



**GOVERNMENT OF INDIA**  
**INCOME TAX DEPARTMENT**  
**OFFICE OF THE JOINT COMMISSIONER OF INCOME TAX, VAPI**  
ROOM NO. 806, 8TH FLOOR, FORTUNE SQUARE-II,  
DAMAN ROAD, CHALA, VAPI-396191.

## TENDER DOCUMENT

**For Providing Housekeeping Personnel at:**

- 1. Income Tax Office Vapi at 7<sup>th</sup>, 8<sup>th</sup>, 9<sup>th</sup> Floor, Fortune Square-II, Daman Road, Chala, Vapi,**
- 2. Income Tax Office, Silvassa Ward, First Floor, Vee-Bee Mall, Near Civil Court, Tokarkhada, Silvassa (D&NH-396230)**
- 3. Income Tax Office Daman at Hotel Jivanji, Devka Road. Nani Daman.**



Office of the  
**Joint Commissioner of Income-tax,  
Vapi Range, Vapi.**

Room No. 806, 8<sup>th</sup> Floor, Fortune Square-II,  
Daman Road, Chala, Vapi-396191  
Email: vapi.addlcit@incometax.gov.in

No. JCIT/Vapi/Housekeeping/ 2017-18

Date: 18.05.2018

**NOTICE INVITING TENDER**

1. The Income Tax Department, Vapi intends to invite sealed tenders from firms/ agencies, engaged in the business of providing manpower services to provide Seven housekeeping personnel, on contract, **along with consumables and materials required for carrying out housekeeping work** at Income Tax Office Vapi at 7th, 8th, 9th Floor, Fortune Square-II, Daman Road, Chala, Vapi, Income Tax Office, Silvassa Ward, First Floor, Vee-Bee Mall, Near Civil Court, Tokarkhada, Silvassa (D&NH-396230) and Income Tax Office Daman at Hotel Jivanji, Devka Road. Nani Daman. The contract is for a period of one year but the same may be renewed every year till the period of three years subject to satisfactory performance of the services and requirements of Joint Commissioner of Income Tax, Vapi.

2. Sealed Tenders, duly super scribed **“Tenders for Providing housekeeping services at Income Tax Office Vapi at 7th ,8th,9th Floor, Fortune Square-II, Daman Road, Chala, Vapi, Income Tax Office, Silvassa Ward, First Floor, Vee-Bee Mall, Near Civil Court, Tokarkhada, Silvassa (D&NH-396230) and Income Tax Office Daman at Hotel Jivanji, Devka Road”** and addressed to “The Joint Commissioner of Income Tax, Vapi” are invited so as to reach the Tender Box kept in Office of JCIT, Vapi Range, Vapi, 806, 8<sup>th</sup> Floor, Fortune Square, Daman Road, Chala, Vapi, Gujarat 396 191, not later than 16.00 hours on 01.03.2018. Tenders received after stipulated date/ time shall not be entertained. The tenders will be opened on 02.03.2018 at 15.00 hours in the presence of the Bidders or their representatives who may like to be present.

3. Detailed information/terms and conditions for the purpose can either be downloaded from (i) [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in) or (ii) [www.eprocure.gov.in](http://www.eprocure.gov.in) or Tender documents and Term & Conditions may be collected from the above said office, Vapi. on working days during office hours i.e.10.00 AM to 05:30 PM on payment of non-refundable tender fee of Rs.500/- by Demand Draft drawn in favour of ZAO, CBDT Surat, payable at Vapi. In case the tender document is downloaded from the Departmental website, a non-refundable tender fee of Rs.500/- has to be paid by way of Demand Draft drawn in favour of ZAO, CBDT Surat, payable at Vapi at the time of submission of the duly filled tender application.

**[Dharamvir D. Yadav]**

Joint Commissioner of Income-tax,  
Vapi Range, Vapi.



Office of the  
**Joint Commissioner of Income-tax,  
Vapi Range, Vapi.**

Room No. 806, 8<sup>th</sup> Floor, Fortune Square-II,  
Daman Road, Chala, Vapi-396191  
Email: vapi.addlcit@incometax.gov.in

No. JCIT/Vapi/Housekeeping/ 2017-18

Date: 18.05.2018

**NOTICE TENDER DOCUMENT FOR HIRING OF  
HOUSEKEEPING PERSONNEL at Income Tax Office Vapi at  
7th ,8th,9th Floor, Fortune Square-II, Daman Road, Chala,  
Vapi, Income Tax Office, Silvassa Ward, First Floor, Vee-  
Bee Mall, Near Civil Court, Tokarkhada, Silvassa (D&NH-  
396230) and Income Tax Office Daman at Hotel Jivanji,  
Devka Road**

Open Tender No.

