



NATIONAL BANK STAFF COLLEGE (NBSC), LUCKNOW
Sector – H, LDA Colony, Kanpur Road,
Lucknow – 226012 (Uttar Pradesh)
Landline Number: 0522 - 2421214

NOTICE INVITING TENDER (NIT) for
For outsourcing of Security Services and Fire Fighting Services
At NBSC Lucknow from 01 November 2025 upto 31 October 2027

THIS TENDER DOCUMENT CONTAINS 76 NOS.OF PAGES
INCLUDING COVER PAGE

INDEX

S. No.	Contents	Section / Annexure	Page No.
1	Important Definitions	-----	03
2	Disclaimer	-----	04
3	Notice Inviting Tender	-----	05-08
	PART I - TECHNICAL BID		
4	Instructions to Bidders	-----	09-15
5	QCBS Evaluation Method	-----	15-20
6	Other General Points	-----	21-25
7	General Conditions of AMC	-----	26-35
8	Safety Conditions of the Contract	-----	36
9	Scope of Work for Security Services	-----	37-38
10	Scope of Work for Fire Fighting Services	-----	39-41
11	Liabilities & Penalties	-----	42
12	Minimum Qualification & Experience for Selection of Security Personnel	-----	43
13	Performa for electronic payment	Annexure I	44
14	Basic Information of the Contractor	Annexure II	45-46
15	Previous Experience	Annexure III	47
16	Details of Experience in last 05 Years	Annexure IV	48
17	Personnel to be Deployed in this Tender	Annexure V	49
18	Checklist for Technical Bid	Annexure VI	50
19	Letter of Undertaking from the Contractor	Annexure VII	51
20	Form of Agreement	Annexure VIII	52-53
21	Pre-Contract Integrity Pact	Annexure IX	54-58
22	Form of Bank Guarantee for Bid Security	Annexure X	59-60
23	Form of Bank Guarantee for Performance Security	Annexure XI	61-62
24	Format for Client's Report	Annexure XII	63
25	Irrevocable Undertaking from Bidders	Annexure XIII	64
26	Mandatory Compliances	Annexure XIV	65
27	Declaration Sheet	Annexure XV	66
28	Annual Turnover Declaration Sheet	Annexure XVI	67
29	Compliance / Check Sheet	Annexure XVII	68-69
	PART II - FINANCIAL BID		
30	Financial Bid / Bills of Quantities	-----	70-76

Important Definitions

1. “NABARD” means The National Bank for Agriculture and Rural Development.
2. “NBSC” means The National Bank Staff College.
3. “The Bank” / “The College” means National Bank Staff College (NBSC), Lucknow.
4. “Recipient”, “Respondent” and “Bidder” means respondent to this Tender Document.
5. “Campus” / “Premises” means full campus of NBSC Lucknow located at Sector-H, LDA Colony, Kanpur Road, Lucknow and includes The Bankers’ Institute of Rural Development (BIRD), Lucknow which is co-located in the same campus.
6. Selected Bidder and Bank shall be individually referred to as “Agency” and collectively as “Agencies”.
7. “Bid” means response to this Tender Document.

Disclaimer

The information contained in this Tender Document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of National Bank Staff College (NBSC) Lucknow / NABARD is provided to the bidder(s) on the terms and conditions set out in this Tender Document and all other terms and conditions subject to which such information is provided.

This Tender Document is not an agreement and is not an offer or invitation to bid by NBSC Lucknow / NABARD to any party other than the applicants who are qualified to submit the bids ("bidders"). The purpose of this Tender Document is to provide the bidder(s) with information to assist them in formulation of their proposals. This Tender Document does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis regarding any information contained in the Tender Document and the meaning and impact of that information and should check the accuracy, reliability and completeness of the information in this Tender Document and where necessary obtain independent advice. National Bank Staff College (NBSC) Lucknow / NABARD makes no representation or warranty, express or implied, and shall incur no liability under any law, statute rules or regulations as to the accuracy, reliability or completeness of this Tender Document. National Bank Staff College (NBSC) Lucknow / NABARD may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Tender Document.

Subject to any law to the contrary, and to the maximum extent permitted by law, Bank and its directors, officers, employees, contractors, representatives, agents, and advisers disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities expenses or disbursements incurred therein or incidental thereto) or damage (whether foreseeable or not) ("Losses") suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this tender document or conduct ancillary to it whether or not the Losses arise in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.

This Tender Document has been prepared solely for the purpose of enabling the Bank in defining the requirements for engaging the Services of an Agency for providing Security services at the Bank's Campus / Premises at Sector-H, LDA Colony, Kanpur Road, Lucknow - 226012, as mentioned in the Scope of Work.

The Tender Document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful Bidder as identified by the Bank after completion of the selection process.

संदर्भ संख्या: एनबीएससी. लख/डीपीएसपी-पीएसएस/ 83703 /सुरक्षा एवं अग्निशमन एएमसी/2025-26

दिनांक: 04 सितंबर 2025

निविदा आमंत्रण सूचना

सेवा में,

मेसर्स

महोदया / महोदय,

राष्ट्रीय बैंक स्टाफ कॉलेज (एनबीएससी), लखनऊ में नाबार्ड के संपूर्ण परिसर में सुरक्षा सेवाएं तथा फायर फाइटिंग सेवाएं प्रदान करने के लिए निविदा - वार्षिक रखरखाव अनुबंध (एएमसी) - 01 नवंबर 2025 से 31 अक्टूबर 2027 तक

राष्ट्रीय कृषि और ग्रामीण विकास बैंक (नाबार्ड), राष्ट्रीय कृषि और ग्रामीण विकास बैंक अधिनियम, 1981 के तहत स्थापित एक निगमित निकाय है जिसका मुख्यालय प्लॉट संख्या सी-24, ब्लॉक 'जी', बांद्रा-कुर्ला कॉम्प्लेक्स, बांद्रा (पूर्व), मुंबई - 400051 में है और देश भर के विभिन्न शहरों में इसके क्षेत्रीय कार्यालय (आरओ) / प्रशिक्षण प्रतिष्ठान (टीई) हैं।

नाबार्ड अपने प्रशिक्षण प्रतिष्ठानों में से एक, नेशनल बैंक स्टाफ कॉलेज (जिसे आगे "एनबीएससी" कहा जाएगा) जो सेक्टर-एच, एलडीए कॉलोनी, कानपुर रोड, लखनऊ में स्थित है, के लिए प्रतिष्ठित एजेंसियों से दो-बोली प्रणाली के तहत इलेक्ट्रॉनिक निविदाएं आमंत्रित करता है, ताकि उपरोक्त पते पर स्थित अपने परिसर में सुरक्षा सेवाएं तथा फायर फाइटिंग सेवाएं प्रदान करने के लिए आवश्यक संख्या में प्रशिक्षित जनशक्ति उपलब्ध कराई जा सके, जिसमें बैंकर्स इंस्टीट्यूट ऑफ रूरल डेवलपमेंट (बर्ड) भी स्थित है।

ई-निविदा बोलीदाताओं ठेकेदारों के लिए नाबार्ड/के पोर्टल (www.nabard.org) पर 04 सितंबर 2025 को दोपहर 03:00 बजे से डाउनलोड के लिए उपलब्ध होगी और साथ-साथ Government-e-Marketplace (GeM) पोर्टल से भी डाउनलोड के लिए उपलब्ध होगी। वेबसाइट से निविदा दस्तावेज डाउनलोड करने के लिए कोई शुल्क नहीं लगेगा।

ई-निविदाएं 25 सितंबर 2025 को GeM के समयानुसार तक ऑनलाइन जमा की जानी चाहिए। निर्धारित तिथि और समय के बाद प्राप्त निविदाओं पर विचार नहीं किया जाएगा। बोलीदाताओं से अनुरोध है कि वे बोलियाँ समय पर जमा करें।

तकनीकी बोलियां 25 सितंबर 2025 को GeM के समयानुसार, एनबीएससी, लखनऊ - 226012 में इच्छुक बोलीदाताओं की उपस्थिति में या किसी भी स्थिति में नाबार्ड द्वारा तय की गई तारीख और समय पर ऑनलाइन खोली जाएंगी। तकनीकी बोली के विस्तृत मूल्यांकन के बाद वित्तीय बोली बाद में खोली जाएगी। वित्तीय बोली खोलने की तिथि केवल तकनीकी रूप से योग्य बोलीदाताओं को अलग से सूचित की जाएगी।

कृपया विवरण के लिए NIT के अंग्रेजी संस्करण का संदर्भ लें।

Sd/-
(जयंत विष्णु)
उपमहाप्रबंधक (प्रशासन)

Ref. No.: NBSC.LKO/DPSP- PSS/ 83703 /Security & Fire AMC/2025-26

Dated: 04 September 2025

NOTICE INVITING TENDER

To,

M/s

Madam / Sir/s,

Tender for Providing Security Services at NABARD's entire campus at National Bank Staff College (NBSC), Lucknow – Annual Maintenance Contract (AMC) from 01 November 2025 to 31 October 2027

National Bank for Agriculture and Rural Development (NABARD) is a body corporate established under the NABARD Act, 1981 (hereinafter referred to as "The Bank"), having its Head Office at Plot No. C-24, 'G' Block, Bandra-Kurla Complex, Bandra (East), Mumbai - 400051 and Regional Offices (ROs) / Training Establishments (TEs) in various cities across the country. National Bank Staff College (NBSC) is the premier training institute of NABARD located at Lucknow.

1.1 Invitation for Bids

National Bank Staff College (NBSC), Lucknow invites On-line Tenders (through GeM) for appointment of a Professional Security Agency for its Campus as per details as given as under and ANNEXURE V:-

S. No.	Category of Guards/ Supervisors	Tentative No. of Guards / Supervisors (Actual numbers may vary)
1	Security - Guard Civilian (including Male & Female & 10% Ex. Servicemen)	44
2	Security - Supervisor all Ex. Servicemen (Rank Subedars and above)	03
3	Security - Firemen	04
Total		51

The complete set of the Tender Document can be obtained from NABARD's website www.nabard.org AND from NBSC's website www.nbsc.in AND from GeM Portal.

1.2 Objectives of the Tender

The Bank has floated this Tender to invite techno-financial bids through e-tendering process, to engage a reputed Agency for providing Security Services and Fire Fighting services at its entire campus located at Sector – H, LDA Colony, Kanpur Road, Lucknow and executing an Annual Maintenance Contract for a period of two (02) years from 01.11.2025 to 31.10.2027 and further extensions (if required), subject to annual review.

1.3 Tender Submission

The Bids can be submitted through e-tendering (e-bid) mode through GeM portal only. The e-tender will be available to the bidders at NABARD's website <https://www.nabard.org> (for reference purpose only).

1.4 Tender Schedule

The **Schedule of Events** related to this tender are given below:

Bid Reference number	Ref. No.: NBSC.LKO/DPSP- PSS/ 83703 /Security & Fire AMC /2025-2026 dated: 04 September 2025												
Bid Document Availability	Bidding document can be downloaded from the following: NABARD's website www.nabard.org AND from NBSC's website www.nbsc.in AND from GeM Portal.												
Earnest Money Deposit (Refundable)	₹ 5,00,000/- (Rupees Five Lakh Only) by way of NEFT to NABARD current A/c as per the bank details below: <table><tr><td>Name of the A/c Holder:</td><td>National Bank for Agriculture and Rural Development</td></tr><tr><td>A/C No</td><td>: NABADMN20</td></tr><tr><td>IFSC</td><td>: NBRD00000002</td></tr><tr><td>Bank</td><td>: NABARD Head Office, Mumbai</td></tr><tr><td>Type of A/c</td><td>: Current</td></tr><tr><td colspan="2">(To be paid before submission of the Bid)</td></tr></table>	Name of the A/c Holder:	National Bank for Agriculture and Rural Development	A/C No	: NABADMN20	IFSC	: NBRD00000002	Bank	: NABARD Head Office, Mumbai	Type of A/c	: Current	(To be paid before submission of the Bid)	
Name of the A/c Holder:	National Bank for Agriculture and Rural Development												
A/C No	: NABADMN20												
IFSC	: NBRD00000002												
Bank	: NABARD Head Office, Mumbai												
Type of A/c	: Current												
(To be paid before submission of the Bid)													
Date of issue of the Tender	04 September 2025 as per GeM timing												
Pre-Bid Meeting	12 September 2025 at 11:00 am												
Last date and time for submission of Bids	25 September 2025 as per GeM timing												
Opening of Technical Bid	25 September 2025 as per GeM timing												
Date and Time of Presentation	To be communicated separately to the shortlisted bidders later												
Date of Opening of Financial Bid	To be communicated separately to the Technically Qualified bidders later												
E- mail	dpsp.nbsc@nabard.org												
Phone Number	0522-2421214												

For any clarification, bidders may contact on above-mentioned Phone and email ID.

1.5 The contract may be valid initially for Two years i.e. Twenty four (24) months from 01 November 2025 upto 31 October 2027 and the Principal, NBSC, Lucknow reserves the right to curtail or to extend the validity of contract. The extension / renewal of the contract shall be on the same rates and terms and conditions for maximum two times but not beyond one (01) year at each occasion. *The contract shall be subject to Annual Performance Review.*

1.6 Instructions regarding Technical Bid and Financial Bid (e-bid) submission process and description & scope of supply and the services required have been elaborated in the Terms and Conditions of the tender and other parts of the tender document. The critically important points pertaining to this tender have been highlighted in **BOLD** at relevant places in the tender document. The bidders must read the document carefully and submit bids as per instructions given. Deviations (if any) may lead to disqualification.

1.7 The requirement / exemption of Earnest Money Deposit (EMD) will be as laid out in the General Terms & Conditions on GeM 4.0 (Version 1.25) dated 14 July 2025.

1.8 Bidders must familiarize themselves with the premises before submitting the bids. They must also clarify all aspects related to tender (in the pre-bid meeting) before submission of bids.

1.9 The Independent External Monitor appointed for NABARD is :

Dr. Rabindra Kumar, IFoS (Retd) 37, Bhagirathipuram, GMS Road, Dehradun - 248001 Uttarakhand Email Id: rabindra_us@yahoo.com Mobile: 9411714138, 8415080837

Sd/-

(Jayant Vishnu)
Deputy General Manager (Admn.)
NBSC Lucknow

PART – 1
(TECHNICAL BID)

INSTRUCTIONS TO BIDDERS

1. GENERAL:

1.1 The present tender is being invited for Security Services and Fire Fighting Services under which the contractor shall provide uniformed and trained personnel and will use their best endeavors to provide Security Services and Fire Fighting Services in the Campus. Security Services and Fire Fighting Services has to be provided to the entire campus including offices, residential buildings etc. The detailed SCOPE OF WORK is mentioned at page Nos. 40 to 45.

1.2 The campus houses two institutes – (a) NABARD's training institute namely National Bank Staff College (NBSC) and (b) Bankers' Institute of Rural Development (BIRD). The tender is being floated by NABARD for the above campus. As such wherever services are to be provided for NBSC as mentioned in the running document, the same should also be provided to the other institute, which is Bankers' Institute of Rural Development (BIRD). The rates and service charges should be quoted as one bid. However, as two separate institutes are involved, hence, the successful bidder would be required to execute an agreement with NABARD through The Principal, NBSC, wherein BIRD is a confirming party in the agreement and the selected bidder/contractor will be required to raise **separate bills** for both the institutes as described later in this tender document.

