



(A Govt. of Jharkhand Undertaking)



(CIN: U17122JH2006SGC012606)

## **Jharkhand Silk, Textile & Handicraft Development Corporation Ltd.**

### **Tender for providing Housekeeping Services at Jharcraft on outsourcing basis**

1. Jharcraft invites tender from reputed, registered firms/companies engaged in the business of housekeeping to provide housekeeping services viz., cleaning of rooms, corridors, toilets glass doors, windows, curtains, computer peripherals, open area etc. for its Head Office situated at Udyog, Bhawan, Ratu Road, Ranchi and its emporia and Regional Offices in Ranchi zone for a contract period of 03 years.
2. Other terms & conditions Tender document format may be collected from the General Manager (Administration), Jharcraft at the Head Office situated at Ratu Road, Ranchi – 834001 on the payment of Rs. 2500.00 (Rupees two thousand five hundred only) in cash or Demand Draft in favour of “Jharkhand Silk, Textile and Handicraft Development Corporation Ltd.” payable at Ranchi during office hours from 12.04.2023 to 02.05.2023 till 03:00 p.m. and the same may be downloaded from [www.jharcraft.in](http://www.jharcraft.in). The tender money of Rs. 2500.00 (Rupees Two Thousand Five Hundred) only in the form of demand draft must be enclosed along with the bid/s in case the documents have been downloaded from the website.
3. The tender document duly filled and sealed shall be received till 02.05.2023 up to 05.00 p.m. and the same shall be opened in the office chamber of the Managing Director, Jharcraft at 03:00 p.m. on 04.05.2023

**Sd/-**  
**General Manager (Administration)**  
**JHARCRAFT**

## **2. GENERAL CONDITIONS OF CONTRACT**

### **2.1 Definitions**

In these general condition of contract, the following terms shall have the meaning herein assigned to them except where the context otherwise requires

- a) **Company**  
Company shall mean Jharkhand Silk, Textile and Handicraft Development Corporation Ltd. (A Govt. of Jharkhand Undertaking) and shall include its executors, successors, administrators, partners and permitted assigns.
- b) **Service Provider**  
Service Provider shall mean the person, firm or body corporate who enters into the contract with the Company and shall include its executors, successors, administrators, partners and permitted assigns.
- c) **Contract**  
Contract shall mean this work order with the Annexure, specifications, the accepted price or schedule of rates as the case may be, along with all the general and special conditions of Contract.

### **2.2 The tenderer should fulfil the following criteria:-**

- a) The agency shall be incorporating under the companies Act 1956/Societies Registration Act 1860 /Partnership Act. /Proprietorship (Enclose copy)
- b) The Agency must have a minimum experience of three years in providing housekeeping services to Government organizations, other large Public Sector Undertakings or large corporate offices. Copies of agreement / work order from clients shall be provided as documentary evidence.
- c) Performance Security, to be provided by the Service Provider in form of unconditional Bank Guarantee, shall be issued by any Nationalized/ Commercial/ Scheduled Bank @ 5% of the agreed average annual quantum of Work Order price. Such security shall be returned after expiry of the operational period. No interest will be paid on this deposit.
- d) The personnel to be deployed should be well experienced and trained adequately to handle any type of cleaning/housekeeping and other work entrusted to them by this office. The agency shall ensure that the work undertaken by its personnel is carried out efficiently and to the satisfaction of this office. The agency will have to train the personnel engaged in housekeeping work from time to time.
- e) The personnel to be deployed should have sound health, good hygiene and have experience in cleaning/housekeeping. They shall ensure that they present themselves clean and tidy. The housekeeping personnel must be provided with full uniform & identity cards prominently displayed.
- f) Agency will be responsible to keep entire premises clean & tidy by 9.30 A.M. on all working days. The housekeeping personnel shall attend to work punctually at the prefixed/determined timings and shall be well-behaved and well-mannered. Moreover, one of the personnel shall function as supervisor who, apart from his housekeeping duties, shall also be the contact person with the agency and shall monitor the performance of other personnel deployed in this office.