Tender No. JCIT/Vapi/Housekeeping/2017-18 dated 18.05.2018

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**Joint Commissioner of Income-tax, Vapi Range, Vapi.**  
**Room No. 806, 8<sup>th</sup> Floor, Fortune Square-II, Daman Road, Chala, Vapi-396191**

**Section I**

**Domestic Competitive Bidding**

(Through call of open Tenders)

**Tender No. JCIT/Vapi/Housekeeping/2017-18 dated 18.05.2018**

Name of Work	Contract for hiring Seven housekeeping personnel, on contract, <b>along with consumables and materials required for carrying out housekeeping work at:</b> 1. Income Tax Office Vapi at 7th, 8th, 9th Floor, Fortune Square-II, Daman Road, Chala, Vapi, 2. Income Tax Office, Silvassa Ward, First Floor, Vee-Bee Mall, Near Civil Court, Tokarkhada, Silvassa (D&NH-396230) 3. Income Tax Office Daman at Hotel Jivanji, Devka Road. Nani Daman.
Last date & time for receipt of Bid	11.06.2018 by 16:00 hours
Tim and date of opening of Bid	14.06.2018 by 15:00 hours
Officer from whom tender documents can be obtained and submitted	Downloaded from : (i) <a href="http://www.incometaxindia.gov.in">www.incometaxindia.gov.in</a> (ii) <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a> The tender documents can also be procured from: Shri Paresh Deshpande, ACIT, Vapi Circle, Room No. 704, 7 <sup>th</sup> Floor, Fortune Square-II, Daman Road, Chala, Vapi-396191
Tenders addressed to	The Joint Commissioner of Income-tax, Vapi Range, Vapi

**Joint Commissioner of Income-tax, Vapi Range, Vapi.**  
**Room No. 806, 8<sup>th</sup> Floor, Fortune Square-II, Daman Road, Chala, Vapi-396191**

**Section II**

**Invitation to Bid**

**Tender No. JCIT/Vapi/Housekeeping/2017-18 dated ---.----.2018**

1. Income tax department, Vapi invites sealed bids from the eligible agencies for Seven Persons on contingent basis for housekeeping purpose in the following premises:
  - i. Income Tax Office Vapi at 7th, 8th, 9th Floor, Fortune Square-II, Daman Road, Chala, Vapi,
  - ii. Income Tax Office, Silvassa Ward, First Floor, Vee-Bee Mall, Near Civil Court, Tokarkhada, Silvassa (D&NH-396230)
  - iii. Income Tax Office Daman at Hotel Jivanji, Devka Road, Nani Daman.
2. The contract is for a period of one year but the same may be renewed every year till the period of three years subject to satisfactory performance of the services and requirements of Joint Commissioner of Income Tax, Vapi.
3. Detailed information/terms and conditions for the purpose can either be downloaded from (i) [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in) or (ii) [www.eprocure.gov.in](http://www.eprocure.gov.in) or Tender documents and Term & Conditions may be collected from the above said office, Vapi, on working days during office hours i.e.10.00 AM to 05:30 PM on payment of non-refundable tender fee of Rs.500/- by Demand Draft drawn in favour of ZAO, CBDT Surat, payable at Vapi. In case the tender document is downloaded from the Departmental website, a non-refundable tender fee of Rs.500/- has to be paid by way of Demand Draft drawn in favour of ZAO, CBDT Surat, payable at Vapi at the time of submission of the duly filled tender application.
4. The Income tax department also reserves the right to accept or reject any bid and to annul the bidding process at any time. without thereby incurring any liability to the affected Bidder or Bidders .
5. The Earnest Money Deposit/Bid Security (Refundable, if the bid is not successful) or Rs.50,000/- (Rupees Fifty Thou sand only) in the form of Demand Draft/Banker's Cheque in favour of Zonal Accounts Officer , CBDT, payable at Vapi, has to be remitted along with bid forms.

## **Section III**

### **Instructions to Bidders**

#### **TERMS AND CONDITIONS OF THE CONTRACT**

##### **Eligibility Criteria for Bidder:**

- a. The Applicant Contractor (i.e. The Agency) should have been In the business of providing manpower services for a minimum three years since F.Y. 2014-15 and should have experience in providing the housekeeping services to any Central/ State Government Institutions / Public Sector Undertakings/ Banks/ MNCs/ Private Sector Companies or organisations.
  
