

राष्ट्रीय अवसंरचना वित्तपोषण और विकास बैंक (नैबफिड)

National Bank for Financing Infrastructure and Development (NaBFID)
(संसद के अधिनियम के माध्यम से स्थापित एक अखिल भारतीय विकास वित्तीय संस्थान)
(An All-India Development Financial Institution established through an act of Parliament)

नैबफिड के 'द कैपिटल', बांद्रा कुर्ला कॉम्प्लेक्स स्थित कार्यालय परिसर (30,430.27 वर्ग फुट) के लिए एकीकृत सुविधा प्रबंधन सेवाओं हेतु सीमित निविदा/ प्रस्ताव का अनुरोध (आरएफपी)

Limited Tender/ Request for Proposal (RFP) for Integrated Facility Management Services For NaBFID's Office Premises Admeasuring 30,430.27 sq ft at The Capital, Bandra Kurla Complex

(Limited RFP – Bidding through GeM Portal Only)

(Participation in this Limited RFP shall be restricted to only those Service Providers to whom this RFP has been Issued)

जारी करने वाला कार्यालय और पता:

राष्ट्रीय अवसंरचना वित्तपोषण और विकास बैंक (नैबफिड)

द कैपिटल, ए विंग,

15 वीं मंजिल- 1503, जी ब्लॉक,

बांद्रा कुर्ला कॉम्प्लेक्स, बांद्रा (पूर्व),

मुंबई – 400051

Issuing Office and Address:

National Bank for Financing Infrastructure and Development (NaBFID),

The Capital, A Wing,

15th Floor - 1503, G Block,

Bandra Kurla Complex, Bandra (East),

Mumbai – 400051

प्रश्नों के लिए, कृपया संपर्क करें:

श्री कुशल क्षेत्री – 022-41042116

ईमेल आईडी: rfp@nabfid.org

For queries, please contact:

Shri Kushal Chetry - 022-41042116

Email ID: rfp@nabfid.org

भरे हुए आवेदन की प्राप्ति की अंतिम तिथि और समय

15 सितम्बर 2026 को 1500 बजे (दोपहर 03:00 बजे) तक।

Last date and time for receipt of filled in application

September 15, 2026, upto 1500 hrs (03:00 PM).

**विवरण सूची
Schedule of Events**

जारी करने वाले विभाग का संपर्क विवरण (इस आरएफपी के संबंध में किसी भी प्रकार का पत्राचार भेजने के लिए नाम, पदनाम, संपर्क नंबर, ईमेल पता)	प्रमुख – प्रशासन राष्ट्रीय अवसंरचना वित्तपोषण और विकास बैंक (नैबफिड) द कैपिटल, ए विंग, 15 वीं मंजिल- 1503, जी ब्लॉक, बांद्रा कुर्ला कॉम्प्लेक्स, बांद्रा (पूर्व), मुंबई – 400051 rfp@nabfid.org (किसी भी प्रश्न के लिए, कृपया संपर्क करें) श्री कुशल क्षेत्री - 022-41042116 Head - Administration National Bank for Financing Infrastructure and Development (NaBFID), The Capital, A Wing, 15th Floor - 1503, G Block, Bandra Kurla Complex, Bandra (East), Mumbai – 400051 rfp@nabfid.org For any queries, please contact Shri Kushal Chetry - 022-41042116
Contact details of RFP Issuing Office (Name, Designation, Contact No., Email address for sending any kind of correspondence regarding this RFP)	
परिवर्तन/संशोधन सहित, यदि कोई हो तो, जारी किए जाने वाले बोली दस्तावेज की उपलब्धता	ज़रूरी फ़ॉर्म, घोषणा-पत्र और और वाणिज्यिक बोलियों के प्रारूप संलग्न हैं और वेबसाइट https://nabfid.org/ or https://gem.gov.in/ से डाउनलोड किए जा सकते हैं The formats of necessary Forms & Declarations and Commercial Bids are attached and may be downloaded from the website https://nabfid.org/ or https://gem.gov.in/
Bid document availability including changes / amendments, if any to be issued	
बोली शुरू होने की तिथि	31 अगस्त 2026, 1200 बजे से
Date of commencement of RFP	August 31, 2026, from 1200 Hrs
आरएफपी दस्तावेज़ के खंड के अनुसार लिखित रूप में बोलीदाताओं के पूर्व-बोली स्पष्टीकरण प्राप्त करने की अंतिम तिथि और समय	03 सितम्बर, 2026, 1500h (दोपहर 03:00 बजे) तक (स्पष्टीकरण पोस्ट करने के लिए नैबफिड ईमेल आईडी) rfp@nabfid.org
Last date and time of receiving Bidders' Pre-bid clarifications in writing preferably as per clause of RFP document	September 03, 2026, by 1500 Hrs (03:00 PM) (NaBFID Email Id for posting clarifications) – rfp@nabfid.org
पूर्व-बोली बैठक की तिथि, समय और स्थान	04 सितम्बर, 2026, 1100 बजे से स्थान: राष्ट्रीय अवसंरचना वित्तपोषण और विकास बैंक (नैबफिड) द कैपिटल, ए विंग, 15 वीं मंजिल- 1503, जी ब्लॉक, बांद्रा कुर्ला कॉम्प्लेक्स, बांद्रा (पूर्व), मुंबई – 400051
Date, time and Venue of Pre-bid Meeting	September 04, 2026, from 1100 Hrs

	Venue: National Bank for Financing Infrastructure and Development (NaBFID), The Capital, A Wing, 15th Floor - 1503, G Block, Bandra Kurla Complex, Bandra (East), Mumbai – 400051
बोलीदाताओं द्वारा अनुरोधित स्पष्टीकरणों पर प्रतिक्रिया देने की तिथि	07 सितम्बर, 2026
Date of responding to the clarifications requested by the Bidders	September 07, 2026
बोली लगाने की अंतिम तिथि और समय प्रस्तुत करने	वाणिज्यिक निविदा सहित समस्त दस्तावेज जमा करने की तिथि 15 सितम्बर 2026, 1500 (दोपहर 03:00 बजे) तक होगी
Last date and time for Bid submission	Date of submission of all documents will be September 15, 2026, by 1500 Hrs (03:00 PM).
बोलियाँ जमा करने का पता	सिर्फ GeM पोर्टल पर, बिड (बोली) से जुड़े दस्तावेज rfp@nabfid.org पर भी जमा किए जा सकते हैं।
Address for submission of Bids	GeM portal only, Bid documents may additionally be submitted at: rfp@nabfid.org
बयाना राशि (ईएमडी)	रुपये 1,00,000/= (रुपये एक लाख मात्र) "नेशनल बैंक फॉर फाइनेंसिंग इंफ्रास्ट्रक्चर एंड डेवलपमेंट" के पक्ष में मुंबई में देय डिमांड ड्राफ्ट / बैंकर चेक के माध्यम से। ऊपर बताई गई रकम के बैंक ड्राफ्ट/बैंकर चेक की स्कैन कॉपी GeM पर अपलोड की जानी चाहिए। हालाँकि, ऑरिजिनल डिमांड ड्राफ्ट/बैंकर चेक बिड खुलने की तारीख से पहले इस आर.एफ.पी. में बताए गए हमारे कार्यालयीन पते पर जमा किया जाना चाहिए। सफल बोलीदाता की घोषणा के बाद, असफल बोलीदाताओं की ईएमडी सफल बोलीदाता की घोषणा की तारीख से 30 दिनों के भीतर बिना ब्याज के वापस कर दी जाएगी। सफल बोलीदाता के मामले में, बिना ब्याज वाली बयाना राशि को अपने पास रखा जाएगा और प्रदर्शन सुरक्षा जमा (परफॉर्मंस सिक्योरिटी डिपॉजिट) मिलने के बाद लौटा दिया जाएगा।
Earnest Money Deposit (EMD)	INR 1,00,000/- (Rupees One Lakh Only) By means of Demand Draft/ Banker's Cheque payable at Mumbai in favour of "National Bank for Financing, Infrastructure and Development". Scanned copy of Demand Draft/ Banker's Cheque of above amount to be uploaded on GeM. However, demand draft/banker's cheque in original be submitted at our official address

	mentioned in this RFP before Bid opening date. After award of contract to the successful Bidder, EMD of unsuccessful Bidders shall be returned without interest within 30 days from the date of declaration of successful Bidder. For successful Bidder, the Interest Free EMD will be retained and returned post receipt of Performance Security Deposit.
प्रदर्शन सुरक्षा जमा	संस्थान द्वारा चुने गए सफल बोलीदाता को स्वीकृत "कुल अनुबंध मूल्य" के 10% के बराबर राशि, बिना ब्याज वाली सुरक्षा जमा (सिक्योरिटी डिपॉजिट) के रूप में जमा करनी होगी, अथवा पुनः किसी राष्ट्रीयकृत/अनुसूचित कमर्शियल बैंक द्वारा जारी बैंक गारंटी (बी.जी.) देनी होगी। यह बैंक गारंटी "नेशनल बैंक फॉर इंफ्रास्ट्रक्चर फाइनेंसिंग एंड डेवलपमेंट" के पक्ष में और मुंबई में देय होनी चाहिए। बैंक गारंटी (बी.जी.) बैंक के स्वीकृत प्रारूप (अनुलग्नक-I के अनुसार) में होनी चाहिए।
Performance Security Deposit	The successful bidder declared by the Institution shall be bound to deposit a sum equivalent to 10% of accepted "Total Contract Value" as interest free Performance Security Deposit (SD) OR Bank Guarantee (BG) issued by any Nationalized / Scheduled Commercial Bank favoring " National Bank for Infrastructure Financing & Development " payable at Mumbai. The Bank Guarantee (BG) must be in Bank's approved format as per Annexure-'I'.
बोलियों की वैधता की अवधि	15 सितम्बर, 2026 से 180 दिन, अर्थात् बोलियाँ जमा करने की अंतिम तिथि।
Period of validity of Bids	180 days from September 15, 2026, i.e. the last date of submission of Bids.
कार्य प्रारंभ करने की तिथि	अवॉर्ड पत्र (एल.ओ.ए.)/क्रय आदेश (पी.ओ) जारी होने के पश्चात। (कार्य प्रारंभ होने की संभावित तिथि 01 नवंबर, 2026 होगी, अथवा बैंक के निर्णयानुसार इससे पहले भी हो सकती है।)
Date of Commencement of Work	Post issuance of Letter of Award (LoA)/ Purchase Order (PO). (Likely date for commencement of work will be either November 01, 2026, or earlier as decided by the Bank).
अनुबंध की अवधि	अनुबंध की अवधि अनुबंध (एस.एल.ए. एवं अन्य कोई दस्तावेज़, यदि कोई हो) की तिथि से प्रारंभ होकर 2 वर्ष होगी, जिसमें अधिकतम एक (01) वर्ष तक विस्तार का प्रावधान होगा, बशर्ते कि प्रदर्शन संतोषजनक हो तथा यह पूर्णतः नैबफिड के एकमात्र विवेकाधिकार पर निर्भर करेगा।
Tenure of Contract	The period of the contract will be 2 years commencing from the date of the contract (SLA & any other document, if any)

	with a provision for extension by up to one (01) year , subject to satisfactory performance and at the sole discretion of NaBFID.
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Note:

- *In case of any discrepancy between the Hindi and English Version, the matter mentioned in English version shall prevail.*
- *Every agreement must be stamp of Rs. 500 or as per the State Stamp Act.*
- *NaBFID reserves the right to change dates & time without assigning any reasons thereof. Intimation of the same shall be notified on the Bank's website.*
- *This bid document is not transferable.*
- *If a holiday is declared on the dates mentioned above, the bids shall be received / opened on the next working day at the same time specified above and at the same venue unless communicated otherwise.*
- *In case of discrepancy in values in the financial amounts as visible on financial bid comparison screen of GeM portal and documents uploaded on the portal, the amount visible on financial bid comparison screen of GeM portal will be considered as final.*
- *In case of discrepancy in documents uploaded on GeM portal with the documents received through email, the documents uploaded on GeM portal will prevail.*
- *EMD of unsuccessful bidders will be returned within 30 days after declaration of successful Bidder.*

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- 35) Disputes/Arbitration [applicable in case of successful Bidder only]
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Annexure - A: - Bid Form

Annexure - B: - Scope of Work

**Request for Proposal (RFP) for Integrated Facility Management Services
at NaBFID's Offices at The Capital, Bandra Kurla Complex**

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- Annexure - L: - Monthly Compliance Undertaking

1. Invitation to Bid

- a) **National Bank for Financing Infrastructure and Development** (herein after referred to as '**NaBFID /the Institution**') is having its present office at **NaBFID, A-Wing, 15th Floor-1503, The Capital Building, G-Block, Bandra-Kurla Complex, Mumbai - 400051.**
- b) NaBFID proposes to invite Bids from eligible Bidders as per details/scope of work mentioned in **Annexure - B** of this RFP document for providing Integrated Facility Management Services for its Offices (Unit No. – 1004 & Unit No 1503, A-Wing) at The Capital situated in Bandra-Kurla Complex (BKC), Mumbai. **Participation in this Limited RFP shall be restricted to only those service providers to whom this RFP has been issued.**
- c) Eligible bidders are advised to go through the entire RFP before submission of bids. The bidders desirous of taking up the project for providing proposed services for the Institution are invited to submit their commercial proposal in response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful bidder will be entirely at Bank's discretion. The RFP seeks proposals from bidders having necessary experience, capability, and expertise to provide Integrated Facility Management Services to the Bank adhering to the requirements outlined in this RFP.
- d) There should not be any deviation or assumption in terms and conditions as have been stipulated in this RFP document. Conditional tenders shall be summarily rejected. Prior to the detailed evaluation, the Bank will determine the responsiveness of each Bid. For purposes of this clause, a responsive Bid is one, which conforms to all the terms and conditions of the tender in toto, without any deviation or assumption.
- e) Bidder shall mean any entity (i.e. juristic person) who meets the eligibility criteria and is willing to provide the service as required in this RFP. The interested Bidders who agree to all the terms and conditions contained in this RFP may submit their Bids with the information desired in this RFP. Consortium bidding is not permitted under this RFP.
- f) Details pertaining to submission of Bids, contact details including email address for sending communications are given in Schedule of Events of this RFP.
- g) This RFP document shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.
- h) Please note that all the information desired need to be provided. Incomplete information may lead to non-consideration of the proposal.
- i) The information provided by the bidders in response to this RFP document will become the property of NaBFID and will not be returned. The Bank reserves the right to amend, rescind or reissue this Tender and all amendments will be advised to the bidders and such amendments will be binding on them.

2. Disclaimer:

- (a) The information contained in this RFP or information provided subsequently to Bidder(s) whether verbally or in documentary form/email by or on behalf of NaBFID, is subject to the terms and conditions set out in this RFP.

