro- rata basis calculation

as indicated in the financial bidding. Nothing extra will be paid by the Bank on account of omission / deletion of items or decrease in the quantity of items. The Bank shall not entertain any claim whatsoever from the contractor on this account

***(On Non-judicial stamp paper of ₹300/-)***

**AGREEMENT FOR MAINTENANCE CONTRACT**

THIS AGREEMENT is made at Bhopal on this \_\_\_\_\_ day of \_\_\_\_\_ 2023

**BETWEEN**

National Bank for Agriculture and Rural Development, a body corporate established under an Act of Parliament viz. the National Bank for Agriculture and Rural Development Act, 1981 having its Madhya Pradesh Regional Office at E 5 Arera Colony, Bittan Market, Bhopal 462 016, hereinafter referred to as “NABARD” (which expression shall, unless repugnant to the context or meaning thereof, means and includes its successors and assigns) of the ONE PART

**AND**

M/s. ...., a firm/society/company registered/incorporated under the Companies Act, 1956 Act and having its registered office at ..... hereinafter referred to as the ‘Contractor’ which expression shall, unless repugnant to the context or meaning thereof, mean and include its successors, liquidators, administrators and assigns) of the OTHER PART. (NABARD and the Contractor are collectively hereinafter referred to as “the parties”)

**WHEREAS**

(1) NABARD, being desirous of outsourcing the works relating to Maintenance contract for Plumbing, Carpentry and Gardening Works of its premises at NABARD Madhya Pradesh Regional Office, E 5 Arera Colony, Bittan Market , Bhopal 462 016 (hereinafter collectively referred to as “the said Premises”) for the period 01.04.2024 to 31.12.2026, had, vide its letter No. ....dated ....., issued a “Notice Inviting Tender” (hereinafter referred to as “the NIT”) inviting bids for providing the said works at the said Premises. A copy of the NIT is annexed herewith and to be read as part and parcel of this Agreement.

(2) The Contractor had, vide its letter dated ....., submitted its Tender for undertaking the said works at the said Premises.

(3) NABARD, vide its Letters of Intent No. ....dated ..... had selected the Contractor for carrying out the said works at the said Premises.

(4) The parties hereby agree, record and confirm the various terms and conditions for carrying out the said works at the said Premises hereinafter appearing.

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

1. The contract shall commence from 01.04.2024 and shall continue till 31.03.2026 unless it is curtailed or terminated by NABARD owing to deficiency of services, sub-standard quality of manpower deployed, breach of contract, reduction or cessation of the requirements etc. NABARD shall pay a sum of Rs..... Lakh per annum for the said period to the Contractor for carrying out the said works in the said Premises as per the details given in Scope of Work in the tender. The rate will remain fixed throughout the entire period of contract i.e. till 31.03.2026 and is inclusive of all costs such as insurance, taxes, duties, levies, cess, transportation, salaries and wages that may be levied, imposed, charged, paid or incurred by the Contractor. In case of payment of supply of skilled/semiskilled/unskilled labour, the rates will be revised as per the revision in minimum wages as announced by State/Central Govt. whose rates are adopted.

NABARD will make payments only after the satisfactory completion of the periodic services on monthly / quarterly basis as indicated in the tender document. The contractor will implement and operationalize web based / app based complaint registration system if supplied by NABARD. No payment will be made by NABARD to the contractor in this regard.

2. The contract may be extended for further period/s after the expiry of the initial period i.e. 31.03.2026 as indicated in the tender document. NABARD shall, in that event, make a request in writing in this behalf to the Contractor one month prior to the expiry of the current contract/extended contract and upon such request, the Contractor shall provide the said works at the said Premises, on the same terms and conditions or with some addition /deletion/modification, for a further specific period, mutually agreed upon by the parties.

3. The Contractor should carry out the rotation of its deployed personnel within its client organizations during the contract period.

4. The Contractor should make discreet inquiries about the character and antecedents of the persons whom they are deploying in NABARD. The Contractor shall ensure that the individuals deployed in NABARD satisfy the minimum technical and educational qualifications as mentioned in the tender document.

5. The Contractor shall furnish the following documents in respect of the individuals who will be deployed by it in NABARD by:-

i) List of individuals deployed

ii) Bio-Data containing educational qualifications and previous experience/s, date of birth, etc.

iii) Certification of verification of antecedents of persons by local Police authority.

iv) Identity Cards bearing photograph.