2. : ELIGIBLE BIDDERS

2.1. Bidder shall be a Professional Contractor (proprietor, firm, company, etc.) with a minimum of 07 years of experience in providing Security Services. Bidder should have experience of completion of similar work in any establishment/institute of Central/State Government/Public Sector Undertakings or Public Sector Banks of State/Central Government. This may include training establishments of Banks, Central Govt. Financial Institutions & Educational Institutes of National importance recognized by MHRD and name appearing on website of MHRD. The Contractor's experience period of 07 years shall be reckoned as on 31 March 2025.

2.2. Bidder shall have a minimum average annual turnover of Rs. 250 lakh per year for the last three financial years (i.e. 2022-23, 2023-24 & 2024-25). Duly supported by audited or CA certified statement of accounts. Names and addresses of clients along with details regarding nature, amount and period of the contracts shall be furnished along with Technical Bid (Part-A). Certificates from the clients regarding the value, quality and duration of service rendered during the last 07 years shall be submitted to corroborate the details mentioned in ANNEXURE-III.

2.3. The bidders shall have carried out similar works during the last 07 years (ending 31.03.2025) with annual contract value (costing individually) not less than the amount as given in the following table:

SNo	Experience Criteria	(Rs. lakh)
1.	One similar work during last 07 years (ending 31.03.2025) with annual contract value (costing individually) not less than Rs.	200.00
	OR	
2.	Two similar work during last 7 years (ending 31.03.2025) with annual contract value (costing individually) not less than Rs.	125.00
	OR	
3.	Three similar work during last 7 years (ending 31.03.2025) with annual contract value (costing individually) not less than Rs.	100.00
Note 1: to obtain the realistic value of work during the previous years, cost index @ 5% per year per work shall be added over the actual cost of executed works to calculate the value of works as on 31.03.2025. Note 2: Similar works means those works as indicated in Para 1 above.		

2.4. Must have completed a contract of providing security services with any unit of NABARD / Training Institute similar to NBSC / Reserve Bank of India (RBI) / DFI similar to NABARD / Public Sector Banks / Central Government/ Public Sector / State Government Undertakings with minimum 51 security guards deployed in one location during past 03 years (as on 31 March 2025).

2.5 Firm should have a valid license from the Government of Uttar Pradesh under Private Security Agencies Regulation Act, 2005 (PSAR Act, 2005).

2.6 The bidder should have a Local Office in Lucknow which should have a 24 x 7 control room center with availability of QRT (quick reaction team) for quick requirement deployment if required along with one light vehicle. Bidder must furnish documentary proof for the same. The evaluation committee may choose to visit the office during the tender scrutiny.

2.7 The bidder should have its own Security Training Academy anywhere in India or tie-up with a recognized Security Training Academy in Lucknow for providing security related training to contract security guards / supervisors during the contract, as applicable.

2.8 Track record of the bidder shall be clean without any involvement in illegal activities or financial frauds. There shall not be any case with the Police/Court/Regulatory authorities against the bidder.

2.9 The bidder must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority. The bidder should submit an undertaking in this regards and the same should be attached with technical bid. (AS ANNEXURE XIII).

2.10 The bidder must not have been suspended/delisted/blacklisted by any organization, on any grounds. The bidder should submit an undertaking in this regards and the same should be attached with technical bid (**AS ANNEXURE XIII**).

2.11 The bidder should not have rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract. The bidder shall give details of all disputes he/she had with his/her clients and furnish the status thereof.

2.12 If the performance of the bidder is/has been found to be unsatisfactory for any reasons, whatsoever, in any organization, then NABARD reserves the right to reject the bids submitted by such bidder.

2.13 The bidder should be registered with the following Government Bodies / Institutions and should have –

- a) PAN card number under the Income Tax Act.
- b) EPFO Registration Certificate
- c) ESIC Registration Certificate
- d) Certificate of Registration with Labor Department under Contract Labor (R&A) Act 1970
- e) GSTIN Registration Certificate of Uttar Pradesh
- f) Certificate of Registration under Shops & Establishments Act of Uttar Pradesh
- g) ITR for last 03 financial years upto 31 March 2025
- h) Valid ISO certification for quality service, ISO 9001:2015
- i) Copy of proof of depositing EPF and ESIC for last 3 months from the date of publication of tender (copies of paid EPF and ESI challans to be submitted).
- j) The bidder should essentially have valid Labour License
- k) CKYC document / certificate

****Note: THE AGENCIES NOT MEETING ANY OF THE ABOVE ELIGIBILITY CRITERIA NEED NOT APPLY.**

2.14 Bidding firms/companies shall have current account in a scheduled commercial bank.

2.15 The bidders shall submit documentary evidence in support of the above eligibility criteria.

2.16 Financial Bids of only those bidders will be opened who will satisfy the conditions of Technical Bids.

3. QUALIFICATION OF THE BIDDERS:

3.1 Pre-contract Integrity Pact as in ANNEXURE-IX should be filled compulsorily and submitted along with the Technical Bid, failing which the tender may not be considered.

3.2 The Bidder shall apply only through their authorized signatories.

3.3 Memorandum of Understanding shall be provided in case the Bidder is in a joint

Partnership. Details of the intended participation by each partner shall be furnished with complete details of the proposed division of responsibilities and corporate relationships among the individual members.

3.4 Bidder must submit copies of all documents required, duly self-attested, along with technical bid of the tender.

3.5 Each Bidder (each member in the case of partnership firm) or any associate is required to confirm and declare with his bid that no agent, middleman or any intermediary has been, or will be, engaged to provide any services, or any other item or work related to the award and performance of this contract. They will have to further confirm and declare that no agency commission or any payment which may be construed as an agency commission has been or will be paid and that the tender price will not include any such amount. If NBSC, Lucknow subsequently finds to the contrary, it reserves the right to declare the Bidder as non-compliant and declare any contract if already awarded to the Bidder to be null and void.

3.6 Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will be an offence under Laws of India. Such action will result in the rejection of bid, in addition to other punitive measures.

4. INSTRUCTIONS TO THE BIDDERS FOR FURNISHING INFORMATION AS A PART OF PRE-TENDER QUALIFICATIONS:

4.1 The work involved is providing security services as per the office instructions.

4.2 Tenderers are requested to enclose the following documents along with PART- I (Pre- qualification bid) for examining their qualification/suitability. Opening of Part II (Financial Bid) submitted by a tenderer will be subject to satisfying the eligibility criteria stipulated for PART-I (Pre-qualification bid).

(i) Copies of Work Orders / Completion Certificates (indicating nature of work, contract amount and duration) from clients for having executed / executing similar works for Central / Public Sector Undertakings / Public Sector Banks during the last seven years (prior to 31.03.2025). "Similar Works" means experience in executing Annual Maintenance Contracts in similar Government / PSU / PSB / training institutes/campus/ establishments having office, hostel & residential buildings or similar such set-up.

(ii) IT returns of last three consecutive years ending 31 March 2025, duly certified by a practicing Chartered Accountant.

(iii) References of clients/particulars of bankers, specifying their names and contact numbers (landline and mobile) and names of the contact executives/officials.

(iv) Information in relevant Annexures as per enclosed pro-forma.

4.3 Intending applicants are required to submit their full biodata giving details about their organization, experience, technical personnel in their organization, spare capacity, competence and adequate evidence of their financial standing, etc. in the enclosed statement which will be kept confidential.

4.4 If required, the Bank will obtain reports on past performance of the tenderer from their clients and bankers and evaluate the said reports before opening of the PART– II of the tenders. If any tenderer is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his performance reports received from his clients and/or his bankers are found not satisfactory, the Bank reserves the right to reject his offer even after opening of PART-I of the tender and his sealed cover containing PART-II of the tender will be returned to him. The Bank is not bound to assign any reason for rejecting the tender.

4.5 After prima facie scrutiny, if any of the contractors is found not satisfying the required eligibility criteria, the tender submitted by him will not be processed further.

4.6 Each page of the application shall be signed. The application shall be signed by those person / persons on behalf of the organization who are having necessary authorization / Power of Attorney to do so.

4.7 If the space in the pro-forma (Annexures) is insufficient for furnishing full details, the information shall be supplemented on separate sheets of paper stating therein the part of the statement and serial number. Separate sheets shall be used for each part.

4.8 Any letter or document accompanying the technical bid shall be submitted in duplicate.

4.9 Clarifications, if any, required may be obtained from National Bank Staff College.

4.10 The Bidders should quote their rates by strictly adhering to the guidelines and the 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.

4.11 Notwithstanding anything stated above, NBSC reserves the right to assess the tenderers capability and capacity to perform the contract, should the circumstances warrant such assessment in the overall interest of NBSC.

5. VISIT TO PREMISES AT LUCKNOW:

The bidder is required to provide services to NBSC, Lucknow and is advised to visit and acquaint himself with the site and operational system. The costs of visiting shall be borne by the bidder. It shall be deemed that the contractor has undertaken a visit to the campus of the NBSC, Lucknow and is aware of the operational conditions prior to the submission of the tender.

6. TENDER DOCUMENTS:

The bidder is expected to examine all instructions, Forms, Terms and Conditions in the Tender document. Failure to furnish all information required by the Tender document or submission of a tender not substantially responsive to the Tender document in every respect will be at the bidder's risk and may result in rejection of his bid.

7. CLARIFICATION OF TENDER DOCUMENT

7.1 In case the bidder has any doubt about the meaning of anything contained in the Tender document, he shall seek clarification from the Office of, NBSC, Lucknow during the pre-bid meeting scheduled on 12 September 2025 at 11:00 AM. Any such clarification, together with all details on which clarification had been sought, may be issued as corrigendum to the tender document.

7.2 Except for any such written clarification by the NBSC, Lucknow which is expressly stated to be an addendum to the tender document issued by the Office of The Principal, NBSC, Lucknow (concerned Section), no written or oral communication, presentation or explanation by any other employee of the NBSC, Lucknow shall be taken to bind or fetter the NBSC, Lucknow under the contract.

8. PREPARATION OF BIDS:

8.1 Bids and all accompanying document shall be in English or in Hindi. In case any accompanying documents are in other languages, it shall be accompanied by an English translation. The English version shall prevail in matters of interpretation.

8.2 Documents Comprising the Bid - Tender document issued for the purposes of tendering as described above and any amendments issued shall be deemed as incorporated in the Bid.

8.3 The bidder shall, on or before the date given in the Notice Invitation to Tender, submit his bid in e-tendering portal at NABARD.

8.4 One copy of the Tender document and Addenda, if any, thereto with each page signed and stamped shall be annexed to acknowledge the acceptance of the same.

8.5 The contractor shall deposit Bid Security (Earnest Money Deposit) as per details mentioned in this tender.

8.6 The Bidder (each member in case of partnership firms/ company) shall furnish the details regarding total number of works, completed in preceding 07 years, which were similar in nature and complexity as in the present contract requiring supply of trained man power to provide security Services.

8.7 The following Technical Evaluation Matrix will be used to evaluate the bids. The details of the procedure are mentioned below:-

Evaluation Methodology of Technical Proposal

1. A two – stage procedure shall be adopted in evaluation of the proposals. The selection will be done using a Technical Evaluation Matrix.

2. The bidders shall be evaluated based on overall score using the Technical Evaluation Matrix, wherein the total score shall consist of evaluation

of technical bids only.

3. The financial bid of only those bidders shall be opened who have been found to be technically eligible as per Technical Evaluation. The financial bids shall be opened with prior intimation to technically qualified bidders through GeM.

4. **The minimum Service Charges shall not be less than 3.85%. Any bid which is quoted below 3.85% Service Charges shall be disqualified.**

5. The price bids of only those firm / agencies who qualify technically will be opened. The proposal of the successful bidder/s of the Technical Bid with the lowest Financial Bid will qualify as the L1 Bidder. In the case of multiple L1 bidders, the final selection of bidder will be done by GeM through its system logic.

6. **Data for Evaluation of Technical Bid:**

S No.	Evaluation Criteria	Max Marks	Marks Scored
1	Value of executing a single security contract in NABARD / RBI / DFIs similar to NABARD / Institutes or Organizations similar to NBSC / Government Education Institutions / Institute / Govt. Organizations / PSUs / Institute of National Importance. i. Value of the Contract more than Rs. 10 Crores – Marks (15) ii. Value of Contract more than or equal to Rs. 07 Crores but less than Rs. 10 Crores – Marks (10). iii. Value of Contract more than or equal to Rs. 03 Crores but less than Rs. 07 Crores – Marks (05). iv. Value of Contract less than Rs. 03 Crores – Marks (02).	15	

2	Number of Security guards supplied against a single Security contract of at least Two-year duration in any Central Government / State Government / Government Educational Institutes / Research Institutes / Central PSUs / Central Autonomous Institute of National Importance. i. Number of Security guard supplied more than 300 in a single contract of at least two years' duration - Marks (15). ii. Number of Security guard supplied more than or equal to 200 but less than 300 in a single contract of at least two years' duration - Marks (10). iii. Number of Security guard supplied more than or equal to 100 but less than 200 in a single contract of at least two years' duration - Marks (05). iv. Number of Security guard supplied more than or equal to 51 but less than 100 in a single contract of at least two years' duration - Marks (02). v. Number of Security guard supplied less than 51 in a single contract of at least two years' duration - Marks (02).	15	
3	Average Annual turnover for preceding three financial years 2022-23 (audited), 2023-24 (audited) and 2024-25 (unaudited) based on its audited financial statement. (Turnover should be exclusive of GST) i. Average Annual Turnover of more than or equal to Rs. 25 crores --- Marks (15) ii. Average Annual turnover of more than or equal to Rs. 20 Crores but less than Rs. 25 crores --- Marks (12) iii. Average Annual turnover of more than or equal to Rs. 15 Crores but less than Rs. 20 crores --- Marks (10) iv. Average Annual turnover of more than or equal to Rs. 05 Crores but less than Rs. 15 crores --- Marks (05) v. Average Annual turnover of less than Rs. 05 crores --- Marks (02).	15	

4	Cumulative value of the top 3 security contracts executed in the last five years (valid from 1st April 2020 to 31st March 2025 with minimum duration of each contract being not less than two years) in any office of NABARD / RBI / Public Sector Bank / Central Government/ State Government / Government Educational Institutes / Research Institutes / Central PSUs / Central Autonomous Institute of National Importance. Note: - The values should be inclusive of GST. i. Cumulative value of more than or equal to Rs. 50 Crores - Marks (15) ii. Cumulative value of more than or equal to Rs. 35 Crores but less than 50 Crores - Marks (12) iii. Cumulative value of more than or equal to Rs. 20 Crores but less than 35 Crores - Marks (08) iv. Cumulative value of more than or equal to Rs. 10 Crores but less than 20 Crores - Marks (05) v. Cumulative value less than Rs. 10 Crores - Marks (02)	15	
5	Number of Manpower of on Pay Roll of the Company as on date of tender publication. i. More than 1000 manpower - Marks (15) ii. More than 600 but less than 900 Manpower - Marks (10) iii. More than 300 but less than 600 Manpower - Marks (05) iv. More than 100 but less than 300 Manpower - Marks (02) Note: Latest copies of paid challan of EPF for 3 months.	15	

6	Presentation shall cover the following points only: 1. Availability of the system for online transaction 2. Suitable Office with sufficient manpower 3. Online MIS 4. Company Profile 5. Human Resource Management 6. Work Plan for deployment 7. Technology with Manpower 8. Local liaison and networking with police, Fire Dept. etc. 9. Suggestions for enhancement of safety & security in the campus	25	
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7. Technical Evaluation Parameters: -

- A. Technical evaluation as per the matrix will be carried out only if the bid is otherwise technically qualified as per terms and conditions of tender document.
- B. Marking will be done based on bidder's response subject to confirmation from the submitted documents justifying the response.
- C. The bidder should score minimum 60 marks, out of 75 in sl. no. 1 to 5 for qualifying for the presentation round.
- D. Technical evaluation matrix as given above, will have maximum 100 marks.
- E. The bidders obtaining 80 marks out of 100 will be considered as 'Qualified' in the Technical Evaluation.
- F. Technical evaluation will be done only on the basis of supporting documentary evidence submitted along with technical bid. In case, there is no supporting documentary evidence for some of the point in the bid, zero marks will be given for such points.