- b. The applicant's Annual Turnover in last 3 years i.e. F. Y. 2013-14, 2014-15 & 2015-16 should not be less than 1 Crore in each year from the business of providing man power Services and net worth should not be less than 1 Crore in at least one of the financial years from F.Ys. 2013-14, 2014-15 & 2015-16. Authentic evidence should be submitted such as copies of Income Tax Return along with copies of Balance Sheet and Profit and Loss Account for the relevant years. However, while considering the net worth & annual turnover from the business of providing Man power Services, net worth & turnover of immediate family members in case of proprietorship concern will be taken into consideration. Similarly in case of applicant firm/company while considering the net worth & annual turnover from the business of providing man power services, net worth & turnover from the business of providing man power services of Directors/partners and of related concern(in which partner of Directors have substantial interest), will be included. In support of this, the applicants should submit documentary evidences. The decision of Purchase Committee shall be final about inclusion of the turnover & net worth of related person/concerns/immediate family members. For the purpose of the above clauses, the immediate family members shall mean son, daughter, spouse and parents only.
  
- c. The applicant agency should have at least 150 personnel at its payroll for whom the P.F deductions are being made and deposited to the Government Account continuously for at least last six months. The documentary evidence regarding the strength of personnel on payroll and the deductions of Provident Fund and its deposit in the Government Account should be submitted alongwith the technical bid. Similarly, the documentary evidence such as invoices, certificate from the auditor etc. regarding the number of mechanized housekeeping equipment/machines should also be submitted alongwith the technical bid.
  
- d. The bidder should be registered company/ firm/ society/ department/ proprietorship, having appropriate registration certificate from appropriate authorities and shall obtain, at his/ its own cost, necessary permits/ licenses etc. from the concerned authorities, as may be required under various laws applicable from time to time for performing the necessary job. The Department will not have any liability whatsoever on this count.

- e. **The rate quoted by the bidder for the basic pay as well as benefits such as Bonus, PF, ESIC etc. should be as per the prevalent Minimum Wages Act. 1948.**
- f. The antecedents of the personnel should have been got verified from the local Police Station at the instance of the Contractor and a copy of such verification reports should be submitted within 15 days from the date of contract.
- g. The Applicant Contractor should be in a position to supply the requisite number of housekeeping personnel within three days of execution of agreement.
- h. The Applicant contractor should be able to provide two sets of uniform to all the housekeeping personnel.
- i. The applicant contractor should be able to provide additional housekeeping personnel as required by the department during occurrence of the contract.
- j. The Applicant contractor shall have Provident Fund Code No. and all the contract employee deployed by them are enrolled as Member of Provident Fund.
- k. The Joint Commissioner of Income-tax, Vapi Range, Vapi or any officer authorised by the Pr. Commissioner of Income-tax, Valsad in this behalf shall be final authority to determine whether the services provided under this agreement has been performed satisfactorily and also in accordance with the spirit of this agreement. In the event of any breach of aforesaid clauses, any shortfall, constraints and passes, the decision of the Pr. Commissioner of Income-tax, Valsad or the Joint Commissioner of Income-tax, Vapi Range, Vapi shall be final and will be binding on the said contractor agency.
- l. The Bidder is expected to examine all instructions, forms, terms & conditions, and specifications in the bidding document. Failure to furnish information required by the bidding document or submission of a bid not substantially responsive to the bidding document in every respect will result in rejection of the bid.
- m. The technical Bid should be supported by the documents indicated in the said Annexure A. The Demand Draft/ Banker's Cheque in respect of "Earnest Money Deposit" should be submitted with the Technical Bid.

**Evaluation Process of Bids:**

- i. Initially only Technical Bid will be opened. The financial Bid will be opened only if the applicant bidder fulfills the stipulated conditions for technical bid. The indicative proforma for Financial Bid is given in Annexure B.
- ii. In financial bid, bidders shall specify about the wages payable by them shall be in accordance to applicable labour law. Bidder shall ensure that payment of PF/ESIC

should be as per applicable statutes. Bidder shall also clearly mention in the tender about GST/ Service charges and any other payments in connection with the contract. The amounts must be written both in words and in figures.