6. The number of manpower required will be purely based on the requirement at site. The minimum requirement of manpower is indicated in Annexure F of the tender document. No additional payment shall be made if the contractor keeps more staff for completing the pending work or if minimum staff strength is not able to perform satisfactorily as per the contract provision. All deployed manpower shall wear Identity card/s provided by the office every day during working hours. NABARD shall have discretion to change the scope of work and deployment of number of manpower whenever required.

7. The said works at the said Premises, which will be entrusted to the Contractor from time to time by NABARD, are to be rendered without causing any hindrance or disturbance to any staff member of the NABARD working during the normal working hours. The work shall be carried out efficiently, in consonance and in conformity with the standards of a neatly and hygienically maintained premises.

8. The Contractor shall, for all intents and purposes, be the “Employer” within the meaning of different labour legislation in respect of manpower so employed by him and deployed in NABARD and the manpower so employed by him and deployed in NABARD shall remain under the overall control and supervision of the Contractor. The persons deployed by the Contractor in NABARD shall not have claims of Master and Servant relationship (implicitly or explicitly) between him/her/them and NABARD nor have any principal and agent relationship with or against the NABARD. The Contractor’s personnel shall not claim any benefit/ compensation /absorption /regularization of services under the provision of the Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970.

9. The Contractor shall promptly and timely obtain all such consents, permissions, and approvals, licenses including necessary Licenses from Municipal Authority etc., as may be necessary or required for carrying out the said works in the said Premises in accordance with this Agreement. The Contractor shall also inform and assist NABARD in procuring any registration, permissions or approvals, which may be at any time during the currency of this Agreement or the extended period be statutorily required to be obtained by NABARD for availing the services under this Agreement. The Contractor shall obtain appropriate license under the Contract Labour (Regulation and Abolition) Act 1970 and the Rules and shall comply with all terms

and conditions thereof strictly, and shall keep such license duly validated and / or renewed from time to time throughout the currency of this Agreement.

10. All persons deployed by the Contractor in NABARD will be subjected to security check by the NABARD while entering and leaving the premises. The Contractor shall be required to provide supervisory staff for ensuring efficient and smooth operations.

11. The Contractor shall attend to complaints relating to the said work received from the employees of the NABARD and shall devise a system whereby such complaints when brought to the notice of the Contractor will be attended promptly by him or his employees concerned.

12. The Contractor shall be solely responsible for the redressal of grievances/resolution of disputes relating to person deployed. NABARD shall, in no way be responsible for settlement of such issues whatsoever.

13. NABARD shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by the Contractor in the course of their performing the functions/duties, or for payment towards any compensation.

14. The Contractor shall keep NABARD indemnified against all claims whatsoever in respect of the manpower deployed by it in NABARD. In case any employee of the Contractor so deployed enters in dispute of any nature whatsoever, it will be the primary responsibility of the Contractor to contest the same. In case NABARD or its employee is made party and is supposed to contest the case, NABARD will be reimbursed for the actual expenses incurred towards Counsel Fee and other expenses which shall be paid in advance by the Contractor to NABARD or any person authorized by NABARD, on demand. Further, the Contractor will ensure that no financial or any other liability comes to NABARD or its employee in this respect of any nature whatsoever and shall keep NABARD or any employee of NABARD indemnified in this respect.

15. It will be the responsibility of the Contractor to meet transportation, food, medical and any other requirements in respect of the persons deployed by him in NABARD. It will be the responsibility of the contractor for disposal of debris to the approved dumping ground and NABARD will have no liability in this regard.

16. The Contractor shall provide suitable uniforms consisting of tools, Shoes, Dress, and Sweater to the persons employed by it and necessary tools, equipment and machinery for carrying out the said works at the said Premises. Such persons without complete uniform will be treated as absent. The Contractor shall also provide all safety items such as gloves, masks, etc.



17. The Contractor, wherever and whatever material is provided by NABARD, shall use it properly. Any improper use leading to wastage / pilferage shall be made good by the Contractor to NABARD.

18. NABARD will not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, tools, equipment, machinery, Contractors vehicles or vehicles of the personnel of the Contractor. NABARD will not be under any liability to pay any compensation to the persons deployed by the Contractor if they sustain any injury etc., while discharging the duties in the said premises. The Contractor shall get them insured against any liability under the Employee Compensation Act or any accident at its own cost. The Contractor should arrange to obtain necessary insurance cover (Workmen Compensation policy) for his employees at his cost and should be responsible for the safety of persons employed by him. The original Insurance Policy should be submitted to NABARD.

