

Dear Sir/Madam,

We are pleased to invite you to participate in the **Request for Quotation (RFQ) for Engagement of reputed Service Providers/Agencies for providing Watch & Ward Services on annual contract basis for JMF units.**

RFQ Overview

- **Project Name:** Engagement of reputed Service Providers/Agencies for providing Watch & Ward Services
- **Tender Start Date & Time:** 09 February 2026, 12:00 PM
- **Tender Closing Date & Time:** 23 February 2026, 05:00 PM

Tender Documents Download

Vendors may download the eTender documents using the link below:

📄 **Download Link:** <https://www.ncdfiemarket.com/index.php/auctions-2/#tab-44753>

Vendor Registration & Participation Process

Interested vendors are requested to email services@ncdfiemarket.com at least **2 days prior to the bid closing date** with the following details:

- Company Name
- Contact Person Name
- Mobile Number
- Email ID
- NCDFI Registration Status (Yes/No)
- Registration link : <https://registration.ncdfiemarket.com/>

The NCDFI eMarket team will provide necessary guidance regarding vendor registration and the bidding process.

Transaction Charges

NCDFI eMarket will deduct **transaction charges @ 0.4% (exclusive of GST)** from the successful bidder.

TDS Deduction

TDS u/s 194-O @ 0.1% will be deducted from the bidder's **EMD on the projected trade value** at the time of issuance of the Bid Evaluation Result.

Link for Bid Submission

🔗 <https://events.ncdfiemarket.com/bidder/>

EMD (Earnest Money Deposit) Details

- **EMD Amount:** ₹1,20,000/-
- **Payment Mode:** NEFT / RTGS
- **Account:** NCDFI ICICI Escrow Account
- **Account Details:** Will be shared by NCDFI eMarket on the registered email ID

Post-Payment Confirmation

After transferring the EMD, bidders must send an email confirmation to:

- vivek@ncdfiemarket.com
- dhruv@ncdfiemarket.com

EMD Confirmation Email Format:

Bidder Name	Amount Paid (₹) (In Figures & Words)	Bank Name	UTR No. & Date
[Company Name]			

⚠ Important:

- The bid will be considered valid **only if the EMD amount is credited to NCDFI ICICI Escrow account on or before 22-02-2026 5 PM.**
- The RFQ will become visible to vendors **only after successful EMD deposit** into the NCDFI Escrow Account.

For Further Assistance

- **Shri Vivek Suthar:** +91 9978601585
- **Shri Dhruv Patel:** +91 9978603418

We look forward to your active participation.

Warm regards,
NCDFI eMarket Team

Sub: Invitation of Tender for Engagement of Service Provider for Providing Watch & Ward Services on Annual Contract Basis for All Units of Jharkhand Milk Federation

Dear Sir/Madam,

The Jharkhand State Co-operative Milk Producers' Federation Ltd. (JMF), Ranchi, invites quotations from reputed, experienced, and financially sound Service Providers/Agencies for providing Watch & Ward Services (Highly Skilled / Skilled / Semi-Skilled) on an annual contract basis across all operational and administrative units of JMF in different districts of Jharkhand through NCDFI eMarket.

Tender Details and Terms & Conditions

Particulars	Details
Tender Invitation	Engagement of reputed Service Providers/Agencies for providing Watch & Ward Services on annual contract basis for JMF units.
Estimated Requirement of Manpower	- High-Skilled: 01 Nos. - Skilled: 03 Nos. - Semi-Skilled: 58 Nos.
Job Locations	Medha Dairy Plants at Hotwar, Dhurwa, Dhanbad, Jamshedpur, Lohardaga, Latehar, Deoghar, Sahibganj, Sarath, Koderma, and Palamu (Jharkhand).
Contract Period	Initially 1 year, extendable up to 2 additional years based on performance and mutual consent under the same terms & conditions.
Tender Fee	As per NCDFI
EMD	As per NCDFI
Decision on Bid Acceptance	T+3
Issuance of Work Order (WO)	T+5
Bill/Invoice	In the name of: The Jharkhand State Co-operative Milk Producers' Federation Ltd., Ranchi - 834004
Bidder's Eligibility Criteria	As detailed in Annex-I
Service/Administrative Charges	Minimum 2% of total monthly billing (excluding statutory components such as wages, EPF, ESI, etc.). Bids quoting below 2% shall be rejected.
Scope of Work	As detailed in Annex-II
Selection Procedure	As detailed in Annex-III
Special Terms & Conditions	As detailed in Annex-IV

