

निविदा सूचना

मेसर्स

महोदया / महोदय,

- 1) नाबार्ड, सेक्टर – एच, एलडीए कॉलोनी, कानपुर रोड, लखनऊ में स्थित अपने एक प्रशिक्षण संस्थान राष्ट्रीय बैंक स्टाफ महाविद्यालय (इसमें इसके आगे एनबीएससी के रूप में संदर्भित) के लिए मुहरबंद निविदा आमंत्रित करता है। एनबीएससी, लखनऊ अपने कार्यालय में स्प्लीट और विंडो एसी, वाटर डिस्पेंसर्स और वाटर कूलर हेतु वार्षिक रखरखाव ठेका देने का इरादा रखता है। इस प्रयोजनार्थ एकल चरण बोली प्रक्रिया के तहत सूचीबद्ध ठेकेदारों से मुहरबंद निविदा आमंत्रित है। निविदा दस्तावेज़ हमारे वेबसाइट www.nbsc.in पर 'AMC for Split and Window Air Conditioners, Water Dispensers and Water Coolers at NBSC, Lucknow-closed tender among the empaneled contractors' मद के तहत डाउनलोड करना होगा चूंकि हमारे ओर से आपको इसकी हार्ड प्रति उपलब्ध नहीं कराई जाएगी।
- 2) स्प्लीट और विंडो एसी, वाटर डिस्पेंसर्स और वाटर कूलर हेतु वार्षिक रखरखाव ठेके का प्रस्तावित कार्य हेतु एनबीएससी, लखनऊ के साथ सूचीबद्ध ठेकेदार ही केवल इस कार्य हेतु अपना निविदा प्रस्तुत करें। निविदाकारों को सूचित किया जाता है कि वे अपना कोटेशन देने से पूर्व कार्य-स्थल का दौरा करें, वहाँ पर मौजूदा परिस्थितियों की जांच करें तथा सभी प्रकार के आवश्यक जानकारी प्राप्त कर लें ताकि वे उनके द्वारा किए जाने वाले कार्य को भली भांति समझ सकें।
- 3) एनबीएससी, लखनऊ के कार्यालयीन वेबसाइट पर दिनांक **19/09/2019 से 15/10/2019 तक** निविदा फॉर्म उपलब्ध होंगे। इस कार्य हेतु निर्धारित प्रारूप में निविदा एक मुहरबंद लिफाफे में डालकर लिफाफे पर 'Annual Maintenance Contract for Split and Window Air Conditioners, Water Dispensers and Water Coolers at NBSC, Lucknow' लिखें एवं उस पर सेवा में, **प्रधानाचार्य**, राष्ट्रीय बैंक स्टाफ महाविद्यालय (एनबीएससी), सेक्टर एच, एलडीए कॉलोनी, कानपुर रोड, लखनऊ 226012 लिखकर उसे **15 अक्टूबर 2019** को अपराह्न **3.00 बजे** तक राष्ट्रीय बैंक स्टाफ महाविद्यालय (एनबीएससी), लखनऊ में प्रस्तुत करें। प्राप्त निविदा उसी दिन अपराह्न **03.30 बजे** निविदाकारों की ओर से आए हुये प्राधिकृत प्रतिनिधियों के सामने खोले जाएंगे। बैंक के पास न्यूनतम अथवा किसी निविदा को स्वीकार करने अथवा प्राप्त सभी निविदा को अस्वीकार करने का अधिकार सुरक्षित रहेगा। निविदा खोले जाने की तिथि से लेकर 90 (नब्बे) दिनों तक निविदा दरों की वैधता बनी रहेगी। तथापि सफल बोलीदाता द्वारा उद्धृत दरें अनुबंध अवधि के अंत तक बनी रहेंगी।
- 4) जो निविदाएँ एनबीएससी के किसी अथवा सभी शर्तों को पूरा नहीं करते पाये जाते हैं अथवा किसी भी प्रकार से सम्पूर्ण नहीं पाये जाते हैं तथा एनबीएससी द्वारा निर्धारित शर्तों से अन्यथा निविदाकार के अपने शर्तों के अनुसार पाये जाते हैं तो उन निविदाओं को स्वीकार नहीं किया जाएगा।
- 5) निविदा(एनआईटी) दस्तावेज़ के सभी पृष्ठों (23 पृष्ठ) पर हस्ताक्षर होने चाहिए तथा यथावश्यक निर्धारित स्थानों पर मुहर सहित तारीख लिखे होने चाहिए।
- 6) यह निविदा आमंत्रण सूचना (एनआईटी) भी निविदा दस्तावेज़ का हिस्सा बना रहेगा।

7) पात्रता मानदंड

2019-2021 अवधि के लिए एसी, वाटर डिस्पेंसर्स और वाटर कूलर हेतु वार्षिक रखरखाव ठेके के लिए एनबीएससी, लखनऊ के साथ सूचीबद्ध ठेकेदार ही केवल इस निविदा के लिए पात्र हैं।

8) बोली लगाने की प्रक्रिया

यह एकल चरण बोली प्रक्रिया है जिसके तहत प्रत्येक बोलीदाता को निम्नानुसार एक लिफाफा प्रस्तुत करना होगा :

- 1. तकनीकी बोली** में विधिवत हस्ताक्षरित निविदा फॉर्म, एनआईटी, अनुबंध के सामान्य शर्त, अनुबंध के विशेष शर्त, सुरक्षा कोड, विशेष विवरण, अनुबंध, आदि शामिल रहेंगे।
- 2. वाणिज्यिक बोली** में विधिवत कीमत का परिमाण बिल (केवल संलग्न प्रोफॉर्मा के अनुसार) शामिल रहेंगे।

--sd/--

(शंकर दोराईस्वामी)

उप महाप्रबंधक

TENDER NOTICE

M/s

Madam / Sir,

1) NABARD invites sealed tenders for one of its Training Establishments namely National Bank Staff College (hereinafter referred to as “NBSC”) situated at Sector- H, LDA Colony, Kanpur Road, Lucknow. NBSC intends to award Annual Maintenance Contract for Split and Window Air Conditioners, Water Dispensers and Water Coolers at NBSC, Lucknow. For this, a closed tender among the empaneled contractors for the proposed work, under a single stage bidding process is being followed. Tender documents must be downloaded from the website www.nbsc.in under the head ‘AMC for Split and Window Air Conditioners, Water Dispensers and Water Coolers at NBSC, Lucknow-closed tender among the empaneled contractors’ as no hard copy will be given from at our end.