19. The Contractor's personnel shall not divulge or disclose to any person, any details of office, operational processes, technical know-how, security arrangements, and administrative / organizational matters as all are of confidential/secret nature.

20. The manpower deployed by the Contractor should be polite, cordial, positive and efficient, while handling the assigned work so that their actions promote goodwill and enhance the image of NABARD.

21. The Contractor shall ensure proper conduct of its personnel in the said premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work, etc.

22. The Contractor shall depute a coordinator who would be responsible for immediate interaction with the Officials of Bhopal RO, NABARD so that optimal services of the persons deployed by the Contractor could be availed without any disruption.

23. The Contractor shall immediately provide a substitute in the event of any person leaving the job due to his/her personal reasons. In case of delay in attending the work or providing the substitute in time shall attract a pre-estimated fine and NABARD will be at liberty to get the work done through any other agency and the cost therefor shall be recovered from the Contractor at the discretion of NABARD. Contractor shall maintain a proper Record/Register indicating reasons for not attending to any particular complaint within time schedule, failing which penalty as per Bank's decision shall be levied. The expected period of completion of the various items and the amount of deduction beyond that period for pending complaints as per tender conditions shall be applicable.

24. The Contractor, upon receiving a notice from NABARD, shall replace immediately any of its personnel who is found unacceptable to NABARD because of security risks, incompetence/conflict of interest/misconduct.

25. In case, the manpower deployed by the Contractor commits any act of omission/commission that amounts to misconduct/indiscipline/incompetence, the Contractor will be liable to take appropriate disciplinary action against such persons, and if so required by NABARD, remove him/them from the said Premises.

26. The Contractor shall pay the manpower deployed in NABARD their wages in accordance with the Minimum Wages Act, 1948 as applicable in the State of Madhya Pradesh/GoI, whichever is higher on a monthly basis. The Contractor shall also make PF contribution, ESI contribution and or any other statutory contribution in respect of the manpower deployed in NABARD. The Contractor shall also pay statutory tax, wherever applicable.

27. The Contractor shall raise the bill along with attendance sheet in the first week of the succeeding month. As far as possible, the payment will be released by the second week of the succeeding month. However, the Contractor must ensure that the salaries of their deployed staffs are released before the 7th day of the following month in the presence of NABARD's representative, irrespective of receipt of payment from NABARD.

28. The Tax Deduction at Source (TDS) shall be effected as per the provisions of the Income Tax Act, as amended from time to time and a certificate to this effect shall be provided to the Contractor by NABARD.

29. The Contractor shall also liable for depositing all taxes, levies, Cess etc. on account of carrying out the said work to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.

30. The Contractor shall maintain all statutory registers under the applicable law. The Contractor shall produce the same, on demand, to NABARD or any other authority under law.

31. The Contractor on its part and through its own resources shall ensure that the goods, materials and equipment, etc. of NABARD are not damaged in the process of carrying out the said work and shall be responsible for acts of commission and omission on the part of its staff and its employees etc. If NABARD suffer any loss or damage on account of negligence, default or theft on the part of the employees /agents of the Contractor, then the Contractor shall be liable to compensate for the same. The Contractor shall fully indemnify NABARD against any such loss or damage. NABARD shall have further right to adjust and/or deduct any of the amounts as aforesaid from the payments due to the Contractor under this contract.