(b) This RFP is not an offer by NaBFID, but an invitation to receive responses from the eligible Bidders. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract/Agreement is signed and executed by duly authorized official(s) of NaBFID with the selected Bidder.

(c) The purpose of this RFP is to provide the Bidder(s) with information to assist them in preparation of their bid proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and check the accuracy, reliability and completeness of the information contained in this RFP and wherever necessary, should obtain independent advices / clarifications. Institution may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

(d) The Institution, its employees and advisors make no representation or warranty and shall have no liability to any person, including any applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process.

(e) The Institution also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

(f) The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding document. Failure to furnish all information required by the bidding document or to submit a bid not substantially responsive to the bidding document in all respect will be at the Bidder's risk and may result in rejection of the Bid.

(g) The issue of this RFP does not imply that the Institution is bound to select a Bidder or to award the contract to the Selected Bidder, as the case may be, for the Project and the Institution reserves the right to reject all or any of the Bids or Bidders without assigning any reason whatsoever before issuance of purchase order and/or its acceptance thereof by the successful Bidder as defined in Award Criteria and Award of Contract in this RFP. The Institution has the right to reject all the applications and to go in for re-advertisement without assigning any reason thereof.

3. Definitions:

In this connection, the following terms shall be interpreted as indicated below:

a) **“NaBFID”** means the National Bank for Financing Infrastructure and Development as incorporated under the National Bank for Financing Infrastructure and Development (NaBFID) Act, 2021. NaBFID, in some places referred to as “Institution/ Bank” in this RFP.

b) **“Bidder” (including Offeror, Tenderer)** means an eligible person/legal entity/firm etc submitting the Bid in response to this RFP and shall include his/her/their legal heirs, successors and assigns.

c) **“Bid”** means the written reply or submission of response to this RFP, Bid and Bid Document are used to mean the same.

- d) **“FMS”** means Facility Management Services and in some places referred to as “Service Provider”.
- e) **“EMD”** means Earnest Money Deposit.
- f) **“Bank Guarantee or BG”** means performance security by the Vendor.
- g) **“RFP”** means Request for Proposal. Tender and RFP Document are used to mean the same.
- h) **“Contract”** means the agreement entered into between NaBFID and Service Provider, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- i) **“Selected Bidder/Service Provider”** is the successful Bidder found eligible as per eligibility criteria set out in this RFP.
- j) **“Services”** means all services, scope of work and deliverables to be provided by a Bidder as described in the RFP and include provision of technical assistance, training, certifications, auditing and other obligation of Bidder covered under this RFP.
- k) **“Purchase Order (PO) or Letter of Award (LoA)”** means an official document issued by NaBFID to the selected bidder awarding the contract.
- l) **“Total Contract Price/Total Project Cost/TCO”** means the price payable to Service Provider over the entire period of Contract for the full and proper performance of its contractual obligations.
- m) **“Scheduled Commercial Bank”** means all banks that are included in the second schedule to the Reserve Bank of India Act, 1934.

4. Scope of Work:

As given under **Annexure – B** of this RFP

5. Cost of Bid document:

The participating Bidder(s) shall bear all the costs associated with or relating to the preparation and submission of their Bids including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstration or presentations which may be required by the Institution or any other costs incurred in connection with or relating to their Bid. The Institution shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder regardless of the conduct or outcome of the bidding process.

6. Pre-bid clarification and amendments in RFP

- (a) Bidder requiring any clarification of the Bidding Document may notify the Institution in writing **strictly as per the format given in Annexure-F** at the address/by e-mail stated in this RFP within the date/time mentioned in the schedule of events.
- (b) Pre-bid clarifications (if any) will be provided as per time specified in the schedule of events.

(c) The queries received (without identifying source of query) and response of the Institution thereof will be posted on the Institution's website (www.nabfid.org) or conveyed to the Bidders.

(d) NaBFID reserves the right to amend, rescind or reissue the RFP, at any time prior to the deadline for submission of Bids. The Institution, for any reason, whether, on its own initiative or in response to a clarification requested by a prospective Bidder, may modify the bidding document, by amendment which will be made available to the bidders by way of corrigendum/addendum. The interested parties/bidders are advised to check the Institution's website (www.nabfid.org) regularly till the date of submission of Bid document specified in the schedule of events/email and ensure that clarifications / amendments issued by the Institution, if any, have been taken into consideration before submitting the bid. Such amendments/clarifications, if any, issued by the Institution will be binding on the participating Bidders. Institution will not take any responsibility for any such omissions by the Bidder. NaBFID, at its own discretion, may extend the deadline for submission of Bids in order to allow prospective Bidders a reasonable time to prepare the Bid, for taking the amendment into account. Nothing in this RFP or any addenda is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addressed in this RFP or any addenda thereof.

(e) No request for change in commercial/legal terms and conditions will be entertained and queries in this regard, therefore will not be entertained.

(f) Queries received after the scheduled date and time will not be responded/acted upon.

7. Contents of bidding document:

a) The Bidder must thoroughly study/analyse and properly understand the contents of this RFP, its meaning and impact of the information contained therein.

b) Misrepresentation by the Bidder or failure to furnish all information required in the bidding document or submission of Bid not responsive to the bidding documents in any respect will be at the Bidder's risk and responsibility and the same may finally result in rejection of its Bid. NaBFID has made considerable effort to ensure that accurate information is contained in this RFP and is supplied solely as guidelines for Bidders.

c) Nothing in this RFP or any addenda is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters contained in RFP and its addenda, if any.

d) The Bid prepared by the Bidder, as well as all correspondences and documents relating to the bid exchanged by the Bidder and the Institution and supporting documents and printed literature shall be submitted in English.

e) The information provided by the Bidders in response to this RFP will become the property of NaBFID and will not be returned. Incomplete information in bid document may lead to non-consideration of the proposal. If bidder(s) made any concealment or false statement in RFP then their proposal/bid shall be cancelled / rejected.

8. Earnest Money Deposit (EMD):

(a) The Bidder shall furnish EMD of Rs. 1,00,000 (Rupees One lakh only) by way of a Demand Draft/ Banker's Cheque in favour of "National Bank for Financing Infrastructure and Development" payable at Mumbai.

- (b) Scanned copy of Demand Draft/ Banker's Cheque of above amount is to be uploaded on GeM. However, demand draft/banker's cheque in original shall be submitted at our official address mentioned in this RFP before Bid opening date.
- (c) EMD is required to protect the Institution against the risk of Bidder's conduct.
- (d) Any Bid not accompanied by EMD for the specified amount as mentioned elsewhere in the RFP will be rejected as non-responsive.
- (e) EMD of unsuccessful Bidders shall be returned without interest within 30 days from the date of declaration of successful Bidder. For successful Bidder, the Interest Free EMD will be retained and returned post receipt of Performance Security Deposit.
- (f) No interest is payable on EMD.
- (g) The EMD may be forfeited: -
 - (i) if a Bidder withdraws the Bid during the period of Bid validity specified in this RFP; or
 - (ii) if a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Agreement; or
 - (iii) if the successful Bidder fails to sign the contract/Agreement within the time period as specified in the RFP/Purchase Order.
- (h) If EMD is forfeited for any reasons mentioned above, the concerned Bidder may be debarred from participating in the RFPs floated by the Institution, in future, as per sole discretion of NaBFID.

Exemption of EMD

Micro & Small Enterprises (MSE) units and Start-ups* are exempted from payment of EMD provided the products and/or services they are offering, are manufactured and/or services rendered by them. Exemption as stated above is not applicable for selling products and/or services, manufactured/ rendered by other companies. Bidder should submit supporting documents issued by competent Govt. bodies to become eligible for the above exemption. Bidders may please note: NSIC certificate/ Udyog Aadhar Memorandum/Udyam Registration Certificate should cover the items tendered to get EMD exemptions. Certificate/ Memorandum should be valid as on due date / extended due date for Bid submission. "Start-up" company should enclose the valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India with the technical bid. * In case of bidders registered with NSIC/Udyog Aadhaar as MSE or a Startup Company, they are eligible for waiver of EMD. However, MSE bidders need to provide valid NSIC/MSE Certificate clearly mentioning that they are registered with NSIC under single point registration scheme or Udyog Aadhaar. Start-up bidders are required to submit Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce & Industry, Government of India.

Bidders claiming for MSE/Start-up benefits should register with GeM portal and waiving of EMD will be extended as per GeM terms. Bidder who solely on its own, fulfils each eligibility criteria condition as per the RFP terms and conditions and who are having MSE or Start-up company status, can claim exemption for EMD.

If all these conditions are not fulfilled or supporting documents are not submitted with the technical Bid, then all those Bids without EMD will be summarily rejected and no queries will be entertained.

9. Bid preparation and submission:

- (a) Documents mentioned below are to be uploaded on GeM portal only. The same documents duly signed by the authorized signatory may additionally be sent on rfp@nabfid.org.
- (b) The bidders are advised to upload required documents on GeM portal before the end date and time of submission of bid as mentioned in the RFP. All the required documents should be signed / stamped by the authorized person(s) before uploading on GeM portal.
- (c) Bid not accompanied by any one or more documents mentioned in this RFP may be rejected and the price bid of such bidder may not be opened.
- (d) The Bid should constitute the Eligibility Documents and Commercial Bid along with the supporting documents highlighted in **Annexure-A, C, D, E, F, I, & J** and **Annexure- G**.
- (e) The Commercial Bid should be uploaded separately.

Bidders may please note:

- (i) **Care should be taken that any price information should not be mentioned in any other document. Such proposal, if received, will be rejected.**
- (ii) The Bid document shall be complete in accordance with various clauses of the RFP document, duly signed by the authorized representative of the Bidder and stamped with the official stamp of the Bidder(s). Board resolution or Power of Attorney authorizing representative to bid and make commitments on behalf of the Bidder is to be attached.
- (iii) Prices quoted by the Bidder shall remain fixed for the period specified in the RFP and shall not be subject to variation on any count. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
- (iv) If deemed necessary, the Institution may seek clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substances of the bid already submitted or the price quoted.
- (v) The Bidder may also be asked to give presentation for the purpose of clarification of the Bid.
- (vi) The Bidder must provide specific and factual replies to the points raised in the RFP.
- (vii) The Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract.

(viii) All the enclosures to the Bid shall be serially numbered with rubber stamp of the participating Bidder entity. The person or persons signing the Bids shall initial all pages of the Bids.

(ix) Any inter-lineation, erasures or overwriting shall be valid **only** if they are initialled by the person signing the bids.

(x) The Institution reserves the right to reject bids not conforming to above.

10. Deadline for Submission of Bids:

Bids must be submitted through GeM Portal only. Additionally, they may be sent through email at rfp@nabfid.org by the date and time mentioned in the "Schedule of Events".

(a) In case the Institution extends the scheduled date of submission of Bid document, the Bids shall be submitted by the time and date rescheduled. All rights and obligations of the Institution and Bidders will remain the same.

(b) Any Bid received after the deadline for submission of Bids prescribed, will not be considered for evaluation and will be treated as rejected.

11. Modification and Withdrawal of Bids

(a) The Bidder may modify or withdraw its Bid after the Bid's submission, provided modification, including substitution or withdrawal of the Bids, received by NaBFID, prior to the deadline prescribed for submission of Bids.

(b) No modification in the Bid shall be allowed, after the deadline for submission of Bids.

(c) No Bid shall be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified in this RFP. Withdrawal of a Bid during this interval may result in appropriate action as per the terms of this RFP.

12. Period of Validity of Bids:

(a) Bids shall remain valid for 180 days from September 15, 2026, i.e. the last date of submission of Bids. A shorter period is liable to be rejected by the Institution as non-responsive.

(b) In exceptional circumstances, the Institution may solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder is free to refuse the request, however, in such case; Institution will not forfeit its EMD. However, any extension of validity of bids will not entitle the bidder to revise/modify the bid document.

(c) The Institution reserves the right to call for fresh quotes at any time during the validity period, if considered, necessary.

13. Bid Integrity:

Wilful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that Institution may take. All the submissions, including any accompanying documents, will become property of NaBFID.

14. Evaluation Methodology:

Commercial Bids of only those offers, who submit all the required documents and formats as detailed in the RFP will be opened. On the basis of the rates quoted, the Bidders shall be ranked. The Bidder quoting the lowest will be ranked as L1 followed by the Bidders quoting higher rates as L2, L3 etc. The L-1 Bidder will be invited for discussion, if required and shall be considered for accepting his/their offer.

(a) The Institution will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed, EMD for the desired amount and validity period is available and the Bids are generally in order. The Institution may, at its discretion, waive any minor non-conformity or irregularity in a Bid which does not constitute a material deviation.

(b) Prior to the detailed evaluation, the Institution will determine the responsiveness of each Bid to the bidding document. For purposes of these clauses, a responsive Bid is one, which conforms to all the terms and conditions of the bidding document in toto, without any deviation.

(c) The Institution's determination of a Bid's responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.

(d) If a Bid is not responsive, it will be rejected by the Institution and will not, subsequently, be made responsive by the Bidder by correction of the non-conformity.

(e) During evaluation and comparison of Bids, the Institution may, at its discretion ask the Bidders for clarification on the Bids received. The request for clarification shall be in writing and no change in prices or substance of the Bid shall be sought, offered or permitted. No post Bid clarification at the initiative of the Bidder shall be entertained.

Evaluation of Commercial Bid and finalization:

Errors, if any, in the price breakup format will be rectified as under:

- (i) If there is a discrepancy between the unit price and total price, the unit price shall prevail, and;
- (ii) If there is a discrepancy in the price quoted in figures and words, the prices in words shall prevail.

15. Contacting the Institution:

(a) No Bidder shall contact the Institution on any matter relating to its Bid, from the time of opening of price Bid to the time, the contract is awarded.

(b) Any effort by a Bidder to influence the Institution in its decisions on Bid evaluation, Bid comparison or contract award may result in the rejection of the Bidder's Bid.