2) Contractors who are empaneled with NBSC, Lucknow for the proposed work of Annual Maintenance Contract (AMC) for ACs, Water Dispensers and Water Coolers, may only submit tender for the work. The tenderers are advised to visit the site, conduct survey of the existing conditions so as to familiarize themselves with the nature of work to be carried out and get all clarifications necessary from the NBSC, Lucknow before quoting their rates.

3) Tender forms will be issued from **19/09/2019 to 15/10/2019** from the official website of NBSC, Lucknow. Tenders in prescribed forms for ‘Annual Maintenance Contract for Split and Window Air Conditioners, Water Dispensers and Water Coolers at NBSC, Lucknow’ superscribing the description of the work on sealed envelope and addressed by name to **The Principal**, National Bank Staff College (NBSC), Sector ‘H’, LDA Colony, Kanpur Road, Lucknow 226 012 will be received by the National Bank Staff College, (NBSC) upto 03.00 pm on **15 October 2019** and will be opened on the same day at **03.30 PM** in the presence of the authorized representative of the tenderers, who choose to be present. The Bank reserves the right to accept the lowest or any tender or to reject all of them. Validity of tendered rates shall be for 90 (Ninety) days from the date of opening. However, the rates quoted by the successful bidder would remain firm till the end of the contract period.

4) Tenders which do not fulfill all or any of the NBSC’s conditions or are incomplete in any respect and tenders with the tenderer's own conditions other than those specified by NBSC are liable to be rejected.

5) The Tender (NIT) should be signed on each page (25 pages), sealed and dated in all places in the documents.

6) This Notice Inviting Tender (NIT) shall also form part of the Tender Document.

7) **Eligibility Criteria**

Contractors who are empaneled for the work of Annual Maintenance Services for Air Conditioners, Water Coolers and Water Dispensers for the period of 2019-2021 with NBSC, Lucknow shall only be eligible for the tender.

5. **Bidding Process**

The bidding will be a single stage bidding process and each bidder will submit **one envelope** as indicated below:

1. **Technical Bid** will contain duly signed form of tender, NIT, General Conditions of Contract, Special conditions of contract, Safety Code, Specifications, Annexures, etc.
2. **Commercial Bid** will contain the Bill of Quantities (only as per enclosed proforma) duly priced.

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(Shankar Doraiswamy)

Deputy General Manager

NATIONAL BANK STAFF COLLEGE, (NBSC), LUCKNOW

Tender Form

Date: _____

The Principal,
National Bank Staff College (NBSC),
Sector 'H', LDA Colony
Kanpur Road, **Lucknow 226 012**
Dear Sir,

Having examined the specifications and schedule of quantities relating to the works specified in the tender/RFQ hereinafter set out and having acquired the requisite information relating thereto as affecting the RFQ, I/We hereby offer to provide AMC services as specified in the said RFQ for the time specified in the said RFQ at the rates mentioned in the attached schedule of quantities and in accordance in all respects with the specifications and instructions in writing referred to in conditions of RFQ and Schedule of Quantities with such materials/services as are provided for, and in all other respects and in accordance with such conditions so far as they may be applicable.

MEMORANDUM

1	Description of works	Annual Maintenance Contract for Split and Window Air Conditioners, Water Dispensers and Water Coolers at NBSC, Lucknow
2	Last date and time for submission of quotation.	Before 3:00 PM on 15/10/2019
3	Time period of the contract	01.12.2019 to 31.03.2021
4	Mode of Payment	On quarterly basis, on successful completion of AMC for the quarter and submission of the bill
5	Tender Fee	No fee as tender will not be made available in printed form
6	EMD	Rs.6,000/-
7	RMD	5% of final quoted amount shall have to be deposited with us till the completion of the contract period and Defect Liability Period of 1 year from day of the completion of the contract period.

2 Should this tender/RFQ be accepted, I/We hereby agree to abide by the terms and provisions of the said conditions of tender/RFQ so far as they may be applicable.

Yours faithfully

(Seal & Signature of Bidder)

PROFORMA FOR ELECTRONIC PAYMENT

Details of Bank account to be furnished by the contractors/ service providers for effecting payment through ECS (e-payments)

Name and address of contractors/service providers with phone nos.

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1	Name of the account holder (As appearing in the Bank account)	
2	Name of the Bank	
3	Name of the Branch	
4	Account number	
5	IFS Code	
6	Type of account (Savings, current, etc.)	
7	PAN Number	
8	Registration Number	
9	GSTN	

Please enclose photocopy of cancelled cheque and PAN Card along with RFQ Document.