32. The Contractor will have to deposit a security amount of Rs..... (Rupees.....) via NEFT/RTGS for NABARD Plumbing, Carpentry and Gardening Works in the account details provided in the tender, covering the period of this Agreement. In case, the Agreement is further extended beyond the initial period, the security deposit would be retained.
33. In case of breach of any terms and conditions of this Agreement, the Performance Security Deposit of the Contractor will be liable to be forfeited by NABARD besides annulment of the Agreement.
34. In case, the Contractor fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof, NABARD is put to any loss/obligation, NABARD will be entitled to get itself adjusted out of the outstanding bills or the Security Deposit of the Contractor, to the extent of the loss or obligation in monetary terms. If the adjustment is not possible, then the same may be recoverable from the contractor.
35. In case any of documents furnished by the Contractor is found to be false at any stage, it would be deemed to be a breach of the terms of this Agreement making it liable for legal action besides termination of contract.
36. If the Contractor becomes insolvent or fails to observe or perform any condition of this Agreement then notwithstanding any previous waiver of such default or action being taken under any other clause hereof NABARD may terminate the contract and forfeit the said performance security deposit and recover from the contractor any loss suffered by NABARD on account of the Agreement being terminated.
37. The Contractor shall not transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of NABARD.
38. If the services of the contractor are not found satisfactory, the contractor will be given one month notice to improve his services. If the contractor fails to improve his services within the Notice Period, NABARD shall have the discretion to terminate the contract either in part or in whole, any day after the expiry of the said notice period. However, the contractor firm can terminate the agreement by giving three months' notice in advance. If the Contractor fails to give such three months' notice in writing for termination of the agreement, then the Security Deposit will be forfeited. Notwithstanding anything contained in this Agreement, the Contractor shall continue to provide services of the persons deployed in NABARD on the terms and conditions of this Agreement till the date of termination this agreement.

39. On the expiry or early termination of the Agreement, the Contractor will withdraw all its personnel without in any way causing any damage to the said premises and the property therein and clear their accounts by paying them all their legal dues. The persons deployed by the contractor shall not be entitled to and will have no claim for any absorption nor for any relaxation for absorption in the regular/otherwise capacity in NABARD.

**40. Resolution of disputes**

- a) This Agreement shall be governed by and construed in accordance with the laws of India.
- b) Disputes or differences whatsoever, arising between NABARD and the Contractor shall be resolved amicably between NABARD's representative and the Contractor's representative.
- c) In case of failure to resolve the disputes and differences amicably within 30 days of the receipt of notice by the other party, such unsettled dispute or difference shall be referred for arbitration by sole arbitrator, mutually agreed upon by the parties, in accordance with the Arbitration and Conciliation Act, 1996.
- d) The venue of the arbitration shall be at Bhopal.
- e) The language of arbitration shall be English.
- f) Work under the Agreement shall be continued by the Contractor during the arbitration proceedings unless otherwise directed in writing by NABARD, unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained. Save as those which are otherwise explicitly provided in the Agreement, no payment due or payable by NABARD to the Contractor shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter, or one of the subject matters thereof.

41. Any notice, for the purpose of this Agreement, has to be sent in writing to either of the parties by facsimile transmission, by registered post with acknowledgement due or by a reputed courier service. All notices shall be deemed to have been validly given on (i) the business day immediately following the date of transmission with confirmed answer back, if transmitted by facsimile transmission, or (ii) the expiry of 5 days after posting, if sent by post, or (iii) the business date of receipt, if sent by courier.

42. This Agreement, its Annexures and the whole tender document constitute the entire Agreement between the Contractor and NABARD, and supersede any prior or

contemporaneous communications, representations or agreements between the parties, whether oral or written, regarding the subject matter of this Agreement. In the event of conflict between the provisions of this Agreement and any attached Annexure or the NIT, the provisions of this Agreement will prevail to the extent of such conflict take precedence. In the event of conflict between the provisions of any attached Annexures and the NIT, the provisions of any attached Annexures will to the extent of such conflict take precedence. The terms and conditions of this Agreement may not be changed except by an amendment signed by an authorized representative of each party. NIT shall be the reference document to the extent the terms and conditions are either not reiterated or not given a contrary meaning under this Agreement.

43. This agreement is being executed in duplicate, NABARD should keep the original and the Contractor shall keep the duplicate.

44. The Contractor shall bear the stamp duty on this agreement for both the original and the duplicate copies.

45. In witness whereof the parties hereto, have caused their presence to be signed on the above by the duly authorized officials at the place and on the day, month and year first herein above written.

Signed, sealed and delivered

Signed, sealed and delivered

By Shri \_\_\_\_\_  
DGM/ GM  
For & on behalf of NABARD

by Shri \_\_\_\_\_  
the duly authorized signatory for &  
on behalf of the Contractor

In the presence of

1.....

2.....

In the presence of

1.....

2.....

**INDEMNITY BOND  
(On Rs. 500/- Stamp Paper)**

KNOW all men by these presents that I, Shri .....of M/s .....do hereby execute Indemnity Bond in favour of National Bank for Agriculture and Rural Development (NABARD), having their Registered Office at C-24, G Block, Bandra-Kurla Complex, Bandra (E) Mumbai-400051 and Regional Office at E-5 Arera Colony, Bittan Market Bhopal, Madhya Pradesh 462 01 and M/s..... having their office at ..... on this ..... day of 2024.