- g) The agency should ensure that there is no scope for any grievance from the personnel on delayed payment of wages. The employees engaged by the Housekeeping agency will be in the employment of Housekeeping agency only. Mode of payment will be monthly and payments to the Housekeeping agency will be through NEFT/RTGS/Treasury only. Tax shall be deducted at source as per the Income Tax Act from the monthly bills.
- h) The agency shall indemnify and shall keep this office indemnified against acts of omission or negligence, dishonesty or misconduct of the men/women engaged for the work and this office shall not be liable to pay any damages or compensation to such person or to third party. All damages caused by the housekeeping personnel shall be charged to the agency and recovered from its dues / bills.
- i) The tender will be opened in the presence of the tender committee in the office of the Managing Director, Jharkhand Silk, Textile and Handicraft Development Corporation Ltd. at 3.00 p.m. on 04.05.2023. The tenderer or their representative may participate in the tender opening.
- j) No mobilization advance shall be paid against this work.
- k) The bidder should have average turnover of Rs. 2 crores per year in 03 years out of last 5 financial years (2017-18, 2018-19, 2019-20, 2020-21 & 2021-22).
- l) The bidder should have ISO 9001:2015 and ISO 45001:2018 certificates.
- m) If the bidder claiming for exemption (Tender fee & EMD), then bidder should be submitted the copy of MSME Udyam Registration verified certificate, issued through the District Industries Centre (DIC).
- n) The Agency/Company must have a minimum **200 live housekeeping personnel** in different client organization (Govt. organization/PSU/Autonomous body).
- o) Service charge should be between 5% to 10% of the current minimum wages.
- p) All Labour laws/EPF/ESIC/Bonus and other Government compliances needs to mandatorily follow by the successful bidder. Updated challans of EPF, ESIC and GST should be submitted till the time of publish of tender.
- q) The bidder have submit valid character certificate issued from Deputy Commissioner/District Magistrate.
- r) There should be no court case regarding compliance of PF/ESIC. Bidder must be submitted affidavit for the same.
- s) The tender without earnest money, GSTIN Registration, PAN Card, EPFO, ESIC Registration etc. As mentioned in Annexure-I shall not be considered and shall be outrightly rejected.

**Sd/-**  
**General Manager (Administration)**  
**JHARCRAFT**

**The Service Provider must submit their bid in three (3) envelops**

**Envelop No.1:** Super scribed as “**Technical Bid for Housekeeping on outsourcing**” should contain:-

- a) Demand Draft of Rs. 2,500/- as the tender fee. (Non Refundable)
- b) Demand Draft of Rs. 30,000/- as earnest money. (Refundable on non selection)
- c) Supporting documents for various registration and declaration as per **Annexure I.**

**Envelop No. 2:** Super scribed as “**Financial Bid for Housekeeping on outsourcing**” should contain:

Sl. No.	Service Type	Amount (in Rs.)	Applicable GST
1.	One time absorption fee (if any)		
2.	Monthly management fee per personnel		

**Envelop No. 3:** Super scribed as “**Bid for Housekeeping on outsourcing**” referring the NIT no. \_\_\_\_\_ should contain the above **Envelop no.1 & no. 2.**

**NOTE:**

- Technical bids shall be opened first and the financial bids of tenders, qualifying in Technical bids only, shall be opened for further evaluation.
- Conditional tenders shall not be accepted.
- The monthly management fee charged by the agency will be in addition to the salary of the housekeeping personnel.
- The Managing Director, Jharcraft reserves the right to cancel any or all tenders without assigning any reason or cause.