(Seal & Signature of Bidder)

ARTICLES OF AGREEMENT

ARTICLES OF AGREEMENT made this _____ day of _____ between National Bank for Agriculture and Rural Development (NABARD) through the Principal, National Bank Staff College, (NBSC), Sector-H, LDA Colony, Kanpur Road, Lucknow having its Head Office at Mumbai (therein after called “ the Employer”) of the one part and

_____ (hereinafter called “the Contractor”) of the other part.

WHEREAS the Employer is desirous of carrying out the work of **Annual Maintenance Contract for Split and Window Air Conditioners, Water Dispensers and Water Coolers at NBSC, Lucknow** and has caused specifications describing the work to be done at National Bank Staff College, (NBSC), Sector ‘H’, LDA Colony, Kanpur Road, Lucknow.

AND WHEREAS the said specifications and the Schedule of quantities have been signed by or on behalf of the parties hereto.

AND WHEREAS the Contractor has agreed to execute the work/s subject to the Condition set forth herein and to the Conditions set forth in the General and Special Conditions and the Schedule of Quantities and Condition of Contract (all of which are collectively hereinafter referred to as “the said Conditions”) the works shown upon and/or described in the said Specifications and included in the Schedule of Quantities at the respective rates therein set forth amounting to the sum as therein arrived at or such other sum as shall become payable thereunder (hereinafter referred to as “the said Contract Amount”).

NOW THEREFORE THIS AGREEMENT WITNESSETH THAT:-

1. In consideration of the said Contract Amount to be paid by the employer to the contractor at the time and in the manner set forth in the said conditions and in accordance with the schedule of payments, the Contractor shall upon completion subject to the said conditions execute and complete the work shown in the said Tender Document and described in the said Specifications and Schedule of Quantities.
2. The said Conditions and the Annexures thereto shall be read and construed as forming part of this agreement and the parties hereto respectfully abide by, submit themselves to the said conditions and perform the agreements on their part respectively contained in said conditions.
3. Tender documents containing notice to the Contractors, Conditions of Contract, Annexures thereto, Special Conditions of Contract, Technical Specifications and Schedule of Quantities/Financial bid with the rates entered therein, shall be read and stamped forming part of this agreement and the parties hereto shall positively abide by and submit themselves to the conditions and specifications and perform the agreements on their part respectively in conditions contained.

4. This Contract is neither a fixed lump sum Contract nor an item rate Contract, but is a Contract to carry out work to be paid for according to actual measured quantities and rates contained in the Schedule of Quantities and probable quantities provided in the said Conditions.
5. The Employer reserves to itself the right of altering the drawing nature of the work through the Employer by adding to, reducing or omitting any items of work or having portions of the same carried out without prejudice to this Contract.
6. The contractors should have experienced and competent staff which will enable them to ensure proper quality check on the materials, and who will ensure that the Contractor will carry out proper tests as required by the specifications and will supervise the day-to-day working and execution of contract works.
7. If the Contractors have any doubt about the quality of any materials or any difficulty in supervision of the day to day work it shall be the duty of the Contractors to report the matter in writing forthwith to the Employer and for the time being, to suspend that portion of the work about which difficulty is experienced and the Contractors will abide by the direction of the Bank.
8. The Contractors covenant and warrant that completed items of work as well as the entire work on completion will be in conformity with the Specifications and the terms and conditions of Contract and will be of proper quality and description.
9. Time shall be considered as the essence of this Agreement and Contractor hereby agrees to execute the work as specified in the Tender Documents subject to the provisions of extension of time as contained in the said conditions.
10. The contract herein contained shall comprise not only the work mentioned above but all subsidiary works connected therewith within same site as may be ordered to be done from time to time by the Employer for the time being, even if such work may not be shown on the said Tender Document or described in the said schedule of specifications and quantities.
11. All payments by the Employer under this contract will be made at Lucknow by through ECS/EFT.
12. All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at Lucknow and only court at Lucknow shall have jurisdiction to determine the same.
13. This agreement shall be signed in duplicate, the original document shall be kept in the custody of the Employer, the duplicate with Contractor. The stamp duty shall be borne and paid by the Contractor.
14. That the several parts of this contract have been read by the Contractor and fully understood by the Contractor. The Contractor shall not be entitled for the payment for the quantities beyond the tendered quantities unless ordered for by specific written instructions from the Bank's Engineer.

IN WITNESS WHEREOF the Employer has set its hands hereunto and three duplicates hereunto through its duly authorized official and the contractor has caused these presents and three duplicates hereof under its common seal/by its duly

authorized representative at the place and on the date and year first herein above written.

As witness our hands are affixed this day of _____ 2019.

Signed by the said

_____ Employer

In the presence of

Witness No.1 _____

Witness No.2 _____

Witness No.3 _____

Signed by the said

_____ Contractor

in the presence of

Witness No.1 _____

Witness No.2 _____

Witness No.3 _____

General Conditions of Contract

1. This tender is a single bid process.
2. An amount of Rs.6,000/- shall be paid as EMD by the bidder along with tender.
3. Demand Draft/e-payment receipt towards the EMD, drawn in favour of National Bank Staff College, payable at Lucknow or directly credited to NBSC's Current Account Number-912020055439842 with Axis Bank, Main Branch, 31/93 MG Road, Near Governor House, Lucknow-226001 (IFSC Code- UTIB0000053). Payment through cash or cheque will not be accepted.
4. All pages of the tender and all supporting documents/certificate attached herewith shall be duly signed and sealed.
5. Sealed tender application shall be deposited in the 'Quotation Box' kept in the Administrative Block, National Bank Staff College, Lucknow, within the stipulated time/date only.
6. Full name, postal address, email address and telephone number of the bidder shall be written on the bottom left hand corner of the sealed covers.
7. Corrections, if any, in the quotation shall be duly authenticated with full signature. In case of any difference between the figures and the wordings, the wordings will be taken as the correct one.
8. Tender received after the prescribed time and date will not be considered.
9. Tender would remain open for acceptance for 90 days from the date of opening.
10. For any clarifications please contact nbsc@nabard.org
11. If the successful bidder fails to comply with the terms and conditions of the tender, the security deposit shall be forfeited in full or in part as decided by the Competent Authority.
12. The Contractor shall indemnify and keep indemnified, defend and hold good the National Bank Staff College, Lucknow.
13. Invitation for rates or quote does not mean that NBSC is bound to accept L1 bidder. Decision of NBSC regarding award of work shall be final.
14. Bidder has to provide the service at NBSC, Lucknow campus. No extra freight charges or labour charges shall be entertained. All costs, taxes, levies, etc. shall be included in the bid.
15. Tender without EMD is liable to be rejected.