16. Award Criteria and Award of Contract:

- (a) NaBFID will notify the successful Bidder in writing through letter or email that its Bid has been accepted. The selected Bidder has to return the duplicate copy of the same to NaBFID within 7 working days, duly accepted, stamped and signed by authorized signatory in token of acceptance.
- (b) Copy of board resolution and/or Power of Attorney (POA or minutes of the partner's or authority letter wherever applicable) showing that the signatory has been duly authorized to sign the acceptance letter.
- (c) Till execution of a formal contract, the RFP, along with NaBFID's notification of award of the contract and Service Provider's acceptance thereof, would be binding contractual obligation between NaBFID and the successful Bidder.
- (d) NaBFID reserves the right to stipulate, at the time of finalization of the Contract, any other document(s) to be enclosed as a part of the final Contract. The contract / SLA shall be executed within 21 days of acceptance LoA/ PO. Execution of the SLA shall be subject to the Service Provider's submission of the Performance Security Deposit within 7 days from the acceptance of LoA/ PO.
- (e) The Performance Security Deposit shall remain valid throughout the term of the Contract. The claim period under the Performance Security Deposit shall extend for a minimum of ninety (90) days beyond the expiry or termination of the Contract, as applicable.
- (f) In the event the Contract is extended for a further period of one (1) year, the Service Provider shall, prior to such extension or within the time specified by the Bank, furnish an extended or renewed Performance Security Deposit in accordance with the terms and conditions of the extended Contract. Such Performance Security Deposit shall remain valid for the entire extended Contract period, together with the applicable claim period.
- (g) Failure of the successful Bidder to comply with the requirements/terms and conditions of this RFP shall constitute sufficient grounds for the annulment of the award.
- (h) The selected Bidder would need to execute, a service level agreement (SLA) / Memorandum of Understanding (MoU as the case may be which will include all the services and terms and conditions of the services to be extended as detailed in the RFP, and as may be prescribed or recommended by NaBFID. The cost and expenditure of the same needs to be borne by the vendor.
- (i) EMD of unsuccessful Bidders shall be returned without interest within 30 days from the date of declaration of successful Bidder.

17. Power to Vary or Omit Works

- a) No alterations, amendments, omissions, additions, suspensions or variations of the work (hereinafter referred to as variation) under the Contract shall be made by the successful Bidder except as directed in writing by NaBFID. NaBFID shall have full powers, subject to the provision herein after contained, from time to time during the execution of the Contract, by notice in writing to instruct the successful Bidder to make any variation without prejudice to the Contract. The finally selected Bidder shall carry out such variation and be bound by the

same conditions as far as applicable as though the said variations occurred in the contract documents. If any, suggested variations would, in the opinion of the finally selected Bidder, if carried out, prevent him from fulfilling any of his obligations under the Contract, he shall notify NaBFID thereof in writing with reasons for holding such opinion and NaBFID (if required) shall instruct the successful Bidder to make such other modified variation without prejudice to the Contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If NaBFID confirms its instructions, the successful Bidder's obligations shall be modified to such an extent as may be mutually agreed. Any agreed difference in cost occasioned by such variation shall be added to or deducted from the Total Contract Price as the case may be. *The determination as to increase or decrease in cost occasioned by any variation shall be done by NaBFID and any such determination shall be binding on the successful Bidder.*

b) In any case in which the successful Bidder has received instructions from NaBFID as to the requirements for carrying out the altered or additional substituted work which either then or later on, will in the opinion of the finally selected Bidder, involve a claim for additional payments, such additional payments shall be mutually agreed in line with the terms and conditions of the order.

c) If any change in the work is likely to result in reduction in cost, the parties shall agree in writing so as to the extent of change in Total Contract Price, before the finally selected Bidder proceeds with the change.

18. Contract Amendment

No variation in or modification of the terms of the Contract shall be made, except by written amendment, mutually agreed and signed by the parties.

19. NaBFID's right to accept any bid and to reject any or all Bids:

NaBFID reserves the right to accept or reject any Bid in part or in full or to cancel the bidding process and reject all Bids at any time prior to contract award as specified in point no 16 (Award Criteria and Award of Contract), without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for NaBFID's action.

20. Penalties:

The Service Provider shall ensure that all services are delivered in accordance with the Service Levels prescribed in this RFP. Failure to achieve the prescribed service levels shall attract Penalties without prejudice to any other contractual rights available to NaBFID.

The penalties specified below shall be deducted from the monthly service charges. However, the cumulative penalty for any month shall ordinarily not exceed **10% of the monthly contract value**, beyond which NaBFID may initiate appropriate contractual action, including issuance of warning, invocation of Performance Security, or termination of the Contract for persistent non-performance. Penalty and Liquidated Damages shall not be applicable concurrently for the same delay or breach.

In cases of Critical Non-Compliance Events, the Service Provider shall rectify deficiencies within such time as may be specified by NaBFID, failing which penalties may be imposed; however, NaBFID may, at its sole discretion, waive or defer penalties if the deficiency is rectified to its

satisfaction. Penalties shall be imposed in accordance with the SLA/KPI framework and the deficiency classification set out below:

Sr No	Shortage/ Defaults	Service Level requirement	Penalty Up-to (Per Day)
1.	Less than benchmarked Deployment for Service Delivery	100% deployment	Rs 1,500/- per day per personnel
2.	Use of unapproved Chemicals for Cleaning or Pest Control	Not permitted	Rs 1,000 per instance and rectification of defects by repairs/ replacement, as applicable
3.	Using substandard/ unapproved janitorial supplies or deployment of untrained/ unqualified service personnel	Nil tolerance	
4.	Stock below 02 weeks benchmarked level at any given time	Immediate Rectification	To be rectified within 02 working days of reporting, thereafter Rs 1,000 per day
5.	Services not delivered as per Schedule	100% compliance	Rs 500 on reporting of 5 th instance
6.	Equipment not available or non-functional (as detailed in para 2.A.(e) of the Scope of Work)	100% availability	Repairs to be attended within 03 days or replacement to be made available, in case repairs exceed the said timeline.
7.	Delay in rectification/ repairs to Bank's property beyond committed timeline	Within 03-07 days	Rs 500 per day beyond agreed timeline
8.	Smoking, alcohol or tobacco consumption, narcotics, gambling, or any misconduct in the Bank's premises and entire building housing the premises including its periphery	Nil Tolerance	Immediate removal from Bank's premises + ₹2,000 per incident
9.	Attending Minor Issues (reported by Administration Department of the Bank)		Rs 500 on reporting of 5 th instance

The penalties specified above are indicative. NaBFID reserves the right to recover any additional loss or damage suffered due to negligence, non-performance, breach of statutory obligations, or violation of contractual conditions by the Service Provider. Persistent failure to meet the prescribed Service Levels may constitute a material breach of the Contract and may result in termination, forfeiture of Performance Security, and/or blacklisting.

21. Right to Verification:

NaBFID reserves the right to verify any or all of the statements made by the Bidder in the Bid document and to inspect the Bidder's facility, if necessary, to establish to its satisfaction about the

Bidder's capacity/capabilities to perform the job. The Bidder is expected to extend all necessary assistance in this regard, failing which NaBFID reserves the right to reject the Bid.

22. Right to Audit:

The institution shall have right to conduct audits by its internal/ external auditors or by agents appointed to act on its behalf. In this case Service Provider shall furnish all relevant information, records/data to such auditors and/or inspecting officials.

Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by NaBFID or in the certification submitted by the auditors, the Service Provider shall correct/resolve the same at the earliest and /or within timelines stipulated by NaBFID and shall provide all necessary documents related to resolution thereof.

23. Sub-Contracting the work:

The service provider shall not directly or indirectly sub-contract the work to the other party without prior written permission of the Institution. However, it may be required to depute specialized agencies for a particular work, prior approval of which may be sought from the Institution before appointing. It shall be entirely service provider's responsibility to pay such agencies in time without any implication on the work.

24. Tenure of contract:

The period of the contract will be 2 years commencing from the date of the contract (SLA & any other document, if any) with a provision for extension by up to one (01) year, subject to satisfactory performance and at the sole discretion of NaBFID. However, the Institution reserves the right to review and terminate the same even before completion of the said period by giving one month's notice. The service provider has to undertake to continue to discharge his duties and obligations until the Institution engages a new services provider.

25. Confidentiality:

The Service Provider acknowledges that in the course of providing the Services, it may have access to or become acquainted with certain information, data, documents, records, systems, processes, or materials of NaBFID, whether in oral, written, electronic, or any other form, including without limitation business, operational, financial, or technical information; information relating to NaBFID's clients, customers, employees, or contractors; and any other information which, by its nature or by designation, is confidential (collectively, the "**Confidential Information**"). The Service Provider hereby undertakes that it shall, at all times during the Term maintain the strictest confidentiality with respect to all such Confidential Information and shall not, without the prior written consent of NaBFID, disclose, disseminate, publish, or otherwise make available any part thereof to any person, firm, or entity except to its employees, agents, or contractors who have a strict need to know the same for the purpose of performing the Services under this Agreement and who are bound by confidentiality obligations no less stringent than those set forth. The Service Provider shall use the Confidential Information solely for the purpose of performing its obligations hereunder and shall protect such information with at least the same degree of care as it accords to its own confidential information, but in no event less than reasonable care. The Service Provider shall not be liable for disclosure of Confidential Information which is or becomes publicly available otherwise than by reason of a breach of this Agreement, or which was lawfully in the Service Provider's possession prior to disclosure by NaBFID, or which is lawfully obtained by the

Service Provider from a third party without restriction, or which is required to be disclosed pursuant to Applicable Law or the order of any court or governmental authority, provided that, to the extent permissible, the Service Provider shall give written notice to NaBFID of such requirement and shall cooperate with NaBFID in seeking appropriate protective orders.

Without prejudice to the foregoing, the Service Provider acknowledges that NaBFID, in the course of its operations, may store, process, or transmit confidential, personal, or financial data within the Premises, and accordingly the Service Provider shall not access, use, interfere with, or otherwise deal with any such data, documents, or information stored or processed within the Premises, IT systems, or networks of NaBFID.

26. Delay in Service Provider's Performance:

(a) If at any time during performance of the Contract, Service Provider should encounter conditions impeding timely delivery of the Services, Service Provider shall promptly notify NaBFID in writing of the fact of the delay, its likely duration and cause(s). As soon as practicable after receipt of Service Provider's notice, NaBFID shall evaluate the situation and may, at its discretion, extend Service Providers' time for performance, in which case, the extension shall be ratified by the parties by amendment of the Contract.

(b) Any delay in performing the obligation/ defect in performance by Service Provider may result in imposition of penalty, liquidated damages and/or termination of Contract (as laid down elsewhere in this RFP document).

27. Service Provider's Obligation:

(a) Service Provider is responsible for and obliged to conduct all contracted activities in accordance with the Contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract/RFP. It will also ensure that any change in its constitution, ownership or any material incident having a bearing on its performance obligation towards NaBFID will be immediately brought to the notice of NaBFID along with an action plan to cure deficiencies, if any, arising therefrom.

(b) Service Provider is obliged to work closely with NaBFID's staff, act within its own authority and abide by directives issued by NaBFID from time to time and complete implementation activities.

(c) Service Provider will abide by the job safety measures prevalent in India and will free NaBFID from all demands or responsibilities arising from accidents or loss of life, the cause of which is Service Provider's negligence. Service Provider will pay all indemnities arising from such incidents and will not hold NaBFID responsible or obligated.

(d) Service Provider is responsible for activities of its personnel and will hold itself responsible for any misdemeanours.

(e) Service Provider shall treat as confidential all data and information about NaBFID, obtained in the process of executing its responsibilities, in strict confidence and will not reveal such information to any other party without prior written approval of NaBFID.

(f) Without NaBFID's prior written permission, Service Provider shall not store or share NaBFID's materials including confidential information outside the NaBFID's periphery.

(g) Service Provider agrees that it shall communicate to NaBFID well in advance along with detail plan of action, if any changes in Service Provider's environment / infrastructure is of the nature that may have direct or indirect impact on the Services provided under the Contract or operations of its Services.

(h) Service Provider shall ensure confidentiality, integrity, and availability upon NaBFID's intimation at all times.

(i) The service provider shall be solely and independently responsible for ensuring compliance by himself and associates with all the legal obligations related to the Labour Laws and Regulations. Service provider is himself responsible for ascertaining various law and regulations applicable in delivery of Services.

28. Liquidated Damages:

If the Service Provider fails to deliver and/or perform any or all the Services within the stipulated time schedule as specified in this RFP/Contract and other issues (on account of short supply, SLA (Service Level Agreement) deviations and delay in supply etc), NaBFID may, without prejudice to its other remedies under the RFP/Contract, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof. The maximum amount that may be levied by way of LD shall not exceed 10% of the Total Project Cost. For avoidance of doubt, the Liquidated Damages under this Clause shall not be levied concurrently with the Penalty under Clause 20 for the same delay or breach. Once the maximum deduction is reached, NaBFID may consider termination of the Agreement.

29. Conflict of Interest:

Bidder shall not have a conflict of interest (the "Conflict of Interest") that affects the bidding process. Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, NaBFID shall be entitled to forfeit and appropriate the EMD/ Security Deposit (as may be highlighted in the RFP), as mutually agreed upon genuine estimated loss and damage likely to be suffered and incurred by NaBFID.

30. Code of Integrity and Debarment / Banning:

The Bidder and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the bidding process. Notwithstanding anything to the contrary contained herein, NaBFID shall reject Bid without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt/fraudulent/coercive/undesirable or restrictive practices in the bidding process.

Bidders are obliged under this clause to Suo-moto proactively declare any conflicts of interest (pre-existing or as and as soon as these arise at any stage) in RFP process or execution of Contract. Failure to do so would amount to violation of this code of integrity.

Any Bidder needs to declare any previous transgressions of such a code of integrity with any entity in any country during the last three years or of being debarred by any other procuring entity. Failure to do so would amount to violation of this code of integrity.

For the purposes of this clause, the following terms shall have the meaning hereinafter, respectively assigned to them:

- **“corrupt practice”** means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Institution who is or has been associated in any manner, directly or indirectly with the Bidding Process or the Letter of Authority or has dealt with matters concerning the concession agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Institution, shall be deemed to constitute influencing the actions of a person connected with the Bidding Process); or (ii) engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the letter of authority or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the project or the letter of authority or the Agreement, who at any time has been or is a legal, financial or technical adviser of the Institution in relation to any matter concerning the Project;
- **“Fraudulent practice”** means any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained or an obligation avoided. This includes making false declaration or providing false information for participation in a RFP process or to secure a contract or in execution of the contract;
- **“Coercive practice”** means harming or threatening to harm, persons or their property to influence their participation in the procurement process or affect the execution of a Contract;
- **“Anti-competitive practice”** means any collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of the Competition Act, 2002, between two or more Bidders, with or without the knowledge of NaBFID, that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial, non-competitive levels;
- **“Obstructive practice”** means materially impede NaBFID's or Government agencies investigation into allegations of one or more of the above mentioned prohibited practices either by deliberately destroying, falsifying, altering; or by concealing of evidence material to the investigation; or by making false statements to investigators and/or by threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or by impeding NaBFID's rights of audit or access to information;

Debarment/Banning

Empanelment/participation of Bidders and their eligibility to participate in NaBFID's procurements is subject to compliance with code of integrity and performance in contracts as per terms and conditions of contracts/RFP.

31. Termination for Default:

- (a) NaBFID may, without prejudice to any other remedy for breach of Contract, written notice of not less than 30 (thirty) days, terminate the Contract in whole or in part:
 - (i) If the Service Provider fails to deliver any or all the obligations within the time period specified in the RFP/Contract, or any extension thereof granted by NaBFID.

- (ii) If the Service Provider fails to perform any other obligation(s) under the RFP/Contract.
- (iii) Violations of any terms and conditions stipulated in the RFP.
- (iv) On happening of any termination event mentioned in the RFP/Contract.