WHEREAS NABARD have appointed M/s.....as the Contractor for their proposed work relating to “Maintenance Contract for Plumbing, Carpentry and Gardening Works at NABARD Madhya Pradesh Regional Office, Bhopal”.

THIS DEED WITNESSETH AS FOLLOWS:-

I/We M/s.....hereby do Indemnify, and same harmless NABARD against and from

- a) Any third party claims, civil or criminal complaints liabilities, site mishaps and other accidents or disputes and/or damages occurring or arising out of any mishaps at the site due to faulty work, negligence, faulty construction and/or for violating any law, rules and regulations in force, for the time being while executing/executed works by me/us,
- b) Any damages, loss or expenses due to or resulting from negligence or breach of duty on the part of me/us or any sub-contractor/s if any, servants or agents.
- c) Any claim by an employee of mine/ours or of sub-contractor/s, if any, under the Workmen Compensation Act and Employers Liability Act, 1939 or any other law, rules and regulations in force for the time being and any Acts replacing and/or amend the same or any of the same as may be in force at the time and under any law in respect of injuries to persons or property arising out of and in the course of the execution of the contract work and/or arising out of and in the course of employment of any workmen/employee.
- d) Any act or omission of mine/ours of sub-contractor/s if any, our/their servants or agents which may involve any loss, damage liability, civil or criminal action.

IN WITNESS WHEREOF THE M/s.....has set his/their hands on this .....day of..... 2024.

SIGNED AND DELIVERED BY THE AFORESAID M/s  
IN THE PRESENCE OF WITNESS:

(1).....

(2) .....

Signature of the authorized signatory of the contractor/  
Tenderer

(ON THE LETTER HEAD OF THE BIDDER)

**DECLARATION**

To  
The Chief General Manager  
NABARD  
Madhya Pradesh Regional Office  
Bhopal

Sir,

1. I / We hereby declare that I/We have read and understood the General Instructions. General Conditions of Contract, detailed specifications and the conditions of work, etc. and hereby agree to abide by them.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
3. I/We abide by the provisions of Minimum Wages Act, Contract Labour (Regulation and Abolition) Act, 1976 and other statutory provisions like Provident Fund Act, ESI, Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.
4. I/We hereby confirm that the bid shall remain in force and valid for acceptance for a period of not less than 90 (Ninety) days from the date of opening of the tender.
5. I/We have not been blacklisted by any central/state Government organization or PSU, for whatsoever reason.

Date:

Place:

Name of the firm/Agency\_\_\_\_\_

Seal & Signature of the Bidder

Note: Tenderers should note that any additions, deviations, clarifications, etc. which they would like to bring to the attention should invariably be put in a separate sealed covering letter. They should also make sure that only relevant entries asked for should be made within the tender documents. Entries other than the relevant entry shall make the tender invalid.



## Price Bid

<b>Part-A</b>		<b>Category</b>	<b>Skilled Workers</b>		
<b>Sr No</b>	<b>Description</b>	<b>Basis (Minimum wages of Central or State Govt., whichever is higher)</b>	<b>No</b>	<b>Wages per month (Rs)</b>	<b>Total wages per year (Rs)</b>
1	Total of Basic + VDA for a month (30 X minimum wages per day)	832/- per day	01		
2	EPF (The contributions are payable on wage ceiling up to Rs.15000/-)	13%	01		
3	ESI (The contributions are payable only for wage up to Rs.21000/- per month)	3.25%	01		
4	Bonus( It shall be paid on reimbursement basis on production of requisite documents & the contribution are payable on Maximum wage ceiling of Rs.21000/-)	8.33%	01		
5	<b>Total</b>	<b>S.No. 1 to 4</b>	<b>01</b>		
<b>Total wages for 04 Skilled Worker (A)</b>					
<b>Part-B</b>		<b>Category</b>	<b>Semi-Skilled Workers</b>		
<b>Sr No</b>	<b>Description</b>	<b>Basis (Minimum wages of Central or State Govt., whichever is higher)</b>	<b>No</b>	<b>Wages per month (Rs)</b>	<b>Total wages per year (Rs)</b>
1	Total of Basic + VDA for a month (30 X minimum wages per day)	709/- per day	01		
2	EPF (The contributions are payable on maximum wage ceiling of Rs.15000/-)	13%	01		
3	ESI (The contributions are payable only for wage up to Rs.21000/- per month)	3.25%	01		
4	Bonus( It shall be paid on reimbursement basis on production of requisite documents & the contribution are payable on Maximum wage ceiling of Rs.21000/-)	8.33%	01		
5	<b>Total</b>	<b>S.No. 1 to 4</b>	<b>01</b>		