16. Conditional Tenders/RFQ is liable to be rejected.
17. Penalty shall be levied as per the clause 29 of Special Conditions of Contract on page 15.
18. RMD of 5% of the total amount quoted by the successful bidder will be deposited with the NBSC till the completion of the contract period and a defect liability period (DLP) of 1 year from the date of completion of the contract period. In case of faults or defects or delays in the service during the DLP, corresponding sum of amount shall be forfeited from the RMD.
19. **The Contractors must include in their rates, GST (Goods and Services Tax) as applicable and any other duty/ levy levied by the Central Government or State Government or local authority, if applicable.**
20. The attention is drawn to the fact that rates for each and every item should be correct, workable and self-supporting. The quantities in the schedule of quantities approximately indicate the total extent of work but may vary to any extent and may even be omitted thus altering the aggregate value of the Contract. No claim shall be entertained on this account.
21. Timelines must be followed for carrying out the work assigned by the College or authorized person of the institute by the Contractor and it shall be reckoned from the day of written order to commence the work is issued or from the date the site is handed over, whichever is later. The work shall throughout the stipulated period of the contract, be proceeded with all due diligence and if the Contractor fails to complete the work within the specified period he shall be liable to pay penalty as defined in clause 17 of the conditions of contract.
22. Special attention of the Contractor is drawn to the items in the schedule of quantities; the rates and amounts for these items shall be duly filled in and Contractor is informed that his tender will not be considered unless the rates are given for these items. The Employer reserves to himself the right to adopt any of the items either in scrutinizing and deciding upon the tender or later when the works are being executed.
23. The Contractor shall not be entitled to any compensation for any loss suffered by him on account of delay in commencing or executing the work, whatever the cause of delay may be, including delay arising out of modification to the work entrusted to him or in any sub-contract connected therewith or delay in awarding contracts for other trades of the project or in commencement or completion of such works or in procuring Government controlled or other building materials or in obtaining water and power connections for construction purposes or for any other reason whatsoever and the Employer shall not be liable for any claim in respect thereof.

The Employer does not accept liability for any sum besides the tender amount, subject to such variations as are provided for herein.

24. The successful Contractor is bound to carry out any items of work necessary for the completion of the contract even though such items are not included in the schedule of quantities and rates. Schedule of instructions in respect of such additional items and their quantities will be issued in writing by the Employer.
25. The successful Contractor must co-operate with the other Contractors, if any, appointed by the employer so that the work shall proceed smoothly with the least possible delay and to the satisfaction of the Employer.
26. The Employer will provide water and power required for the work free of cost at a suitable point and the Contractor shall make his own arrangement to carry the same as required. The Contractor should ensure that the water and power facility provided by the employer are not wasted.
27. The Employer will also provide suitable space for storage of materials etc. required for the work free of cost. The Contractor should ensure that the space provided by the employer is used for execution of the works only.

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

(Seal & Signature of Bidder)

Safety Conditions of the Contract

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

A. General

1. Smoking and chewing pan/ tobacco/ gutkha/ any other drugs etc. are prohibited in the building/working area.
2. For any job involving welding, soldering, lighting of flames, use of heat source or temporary electrical connection, prior permission from competent authority / designated engineer shall be taken before execution of the same. No job involving heat sources 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, as may be required for executing the assigned works, are made available to his staff at contractor's cost. If the contractor needs any suggestion on the matter, he may approach NBSC's Officer concerned for the same. 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 ACs/Water Coolers and Water dispensers.
5. The contractor shall take all precautions to avoid accidents and causes of accidents. He must be careful regarding safety during working of his staff in the premises.

B. Safety precautions of portable electrical appliances

Precautions in handling portable electrical appliances are more significant under monsoon conditions. Some likely situations are highlighted here for your attention and action to ensure that conditions and methods of usage conform to the safety of personnel and property.

1. Broken sockets / pin plug / loose connections: These conditions cause sparks which lead to fault conditions or electrical shock situations. Wires shall not be directly inserted into the sockets as the earth lead of the equipment inserted into the phase socket may give shock to the operator.

2. Polarity of phase / neutral and earth: certain appliances like Poroscope may give violent electrical shock during work if polarity conditions are not satisfied.

3. Joints in flexible cables: Usage of portable appliance is such that electrical and physical integrity of joint may be suddenly affected, leading to severe sparking and fire if combustible / inflammable materials are present near the joint. Perhaps this may not be noticed by the operator at all. So, the work should be carried out in presence of a Supervisor/helper and integrity of the cable should be ensured.
4. Appliance body grounding and system grounding: In absence of or ineffective appliance body grounding, operator may receive severe shock in case of phase to earth fault during usage. All earth pins in sockets must have low impedance and mechanically

firm earthing according to Indian Electricity Rules/BIS 3043 so that safety is assured to operators even under fault condition.