Particulars	Details
General Terms & Conditions	As detailed in Annex-V
Performa of Financial / Price Bid	As per Annex-VI

ANNEX- I -
Bidder's Eligibility Criteria

The bidders should meet /have the following qualifying criteria as minimum:

1. The Bidder in the same name and style, should be in similar Business at least for three years at the time of bid opening. In case of change of name of the bidder by merger / acquisition / change in status, the bidder may be eligible based on the documentary evidence.
2. The bidder should have valid registration under various act applicable for the contract proposed. This shall include but not limited to Income Tax, Companies Act, Goods & Service Tax (GST), Welfare Cess Act apart from any other applicable tax imposed from time to time by State/Central Govt. and Employee State Insurance, Contract Labour, Provident Fund etc.
3. Bidders' financial turnover in the same name, similar business and style during each of the last three (03) Financial Years (**2022-23, 2023-24, and 2024-25**) should not be less than **Rs. 103 Lakhs**. (Copy of Balance Sheets, P&L Statements for the same FY periods certified by CA to be submitted in technical bid for the verification purpose)
4. Copy of the Income Tax Returns for three previous years for Income Tax Purpose
5. Copy of TDS Certificate issued by the client to substantiate the claim for the value of executed in the private sector.
6. Copy of Form 26 AS for the last three financial years.

ANNEX- II -

The Jharkhand State Cooperative Milk Producers' Federation Ltd. (JMF)

Tender Document for Providing Watch & Ward / Security Services

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1. Introduction

Jharkhand State Cooperative Milk Producers' Federation Ltd. (JMF) intends to engage a licensed and experienced Security Agency to provide comprehensive **Watch & Ward / Security Services** by deploying trained and qualified personnel on a **24x7 basis** to ensure the safety, security, and protection of all JMF properties.

2. Scope of Work

2.1 General Responsibilities

The Security Agency shall be responsible for:

1. Deploying sufficient and qualified security personnel for watch, ward, safety, and protection of all JMF properties including land, office buildings, laboratories, dairy plant equipment, stores, godowns, generator/transformer rooms, guest houses, and vehicle parking areas.

2. Ensuring uninterrupted security coverage through deployment in three shifts with continuous patrolling and effective guard patrolling system.
3. Providing round-the-clock security at JMF office and plant premises.
4. Maintaining **manual and/or computerized registers/records** for:
 - o Visitors and guests
 - o Vehicles (entry and exit)
 - o Office keys
 - o Contract labour/Statutory records
 - o Office materials received and taken out
 - o Movement of men, materials, and vehicles
5. Ensuring strict professional conduct of security personnel and prohibiting unwarranted interactions with employees or visitors.
6. Maintaining heightened vigilance during Sundays, holidays, and after office hours on working days.
7. Verifying all office buildings after office hours to ensure lights, fans, air conditioners, and other electrical equipment are switched off and buildings are properly locked.
8. Opening and closing of buildings and rooms as directed by JMF.
9. Allowing entry only to security-cleared and authorized persons.
10. Preventing, detecting, and containing unauthorized entry of persons, materials, or vehicles.
11. Providing 24-hour patrolling, including foot and/or cycle patrolling of areas between the perimeter and buildings.
12. Screening and checking all vehicles entering the premises and ensuring proper parking in designated areas.
13. Screening and checking suspected persons and baggage manually and with metal detectors.
14. Handling incoming telephone calls at designated locations as instructed.
15. Performing any other duties assigned by the JMF Administration Group.
16. Supervising garbage and waste removal to prevent misuse or unauthorized removal of items.

2.2 Special Terms and Conditions

2.2.1 Deployment Pattern

Shift	Time	Guards	Supervisor
First Shift	06:00 - 14:30	As required	As required
Second Shift	14:00 - 22:30	As required	As required
Third Shift	22:00 - 06:30	As required	As required
General Shift	09:00 - 17:30	As required	As required

JMF reserves the right to modify number, deployment pattern, or arrangement of personnel.