8. Financial Evaluation Parameters and award of Contract: -

- A. The Financial Bids of 'Technically Qualified' bidders will only be opened.
- B. The proposal of the successful bidder/s of the Technical Bid with the lowest Financial Bid will qualify as the L1 Bidder.
- C. In the case of multiple L1 bidders, the final selection of bidder will be done by GeM through its system logic.

Note: Bidders are required to submit the required supporting documents sought in the matrix for evaluation under criteria. Non-availability of any supporting documentary evidence 'o' (zero) marks will be given for such points.

OTHER GENERAL POINTS

BID PRICES:

10.1 Bidder shall quote the rates in Indian Rupees / the service charges in percentage terms for the entire contract on a 'single responsibility' basis such that it covers contractor's all obligations mentioned in or to be reasonably inferred from the Tender document in respect of the security Services at NBSC, Lucknow.

10.2 The remuneration payable to the workers shall be commensurate with the minimum wages declared by the Central Govt. at any point of time. All the existing statutory requirements such as ESI / EPF, Bonus, GST, Group medical Insurance, other taxes etc. shall be complied with as per existing laws / instructions. In case, ESI facility not applicable, then the agency will take group medical insurance of Rs. 10 lakh for each workmen. The offers of those prospective bidders which do not meet the statutory requirements are liable to be rejected.

10.3 Conditional bids/offers will be summarily rejected.

10.4 Service Provider / Agency shall provide following items at his own cost.

- a) 20 nos. Walkie-Talkie sets for ease of communication within the Campus.
- b) Scarf, Torch, Batteries, Lathi / Stick, Whistle and Stationery items etc.
- c) Ceremonial uniform for special occasions for the security guards including at the gates and office complex in the working hours of the Institute.
- d) Running Patrolling (RP) guard should have Arm Badge, Anklet.
- e) LED Torch Lights - 10 Nos.
- f) LED Search / Dragon Lights - 04 Nos.
- g) Android Phone (4GB/128GB with both side camera)
- h) Hand held metal detector – 04 Nos.
- i) Trolley Mirror - 02 Nos.
- j) PA system - 02 Nos.

10.5 Ability to provide all modern electronics security Gadgets: -The agencies should have ability to provide all the modern security gadgets as per requirement of the NBSC for improvement of the Security system.

10.6 The agency must have the potential financial ability to pay for a minimum period of at least 01 month monthly minimum wage and all other necessary statutory dues to his deployed man power in the NBSC premises in the event of not release of payment from the NBSC due to any reason. The selected agency must be able to pay the payment of minimum wages, allowances, free issues and all other statutory dues in first week of consecutive month without waiting for the release of payment from the institute.

10.7 FORM OF BID:

The Form of Bid shall be completed in all respects and duly signed and stamped by an authorized and empowered representatives of the Bidder. If the Bidder is a partnership firm, the Form of Bid shall be signed by a duly authorized representative of each member of participants thereof. Signatures on the Form of Bid shall be witnessed and dated. Copies of relevant power of attorney shall be attached.

10.8 Currencies of Bid and Payment:

The Bidder shall submit his price bid/offer in Indian Rupees and payment under this contract will be made in Indian Rupees.

10.9 Duration of Contract:-

The contract may be valid initially for Two years i.e. Twenty four (24) months from 01 November 2025 upto 31 October 2027 and the Principal, NBSC, Lucknow reserves the right to curtail or to validity of contract. The extension / renewal of the contract shall be on the same rates and terms and conditions for maximum two times but not beyond one (01) year at each occasion. The contract shall be subject to Annual Performance Review. However, if for any reason the contract is terminated by any of the parties, the contractor shall provide his services till NBSC makes another or alternate arrangement.

10.10 BID SECURITY:- Earnest Money Deposit

10.10.1 The contractor shall deposit Bid Security (Earnest Money Deposit) for an amount of Rs. 05 lakh by directly depositing the said amount into following Bank Account:

Name of the Account	NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT (NABARD)
Bank Name	NABARD
Branch Name	Head Office, Mumbai
IFS Code	NBRD0000002
Account No	NABADMN20

10.10.2 Bid securities/EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity. No interest shall be paid by NBSC on such amounts (even in case of inadvertent delay).

10.10.3 Bid security/EMD of the successful bidder shall be returned on receipt of Performance Security by the NBSC, Lucknow and after signing the contract agreement.

10.10.4 Bid Security/EMD shall be forfeited if the bidder withdraws his bid during the period of Tender validity. Bid Security/EMD shall be forfeited if the successful bidder refuses or neglects to execute the Contract or fails to furnish the required Performance Security within the time frame specified by the NBSC, Lucknow.

10.10.5 **The requirement / exemption of Earnest Money Deposit (EMD) will be as laid out in the General Terms & Conditions on GeM 4.0 (Version 1.25) dated 14 July 2025.**

10.11 Format and Signing of Bid:-

10.11.1 The bidder shall submit one copy of the Tender document and addenda, if any, thereto, with each page of this document signed and stamped to confirm the acceptance of the terms and conditions of the tender by the bidder.

10.11.2 The documents comprising the bid shall be typed or written in indelible ink and all pages of the bid shall be signed by a person or persons duly authorized to sign on behalf of the bidder. All pages of the bid, where entries or amendments have been

made, shall be signed by the person or persons signing the bid. All the pages of the tender document and supporting documents may be serially numbered.

10.11.3 The bid shall contain no alterations, omissions or additions except those to comply with instruction issued by the NBSC, Lucknow, or are necessary to correct errors made by the bidder, in which case such corrections shall be initialed/signed and dated by the person or persons signing the bid.

9. Submission of Bids:-

11.1 The Technical Bid should consist of the following documents:-

(a) Bid Security (Earnest Money Deposit) for an amount of Rs. 05 lakh in the form mentioned above. Self-attested one recent passport size photograph(s) of the authorized person(s) of the firm/agency with name, designation, Office/Residential address and office Telephone numbers, whether the bidder is a sole proprietor/partnership firm and if partnership firm, names addresses and telephone numbers of Directors/Partners also;

(b) Self-attested copy of PAN card under Income Tax Act;

(c) Self-attested copy of GST Registration Number;

(d) Self-attested copy of Valid Registration No. of the Agency/Firm;

(e) Self-attested copy of valid Provident Fund Registration Number;

(f) Self-attested copy of valid ESI Registration Number;

(g) Self-attested copy of valid License by Government of Uttar Pradesh under Private Security Agencies Regulations Act, 2005 (PSAR Act 2005).

(h) Self-attested copy of valid License and Number under Contract Labour Act and under any other Acts/Rules;

(i) Proof of Average Annual turnover of last 03 years 2022-23, 2023-24 & 2024-25 supported by audited Balance Sheet;

(j) Proof of experience supported by documents from the concerned organizations

(k) Bidding firms/companies shall have current account in a scheduled commercial bank.

(l) CKYC compliance has to be submitted along with the bid.

(m) Signed copy of tender.

(n) Signed Pre Integrity pact in stamp paper of Rs. 200/-.

11.2 The FINANCIAL BID should contain Preamble and ANNEXURE- XIII i.e. entire PART-II of the tender document duly filled in figures and words.

11.3 All the bids shall be addressed to the Principal, NBSC, Lucknow.

11.4 The tender shall remain valid and open for acceptance for a period of 90 days from the last date of submission of tender.

11.5 It is the sole responsibility of the bidder to submit tender within stipulated time and to ensure all documents are clearly and legibly scanned.

10. Bid Opening and Evaluation:-

The authorized representatives of the NBSC, Lucknow will open the Pre-qualification/Technical Bids in the presence of the Bidders or of their representatives who choose to attend at the appointed place and time.

12.1 The bid of any bidder who has not complied with one or more of the conditions prescribed in the terms and conditions will be summarily rejected.

12.2 Conditional bids will also be summarily rejected.

12.3 Subsequently, the selected technical bids will be evaluated as per information furnished by vendor and eligibility criteria mentioned in Point no. 2 mentioned at page no.10 of this tender document.

12.4 Financial bids of only the technically qualified bidders will be opened for evaluation in the presence of qualified bidders.

12.5 Right to accept any Bid and to reject any or all Bids:-

12.5.1 The NBSC, Lucknow, is not bound to accept the lowest or any bid and may at any time by notice in writing to the bidders terminate the tendering process.

12.5.2 The NBSC, Lucknow, may terminate the contract if it is found that the contractor is black listed on previous occasions by any of the Govt departments / Institutions / Local Bodies / Municipalities / Public Sector Undertakings, etc.

12.5.3 The NBSC, Lucknow, may terminate the contract in the event the successful bidder fails to furnish the Performance Security or fails to execute the agreement.

13 Award of Contract:

13.2 The NBSC, Lucknow, will award the contract to the successful evaluated bidder whose bid has been found to be eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.

13.3 The NBSC, Lucknow, will communicate the successful bidder by email and by Registered post that his bid has been accepted. This letter (hereinafter and in the condition of contract called the Work Order) shall prescribe the amount which the NBSC/BIRD, Lucknow will pay to the contractor in consideration of the execution of work/services by the contractor as prescribed in the contract. The same shall also be visible to the bidders on GeM portal.

13.4 The successful bidder will be required to execute an agreement in the form specified in ANNEXURE-VIII within a period of 30 days from the date of issue of Work Order on Stamp paper of Rs. 100/- (in duplicate).

13.5 The successful bidder shall be required to furnish a Performance Security within 15 days of receipt of Work Order for an amount **Rs.12.50 lakh** through any of the following Mode:

13.5.1 A bank guarantee by an Indian Nationalized 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.

13.5.2 The Performance Security may also be directly credited in our Current Account, the details of which are:-

Name of the Account	NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT (NABARD)
Bank Name	NABARD
Branch Name	Head Office, Mumbai
IFS Code	NBRD00000002
Account No	NABADMN20

The EMD of the successful bidder may be converted into RMD / Performance Security and shall not carry any interest whatsoever. The Performance Security shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations.

In case the contract period is extended further, the validity of Performance Security shall also be extended by the contractor accordingly.

13.6 Failure of the successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of Bid Security.

**GENERAL CONDITIONS OF ANNUAL MAINTENANCE CONTRACT FOR
PROVIDING SECURITY SERVICES & FIRE FIGHTING SERVICES**

1. The personnel / employees / security staff / guards / firemen of the contractor shall be paid the amount of all Statutory liabilities such as ESI, EPF, in case if, ESI is not applicable then Group medical insurance, Bonus, Gratuity, dues under (If any) workmen's Compensation Act, etc.
2. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under Payment of Minimum Wages Act, 1948, Contract Labour (Regulation & Abolition) Act 1970, EPF etc. with regard to the personnel engaged by him for works. It will be the responsibility of the contractor to provide details of manpower deployed by him, in the NBSC/BIRD, Lucknow and to the concerned Labour Department.
3. As far as EPF is concerned, it shall be the duty of the Contractor to get PF code number allotted against which the PF subscription, deducted from the payment of the personnel engaged and equal employer's amount of contribution should be deposited with the respective PF authorities within 07 days of close of every month giving particulars of the employees engaged for the NBSC/BIRD, Lucknow works which is required to be submitted to the NBSC/BIRD, Lucknow. In any eventuality, if the contractor failed to remit employee/employer's contribution towards PF subscription etc. within the stipulated time the NBSC/BIRD, Lucknow is entitled to recover the equal amount from any money due or accrue to the Contractor under this agreement or any other contract, duly furnishing particulars of personnel engaged for the NBSC/BIRD, Lucknow.
4. The antecedents of the staff deployed shall be got verified by the contractor from local police authority and an undertaking in this regard to be submitted to the NBSC/BIRD, Lucknow and NBSC, Lucknow shall ensure that the contractor complies with the provisions. All identity requirements as required from time shall have to be provided at own cost.
5. The Contractor will maintain a register on which day to day deployment of personnel will be entered. This will be checked and examined by the authorized official of the NBSC/BIRD, Lucknow. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, should be shown. The Contractor has to give an undertaking (on the format), duly countersigned by the concerned official of the NBSC/BIRD, Lucknow, regarding payment of wages as per rules and laws in force, before receiving the 2nd payment onwards.
6. All liabilities arising out of accident or death while on duty of the required security services personnel shall be borne by the contractor. The contractor shall cover all his employees with a comprehensive Group Insurance policy. The contractor shall indemnify the NBSC/BIRD, Lucknow against all liabilities arising out of any such accidents or deaths.
7. Adequate supervision will be provided to ensure correct performance of the said security installation maintenance services in accordance with the prevailing assignment instructions agreed upon between the two parties. In order to exercise effective control & supervision over the staff of the Contractor deployed, the supervisory staff will move

in their areas of responsibility.

8. All necessary reports and other information will be supplied immediately as required and regular meetings will be held with the NBSC/BIRD, Lucknow.

9. Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the NBSC/BIRD, Lucknow and shall not knowingly lend to any person or company any of the effects of the NBSC/BIRD, Lucknow under its control.

10. The staff deployed shall not accept any gratitude or reward in any shape.

11. The contractor shall provide training at his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.

12. That in the event of any loss occasioned to the NBSC/BIRD, Lucknow, as a result of any lapse on the part of the contractor which will be established after an enquiry conducted by the NBSC/BIRD, Lucknow, the said loss can be claimed from the contractor up to the value of the loss. The decision of the Principal, NBSC, Lucknow will be final and binding on the agency.

13. The contractor shall do and perform all such services, acts, matters and things connected with the administration, superintendence and conduct of the arrangements as per the direction enumerated herein and in accordance with such directions, which the NBSC/BIRD, Lucknow may issue from time to time and which have been mutually agreed upon between the two parties.

14. The NBSC, Lucknow shall have the right, within reason, if any person employed by the contractor is considered to be undesirable or otherwise, to inform to the contractor and contractor shall replace such person immediately.

15. The contractor shall be responsible to maintain all property and equipment of the NBSC/BIRD, Lucknow entrusted to it.

16. The contractor will deploy supervisors as agent of the contractor and the instructions given to the supervisor by NBSC/BIRD will be deemed to be instructions given to the contractor. The supervisor shall be required to follow the instructions of NBSC/BIRD, Lucknow and ensure that the work done accordingly.

17. The Agency shall supply uniforms (all weather) with name plates to all the security personnel, as laid out in this tender at appropriate places. NBSC shall not allow any employee of the Agency to work inside the campus without uniform except in cases wherein specifically asked for. The uniform should be in good condition & not torn/ worn-out/ faded.

The Agency shall ensure that all their deployed guards have uniforms before onset of summer/ winter. If a security guard is found without any required item, the agency shall be penalized Rs. 500/- (Rupees Five hundred) per person per occasion.

18. The personnel engaged have to be extremely courteous with very pleasant mannerism in dealing with the Staff / Trainees / Visitors and should project an image of utmost discipline. The NBSC/BIRD, Lucknow shall have the right to have any person removed in case of staff complaints or as decided by representative of the NBSC/BIRD, Lucknow if the person is not performing the job satisfactorily or otherwise. The contractor shall have to arrange the suitable replacement in all such cases.

19. **The eight hours shift generally will be: -**

First Shift	0600 hrs. To 1400 hrs.
Second Shift	1400 hrs. To 2200 hrs.
Third Shift	2200 hrs. To 0600 hrs.