In the event of failure of the Service Provider to render the Services or in the event of termination of Contract or expiry of term or otherwise, without prejudice to any other right, NaBFID at its sole discretion may make alternate arrangement for getting the Services contracted with another Service Provider. In such case, NaBFID shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of the Contract until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by NaBFID, at no extra cost to NaBFID, for ensuring smooth switch over and continuity of services, provided where transition services are required by NaBFID or New Service Provider beyond the term of this Contract, reasons for which are not attributable to Service Provider, payment shall be made to Service Provider for such additional period on the same rates and payment terms as specified in this Contract. If existing Service Provider is in breach of this obligation, they shall be liable for paying a penalty of 10% of the Total Project Cost on demand to NaBFID, which may be settled from the payment of invoices or Security Deposit.

32. Termination for Insolvency:

NaBFID may, at any time, terminate the Contract by giving written notice to Service Provider, if Service Provider becomes bankrupt or insolvent or any application for bankruptcy, insolvency or winding up has been filed against it. In this event, termination will be without compensation to Service Provider, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to NaBFID.

33. Force Majeure:

(a) Notwithstanding the provisions of terms and conditions contained in this RFP, the Bidder shall not be liable for application of penalty, if any, and to the extent that the delay in performance or other failure to perform its obligations under the Agreement is the result of an event of Force Majeure.

(b) For the purposes of this clause, 'Force Majeure' means and includes wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, hartal, bundh, fires, floods, earthquake, epidemic, quarantine restrictions, freight embargoes, declared general strikes in relevant industries, Vis Major Act of Government, impeding reasonable performance of the Bidder and / or Sub-Contractor but does not include any foreseeable events, commercial considerations or those involving fault or negligence on the part of the party claiming Force Majeure.

(c) If a Force Majeure situation arises, the Bidder shall promptly notify the Institution in writing of such condition and the cause thereof. Unless otherwise directed by the Institution in writing, the Bidder shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

34. Disputes/Arbitration / Mediation [applicable in case of successful Bidder only]:

All disputes or differences whatsoever arising between the parties out of or in connection with this contract or in discharge of any obligation arising out of the contract (whether during the progress of work or after completion of such work and whether before or after the termination of this contract, abandonment or breach of this contract), shall be settled amicably. If, the parties are not able to solve them amicably, either party (NaBFID or Bidder), will give written notice to other party clearly setting out there in specific dispute(s) and/or difference(s) and shall be referred to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the parties. In the absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrator; one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. The arbitration shall be settled in accordance with the applicable Indian Laws. Any appeal will be subject to the exclusive jurisdiction of courts at Mumbai.

The Bidder shall perform its obligation under the contract during the arbitration proceedings unless otherwise directed by the Institution or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.

Any dispute of value Rupees 10 Crores or above which remains unresolved between the parties will be referred to the Mediation as per the Mediation Act 2023.

Arbitration/ Mediation proceeding shall be held at Mumbai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

35. Governing Language:

The governing language shall be English.

36. Applicable Law:

The contract shall be interpreted in accordance with the laws of the Republic of India and shall be subjected to the exclusive jurisdiction of courts at Mumbai.

37. Taxes and Duties:

(a) Income / Corporate Taxes in India: The Bidder shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the commercial price Bid by the Bidder shall include all such taxes in the contract price.

(b) All expenses, stamp duty and other charges/ expenses in connection with the execution of the Contract as a result of this RFP process shall be borne by Service Provider. The Contract would be stamped as per Maharashtra Stamp Act, 1958 and any amendment thereto.

38. Payment Terms:

The service provider will be paid on monthly basis for services during the preceding month for which he shall submit the bill for the agreed amount latest by 5th of the following month and it will be settled by the Institution after deducting TDS, other applicable taxes, retention money (if any) etc:

- (a) Payments shall be processed monthly, subject to the Service Provider submitting duly verified consumption records, a mandatory monthly compliance certificate/undertaking, all other supporting documents, and a valid invoice, to the satisfaction of NaBFID. Payment shall be released only after verification and approval by the authorized representative of NaBFID.
- (b) The Service Provider shall submit a system-generated GST tax invoice mentioning the GSTIN of NaBFID and the GST registration number of the Service Provider. Manual GST invoices shall not be accepted.
- (c) The successful bidder shall comply with the provisions relating to E-invoicing under the Goods and Services Tax (GST) laws, as amended from time to time. Wherever E-invoicing is applicable, the bidder shall issue GST-compliant tax invoices generated through the prescribed Invoice Registration Portal (IRP), bearing a valid Invoice Reference Number (IRN) and QR Code. No payment shall be processed against invoices that are required to be E-invoices but do not comply with the applicable statutory requirements.
- (d) Payment shall be released by NaBFID after receipt, verification and acceptance of the submitted invoices and supporting documents, at the earliest and, but not later than 45 (forty-five) days from the date of receipt of complete and correct invoices.

39. Notices:

Any notice given by one party to the other pursuant to the Agreement shall be sent to other party in writing either by email (at registered email id) or by registered post at other party's address. **The notice shall be effective when delivered or on the notice's effective date whichever is later.**

40. Terms and Conditions:

(a) The Service Provider will carry out the cleaning and other connected operations at Daily/weekly/monthly frequencies as enumerated in "Scope of work" by using high standard cleaning materials of approved quality and make.

(b) If any Bidder desires to visit the premises before submitting the Bid, he may inform us on our email rfp@nabfid.org.

(c) **Third Party Damages** - The Service Provider shall be responsible for all injury / damage to persons, building, building structure, equipments, furniture & fixtures, property etc. and shall compensate/rectify it at its own cost.

(d) **Insurance Cover** - The contractor is required to obtain the third-party insurance for each incident as follows: -

(A) Personal Injury - Rs.2.00 lacs

The service provider shall obtain Group Personal Accident Insurance Policy for the service personnel deployed by them at Bank's Premises during the Contract Period.

(e) Statutory Compliance:

(i) The Bank and the successful Facility Management Services (FMS) Provider shall enter into a comprehensive Service Level Agreement (SLA) governing the provision of services as specified in the Scope of Work and other terms and conditions of the RFP. The SLA shall define

the respective rights, obligations, service levels, performance standards, reporting requirements, review mechanisms, and other contractual provisions necessary for the effective delivery of the services.

(ii) Considering the critical nature of the services to the Bank's day-to-day operations, the FMS Provider shall ensure uninterrupted, efficient, safe, and timely delivery of the services throughout the contract period, in accordance with the service levels, applicable laws, and the terms of the SLA. The FMS Provider shall ensure continuity of services at all times.

(iii) The personnel deployed by the FMS Provider shall remain employees of the FMS Provider at all times. Nothing contained in this RFP, the SLA, or any related agreement shall be construed as creating any employer-employee relationship, principal-agent relationship, partnership, joint venture, or any other legal relationship between the Bank and the personnel deployed by the FMS Provider. The FMS Provider shall be a service provider only as per the terms stated herein and will be the Principal employer for all service personnel deployed by them.

(iv) The FMS Provider shall be solely responsible for the recruitment, deployment, supervision, control, discipline, remuneration, welfare, and replacement of its personnel and shall ensure compliance with all applicable central, state, and local laws, rules, regulations, notifications, and statutory requirements relating to employment and labour from time to time.

(v) The FMS Provider shall indemnify and keep the Bank indemnified against any claims, demands, liabilities, penalties, losses, damages, costs, expenses, or legal proceedings arising out of or in connection with any breach of applicable laws, non-compliance with statutory obligations, or any act or omission attributable to the FMS Provider or its personnel.

(vi) The Bank reserves the right to verify compliance of the FMS Provider with contractual and statutory obligations and all applicable laws by seeking documentary evidence, conducting audits or inspections, or through any other mechanism considered appropriate. Any failure to comply with the contractual obligations, statutory requirements, payments to deployed service personnel as per regulatory and statutory requirements or prescribed service levels may attract penalties, corrective actions, suspension of payments, or termination of the contract, as provided under the terms of the SLA, without prejudice to any other rights or remedies available to the Bank under the contract or applicable law.

(vii) The Service Provider shall maintain proper and complete records of payment of wages, PF, ESI and other statutory dues, as required under applicable laws, and shall produce documentary evidence regularly, wherever applicable to NaBFID.

(f) General Conditions:

(i) **Cleaning during working days** - Cleaning work should **commence at 7.00 A.M** and it should be **completed by 09.00 AM** on working days or otherwise instructed. After cleaning / moping/ dusting etc. work is completed, the site should be neat, tidy and free of any odour. No cleaning material should be left in and around the floor.

(ii) **Stocking of cleaning material**- The cleaning material should be kept in stores provided by NaBFID. The material in any case should not lie on the floor/ room/ toilets/ or electrical panel switchboards on each floor or otherwise strict action will be initiated.

(iii) **Quality of work** - All work shall be carried out in a professional manner to the entire satisfaction of the Institution. If at any point of time, it is observed that the service

provider is not progressing the work with due diligence, care and lagging much behind the schedule and/or services provided are not satisfactory, NaBFID reserves the right to terminate contract with 30 days' notice.

- (iv) **Supervision** – The Service Provider shall ensure the availability of effective supervisory services at the Institution's premises on all working days during the Institution's working hours to manage and oversee the housekeeping services in accordance with the Scope of Work. The deployed supervisory service personnel shall maintain a supervision register certifying satisfactory completion of the services, which shall be available for inspection by the Institution's authorized officials. If the register is found to be incomplete or improperly maintained, the Institution may impose an appropriate penalty on the Service Provider. The supervisory personnel shall ensure compliance with all instructions issued by the Institution, monitor the logbooks maintained for each toilet and office area at the prescribed intervals as specified in the Scope of Work, ensure that all housekeeping services are duly carried out and recorded, and shall remain accessible to the Institution at all times through a WhatsApp-enabled mobile phone for operational coordination.
- (v) **Safety** - The service provider shall carry out the entire work with full regard for the safety of the service personnel working at the site. All safe practices shall be strictly adhered to by the service personnel of the service provider like wearing gloves when handling sharp objects and reinforcement etc. The service provider shall protect sides of opening in floor slabs, edges of slab, stair, stairwells etc. with barricade, warning signs/lights and educate all service personnel regarding following Safe working practices. He shall provide first aid boxes at site. In spite of following all safety measure, in case of any unfortunate accident, the service provider shall keep the Bank indemnified against any expenses or claims.
- (vi) **Service Personnel**–
- The service provider shall always employ a minimum strength of experienced service personnel at the site. Necessary training should be given to them before deploying them at site. To provide a reference of the requirements, the current deployment for efficient delivery of services comprises of 01 Supervisor, 01 MST/Electrician, 07 Facility Attendants, 10 Office Support Personnel, and 09 Housekeeping Service Personnel, with a male-to-female ratio of 2:1 for the housekeeping team. The deployment proposed by the FMS provider should not be below the above stated metrics.
 - The workers shall wear colour code uniforms along with their company ID, shirt, shoes, cap, gloves, safety shoes and safety belt wherever it is required for male and suit/saris, aprons, cap, safety gloves etc. for lady staff. Any indecent behaviour / suspicious activities of the Staff employed shall be viewed seriously and suitable action or penalty shall be levied on the Service provider. The service provider shall maintain and furnish the list of workers with photo ID, education qualification, address proof any other necessary documents before deputing them and also submit police verification report of all the service personnel deputed at NaBFID.
 - The service provider shall be solely responsible for the credentials/acts of his personnel, if any of the service personnel found misbehaving with employees of the Institution, other staff of Service Provider, visitor or any person, the service provider shall immediately remove such personnel from Bank's premises.

- The service provider is required to submit daily report duly signed by the Supervisory personnel.
 - The service provider shall make timely payment to his personnel including various statutory obligations to the concerned authorities. The Institution reserves a right to check the same by seeking documents during the tenure of the Contract.
 - All persons engaged by the service provider for carrying out the work would be deemed to be service provider's employees for all purpose and he shall make regular and full payment to his employees. No liability / responsibility whatsoever on account of persons engaged by the service provider is attributable to the Institution.
 - The Service Provider shall furnish an undertaking confirming that it possesses all requisite licences, registrations, approvals, and statutory authorizations required for the performance of the services and shall ensure timely and full compliance with all applicable labour, employment, social security, wage, and other statutory requirements in force from time to time.
 - The Institution shall not be responsible for injury or loss of life occurring during the performance of duties in the premises to any service personnel deployed by the service provider. Any compensation or expenditure towards treatment for such injury or loss of life shall be borne by the service provider. Service provider shall keep the Institution indemnified for the same.
 - The service provider and his personnel shall co-operate with the Facility Attendant Facility Attendants deployed in the premises and their belongings will be thoroughly checked every time they leave the premises by the facility attendant at the main entrance.
 - The service provider shall not engage any person who is below 18 years of age.
 - The deployed Service Personnel of the Service Provider shall be liable for security search during the course of work and at the time of leaving the premises.
 - All Service Personnel should be provided Identity Card by the service provider.
- (vii) **Emergency Work** - It shall be Service Provider's responsibility to attend to emergency works in time.
- (viii) **Rates, Taxes and Duties** - All the rates furnished in the RFP shall be inclusive of all labour and material (wherever applicable). GST will be paid separately.
- (ix) The Institution further reserve right to delete or reduce any item or sanction of the bills before effecting payment in case any complaints regarding quality of services/inefficient services, non-adherence to agreed quality of material or services have been received or notified by the Institution without assigning any reason whatsoever and no claim will be entertained in this regard.
- (x) In case the service provider fails to fulfill his obligations for any day or any number of days to the satisfaction of the Institution for any reason whatsoever, he shall pay by way of compensation of liquidated damages as quantified by the Institution for the

entire number of such days and the Institution shall without prejudice to their Rights and remedies including the termination of the contract, be entitled to deduct such damages from the Invoices/ Security Deposit, if any, payable to the Service Provider.

