

**WEST BENGAL HANDICRAFTS DEVELOPMENT
CORPORATION LIMITED (MANJUSHA)
(A Govt. of West Bengal Corporation under MSME & Textiles Department)
BLOCK IB-181, SECTOR-III, SALT LAKE, KOLKATA-700106**

E-mail: wbhdc_08@rediffmail.com

E-Tender No.: WBHDCL/NIT- 474/26-27

Date: 01/07/2026

**SELECTION OF THIRD PARTY AGENCY/ FIRM/ COMPANY FOR
ENGAGEMENT OF SECURITY GUARDS AND HOUSEKEEPING STAFFS.**

Tender Information

West Bengal Handicrafts Development Corporation Ltd. (MANJUSHA) invites e-tender in two parts (Technical Bid & Financial Bid) from experienced and bonafide Agency/ Firm/ Company for engagement of **Security Guards and Housekeeping Staffs** for a period of 1 year.

Participating firms should go through the terms and conditions and eligibility criteria carefully before submission of their bids. Any query/clarification etc. regarding the terms, conditions, eligibility etc. other than financial information will be provided from this office in the Pre-Bid meeting. The venue and date of Pre-Bid meeting is shown in the table of date & time schedule.

Participating firms/organizations should quote their competitive service charge percentage only in the **BOQ of the e-tender** and in no other place within the tender as it will invite disqualification. The service charge percentage quoted should be on gross salary inclusive of GST and all other extra or additional charges (nothing extra or additional, shall be payable). Any request for change of rate after submission/ finalization of tender or within the validity period of tender shall not be considered under any circumstances. The offered service charge percentage shall be valid for a period of 12 months.

1. In the event of e-filing, intending bidder may download the tender document from the website <https://wbtenders.gov.in> directly with the help of Digital Signature Certificate through e-Filling. Physical documents can also be submitted as indicated subsequently.
2. The e-tender is in two parts i.e. Technical bid and Financial bid, both will be submitted concurrently duly signed digitally in the website <https://wbtenders.gov.in> as per tender time schedule mentioned in the tender documents. The documents submitted by the bidder should be properly indexed and digitally signed.
3. Both Technical document and Financial bid are to be submitted in Technical (Statutory & Non - Statutory folders) and Financial folder concurrently and digitally signed on the website <https://wbtenders.gov.in>
4. Earnest Money/Bid Security shall be Rs. 1,00,000/- (Rupees One Lakh only) deposited online by net banking through ICICI Bank payment gateway. Bidder shall upload scanned copy towards proof for depositing the earnest money. EMD has to be submitted in terms of circular 3975, dated: 28.07.2016 of Finance Department, Government of West Bengal. The Earnest Money/Bid Security deposited by the successful/awarded bidder shall automatically be converted into Security Deposit/ Performance Security and shall be released after successful completion of the term.
5. The technical bid and financial bid will have to be submitted as mentioned below:

A. Documents to be submitted for Technical Bid:

The bidders are instructed to submit following documents as self attested photocopies for the technical bid failing which bid application shall be held liable for cancellation.

- i. Copy of proof of electronic fund transfer towards EMD/ Bid Security. EMD has to be submitted in terms of circular 3975, dated: 28.07.2016 of Finance Department, Government of West Bengal.

- ii. Copy of Certificate of Incorporation and Memorandum of Articles of Association in case of Private/Public Ltd. Company or copy of partnership deed in case of Partnership firm or copy of Certificate of Incorporation and partnership deed in case of LLP or copy of proof of Proprietorship Firm.
- iii. Certificate from Chartered Accountant with UDIN for average annual financial turnover of at least Rs. 2,00,000.00 during last three financial years,
- iv. Self- Attested copy I.T. return/acknowledgement for last Financial Year along with self-attested copy of valid PAN Card of the Agency/organization.
- v. Copy of GST Registration Certificate.
- vi. Copy of GST Return for last one financial year i.e. Financial Year 2025-26.
- vii. Copy of valid EPF & ESIC registration certificate
- viii. Certificate from Chartered Accountant with UDIN with proof (Work Order and Completion Certificate) specifying the credential for minimum 3 years of experience in providing similar manpower services to Governments Departments/ PSUs/ Reputed Private Organization.
- ix. Notarised declaration in the form of an affidavit on non-judicial stamp paper to the effect that the bidder has not been black-listed or enlisted in the defaulters list.
- x. Notarised declaration that the rate shall remain valid for a period of 12 months or any extension thereof made by authority.

B. Financial Bid:

The agency should only quote their service charges in % (Percentage). The Service charge will be paid on the gross salary of all the personnel deployed including GST & other taxes, if any.