But the timings of the shift are changeable and shall be fixed by the NBSC/BIRD, Lucknow from time to time depending upon the requirements. Prolonged duty hours (more than 8 hrs. at a stretch) shall not be allowed. This include the two ladies guards each for BIRD and NBSC. Employed guards should not be changed frequently.

20. The personnel will have to report to the NBSC/BIRD, Lucknow security office at least 15 minutes in advance of the commencement of the shift for collecting necessary documents/ instructions, and to complete all other required formalities as approved by the NBSC, Lucknow.

21. The tenderer should ensure payments to the security guards as per the minimum wages act and also payment would be made by NEFT/RTGS in their bank account on or before 07th of every month based on the actual shift manned/operated by the personnel supplied by the contractor and based on the documentary proof jointly signed by the representative of the NBSC/BIRD, Lucknow and the contractor / his representative/personnel authorized by him. No other claim on whatever account shall be entertained by the NBSC, Lucknow. Proof of the same may be provided as and when demanded.

22. Any damage or loss caused by contractor's persons to the NBSC/BIRD, Lucknow in whatever from would be recovered from the contractor.

23. The NBSC/BIRD, Lucknow will give basic briefing/familiarization of the security arrangements required to be done by the personnel to be deployed by the contractor under the contract for 2 to 3 days and this period will not be counted as shift manned by contractor's personnel for the purpose of payment under the contract.

24. The contractor shall ensure that its personnel shall not at any time, without the consent of the NBSC/BIRD, Lucknow in writing, divulge or make known any trust, accounts matter or transaction undertaken or handled by the NBSC/BIRD, Lucknow and shall not disclose any information about the affairs of NBSC/BIRD, Lucknow. This clause does not apply to the information, which becomes public knowledge.

25. Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all expenses/ fines. The concerned contractor's personnel shall attend the court as and when required.

26. **Force Majeure**

If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge his obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason

of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. The performance of any obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to if any or seven days, whichever is more, either party may at its option terminate the contract.

27. The contractor shall have his own Establishment/Setup/Mechanism, etc. at his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.

28. 'WORK ORDER' means the notice issued by the NBSC/BIRD, Lucknow to the contractor communicating the date on which the work/services under the contract are to be commenced.

29. If the contractor is a group/partnership of two or more persons, all such persons shall be jointly and severally liable to the NBSC/BIRD, Lucknow for the fulfillment of the terms of the contract. Such persons shall designate one of them to act as leader with authority to sign. The joint venture / consortium / group / partnership shall not be altered without the approval of the NBSC/BIRD, Lucknow.

30. The contract period will be initially for a period of Twenty four (24) months from the issue of the work order extendable by one year at each occasion for a maximum of two occasion if the services of the service provider firm are found satisfactory.

31. During the course of contract, if any contractor's personnel are found it to be indulging in any corrupt practices causing any loss of revenue to the NBSC/BIRD, Lucknow shall be entitled to terminate the contract forthwith duly forfeiting the contractor's Performance Guarantee.

32. In the event of default being made in the payment of any money in respect of wages of any person deployed by the contractor for carrying out of this contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, the NBSC/BIRD, Lucknow may, failing payment of the said money by the contractor, make payment of such claim on behalf of the contractor to the said Labour Authorities and any sums so paid shall be recoverable by the NBSC/BIRD, Lucknow from the contractor.

33. If any money shall , as the result of any instructions from the Labour authorities or claim or application made under any of the Labour laws, or Regulations, be directed to be paid by the NBSC, Lucknow, such money shall be deemed to be payable by the contractor to the NBSC, Lucknow within seven days. The NBSC, Lucknow shall be entitled to recover the amount from the contractor by deduction from money due to the contractor or from the Performance Security.

34. The contractor shall not engage any sub-contractor or transfer the contract to any other person in any manner.

35. The contractor shall indemnify and hold the NBSC/BIRD, Lucknow harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the contractor.

36. The bidder should be registered with the concerned authorities of Labour Department under Contract Labour (R&A) Act 1970 and relevant Acts or laws (wherever applicable).

37. The personnel engaged should project an image of utmost discipline. They should be preferably between the ages of 21 and 50 years. Supervisors may be of the age below 55 years. NO UNDERAGE / MINOR SHALL BE DEPLOYED UNDER ANY CIRCUMSTANCES. The entire responsibility for such lapse shall be that of the contractor. The Bank shall have right to have any person removed in case the personnel is not performing the job satisfactorily. The contractor shall have to arrange the suitable replacement in all such cases. Manpower so engaged shall be trained for providing security maintenance and other required services before joining. During this training, contractor shall have to arrange for substitute for the staff undergoing training.

38. The contractor shall get their staff screened for gross physical disabilities and contagious diseases and will provide a medical fitness certificate to this effect for each personnel deployed. NBSC/BIRD will be at liberty to get anybody re-examined in case of any suspicion. Only physically fit personnel shall be deployed for duty.

39. Staff engaged by the contractor shall not take part in any staff union and association activities.

40. The contractor shall bear all the expenses incurred on the following items i.e. Provision of torches and cells, stationary for writing duty charts and registers and records keeping as per requirements.

41. Agency shall ensure that their supervisor has mobile phones to ensure effective and timely communication between them.

42. The NBSC, Lucknow shall not be responsible for providing residential accommodation to any of the employee of the contractor.

43. The NBSC, Lucknow shall not be under any obligation for providing employment to any of the worker of the contractor after the expiry of the contract. The NBSC, Lucknow does not recognize any employee employer relationship with any of the workers of the contractor.

44. If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have done by the agency under the tender, it shall be recovered by the NBSC, Lucknow from the agency.

45. The contractor shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by the NBSC/BIRD, Lucknow etc.

46. The contractor will have to deposit the proof of depositing employee's contribution towards PF/ESI/Group Medical Insurance premium (If applicable) etc. of each employee in every month. The employer's portion of ESI/EPF/Group Medical Insurance premium (If applicable) shall be reimbursed only on submission of proof of depositing the contribution towards PF/ESI.

47. The contractor shall disburse the wages to its staff deployed in the NBSC, Lucknow every month only through electronic transfer directly to Bank Account of the deployed personnel. Proof of this payment has to be deposited with the monthly bills to NBSC &

BIRD, Lucknow.

48. The contractor should have round the clock control room service in Lucknow along with quick response teams to deal with emergent situations.

49. All statutory compliances shall be the sole responsibility of the vendor. NBSC shall not be held responsible for the same in any circumstances.

50. PAYMENT

50.1 The contractor shall be required to raise two separate bills for monthly payments as per distribution of personnel's mentioned in Annexure-V of Terms and Condition, One bill to The Principal, NBSC, Lucknow and the Second bill to The Director, BIRD, Lucknow. The payment shall be made as per the Latest Wage Rates as notified by the Office of the Regional Labour Commissioner (Central), Ministry of Labour & Employment, and Government of India from time to time.

50.2 The payment would be made on monthly basis for actual shifts manned/operated by the personnel supplied by the contractor and based on the attendance sheets of the contractor duly verified by the Caretaker of the NBSC/BIRD, attested by the officer nominated by the NBSC/BIRD and other supporting documents. No other claim on whatever account shall be entertained by the NBSC/BIRD. The Contractor will ensure that workers engaged by him must receive their entitled wages on time. In view of this, the following procedure will be adopted.

(a) Contractor shall pay the entitled wages of the workers before 07th of next month. It shall not be linked to the payment of the bill by the office.

(b) Payment must be made by the contractor through ECS/NEFT/any other electronic payment system. Under no circumstances payments will be made in cash. To ensure this, service provider will get a bank account opened for every engaged employee.

(c) The service provider must ensure that entitled wages of the employee are credited to their bank account on the last working day of the month or before 7th of next month. Service provider will not be given any relaxation in this matter.

(d) While submitting the bill for the month, the services provider must file a certificate certifying the following:-

(i) Wages of employees paid as per minimum wages norm applicable have been credited to their bank accounts on (date)

(ii) ESI/ Group Medical Insurance premium (as applicable) Contribution relating to workers amounting to Rs. _____ was deposited on (date) (copy of the challan enclosed)

(iii) EPF contribution relating to workers amounting to Rs. _____ was deposited on (date) (copy of the challan enclosed)

(iv) The service provider is complying with all statutory Labour Laws including Minimum Wage Act.

(e) The service provider should submit the bill in accordance with the above time schedule.

(f) The contractor shall compulsorily issue a wage slip to every personnel & supervisor in the format provided below (an indicative format):-

WAGE STATEMENT			
Name of Employee:		Month:	
		No. of Days present:	
Designation:		ESI No.:	
Paid on (date):		PF No.:	
RECEIVABLES		DEDUCTIONS	
BASIC		EPF (%)	
BONUS		ESI (%)	
HRA		DEDUCTIONS (TAXES AND ANY OTHER CHARGES)	
GRATUITY			
OTHER ALLOW.			
GROSS RECEIVABLES		TOTAL DEDUCTION	
NET PAYABLE (Rs.)			

51.1 Any damage or loss caused by contractor's persons to the NBSC/BIRD in whatever form would be recovered from the contractor.

51.2 Deduction will be done proportionally from the salary.

51.3 In case any public complaint is received attributable to misconduct/misbehavior of contractor's personnel & is assessed as true by the NBSC/BIRD, a penalty or Rs.5000/- for each such incident shall be levied and the same shall be deducted from contractor's bill. Besides the personnel found involved in the incident shall be removed from the Premises immediately. In case the contractor fails to commence/execute the work as stipulated in the agreement or gives unsatisfactory performance or does not meet the statutory requirements.

52. Penalty Clause: In case of absence of workers (specified in the BOQ), the amount will be deducted as below.

- a) In case any of contractor's personnel deployed under the contract fails to report in time and contractor is unable to provide suitable substitute in time for the same it will be treated as absence and penalty of Rs. 500/- per vacant point for shift be deducted from the contractors bill. The Guards deployed should not be frequently changed. They should be deployed for at least a minimum of 3 months. The Bank will penalize the Contractor in case of frequent change up to an amount of Rs 1000/- per guard relieved before 3 months (except on short leave up to a maximum of 5 days with appropriate replacement on not more than one such occasion during the 3 months). Agency will not deploy more than required person under contract and leave reserve in any case.
- b) In case any public complaint is received attributable to misconduct/misbehavior of contract's personnel, & is assessed as true by the NBSC/BIRD, penalty or Rs.500/- for each such incident shall be levied and the same shall be deducted from the contractor's bill. Besides the Security Guard found involved in the incident shall be removed from

the Premises immediately.

- c) In case the contractor fails to commence/execute the work to provide security services as stipulated in the agreement or gives unsatisfactory performance or does not meet the statutory requirement of the contract, NBSC/BIRD reserves the right to impose the penalty as detailed below:-
 - i. 1% of annual cost of order / agreement per week, up to four weeks' delay in compliance.
 - ii. After four weeks delay the NBSC/BIRD reserves the right to cancel the contract and withhold the agreement and get this job carried out from the other contractor(s) in open market. The difference if any will be recovered from the defaulter contractor and his earnest money/security deposit may also be forfeited.
- d) The contractor will ensure that the persons deployed by them are dressed in neat and clean uniform, failing which invites a penalty of Rs.500/- on each occasions and habitual offenders in this regard shall be liable to be replaced from the campus by the contractor. The penalty on this account shall be deducted from the Contractor's bills.
- e) The personnel engaged have to be courteous with pleasant mannerism in dealing with the Staff/Trainees/Visitors and should project an image of utmost discipline. The NBSC, Lucknow shall have the right to have any person removed in case of staff complaints or as decided by representative of the NBSC, Lucknow if the person is not performing the job satisfactorily or otherwise. The contractor shall have to arrange the suitable replacement in all such cases.
- f) In case of emergency work, no extra payment for working in odd hour will be made. The security cabins will be handed over to the Contractor on 'as is where is' basis NBSC reserves the right to change scope of work or the number of guards during the contract period.

OBLIGATION OF THE CONTRACTOR:

53. The contractor shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The contractor shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc. of the contractor in respect thereof, which may arise.

54. Dispute Resolution

- (a) Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole arbitrator appointed by the Principal NBSC, Lucknow.
- (b) The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceeding's shall be governed by Indian Arbitration and Conciliation Act 1996 as amended from time to time.
- (c) The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of contract, neither party shall be entitled to suspend the work/service to which the dispute relates on account of the arbitration and payment to the contractor shall continue to be made in terms of the contract. Arbitration proceedings will be held at Lucknow only.

55. JURISDICTION OF COURT

The courts at Lucknow shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

56. EXIT:

- i. First three months of the agreement shall be on a trial basis. If the work is not satisfactory, the agreement may be terminated.
- ii. The agreement is liable for termination by giving one month notice by the Bank and three months' notice by the contractor. However, the contract may be terminated by the Bank without allowing notice period, if the quality of the work is found not satisfactory. The Security Deposit under these circumstances will be forfeited.

57. Contractors should provide two (02) sets of uniforms, one (01) raincoat, one (01) sweater and one (01) pair of shoes of approved colour and quality, once in a year, to the employees deployed for the job at NBSC/BIRD, which will be reimbursed by NBSC. Additionally the contractor shall provide one (01) set of uniform, one (01) sweater and one (01) pair of shoes of approved colour and quality, once in a year, to the employees deployed for the job at NBSC/BIRD, at his own cost (i.e., not on reimbursement basis).

58. 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.

59. On site storage space will be provided to the Contractor. NBSC/BIRD will not be responsible for safety or upkeep of contractor's materials. The contractor may be required to vacate the storage space and sheds at short notice without any extra cost to NBSC/BIRD.

60. The contractor shall provide necessary equipment's to perform guard's duty at site like whistle, hand held metal detectors (04), vehicle inspection mirror detector (02), flashlight, batons or any other equipment etc. for the proper execution of the works.

61. **VALIDITY OF TENDER: 90 Days from the date of opening of the Tenders.**

62. 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.

63. Contractor shall be required to furnish NBSC/BIRD, 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. Wage Book, Muster Book pertaining to labour engaged under this contract.
- iii. Validity of Insurance Policies, Labour Contract License relating to staff engaged at NBSC/BIRD 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.
- iv. Contractor shall vouch safe bonafide, conduct and fidelity of the staff employed by him. Any damage caused willfully or in negligence to the works executed, shall be borne by

the contractor.

64. The Contractor shall at his own cost and expenses provide all the labour, supervision tools, handheld metal detectors, handheld mirrors for checking vehicles plant apparatus, ladders, trolleys, conveyance, uniforms etc. required for execution of the work covered by this contract to the entire satisfaction of NBSC/BIRD.

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

66. In case of exigencies (as happened during the COVID-19 pandemic related lockdown), a few of the most essential personnel required to at least maintain the continuity of utility services may be stationed at NBSC/BIRD for necessary period.

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

SIGNATURE AND SEAL OF BIDDER:

DATE:

PLACE:

SAFETY CONDITIONS OF THE CONTRACT

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

A. GENERAL

1. Smoking and chewing pan are prohibited in the Institute.
2. The contractor shall ensure that the persons posted for the work are well conversant with the operation of fire extinguishers.
3. 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 FOR PORTABLE SECURITY APPLIANCES.

Precaution in handling portable security appliances are more significant under monsoon conditions. Some likely situations are highlighted here for contractor's attention and action to ensure that conditions and methods of usage conform to the safety of personnel and property.

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

SIGNATURE AND SEAL OF THE BIDDER

SCOPE OF WORK FOR SECURITY SERVICES

The Agency shall provide Security to the personnel & property as well as residents at the NBSC & BIRD Campus, by deploying fail-safe Security measures, providing early warning systems and mobilizing trouble shooting elements.