- iii. Details of all applicable taxes and rates of PF & ESIC should be maintained separately.
- iv. The financial bid shall contain details in terms of percentage of the commission / service charges to be paid by the department over and above the minimum wages payable as per the prevailing law. (Basix pay plus VDA, as per order of Chief Labour Commissioner)
- v. No modification or substitution of the submitted application shall be allowed. Though, an applicant may withdraw its Tender after submission, provided that written notice of the withdrawal is received by the Income-tax department before the due date for submission of applications. In case an applicant wants to resubmit his application, he shall submit a fresh application following all the applicable conditions before the given time limit. The withdrawal notice shall be prepared in Original only and each page of the notice shall be signed and stamped by authorized signatories. The copy of the notice shall be duly marked "WITHDRAWAL".
- vi. Bids shall remain valid for 90 days after the date of bid opening prescribed by the Income-tax department. A bid valid for a shorter period shall be rejected by the Income-tax department as non-responsive.
- vii. The Income-tax department, without assigning any reason, reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time, without thereby incurring any liability to the affected Bidder or Bidders or any obligations to inform the affected Bidder or bidders or the grounds for the action Income-tax department.
- viii. The Bidder shall sign his bid with the exact name of the concern to which the contract is to be awarded.
- ix. The Contractor agency to whom the contract is awarded, would furnish name, address and contact number of a person with whom the Jt. CIT, Vapi/ Controlling officer should contact, in case of any problems faced with regard to services being provided by such contractor agency on day to day basis.

**Additional Terms and Conditions:**

- a. The billing will be on monthly basis and the bills typed in triplicate shall be submitted on the working day to Jt. CIT, Vapi latest by 10<sup>th</sup> of succeeding month. The date wise attendance sheet of the attendant, duly endorsed by the care taker/ AO, DDO, Vapi must be submitted in duplicate, along with monthly bill. Deduction of tax at source (TDS) as per applicable rate prescribed under the Income-tax Act,

1961, shall be made by the AO DDO, Vapi from the payments made under contract.

- b. The Bid document filed by the bidder shall be typed or written in indelible ink. No over writing or cutting. shall be permitted.
- c. The vendor shall not subcontract or permit anyone other than himself to perform any of the Work, service or other performance required of the vendor under the contract.
- d. Making misleading or false representation in the bid document will lead to disqualification of the Bidder at any stage.
- e. Department reserves the right to negotiate the price with the finally short listed bidder before awarding the contract. It may be noted that Income-tax department will not entertain any price negotiations with any other bidder.
- f. (a) If any of the services under scope of work is not carried out to the satisfaction of the Jt. CIT, Vapi Range, Vapi, the rates payable to the contractor shall be reduced by a suitable quantum of amount, a proforma in this regard is given as under:

<b>Sr. No.</b>	<b>Nature of Default</b>	<b>Penalty</b>
1	Late Reporting by attendant	Rs.100/- per day per attendant
2	Non reporting / Non responding to call	Rs.400/- per day per attendant
3	Poor maintenance of cleanliness	Rs.200/- per instance
4	Refusal of Duties	Rs.400/- per instance
5	Change of attendant without permission	Rs.200/- per instance
6	Damage to property	Amount based on the assessment of damage by the Jt. CIT, Vapi Range, Vapi

- (b) In case of continued un-satisfactory work or services o non-compliance of instructions of Officer in Charge for 10 days or more, the PR.CIT, Valsad or the Jt. CIT, Vapi Range, Vapi, besides levying the penalty as above, may also terminate the contract and award the same to another party at the risk and cost of the contractor in addition to forfeiting the Security Deposit. The damages may be recovered from the pending bills/ Security Deposit/ Performance Bank Guarantee etc. of the contractor, lying with the department under any contract, anywhere.
- g. The successful bidder on awarding the contract, shall pay performance security, equivalent to 5% of contract amount within 15 days of assigning the contract in form of the Account Payee Demand Draft in favour of ZAO, CDBT Surat or Fixed Deposit Receipt from Commercial Bank or Bank Guarantee from Commercial Bank which shall remain valid for period of 60 days beyond the date of completion of contract. No interest will be payable on this performance security deposit. Earnest Money Deposit will be returned back on furnishing of Performance Security to the contractor.

Read and accepted.

Date

Signature and stamp of the Bidder  
or Authorized signatory  
(Name and Address)

In presence of

1.     Signature     :\_\_\_\_\_
- Name         :\_\_\_\_\_
- Address      :\_\_\_\_\_
  
2.     Signature     :\_\_\_\_\_
- Name         :\_\_\_\_\_
- Address      :\_\_\_\_\_

On behalf of the President of India (Purchaser)