- (xi) **Indemnity:** The Service Provider shall execute an indemnity bond in favour of the Institution in the approved format in this regard.
- (xii) The Institution shall have right to conduct audits by its internal/external auditors or by agents appointed to act on its behalf and the copies of the audit report will be furnished to the Institution from time to time.
- (xiii) Any failure or delay by NaBFID in exercising any right, remedy, or power under the Contract, or in enforcing any provision of the Contract, including imposition of any penalty, shall not constitute or be deemed to constitute a waiver of such right, remedy, power, provision, or penalty. Any waiver by NaBFID shall be valid only if expressly made in writing and shall not affect NaBFID's right to subsequently exercise or enforce any other rights, remedies, or provisions under the Contract.
- (xiv) The Service Provider will preserve the documents and data in accordance with the legal/regulatory obligation of the Institution.
- (xv) Legal issues, if any, will strictly be under the jurisdiction of courts in MUMBAI only.
- (xvi) Other penalty clauses: NaBFID reserves the right to terminate and to impose the penalty on service provider per offence/mistake/misconduct.
 - (i) Any service personnel found in drunken condition/ indulged in bad conduct.
 - (ii) Improper maintenance and defacement of property.
 - (iii) Misbehaviour with NaBFID's staff and facility attendant.
 - (iv) Not following safety and security norms as may be indicated by authorized representative of Institution.
 - (v) Any service personnel of FMS provider found without Uniform and ID card and found creating nuisance on duty.
 - (vi) Service Personnel of FMS Provider in the premises without police verification. Non-submission of police verification by service provider within specific period conveyed by Institution, the competent authority directs the service provider to remove the service personnel from Bank's premises with immediate effect.
 - (vii) Non- compliance of clauses in RFP document and agreement executed between the service provider and Institution.
 - (viii) Service provider and his personnel staying at NaBFID's premises after closing hours.
 - (ix) In addition to the above, if there are repeated penalties imposed more than twice to the service provider, an explanation will be sought from him and the same shall be replied within 7 days from the date of issuance. On non-satisfaction of reply, the Competent Authority of the NaBFID will terminate the contract. Once the amount under the clause is debited, the service provider shall reimburse the security deposit to the extent of the debited amount within 15 days thereof failing which it shall be treated as breach of agreement and action shall be taken accordingly.

BID FORM

[On Company's letter head]

Date: _____

To,

Head - Administration

National Bank for Financing Infrastructure and Development,
A Wing, 15th Floor - 1503,
The Capital Building,
G-Block, Bandra-Kurla Complex,
Bandra East, Mumbai – 400051
rfp@nabfid.org

Dear Sir,

Ref: RFP No. NaBFID/Admin/RFP/2026-27/01 dated 31/08/2026

1. We have examined the above RFP, the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/ modifications / revisions, if any, furnished by the Institution. We shall abide by the terms and conditions spelt out in the RFP. While submitting this Bid, we certify that:
 - The undersigned is authorized to sign on behalf of the Bidder and the necessary support document delegating this authority is enclosed to this letter.
 - We declare that we are not in contravention of conflict-of-interest obligation mentioned in this RFP.
 - We have not induced or attempted to induce any other Bidder to submit or not to submit a Bid for restricting competition.
 - We undertake that, in competing for (and, if the award is made to us, in executing) the above Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
 - We undertake that we will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of NaBFID, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the Contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the Contract.
 - We undertake that we will not resort to canvassing with any official of NaBFID, connected directly or indirectly with the bidding process to derive any undue advantage. We also understand that any violation in this regard, will result in disqualification of Bidder from further bidding process.
 - It is further certified that the contents of our Bid are factually correct. We have not sought any deviation to the terms and conditions of the RFP. We also accept that in the event of

any information / data / particulars proving to be incorrect, NaBFID will have right to disqualify us from the RFP without prejudice to any other rights available to NaBFID.

- We certify that while submitting our Bid document, we have not made any changes in the contents of the RFP document, read with its amendments/clarifications provided by NaBFID.
- We agree to abide by all the RFP terms and conditions, and the guidelines quoted therein for the orders awarded by NaBFID up to the period prescribed in the RFP, which shall remain binding upon us.
- In case of declaration as successful Service Provider on completion of the bidding process, we undertake to complete the formalities as specified in this RFP.
- Till execution of a formal contract, the RFP, along with NaBFID's notification of award by way of issuance of Purchase Order/ Letter of Award and our acceptance thereof, would be binding contractual obligation on NaBFID and us.
- We understand that you are not bound to accept any Bid you may receive, and you may reject all or any Bid without assigning any reason or giving any explanation whatsoever.
- We hereby certify that our name does not appear in any "Caution" list of RBI / IBA or any other regulatory body for outsourcing activity.
- We hereby certify that on the date of submission of Bid for this RFP, we do not have any past/ present litigation which adversely affect our participation in this RFP or we are not under any debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their agencies/departments.
- We hereby certify that we have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 regarding restrictions on procurement from a bidder of a country which shares a land border with India. We further certify that we are not from such a country or if from a country, have been registered with competent authority. We certify that we fulfil all the requirements in this regard and are eligible to participate in this RFP.
- If our Bid is accepted, we undertake to enter and execute at our cost, when called upon by NaBFID to do so, a contract/ service level agreement (SLA) / Memorandum of Understanding (MOU) in the prescribed form and we shall be solely responsible for the due performance of the Contract.
- Accordingly, we undertake that (a) we shall not withdraw or modify our Bid during the period of Bid validity; (b) we have not made any statement or enclosed any form which may turn out to be false/ incorrect at any time prior to signing of Contract; (c) if we are awarded the Contract, we shall accept Purchase Order and/or sign the Contract with NaBFID, within the specified time period in the RFP. (d) In case we do not comply with any of the above points, NaBFID has the right to forfeit the EMD.

We, further, hereby undertake and agree to abide by all the terms and conditions stipulated by NaBFID in the RFP document.

Dated this day of 2026

(Signature)

(Name)

(In the capacity of)

Duly authorised to sign Bid for and on behalf of (Name of the owner)

Seal of the Company/ Rubber Stamp of the Entity

Scope of Work

Facility Management Services at National Bank for Financing Infrastructure and Development (NaBFID)

1. Introduction

The **National Bank for Financing Infrastructure and Development (NaBFID)** hereinafter referred as Bank or Institution intends to engage a professional Facility Management Service (FMS) Provider for providing integrated facility management services at its office premises. The objective is to ensure a clean, safe, secure, functional, and well-maintained working environment by providing excellent services as per industry standards for the following office premises at The Capital, Bandra Kurla Complex, Bandra (East), Mumbai - 400051:

- (a) Unit No.- 1503, 15th Floor, A-Wing (Total Carpet Area – 20,836 sq ft)
- (b) Unit No.- 1004, 10th Floor, A-Wing (Total Carpet Area – 9,594.27 sq ft)

The Service Provider shall be responsible for delivering high-quality services in accordance with the Service Level Agreements (SLAs), statutory requirements, and best industry practices for the office spaces mentioned above having total carpet area of 30,430.27 sq ft. The Institution requests proposals from reputed, experienced and professional service providers for undertaking the above assignment on per square feet basis for the aforementioned carpet area.

2. Project Scope:

The professional agency shall provide the following Integrated Facility Management services at the Bank's premises. NaBFID reserves its right to change the project/ assignment scope considering the size and variety of the requirements and the changing business conditions.

Detailed Scope of Work:

The bidders are required to provide all the following services:

- ❖ **Housekeeping & Office Support Services (complete office area & washroom)**
- ❖ **Plumbing and Sanitary rectification/repair/replacement related Services**
- ❖ **Carpentry rectification/repair/replacement related Services**
- ❖ **Electrical, electromechanical rectification/ repair/ replacement related Services**
- ❖ **24*7 Security including Fire & Safety Services**
- ❖ **Weekly Maintenance of Indoor Office potted Plants (and whenever required)**
- ❖ **Pest Control services on fixed weekly basis (and whenever required)**
- ❖ **General Facility Management Services (Supervisory Services)**
- ❖ **General Guidelines & Contractual Requirements**
- ❖ **Provision of Janitorial Supplies**

The brief details of scope of services are mentioned below:

A) Housekeeping Services (Office Areas, Washrooms & Common Areas)

(a) Scope

The Service Provider shall provide comprehensive housekeeping services for maintaining a clean, hygienic, safe, and professional working environment at NaBFID's office premises located at:

- Unit No. 1503, 15th Floor, A-Wing (Carpet Area - 20,836 sq. ft.)
 - Unit No. 1004, 10th Floor, A-Wing (Carpet Area - 9,594.27 sq. ft.)
- (Total Carpet Area: 30,430.27 sq. ft.)

The services shall be provided on all working days and whenever required on weekends, holidays, and beyond normal working hours without affecting the Bank's business operations. Services which are required to be undertaken on non-working day has been specifically mentioned herein.

The housekeeping services shall cover all office areas, cabins, workstations, meeting rooms, conference rooms, reception, corridors, lobbies, pantries, cafeteria, washrooms, server rooms, utility areas, storage areas, AHU room, UPS & Server room and other common areas falling within the Bank's occupied premises.

The objective of the housekeeping services is to maintain the premises at all times in a clean, dust-free, hygienic, sanitized, and presentable condition in accordance with the Service Level Agreements (SLAs), statutory requirements, and industry best practices.

(b) General Responsibilities of the Service Provider

The Service Provider shall:

- Deploy trained, experienced, well-groomed, and adequately supervised housekeeping service personnel. The deployed service personnel shall not be frequently changed to maintain service continuity without affecting operational efficiency.
- The Service Provider shall keep the Bank informed of any proposed change in their personnel deployed for the Services and ensure that Bank's operational requirements are not compromised due to such changes.
- Ensure uninterrupted housekeeping services during operational hours through deployment in suitable shifts.
- Provide all required cleaning equipment, tools, machinery, accessories, safety gear, uniforms, and consumables necessary for execution of the work unless specifically supplied by the Bank.
- Use only high-quality, eco-friendly, non-abrasive, and approved cleaning chemicals (preferably Green Building/USGBC compliant or equivalent brands such as Johnson Diversey, Taski, or approved equivalents by the Bank).
- Maintain all cleaning equipment in good operating condition throughout the contract period.
- Replace defective equipment immediately without affecting service delivery.
- Maintain adequate inventory of cleaning consumables and ensure timely replenishment.
- Adopt proactive housekeeping practices and immediately report any damage, leakage, safety hazard, malfunction, or deterioration observed during routine operations.
- Ensure complete confidentiality while working inside the Bank's premises.
- Ensure that housekeeping activities do not interfere with normal office functioning.

(c) Coverage of Housekeeping Services

The scope shall include, but not be limited to, the following:

(i) **Office Areas-** Cleaning and maintenance of:

- Reception and waiting areas
- Executive Area and cabins
- Open office/ work area having workstations, cubicles and cabins
- Conference and meeting rooms
- Storerooms
- Corridors and passages
- Server rooms and UPS rooms (as per prescribed protocol)
- AHU rooms
- Utility areas
- Almirah, Pedestal storage, Full Height & Low Height storages, etc

Cleaning activities shall include:

- Dusting and wiping of all furniture, artefacts, paintings, equipments, etc
- Cleaning of tables, chairs, storage units, partitions and cabinets
- Vacuum cleaning
- Wet mopping
- Floor polishing
- Steel & Wooden Polishing
- Carpet vacuuming
- Spot cleaning
- Removal of stains
- Glass cleaning
- Dust removal from elevated surfaces
- Cleaning of telephones, office equipment and accessories
- Cleaning of notice boards, fire extinguishers and signage
- Removal of cobwebs

(ii) **Washrooms-** The Service Provider shall ensure that all washrooms remain hygienic and fully operational throughout office hours. Services shall include:

- Cleaning and disinfecting of WC units, urinals and wash basins with approved chemical as per schedule.
- Cleaning of mirrors, partitions and fittings
- Floor cleaning and disinfection
- Removal of stains, scales and odour
- Replenishment of consumables (paper towels, liquid soap, etc)
- Emptying sanitary bins
- Cleaning of exhaust grills, doors and wall surfaces
- Continuous monitoring during operational hours
- Checklist should be signed by the housekeeping personnel and their supervisor at regular intervals.
- Washrooms shall be inspected and cleaned at regular intervals, atleast every hour or as directed by the Bank.

(iii) **Cafeteria and Pantry-** The scope shall include:

- Keeping the Cafeteria clean at all times
- Cleaning of microwave ovens (external)
- Cleaning of refrigerators (external)
- Cleaning around vending machines and display counters
- Floor cleaning
- Waste disposal

- Cleaning of dining tables and chairs
- Spraying insect killer post office hours, as per direction of NaBFID
- Maintaining overall hygiene

(iv) Glass, Doors and Partitions- Cleaning/ Polishing of:

- Internal glass partitions
- Glass doors
- Glass panels
- Window frames
- Aluminium frames
- Wooden doors
- Door handles
- Wall panels
- All furniture, door, partitions, frames, etc
- Internal glass facade cleaning shall be carried out at least once every month or as directed by the Bank.

(v) Floor Care- The Service Provider shall ensure:

- Daily vacuum cleaning
- Wet mopping
- Machine scrubbing
- Buffing and polishing
- Removal of stains
- Carpet vacuuming
- Carpet shampooing
- Marble polishing
- Anti-skid treatment, wherever required
- Appropriate caution signage shall be displayed during wet cleaning.

(vi) Cleaning of Elevated areas-

- Ceiling corners
- Light fixtures
- False ceilings
- High walls
- Beams
- Columns
- Pelmet
- Venetian blinds
- Suitable ladders and equipment shall be used during cleaning of elevated areas.

(vii) Server Room and Critical Areas

Cleaning shall be undertaken only after obtaining prior approval from authorized Bank officials and under the supervision of Supervisor or Security Service personnel. Special precautions shall include:

- Dry cleaning methods only
- Anti-static cleaning material
- No water usage
- No disturbance to IT equipment
- Use of dedicated cleaning tools
- Compliance with all Bank security protocols

(viii) Reactive Cleaning

The Service Provider shall provide immediate response for:

- Spillages
- Emergency cleaning
- Accidental breakages
- Water leakages
- VIP visits
- Meetings and events
- Additional housekeeping requirements
- Response time shall be in accordance with agreed SLAs.

(d) Deep Cleaning

In addition to routine housekeeping, the Service Provider shall undertake periodic deep cleaning activities including:

- Carpet shampooing
- Floor scrubbing
- Marble polishing
- Internal glass facade cleaning
- Washroom deep cleaning
- Pantry deep cleaning
- Dust removal from elevated areas
- Sanitization of telephones
- Cleaning of roller/ venetian blinds
- Cleaning of wall panels
- Cleaning of furniture
- Cleaning of electrical fixtures
- Cleaning of fire-fighting equipment
- Cleaning of secured rooms

Deep cleaning shall normally be carried out on weekends, holidays, or non-working days without disturbing Bank operations.

(e) Housekeeping Equipment

The Service Provider shall deploy and maintain, at a minimum, the following equipment at site:

- Single/Double Disc Scrubber Machine – 1 No.
- Wet & Dry Vacuum Cleaner – 2 Nos.
- Handheld vacuum cleaner – 2 Nos
- High Pressure Jet Cleaning Machine – 1 No.
- Self-supporting Ladder – 2 Nos.
- Loading/ Platform Trolley – 2 Nos.

Note: The Bank may require deployment of additional equipment depending upon operational requirements.

FMS Provider shall bring in its own equipment for cleaning and shall be responsible for maintaining these equipment in serviceable condition at all times. All costs for purchase /repair /spares /maintenance etc. for these equipment will be borne by FMS Provider itself.

