



**JHARKHAND STATE COOPERATIVE MILK PRODUCERS'
FEDERATION LIMITED**
REQUEST FOR QUOTATION

Jharkhand State Cooperative Milk Producers' Federation Ltd

Near Farmers Training Centre Campus, Sec-II, H.E.C., Dhurwa,

Ranchi – 834004, Jharkhand

Phone no: 7544003404/7360035219/0651-2443055/62

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WEBSITE: www.jmf.coop

TENDER INVITATION FOR SUPPLY OF CONTRACT MANPOWER FOR

- (i) HOUSE KEEPING & GARDENING SERVICES**
**(ii) MILK TANKER DRIVER, HELPER/CLEANER,
RECEIVER &**
(iii) MULTI TASKING STAFF (MTS)

TENDER NO. JMF-ADMIN/HR-MANPOWER-/2019-20/004



Date of Publish of Tender : 10 June 2019
Last date for submission of Sealed Tender : 24 June 2019 by 14:00 hrs

Name of Tenderer: _____

Address: _____

Telephone no: _____

Email Id _____



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JMF-ADMIN/HR-MANPOWER-/2019-20/004

BIDDING DOCUMENT

SUPPLY OF CONTRACT MANPOWER FOR:

1. HOUSE & GARDENING KEEPING SERVICES.
2. MILK TANKER DRIVERS, HELPERS/CLEANERS, RECEIVERS&
3. MULTI TASKING STAFF (MTS)

(COMPLETE BIDDING DOCUMENT)

Time schedule for Tender process:

Date of publication of Tender Notification	10 June 2019
Start of Sale of Tender Document (During Office Hours)	10 June 2019
Last date for Sale of Tender Document	22 June 2019
Last date for Receipt Tender in Sealed Envelope	24 June 2019
Date & Time of the Opening Technical Bids	26 June 2019 (15:00 hrs)
Date and Time of the opening Financial Bids	Will be notified to the technically qualified tenderers

Note: This tender document contains 25 pages (total no. of pages including Annexure) and tenderers are requested to sign on all the pages.



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1. INTRODUCTION:

When the famous White Revolution of the seventies and eighties – Operation Flood - swept through the country, Jharkhand, then a part of undivided Bihar served merely as a market and saw little of its benefits. Even though India stood self-sufficient in milk production, the eastern state of Jharkhand still depends on import of milk from other states. It was only in June 2013 when Jharkhand State Cooperative Milk Producers' Federation Ltd. (JMF) was formed by the Government of Jharkhand, with an aim to promote dairying as a source of livelihood in the rural parts of the state and propel Jharkhand towards self-reliance in milk and milk products.

JMF under the management of National Dairy Development Board (NDDB) started the milk procurement, processing and marketing activities in the state after taking over the existing Government Dairy at Ormanjhi in August 2014 and subsequently three other dairies at Deoghar, Koderma & Latehar. In 2016 NDDB supported in building a 1 Lakh Litre State of the Art Dairy Plant at Hotwar for the Jharkhand Milk Federation.

JMF has started milk procurement from 12 TLPD in August 2014 and reached up to 130 TLPD in March 2018 and has grown by more than ten-times in last three and half years of its operation. Today JMF is providing an alternative livelihood options to around 20000 rural families but initially, there was a challenge to establish JMF as a reliable institution for milk producers of Jharkhand with many inherited issues like low production and marketable surplus of milk, low interest of farmers towards animal husbandry (milch), dominance of middleman, poor dairy infrastructure etc. To overcome from such unfavourable conditions, utmost cares have been taken to maintain transparency at all levels which is the first and foremost value inherited from NDDB. As a part of maintaining transparency, we have provided milk sample testing facility to all individual pourers in their presence step by step and payment through their individual bank account. By doing this we have given fair and transparent system at village level, remunerative milk price to pourers and avoided involvement of middleman. Farmers have taken it as an opportunity and started milch animal rearing. As a result, milk procurement went up.

NDDB also agreed to lend its brand "Mother Dairy" – which is renowned for its high-quality milk and milk products in the country – to support local brand "Medha". It not only helped the brand to get established but also enable it capture a reasonable share of the Jharkhand Milk market. It is due to the consistent support that Medha receives, it is able to market about 1 lac litres of milk every day. We are thankful to and proud of the people we are associated with in this journey. It is extremely delighting to be able to touch and enrich so many lives at the same time.

2. NOTICE INVITING TENDER:

The Jharkhand State Co-operative Milk Producers' Federation Limited (JMF), Ranchi invites 'Sealed Tenders under "**TWO ENVELOPE SYSTEM**" for Selection of an expert agency for **SUPPLY OF CONTRACT MANPOWER FOR:**

- **HOUSE KEEPING & GARDENING SERVICES**
- **DRIVER, HELPER/CLEANER & RECEIVER FOR MILK TANKERS**
- **MULTI TASKING STAFF (MTS) FOR VARIOUS LOCATIONS AT THE JMF**

The details of the tender are given below:-



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- a. Closing date & time for submission of bids **24 June 2019(14.00 hrs)**
- b. Date & time of opening of Bid:
 - i. Technical bid: **26 June 2019 (15.00 hrs)** (in presence of the tenderers or their authorized representatives at Medha Dairy, Hotwar premises, Ranchi.
 - ii. Financial bid: After evaluation of Technical Bid
 - iii. Bid validity upto: 60 days from the date of opening of financial bid
- c. Correspondence Address: JHARKHAND STATE COOPERATIVE MILK PRODUCERS' FEDERATION LTD, FARMERS TRAINING CENTRE, HEC, SEC- 2, DHURWA, RANCHI – 834004

"TWO ENVELOPE SYSTEMS" shall be followed for this tender. Tenderer should take due care to submit the tender in accordance with requirement in sealed covers. Bids received shall be evaluated as per the Criteria prescribed in the tender document. Jharkhand State Cooperative Milk Producers' Federation Ltd (JMF) will not entertain any modifications subsequent to opening of bids and bids not conforming to tender conditions shall be liable to be rejected. Therefore, bidders are advised to submit their bids complete in all respects as per requirement of tender document specifying their acceptance to all the clauses of Bid Evaluation Criteria, General terms and conditions and compliance to the Scope of Work requirement etc.