DUTIES AND RESPONSIBILITY OF SECURITY STAFF:

1. The Security Supervisor will be responsible for overall security arrangement of the concerned NBSC/BIRD, Lucknow covered in the agreement.
2. Security Supervisor will ensure that all the instructions of the administration are strictly followed and there is no lapse of any kind.
3. No outsiders are allowed to enter in the building without proper Gate Pass issued by the Authorized Officer of the concerned NBSC/BIRD, Lucknow.
4. No items are allowed to be taken out without proper Gate Passes issued by the competent officers as laid down in the contract or authorized by the employer for in-out movement of stores. The specimen signatures and telephone numbers of the above stated officers will be available with the Security personnel.
5. Deployment of Guards/Security Supervisors will be as per the instructions of the authorities of the NBSC/BIRD, Lucknow and the same will be monitored personally by the concerned authorities from time to time and will be responsible for its optimum utilization. Guards /supervisors deployment preference may be given to ex-serviceman. Two three lady Guards at BIRD gate and two lady Guards at NBSC gate will be responsible for security and safety /frisking of ladies.
6. Security personnel deployed in the premises on holidays and Sundays will be assessed as per actual requirement and the number of personnel will be suitably reduced.
7. The Security Supervisor/Guard will also take round of all the important and sensitive points, monitor CCTVs of the premises as specified by the NBSC/BIRD, Lucknow.
8. Security personnel shall also ensure door keeping duties.
9. The Guards on duty will also take care of vehicles, scooters/motor cycles/bicycles parked in the parking sites located within the premises of the NBSC/BIRD, Lucknow.
10. Entry of the street-dogs and stray cattle into the premises is to be prevented. It should be at once driven out.
11. The Guards on patrol duty should take care of all the water taps, valves, water hydrants, etc. installed in the open all over the premises.
12. It should be ensured that flower plants, trees and grassy lawns are not damaged either by the staff or by the outsiders or by stray cattle.

13. The Security Guards/Supervisors should be trained to extinguish fire with the help of fire extinguishing cylinders and other firefighting material available on the spot. They will also help the firefighting staff in extinguishing the fire or in any other natural calamities.
14. In emergent situations, security staff/supervisor deployed shall also participate as per their role defined in the disaster plan, if any, of the NBSC/BIRD, Lucknow. Guards/Supervisors should be sensitized for their role in such situations.
15. The Security Supervisor/Guards are required to display mature behavior, especially towards female staff and female visitors.
16. The Security Guard on duty shall not leave the post until their reliever reports for duty. The contractor shall also arrange provision of leave substitute in order to avoid overtime/double duty.
17. The Guards must be well versed with Smart phones /CCTVs/mobile based security app.
18. The Guards must possess basic Computer skills or any other access/security app to operate mobile based app/s at NBSC/BIRD GATE.
19. The security guards posted by the contractor for the said premises shall be deployed and rotation of guards /supervisors both within agency and within campus in consultation with security officer of the NBSC/BIRD. The bank shall have right to have any person removed in case the security personnel or lady guards or supervisors is not performing the job satisfactorily. The agency shall arrange the replacement in all such cases.
20. Switch-off lights of sports fields / buildings when not in use and report leakage of water taps etc.

SCOPE OF WORK FOR FIRE FIGHTING SERVICES

Round the clock maintenance of fire extinguishers equipment / systems installed in the campus. **The bidders must acquaint themselves with the layout of the campus, equipment installed therein and the work involved, before submitting the bids.** The equipment installed in the campus such as portable fire extinguishers and fire hydrant system etc. Job includes servicing of equipment / systems, testing of firefighting pumps sets etc. Following is the **list of the equipment** required to be operated and maintained by bidder for their smooth working and performance. In order to ensure 100% serviceability for efficient working of the equipment under contract the scope of work will include the following:

1. Fire Extinguishers:

1.1 Maintenance for 224 nos. of various types of Fire Extinguishers owned by NBSC installed at various locations / at different floors in the campus. The number may increase/ decrease from time to time.

1.2 The contract shall include minimum one general service initially and subsequent quarterly checking & submission of report to the Officer nominated by the NBSC.

1.3 Routine Services (Quarterly):

1.3.1 It include general cleaning of fire extinguishers, Checking & replacement of pressure gauges, squeeze grip, Syphon tube, discharge nozzle, repair/ replacement of brass portion, repair/ replacement of valves/ lids, fixing/ positioning of fire extinguishers, refilling, repair/ replacement of grip handle/ PVC base/ trolley (as required) etc. and any other work to maintain the serviceability of the fire extinguishers and submit report accordingly.

1.3.2 The AMC shall include repair or replacement of hose clips, hose nozzles, etc. and exclude painting of the fire extinguishers, chassis repair etc.

1.3.3 All Extinguishers shall be numbered and inventory maintained as per our format and materials requiring replacement on quarterly basis.

1.3.4 All extinguishers and boxes shall be cleaned.

1.3.5 All extinguishers shall be pressure tested as per standard norms of extinguisher and water type extinguishers shall be refilled with potable water (tube well water shall not be allowed). The Cartridge of extinguishers shall be weighed and refilled if required.

1.3.6 All extinguishers shall be replaced / refilled within 07 days. The cost of refilling shall be borne by NBSC.

2. Hydrant System:

2.1 There are 10 Fire Hydrants installed in the campus. The numbers may increase or decrease as per requirement in future. Also there is one fire pump. The Pump should be tested for at least 60 seconds every visit. Discharge of water should be from Hydrant or through a test line. Unnecessary sound and vibration should be noted and corrected.

2.2 Pump automation should be checked.

2.3 Greasing of pumps and motors to be carried out as per manufacturers recommendation or whenever necessary.

2.4 Hydrant externally and terrace shall be tested with hose and branch pipe. The jet shall be operated for at least 2 minutes. Hose shall be dried before rolling.

2.5 First Aid Hose Reels shall be tested by swinging it on its support and partly opening the hose and discharge of water for 60 seconds. Each Hose shall be tested. There shall be no leakage from MS piping or from clips holding rubber or even from rubber pipe. Hose pipe shall be rolled back uniformly, line by line.

2.6 First Aid Hose Reel shall be extended to full length and water discharged for 120 seconds. The pipe shall be rolled back uniformly, line by line.

2.7 Internal Hose Cabinet shutters (including glass) shall be cleaned every visit. Dust and dirt within cabinet shall be removed in every visit.

2.8 Any line rupture affecting hydrants should be repaired within 12 hours. Others repairs should be carried out within 24 hours. In case of any delay in carrying out of such works, a fine of Rs.500 per day shall be imposed.

2.9 Replacing of gland packing/seals in various pumps and valves on as and when required to ensure that there is no leakage.

2.10 Checking of electrical terminals, contact points of the starters/contractors, and relays installed in various control panels.

2.11 The contractor shall not dismantle and remove any items without the knowledge of the Security officer. Dismantled items shall be the property of the NBSC.

2.12 Contractor will visit the site as and when called by the nominated Officer. On his visit he should meet the nominated Officer and will report about satisfactory working of all equipment's.

2.13 The contractor will be responsible not only for his own men and material but also for the security of the equipment/ materials of the NBSC. The cost of repair/replacement of equipment damage due to mishandling by the worker of the contractor will be deducted from the contractor's bill after loss assessment by the Fire Officer. The assessment of the Fire Officer will be final and binding on the contractors.

2.14 Arranging all major components requiring repair/replacement/refill with prior consent and approval of NBSC. *(Only cost of the components shall be reimbursed. The effort involved in procurement and replacement charges shall be deemed to have been included in the contracted amount of this contract).*

2.15 The contracting Bidder shall guarantee prompt repairs/replacement/refill of components to minimize interruption. In all probability the Bidder will be required to arrange repair and/ replacement/refill of such damaged components the same day or reasonable time as per situation.

2.16 **Tools & Tackles:** The bidder should provide all tools and tackles required for the safe and satisfactory maintenance of the related equipment.

3. MAINTENANCE SCHEDULE:

3.1 The Bidder has to carry out a quarterly maintenance and submit detail report as per provided format for all the equipment / installations mentioned above in the scope of work. It may please be noted that any major repairs or replacement of the equipment will be carried out separately according to necessity and the expenditure will be borne by NBSC.

3.2 In case of failure of contractor to attend any maintenance, the Principal, NBSC reserves the right to get the work done departmentally or through any other agency and cost so incurred with 15% supervision charges will be deducted from the contractor's quarterly bill/s.

3.3 If any of the equipment is out of the service for more than seven days except major work, a penalty of Rs.500/- per day will be levied till the equipment will take in service.

3.4 If any damage to any equipment and allied accessories occurred due to improper maintenance or negligence in workmanship, the parts/spares will be replaced by the contractor immediately free of cost.

3.5 The manpower supplied by the Agency shall also be trained on the existing Fire detection and Alarm system and Fire Fighting Systems installed in the Institute. In case of an outbreak of fire they should be able to undertake immediate firefighting operations.

3.6 OTHER IMPORTANT POINTS

1. The Agency shall conduct firefighting drill & mock drill on monthly and quarterly basis respectively, under the supervision of NBSC.
2. Fire Fighting Training: The agencies should have ability to provide well trained security Guard/Security supervising staff having the good practical as well as theoretical knowledge to identify, handle and operates the fire-fighting extinguishers and control fire. If desired a committee from NBSC may visit the Fire Fighting Training academy where training is imparted to the deployed staff, during the process of short-listing agencies to ascertain the facilities & training being imparted.
3. The security personnel shall be duly trained in Fire Safety Operations. They should be trained to operate various fire control equipment installed at NBSC campus. A mock fire drill may be organized every month.
4. Undertake firefighting operations with provided equipment: The Agency will also carry out regular Mock fire drills, Mock Security exercises and Mock Disaster Management exercises to train staff, students, faculty and residents at least once each semester.
5. Daily checking of firefighting systems of the Institute with proper register maintaining. Attending for fire evacuation in case of emergency at any time. Any other firefighting related tasks as assigned from time to time.
6. Overall responsible for all operations related to firefighting , conforming to fire safety regulations, checking preparedness of premises for firefighting and vigilance including maintenance of documents.

Liabilities and Penalties

1.	The Agency shall perform all the assigned jobs to the satisfaction of NBSC & BIRD and shall be liable for any loss or damage to NBSC / BIRD as stated herein.
2.	The Agency and its staff shall take due and required steps and precautions to preserve from loss, destruction, waste and misuse, the areas of responsibility given to them and not knowingly lend to any person or Agency, any effects or assets of the NBSC / BIRD under its control.
3.	In the event of any loss being caused to the Institute that is prime-facie on account of the negligence and/ or dereliction of duties by the Agency or its staff, a Joint Committee comprising of a representative of the Institute and Agency shall determine whether the loss is on account of unsatisfactory performance of the Agency and in that case it will also determine the compensation to be paid to the NBSC / BIRD by the Agency. The recommendation of the Joint committee is subject to the approval of the Principal, NBSC or his nominee and the final decision shall be binding on the Agency.
4.	However the Agency will not be held responsible for the damages caused due to natural calamities like lightening, earth quake, floods etc.
5.	NBSC / BIRD Lucknow premises is a NO SMOKING ZONE. No Security Staff / Fireman of the Agency should be found smoking, eating pan, Gutka, intoxicants/ drugs or alcohol/ alcoholic beverages.
6.	In the event of any dispute, arising out of the contract, the same shall be subject to the jurisdiction of the courts of law at Lucknow only.
7	The agency shall have sufficient insurance coverage for any liability for the losses suffer due to negligence or poor performance by the security staff of the agency, as decided by the joint investigation by the agency and NBSC Lucknow.

Last Payment:

The last payment of the Agency will be cleared only after ascertaining clearance of any liabilities pending with the Agency.

**MIN. QUALIFICATION & EXPERIENCE REQD. FOR SELECTION OF
SECURITY PERSONNEL**

SUPERVISORS	
Age	Upto 55 years
Experience / Qualification	ESM - JCO of the Rank of Subedar or equivalent
SECURITY GUARDS (Ex-SM).	
Age	Min. 21 and Max. upto 50 years (for exceptional Ex-SM personnel age relaxation of upto 05 years may be considered)
Experience / Qualification	Should not be a tradesman. Should be from Army /Navy / Air Force / BSF / CRPF / CISF / Police.
<i>All guards/supervisors (ESM) shall be in shape -1 category as per medical certificate at time of deployment.</i>	
SECURITY GUARDS (CIV) (including Lady Guards)	
Age	Min. 21 and Max. upto 50 years
Experience / Qualification	Minimum education – INTERMEDIATE & Basic Computer knowledge
	Should have undergone one month Basic Security Guard training program basic from institute/trainer.
	Well trained guard with prior experienced at banking sector.
SECURITY GUARDS (CIV) - (Firemen)	
Age	Min. 21 and Max. upto 50 years
Experience / Qualification	Holding Diploma or above degree / certificate in Fire Fighting
	Should have undergone regular refresher training from reputed institute/trainer. Should be well conversant with latest developments in Fire Fighting technology & equipment.
	Well trained person with prior experience at banking sector / such institute like NBSC
<i>*Fitness of the guards / firemen deployed at NBSC / BIRD is of paramount importance.</i> <i>*Vendor should be able to establish good liaison with local Police and Fire Depts.</i> <i>*It would be desirable that all the Security Staff provided should have basic knowledge of Fire Fighting, First Aid, Scooter/ Motor Cycle/ LMV Driving & handling wireless communication equipment and computers.</i>	

DECLARATION BY THE BIDDER

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.

SIGNATURE AND SEAL OF BIDDER DATE:

PLACE:

ANNEXURE-I

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 no's

.....

.....

1	Name of the account holder (As appearing in the Bank account)	
	Name of the Bank	
	Name of the Branch	
	Account number	
	RTGS/ NEFT/ IFS Code	
	Type of account (Savings, current, etc.)	
	PAN Number	
	GSTIN	

Please enclose scanned copy of cancelled cheque and PAN Card along with Tender Document.

ANNEXURE II
BASIC INFORMATION OF THE CONTRACTOR

1. Name of the Applicant/Organisation and address of the registered office.	
2. Year of Establishment	
3. Type of the Organisation (whether Sole Proprietorship/Partnership/Private Limited/ a. Limited or Cooperative Body etc.)	
4. Name of the Proprietor / Partners / Directors of the Organisation / Firm	(a) (b) (c)
5. Details of Registration (Whether Partnership firm, Company, etc.)- Registering Authority, Date, Registration No., etc. mentioning the business/ activity of the firm.	
6. Whether registered with Government/Semi Govt. /Municipal Authorities or any other public organisation and if so, in which class and since when?	
7. Experience in the field of maintenance & upkeep of similar campuses/training establishments/other institutes etc.	
8. Qualified personnel available with the organisation	Details to be furnished in ANNEXURE- IV
9. Adequate and satisfactory evidence to indicate financial capacity of the Organisation to undertake the said work with names of Bankers and their full address. (Solvency certificate from the Bank or Certified copies of balance sheet and Income Tax clearance certificate for the last three years shall be attached).	
10. Yearly turnover of the company during last 5 years (Year-wise)	Rs. Rs. Rs. Rs. Rs.
11. Permanent Account Number (PAN)	
12. Ability to provide Bank Guarantee or other equivalent forms of security from a Scheduled Bank.	