**Sd/-**  
**General Manager (Administration)**  
**JHARCRAFT**

**Annexure-I**  
**(For Housekeeping services)**

Sl. No.	Particulars	Details of documents enclosed	Pg No.
1.	Registration of firm (Enclose copy)		
2.	Average turnover of Rs. 2 crores per year in 03 years out of last 5 financial years (2017-18, 2018-19, 2019-20, 2020-21 & 2021-22).		
3.	Income Tax Return of last 03 financial years (2019-20, 2020-21 & 2021-22)		
4.	GSTIN Registration		
5.	Updated GST return of last 06 months		
6.	Updated challans of EPF, ESIC and GST		
7.	PAN No.		
8.	ESIC Registration		
9.	EPFO Registration		
10.	Tender Money of Rs. 2,500=00		
11.	Earnest Money of Rs. 30,000=00		
12.	AN ISO Certification (ISO 9001:2015 and ISO 45001:2018)		
13.	Character certificate issued from Deputy Commissioner/District Magistrate		
14.	Annual Turnover Certificate from Auditor	<b>(As per given format at Appendix A)</b>	
15.	Audited Balance Sheets (last 3 Financial years)	FY 2019-20	
		FY 2020-21	
		FY 2021-22	
16.	The firm should not be blacklisted by any Central Govt. /State Govt. /PSU/Govt. Bodies. If yes, details thereof.	<b>(Notary affidavit as per given format at Appendix B)</b>	
17.	There should be no court case regarding compliance of PF/ESIC.	<b>(Notary affidavit)</b>	
18.	Work Experience of minimum 03 years as providing housekeeping services to Govt. organisation/other large PSU	<b>200 live housekeeping personnel experience of Govt. Organisation/ PSUs'/Boards'/Corporations/ PSU/ Autonomous</b>	
19.	The applicant must have an office in Ranchi or anywhere in Jharkhand	Proof of address	

***Declaration:*** All details provided by me are true as per my knowledge. Any dispute found in the same shall make the bid application void.

Yours Faithfully,

\_\_\_\_\_  
Signature of the authorised person with date

\_\_\_\_\_  
Name/ Designation of the authorised person

\_\_\_\_\_  
Name of the firm/ Agency along with the seal.

### **2.3 Taxes & Duties**

Income tax at sources, other statutory deductions and all payment due under this contract shall be deducted in accordance with the prevailing Income Tax Act.

### **2.4 Arbitration**

Any disputes arising out of this Contract shall be referred to the sole arbitrator i.e. Managing Director, Jharkhand Silk Textile and Handicraft Development Corporation Ltd., who may further appoint any officer and there shall be no objection, if arbitrator so appointed, is an employee of Jharkhand Silk Textile and Handicraft Development Corporation Ltd.

### **2.5 Jurisdiction**

This work order is governed by the Indian Labour Law for time being in force. The court of Ranchi alone shall have exclusive jurisdiction in all matters arising out of this work order.

### **2.6 Termination**

The Company reserves the right to terminate this work order by giving 30 days clear notice. However, in case of gross negligence by the Service Provider, work order can be terminated without any notice and Service Provider shall not be entitled to any compensation on this account.

### **2.7 Contract Period**

Commencement of work will be 3 years from the date of approval and extendable for a maximum period of 1 Year subject to satisfactory performance & mutual consent with as per terms & conditions.

### **2.8 Wages Revision**

The tendering service provider/company/firm agency will ensure for compliance of minimum wages and the payment on account of escalation/enhancement charges of revision in minimum wages including VDA by appropriate Govt. From time to time shall be payable by Jharcraft against claim.

### **2.10 Rejection**

The Managing Director, Jharcraft reserves the right to cancel any or all tenders without assigning any reason or cause.

## Appendix 'A'

<b>Financial Strength of the Firm/Organization</b>				
<b>Sl. No.</b>	<b>Financial Year</b>	<b>Whether profitable Yes/No</b>	<b>Annual Net Profit (in lakh)</b>	<b>Annual Turnover (in lakh)</b>
1	2019-20			
2	2020-21			
3	2021-22			

Note: Please enclose auditor's certificate in support of your claim.

Signature of the applicant

Full name of applicant

Stamp & Date

## Appendix 'B'

### Declaration

We hereby confirm that we are interested in competing for the housekeeping Services to undertake the task related to supply of housekeeping personnel for Jharkhand Silk, Textile and Handicraft Development Corporation Limited (JHARCRAFT).

We have not been Blacklisted by any Central Govt. / State Govt. / PSU / Govt. Bodies / Autonomous. All the information provided herewith is genuine and accurate.

Authorized Person's Signature.

Name and Designation:

Date of Signature:

*Note: The declaration is to be furnished on the letter head of the organization.*