6. Important information date and time schedule:

Sl. No.	Particulars	Last date
1.	Publication of e-NIT (Bidding Documents)	01/07/2026 from 06:00 PM
2.	Pre-Bid Meeting	09/07/2026 at 03:00 PM
3.	Incorporating amendments pursuant to queries of pre-bid meeting or otherwise	10/07/2026 at 03:00 PM
4.	Start date and time of uploading Bids	01/07/2026 from 06:00 PM
5.	Last date and time of uploading Bids	21/07/2026 up to 05:00 PM
6.	Date and time of opening of Technical Bids	22/07/2026 at 11:00 AM
7.	Technical Bid Evaluation.	24/07/2026
8.	Uploading list of responsive/ non-responsive Bidders.	To be notified later
9.	Financial Bid Opening	To be notified later
10.	Award of Contract	To be notified later
11.	Signing of Agreement	To be notified later

Note: The tender authority reserves the right to change the above schedule in case of any exigency after putting up a notice in <https://wbttenders.gov.in>

7. Terms and Conditions:

I. Pre-qualification Criteria:-

- i. The intending bidder shall be solely responsible for compliance with labor laws including minimum wages, EPF, ESIC, Bonus and Workmen's Compensation Act.
- ii. The Personnel deployed must be physically fit, well behaved, and verified by the local police.
- iii. The agency shall maintain attendance records for manpower supplied as per the Performa mutually agreed with MANJUSHA and submit the same along with bill of every month.
- iv. The agency must provide a suitable replacement within 24 hours if any personnel is found unsuitable or goes on leave.
- v. The agency should only quote their service charges in % (Percentage). The Service charge will be paid on the gross salary of all the personnel deployed including GST & other taxes, if any.
- vi. The Service charge in percentage will vary from 0 (zero) to 10 (ten) percentage beyond which the offer will be treated as cancelled.
- vii. Agency will pay wages to the Personnel as per the latest rates of wages provided by the Govt. of West Bengal. If the Govt. increases wages the concerned agency will have to give the same effect of increment on the wages.
- viii. The agency will pay monthly wages along with PF, Bonus and ESI as per prescribed Rules of the Govt. The agency will pay the monthly salary of personnel within 10th day of every month.
- ix. The agency will provide two sets of dresses in an interval of 06 (six) months, Wind Cheater & Sweater in winter, Umbrella & Rain Coat in rainy season, Torch etc.
- x. The intending bidder should have valid GST Registration and valid PAN.
- xi. The Financial Bid of only those bidders who cleared technical evaluation and whose credentials are found to be fully in order shall be opened.
- xii. West Bengal Handicrafts Development Corporation Ltd. (MANJUSHA) reserves the right to inspect the infrastructure of the bidder before selection.
- xiii. West Bengal Handicrafts Development Corporation Ltd. (MANJUSHA) also reserves the right to empanel one or more organizations and award work order for whole or part of its requirement. MANJUSHA reserves its rights to seek clarification before accepting any offer/tender. MANJUSHA reserves its right to make offers to other bidders for accepting the L-1 rate and empanel them.
- xiv. The bidder should submit all requisite documents in Technical Folder.

II. Billing Procedure:

- i. Monthly bills must be submitted by 5th date of every month along with proof of EPF, ESIC etc, deposition, and wages disbursement and attendance report of the previous month. Monthly in triplicate to be submitted clearly mentioning the tender no. with date and work order no. with date;
- ii. Applicable GST, if any should be clearly indicated in each copy of bill;
- iii. Authority reserves all right to accept or cancel any part or whole bill after proper verification of the same.

III. Idle labor, idle rent and hire charges etc.: No claim of any category and type on this ground shall be entertained.

IV. The West Bengal Handicrafts Development Corporation Ltd.(MANJUSHA) shall not be liable for any damage and / or compensation payable to any worker of agency or to the agency in case of any fatal injury/death caused to or by any manpower while performing/discharging their duties or otherwise, the agency shall indemnify MANJUSHA for all such damages, compensation and expenses whatsoever.

V. The EMD/Bid Security will be forfeited in the following events:-

- a. If a Bidder withdraws bid during period of bid validity specified by the Bidder.
- b. If a Bidder engages in a corrupt practice, fraudulent practice, coercive practice, collusive practices or restrictive practice.
- c. If it is found that any record submitted by any Bidder is incorrect, manufactured or fabricated, false and/or untrue.
- d. If the Bidder is declared disqualified on account of fraudulent/corrupt practices.
- e. If the Selected Bidder fails to:
 - i. Sign the Contract in accordance with the terms of bid document.
 - ii. If the Bidder is otherwise in breach of the terms of the Bidding Documents.

VI. Cancellation of Tender/Contract:

- i. The Tender Authority reserves every right to accept or cancel any part or all tender without assigning any reason thereof and go for fresh tender.
- ii. The authority reserves the right to inspect the infrastructure of the bidder before selection. If the inspection report is not satisfactory, the tender of the agency may be cancelled.
- iii. If it is found that the selected agency has submitted any forged document or gave wrong information at any stage his tender/contract will be cancelled with immediate effect.
- iv. If a Bidder engages in a corrupt practice, fraudulent practice, coercive practice, collusive practices or restrictive practice.
- v. If it is found that any record submitted by any Bidder is incorrect, manufactured or fabricated, false and/or untrue.

VII. Execution of Agreement:-

- i. After finalization of tender and submission of Security Deposit, the selected bidder is required to execute an agreement at their own cost on a Non-judicial Stamp Paper of value Rs. 100/- within 3 working days of issuance of offer letter;
- ii. The authority reserves all right to cancel whole or any part of the tender at any moment, even after making contract, without assigning any reason.