Tender documents for SUPPLY OF CONTRACT MANPOWER FOR HOUSE KEEPING SERVICE can be obtained from office of the Purchase Officer from **10 June 2019 to 22 June 2019** on all working days between **11 A.M. to 4 P.M.** on payment of a non-refundable cost of Tender of Rs. 500/-which shall be payable in the form of a Demand Draft drawn in favour of **"Jharkhand State Cooperative Milk Producers' Federation Ltd"** Payable at Ranchi.

Tender fee (to be attached with tender form if downloaded from website) along with EMD draft should be put in the Technical bid envelope. In case if it is submitted along with financial bid, the same will be rejected.

The tender document is not transferable to any other person. The tender document can also be downloaded from the JMF's official website www.jmf.coop. The tenderers who have downloaded the tender document from the website should send a Demand Draft of Rs. 500/- (non-refundable) drawn in favour of "Jharkhand State Cooperative Milk Producers' Federation Ltd" Payable at Ranchi towards the cost of tender document in Technical Bid.

JMF may seek such clarification/information/document as may be required for it to satisfy the eligibility of the bidders. Failure on the part of the bidder to submit such information within the stipulated time, may entail cancellation of the bid of such bidder.

The tender fee and the EMD draft should be kept in the Technical Bid Cover. The Technical bid and the financial bid should be sealed by the tenderer in separate covers duly super scribed as "Technical Bid" and "Financial Bid" respectively. Both the sealed covers should then be kept in a bigger cover which should also be sealed & duly super scribed as **"Tender for Supply of Contract Manpower For House Keeping Services, Milk Tanker Driver, Helper/Cleaner, Receiver & Multi Tasking Staff (MTS).**



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3. ELIGIBILITY CRITERIA

1. The Bidder may be a proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted which possesses the required licenses, registrations (such as registered with the Regional Labour Commissioner, Govt. of Jharkhand etc as per law valid at least for 12 months from the date of the opening of tender.
2. The Bidder shall have at least 3 years experience of providing Housekeeping, Gardening and manpower services.
3. Having successfully completed works of similar magnitude and duration (worth Rs 2 Crore or more per year) in last three years.
4. Proof of financial turnover with a minimum of Rs 2 Crore per year achieved, duly attested by CA.
5. The bidder should have an office in proximity of Ranchi.
6. There should be no case pending with the police against the Proprietor/Firm/Partner or the Company (Agency).
7. The bidder shall have the following Registrations and details of the same be provided in the Technical Bid:
 - a) PF Registration
 - b) ESI Registration
 - c) Goods & Service Tax Registration
 - d) Valid License, issued by Regional Labour Commissioner or Govt of Jharkhand
- C. Information and Conditions relating to Submission of Bids

4. SELECTION PROCEDURE:-

Subject to submission of all required documents as mentioned in the tender document and after qualifying to participate in the tendering process, the tenders would be evaluated on the Technical as well as Financial parameters as narrated below under this Section. 75% weightage has been assigned for the Technical evaluation parameters and 25% weightage for the Financial quotes offered by the bidder as given below:-

I. The break-up of the parameters having 75% weightage for the Technical Bid is as below:

A. ANNUAL TURNOVER (25)

No.	Annual Turnover	Weightage
a.	Rs.2Crore-Rs. 3Crore	05
b.	Rs. 3 Crore- Rs. 6Crore	10
c.	Rs. 6Crore-Rs. 10Crore	15
d.	Rs. 10Crore-Rs. 15Crore	20
e.	More than 15 Crores	25

B. Experience with Govt/ Govt Undertaking* (20)

No.	Experience (In Years)	Weightage
a.	01-02 Years	05
b.	02-05 Years	10
c.	05-10 Years	15
d.	More than10 Years	20

**Relevant documents on experience with Govt agencies to be attached*



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C. Experience with Dairy Cooperatives/ Dairy Company (15)

Weightage of 10 marks shall be given to bidders having successful experience of working with Dairy Cooperative(s)/ Dairy Company(s) for minimum 01 Year.

**Relevant documents on experience with Dairy Coop/ Dairy Company to be attached*

D. Presentation to Purchase Committee (15)

All the Bidders have to make a 15 minute presentation to the Purchase Committee for which a weightage of 15 marks has been assigned. The presentation shall be made on the day of Technical Bid opening day. The presentation shall comprise details on credentials and experience, available professional expertise, annual turnover details, details of statutory compliances and any other relevant details

II. 25% weightage has been kept for the Financial Bid, which shall be calculated as below :-

"25x LP/QP" where, LP= Lowest Quoted Total Price by any Bidder

QP= Quoted Total Price by the Bidder

5. SCOPE OF WORK

(I) FOR HOUSE KEEPING & GARDENING SERVICE

1. The Housekeeping / Gardening Services as mentioned below are to be provided at the JMF premises located at Dhurwa, Hotwar, Ormanjhi, Lohrdaga, Latehar, Koderma and Deoghar. The requirement of Tanker Driver/ Cleaner & Receivers shall be required at various locations across Jharkhand. The Multi Tasking Staff (MTS) shall also be required at various locations across Jharkhand.
2. Housekeeping services will be comprehensive in nature relating to all areas within the premises and shall include the following:
 - i. Sweeping, Vacuum Cleaning/Cleaning and wiping of floors of different types including carpet surfaces, Staircases, corridors, lifts and lobbies. Cleaning activity shall start in the morning at 8.00 AM so as to complete all the dusting/ cleaning/ moping work before 9.30 AM.
 - ii. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, blinds, windows, computers, telephones, curtains, photocopiers, signage's etc. with dry/wet cloth, feather brush and duster.
 - iii. Thorough cleaning and scrubbing of toilets, wash basins, sanitary fittings & mirrors and toilet floors. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc.
 - iv. Replenishing all toiletries including hand towels (M-fold/C-fold), Liquid soap, toilet rolls/GRD air freshener and tissue boxes after daily check-ups in the morning, afternoons and on call basis during daytime.
 - v. Maintenance of Proper registers/records for the jobs carried out on daily, weekly and monthly basis.
 - vi. The contractor has to supply all the necessary consumable items, equipment, tools, tackles and vacuum cleaners of approved make including supplying labour, supervisors and materials for



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daily, weekly and monthly activities as per terms and conditions, and as directed to the entire satisfaction of the representative of the Admin. Dept.