FMS Provider shall be responsible for the safekeeping of these equipment at the Institution site and shall not take out these equipments any time during the term of contract. In case of repairs, the equipments should be repaired at site. In case the repairs are not attended withing three (03) days, the FMS Provider shall arrange to provide alternate equipment to the Institution. In case the equipment has to be taken out for repairs, than replacement must be provided before

unserviceable equipment is taken out from the Bank's Premises.

(f) Housekeeping Consumables

The Service Provider shall ensure continuous availability and replenishment of housekeeping consumables including but not limited to:

- Liquid hand wash
- Toilet tissue rolls
- Paper Towels
- Air fresheners
- Urinal cubes
- Sanitary disposal bags
- Garbage liners
- Disinfectants
- Cleaning chemicals
- Glass cleaners
- Floor cleaners
- Furniture polish
- Shoe polish liquid

Note - The Service Provider shall maintain records of all consumables supplied to and utilized by NaBFID, such records shall be maintained in the premises and furnished whenever demanded by the Bank. The FMS Provider shall ensure monthly replenishment of stock for daily-use and pre-approved consumables. Adequate inventory levels, including prescribed re-order levels, shall be maintained at all times to ensure uninterrupted service delivery. The Service Provider shall also ensure that sufficient stock to support smooth operations for a minimum period of two (2) weeks is always available at the Bank's designated storerooms.

(g) Frequency of Housekeeping Services (Timings: 7.00 am to 8.00 pm on working days)

	Parameters	Frequency	Remarks
General cleaning	Toilets	Daily	Hourly & Continuous
	Pantry and cafeteria	Daily	Daily & Continuous
	Floor and Carpet	Daily	As & when required
	Service area, washing area and continuously used spaces	Daily	As & when required
	Cleaning of workstations, cubicles and cabins	Daily	As & when required
	Internal glass partitions and walls	Daily	As & when required
	Meeting rooms	Daily	As & when required
	Passages and corridors	Daily	As & when required
	Clearing of all dustbins with work-desks and those placed in meeting rooms	Daily	Twice a day
	Garbage Disposal	Daily	Twice a day
	Complete Office area Vacuum Cleaning	Daily	Before commencement of office operations
Refilling	Housekeeping supplies like paper towels, toilet rolls, liquid soap, etc	Daily (hourly) and Need Basis	Refilling in washrooms to ensure continuous availability at all times

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Micro Cleaning	Deep cleaning of toilets, pantry, floor and carpet, passages and corridors service area, building surrounding area, workstations, chairs, office equipment, glass surfaces etc. (with chemicals as approved by NaBFID)	Weekly	Weekend or Holiday
	Cleaning of urinals with approved chemicals	Weekly	Weekend or Holiday
	Carpet Vacuuming with heavy industrial type vacuum cleaner would be used to ensure adequate cleaning	Weekly	Weekend or Holiday
	Light fixtures and AC grills	Weekly	Weekend or Holiday
	AHUs (except equipment)	Weekly	Weekend or Holiday
	Lighting fixtures	Weekly	Weekend or Holiday
	Internal facade glass	Weekly	Weekend or Holiday
	Electrical and plumbing fittings	Weekly	Weekend or Holiday
	Secured areas like hub room, server room, UPS room, store room, etc	Weekly	Weekend or Holiday
	Wall paneling, woodwork and metalwork	Weekly	Weekend or Holiday
	Cleaning of office equipments such as monitors, printers, air purifiers, photocopiers, television, etc	Weekly	Weekend or Holiday
	Building structures like columns, beams etc	Weekly	Weekend or Holiday
	Workstations, cabinets, almirahs, other furniture such as tables and chairs	Weekly	Weekend or Holiday
	Cleaning of notice boards, paintings, firefighting equipment etc	Weekly	Weekend or Holiday
Others	Washing of low height walls and windows	Weekly	Weekend or Holiday
	Cleaning of linen such as sheets, pillow covers, napkin towels, etc (incl all fabric material used in office)	Weekly	Weekend or Holiday
	Cleaning of Venetian blinds	Weekly	Weekend or Holiday
	Sanitizing telephone equipments	Weekly	Weekend or Holiday
	Wet wipe of glass and wallpaper	Weekly	Weekend or Holiday
	Carpet shampooing	Need Basis	At least once in quarter
	Internal Glass Façade cleaning,	Need Basis	At least once in month
	Deep cleaning of Marble surface	Need Basis	At least once in month

**(h) Office Support Services through deployment of Office Support Personnel
(Timings: 9.00 am to 8.00 pm)**

The Service Provider shall deploy Office Support Personnel for providing office support services during operational hours in shifts as decided by the Bank. Their responsibilities shall include:

- Assisting in pantry services for staff members and guests
- Ensuring availability and timely replenishment of drinking water for staff members.
- Cleaning and organising office tables, chairs, sofas, meeting rooms, etc during working hours whenever required.

- Movement of files and official documents as per instruction of NaBFID officials
- Photocopying, scanning and assisting in filing work
- Assisting in maintenance of files and documents as per instruction of NaBFID officials
- Movement of files, folders, boxes, items, etc as per instruction of NaBFID officials
- Supporting meeting arrangements and necessary services
- Watering indoor plants during working days
- Assisting in stocking and movement of stationery items and miscellaneous office items
- Any other office support duties assigned by the Bank's Administration Department.

(i) Health, Safety and Compliance

The Service Provider shall ensure that:

- FMS personnel wear prescribed uniforms and identity cards inside the Bank's premises while working.
- Their personnel should wear PPE and safety equipment as per the nature of the work.
- Cleaning chemicals are to be stored safely and handled in accordance with applicable safety regulations.
- Work areas should be barricaded or caution board displayed wherever wet cleaning is undertaken.
- Emergency exits and fire-fighting equipment should remain unobstructed.
- Service Provider's Personnel should strictly adhere to the Bank's security, safety, confidentiality, and access control procedures.
- Smoking, alcohol or tobacco consumption, narcotics, gambling, or any misconduct in the Bank's premises and entire building housing the premises including its periphery is strictly prohibited.

(j) Service Standards

The Service Provider shall ensure that:

- Premises remain clean, hygienic, dust-free and odour-free throughout operational hours.
- No litter, stains, cobwebs, marks or spillages remain unattended.
- Washrooms remain fully functional and adequately stocked at all times.
- Observations raised by the Administration Department of the Bank shall be rectified without delay.
- All services are delivered in accordance with Best Industry Practices and to the satisfaction of NaBFID.

***Note:** NaBFID reserves the right to modify the service requirements, cleaning schedules, frequencies, scope of work, or housekeeping requirements during the contract period depending upon operational requirements.*

B. Plumbing and Sanitary rectification/repair/replacement related Services

(i) Scope

The Facility Management Service Provider shall provide comprehensive plumbing and sanitary maintenance services for all plumbing installations within NaBFID's office premises to ensure uninterrupted operation of the water supply, drainage, sanitary systems and associated plumbing infrastructure.

The Service Provider shall deploy skilled and experienced plumbers, along with all necessary tools, testing instruments, ladders, equipment and consumables, as and when required, to attend preventive, routine, breakdown and emergency maintenance works.

The scope shall include inspection, operation, maintenance, repair, rectification, replacement and restoration of all plumbing and sanitary installations within the Bank's occupied premises.

(ii) Scope of Services

The services shall include, but shall not be limited to, the following:

- (i) Preventive & Routine Maintenance on Weekly basis
- (ii) Periodic inspection of all plumbing and sanitary installations.
- (iii) Monitoring the condition of pipelines, valves and fixtures.
- (iv) Checking for leakages, seepage and blockages.
- (v) Inspection of water supply and drainage systems.
- (vi) Inspection of flushing systems.
- (vii) Inspection of wash basins, sinks, urinals and water closets.
- (viii) Inspection of floor traps and drainage points.
- (ix) Monitoring plumbing shafts and service ducts, wherever required
- (x) Preventive tightening of loose fixtures.
- (xi) Minor adjustments to ensure proper functioning.
- (xii) Undertaking installation of fixtures as per instructions from NaBFID.

(iii) Corrective Maintenance

The Service Provider shall promptly attend issues relating to:

- Water leakage including any leakages from pipelines
- Choked pipelines
- Choked floor traps
- Blocked drains
- Overflowing sanitary fittings
- Faulty flushing systems
- Defective taps and mixers
- Broken or leaking valves
- Damaged flexible connections
- Faulty valves and Damaged siphons
- Broken CP fittings
- Leakage from wash basins, sinks and urinals
- Foul Smell
- Urinal Scale removal

The Service Provider shall restore all systems to normal working condition with minimum disruption to Bank operations.

(iv) Repair and Installation Works

The Service Provider shall carry out repair or installation of - Flush valves, Flush tanks, Ball cocks, Float valves, Angle valves, Bib taps, Pillar taps, Mixer taps, Shower fittings, Waste couplings, Bottle traps, Flexible connections, Wash basin accessories, Urinal accessories, Toilet accessories,

Siphons, Floor trap gratings, CP fittings, PVC/GI/CPVC pipe fittings, Pipe clamps, Tees, Elbows, Nipples, Couplers, Reducers, Sockets, End caps, Plugs, Pipe supports, solenoid valves, etc

Replacement shall be carried out using matching or superior quality materials compatible with existing fittings and fixtures.

(v) Drainage Maintenance

The Service Provider shall:

- Remove choke-ups from drainage lines.
- Clean floor traps.
- Clean inspection chambers, wherever accessible.
- Clear pantry drainage.
- Clear washroom drainage.
- Restore proper drainage flow.
- Rectify foul smell issues

(vi) Masonry Related Minor Repairs

The scope shall include:

- Re-cementing plumbing joints.
- Sealing gaps around sanitary fixtures.
- White cement finishing around wash basins and other sanitary fixtures.
- Repairing damaged tile joints.
- Re-fixing loose floor tiles around plumbing work.
- Minor plaster restoration after plumbing repairs.
- Silicone filling, etc

(vii) Emergency Services

The Service Provider shall attend emergency complaints such as:

- Burst pipelines
- Major water leakage
- Overflowing drains
- Choked sanitary systems
- Water flow interruption due to internal plumbing deficiencies
- Flooding due to internal plumbing failure

Emergency response shall be provided without any delay.

(viii) Consumables & Minor Spares

The quoted rates shall include supply and replacement of all routine plumbing consumables and minor spares including but not limited to:

Washers, Teflon tape, Pipe clamps, Rawl plugs, Screws, Nuts & bolts, PVC/GI fittings, Nipples, Tees, Elbows, Sockets, Couplers, Plugs, Pipe supports, Waste pipes, Flexible connections, Check nuts, M-Seal, Sealants, Thread seal compounds, etc

No additional payment shall be made for such items.

High-value materials such as sanitary fixtures, pipelines, pumps, flush tanks, water heaters, sensor fittings, premium CP fittings or similar items shall be reimbursed separately only after obtaining prior written approval from NaBFID.

All materials shall be of approved make, compatible with existing fixtures and shall conform to relevant BIS/ISI standards.

C. Carpentry rectification/repair/replacement related Services

(a) Scope

The FMS Provider shall provide comprehensive carpentry maintenance services for all wooden, modular and allied fixtures installed within the Bank's premises.

A skilled carpenter with all required tools, power tools, measuring instruments and accessories shall be deployed whenever required to undertake preventive maintenance, repairs, rectification and replacement works.

(b) Scope of Services

The services shall include but not be limited to:

- Furniture Maintenance: Inspection, servicing and repair of Executive tables, Workstations, Side units, Storage cabinets, Conference tables, Meeting room furniture, Chairs (minor repairs), Reception furniture, Display units, Shelves
- Wooden Fixtures: Maintenance of Wooden doors, Door frames, Window frames, Wooden partitions, Wall panelling, Pelmet, Skirting, Wooden trims, Decorative mouldings
- Modular Furniture: Maintenance of Modular storage units, Pantry cabinets, Cupboards, Wardrobes, Drawers, Sliding shutters, Laminates, Edge banding, Cabinet hardware
- Hardware Maintenance: Repair or replacement of Hinges, Door closers, Handles, Locks, Tower bolts, Aldrops, Door stoppers, Magnetic catches, Drawer channels, Soft closing mechanisms, Sliding mechanisms, Blinds, Buffers, Screws, Fasteners, Clamps, Brackets
- Rectification Works: The FMS provider shall ensure rectification services viz, tightening loose fittings, re-fixing detached hardware, replacing damaged beading, Repairing damaged laminates, Replacing broken glass panes in wooden doors (where applicable), Carrying out minor polishing and finishing, Restoring alignment of shutters and drawers.

(c) Consumables & Minor Spares

The quoted rates shall include all minor consumables including:

Screws, Nuts & bolts, Fasteners, Hinges, Buffers, Door magnets, Rawl plugs, Clamps, Adhesives, Wood filler, Minor polishing materials, WD-45, etc

No additional payment shall be admissible for these items.

High-value items such as complete doors, modular furniture components, laminated panels, locks, door closers, handles, glass panels or major replacement items shall be reimbursed separately only after prior written approval from NaBFID.

All hardware shall be of approved makes and standard quality compatible with existing furniture items.

D. Electrical, electromechanical rectification/ repair/ replacement related Services

(a) Objective and Coverage

The FM Service Provider shall provide comprehensive operation and maintenance services for all electrical installations within NaBFID's premises to ensure safe, reliable and uninterrupted electrical services.

The Service Provider shall deploy licensed electricians with adequate qualification, practical knowledge of operating equipments/ devices in offices having adequate experience. The deployed electrician should be equipped with adequate and sufficient tools to carry out their day-to-day work.

The FMS Provider shall be responsible for preventive maintenance, breakdown maintenance, minor repairs and emergency response for all electrical systems covered under this RFP.

(b) Scope of Services

- Routine Operation & Maintenance of: LT electrical installations, Lighting systems, Power outlets, Distribution Boards, MCBs, RCCBs, Isolators, Switches, Socket outlets, UPS power outlets, daily operations of HVAC systems, electronic appliances (such as air purifiers, televisions, PA system), Lighting fixtures, Emergency lights, Exit lights, Earthing connections, all electrical appliances and devices.
- Preventive Maintenance including Periodic inspection of: Distribution Boards, Electrical panels, Cable terminations, Earthing system, Switchgear, Lighting circuits, Power circuits, Capacitor banks, Electrical accessories
Note: Cleaning, tightening and servicing shall be carried out to prevent failures.
- Breakdown Maintenance and attending complaints relating to: Lighting failures, Socket failures, Power outages, Tripping, Loose connections, Electrical faults, Fan failures, Switch failures, Electrical overheating, etc
Note: Immediate restoration must be ensured.
- Repair & Installation of: LED lamps, Tube & LED lights, LED panels, Drivers, Chokes, Starters, Switches, Socket outlets, Connectors, Doorbells, Small electrical accessories, PVC insulation, Minor wiring accessories.
Note: Items shall match existing specifications or approved upgraded equivalents.
- **Any other electrical or related work instructed by Administration Department of NaBFID**

(c) Consumables & Minor Spares

The quoted rates shall include all minor electrical consumables including:

PVC insulation tape, Screws, Rawl plugs, Connectors, Small clamps, Drivers, Starters, Small electrical accessories

No additional payment shall be made for these items.