5. Water leakage: Water reduces efficiency of insulation depending upon exposure. Presence of moisture on ordinary switches may give a shock during operation, switches in chronic leakage areas should preferably be de-energised until the rectification is done and contractor take clearance from NBSC designated engineer on the issue.

6. Excavation / Addition / Alteration of the Building: During excavations, alterations of the building, etc. every care shall be taken that electric shock or damages to cables, are avoided. De-energisation of circuits must be considered whenever required.

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

(Seal & Signature of Bidder)

Special conditions of contract

1. Payment will be made based on bill submitted by the contractor and certified by the concerned Assistant Care Taker/ Caretaker to the effect that the complaints recorded in the Registers are attended to as per the scope of the work. The Contractor has to get the Signature of the ACT/CT (Assistant Caretaker/Caretaker) after completion of the respective work on the formats enclosed/given for respective work and should submit all these with the bill. Bills for Maintenance and repairs work should be raised separately.
2. Separate work orders will be issued by NBSC in respect of additional works which are not covered under the AMC charges. The bills for the same are to be submitted within a period of one month after completion of the work. NBSC 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.
3. Income Tax and other taxes as applicable, will be deducted from total payment due to the Contractors.
4. NBSC 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 be fully responsible and shall comply with all applicable labour laws. Contractor shall be liable to pay compensation 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. 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.
5. The contractor shall deploy such minimum number of qualified and experienced staff to ensure that the work is attended in time as per the scope of work of the tender and, to the satisfaction of NBSC.
6. All the Standard Conditions of the Contract shall be binding on the parties as per Indian Contract Act and other prevailing Rules. NBSC 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.
7. 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.
8. 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 NBSC/NABARD. Necessary grooming should be done by the contractor before posting the staff at site.
9. 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 provisions.
10. The Contractor's workmen should report to ACT/ CT/Site supervisor as and when they attend the complaint for devices mentioned in the Price Bid/ Bill of Quantities. The service report shall also be signed by ACT & the same or copy shall be presented along with the Contractor's quarterly bill.

11. The Contractor should obtain necessary permissions that may be required for the purpose of this Contract from such authorities as may be prescribed by Law from time to time.
12. The Contractor or his authorized representative should visit the site frequently as required by NBSC and meet Officials for any clarifications and to receive instructions.
13. The Contractor shall have whole/ sole responsibility for any damage / loss of life and property of NBSC. The contractor shall fully compensate NBSC for such damage/loss. The decision of NBSC in this regard shall be final and binding.
14. Any act of indiscipline / misconduct / theft / pilferage on the part of any employee engaged by the Contractor resulting in any loss to NBSC or any of its clients in kind or cash will be viewed seriously and NBSC will have the right to claim damages or levy fine and / or terminate the Contract forthwith, if necessary without any notice.
15. If any dispute arises on any matter concerning this Contract, the decision of NBSC shall be final and binding.
16. EXIT: For first three months of trial period, if the services of the contractor are not found to be satisfactory, the contractor will be given a notice, with a notice period of 30 days, to improve his services. If the contractor fails to improve his services within the Notice Period, NBSC shall have the discretion to terminate the contract either in part or in whole, any day after the expiry of the said notice period.
17. The contract is liable for termination by giving one month notice by the Bank and three month notice by the contractor.
18. The contractor shall provide mobile phone to the supervisor and number to be communicated to NBSC.
19. On-site storage space will be provided to the Contractor. NBSC will not be responsible for contractor's materials. The contractor may be required to vacate the storage space and sheds as per exigency without any extra cost to NBSC. Safe disposal of Building rubbish/garbage/waste material from NBSC premises in safe municipal dump will be the responsibility of the contractor.
20. The contractor shall provide everything necessary for the proper execution of the works. NBSC will not supply any Tools & Plants (T&P) or any other equipment, labour, etc.
21. The Contractor shall not directly or indirectly transfer, assign or sublet the Contract or any part of it, without written permission of NBSC.
22. While submitting the bill for maintenance, the contractors have to submit detailed information on the complaints received, pending and the reasons therefor and likely date of attending the same. Bill will be considered for payment after receiving the statements. Contractor will not link payment to his employees/workers with the settlement of bills by NBSC.
23. If in the opinion of NBSC the work done by the contractor is not satisfactory, NBSC may decide depending upon the merit of the work to deduct such amount from the monthly bill amount as it may deem fit.
24. The contractor shall use necessary safety equipment and maintain all safety measures during the execution of works and ensure compliance of Safety Code as per rules and Regulations in force.
25. The Contractor shall at his own cost and expenses provide all the materials, labour, supervision tools, plant apparatus, ladders, trolleys, conveyance, uniforms etc. required for execution of the work covered by this contract to the entire satisfaction of NBSC.
26. In case of any stoppage of work resorted to by the employees of the Contractors, NBSC reserves the right to employ workers from other sources, without any notice for carrying out the maintenance work. In such cases, either the actual cost of such labourers

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 of 2% and any other tax, as applicable.

27. Initial period of contract is from 01.12.2019 to 31.03.2021 and extendable for next 2 years by NBSC.

28. **Termination clause:** In case of negligence/dereliction of duty by contractor's staff, the above contract shall be terminated without giving any notice.

29. **Timing:** Contractor has to entertain and address any compliant received at any time in 24 hours including working or non-working day from NBSC. Contractor have to initiate work immediately on receipt of the compliant. If contractor fails to initiate the work within 12 hours of the compliant, penalty may be invoked by NBSC.

30. **PENALTY:** Rs.100/- per day shall be deducted from the payment if complaints are not attended within the given period of time or within 12 hours from the time of lodging the intimation. After carrying out the repair, the service personnel shall submit the service report/clear the complaint in the register.