13. Whether any Civil Suit/litigation arisen in the contracts executed during the last 07 years/being executed now. If yes, please furnish the details in the proforma given below for work order/service order:						
Sr. No.	Name of the work and Employer	Nature of service	Work order No and date	Present stage of Work if any	Value of contract (Rs)	Brief details of litigation,
1.	2.	3.	4.	5.	6.	7.
14. Details of registration with the office of the Regional Labour Commissioner(RLC)- Central, EPFO and ESI						
15. Number of supplementary sheets attached for Part I.						

SIGNATURE AND SEAL OF THE BIDDER

ANNEXURE-III

PREVIOUS EXPERIENCE

i) List of important works executed by the firm during last 07 years with experience in executing works of similar nature i.e. security services of training institutes/ establishments. Please arrange to provide value of job, approximate area of each contract where service work was / is being undertaken and the year of SERVICE along with copy of work orders, performance certificates / completion certificates. **Please note that the details furnished should be for Security Services & Fire Fighting Services of similar nature.**

S. No.	Name of the work and locations	Nature of Work/service provided	Name & full postal address of the owner	Contract Amount (Rs)
1	2	3	4	5

ii) List of important works ON HAND costing Rs_____lakh and above with experience in executing works of similar work i.e. annual maintenance contract of institutes/training establishments

S. No.	Name of the work And Location	Nature of Work	Name & full postal address of the owner	Contract Amount(Rs)
1	2	3	4	5

SERVICE/Completion Period relevant	Present stage of completion	Any other
6	With reasons for delay, if any	information
	7	8

SIGNATURE AND SEAL OF THE BIDDER

ANNEXURE-IV

DETAILS OF Experience in Security & Fire Fighting Business
for at least 05 years (as per the attach certificates from clients)

Srl	Name and address of Clients	Period from- to-	Name of the Contact Person and his/ her valid mobile and email address	No. of Guards/ Shift	No. of Supervisors /Shift

Note: Please attach a complete list of guards & firemen enrolled with your firm in a separate sheet.

Signatures of Authorized Signatory

Name: Stamp:

ANNEXURE-V

Average number of personnel to be deployed by the contractor for undertaking the work as per our assessment of the work involved:

NBSC: As per NBSC's assessment, the minimum number of personnel to carry out the work under the scope of this contract satisfactorily is 16 guards & 01 Fireman.

S No	Particulars	Minimum number of personnel per day
1	The Security Guard will be considered under the Watch and Ward (without arms) This including Two ladies Guards (14 Plus 02)	16
2	Fireman	01
	Total minimum number of personnel proposed to be deployed per day	17

BIRD: The minimum number of personnel to carry out the work under the scope of this contract satisfactorily for BIRD is 28 guards, 03 supervisors & 03 firemen as per the details given below:

S No	Particulars	Minimum number of personnel per day
1	The Security Guard will be considered under the Watch and Ward (without arms) This including Two ladies Guards (26 Plus 02)	28
2	Supervisor will be considered under the Watch and Ward (with arms) and not posted as security Guard.	03
3	Firemen	03
	Total minimum number of personnel proposed to be deployed per day	34

NOTE: The above mentioned information is indicative. NBSC/BIRD may increase/decrease the number of guards & firemen required at its discretion.

SIGNATURE AND SEAL OF THE BIDDER

ANNEXURE-VI

NATIONAL BANK STAFF COLLEGE, LUCKNOW

CHECK-LIST FOR TECHNICAL BID

Sr. No.	Documents asked for	Whether Placed or Not
1.	A) Bid Security (EMD) of Rs. _____ (Rupees _____ in words) in the form of e-payment	
2.	One self-attested recent passport size photograph of the Authorized person of the firm/agency, with name, Designation, address and office telephone numbers. If the bidder is a partnership firm, name designation, address and office telephone numbers of Directors/Partners also.	
3.	Undertaking on own Letter-Head as per format prescribed in Annexure-VII).	
4.	Self-attested copy of the PAN card with copy of Cancelled cheque & CKYC compliance.	
5.	Self-attested copy of GSTIN	
6.	Self-attested copy of valid Registration Number of the Firm /agency.	
7.	Valid PSARA License issued by Government of Uttar Pradesh under Private Security Agencies Regulation Act 2005 (PSAR Act 2005).	
8.	Self-attested copy of valid Employees Provident Fund Registration number.	
9.	Self-attested copy of valid ESI Registration No.	
10.	Self-attested copy of valid License No. under Contract Labour (R&A) Act, 1970.	
11.	Proof of experiences of last seven financial years as specified in clause 2.1 of the NIT along with satisfactory performance Certificates from the concerned employers.	
12.	Annual returns of previous three years supported by audited balance sheet (clause 2.2 of NIT)	
13.	Signed Copy of Pre Contract Integrity Pact mentioned in Annexure-IX on Rs. 200 Stamp Paper.	

ANNEXURE-VII

(ON THE LETTER HEAD OF THE BIDDING AGENCY)

UNDERTAKING

To

The Principal,

National Bank Staff College, Lucknow

Name of the firm/Agency_____

Name of the tender_____ Due date: _____

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
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/ Group Medical Insurance premium (If applicable), 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.
5. I/We do hereby undertake that complete contract for Security Services as mentioned in the tender document shall be ensured by our Agency, as well as any other Point considered by our Agency. Our Service shall be covered under "Fidelity Bond" through Insurance Agency for minimum sum of Rs._____lakh (Rupees in words). The Insurance charges for Fidelity Bond shall be paid by me/us. The loss on account of theft, if any, shall be recoverable from me/us through fidelity bond.

(Signature of the Bidder)

Name and Address of the Bidder. Telephone No.

ANNEXURE-VIII

NATIONAL BANK STAFF COLLEGE, LUCKNOW FORM OF AGREEMENT

THIS AGREEMENT is made on the _____ day _____(Month) _____(Year) Between National Bank for Agriculture and Rural Development (NABARD) through the Principal, National Bank Staff College, Lucknow (hereinafter called “the NBSC, Lucknow” which expression shall, unless excluded by or repugnant to the context be deemed to include his successors in office and assigns) of the one part AND _____(Name and address of the contractor) through Shri _____, authorized representative (hereinafter called “the contractor” which expression shall, unless excluded by or repugnant to the context, be deemed to include his successors, heirs, executors, administrators, representatives and assigns) of the other part for providing Security Services to its Campus situated at Sector H, LDA Colony, Kanpur Road, Lucknow – 226012, which also houses Bankers Institute of Rural Development, thereafter called “BIRD, Lucknow” which expression shall, unless excluded by or repugnant to the context be deemed to include his successors in office and assigns the conforming party to the agreement.

NOW THIS AGREEMENT WITNESSETH as follows:-

1. In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Terms and Conditions of contract hereinafter referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this Agreement, viz:
 - a. Letter of acceptance of award of contract;
 - b. Terms and Conditions;
 - c. Notice inviting Tender and the terms and conditions contained in the Tender;
 - d. Bill of Quantities;
 - e. Scope of work;
 - f. Addendums, if any; and
 - g. Any other documents forming part of the contract.
3. In consideration of the payments to be made by the NBSC, Lucknow and BIRD, Lucknow, respectively, to the Contractor as hereinafter mentioned, the Contractor hereby covenants jointly with the NBSC, Lucknow and BIRD, Lucknow to execute the job of providing Security Services w.e.f. as per the provisions of this Agreement and the tender document.
4. The NBSC, Lucknow hereby covenants jointly with BIRD, Lucknow to pay the contractor in consideration of the execution and completion of the services as per this Agreement and tender document, the contract price at the rate of charges _____ % (_____ in words).

5. Being the sum stated in the letter of acceptance subject to such additions thereto or deductions therefrom as may be made under the provisions of the contract at the times in manner prescribed by the contract.

6. In case, any dispute or issue arises regarding the interpretation of any of the clauses of this agreement or of any of the documents prepared or to be prepared in this regard, the contents of the Tender Documents shall prevail over this agreement and /or any other document.

IN WITNESS WHEREOF the parties hereto have signed the Agreement the day and the year first above written.

(Signature of the Bidder) Name and Address of the Bidder Telephone No.	(Signature of Authorized Signatory) Of - The National Bank Staff College, Lucknow Telephone No.
	(Signature of Authorized Signatory) of Confirming Party - The Bankers' Institute of Rural Development, Lucknow Telephone No.
(Signature of Witness 1) Name of Witness Address of Witness	(Signature of Witness 1) Name of Witness Address of Witness
(Signature of Witness 2) Name of Witness Address of Witness	(Signature of Witness 2) Name of Witness Address of Witness

ANNEXURE –IX

PRE CONTRACT INTEGRITY PACT

(To be submitted on Rs. 200 Stamp Paper only on first page and remaining document on normal A4 size pages duly signed by the bidder)

Between

National Bank for Agriculture and Rural Development (NABARD) hereinafter referred to as “The Principal”

And

..... Hereinafter referred to as “The Bidder/Contractor”

Preamble

The Principal intends to award, under laid down organizational procedures, contract/s for

... The Principal values full compliance with all relevant laws of the land, rules, regulation, and economic use of resources and of fairness /transparency in its relations with its Bidder(s) and/or Contractor(s).

In order to achieve these goals, the Principal will appoint Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 – Commitments of the Principal

(1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

a. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will, in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.

c. If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions. The Principal will exclude from the process all known prejudiced persons

Section 2 – Commitments of the Bidder(s)/Contractor(s)

(1) The Bidder(s) / Contractor(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s) / Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution :

a. The Bidder(s) / Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

b. The Bidder(s)/Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

c. The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s) / Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

d. The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any.

e. The Bidder(s) /Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

f. Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

(2) The Bidder(s) /Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 – Disqualification from tender process and exclusion from future contracts

If the Bidder(s) /Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form which put their eligibility or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process.

Section 4 – Compensation for Damages

- (1) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.
- (2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 – Previous transgression

- (1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.
- (2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process.

Section 6 – Equal treatment of all Bidders / Contractors/ Subcontractors

- (1) In case of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.
- (2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors
- (3) The Principal will disqualify from the tender process all bidders who do not sign the Pact or violate its provisions.

Section 7 – Criminal charges against violating Bidders(s) / Contractor(s)/ Subcontractor(s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

Section 8 – Independent External Monitor

- (1) The Principal appoints competent and credible Independent External Monitor for this Pact after approval by the Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

The Independent External Monitor appointed for NABARD is

Dr. Rabindra Kumar, IFoS (Retd)
37, Bhagirathipuram, GMS Road,
Dehradun - 248001 Uttarakhand

Email Id: rabindra_us@yahoo.com Mobile: 9411714138,

8415080837

(2) The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him / her to treat the information and documents of the Bidders /Contractors as confidential. He / she reports to the Chairman, NABARD.

(3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.

(4) The monitor is under contractual obligation to treat the information and documents of the Bidder(s) /Contractor(s) / Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-disclosure of Confidential Information and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform Chairman, NABARD and recuse himself/herself from that case.

(5) The Principal 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 Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.

(6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

(7) The monitor will submit a written report to the Chairman, NABARD within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposal for correcting problematic situations.

(8) If the Monitor has reported to the Chairman, NABARD, a substantiated suspicion of an offence under the relevant IPC/PC Act, and the Chairman NABARD has not, within reasonable time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

(9) The word 'Monitor' would include both singular and plural.

Section 9 – Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 24 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharge/determined by the Chairman of NABARD.

Section 10 – Other provisions

- (1) This agreement is subject of Indian Law, Place of performance and jurisdiction is the Head Office of the Principal, i.e. Mumbai.
- (2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- (3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- (4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- (5) Issues like Warranty/Guarantee etc. shall be outside the purview of IEMs.
- (6) In the event of any contradiction between the Integrity Pact and its Annexure, if any, the Clause in the Integrity Pact will prevail.

(For & On behalf of the Principal)	(For & on behalf of the Bidder/Contractor)
(Office Seal)	(Office Seal)
Place	Place
Date	Date
Witness 1: (Name & Address)	Witness 1: (Name & Address)
Witness 2: (Name & Address)	Witness 2: (Name & Address)

ANNEXURE-X

FORM OF BANK GUARANTEE FOR BID SECURITY

(Refer relevant clause of the NIT) (To be stamped properly as per applicable law)

KNOW ALL MEN by these present that we _____ (Name and address of Bank), having our registered office at _____

(hereinafter called “the Bank”) are bound unto The NBSC, Lucknow - 226012 (hereinafter Called “NBSC, Lucknow”) in sum of **Rs. 5,00,000/- (Rupees Five Lakh Only)** For which payment will and truly to be made to the said Employer, the Bank binds himself, his successors and assigns by these presents.

WHEREAS _____ (Name of Bidder) (hereinafter called “the Bidder”) has submitted his bid dated _____ for providing Security Services (hereinafter called “the Bid”).

WHEREAS the Bidder is required to furnish a Bank Guarantee for the sum of **Rs. 5,00,000/- (Rupees Five Lakh Only)** as Bid Security against the Bidder’s offer as aforesaid.

AND WHEREAS _____ (Name of Bank) have at the request of the Bidder, agreed to give this guarantee as hereinafter contained.

WE further agree as follows:-

1. That the NBSC, Lucknow may without affecting this guarantee grant time of other to or indulgence to or negotiate further with the Bidder in regard to the conditions contained in the said tender and thereby modify these conditions or add thereto any further conditions as may be mutually agreed upon between the NBSC, Lucknow and the Bidder.
2. That the guarantee herein before contained shall not be affected by any change in constitution of our Bank or in the constitution of the Bidder.
3. That this guarantee commences from the date hereof and shall remain in force till:-
 - a. The Bidder, in case the bid is accepted by the NBSC, Lucknow, executes a formal agreement after furnishing the Performance Guarantee of a Scheduled Commercial Bank based in India.
 - b. Forty five days after the date of validity or the extended date of validity of the Tender, as the case may be, whichever is later.
4. That the expression “the Bidder” and “the Bank” herein used shall, unless such an interpretation is repugnant to the subject or context, include their respective successors and assigns.

THE CONDITIONS of this obligation are:

- (i) If the Bidder withdraws his bid during the period of Tender validity specified in the Form of Tender; or
- (ii) If the Bidder refuses to accept the corrections of errors in his bid; or
- (iii) If the Bidder having been notified of the acceptance of his bid by the NBSC, Lucknow during the period of tender validity and (a) fails or refuses to furnish them Performance

Guarantee and/or (b) fails or refuses to enter into a contract within the time limit specified in para of the NIT.

(iv) If the tender is terminated on the allegation of production of false/forged documents for obtaining the contract.

(v) If the contract is terminated for the reason that the agency is blacklisted in any PSU / PSB / or in any other departments of State Governments / Union Government.

WE undertake to pay to the NBSC, Lucknow upto the above amount upon receipt of their first written demand, without the NBSC, Lucknow having to substantiate their demand provided that in their demand the NBSC, Lucknow will note that the amount claimed (i), (ii), (iii) (a), (iii) (b), (iv) or (v) mentioned above, specifying the occurred condition or conditions.