High-value items including DBs, MCCBs, RCCBs, power cables, electrical panels, UPS components, capacitor banks, motors, major electrical equipment shall be reimbursed separately only after obtaining prior written approval from NaBFID.

All electrical materials shall be of approved makes and comply with applicable BIS/ISI standards, the Indian Electricity Rules, CEA Regulations and other statutory requirements. The spares proposed for replacement shall be compatible with the existing devices/ equipments.

E. 24*7 Security including Fire & Safety Services

(a) Scope

The FMS Provider shall provide comprehensive security, entry-exit control, fire and life safety services for NaBFID's office premises to ensure the safety and security of personnel, visitors, assets, records and infrastructure.

The Service Provider shall deploy adequately trained, physically fit, well-groomed Facility Attendants with atleast 02 years of experience in shifts as approved by NaBFID to provide 24*7 security coverage during operational and non-operational hours.

(b) Scope of Security Services

The scope shall include, but not be limited to, the following:

- **Access Control:** The Service Provider shall
 - Verify identity cards of employees as instructed by NaBFID.
 - Control entry and exit of all personnel and visitors.
 - Issue and maintain Visitor and Vendor ID Cards.
 - Maintain visitor records.
 - Ensure visitors are escorted wherever required.
 - Prevent unauthorized entry into restricted areas.
 - Maintain records of materials entering or leaving the premises.
 - Prevent unauthorized movement of Bank's asset without gate pass issued by NaBFID's Security Officer.
 - Regulate movement of vendors, contractors and service personnel.
 - Report any non-functioning of access control devices.
 - Switching ON/OFF the lights, as required
- **Security Monitoring:** The Service Provider shall
 - Observe and report all suspicious activities.
 - Observe and report all maintenance activities.
 - Monitor security alarms and fire alarm system.
 - Assist during investigations.
- **Routine Inspection of Premises:** Facility attendant shall undertake regular checks of
 - Office premises
 - Corridors
 - Emergency exits
 - Fire escape routes
 - Utility areas
 - Server & UPS room
 - Storerooms
 - Pantry areas
 - Common areas

- AHU rooms

➤ **Incident Management**

The Service Provider shall immediately respond to:

- Unauthorized access
- Theft or attempted theft
- Fire incidents
- Medical emergencies
- Security breaches
- Identification of suspicious objects
- Vandalism
- Water leakage
- Electrical hazards
- Natural emergencies
- Lost and found in office premises
- Any other emergencies whether in the premises or Capital building

All incidents shall be immediately reported.

(c) Fire & Safety

The Service Provider shall ensure continuous monitoring of all fire and life safety systems including:

- Fire alarm panels
- Smoke detectors
- Sprinkler systems
- Manual Call Points
- Emergency lighting
- Exit signage
- Fire doors

The FMS Provider shall:

- Carry out routine inspections.
- Report deficiencies immediately.
- Coordinate rectification through the respective AMC vendors.
- Assist during fire drills.
- Ensure unobstructed emergency exits.

(d) Coordination with Building Management

The Service Provider shall maintain regular liaison with the Facility Management and Security Teams of **The Capital** Building for:

- Emergency response
- Facility related matters
- Entry Permissions and Gate Passes
- Visitor and Guest movements
- Material movement
- Security related matters

(e) Documentation

The Facility Attendant shall maintain:

- Visitor Register
- Material Movement (Inward/Outward) Register
- Duties Handover Register

Monthly summary reports shall be submitted to NaBFID.

(f) Service Standards

The Service Provider shall ensure:

- Zero unauthorized access.
- Continuous monitoring of premises.
- Prompt emergency response.
- Professional conduct by Facility Attendant.
- Immediate reporting of all incidents and emergencies.
- Complete compliance with Bank's security procedures.

F. Weekly Maintenance of Indoor Plants (and whenever required)

(a) Scope

The Service Provider shall provide comprehensive gardening services for all potted plants placed in Bank's premises.

Professional gardening services must be scheduled on weekly basis and additionally whenever required to maintain healthy, aesthetically pleasing and well-maintained greenery.

(b) Scope of Services

The services shall include:

- Supplying Plants and their replacement
- Watering of plants.
- Pruning and trimming.
- Weeding.
- Soil conditioning.
- Application of manure and fertilizers.
- Replacement of dead plants.
- Pest and disease identification and control
- Plant health monitoring.
- Cleaning of planters and decorative pots.
- Maintenance of indoor plants.
- Clearing/ plucking of dry leaves.
- Disposal of plant and related waste.
- Rotation and repositioning of plants.

The FMS Service Provider shall ensure that all plants remain healthy throughout the contract period.

(c) Frequency of Services:

Type of Service	Frequency
Watering	Daily or as required
Routine maintenance	Weekly
Manuring	Monthly or as recommended
Replacement of plants	As required
Emergency gardening services	As directed by NaBFID

(d) Gardening Tools and Material for Plant Maintenance:

The gardener/ gardening service provider shall bring their own tools and required consumables for providing gardening services such as gardening fork, water can, pruner, garden trowel, manure & fertilizer, soil, etc. Such items shall be kept at Bank's premises under supervision of the FMS Provider.

G. Pest Control services on fixed weekly basis (and whenever required)

(a) Scope

The Service Provider shall provide comprehensive Integrated Pest Management (IPM) Services for the Bank's premises to ensure a pest-free, hygienic and safe working environment.

The Contractor shall deploy trained pest control personnel licensed under applicable regulations and use only approved chemicals permitted by the Central Insecticides Board & Registration Committee (CIBRC).

(b) Scope of Services

The scope shall include preventive and corrective treatment against: Cockroaches, Ants, Flies, Mosquitoes, Termites, Lizards, Rodents, Silverfish, Bed bugs (if any), Spiders, Crawling insects, Flying insects, etc

Treatment shall cover complete Office areas, Workstations, Cafeteria & Pantries, Washrooms, Server rooms, False ceilings, False flooring, Electrical shafts, Utility areas, Drainage lines, Gully traps, Common and other areas.

(c) Pest Control Treatment

The FMS Provider shall carry out: Residual spray treatment, Gel treatment, Fogging, Rodent baiting, Rodent trapping, Anti-termite treatment, Mosquito control, Drain treatment, Gully treatment, Preventive pest monitoring.

(d) Rodent Control

The Service Provider upon directions of NaBFID shall implement an Integrated Rodent Control including Sealing entry points, Installation of tamper-proof bait stations, Exterior baiting, Interior baiting, Regular inspection of bait stations, Replacement of bait, Disposal of dead rodents.

(e) Safety Requirements

The Service Provider shall ensure Safe handling of chemicals, Use of PPE by operators, display of treatment notices, no contamination of food or drinking water, minimal disruption to office operations, proper disposal of chemical containers.

(f) Performance Standards

The Contractor shall ensure:

- Effective pest eradication.
- No recurring infestation.

(g) Chemicals for Pest Control:

For Gel Baiting – Poseidon, or equivalent approved by NaBFID

For Liquid Pest Control spray – Temprid, or equivalent as approved by NaBFID

***Only chemicals approved by NaBFID shall be used.
DDT and banned pesticides shall not be used.***

H. General Facility Management Services (Supervisory Services)

(a) Scope

The Service Provider shall provide comprehensive facility management coordination and support services for all maintenance activities within the Bank's premises to ensure uninterrupted operation of Bank's premises.

(b) Facility Coordination

The Service Provider shall provide supervisory services for supervision and management of the service personnel deployed by them under the guidance of Officer-in-Charge Facility Management of the Bank to ensure seamless delivery of Integrated Facility Management Services:

- Supervise and manage working of all the service personnel deployed by them in the Bank's premises.
- Allocating work and deployment of service personnel as per requirement.
- Oversees the daily facility related operations.
- Supervise preventive maintenance and general maintenance activities.
- Identifying, attending and rectifying issues through appropriate service personnel.
- Coordinating with Capital Building for necessary services, supplies, emergencies and maintenance activities.
- Ensuring deployment of service personnel as per benchmarked requirement and reporting thereof.
- Reporting of completion of scheduled activities before commencement of operations of the Bank.
- Submission of daily checklist and report with their comments and action taken.
- Any other work assigned by NaBFID's Administration Department.

(c) Equipment Maintenance Coordination:

- Photocopiers
- Printers
- Multi-function Devices
- Paper shredders
- Air Purifiers
- Air Diffusers
- Television
- Other office equipment under separate AMCs

(d) Inventory Management

The FMS Provider shall maintain inventory records for:

- Housekeeping and Cleaning consumables.
- Electrical consumables and tools.
- Plumbing, Carpentry and Gardening consumables and tools.
- PPE & Safety equipment.

I. General Guidelines & Contractual Requirements

The following requirements shall apply across all services under this Contract.

(a) Services Continuity

The Service Provider shall prepare and implement a Services Continuity Plan and Emergency Response Plan for integrated facility management services within three (3) months from commencement of the Services in consultation with NaBFID.

(b) Service Personnel

The Service Provider shall:

- Deploy trained and experienced service personnel.
- Ensure adequate number of service personnel at all times.
- Provide relievers and backup service personnel.
- Ensure continuity of services during all times.
- Deploy multi-skilled service personnel wherever feasible.
- Ensure service personnel possess good communication skills in Hindi and English.
- To provide a reference of the requirements, the current deployment for efficient delivery of services comprises of 01 Supervisor, 01 MST/Electrician, 07 Facility Attendants, 10 Office Support Personnel, and 09 Housekeeping Service Personnel, with a male-to-female ratio of 2:1 for the housekeeping team. The deployment proposed by the FMS provider should not be below the above stated metrics.

(c) Uniform & Identity

All personnel shall:

- Wear prescribed uniforms.
- Display valid identity cards issued by FMS Provider.
- Maintain proper grooming and professional conduct.
- Follow the Bank's security protocols.

(d) Health, Safety & Environment (HSE)

The Contractor shall:

- Provide Personal Protective Equipment (PPE).
- Conduct safety training.
- Ensure safe storage of chemicals.
- Comply with all HSE regulations.
- Ensure safe disposal of waste.

(e) Statutory Compliance

- The Bank and the successful Facility Management Services (FMS) Provider shall enter into a comprehensive Service Level Agreement (SLA) governing the provision of services as specified in the Scope of Work and other terms and conditions of the RFP. The SLA shall define the respective rights, obligations, service levels, performance standards, reporting requirements, review mechanisms, and other contractual provisions necessary for the effective delivery of the services.
- Considering the critical nature of the services to the Bank's day-to-day operations, the FMS Provider shall ensure uninterrupted, efficient, safe, and timely delivery of the services throughout the contract period, in accordance with the service levels, applicable laws, and the terms of the SLA. The FMS Provider shall ensure continuity of services at all times.
- The personnel deployed by the FMS Provider shall remain employees of the FMS Provider at all times. Nothing contained in this RFP, the SLA, or any related agreement shall be construed as creating any employer-employee relationship, principal-agent relationship, partnership, joint venture, or any other legal relationship between the Bank and the personnel deployed by the

FMS Provider. The FMS Provider shall be a service provider only as per the terms stated herein and will be the Principal employer for all service personnel deployed by them.

- The FMS Provider shall be solely responsible for the recruitment, deployment, supervision, control, discipline, remuneration, welfare, and replacement of its personnel and shall ensure compliance with all applicable central, state, and local laws, rules, regulations, notifications, and statutory requirements relating to employment and labour.
- The FMS Provider shall indemnify and keep the Bank indemnified against any claims, demands, liabilities, penalties, losses, damages, costs, expenses, or legal proceedings arising out of or in connection with any breach of applicable laws, non-compliance with statutory obligations, or any act or omission attributable to the FMS Provider or its personnel, subject to the terms and limitations of liability specified in the SLA.
- The Bank reserves the right to verify compliance of the FMS Provider with contractual and statutory obligations and all applicable laws by seeking documentary evidence, conducting audits or inspections, or through any other mechanism considered appropriate. Any failure to comply with the contractual obligations, statutory requirements, payments to deployed service personnel as per regulatory and statutory requirements or prescribed service levels may attract penalties, corrective actions, suspension of payments, or termination of the contract, as provided under the terms of the SLA, without prejudice to any other rights or remedies available to the Bank under the contract or applicable law.
- The Service Provider shall maintain proper and complete records of payment of wages, PF, ESI and other statutory dues, as required under applicable law, and shall produce evidence wherever applicable for the sake of compliance upon NaBFID's prior request.

(h) Records & Documentation

The Service Provider shall maintain updated records relating to the service personnel deployed inside the premises of the Bank:

- Training/ Experience records
- Medical fitness certificates
- Police verification
- ID and Address Proof
- Applicable Licenses, if any

Such records shall be produced for inspection by NaBFID whenever required.

(i) Quality Assurance

The Service Provider shall establish their internal quality assurance mechanism including:

- Routine inspections.
- Supervisory checks.
- Performance audits.
- SLA monitoring.
- Corrective and preventive actions.

NaBFID reserves the right to inspect the services at any time, review service levels, modify deployment requirements, revise the scope of work based on operational needs, and impose penalties for non-compliance with the prescribed Service Level Agreements (SLAs).