31. **Maintenance of Records:** The Contractor has to maintain the following records:

a) Daily/ weekly/ monthly preventive and overhaul maintenance register cum-log book.

b) Complaint Register and due compliance

32. All the above mentioned Registers shall be checked by the ACT/CT of NBSC or by authorized representative of NBSC.

(Seal & Signature of Bidder)

Scope of work

1. The successful tenderer shall be in a position to provide Annual Maintenance Services for Air conditioners, Dispensers and water coolers of such quantities as indicated in the BoQ, as changes according to the requirements of the NBSC, at NBSC, Lucknow which shall include replacement of all spares except compressors and fan motors.
2. Annual Maintenance Service Contract shall include preventive maintenance, periodical servicing, break down servicing, immediate resolution of the complaints, etc.
3. Periodic operational servicing shall be done on quarterly basis which includes cleaning of filters, external unit and other related activities.
4. Successful bidder shall submit service report for preventive and periodic servicing immediately after the work and attach a copy of it along with the quarterly bill.
5. Resolution of the complaints shall be done immediately and such entries shall be maintained in the complaint register.
6. Based on the requirements of NBSC, the vendor shall deploy adequate labour during the high-end programs, training programs, etc. which may be held during any period of the year, including public holidays and Sundays.
7. Newly installed 91 ACs are filled with environmentally friendly refrigerant i.e. R-410A. Old ACs are of different refrigerant gases. Successful bidder shall take care to refill the gas as per the original gas filled in the device. Refilling of the gas is covered under the AMC and no additional charges will be paid for the work except in case of replacement of the compressor which is not covered in the scope of the AMC.

(Seal & Signature of Bidder)

FINANCIAL BID

(AMC for ACs, water dispenser and water coolers)

Amount in Rupees

S.N	Description of work	Quantity	Rate per unit	Total Amount	GST as applicable	Total Annual Amt
1	Split AC: 1.5 & 2TR: Maintenance and breakdown servicing and Annual Maintenance Contract of Split Air Conditioners installed in Office premises and hostels.	173				
2	Window AC: 1.5TR: Maintenance and breakdown and Annual Maintenance Contract of window Air Conditioners installed in Office premises and hostels.	28				
3	Water Dispensers: Maintenance of all parts like motor, gas, spare parts, etc. except compressor.	5				
4	Water Coolers (80L each)	6				
Total Amount						
Total Amount in Words		Rs.				

(Seal & Signature of Bidder)

Annexure-A

Table below indicates list of all assets under the contract. 91 inverter ACs with climate friendly gas are indicated as Voltas-410A. Bidders are requested to actually visit the site and confirm the information, in their own interest.

Sl.No	Location/Room No		Split /Window	Capacity	Make
1	A	1	Split	1.5 TR	Voltas- 410A
2	A	2	Split	1.5 TR	Voltas- 410A
3	A	3	Split	1.5 TR	Voltas- 410A
4	A	4	Split	1.5 TR	Voltas- 410A
5	A	5	Split	1.5 TR	Voltas- 410A
6	A	6	Split	1.5 TR	Voltas- 410A
7	A Suit 101		Split	1.5 TR	Voltas- 410A
8	A Suit 101		Split AC	1.5 TR	GODREJ
9	A	102	Split	1.5 TR	Voltas- 410A
10	A	103	Split	1.5 TR	Voltas- 410A
11	A	104	Split	1.5 TR	Voltas- 410A
12	A	105	Split	1.5 TR	Voltas- 410A
13	A	106	Split	1.5 TR	Voltas- 410A
14	A	107	Split	1.5 TR	Voltas- 410A
15	A	108	Split	1.5 TR	Voltas- 410A
16	A	109	Split	1.5 TR	Voltas- 410A
17	Chair Man Suit A	110	Split	1.5 TR	Voltas- 410A
18	Chair Man Suit A	110	Split AC	1.5 TR	GODREJ
19	B VOF	101	Split	1.5 TR	Voltas- 410A
20	Suit B	102	Split	1.5 TR	Voltas- 410A
21	Suit B	102	Split AC	1.5 TR	GODREJ
22	Suit B	112	Split	1.5 TR	Voltas- 410A
23	Suit B	112	Split AC	1.5 TR	GODREJ
24	Suit B	12	Split AC	1.5 TR	Voltas- 410A
25	Dispenary		Split AC	1.5 TR	GODREJ
26	Dispenary		Split AC	1.5 TR	GODREJ
27	Reception		Split AC	1.5 TR	GODREJ
28	Reception		Split AC	1.5 TR	GODREJ
29	Reception		Split AC	1.5 TR	GODREJ
30	Reception		Split AC	1.5 TR	GODREJ
31	B	2	Split AC	1.5 TR	Voltas- 410A
32	B	3	Split AC	1.5 TR	Voltas- 410A
33	B	4	Split AC	1.5 TR	Voltas- 410A
34	B	5	Split AC	1.5 TR	Voltas- 410A
35	B	6	Split AC	1.5 TR	Voltas- 410A
36	B	7	Split AC	1.5 TR	Voltas- 410A
37	B	8	Split AC	1.5 TR	Voltas- 410A