A. Jobs to be carried out Daily:

- ❖ Sweeping, Cleaning, vacuuming and wiping of floors of different types including carpet surfaces, Staircases, corridors and lobbies, meeting areas, cabins etc.
- ❖ Dusting and polishing/brushing of Low high partitions, Glazed & Paneled partitions glass panes, venetian blinds, Door Mats, Tables, chairs, Workstations, conference rooms, Library, Visitors' rooms etc.
- ❖ Acid Cleaning and scrubbing of toilets, wash basins, sanitary fittings & mirrors and toilet floors.
- ❖ Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including area at hinges and cistern handles. Restock toiletries, which include Liquid hand soap, toilet paper, air freshener, and sanitary cubes hand towels (M-fold/C-fold) and Naphthalene balls in toilets after daily check-ups in the morning, afternoons and on call basis during daytime.
- ❖ Dusting of Telephone Sets, PC, Printers, Photocopier machines, Fans, Network Equipment.

B. Pantry/Canteen Area:

- ❖ Sink, draining boards, platforms, cabinets, shall be cleaned and washed with approved quality liquid detergents, soap, air purifier, acids, stain removers, mopping, dusting all as directed (One time daily and also as and when required due to exigencies).
- ❖ Check & clean water dispenser & vending machine functioning every hour.
- ❖ Dirty glasses/Cups/Bottles should be removed immediately from conference/meeting rooms/cabins and workstations.
- ❖ Removal of waste papers and any garbage and blockage/choking from the entire area covered under the tender.(Two times daily and as and when required)
- ❖ Cleaning of baskets, bins, and disposing off all the collected refuse at designated site on daily basis(Two times daily and as and when required)
- ❖ **Conference room / Meeting Rooms / Discussion rooms to be** checked on regular intervals / call basis. Water bottles, tea cups, paper plates, crockery etc., be cleared regularly so that the area never looks dirty, Tables, cabinets, switchboards, white boards, doors and partitions etc. should be cleaned every day, water Bottles to be replenished and kept clean, Face tissues, notepads to be arranged.
- ❖ Spraying room Fresheners / Air Fresheners daily at regular intervals.

C. Jobs to be carried out Weekly:

- ❖ Vacuuming, brushing and shampooing of all carpet area and chairs (Once in a week and as and when required).
- ❖ Cleaning and dusting of electrical switch boards, light fixtures, fans, air conditioner vents, overhead light fixtures, firefighting equipment, name plates, artifacts, plant boxes, etc(Once in a week)



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- ❖ Thorough Cleaning of Water Dispensers and Water coolers(Once in a week and as and when required)
 - ❖ All other works which are listed in Daily Cleaning Section but not mentioned in this section will be attended.
 - ❖ The bidder has to provide workforce in sufficient numbers to maintain the premises as required and to the satisfaction of the Admin In-Charge.
3. The bidder shall, however, survey the area and make assessment of the manpower requirement on its own to maintain the premises as required by JMF. A Housekeeping supervisor has to be deployed by the agency who will be single point of Contact for JMF for all the housekeeping related matters as prescribed in this contract.

D. GARDENING JOBS

- ❖ The bidder to arrange by engaging well trained workers/gardeners for carrying out the gardening jobs etc. as per the directions of JMF, during the currency of the contract.
- ❖ The bidder to arrange by engaging well train lawn mowers operator, during the currency of the contract.

(II) FOR MILK TANKER DRIVER, HELPER/CLEANER, RECEIVER & MULTI TASKING STAFF (MTS)

Scope of Work:

1. The agency shall provide the requisite Driver, Helper/Cleaner, and Receiver as per the work schedule to be conveyed by JMF as and when required.
2. It shall be agency's responsibility to decide the number of driver depending upon the work schedule, and the agency shall be responsible for satisfactory discharge of the above contractual obligations.
3. The drivers engaged should be having valid driving license to drive milk tankers.
4. The Multi-Tasking Staff (MTS) shall be engaged for various Office and field activities depending upon the requirement of the JMF across various locations of Jharkhand.
5. The agency shall ensure the availability of the persons as per the work schedule to be conveyed by the JMF as and when required. The screening of such persons & their relevant training shall be provided by Jharkhand Milk Federation before putting them on duty.
6. The job given to the MTS shall be totally target driven, their performance shall be assessed based on the achievement of their targets. The non-performers/under performers shall be required to be replaced by the agency as per the intimation given by JMF.
7. The location wise number of persons required at different skill level shall be communicated from time to time and the requirements may even vary time to time depending upon the situation, which the agency should be able to manage. The agency shall be responsible for satisfactory discharge of the all contractual and statutory obligations.
8. The skill level wise wage to be paid for all category of manpower required shall be declared by JMF, however, the agency shall be required to check & ensure that the



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payments are as per norms fixed by JMF and not below the minimum wages act, as declared by Govt. of Jharkhand from time to time. The wages shall be paid in the Bank A/c of the concerned agency. It shall be imperative upon the agency to make the payment to their personnel on or before the 7th day of every month in their bank account, irrespective of their payment due from the JMF or otherwise.

9. The agency shall ensure that the manpower to be deployed at JMF should have following characteristics/qualifications:
 - 9.1. Good character, honest, alert, well disciplined, sound judgment, loyal, interested in the Job, helpful demeanour, confident, courteous and self-controlled.
 - 9.2. Proper posture, non-smoker, reserved demeanour i.e. no horseplay, practical jokes or fraternizing on duty.
 - 9.3. Physical fitness - be able to walk and stand for extended periods, tolerate inclement weather and run short distances.