## **SECTION IV**

### SCOPE OF WORK AND OTHER CONDITIONS

- 1.** Housekeeping services as a normal practice is to be provided on six days normally from 9.30 am to 6 pm i.e. from Monday to Saturday excluding Sundays and National Holidays. However in exigencies of work, they may be required to sit late and the personnel may also be called on Sunday and other Gazetted holidays, if required.
- 2.** The Income Tax Department may increase or decrease the requirement of manpower and the agency shall be bound to provide/ adjust the personnel accordingly and shall be constructed as a part of contractor agency's performance.
- 3.** The contractor/agency shall submit bid data along with identity proof, address proof of each person duly verified, before the commencement of the contract.
- 4.** During surprise checks by any of the authorized officers of Income-tax Department, if a particular person is found negligent/ drunk on duty/ indulging into abuse of habit forming substances, the agency will have to replace the person with any other proper and fit person without questioning the decision of the officer concerned of the department.
- 5.** The contractor/agency shall provide proper uniform, Identity cards, badges etc. to the personnel employed in the premises of Income-tax Offices.
- 6.** The contractor/agency shall ensure immediate communication to controlling authority for any reportable incidence.
- 7.** The contractor/ agency shall maintain proper register/ logbook of the personnel.
- 8.** All the Personnel posted shall be in sound medical fitness, good physique, moral character, experience and training to handle any type o cleaning/ housekeeping work.
- 9.** The Income Tax Department will provide proper space to the staff deployed by contractor but no damage should be caused to the building and property by the staff.
- 10.** The behaviour of the manpower deployed by the contractor/agency shall be of decent nature. In case of report of any complaint on the issue or is found breaching this aspect, the said person/supervisor .hall be instantly removed from duty by the contractor/agency and the decision of the controlling Authorities will be final and binding on the contractor/agency.
- 11.** No accommodation shall be provided to the personnel inside the complex. The contractor/agency may arrange suitable accommodation for their stay in nearby area if required so, by the agency.

12. No person below the age of 18 years shall be deployed for the housekeeping service by the contractor/ agency.
13. The contractor/Agency shall have insurance coverage for their worker. and follow all safety measures during the work execution. Any liability occurring during work such as accident, injury, loss of life, damage of the property, the same shall be compensated and made good by the contractor/ agency only and Income-tax Department will not be responsible in any manner.
14. During the contract period, the contractor/Agency shall make salary & other payments and provide other thing in time without waiting for the bill payment passed and paid by the Income-tax Department.
15. The contractor/Agency shall have its own monitoring systems to ensure that the personnel are available at the designated points during their working hours or extended hours.
16. The contractor shall provide dedicated personnel and any change in the personnel supplied should be made only U1 very exceptional circumstances and change of personnel should be intimated to the concerned person of the Income-tax Department. Replacement of personnel should be provided In the event of sickness or in any other circumstances when person is absent. The housekeeping service personnel must report to duty strictly at 9 .00 hours in the morning and should remain on his duty till 18.30 hours in the evening on all working days. However on exigencies of work they may be required to sit late. This shall exclude the half hour lunch break, turn by turn. In case of emergency on Sunday and National holidays, they may be called at any time.
17. The expenses on uniform, other accessories etc. shall be borne by the contractor alone.
18. Housekeeping services as a normal practice is to be provided on six days of a week from Monday to Saturday i.e. excluding Sundays and National Holidays. Any additional hour work (after the duty hour) will be charged separately.
19. **Duties of Cleaning/ Housekeeping Personnel:**

The contractor shall undertake all types of work, viz. cleaning, dusting, toilet cleaning etc., in general and the following works in particular:

(A) Daily Work: All daily work shall be completed before 9:00 AM.

- (I) **FLOOR AREA** (For Vapi, All rooms of Office rom 7<sup>th</sup>, 8<sup>th</sup> and 9<sup>th</sup> floor and all lobbies of office building, stair cases, lifts, Covered Parking Area for Income-tax Department AND for Silvassa Office Rooms on first floor and common lobby rented for office and stair case AND for Daman office – Rooms on first & second floor and common lobby rented for office and stair case)

<b>Sr. No.</b>	<b>Activity</b>	<b>Equipment Used</b>	<b>Frequency</b>
1	Mopping	Mop Set	Twice Daily
2	Dry Dusting & collection of dust	Dry Vacuum Cleaner	Twice Daily
3	Sweeping of non-reachable area	Dust Collector with Brush	Twice Daily
4	Dust removal (including office records)	Dry Vacuum cleaner	Once in a Week
5	Dry Wiping	Mop Set	Twice Daily
6	Wet Wiping	Wringer Trolley & Mop set	Twice Daily
7	Scrubbing & Drying	Auto Scrubber Dryer or equivalent	Once Daily
8	Wiping of non-reachable area	Ling Free Cloth	As per requirements
9	Stain removal	Cotton cloth and appropriate chemicals	As per requirements
10	Garbage & scrap picking	Scrap bin	Twice Daily
11	Garbage Movement	Garbage Bags	Once Daily

**(II) VERTICAL SURFACES & EQUIPMENTS** (electrical installations, Furniture and fixtures including visitors chairs in lobbies.