2.2.2 Verification and Personnel Details

- Verify character, antecedents, and attendance before deployment.
 - Submit personnel particulars (name, age, address, qualifications, experience) with passport-size photographs.
 - Extend full cooperation for verification through local police authorities.
-

2.2.3 Uniform and Equipment

- Provide proper uniforms with name badges at agency's cost.
 - Supply belts, shoes, socks, caps, torches, metal detectors, etc., at no extra cost to JMF.
-

2.2.4 Conduct and Discipline

- Personnel must be disciplined, alert, courteous, loyal, physically fit, and professionally trained.
 - Age below 50 years; medically fit.
 - No smoking, horseplay, fraternization, or unprofessional behaviour.
 - Misconduct requires immediate replacement at no additional cost.
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2.2.5 Supervision and Control

- Local agency representative designated as **In-Charge**.
 - Senior representative to visit weekly for performance review.
 - Security services under guidance of **Head (Admin & HR), JMF**.
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2.2.6 Training and Capability

- Personnel trained in security services including firefighting.
 - Submit undertakings and proof of training.
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2.2.7 Inspections and Penalties

- JMF may conduct surprise inspections.
 - Absenteeism, sleeping, intoxication, or negligence requires immediate replacement.
 - Penalty: ₹2,000 per occurrence or contract termination in case of serious/repeated lapses.
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2.2.8 Statutory Compliance

Agency responsible for:

- Minimum wages

- EPF & ESI
 - Bonus and gratuity
 - Insurance and compensation
 - Timely wage payment (before 7th of every month)
JMF not liable for statutory or legal obligations.
-

2.2.9 Mandatory Registrations

Agency must possess:

- Certificate of Incorporation / Registration
- Shops & Establishment Act Registration
- EPF and ESIC Registration
- GST Registration
- PAN
- Professional / Local Tax Registration
- PSARA License
- CLRA Registration

Clean track record mandatory. Undertaking of no involvement in unlawful/fraudulent activities required.

2.2.10 Loss, Damage, and Liability

- Agency liable for any loss/damage due to negligence.
 - JMF may recover losses from agency's bills or impose penalties/terminate contract.
-

2.2.11 Attendance and Billing

- Maintain daily, shift-wise attendance.
 - Monthly bills to include:
 - Detailed wage sheets
 - EPF and ESI challans
 - Bills may be withheld for non-submission or mismatch.
-

2.2.12 Dispute Resolution

- JMF's interpretation of contract terms is final and binding.
 - Jurisdiction: Ranchi courts.
 - Disputes resolved through arbitration under Arbitration & Conciliation Act, 1996.
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3. Bidder Compliance Checklist

Mandatory Registrations:

- Certificate of Incorporation / Registration
- Shops & Establishment Act Registration
- EPF & ESIC Registration
- GST Registration
- PAN Card
- Professional / Local Tax Registration
- PSARA License

Statutory & Legal Declarations:

- Clean track record undertaking
- Compliance with labour laws
- Police-certified no criminal record of personnel

Technical Capability:

- Details of similar security contracts executed
- List of trained personnel
- Proof of firefighting/security training
- Uniform and equipment specifications

Personnel Compliance:

- Age <50 years
- Physical fitness certification
- Police verification
- Passport-size photographs

Financial & Billing Compliance:

- Sample wage sheet
- Sample attendance register
- Sample EPF/ESI challans

4. Average Manpower Requirement (Indicative)

Location	Semi-Skilled	Skilled	Highly Skilled	Total
Hotwar	19	-	1	20
Jamshedpur	3	-	-	3
Dhanbad	4	-	-	4
Dhurwa	3	-	-	3
Latehar	3	-	-	3
Palamu	4	-	-	4
Lohardaga	3	-	-	3
Deoghar	4	1	-	5
Koderma	3	1	-	4
Sahibganj	5	1	-	6
Sarath	7	-	-	7
Grand Total	58	3	1	62

Numbers may vary based on operational requirements.

5. Declaration

“I/We certify that all information furnished above is true and correct and that we agree to abide by all the terms and conditions of the tender.”

Authorized Signatory:

Name:

Designation:

Seal & Signature:

Date:

6. Annex III - Selection Procedure

Bids will be evaluated based on Technical and Financial parameters. A total of 100 marks will be allotted as follows:

- **Technical Evaluation:** 60%
- **Financial Evaluation:** 40%

I. Technical Bid Evaluation (60% Weightage)

A. Annual Turnover (25%)

Annual Turnover	Weightage
₹2 - 3 Crores	5
₹4 - 6 Crores	10
₹7 - 10 Crores	15
₹10 - 15 Crores	20
Above ₹15 Crores	25

B. Experience with Government / Government Undertakings (20%)

Experience	Weightage
1 - 2 Years	5
2 - 5 Years	10
5 - 10 Years	15
More than 10 Years	20

Documentary proof required.