J. Provision of Janitorial Supplies:

The janitorial supplies shall include the items but not be limited to the following items and quantities:

Sr. No.	Item	Name on Item/Brand	Manufacturer	Monthly Consumption	Unit
1	Paper Towels (M Fold)	Softx Multifold Towel-23100 (Organic Hygiene Product LLP)	Organic Hygiene Product LLP	60-65	Box (20 Pack each)
2	Toilet Roll	Softx	Organic Hygiene Product LLP	110-130	Roll
3	Urinal Mat	Freshthink Urinal screen	CHH India P.L.	35-40	Piece
4	Scrubbing Pad	Scotch Brite	3 M India P.L.	3-4	Piece
5	Handwash	Dettol	Reckitt Benckiser India P.L.	10-12	Ltr
6	Room Freshener	Godrej/Odonil	Godrej customer product ltd	70-75	Piece
7	Room Freshener	Ambi Pur AIR (Lavender bouquet)	Godrej	10	Piece
8	Diffuser Oil	Sugandhim (Charisma Multipurpose Aroma Oil)		50	ml
9	Air Pocket/Zipper	Godrej/Odonil		80-90	Piece
10	Sani Cubes (Green/ Pink)	LAZZO Sani Cubes	Synergy Hygienic Corporation	5 2-3	Pkts Piece
11	Toilet Brush	Gala			
12	30*50 (Black Color Garbage Bags)	Green India		30-32	Roll
13	19*21 (Black Color Garbage Bags)	Green India		25-30	Roll
14	R1 Cleaner	Taski	Crest Hygiene Private Ltd	6-8	Ltr
15	R2 Cleaner	Taski	Crest Hygiene Private Ltd	12-15	Ltr

**Request for Proposal (RFP) for Integrated Facility Management Services
at NaBFID's Offices at The Capital, Bandra Kurla Complex**

16	R3 Cleaner	Taski	Crest Hygiene Private Ltd	5-7	Ltr
17	R4 Cleaner	Taski	Crest Hygiene Private Ltd	3-5	Ltr
18	R5 Cleaner	Taski	Crest Hygiene Private Ltd	15-18	Ltr
19	R6 Cleaner	Taski	Crest Hygiene Private Ltd	5-7	Ltr
20	R7 Cleaner	Taski	Crest Hygiene Private Ltd	5-7	Ltr
21	D7 Cleaner	Diversey	Diversey India Hygiene Pvt Ltd	5-7	Ltr
22	Sanitary Pad/ Napkin	Whisper	Procter & Gamble Home Product	110-130	Piece
23	Hit (Black)	Godrej consumer product		1	Piece
24	Hit (Red)	Godrej consumer product		3	Piece
25	Floor Wiper	BRW Volva	BRW Impex	1	Piece
26	Wet Mop (Red)	KK Clean Wash	KK Manufacture Hub	3	Piece
27	Wet Mop (Blue)	KK Clean Wash	KK Manufacture Hub	3	Piece
28	Dry Mop			3	Piece
29	Kitchen Wiper			3	Piece
30	Steel Scrub	A1 Bright	Dnyandev Plastics	2-3	Piece
31	Hand Gloves (Blue)	Victor	Victor Imports Safety LLP	4-5	Pair
32	Hand Gloves (Orange)	Vikash	Swarna Latex(51(+) Micron)	4-5	Pair
33	Shoe Polish Cream	Euronics, Leather Protection(Multifunction Cleaner)		0.5	Ltr
34	Godrej Automatic Air freshener Refill	Godrej Air	Godrej Consumer product ltd	3-4	Piece
35	Jaguar Automatic Room Freshener Dispenser Refill	Kleenex Joy		4-5	No (60 Days)

**Request for Proposal (RFP) for Integrated Facility Management Services
at NaBFID's Offices at The Capital, Bandra Kurla Complex**

36	Wall mounted Handwash in Washrooms (Kimberly Clark)	Scott		5-6	Piece
37	Caustic Soda			3-4	kg
38	Multipurpose Microfiber Duster (Cloth Duster)			2-3	Piece
39	Yellow Duster			4-5	Piece
40	Red Duster			3-4	Piece
41	Micro Duster			5-6	Piece
42	Yellow Sponge	A1 Bright	Dnyandev Plastics	2-3	Piece
43	Washroom toilet sanitizer spray	Pee Safe		13-15	Piece
44	Mouthwash	Listerine Cool Mint	Johnson & Johnson Ltd	1-2	Piece
45	Chock Up Pump			1-2	Piece
46	Nylon Broom			2-3	Piece
47	Carpet Brush (Hard)			4	Piece
48	Carpet Brush (Soft)			2	Piece
49	Feather brush			3	Piece
50	Dettol Antiseptic liquid	Dettol		250	ml

* Note – Consumables stock for 02 weeks shall be reckoned as half of current monthly usage for all practical purposes.

ANNEXURE-C

SIMILAR WORKS COMPLETED/ONGOING DURING THE LAST 5 YEARS

Details of Similar works **completed/ ongoing** during the last 5 years in Scheduled Banks, Central & State Govt. Departments / Organizations, Public Sector Undertakings, Multinational National Companies and/or Public (listed) Limited Company:

S. No.	Details of the work executed with the Site address	Name and address of the owner / client	Value of work executed (Rs in Lakhs)	Starting date of Contract	End date of contract	Remarks, if any for variation / delay
1						
2						
3						
4						
5						

Note: - For additional information, please attach the details in separate page also as per the above format only.

Annexure-D

SIMILAR WORKS UNDER EXECUTION / AWARDED

Details of Similar works **under execution** / awarded in Scheduled Banks, Central & State Govt. Departments / Organizations, Public Sector Undertakings, Multinational National Companies and / or Public (listed) Limited Company within **1 Year**.

S. No.	Details of the work executed with the Site address	Name and address of the owner / client	Value of work in (Rs Lakhs)	Date of award	Contract duration	Remarks, if any for variation / delay
1						
2						
3						
4						
5						

Note: - For additional information, please attach the details in separate page also as per the above format only.

ANNEXURE-E

SELF-DECLARATION – NO BLACKLISTING

To,
Head - Administration,
National Bank for Financing Infrastructure and Development,
A Wing, 15th Floor - 1503,
The Capital Building,
G-Block, Bandra-Kurla Complex,
Bandra East, Mumbai – 400051

Dear Sir,

In response to the RFP Ref. No. '**NaBFID/Admin/RFP/2026-27/01 dated 31/08/2026** for Facility Management Services for NaBFID's Office Premises admeasuring 30,430.27 sq ft at NaBFID's Offices at The Capital, Bandra Kurla Complex, as an Owner/ Partner/ Director/ Auth. Sign. of _____, I/ We hereby declare that presently our Company/ firm _____, at the time of bidding:

- (a) possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
- (b) have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
- (c) is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central government/ PSU/ UT.
- (d) does not have any previous transgressions with any entity in India or any other country during the last five years
- (e) does not have any debarment by any other procuring entity
- (f) is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons;
- (g) does not have, and our directors and officers have not been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement agreement within a period of five years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
- (h) will comply with the code of integrity as specified in the bidding document.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable laws, my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled.

Signature:

Seal of Company

ANNEXURE-F

Pre-Bid Query Format
(To be provided strictly in Excel format)

Bidder's Name	Sr. No	RFP Page No	RFP Clause & Sub- Clause No.	Existing Clause	Query/Suggestions

ANNEXURE-G

COMMERCIAL BID

Bid amount (excluding taxes): *

Sl. No.	Particulars	Unit Cost (Rs. Per Unit)	Total Cost (Rs.)
(a)	Service Charges (inclusive of all services and consumables as mentioned in the scope of work and the RFP documents) for total carpet area of 30,430.27 sq ft	Rs/- per sq ft (Rupees)	Rs/- (Rupees)

Note:

1. The quoted rates shall remain firm and fixed throughout the initial contract period of two (2) years and shall not be subject to any escalation.
2. In the event the contract is extended beyond the initial period of two (2) years, the applicable rates shall be increased by 5% for the extended period.
3. The facilitation charges for procurement and supply of items not covered under the Scope of Work shall be mutually agreed upon on a case-to-case basis and shall be subject to the prior approval of NaBFID. Such facilitation charges shall not exceed 5% of the Maximum Retail Price (MRP) of the respective items.

The above offer will be valid up to 180 days from the last date of Bid submission i.e., 15 September 2026.

Place:
Date:

Signature of the Owner/s
Or
Authorised Signatory with Name & Seal

ANNEXURE - H

FORMAT OF BANK GUARANTEE

In consideration of the (hereinafter referred to as "Service Recipient") having offered to accept the terms and conditions of the proposed agreement between the Service Recipient and (Indicate name of the FMS provider) (hereinafter referred to as "said Service provider") for the work..... (Hereinafter referred to as "said agreement") having agreed to production of irrevocable Bank Guarantee for Rs.(Rupees.....only) as security / guarantee from the said Service Provider for compliance of his obligations in accordance with the terms and conditions in the said agreement.

1. We (hereinafter referred to as "the Bank") hereby (Indicate the name of the Bank) undertake to pay to the Service Recipient an amount not exceeding Rs./- (Rupees only) on demand by the Service Recipient.
2. We, the Bank do hereby undertake to pay to the Service Recipient on demand the amount due and payable under this Guarantee without any demure and merely on demand by the Service Recipient stating that the amount claimed is due from the said Service Provider. Any such demand made to the Bank shall be conclusive as regard to the amount due and payable by the bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs./- (Rupees..... only).
3. We, the bank further undertake to pay to the Service Recipient any money so demanded notwithstanding any dispute raised by the contractor in any suit or proceeding pending before any court or Tribunal relating thereto, and our liability under this guarantee being absolute and unequivocal.
4. The payment so made by us under this guarantee shall be a valid discharge of our liability for payment therein under and the said contractor shall have no claim against us for making such payment.
5. We, the Bank further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the Service Recipient under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till Authorized Officer on behalf of the Service Recipient certifies in writing that the terms and conditions of the said agreement have been fully and properly carried out by the said contractor and accordingly the guarantee will be discharged.
6. We, the Bank further agree with the Service Recipient that the Service Recipient shall have the fullest liberty without our consent and without effecting in any manner our obligations hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance

of the said contractor from time to time or to postpone for any time or from time to time any of the powers exercisable by the Service Recipient against the said contractor and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said contractor or for any forbearance, act or omission on the part of the Service Recipient or any indulgence by the Service Recipient to the said contractor or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

7. This guarantee will not be discharged due to the change in the constitution of the Bank or the said contractor.
8. We, the bank lastly undertakes not to revoke this Guarantee except with the previous consent of the Service Recipient.
9. This guarantee shall be valid up to unless extended on demand by Service Recipient.
10. Notwithstanding anything mentioned above, our liabilities against this guarantee is restricted to Rs. /- (Rupees only) and unless a claim in writing is lodged with us within nine months of the date of expiry or extended date of expiry of this guarantee, all our liabilities under this guarantee shall stand discharged.
11. Notwithstanding anything contained herein:-
 - a) Our liability under this Bank Guarantee shall not exceed Rs...../- (Rupees Only).
 - b) This Bank Guarantee shall be valid up to
 - c) We are liable to pay the Guarantee amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before

All the rights of the beneficiary under the said Guarantee shall be forfeited and Guarantee shall be released and discharged from all liabilities thereafter.

The Bank has under its constitution, power to give this Guarantee in your favour made under our Memorandum and Articles of Association and Mr/Mrs who signed it on behalf of the Bank has the authority to do so.

Dated the day of.....2026

(Indicate the name of bank)

ANNEXURE-I

(To be submitted by the bidders)

Date:

To,

Head - Administration

National Bank for Financing Infrastructure & Development (NaBFID)

The Capital, A wing, 15th floor – 1503, G block

BKC, Bandra (East), Mumbai - 51

Subject: **Undertaking Regarding Ownership and Control of the Bidder's Firm**

Dear Sir/Madam,

We, _____ having our registered office at _____, do hereby undertake and confirm that our firm is not owned or controlled by any Director, Employee, or their relatives of NaBFID.

We further declare that:

1. No Director or Employee of NaBFID, or their relatives as defined under Sec 2 (77) Companies Act, 2013, has any ownership, controlling interest, or financial stake in our firm.
2. We have disclosed any potential conflict of interest, if any, and confirm compliance with all applicable guidelines related to procurement and bidding.
3. In case any such conflict of interest is discovered at a later stage, we accept that NaBFID reserves the right to disqualify our bid or take any appropriate action, as deemed necessary.

For and on behalf of

[Name of the Bidder's Firm]

Authorized Signatory

Annexure-J

Format for Submission of Client References

To whosoever it may concern

Particulars	Details
Client Information	
Client Name	
Client address	
Name of the contact person and designation	
Phone number of the contact person	
Email address of the contact person	
Project Details	
Brief Details of Engagement	
Current Status (In-Progress / Completed)	
Date of Commencement	
Date of Completion	

Testimonials from the organizations mentioned above may be provide.

Name & Signature of authorized signatory

Seal of Company

Annexure - K

Indemnity Bond

THIS DEED OF INDEMNITY BOND is executed at _____ on this _____ day of _____, 2026, by M/s _____, a company/firm/proprietorship duly represented by its authorized signatory/proprietor/partner Mr./Ms. _____, aged _____ years, son/daughter _____ of _____, residing _____ at _____ (hereinafter referred to as the "Service Provider").

In favour of

National Bank for Financing Infrastructure and Development (NaBFID), a statutory financial institution established under the National Bank for Financing Infrastructure and Development Act, 2021, having its registered office at _____ (hereinafter referred to as "NaBFID").

Whereas NaBFID has invited bids through Request for Proposal (RFP) for providing Integrated Facility Management Services at NaBFID premises from eligible bidders.

And whereas the Service Provider has been selected as the successful bidder pursuant to the bidding process and the work/services specified in the RFP have been awarded in favour of the Service Provider by NaBFID vide Letter of Award dated _____.

And whereas as per the terms and conditions of the RFP, the Service Provider is required to execute a Contract/Service Level Agreement (SLA) with NaBFID and submit an Indemnity Bond before commencement of the services.

Now, therefore, in consideration of NaBFID having awarded the said Contract to the Service Provider, the Service Provider hereby agrees and undertakes to indemnify, defend, and keep indemnified NaBFID, its officers, employees, representatives, and agents from and against all losses, damages, liabilities, claims, demands, penalties, costs, expenses, proceedings, or legal actions arising out of or in connection with:

1. Any breach of the terms and conditions of the Contract/SLA, RFP, or any obligation by the Service Provider;
2. Any negligence, misconduct, omission, or failure on the part of the Service Provider, its employees, representatives, or personnel while providing Integrated Facility Management services;
3. Any injury, loss of life, damage to property, health hazard, or claim arising out of the Integrated Facility Management services provided by the Service Provider;
4. Any violation of applicable laws, rules, regulations, statutory requirements, labour laws, or directions issued by competent authorities;
5. Any claims, liabilities, or penalties arising from acts or omissions of the Service Provider or its personnel.

The Service Provider further undertakes that it shall be solely responsible for compliance with all statutory obligations relating to its employees, including wages, social security contributions, and other applicable statutory dues, and NaBFID shall have no liability in this regard.

**Request for Proposal (RFP) for Integrated Facility Management Services
at NaBFID's Offices at The Capital, Bandra Kurla Complex**

The Service Provider hereby agrees to compensate and reimburse NaBFID for any loss, damage, cost, or expense suffered or incurred by NaBFID due to any breach of contractual obligations or failure in performance of services by the Service Provider.

IN WITNESS WHEREOF, the Service Provider has executed this Indemnity Bond on the date and place mentioned above.

Signature of Authorized Signatory

Name: _____

Designation: _____

For M/s _____

(Seal of the Firm/Company)

Date: _____

Place: _____

Annexure – L

Monthly Compliance Undertaking

(To be submitted by the Service Provider on its Letterhead)

We hereby certify and undertake that we have complied with all applicable statutory, labour, and regulatory requirements in respect of the employees deployed at NaBFID premises during the month of _____, including timely payment of wages/salaries and statutory dues and other applicable contributions.

We further confirm that all relevant records, registers, documents, and proofs of compliance are duly maintained by us and shall be furnished to NaBFID or the concerned statutory authorities, as and when required.

For _____

Authorized Signatory

Name: _____

Designation: _____

Date: _____