<b>Sr. No.</b>	<b>Activity</b>	<b>Equipment Used</b>	<b>Frequency</b>
1	Dry Wiping	Cotton Cloth	Twice Daily
2	Wet Wiping	Lint Free Cloth	Twice Daily
3	Floor Scrubbing	Dry Vacuum Cleaner	Twice Daily
3	Stain removal	Cotton cloth and appropriate chemicals	As per requirements
4	Cob web removal	Dry vacuum cleaner/ Telescopic pole	As per requirements
5	Air blowing & Dust cleaning	Dry vacuum cleaner	As per requirements
6	Electrical Appliance Cleaning	Dry Vacuum Cleaner	Once in a Week
7	Shifting of Furniture, cupboards & its rearrangements	To be done manually	As per requirements
8	Such other cleaning or up keeping work as may be entrusted by the competent authority		As per requirements

**(III) TOILETS:**

<b>Sr. No.</b>	<b>Activity</b>	<b>Equipment Used</b>	<b>Frequency</b>
1	Dry Wiping	Cotton Cloth	Twice Daily
2	Wet Wiping	Lint Free Cloth	Twice Daily
3	Floor Scrubbing	Dry Vacuum Cleaner	Twice Daily
4	Stain removal	Cotton cloth and appropriate chemicals	As per requirements
5	Cob web removal	Dry vacuum cleaner/ Telescopic pole	As per requirements
6	Wall Cleaning	Telescopic pole	Once Daily
7	Wall Dusting	Vacuum Cleaner	Twice Daily

(B) The contractor should supply housekeeping consumables as per approved

list. The consumables required per month for housekeeping, cleaning work will have to be stored at the store room as provided by the office of the Joint Commissioner o Income-tax, Vapi on behalf of Pr. CIT, Valsad, well in one-month advance. The consumables should be of standard specified and before store at the stores, the same should be got verified by AO-DDO, Vapi or any other officer assigned by the Joint Commissioner of Income-tax, Vapi Range, Vapi regarding the quality and brand. List of chemicals/ cleaning agents and other consumables along with their minimum monthly consumption is as under:

<b>Sr. No.</b>	<b>Cleaning Material/ agent/ chemicals etc.</b>	<b>Per month consumption</b>
1	Disinfectant Floor Cleaner (Cone.) of Reputed Brand	5 Litters
2	Urinal Mat	4 Mats to be replaced every week
3	Wood Cleaner of Reputed Brand	As per requirements
4	Cleaning agent (ready to use) like Harpik	15 Litters
5	Liquid Hand Wash like Dettol	20 Litters
6	Bleaching Power	2 kgs
7	Stainless steel cleaner of reputed brand	As per requirements
8	Glass cleaner like Collins	As per requirements
9	Air Fresheners (ready to use) of reputed brand	As per requirements

- i) The above-mentioned list is only suggestive in nature and not the final list. More items, if necessary, can be used by the contractor/ service provider. However, each item to be use should be of reputed brand only.
- ii) The quantitative value of the chemicals/consumables are approximate and these have been provided only to give a fair idea to the bidders to work out their finds.

**(C) EMERGENCY WORK**

Cleaning and removing of Blockage in pipes in toilets and building premises.

**(D) WEEKEND WORK**

- i) Dusting of ceilings, walls, tube lights, light shades, fans, frames etc. In the rooms, staircases, corridors and toilets.
- ii) Cleaning internally and externally glasses of all windows once in a week.
- iii) Cleaning of all the furniture and office equipment placed in the corridors.
- iv) Brushing and washing of floors, stairs with necessary detergents, cleaning with chemicals etc.
- v) Removing stains from walls/ floors of corridors, Toilets and Staircases.
- vi) Removing cobwebs once in a week.

**(E) INSPECTION**

The contractor should see that the staff properly cleans all the floors engaged for the purpose by 9.15 AM. The contractor should exercise checks at regular intervals on personnel and ensure prompt service.

The contractor shall not sublet transfer or assign this contract or any part thereof to a third party without the prior approval of the office of the Jt. Commissioner of Income Tax, Vapi on behalf of Pr. CIT, Valsad.

The authority will lie with the inspecting, deputed officer of the department to terminate and ask for the defaulting attendant to leave the premises in case of indiscipline, lack of duties and unbecoming behaviour within 24 hours and the contractor or his deputed supervisor shall replace the said attendant within 24 hours of the receipt of complaints oral/written.