6. GENERAL TERMS & CONDITIONS

1. The initial period of contract shall be for one year. The period of contract may be further extended by mutual agreement on yearly basis on same terms and conditions depending on performance of the Agency and at discretion of JMF. The JMF, however, reserves right to terminate this initial contract at any time after giving one month's notice to the selected Service Provider with or without assigning any reasons. Where a contract is terminated by JMF on account of the defaults committed by the agency, it shall have the right to award the contract to any other agency at the cost, risk and responsibilities of contractor and excess expenditure incurred on account of this will be recovered by JMF from his Security Deposit or pending bill or by raising a separate claim.
2. All the pages of the tender should be signed by the owner of the firm or his Authorized signatory. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney/authorization may be enclosed along with tender.
3. A copy of the terms and conditions shall be signed on each page and submitted with the technical bid as token of acceptance of terms and conditions.
4. **Any conditional bids received shall not be considered and will be summarily rejected in very first instance without any recourse to the bidder and shall not be evaluated.**
5. All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. **No overwriting or cutting is permitted in the Price Bid Form. In such cases, the tender shall be summarily rejected.**
6. The bidder shall pay Bid Security (EMD) of Rs 50,000/- (Rupees Fifty thousand only) along with the technical bid by Demand Draft in favour of **"JHARKHAND STATE COOPERATIVE MILK PRODUCERS' FEDERATION LTD"** drawn on any Nationalized Bank and payable at RANCHI. Bids received without Earnest Money deposit (EMD) shall stand rejected and thus shall not be considered for evaluation etc at any stage.
7. The bid security (EMD) without interest shall be returned to the unsuccessful bidders after finalisation of contract.



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8. As a guarantee towards due performance and compliance of the contract work, the successful bidder (agency) will deposit an amount equal to 10% of Annual Contract value towards Security Deposit by way of Pay Order/Bank Guarantee or Demand Draft in favour of "JHARKHAND STATE COOPERATIVE MILK PRODUCERS' FEDERATION LTD" drawn on any Nationalized Bank and payable at RANCHI.
9. The EMD deposited by successful agency will be adjusted towards Security deposit as demanded above. If the successful bidder fails to furnish the difference amount between Security Deposit and EMD within 15 (fifteen) days after the issue of Letter of Award of Work, his bid security (EMD) shall be forfeited unless time extension has been granted by JMF.
10. The EMD shall be forfeited if successful bidder fails to undertake the work or fails to comply with any of the terms and conditions of the contract.
11. The bid shall be valid and open for acceptance of the Competent Authority of JMF for a period of 90 days from the date of opening of the tenders and no request for any variation in quoted rates and/withdrawal of tender on any ground by successful bidder shall be entertained.
12. To assist in the analysis, evaluation and computation of the bids, the Authority may ask bidders individually for clarification of their bids. The request for clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.
13. The quoted rates shall not be less than the minimum wages of Govt of Jharkhand and shall include all statutory obligations. The rate quoted should be consolidated and inclusive of Income Tax, Employer EPF contribution, ESI contribution etc, bonus, insurance, leave salary and all charges.
14. JMF shall reimburse the Agency to the extent of the amount of variation arising out of the upward revisions in minimum wages as per Labour Commissioner of Jharkhand above the rates mentioned in the contract and derived statutory obligations thereof provided the documentary evidence is produced by the Agency making such payments to that extent only.
15. The Competent Authority of the JMF reserves the right to annul all bids or discontinue this tender process, without assigning any reason, at any time prior to signing of agreement with the successful bidder.
16. This document does not constitute nor should it be interpreted as an offer or invitation for the appointment of the Manpower Service Provider described herein.
17. Accordingly, interested recipients should carry out an independent assessment and analysis of the requirements and of the information, facts and observations contained herein.
18. This document has not been filed, registered or approved in any jurisdiction. Recipients of this document should inform themselves of and observe any applicable legal requirements.
19. This document constitutes no form of commitment on the part of the JMF. Furthermore, this document confers neither the right nor an expectation on any party to participate in the proposed Manpower Service Provider selection process.
20. When any proposal is submitted pursuant to this RFP (Request for Proposal), it shall be presumed by JMF that the bidder has fully ascertained and ensured about its eligibility to render service as a Manpower Service Provider, in the event of the same being selected ultimately to act as such, under the respective governing laws and regulatory regime and that there is no statutory or regulatory prohibition or impediment to acting as such Manpower Service Provider and it has the necessary approvals and permissions and further suffers no disability in law or otherwise to act as such.
21. By acceptance of this document, the recipient agrees that any information herewith will be superseded by any subsequent written information on the same subject made available to the



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recipient with access to any additional information or to update this document or to correct any inaccuracies, therein, which may become apparent, and JMF reserves the right at any time and without advance notice, to change the procedure for the selection of service provider.

22. JMF reserves the right to vary/alter/amend the eligibility criteria for the Housekeeping Service Provider at any time, in its discretion, before the last date of submission of proposals.
23. The Service providers shall comply with and abide by such directions that JMF may issue from time to time.
24. Once the JMF notifies the successful bidder that its proposal has been accepted, JMF shall enter into separate agreement with the successful bidder and the terms and conditions of provisions of service etc shall be specified therein.
25. Any matter relating to the appointment of Housekeeping Service Provider or the procedure for the appointment of Housekeeping Service Provider shall be governed by the Laws of Union of India. Disputes, if any arising under the said process shall be subject to the exclusive jurisdiction of courts at Ranchi. Any disputes arising after the signing of the agreement shall be resolved in the manner as mentioned in such agreement.