C. Experience with Dairy Cooperatives / Dairy Companies (15%)

Experience	Weightage
1 - 2 Years	5
2 - 5 Years	10
More than 5 Years	15

II. Financial Bid Evaluation (40% Weightage)

Financial score will be calculated using:

$$“40 \times LP/QP”$$

Where:

- **LP** = Lowest quoted total price among all bidders
- **QP** = Quoted total price of the bidder under evaluation

Combined Score = Technical Score + Financial Score

The L-1 bidder will be determined based on the combined score.

7. Annex IV - Special Terms & Conditions

1. **Indemnity:** Agency shall indemnify JMF against damages, charges, or expenses due to negligence of personnel, including accidents, injuries, or property damage.
2. **Employment Status:** Agency personnel are not JMF employees. Agency is responsible for remuneration, benefits, and service conditions.
3. **Service Quality & Penalty:** Unsatisfactory services notified in writing must be rectified within one week. Failure may result in a penalty of up to 10% of monthly payment. JMF may obtain services from the open market at the agency's risk and cost.
4. **Contract Termination:** Either party may terminate with **30 days' notice**. JMF may terminate earlier in case of breach or unsatisfactory service.
5. **Personnel Details:** Full details (name, address, Aadhar, testimonials) must be provided before deployment.
6. **Local Representative:** Responsible for day-to-day services, reporting to Head (Admin & HR).
7. **Monthly Review:** Senior representative to review performance monthly.
8. **Personnel Replacement:** JMF-mandated replacements must be made immediately at no extra cost. Agency-initiated replacements require JMF approval.
9. **Discipline:** Personnel must be disciplined and avoid activities prejudicial to JMF or government interests.
10. **Operational Direction:** Services shall be executed under JMF direction.
11. **Licenses:** Agency must maintain valid licenses under Section 12 of the Contract Labour (Regulation & Abolition) Act, 1970 and PSARA.
12. **Labour Law Compliance:** Agency responsible for wages, allowances, EPF, ESI, bonus, gratuity, insurance, and other statutory requirements. Payment of wages is mandatory on time, irrespective of JMF delays.
13. **Affidavit/Undertaking:** Agency to submit undertaking confirming statutory compliance and wage payments.
14. **Non-Compliance:** Penalties or engagement of staff at agency's cost may be applied. JMF's decision is final.

15. **Payment Responsibilities:** Agency is fully responsible for wages, PF, ESI, insurance, workman compensation, bonus, etc.
16. **Agency Responsibilities:** Includes licenses, insurance, transportation, salaries/wages; JMF bears no responsibility.
17. **Mandatory Registers:** Maintain all registers as per Jharkhand Contract Labour Rules, 1972 (Persons Employed, Employment Cards, Service Certificates, Muster Roll, Wages, Deductions, Fines, Advances, Wage Slips).
18. **Leave & Absence:** Suitable replacements must be provided during personnel leave.
19. **Emergency Deployment:** Temporary or emergency personnel must be deployed within two days' notice.
20. **Right to Remove Personnel:** JMF may request removal of any incompetent or disorderly personnel.
21. **Compliance with Direction:** Agency must follow JMF instructions regarding service execution.
22. **Personnel Qualifications:** Minimum 18 years old, physically fit, high school pass, fluent in Hindi.
23. **Contract Period Adjustment:** JMF may extend/reduce contract period at same rates and terms.
24. **Rate Contract Basis:** Services at contracted rates covering wages, agency charges (minimum 2%), insurance, PF, ESI, workman compensation, statutory obligations. Taxes extra.
25. **Document Submission:** Bio-data, appointment letters, GST registration, Contract Labour license, EPF & ESIC registration, PAN, Shops & Commercial Establishment Act registration (if applicable).
26. **Indemnity:** Agency shall indemnify JMF against claims, losses, or damages arising from statutory non-compliance or negligence.
27. **Insurance:** All personnel must be insured under ESIC. Agency indemnifies JMF against Employees' Compensation Act claims.
28. **Immediate Termination:** JMF may terminate the respective agency immediately for unsatisfactory performance, wage delays, legal non-compliance, inability to provide services for 5+ consecutive days, breach of contract, or damages.
29. **EPF & ESIC:** Monthly submission of challans, issue of UAN & ESIC cards, medical coverage for personnel.
30. **Bonus Payment:** Paid monthly as per statutory compliance.
31. **Supervisors:** Deployed at work locations; to be paid solely by the agency.
32. **Identity Cards:** Agency shall issue ID cards to all personnel at its cost.
33. **Government Directives:** Agency must comply with all government directives and submit records to JMF and authorities as required.