#### **(F) TOILETS**

- All the toilets shall be cleaned and made fit for use by 9.15 a.m. on all working days. In the areas in the office which are to be cleaned daily, the first cleaning operation in all aspects shall be completed and made fit to use by 9.15 a.m. All periodical operations shall be executed continuously even after the closing time/ normal office hours i.e. up to 6.30 p.m. Care shall be taken that the cleaning operation does not obstruct the use of toilets for a very long time. The common toilets in the office, urinals, commodes, wash basins, mirrors, tap fitting etc. shall be cleaned four times daily. The workers/ attendants employed for cleaning and supervision of toilets should be adequate in number and cater to the needs of daily cleaning and should have equitable ratios according to the number of gents and ladies toilets. The ladies toilets have to be cleaned necessarily by female staff only.
- Toilet freshener, naphthalene balls and urinal cubes shall be applied in all toilets by the contractor at its own cost.
- The electrical fitting like tube lights, exhaust fans etc. And tiles shall be cleaned once in a week.
- The pipeline shafts in all parts of the building shall be cleaned once a week and sometimes during middle of the week, if the need be.
- A time chart of the cleaning work undertaken at the common toilets shall be exhibited at the rear side of the toilet door and shall have the initials of the house keeper and the supervisor in it as a mark of having completed the cleaning operation.
- A performance Report has to be prepared by the contractor and will be verified by ITO (W&S).

#### **(G) COMMON AREA**

- i) The corridor area, staircase and its railing and the lifts shall be cleaned and mopped twice a day. The corridors and staircases shall also be cleaned using a scrubber machine once in a week.
- ii) The electrical fitting like tube light exhaust fans fan etc. In the corridor, staircases and lifts shall be cleaned once in a fortnight.
- iii) The doors, windows, glass, partitions, walls, skirting, artificial plants, door mats, carpets, paintings, name boards, fire extinguishers etc. In the corridors and staircases shall also be wiped clean once in a week.

- iv) Apart from periodic cleaning, if stains, spills or footmarks or by any act of human or nature, anything is found or reported in these areas, the same shall be cleaned immediately.
  - v) Cobwebs, honey comb etc. If found or reported anywhere shall be removed immediately. Fumigation, fogging and spray of larvicides shall be done once in a month to control mosquitoes and cockroach infestations. Periodical measure shall be undertaken to prevent rodent menace.
  - vi) All rubbish and waste items that get accumulated at the canteen/toilets/corridors/open space/lawn and staircases shall be relocated periodically to the dumping points setup by the building owner and there shall be no left-overs at the end of the day and it has to be dumped outside office by lifting those accumulated garbage using its own machinery/equipment by the company/agency/firm.
- 20.** In ease of any personnel remains absent from duty, a substitute shall be provided by the contractor immediately. In ease a substitute not provided, proportionate contract charges are liable to be deducted from the contract charges payable. In addition to the above, the penalty may also be levied for late reporting / non -reporting of the personnel.
- 21.** The schedule of weekly and fortnightly cleaning operations to be undertaken shall be submitted 10 the designated officer on the last working day of the previous month and the contractor shall strictly adhere to the schedule. All weekly and fortnightly cleaning operations shall be undertaken on Saturday and holidays.
- 22.** The Contractor shall provide all cleaning equipment and ISI marked branded cleaning materials which shall be harmless and eco-friendly and shall in no way damage the floor and other items by way of fading, stain, forming, eroding etc.
- 23.** In the event of any exigencies, the Income-tax Department shall have discretion to call upon the Contractor to provide such additional personnel as may be necessary in its opinion for the purpose of effectively carrying out the services contemplated in this Agreement.
- 24.** The Contractor shall, at all times, indemnify the Income-tax Department against any claim which could arise under the Workmen's Compensation Act, 1923 and *I* or under My statutory notification thereof or otherwise in respect of any damages or compensation in consequence of any accident, injury sustained to layoff the workmen engaged by the contractor or other persons whose entry in various premises, of the Income-tax Department has been authorized by the contractor. The contractor shall insure all the personnel engaged for this job.
- 25.** The Contractor shall arrange for the maintenance of all such registers and forms as are statutorily required and / or considered necessary for the efficient performance of the contract
- 26.** The Contractor shall ensure that his Workers do not participate in any trade union activities, agitation in the premises of the Income-tax Department. Any

such activity shall be treated as serious breach of discipline and deficiency in service, which may lead to termination of contract.

- 27.** The workers of the Contractor shall not claim whatsoever over the facilities / amenities that are extended to the officers and staff of this office
- 28.** The service provider's personnel shall not divulge or disclose to any person any details of office operation process, technical know-how, security arrangements, administrative/ organisational matters, as all are confidential/ secret in nature.
- 29.** The service provider has to provide photo identity cards to the persons employed by him/her/ it for carrying out the work. These cards are to be constantly displayed and their loss reported immediately.
- 30.** The transportation, food, medical and other statutory requirements in respect of each personnel of the service provider shall be responsibility of the service provider and the Joint Commissioner of Income-tax, Vapi Range, Vapi shall not be liable or responsible on any of these accounts towards any personnel of the service provider.
- 31.** The contractor shall have at least one person who will have necessary skills to understand the basic functioning of the I. T. Department.