7. OTHER TERMS AND CONDITIONS

1. The services and estimated provision for the required manpower shall be as under:

No.	Category*	Nos
i.	Housekeeping & Gardening manpower	20
ii.	Housekeeping Supervisor	1
iii.	Milk Tanker Driver	14
iv.	Helper/Cleaner	14
v.	Receiver	10
vi.	Multi Tasking Staff	25
	Total	84

**The numbers may increase or come down based on actual requirement*

2. The contracting Service provider shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of JMF.
3. The bidder will be bound by the details furnished by him/ her to JMF while submitting the tender or at subsequent stage. In case, any of such documents furnished if found to be false at any stage, it would be deemed to be a breach of terms of contract making him / her liable for legal action besides termination of contract.
4. The JMF reserves right to terminate the contract at any time after giving a one month's notice to the selected Manpower Service Provider with or without assigning any reason and shall be under no obligation whatsoever to continue the contract.
5. The Service provider must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract and penal action as per law of the land.



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6. The Tenderer shall engage reliable person after doing the proper character and police verification and other formalities, impose any conditions as per prevailing contractual labour law for such engagements, take any disciplinary actions against any such person or reward any such person for efficiency at work etc., at its sole costs, risks and responsibilities.
7. The contractors/agency's personnel shall follow and adhere to all procedures and processes as laid down by JMF.
8. Working hours:
 - i. All the housekeeping services will be provided for six days a week including on intervening holidays.
 - ii. Housekeeping staff deployed by the agency shall be required to work in for six days a week from Monday to Saturday from 08:00 hrs. to 17:00 hrs. with one an hour lunch break. The manpower will also be called upon to perform duties on Saturday/Sunday and other holidays where required. No extra charge will be paid for attending the office on such holidays.
 - iii. Cleaning activity shall start in the morning at 8.00AM so as to complete all the dusting/ cleaning/ moping work before 10.00 AM.
9. For the manpower deployed, the agency will keep with them, their present and permanent address, education qualification details, specimen signature, Aadhaar card and two passport size photographs and furnish this details/information to JMF, as and when required. The bidder will provide identity cards to the manpower deployed to work at JMF.
10. The Agency shall provide reasonably good uniform with name badges to its Housekeeping & Gardening manpower deployed at JMF, at Agency's own cost and ensure that they are used by the personnel deployed and are maintained in good condition.
11. The staff deployed by the agency will maintain office decorum. They will be courteous, polite, cooperative, in good health and character and be able to discharge their responsibilities of housekeeping work. The bidders will verify the character antecedents before deploying any person at JMF.
12. The agency will ensure that the services rendered by its deployed manpower are perfectly valid, legal and not in violation of any civil, criminal, labour, municipal or industrial law. JMF stands indemnified for any default caused by the bidder in the discharge of housekeeping services. The agency shall deal with and settle the matters related with working conditions and sure that no labour disputes/problems are referred to JMF or make JMF a party to the same. It shall totally indemnify JMF and its officers in this regard.
13. The agency would be under obligation to replace any manpower, whose conduct /performance/health/habit is found to be unsatisfactory, at its own costs, risks and responsibilities immediately, with written intimation to JMF.
14. The manpower deployed for housekeeping service will remain available at the place of their duty roaster and would report to supervisor posted by the agency. The supervisor will ensure that tender specified manpower is available at the place of duty all times.
15. The selected agency upon request shall furnish the names of the persons engaged along with their detailed medical report. These medical tests have to be carried out on the personnel at least once in a year and these have to be submitted as and when the same is carried out at the cost of the agency without any additional cost.



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16. The selected agency shall ensure proper conduct of his personnel in office/plant premises, and enforce prohibition of consumption of alcoholic drinks, chewing of pan smoking, loitering without work. The staff deployed should always be disciplined, properly dressed and be presentable all the time during duty.
17. The agency should provide the details of all the Manpower proposed to be deployed at the JMF site. All the personnel deployed by the agency should always carry the identity card provided by the agency. Agency's personnel would be frisked by the security personnel appointed by JMF both while entering and leaving the premises.
18. Checklists have to be maintained for Toilets and general cleanliness etc. would be under administration of the supervisor. He would sign the checklist after random physical inspection of these areas.
19. The agency will have to maintain an inventory of 100% of all consumable items at all times.
20. The agency will be responsible for any indiscipline, damage to equipment property and third party liabilities caused by acts on part of its deployed manpower at JMF premises for housekeeping services.
21. The agency must provide necessary standard liveries to its housekeeping staff /supervisors with their identity properly displayed. No extra payment shall be claimed from JMF for such items.
22. In the event of any theft/loss of JMF property due to established negligence of the agency's deployed manpower, the bidder will make good the loss as decided by JMF. Decision of JMF on the compensation will be final.
23. **Statutory Requirements**
 - i. The agency shall comply with all central, local and state regulations and enactment pertaining to workmen and labour and JMF shall have the right to enquire into and decide all complaints on such matters.
 - ii. The agency shall adhere and pay all contributions, subscriptions, premium, fee and dues to statutory norms as per the law and as stipulated by JMF and this includes Contract Labour (Regulation and Abolition) Act 1970, Shops and Commercial Establishments Act, The Employees Provident Funds and Miscellaneous Act 1952, The Employees State Insurance Act 1948, The workmen's Compensation Act 1923, The payment of gratuity Act, The payment of Wages Act 1936, The payment of Bonus Act 1965, The minimum wages Act 1948 etc., including modifications up to date of tender.
24. JMF stands indemnified from any legal or financial issues the bidders may have with its deployed manpower for work. JMF also stands indemnified for any damages/personal injury/death caused to the deployed manpower on account of the negligence of the agency or any person under his control in the discharge of bidder's contract with JMF for housekeeping services.
25. Under no circumstances, the staff members and/or the workmen/employees of the agency shall be treated, regarded or considered or deemed to be the employees of the JMF and the agency alone shall be responsible for their remuneration, wages and other benefits and service conditions of all the employees deployed by the agency and the agency shall indemnify and keep indemnified the JMF against any claim that may have to be met by JMF towards the employees of the agency, under any prevalent law.