8. Annex V - General Terms & Conditions

1. **Deployment of Manpower:** Submit complete details of manpower. All personnel must carry agency-issued ID cards and may be frisked at entry/exit.
2. **Authenticity of Documents:** False or misleading documents will be treated as breach of contract and may lead to termination and forfeiture of security deposit.
3. **Labour Compliance & Indemnity:** Only adult labour permitted. Child labour will lead to immediate termination. Agency shall indemnify JMF for all liabilities due to negligence or misconduct.
4. **Verification of Personnel:** Agency responsible for police verification, statutory compliance, and disciplinary actions.
5. **Submission of Bills & Payment Terms:**
 - Submit verified, pre-receipted bills in triplicate after disbursing wages, by the 10th of each month.
 - Bonus to contract workers to be paid monthly with wages.
 - Wage Bill: On or before 10th of the month
 - Statutory Deduction Bill (PF, ESIC, etc.): On or before 17th of the month
 - Only complete, error-free bills will be processed; payment released within 30 days.
6. **Statutory Payments:** Agency pays statutory dues in advance; reimbursement only after document verification.
7. **Non-Submission or Defective Bills:** JMF will not process incomplete/incorrect bills.
8. **Timeliness of Billing:** Delayed submissions due to errors or discrepancies are the agency's responsibility.
9. **Payment of Wages:** Wages must be paid by 7th of every month, independent of JMF's payment.
10. **TDS:** Applicable tax deductions will apply. Payments after TDS processed within 1 month.
11. **Right to Deduct for Unsatisfactory Services:** JMF may deduct suitable amounts for deficient services.
12. **Loss or Damage to Property:** Loss due to proven negligence will be recovered from bills.
13. **Performance Security:** 5% of contract value via Bank Guarantee/FD, valid for contract period plus 90 days; released after contract completion.
14. **Penalty & Liquidated Damages:**
 - Delay in service: 0.5% of monthly value per day, max 10%.
 - Non-compliance: Penalty as decided by JMF.
 - Loss/Damage: Recoverable from bills/performance security.
15. **Right to Reject Tender:** JMF may reject any or all bids without assigning reason.
16. **Termination of Contract:** One-month notice by JMF; may terminate immediately in case of breach.

ANNEX- VI -

PERFORMA OF FINANCIAL / PRICE BID

Sl. No.	Particulars	SEMI SKILLED (SSK)	SKILLED (SK)	HIGHLY SKILLED (HS)
	Estimated manpower requirement	58	3	1
1	Monthly Minimum Wages per Person	Applicable Prevailing Minimum Wages	Applicable Prevailing Minimum Wages	Applicable Prevailing Minimum Wages
2	Provident Fund (PF @13%)			
3	Employee State Insurance (ESI @3.25%)			
4	Bonus (8.33%)			
5	Wages for Leave (21 days per year)			
6	Reliever charges @ 16.66%			
7	Total Monthly Wages = Sum of Sl. No. 1+2+3+4+5+6			
8	Administrative Service Charges (% of Total Monthly Wages) <i>To be filled by bidder</i>			

Notes:

1. Bonus for manpower is applicable as per the above rate.
2. Bidders are advised to fill **only Sl. No. 8** after taking into account all factors of payment mentioned in the tender document, including charges for medical tests, etc.
3. Bonus must be paid to all contract manpower along with monthly wages.
4. **Goods and Service Tax (GST)**, as per prevailing rules, shall be paid by JMF, as applicable.
5. There will be **no change in % Administrative Service Charges** during the contract period.

Declaration by Bidder/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 to abide by them.

Submitted by: _____

Name & Designation: _____