38	B	9	Split AC	1.5 TR	Voltas- 410A
39	B	10	Split AC	1.5 TR	Voltas- 410A
40	B	104	Split AC	1.5 TR	Voltas- 410A
41	B	105	Split AC	1.5 TR	Voltas- 410A
42	B	106	Split AC	1.5 TR	Voltas- 410A
43	B	107	Split AC	1.5 TR	Voltas- 410A
44	B	108	Split AC	1.5 TR	Voltas- 410A
45	B	109	Split AC	1.5 TR	Voltas- 410A
46	B	110	Split AC	1.5 TR	Voltas- 410A
47	B	201	Split AC	1.5 TR	Voltas
48	B	202	Split AC	1.5 TR	Voltas
49	B	203	Split AC	1.5 TR	Voltas
50	B	204	Split AC	1.5 TR	Voltas
51	B	205	Split AC	1.5 TR	Voltas
52	B	206	Split AC	1.5 TR	Voltas
53	B	207	Split AC	1.5 TR	Voltas
54	B	208	Split AC	1.5 TR	Voltas
55	B	209	Split AC	1.5 TR	Voltas
56	B	210	Split AC	1.5 TR	Voltas
57	B	211	Split AC	1.5 TR	Voltas
58	B	212	Split AC	1.5 TR	Voltas
59	C	1	Split AC	1.5 TR	Voltas- 410A
60	C	2	Split AC	1.5 TR	Voltas- 410A
61	C	3	Split AC	1.5 TR	Voltas- 410A
62	C	4	Split AC	1.5 TR	Voltas- 410A
63	C	5	Split AC	1.5 TR	Voltas- 410A
64	C	6	Split AC	1.5 TR	Voltas- 410A
65	C	7	Split AC	1.5 TR	Voltas- 410A
66	C	8	Split AC	1.5 TR	Voltas- 410A
67	C	9	Split AC	1.5 TR	Voltas- 410A
68	C	10	Split AC	1.5 TR	Voltas- 410A
69	C	11	Split AC	1.5 TR	Voltas- 410A
70	C	12	Split AC	1.5 TR	Voltas- 410A
71	C	13	Split AC	1.5 TR	Voltas- 410A
72	C	14	Split AC	1.5 TR	Voltas- 410A
73	C	15	Split AC	1.5 TR	Voltas- 410A
74	C	16	Split AC	1.5 TR	Voltas- 410A
75	C	101	Split AC	1.5 TR	Voltas- 410A
76	C	102	Split AC	1.5 TR	Voltas- 410A
77	C	103	Split AC	1.5 TR	Voltas- 410A
78	C	104	Split AC	1.5 TR	Voltas- 410A
79	C	105	Split AC	1.5 TR	Voltas- 410A
80	C	106	Split AC	1.5 TR	Voltas- 410A

81	C	107	Split AC	1.5 TR	Voltas- 410A
82	C	108	Split AC	1.5 TR	Voltas- 410A
83	C	109	Split AC	1.5 TR	Voltas- 410A
84	C	110	Split AC	1.5 TR	Voltas- 410A
85	C	111	Split AC	1.5 TR	Voltas- 410A
86	C	112	Split AC	1.5 TR	Voltas- 410A
87	C	113	Split AC	1.5 TR	Voltas- 410A
88	C	114	Split AC	1.5 TR	Voltas- 410A
89	C	115	Split AC	1.5 TR	Voltas- 410A
90	C	116	Split AC	1.5 TR	Voltas- 410A
91	C	201	Split AC	1.5 TR	Voltas
92	C	202	Split AC	1.5 TR	Voltas
93	C	203	Split AC	1.5 TR	Voltas
94	C	204	Split AC	1.5 TR	Voltas
95	C	205	Split AC	1.5 TR	Voltas
96	C	206	Split AC	1.5 TR	Voltas
97	C	207	Split AC	1.5 TR	Voltas
98	C	208	Split AC	1.5 TR	Voltas
99	C	209	Split AC	1.5 TR	Voltas
100	C	210	Split AC	1.5 TR	Voltas
101	C	211	Split AC	1.5 TR	Voltas
102	C	212	Split AC	1.5 TR	Voltas
103	C	213	Split AC	1.5 TR	Voltas
104	C	214	Split AC	1.5 TR	Voltas
105	C	215	Split AC	1.5 TR	Voltas
106	C	216	Window AC	1.5 TR	Voltas
107	D	2	Split AC	1.5 TR	Voltas- 410A
108	D	3	Split AC	1.5 TR	Voltas- 410A
109	D	4	Split AC	1.5 TR	Voltas- 410A
110	D	5	Split AC	1.5 TR	Voltas- 410A
111	D	6	Split AC	1.5 TR	Voltas- 410A
112	D	9	Split AC	1.5 TR	Voltas- 410A
113	D	10	Split AC	1.5 TR	Voltas- 410A
114	D	11	Split AC	1.5 TR	Voltas- 410A
115	D	101	Split AC	1.5 TR	Voltas- 410A
116	D	102	Split AC	1.5 TR	Voltas- 410A
117	D	103	Split AC	1.5 TR	Voltas- 410A
118	D	104	Split AC	1.5 TR	Voltas- 410A
119	D	105	Split AC	1.5 TR	Voltas- 410A
120	D	106	Split AC	1.5 TR	Voltas- 410A
121	D	107	Split AC	1.5 TR	Voltas- 410A
122	D	108	Split AC	1.5 TR	Voltas- 410A
123	D	109	Split AC	1.5 TR	Voltas- 410A