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26. The agency shall be solely responsible for compliance to the provisions of various labour and industrial laws, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI etc. relating to personnel deployed by it at JMF or for any accident caused to them and the JMF shall not be liable to bear any expense in this regard. The Agency shall make payment of wages to workers engaged by it by the stipulated date irrespective of any delay in settlement of its bill by the JMF for whatever reason. The Agency shall also be responsible for the insurance of its personnel. **The Manpower Agency shall specifically ensure compliance of various Laws/Acts, including but not limited to with the following and their re-enactments/ amendments/ modifications:**
- a. The Payment of Wages Act 1936
 - b. The Payment of Wages(Amendment) Act 2005
 - c. The Employees Provident Fund Act, 1952
 - d. The Factory Act, 1948
 - e. The Contract Labour (Regulation & Abolition) act 1970
 - f. The Payment of Bonus Act, 1965
 - g. The Payment of Gratuity Act, 1972
 - h. The Employees State Insurance Act, 1948
 - i. The Employment of Children Act, 1938
 - j. The Motor Vehicle Act, 1988
 - k. Minimum Wages Act, 1948
 - l. The Workmen's Compensation Act, 1923
 - m. The Child Labour Prohibition and Regulation Act 1986
27. JMF stands indemnified from any legal or financial issues the bidders may have with its deployed manpower for work. JMF also stands indemnified for any damages/personal injury/death caused to the deployed manpower in the discharge of bidder's contract with JMF for supply of High Skilled/ Skilled/Semi-Skilled/Unskilled on Contract basis.
28. The agency is fully responsible for obtaining licenses, insurances of employees, transportation, payment of salaries / wages to all concerned in respect of this contract and the JMF will not be responsible in any manner.
29. The agency has to maintain the following registers(mandatory) under Contract Labour & Minimum Wages Act -
- i. Register of Persons employed (Sec.75)
 - ii. Employment Card (Sec.76)
 - iii. Service Certificate (Sec. 77)
 - iv. Muster Roll (Sec.78)
 - v. Register of wages (Sec.78)
 - vi. Register of Deductions for damage or loss (Sec.78)
 - vii. Register of Fines (Sec.78)
 - viii. Register of Advances (Sec.78)
 - ix. Wage Slips (Sec.78)



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30. Housekeeping Material/Equipment to be provided at JMF premises

- Floor Duster
- Liquid Soap Refills (Dettol/Lifeboy)
- Hit Spray(Black & Red)
- Room Freshener(Airwick)
- Toilet cleaning Liquid(Harpik or Equivalent)
- Odonil cubes
- Toilet Brushes(WC)
- Floor Cleaner Domex/Lizol 5 Itr/Phenyl/Acid
- Floor Wiper (Gala/Scotchbrite)
- White Dusters/Yellow Dusters
- Soft Brooms
- Colin
- Hand Brush (Scrubber)
- Garbage Bag Big/Small
- Glass Wiper
- Buckets/Baskets
- Gloves
- Dust Pans
- Naphthalene Balls
- Scotches Brite Pads
- Any other material required but not specified in the tender

31. Storage of Housekeeping equipment

JMF will provide a space to the agency from its existing space for storing the equipment, materials during the contract period. The water and electricity will be provided by JMF from its existing resources. In case of disruption in supply of water or electricity, agency will arrange the same at its costs, risks and responsibilities. Cleaning material & Aids to be provided by the Agency at his own cost.

32. Payment Terms

- a. The agency will submit a pre-receipted bill, in triplicate, in the name of The Jharkhand State Cooperative Milk Producers' Federation Ltd immediately after making payment to its deployed staff but not later than 7th of each month. The bill submitted by the bidder should be duly certified by the concerned officer of JMF.
- b. Bills submitted will be processed and payment will be released within 30 days if found proper as per and subject to the provisions of the contract.
- c. Bills should consist of following documentary evidence for processing further:
 - i. Complete attendance details with muster rolls as per the Labour Act.
 - ii. Proof of payment of Wages for the previous month as per the State's Minimum Wages Act (Theka Shramik Rates).
 - iii. ESI and PF payment Challan Copies/Contribution Statement of previous month to be submitted along with the bills. JMF is very particular about payment of statutory dues to



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the engaged manpower. Hence, payment of PF/ESIC shall be made by JMF to the service provider only for the manpower for whom challan copy/contribution statement have been deposited along with the bill.

- iv. Goods & Service Tax Payment Challan copy of previous three (3) months
 - v. All payments will be made subject to Tax Deduction at Source.
 - vi. No advance payment of any kind will be given by JMF to the tenderer.
 - vii. Payments, subject to Tax Deduction at Source (TDS) shall be processed within one month of the submission of the complete documents.
 - viii. Pre-receipted bills may be submitted in triplicate in the name of JMF, Ranchi along with a copy of the receipted delivery challan.
 - ix. JMF reserves the right to deduct amount from the bill towards compensation for unsatisfactory service as provided under the contract.
33. In case of breach of any terms and conditions as specified in the contract and signed between the parties, the Performance Security Deposit of the Man Power Service Providers will be liable to be forfeited by the JMF besides, annulment of the contract and other legal resource.

Note: These terms and conditions are part of the Contract/Agreement as indicated in the work order between JMF and the Agency and any non-compliance shall be deemed as breach of the Contract/Agreement, which shall be signed between the JMF & Agency after award of contract.