<b>Part-B</b>		<b>Category</b>	<b>Unskilled Workers</b>		
<b>Sr No</b>	<b>Description</b>	<b>Basis (Minimum wages of Central or State Govt., whichever is higher)</b>	<b>No</b>	<b>Wages per month (Rs)</b>	<b>Total wages per year (Rs)</b>
1	Total of Basic + VDA for a month (30 X minimum wages per day)	628/- per day	01		
2	EPF (The contributions are payable on maximum wage ceiling of Rs.15000/-)	13%	01		
3	ESI (The contributions are payable only for wage up to Rs.21000/- per month)	3.25%	01		
4	Bonus( It shall be paid on reimbursement basis on production of requisite documents & the contribution are payable on Maximum wage ceiling of Rs.21000/-)	8.33%	01		
5	Total	S.No.1 to 4			
5	<b>Total wages for 14 Un-Skilled Worker (C)</b>		<b>10</b>		
<b>PART D - GRAND TOTAL (A+B+C)</b>					
<b>PART E</b>					
<b>Sr No</b>	<b>Description</b>	<b>Rate to be quoted by the bidder</b>	<b>Per month</b>	<b>Total for 12 months</b>	
	Service Charges (As a ___ % of D)				
	<b>TOTAL in (₹): F ( D + E) (PER ANNUM)</b>				
	(G): Add GST @ 18% on (F) above in (₹)				
	Grand Total I in (₹) – H [F + G]				
	<b>Grand Total in words (H)</b>				

**Final Total in ( \_\_\_\_\_ )**

**Note :-**

- I. Tenderers are advised to sign and stamp each and every page of the Price Bid without fail.
- II. Tenderers are advised to visit the site and thoroughly understand the nature and scope of the works and be familiar with the site conditions before quoting. The amounts required to be quoted by the bidders are for a period of one year only.
- III. Quoted rate for Service Charges (applicable on Minimum Wages only) should be workable, reasonable and should include incidental and all overheads and profits.
- IV. Bids quoted with administrative/ service charges less than 3.85% or equal to the applicable TDS (IT-TDS and/or GST- TDS) would be treated as unresponsive and invalid, which are liable for rejection.
- V. Rates should include all Taxes, GST, etc., in accordance with various statutory enactments and should be firm for the entire Contract Period (01 January 2024 to 31 December 2025). No increase in rates will be allowed during the entire Contract Period on this account.
- VI. The rates will be considered for revision only in case of
  - (i) revision of statutory taxes,
  - (ii) Changes in Minimum Wages (as notified by the competent authority), as applicable.However, charges for Water Tank cleaning shall remain firm during the validity of the entire contract period and extended period, if any.
- VII. Service Charges quoted shall have two decimal points only, beyond which the digits shall be ignored.
- VIII. Service Charges claimed by contractor should include management and supervisory charges including Contractor's Profit, materials required on monthly basis wherever the tender requires the contractor to bear the cost of materials, tools and equipment as per requirement, uniform for labourers, other overheads, etc.
- IX. Tenderers are advised to quote Service charges in % rate. X. Quoted rate for Service Charges should be workable, reasonable and should include incidental and all overheads and profits. The Tenderer will furnish Rate Analysis for scrutiny of the rates by NABARD, if required. Statutory deductions such as TDS on IT and GST shall be made as per the rules.
- X. The proof of remittance of statutory contribution of PF (Employer and Employee) and ESI to the appropriate agency for those workers deployed by the Selected Bidder to execute the contract work in NABARD, must be provided by the selected bidder to NABARD every month along with the claim bill, failing which the claim bill shall not be settled.
- XI. Wages indicated above are as per the Central Government minimum wages and are only indicative. The minimum wages quoted by the bidder must cover Central Government wage as indicated by Central Labour Commission or State Government of Madhya Pradesh, whichever is higher.
- XII. VDA=Variable Dearness Allowance, ESI= Employee State Insurance, EPF= Employee Provident Fund, EDLI= Employee Deposit Linked Insurance Scheme.

**Place:**

**Date**