124	D	110	Split AC	1.5 TR	Voltas- 410A
125	D	111	Split AC	1.5 TR	Voltas- 410A
126	D	112	Split AC	1.5 TR	Voltas- 410A
127	VIP CANTEEN		Window AC	1.5 TR	Voltas
128	VIP CANTEEN		Window AC	1.5 TR	Voltas
129	VIP CANTEEN		Window AC	1.5 TR	Voltas
130	CARRAM CLUB		Window AC	2 TR	Voltas
131	CARRAM CLUB		Window AC	2 TR	Voltas
132	CARRAM CLUB		Window AC	2 TR	Voltas
133	CONFERENCE HALL		Split AC	1.5 TR	GODREJ
134	CONFERENCE HALL		Split AC	1.5 TR	GODREJ
135	Class Rom 44		Split AC	1.5 TR	GODREJ
136	Class Room 44		Split AC	1.5 TR	GODREJ
137	FM	28	Split AC	1.5 TR	Voltas
138	FM	30	Split AC	1.5 TR	Voltas
139	FM	31	Split AC	1.5 TR	Voltas
140	FM	32	Split AC	1.5 TR	Voltas
141	FM	33	Split AC	1.5 TR	Voltas
142	FM	34	Split AC	1.5 TR	Voltas
143	FM	52	Split AC	1.5 TR	Voltas
144	FM	53	Split AC	1.5 TR	Voltas
145	FM	54	Split AC	1.5 TR	Voltas
146	FM	55	Split AC	1.5 TR	Voltas
147	FM	56	Split AC	1.5 TR	Voltas
148	FM	57	Split AC	1.5 TR	Voltas
149	FM	29	Window AC	1.5 TR	Voltas
150	FM	35	WAC	1.5 TR	Carrier
151	CHAIRMAN CABIN		Window AC	1.5 TR	Carrier
152	CHAIRMAN CABIN		Split AC	1.5 TR	GODREJ
153	CGM CABIN		Split AC	1.5 TR	Voltas
154	CGM CABIN		Window AC	1.5 TR	Carrier
155	VP CABIN		Split AC	1.5 TR	Voltas
156	PS ROOM		Window AC	1.5 TR	Carrier
157	COMMITTEE ROOM		Split AC	1.5 TR	Voltas
158	COMMITTEE ROOM		Split AC	1.5 TR	Voltas
159	COMMITTEE ROOM		Split AC	1.5 TR	Voltas
160	COMMITTEE ROOM		Split AC	1.5 TR	Voltas
161	PSO ROOM		Window AC	1.5 TR	Godrej
162	ROOM No 36		Split AC	1.5 TR	Voltas
163	TEA CANTEEN		Window AC	1.5 TR	Voltas

164	TEA CANTEEN	Window AC	1.5 TR	Carrier
165	TEA CANTEEN	Window AC	1.5 TR	Videcon
166	DINING HALL	Split AC	2 TR	Voltas
167	DINING HALL	Split AC	2 TR	Voltas
168	DINING HALL	Split AC	2 TR	Voltas
169	DINING HALL	Split AC	2 TR	Voltas
170	DINING HALL	Split AC	2 TR	Voltas
171	DINING HALL	Split AC	2 TR	Voltas
172	DINING HALL	Split AC	2 TR	Voltas
173	DINING HALL	Split AC	2 TR	Voltas
174	DINING HALL	Split AC	2 TR	Voltas
175	DINING HALL	Split AC	2 TR	Voltas
176	DINING HALL	Split AC	2 TR	Voltas
177	DINING HALL	Split AC	2 TR	Voltas
178	OFFICE IST HALL	Window AC	1.5 TR	GODREJ
179	OFFICE IST HALL	Window AC	1.5 TR	GODREJ
180	OFFICE IST HALL	Window AC	1.5 TR	GODREJ
181	OFFICE IST HALL	Window AC	1.5 TR	GODREJ
182	OFFICE IST HALL	Window AC	1.5 TR	GODREJ
183	OFFICE IST HALL	Window AC	1.5 TR	GODREJ
184	OFFICE IST HALL	Split AC	1.5 TR	Voltas-410A
185	OFFICE IIND HALL	Window AC	1.5 TR	GODREJ
186	OFFICE IIND HALL	Window AC	1.5 TR	GODREJ
187	OFFICE IIND HALL	Window AC	1.5 TR	GODREJ
188	OFFICE IIND HALL	Window AC	1.5 TR	GODREJ
189	OFFICE IIND HALL	Window AC	1.5 TR	GODREJ
190	OFFICE IIND HALL	Window AC	1.5 TR	GODREJ
191	SERVER ROOM	Split AC	1.5 TR	Voltas-410A
192	SERVER ROOM	Split AC	1.5 TR	Voltas-410A
193	AO ROOM	Split AC	1.5 TR	Voltas
194	AJAY SIR BACK	Split AC	1.5 TR	Voltas
195	CGM HOME	Split AC	1.5 TR	Voltas
196	CLASS NO 40	Split AC	1.5 TR	Voltas
197	CLASS NO 40	Split AC	1.5 TR	Voltas
198	CLASS NO 41	Split AC	1.5 TR	Voltas
199	CLASS NO 41	Split AC	1.5 TR	Voltas
200	CLASS NO 43	Split AC	1.5 TR	Voltas
201	CLASS NO 43	Split AC	1.5 TR	Voltas
	Location	Capcity	Model	Make
1	RECEPTION	3 ltr	Water Dispenser	VOLTAS
2	DINNING HALL	3 ltr	Water Dispenser	VOLTAS
3	CONFERENCE HALL	3 ltr	Water Dispenser	VOLTAS
4	CLASS ROOM NO 40	3 ltr	Water Dispenser	VOLTAS

5	CLASS ROOM NO 43	3 ltr	Water Dispenser	VOLTAS
1	DINNING HALL	80 ltr	Water Cooler SDL x 480	Blue Star
2	B BLOCK	80 ltr	Water Cooler SDL x 480	Blue Star
3	C BLOCK	80 ltr	Water Cooler SDL x 480	Blue Star
4	D BLOCK	80 ltr	Water Cooler SDL x 480	Blue Star
5	OFFICE IST FLOOR	80 ltr	Water Cooler SDL x 480	Blue Star
6	TEA CANTEEN	80 ltr	Water Cooler SDL x 480	Blue Star

(Seal & Signature of Bidder)