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8. PERFORMA OF TECHNICAL BID

APPLICATION: TECHNICAL BID Providing Housekeeping, Tanker Drivers, Cleaners, Receivers and MTS Services to The Jharkhand State Cooperative Milk Producers' Federation Ltd, Ranchi

1. Name of Tendering Manpower Service Provider : _____
2. Details of Earnest Money Deposit: DD No. _____ date _____ of Rs. _____ drawn on Bank _____
3. A) Name of Tenderer: _____
B) Constitution of the tender (Private/Public Ltd/ Proprietor etc: _____
4. Full Address of Registered Head Office: _____

Landline No. with STD code : _____ Mobile No.: _____ email id : _____
5. Full Address of the Local / Branch Office: _____

Landline No. with STD code : _____ Mobile No.: _____ email id : _____
6. Name & Mobile No. of Authorized Officer: _____
7. Name & Mobile no. of authorised person of Local/ Branch Office: _____
8. Banker of Manpower Service Provider: _____
(Attach certified copy of statement of A/c for the last Three years)
9. Telephone Number of Banker:- _____
10. PAN/ GIR No. (Attach attested copy): _____
11. Registration No. with Regional Labor Commissioner: (Attach attested copy): _____
12. GST Registration No. (Attach attested copy): _____
13. E.P.F. Registration No. (Attach attested copy): _____
14. E.S.I. Registration No. (Attach attested copy): _____
15. Please submit an undertaking that no case is pending in court of Law against the Proprietor/ Firm/Partner or the Company (Firm/company). In addition to the undertaking, the firm shall also produce certificate/verification from local police station. Indicate any convictions if any in the past against the Company/firm/partner.



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16. Financial Turnover of the tendering Manpower Service Provider for the below mentioned Financial Years on similar contract:

Financial Year	Amount	Remarks (If any)
2015-16		
2016-17		
2017-18		

17. Details of Manpower Services contracts handled in the past during last three years:

No.	Client's Name with address, mobile no. & email id	Govt Agency/ Dairy Coop. (Yes/No)	Duration (Month & Year)	Contract value	Total staff engaged	Contract Completed/ Ongoing	Remarks (Any dispute)

Note: Use separate sheet if required.

Date:

Place:

Signature of Authorized Person

Name:

Seal :

DECLARATION

- I,.....Son/ Daughter/ Wife of Shri..... am the Proprietor/ Director/ Authorised Signatory to sign this declaration and execute this tender document.
- I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them. The information / documents furnished along with the tender application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my / our tender at any stage besides liabilities towards prosecution under appropriate law.

Date:

Place:

Signature of Authorized Person

Name:

Seal:

Note: The tenderer needs to submit the following documents with their tender documents:

- Copy of the license with Regional Labor Commissioner
- Registration under the Contractual Labor Act.
- Registration of establishment under Shops & Establishment.
- Tender Money, in the form of DD of Rs. 500/- (non-refundable) in favour of "Jharkhand State Cooperative Milk Producers' Federation Ltd" Payable at Ranchi, in case the tender form is downloaded from the website.
- EMD (Interest free) of Rs. 50,000/- (Rupees Fifty thousand) in the form DD in favour of "Jharkhand State Cooperative Milk Producers' Federation Ltd" Payable at Ranchi
- Performance Certificate for the last 03 years from the clients to whom the manpower agency provided services.
- Turnover -ITR and certificate duly certified by the CA to be attached
- Client list – preferably professional educational institutes/Govt. Offices/Cooperatives



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PARTICULARS OF THE BIDDER/TECHNICAL DETAILS

The Bidder should furnish the details requested for in the format given below:

Sl.No.	Description of requirement	Yes/No	Page No
1	The firm is registered with the Regional Labour Commissioner (Govt. of Jharkhand) .	Yes/No	
2	Copies of Balance Sheet and P&L A/c for the last 3 years duly certified by CA	Yes/No	
3	Registration certificate of provident fund commissioner enclosed	Yes/No	
4	Copy of Registration certificate/allotment letter of Goods & Service tax number	Yes/No	
5	Copy of PAN No. enclosed	Yes/No	
6	Registration certificate of ESI enclosed	Yes/No	
7	Proforma as per Annex -II containing details of other organization where such contracts were/are undertaken (attach supportive documents)	Yes/No	
8	Labour Commissioner Registration	Yes/No	
9	DD of Rs 50,000/- as EMD	Yes/No	
10	Financial/Price bid proforma completed & sealed in separate envelope	Yes/No	
11	List of Arbitration cases (if applicable) Do not leave it blank. If there are no such cases, write "Not Applicable" .	Yes/No/Not applicable	
12**	Undertaking of the agency confirming the availability of adequate manpower of requisite qualification and experience for deployment at JMF.	Yes/No	
13	Acceptance of terms and conditions (as per annexure-III) attached. Each page of terms and conditions to be duly signed as token of acceptance and submitted as part of tender document.	Yes/No	
14	Copy of last income tax return (AY 2017-18)	Yes/No	
15	Undertaking by the bidder to the effect that there is no police case pending against the proprietor/firm/parties relating to previous service contracts.	Yes/No	
16	Undertaking to the effect that the workers to be deputed in JMF shall be trained accordingly as per job specified	Yes/No	
17	Undertaking to the effect that the personnel deputed to JMF shall have been screened by police verification.	Yes/No	
18	Undertaking to the effect that sufficient 'leave reserve' of personnel shall be maintained by the Agency.	Yes/No	
19	Proof of earlier completed similar works within last three years with value not less than 1.5 times the amount to be quoted to JMF, duly certified by Chartered Accountant. ..	Yes/No	
20	Proof of Annual Financial Turnover for a value equal to or more than three times the amount to be quoted to JMF duly certified by Chartered Accountant.	Yes/No	
21	Turnover - Housekeeping Agency should not have turnover less than Rs. 1 Crores in each of the last two years i.e. 2016-17 & 2017-18 (ITR and certificate duly certified by the CA to be attached).	Yes/No	

Date

Authorised Signatory
Name & Designation
Seal of the Company



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9. PERFORMA OF FINANCIAL BID

Sl. No.	Particulars	Housekeeping Staff	Housekeeping Supervisor	Milk Tanker Driver	Helper/Cleaner, Receiver	Multi Tasking Staff
1	Wages per Person	Applicable minimum wages (Unskilled/ Semi Skilled/ Skilled as applicable)	Applicable minimum wages (Skilled/ Highly Skilled as applicable)	Applicable minimum wages (Highly Skilled) + allowances as per JMF policy)	Applicable minimum wages (Semi Skilled/ Skilled as applicable+ allowances as per JMF policy)	As per JMF policy (in the CTC range of Rs. 15,000- Rs.20,000 per month including all statutory payments and allowances)
2	PF	To be followed As per statute	To be followed As per statute	To be followed As per statute	To be followed As per statute	
3	ESI					
4	Bonus (8.33%)					
5	Wages for leave	21 days per year				
5	Administrative Service Charges (% of total contract value)					

*** Bidders are advised to fill only point no. 5 after taking into account all factors of payments s mentioned in the tender document including uniform, medical tests of housekeeping staff etc.**

Declaration by the Tenderer:

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Note: (i) Goods and Service Tax (GST) as per prevalent rules shall be paid by JMF, as applicable

(ii) There would be no increase in rates during the contract period except provision under the terms & conditions.