Authorised Signatory

Date :

Place :

ANNEXURE-XI

FORM OF BANK GUARANTEE FOR PERFORMANCE SECURITY

(Refer relevant clause of the NIT) (To be stamped properly as per applicable law)

1. THIS DEED of Guarantee made this day of _____ between _____ (Name of the Bank) (Hereinafter called the “Bank”) of the one part and the NBSC, Lucknow (hereinafter called the “NBSC, Lucknow”) of the other part.
2. WHEREAS the NBSC, Lucknow has awarded the contract for providing Security Services & Fire Fighting Services contract for Rs. _____ (Rupees in figures and words) (Hereinafter called the “contract”) to M/s _____ (Name of the contractor) (hereinafter called the “contractor”).
3. AND WHEREAS THE Contractor is bound by the said Contract to submit to the Employer a Performance Security for a total amount of **Rs. 12,50,000/- (Rupees Twelve Lakh Fifty Thousand Only)**.
4. NOW WE the Undersigned _____ (Name of the Bank) being fully authorized to sign and to incur obligations for and on behalf of and in the name of _____ (Full name of Bank), hereby declare that the said Bank will guarantee the NBSC, Lucknow the full amount of Rs. **Rs. 12,50,000/- (Rupees Twelve Lakh Fifty Thousand Only)**.
5. After the Contractor has signed the aforementioned contract with the NBSC, Lucknow, the Bank is engaged to pay the NBSC, Lucknow, any amount up to and inclusive of the aforementioned full amount upon written order from the NBSC, Lucknow to indemnify the NBSC, Lucknow for any liability of damage resulting from any defects or shortcomings of the Contractor or the debts he may have incurred to any parties involved in the Works under the Contract mentioned above, whether these defects or shortcomings or debts are actual or estimated or expected. The Bank will deliver the money required by the NBSC, Lucknow immediately on demand without delay without reference to the Contractor and without the necessity of a previous notice or of judicial or administrative procedures and without it being necessary to prove to the Bank the liability or damages resulting from any defects or shortcomings or debts of the Contractor. The Bank shall pay to the NBSC, Lucknow any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator(s) relating thereto and the liability under this guarantee shall be absolute and unequivocal.
6. THIS GUARANTEE is valid for a period of 24 months from the date of signing. (The initial period for which this Guarantee will be valid must be for at least six months longer than the anticipated expiry date of the Contract period).
7. At any time during the period in which this Guarantee is still valid, if the NBSC, Lucknow agrees to grant a time of extension to the contractor or if the contractor fails to complete the works within the time of completion as stated in the contract, or fails to discharge himself of the liability or damages or debts as stated under para-5 above, it is understood that the Bank will extend this Guarantee under the same conditions for the

required time on demand by the NBSC, Lucknow and at the cost of the contractor.

8. The Guarantee hereinbefore contained shall not be affected by any change in the Constitution of the Bank or of the contractor.

9. The neglect or forbearance of the NBSC, Lucknow in enforcement of payment of any moneys, the payment whereof is intended to be hereby secured or the giving of time by the NBSC, Lucknow for the payment hereof shall in no way relieve the Bank of their liability under this deed.

10. The expressions “the National Bank Staff College, Lucknow”, “the Bank” and “the Contractor” hereinbefore used shall include their respective successors and assigns.

IN WITNESS whereof I/We of the bank have signed and sealed this guarantee on the _____ Day of _____ (Month) _____ (year) being herewith duly authorized.

Authorised Signatory

Date

Place

ANNEXURE-XII

FORMAT FOR CLIENT'S REPORT (ON CLIENT'S LETTER HEAD)

Performance details of the Firm: M/s Located at:

1	Work order/reference No.	
2	Gross Value of the Contract(in Rupees)	
3	Date of commencement of Contract	
4	Whether the Service carried out as per agreement and the scope of the work entered with the Firm	
5	Reason for delay (if any)and whether any penalty/liquidated damage, if any, was imposed on the firm	
6	Comments on capabilities of the firm (indicate grading)	
a	Quality of Security provided by the firm	Outstanding/Very Good/Good/Satisfactory/Poor
b	Technical proficiency/competence	Outstanding/Very Good/Good/Satisfactory/Poor
c	Integrity and reliability of the partners/proprietors of the firm	Outstanding/Very Good/Good/Satisfactory/Poor
d	Integrity and reliability of the Personnel deployed	Outstanding/Very Good/Good/Satisfactory/Poor
e	Dealings in the execution of the work, adherence To schedule and time	Outstanding/Very Good/Good/Satisfactory/Poor
7	Did the firm go for arbitration?	
8	Any other information in your view will help us in making our decision.	

Signature of the Reporting Officer
(Office Seal)

Place

Date:

ANNEXURE-XIII

(On stamp paper of Rs.200/- and duly notarized)
IRREVOCABLE UNDERTAKING

To, Principal
National Bank Staff College Lucknow

Pursuant to your advertisement on websites: www.nbsc.in, www.nabard.org, <https://nabard.eproc.in/> and newspapers dated for the “Providing Security services at National Bank Staff College, and BIRD, Lucknow I/we submit my/our offer. The offer is valid for a period of 90 days from date of opening of financial bid. I/We, in consideration of you agreeing to the process and consider our proposal, irrevocably undertake that during the currency of my/our bid, I/we will not withdraw or modify the offer in terms of the price quoted or in terms of other terms and conditions on which the offer is made.

I/We are not debarred or blacklisted by any Govt. Department.

Our Track record is clean without any involvement in illegal activities or financial frauds. There is no case with the Police/Court/Regulatory authorities against us. We are not prosecuted or suffered any penalty for violation of any statutory laws by any Authority.

As NABARD has invested good amount of money and time for processing my/our proposal, in the event of my/our committing default of this undertaking, or for any reason whatsoever, I/We hereby further undertake to pay NABARD liquidated damages equivalent to the Earnest Money Deposit (EMD).

This undertaking is executed on this _____ day of _____ 2025.

Signature

Name

Address

NOTARY SEAL & SIGN

Annexure - XIV**Mandatory Compliances**

(Please attach attested copies against each of the following elements)

Parameter	Details / Page No.
ESI No.	
EPF No.	
GST No.	
PAN No.	
Registration No. of the Agency/ Agency under State/ Central Govt. under PSARA	
Location of Training facilities as per PSARA (attach copy of Training Manual, syllabus & Schedule including Refresher training)	
CTC of IT clearance of last three Assessment Years duly authenticated by the Chartered Accountant. (2022-23) (2023-24) (2024-25)	
Details of Bankers and a certificate from the Bank for providing bank guarantee	
Details of Insurance Cover i.e. type of Insurance Agency & Amount & Scope of Cover	
The Agency shall furnish details of any legal suit/ legal action/ black listing/ debarment and any pending inquiry especially with regards to any violation in the PF Act, ESI Act, Labour Laws, Income Tax, GST, etc. If there is no pending legal proceeding then an affidavit affirmed to this effect should be furnished.	
Details of valid ISO – 9001-2015/2018 Certificate.	
Any other information / document tenderer wishes to submit for consideration by NBSC Lucknow	

Signatures of Authorized Signatory

Name:

Stamp:

<< Organization Letter Head >>
DECLARATION SHEET

We, hereby certify that all the information and data furnished by our organization with regard to this tender specification are true and complete to the best of our knowledge. We have gone through the specification, conditions and stipulations in details and agree to comply with the requirements and intent of specification.

We further certified that our organization meets all the conditions of eligibility criteria laid down in this tender document.

NAME & ADDRESS OF THE Agent	
PASARA Registration No.	
Type of organization : Please tick any one	proprietary firm [], Partnership firm [], Limited Company [], Corporate body []
1 Phone (s)	
2 E-mail	
3 Contact Person Name	
4 Mobile Number (s)	
5 TIN Number	
6 PAN Number	
7 UTR No. (For EMD)	

We, further specifically certify that our organization has not been Black Listed/ De Listed/ Debarred or put to any Holiday by any Institutional Agency/ Govt. Department/ Public Sector Undertaking etc., in the last three years (between July 2022 and August 2025). If any information given in the technical bid is found false at any stage of assessment, the entire earnest money will be forfeited by NBSC Lucknow and the bid will be rejected. In such a case NBSC Lucknow reserves the right to black list such a tenderer.

We have read and understood and hereby accept the above mentioned Terms & Conditions (All Para along with all the Appendixes) for the Security & Firefighting AMC of NBSC Lucknow.

(Signature of the Tenderer)

Name:

Seal of the Company

ANNEXURE - XVI

<< On Organization Letter Head >>
Annual Turnover Declaration Sheet

Total Annual Turnover Declaration sheet indicating Financial Status of the Agency including annual report of past 3 years with ROC (Registrar of Companies) receipts duly authenticated by Chartered Accountant.

We, hereby certify that our total Annual Turnover is Rs. ____ /- Rupees _____ Only) or above for each of the last 03 completed years i.e. 2022-23, 2023-24, 2024-25 from Security Service business duly authenticated. Actual annual turnover is furnished below:

S No.	Year	Annual Turnover (In Figures)	Annual Turnover (In Words)
1	2022-23		
2	2023-24		
3	2024-25		

(Copies of Balance Sheet, P&L, Annual Report duly certified by chartered accountant enclosed with this certificate)

(Signature of the Tenderer)

Name:

Seal of the Company

ANNEXURE - XVII**COMPLIANCE / CHECK SHEET**

Minimum Eligibility criteria (the bidder must fulfil all criteria as per details as under)
(Bidder must attach copy of relevant document in support of the claims)

Sl. No.	Technical Specifications	Yes / No	Support of claims Page No.
1	The bidder may be a Proprietary firm, Partnership firm, Company registered under Indian Companies Act, who possess the required licenses, registrations etc. as per law.		
2	Bidder should have an annual average turnover of security services not less than 30% of the total estimated cost of contract value as calculated by GeM Portal. (Note – Attach audited balance sheets and profit and loss account statements for last three financial years 2022-23, 2023-24 and 2024-25. Details of annual turnover should also be duly certified by the statutory auditor. For 2024-25, the provisional (unaudited) balance sheet and turnover are acceptable)		
3	The bidder should have at least 5 years' experience of providing Security Services to Central Government/ State Government / Government Educational Institutes / Research Institutes / Central PSUs / Central Autonomous Institute of National Importance.		
4	Bidder should have been executed a single security contract of not less than 100 Security Guards in a Central Government/ State Government / Government Educational Institutes / Research Institutes / Central PSUs / Central Autonomous Institute of National Importance.		
5	The bidder should have experience of completion / running of similar works in the last three financial years (from 01st April 2022 to 31st March 2025) in Central Government/ State Government / Government Educational Institutes / Research Institutes / Central PSUs / Central Autonomous Institute of National Importance as per following criteria: (i) One similar work of value not less than 80% of the bid value Or, (ii) Two similar works each of value not less than 50% of the bid value. Or, (iii) Three similar works each of value not less than 40% of the bid value.		
8	The bidder should have license as a Service Provider under the Contract Labor (Regulation & Abolition) Act, 1970 for manpower service contract. Documentary evidence in respect of above should be submitted along with the bid.		
9	The bidder must not have incurred loss in any of the last three financial years 2022-23, 2023-24 and 2024-25. Necessary certificate duly certified from the Statutory Auditor to be enclosed.		

10	Bidder must not have been blacklisted currently or on any previous 5 years by any of the Central Govt. Organizations/ State Departments / Institutions / Autonomous Bodies. An affidavit on ₹ 100/- Non-Judicial stamp paper duly notarized shall be enclosed with the technical bid as per proforma annexed.		
11	An affidavit duly certified by a notary that there are no ongoing criminal case / vigilance enquiry / labor disputes against the Firm / Partners / Proprietor / Society / Registrar of the company and he / she has never been convicted or punished by any Hon'ble court of law as per proforma annexed.		
12	The bidder should have its own Security Training Academy anywhere in India or tie-up with a recognized Security Training Academy in Uttar Pradesh for providing security training to contract security guards / supervisors during the contract, as applicable.		
13	The bidder should essentially have valid License under, Private Security Agency (Regulation) Rules, 2002 issued by the controlling authority under Government of Uttar Pradesh		
14	The Agency must have experience in Guarding and handling Electronic/ Non- electronic gadgets, viz., CCTV, Access Control and Basic Crowd Management Devices duly certified by the clients.		
15	PAN card number under the Income Tax Act.		
16	EPFO Registration Certificate		
17	ESIC Registration Certificate		
18	Certificate of Registration with Labor Department under Contract Labor (R&A) Act 1970		
19	GSTIN Registration Certificate of Uttar Pradesh		
20	Certificate of Registration under Shops & Establishments Act of Uttar Pradesh		
21	ITR for last 03 financial years		
22	Valid ISO certification for quality service, ISO 9001:2015		
23	Copy of proof of depositing EPF and ESIC for last 3 months from the date of publication of tender (copies of paid EPF and ESI challans to be submitted).		
24	The bidder should essentially have valid Labour License.		
25	Local Office at Lucknow. If not, undertaking to be submitted		

We agree to all above criteria & have also enclosed all relevant papers in support of above claims / arrangements:

Signature of the Bidder

Name:

Designation: _____

Agency Name: _____

Mobile

PART-II

FINANCIAL BID

Part II

PRICE BID / Bill of Quantities

NATIONAL BANK STAFF COLLEGE

Annual Maintenance Contract for providing Security Services and Fire Fighting services for its entire campus located at Sector – H, LDA Colony, Kanpur Road, Lucknow for the period 01 November 2025 to 31 October 2027 (subject to annual review of quality of service and if found satisfactory)

- Description of Property: Entire campus located at Sector – H, LDA Colony, Kanpur Road, Lucknow.
- Period of AMC – 01 November 2025 to 31 October 2027
- **Rates to be quoted** based on the Scope of Work and specification/description of items as well as terms and conditions contained in the Tender Document. The rates to be quoted taking into consideration the details of scope of work given in the tender terms and conditions including special terms and conditions.
- **The quoted rate shall include wages payable to these personnel posted at site.**

Calculation I.

Wages of Regular Watch and Ward without Arms (Male & Lady Guards) & Firemen

S No	Particulars	Amount (in Rs.)
A	Basic Wages plus VDA per day as per Chief Labour Commissioner (Central), GOI minimum wage order/corrigendum notification issued from time to time (current rate is as per the order effective from 01.04.2025)	981.00
B	No. of Days – (26 working days and 04 paid holidays a month)	30
C	Basic Wage + VDA for one person for one month (A x B)	29430.00
D	EPF @ 13% on 'C' or on Rs. 15000/- whichever is less	1950.00
E	ESI @ 3.25% on 'C' to be paid for employees with wages upto Rs. 21,000/-	0.00
F	Uniform Outfit Allowance (Rs. 4320/- per year)	360.00
G	Uniform Washing Allowance	180.00
H	Total Remuneration of one person (C+D+E+F+G) for one month	31920.00

Calculation II.
Reliever Watch and Ward without Arms (Male & Lady Guards) & Firemen

S No.	Particulars	Amount (in Rs.)
J	Basic Wages plus VDA equaling 1/6 th of monthly wages for One Regular Watch and Ward (1/6 of C)	4905.00
K	EPF @ 13% on J or on Rs. 15000/- whichever is less	637.65
L	ESI @ 3.25% on J to be paid for employees with wages upto Rs. 21,000/-	159.42
M	Uniform Outfit Allowance 1/6 of F	60.00
N	Uniform Washing Allowance 1/6 of G	30.00
O	Total Monthly Remuneration per Reliever (J+K+L+M+N) for one month	5792.07

*1/6th wages of Guards / Firemen who will be deployed all seven days a week (pl. refer to the Scope of Work)

Calculation III.
Wages for Supervisors

S No	Particulars	Amount (in Rs.)
A	Basic Wages plus VDA per day as per Chief Labour Commissioner (Central), GOI minimum wage order/corrigendum notification issued from time to time (current rate is as per the order effective from 01.04.2025)	1065.00
B	No. of Days – (26 working days and 04 paid holidays a month)	30
C	Basic Wage + VDA for one person for one month (A x B)	31950.00
D	EPF @ 13% on 'C' or on Rs. 15000/- whichever is less	1950.00
E	ESI @ 3.25% on 'C' to be paid for employees with wages upto Rs. 21,000/-	0.00
F	Uniform Outfit Allowance (Rs. 5400/- per year)	450.00
G	Uniform Washing Allowance	240.00
H	Total Remuneration of one person (C+D+E+F+G) for one month	34590.00

Calculation IV.
Reliever Charges for Supervisors

S No.	Particulars	Amount (in Rs.)
J	<u>Basic Wages plus VDA</u> equaling 1/6 th of monthly wages for One Regular Watch and Ward (1/6 of C)	5325.00
K	EPF @ 13% on J or on Rs. 15000/- whichever is less	692.25
L	ESI @ 3.25% on J to be paid for employees with wages upto Rs. 21,000/-	173.06
M	Uniform Outfit Allowance 1/6 of F	75.00
N	Uniform Washing Allowance 1/6 of G	40.00
O	Total Monthly Remuneration per Reliever (J+K+L+M+N) for one month	6305.31

*1/6th wages of 03 Supervisors who have been deployed all seven days a week (pl. refer to the Scope of Work)

Break up of Uniform Allowance for Guards (male, lady guards & firemen):-

S No.	Item Nomenclature	Amount per year (in Rs.)
1.	Summer Liveries (02 sets)	2520.00
2.	Shoes (01 pair)	600.00
3.	One (01) Raincoat (for monsoons)	500.00
4.	One (01) sweater (for winters)	700.00
		4320.00

Break up of Uniform Allowance for Supervisors:-

S No.	Item Nomenclature	Amount per year (in Rs.)
1.	Summer Liveries (02 sets)	3000.00
2.	Shoes (01 pair)	900.00
3.	One (01) Raincoat (for monsoons)	500.00
4.	One (01) sweater (for winters)	1000.00
		5400.00

Additionally the contractor shall provide one (01) set of uniform, one (01) sweater and one (01) pair of shoes of approved colour and quality, once in a year, to the employees deployed for the job at NBSC/BIRD, at his own cost (i.e., not on reimbursement basis).