Date:

(Each and every page of price bid need to be signed and stamped by the contractor/firm).

(Signature of Tenderer with seal)

Name:

Seal:

Address:

Phone No (O):



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**10. UNDERTAKING & ACCEPTANCE LETTER BY THE SUPPLY OF CONTARCT MANPOWER
AGENCY**

I/We have carefully gone through the various terms and conditions listed in the Tender Form (Technical & Financial Bid) for providing House Keeping services and Milk Tanker Driver, Helper/Cleaner, Receiver & Multi Tasking Staff (MTS) at Jharkhand Milk Federation (JMF). I/We agree to all these conditions and offer to provide House Keeping services and supply of Milk Tanker Driver, Helper/Cleaner, and Receiver & Multi Tasking Staff (MTS) at JMF. I/We are making this offer after carefully reading the conditions and understanding the same without any kind of pressure or influence from any source whatsoever. I/We have inspected the Medha Dairy Plant (Dhurwa Office Location & Hotwar Location) and have acquainted ourselves with the tasks required to be carried out, before making this offer. I/We hereby sign this undertaking in token of our acceptance of various conditions listed above.

Place: _____

Date: _____

Signature of Agency

Address: _____

Mob: _____

Email ID: _____



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11. SELF-DECLARATION BY THE SERVICE PROVIDER ON “NO- BLACKLISTING”
(To be given on Company’s Letterhead)

Managing Director
Jharkhand State Cooperative Milk Producers’ Federation Ltd
Near Farmers Training Centre Campus, Sec-II, H.E.C., Dhurwa,
Ranchi – 834004, Jharkhand

Sir,

In response to tender document no.for hiring House Keeping Services for the Jharkhand State Cooperative Milk Producers’ Federation Ltd, I /We hereby declare that our Company/ Firm (name)is having unblemished record and is not declared ineligible for practicing corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/ Autonomous Body/ Dairy Cooperative.

I/ We further declare that presently our Company/ Firm (name)is not blacklisted/ debarred and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body/ Dairy Cooperative, on the date of submission of bid.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted; may be cancelled.

Signature of Authorised Signatory
(Name & Seal)

Date:



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12. APPLICATION LETTER (Specimen)

The Managing Director
Jharkhand Milk Federation,
Farmers Training Centre, Sector- II,
HEC, Dhurwa, Ranchi - 834004

**SUBJECT: TENDER FOR PROVIDING HOUSE KEEPING, GARDENING, MILK TANKER
DRIVERS, HELPERS/CLEANERS, RECEIVERS& MULTI TASKING STAFF (MTS)
SERVICES AT JHARKHAND MILK FEDERATION**

Dear Sir,

In response to your tender inviting notice for the above-mentioned contract, I/We, a
Company/Partnership/Sole Proprietor submit the tender with following particulars:

Sl. No.	Description	Particulars
1	Constitution & Nature of Firm (proprietor/partnership firm/Pvt. Ltd./ Ltd. Co.)	
2	Year of Establishment	
3	Registration Number under applicable act with a copy of registration certificate	
4	Registered Postal Address	
5	Telephone No./ Fax No./ Mobile No.	
6	Email ID:	
7	Branches (if any)	
8	Name & address of Directors/Proprietor/ Partners/ Individual	
9	(a) Name of Bankers & Address (b) Bank Account Number (c) Type of Account (d) IFSC Code	
10	ESI and PF Code allotted by PF Commissioner Govt. of Jharkhand with photo copy of certificate	
11	Registration with Labour dept.	



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Having acquired the requisite information related to the subject work after visit of the site and examining the form of contract, nature, quantum of work as effecting the tender invited by on behalf of the Jharkhand Milk Federation, Ranchi. I/We, the under signed hereby offer for providing qualified staff as indicated in the Tender Document to undertake to provide supply of contract manpower for housekeeping, milk tanker drivers, helpers/cleaners, receivers & multi tasking staff (mts) services at Jharkhand milk federation service strictly in accordance with the terms and conditions as indicated by you in the said documents.

We also agree to submit the bill on monthly basis and accept the payment to the workers as per the Minimum wages declared by the State Govt. of Jharkhand from time to time. I/We also agree for the compliance of applicable Labour and other Laws in force and other Govt. orders. All workers engaged by me/us would be suitably compensated by me/us complying with Minimum Wages act. All other payment like payments under Workmen Compensation Act etc. shall be borne and payable by me/us. I/We will always keep the JMF indemnified of any claim/damages that JMF, RANCHI have to pay with respect to the service and the deputation of any workers to the JMF.

The JMF reserves the right to reject any or all the quotations or accept them in part or to reject the lowest quotations without assigning any reasons. The JMF further reserves the right to terminate the contract during its tenure at any time without assigning any reasons.

I/We further pay and have enclosed Earnest Money amounting to Rs. 50,000/- (Fifty thousand only) in the form of Demand Draft/Pay Order drawn in favour of The Jharkhand State Co-operative Milk Producers' Federation Limited at Ranchi along with the Technical Bid which will remain with JMF upto final award of contract. However, no interest shall be payable on Earnest money. Earnest money of successful bidder shall be adjusted against the security deposit.

Thanking you,

Yours faithfully,

Signature of Authorized person
(Name)