Based on calculations shown above, the following Bid Format may be completed:-

PART –A (WAGES FOR NBSC)				
	Category of Staff Employed	Min. number of Staff to be employed	Wage rate per month * (Rs.)	Wages per annum (Rs.)
i	Security Guards [Watch and Ward (without arms)] including lady guards	16	31920	510720.00
ii	Reliever Security Guards [1/6 of (i) above]	03	5792.07	17376.21
iii	Fireman (deployed for 06 days with no reliever)	01	31920	31920.00
A	Total			560016.21
PART –B (WAGES FOR BIRD)				
	Category of Staff Employed	Min. number of Staff to be employed	Wage rate per month * (Rs.)	Wages per annum (Rs.)
i	Security Guard [Watch and Ward (without arms)] including lady guards	28	31920	893760.00
ii	Reliever Security Guards [1/6 of (i) above]	05	5792.07	28960.35
iii	Security Supervisor	03	34590	103770.00
iv	Reliever Security Supervisors [1/6 of (iii) above]	01	6305.31	6305.31
v	Firemen	03	31920	95760.00
vi	Reliever for Firemen [1/6 of (v) above]	01	5792.07	5792.07
B1	Total			1134347.73
B2	TOTAL WAGES FOR NBSC AND BIRD (A+B) (PER MONTH AT PRESENT RATE)			1694363.94
B3	B2 Rounded Off			1694364.00
C	TOTAL WAGES FOR NBSC AND BIRD (PER ANNUM AT PRESENT RATE) – B3 x 12			2,03,32,368.00

PART – C (RATE OF SERVICE CHARGE - AS % of TOTAL WAGES)		
Note: Bidders shall work out the Part C and arrive at the Service Charges of the bid, and calculate it in terms of the percentage of total wages at C above		
D1	SERVICE CHARGES as percentage of (C) above upto 02 decimal points (%)	_____ %
Percentage Rate in Words:		
D	Service Charges – in terms of absolute value in Rs.	
E	Sub-total (C + D)	
F	GST-Manpower @ 18% of (E)	
G	Grand Total (E + F) – AMC Value Per Year	

The minimum service charges in the procurement of Manpower Outsourcing service have been fixed as 3.85%. Any quote below this percentage shall be summarily rejected.

Note 1: - Bidders are advised to quote only the ‘Service Charges’ in the GeM portal at relevant place.

Note 2: - For all calculation, there shall be 30 working days in a month and a year shall comprise of 12 months.

Note 3: - No change shall be allowed in this table.

Note 4: - Minimum wages, ESI, EPF etc. above shall be paid as per Central Govt. Acts/Notifications including amendments/ modification.

Note 5:- EPF is calculated on Basic Wage.

Note 6:- Basic Wages plus VDA at Sl. No. A are as per Central Govt. Minimum Wages w.e.f. 01 April 2025 and will be revised as per amendments in due course.

Note 7: - Service Charges quoted would be applicable for the entire period i.e. up to 31 October 2027. However, revision in minimum wages and taxes may be considered as and when the same are revised by the Government.

The service charge should be reasonable as per prevailing market rates. The minimum service charges in the procurement of Manpower Outsourcing service have been fixed as 3.85%.

Note 10:- VDA=Variable Dearness Allowance, ESI= Employee State Insurance, EPF = Employee Provident Fund, EDLI= Employee Deposit Linked Insurance Scheme.

Additional Notes:

The contractor shall be paid per month the minimum wages of the workers deployed plus the Service Charges as a percentage of the minimum wages for NBSC & BIRD. The percentage arrived above will remain firm for the entire duration of the contract.

1. The rates will be exclusive of all taxes (The payment shall be subject to TDS and taxes as applicable at the time of payment) and valid for the currency of the contract. Even if the contracts are extended, the rates will not be changed by us and as per scope of work & BOQ.

2. No escalation or increase in the service charge will be given during the Contract period.

3. NBSC does not bind itself to accept any bids. The rates quoted by the tenderer/bidder should be able to demonstrate the capability of the tenderer/bidder to deliver the contract at the offered price. If required, NBSC may call written clarification from bidder, including detailed price analysis of the bid price in relation to scope, schedule, allocation of risks and responsibilities and any other requirements of the bid document and tenderer/bidder shall have to furnish Rate Analysis for the scrutiny of rates by NBSC within stipulated time.

4. **The minimum service charges may be 3.85%. Bids with Service Charges less than 3.85% may be summarily rejected by NBSC.**

5. **In case of 02 or more L1/ similar lowest bids, the final selection of bidder is done by GeM through system logic.**

6. The rates have to be quoted by including GST. The rates will be compared only after comparing rates with taxes while evaluation of the price bids.

7. The contractor has to submit one bill for NBSC and one bill for BIRD on monthly basis.

8. Deductions will be done in the bill payments as per the applicable penalty clauses in the tender document.

9. The contractor will comply with Labour Laws requirements and maintain the muster roll and wage register etc. and produce the same in the NBSC / BIRD office, if required. The contractor shall submit the necessary information/data to the concerned statutory authorities in the desired format.

I/we declare that:

a) The rates quoted are as per the conditions mentioned in this tender document.

b) The Financial Bid is liable to be rejected if any of the above rates and percentage are found not to be in compliance with the respective statutory laws.

Accepted all terms & conditions of price bid

Place		
Date		(Signature of the Tenderer)
Address		Name and Seal:

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	25-09-2025 16:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	25-09-2025 16:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	90 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Finance
विभाग का नाम/Department Name	Department Of Financial Services
संगठन का नाम/Organisation Name	National Bank For Agriculture And Ruraldevelopment
कार्यालय का नाम/Office Name	National Bank Staff College Lucknow
वस्तु श्रेणी /Item Category	Security Manpower Service (Version 2.0) - Office/Commercial/Institutions/ Residential; Unarmed Security Guard , Security Manpower Service (Version 2.0) - Office/Commercial/Institutions/ Residential; Security Supervisor , Security Manpower Service (Version 2.0) - Office/Commercial/Institutions/ Residential; Fire Guard
अनुबंध अवधि /Contract Period	2 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	250 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	7 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Exemption for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Exemption for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय-सीमा बढ़ाने के लिए आवश्यक न्यूनतम सहभागी विक्रेताओं की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
न्यूनतम मूल्य/Floor Price	This bid has been created/published with floor price(minimum value) selected by the Buyer. Service Providers are advised to quote above the minimum floor value.
अनुमानित बिड मूल्य /Estimated Bid Value	50000000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	AXIS BANK LTD
ईएमडी राशि/EMD Amount	500000

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	AXIS BANK LTD
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	27

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने है। एमएसई

कटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b).ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

लाभार्थी /Beneficiary :

Principal NBSC Lucknow

National Bank Staff College Lucknow, Sector-H, LDA Colony, Kanpur Road, Lucknow - 226012 Department of Financial Services, National Bank for Agriculture and Rural Development, Ministry of Finance
(The Principal Nbsc Lucknow)

UIN Number NCTGC2415P

विभाजन/Splitting

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	No
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एमएसई के लिए सक्षम प्राधिकारी का विवरण:/Details of the Competent Authority for MSE

सक्षम प्राधिकारी का नाम/Name of Competent Authority	The Principal NBSC
सक्षम प्राधिकारी का पदनाम/Designation of Competent Authority	Principal NBSC Lucknow
सक्षम प्राधिकारी का कार्यालय/विभाग/प्रभाग/Office / Department / Division of Competent Authority	NBSC Lucknow
सीए अनुमोदन संख्या/CA Approval Number	83708
सक्षम प्राधिकारी अनुमोदन तिथि/Competent Authority Approval Date	04-09-2025
सक्षम प्राधिकारी द्वारा प्रदान की गई स्वीकृति का संक्षिप्त विवरण//Brief Description of the Approval Granted by Competent Authority	This is tender for critical services, hence, relaxation for experience, turnover etc. may not be given.

Competent Authority Approval for not opting Micro and Small Enterprises Preference : [View Document](#)

1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

4. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

एक्सेल में अपलोड किए जाने की आवश्यकता /Excel Upload Required :

Financial Bid - [1756982532.xlsx](#)

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

The Bidder should have executed at least X No. projects with contract value not less than (Rs) yy for eachcontract of providing manpower services to Central/ State Government Departments/ Public SectorUndertakings/ Autonomous Bodies in last N financial years:As per tender document

The Bidder should have executed at least X No. projects with supply of xx..no. of manpower in eachcontract of providing manpower services to Central/ State Government Departments/ Public SectorUndertakings/ Autonomous Bodies in last N financial years:As per tender document

Additional Conditions specific to this bid:As per tender document

Scope Of Work For the Service:[1756982731.pdf](#)

Competent Authority Approval for the additional conditions:[1756982745.pdf](#)

This Bid is based on Least Cost Method Based Evaluation (LCS). The technical qualification parameters are:-

Parameter Name	Max Marks	Min Marks	Evaluation Document	Seller Document Required
As per Tender Document	100	80	View file	Yes

Total Minimum Passing Technical Marks: 80

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
12-09-2025 11:00:00	NBSC Lucknow

Security Manpower Service (Version 2.0) - Office/Commercial/Institutions/ Residential; Unarmed Security Guard (44)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Establishment / Area	Office/Commercial/Institutions/ Residential
Category of Profile	Unarmed Security Guard
Category of Skills	Skilled
Gender	No Preference
Duty Hours in a day	8
Qualification	High School
Ex Servicemen	Optional
Age Limit	Up to 50 years
Years of Experience	6 - 10 years
Additional Requirements for the Security Personnel	As per tender document
Is Geographical presence of the Service Provider registered office is required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Uttar Pradesh
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title For Optional Allowances 1	Uniform Allowance
Title For Optional Allowances 2	Uniform Washing Allowance

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	प्रेषित/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Manish Gupta	226012,NBSC CAMPUS, SECTOR-H, LDA COLONY, KANPUR ROAD, Lucknow	44	• Number of working days in a month : 30 • Tenure/ Duration of Employment (in months) : 24 • Basic Pay (Minimum daily wage) : 981 • Provident Fund (INR per day) : 60 • EDLI (INR per day) : 2.5 • ESI (INR per day) : 0 • EPF Admin charge (INR per day) : 2.5 • Bonus (INR per day) : 0 • Optional Allowance 1 (in Rupees) : 12 • Optional Allowance 2 (in Rupees) : 6 • Optional Allowance 3 (in Rupees) : 0

Security Manpower Service (Version 2.0) - Office/Commercial/Institutions/ Residential; Security Supervisor (3)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Establishment / Area	Office/Commercial/Institutions/ Residential
Category of Profile	Security Supervisor
Category of Skills	Highly Skilled
Gender	Male
Duty Hours in a day	8
Qualification	Not Required
Ex Servicemen	Yes
Age Limit	Up to 55 years
Years of Experience	6 – 10 years
Additional Requirements for the Security Personnel	As per tender document

विवरण/ Specification	मूल्य/ Values
Is Geographical presence of the Service Provider registered office is required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Uttar Pradesh
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title For Optional Allowances 1	Uniform Allowance
Title For Optional Allowances 2	Uniform Washing Allowance

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Manish Gupta	226012,NBSC CAMPUS, SECTOR-H, LDA COLONY, KANPUR ROAD, Lucknow	3	- Number of working days in a month : 30 - Tenure/ Duration of Employment (in months) : 24 - Basic Pay (Minimum daily wage) : 1065 - Provident Fund (INR per day) : 60 - EDLI (INR per day) : 2.5 - ESI (INR per day) : 0 - EPF Admin charge (INR per day) : 2.5 - Bonus (INR per day) : 0 - Optional Allowance 1 (in Rupees) : 15 - Optional Allowance 2 (in Rupees) : 8 - Optional Allowance 3 (in Rupees) : 0

Security Manpower Service (Version 2.0) - Office/Commercial/Institutions/ Residential; Fire Guard (4)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Establishment / Area	Office/Commercial/Institutions/ Residential
Category of Profile	Fire Guard
Category of Skills	Highly Skilled
Gender	Male
Duty Hours in a day	8
Qualification	Diploma
Ex Servicemen	Optional
Age Limit	Up to 50 years
Years of Experience	6 - 10 years
Additional Requirements for the Security Personnel	As per tender document
Is Geographical presence of the Service Provider registered office is required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Uttar Pradesh
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title For Optional Allowances 1	Uniform Allowance
Title For Optional Allowances 2	Uniform Washing Allowance

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Manish Gupta	226012,NBSC CAMPUS, SECTOR-H, LDA COLONY, KANPUR ROAD, Lucknow	4	• Number of working days in a month : 30 • Tenure/ Duration of Employment (in months) : 24 • Basic Pay (Minimum daily wage) : 981 • Provident Fund (INR per day) : 60 • EDLI (INR per day) : 2.5 • ESI (INR per day) : 0 • EPF Admin charge (INR per day) : 2.5 • Bonus (INR per day) : 0 • Optional Allowance 1 (in Rupees) : 12 • Optional Allowance 2 (in Rupees) : 6 • Optional Allowance 3 (in Rupees) : 0

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Generic

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

3. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name

National Bank for Agriculture and Rural Development (NABARD)
Account No.
NABADMN20

IFSC Code
NBRD0000002
Bank Name
NABARD
Branch address
Head Office, Mumbai

. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

4. **Buyer Added Bid Specific ATC**

Buyer uploaded ATC document [Click here to view the file.](#)

5. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

Due to system constraints on GeM portal, it is advised that the bidders must refer to our Tender Document for complete and exact details pertaining to this tender. The contents of the Tender document will be considered final in case of any contradiction anywhere regarding any point. The tender document has been uploaded at relevant places in this Bid and is also available on www.nabard.org/tenders.

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6. **Buyer Added Bid Specific Scope Of Work(SOW)**

File Attachment [Click here to view the file.](#)

अस्वीकरण/Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the

case may be.

15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---