**SECTION-V**

**TECHNICAL BID**

(On the letter head of the concern submitting the bid)

To

**The Joint Commissioner of Income-tax,  
Vapi Range,**

Room No. 806, 8th Floor, Fortune  
Square-II,  
Daman Road, Chala,  
Vapi-396191.

Ref: Tender No. \_ \_ \_ Dated \_\_\_\_\_

Sir,

I/We hereby undertake to provide the housekeeping personnel Income Tax Office Vapi at 7th, 8th, 9th Floor, Fortune Square-II, Daman Road, Chala, Vapi, Income Tax Office, Silvassa Ward, First Floor, Vee-Bee Mall, Near Civil Court, Tokarkhada, Silvassa (D&NH-396230) and Income Tax Office Daman at Hotel Jivanji, Devka Road, Nani Daman, as specified in the Bid/tender document and agree to hold this offer for a period of 90 days from the date of opening of the tender. I/ We shall be bound by a communication of acceptance issued by you.

I/ We have understood the Instructions to Bidders and Terms and Conditions of Contract as enclosed with the invitation to the tender and have thoroughly examined the specifications of services to be rendered and are fully aware of the nature of the services to be rendered and my/our offer is to supply the services strictly in accordance with the requirements.

Certified that I/we have the experience of more than **three** years in providing manpower services and related works. Certified copies of at least one work-order pertaining to each of the last two years are enclosed with this bid.

A detailed profile of the organization has filled as prescribed in the Annexure - A of the bid document is enclosed with this bid. Other details required to be submitted with this bid as per the bid document are: also enclosed as follows:

- (a) Copy of valid Empanelment Certificate/ Valid license from appropriate authority for undertaking manpower services contract
- (b) List of reputed Clients along with documentary evidence  
(Self-attested copies of the relevant work orders are to be enclosed) .
- (c) Copy of the balance sheet, Profit and loss Account of the bidder for the A.Yrs. 2015-16, 2016-17 and A.Y. 2017-18.
- (d) A copy of PAN card
- (e) Copy of Registration with the Labour Commissioner having jurisdiction over the territory in which services are sought to be provided by the Agency under this contract. In case the agency is exempted from obtaining such

Registration or approval of order from the Labour Commissioner, the agency is required to produce an affidavit signed by the authorized signatory of the agency that their firm is exempted & is not required to obtain any such Registration or approval or order from the Labour Commissioner.

- (f) Note on compliances of liabilities & obligations of State and Central Government.
- (g) Information regarding any litigation, current or during the last three years in which the bidder .was/ is involved, the opposite party(s)) and the disputed amount.
- (h) Details regarding any work order that was abandoned at any stages prematurely terminated or resulted in inordinate delay along with reasons for the same (copies of relevant documents to be enclosed).
- (i) Earnest Money Deposit (EMD).

We do hereby undertake that, until a formal notification of award, this bid, together with your written acceptance thereof shall constitute a binding order between us.

Yours faithfully, Signature and

Stamp of the Bidder  
Authorized signatory

Dated this \_\_ day of \_\_\_\_\_ of 2018

Telephone: \_\_\_\_\_

FAX \_\_\_\_\_

Address \_\_\_\_\_

E-mail \_\_\_\_\_

Company Seal

Signature of the bidder

**SECTION-VI**  
**Annexure B**  
**FINANCIAL BID**

To

**The Joint Commissioner of Income-tax,  
Vapi Range,**

Room No. 806, 8th Floor, Fortune  
Square-II,  
Daman Road, Chala,  
Vapi-396191.

Ref: Tender No. \_ \_ \_ \_ Dated \_\_\_\_\_

Sir,

Having examined the bidding documents and having submitted the technical bid for the same, we, the undersigned, hereby submit the Financial Bid for providing Seven housekeeping personnel at Income Tax Office Vapi at 7th, 8th, 9th Floor, Fortune Square-II, Daman Road, Chala, Vapi, Income Tax Office, Silvassa Ward, First Floor, Vee-Bee Mall, Near Civil Court, Tokarkhada, Silvassa (D&NH-396230) and Income Tax Office Daman at Hotel Jivanji, Devka Road, Nani Daman, in conformity with the said bidding document at the prices and rates mentioned in the enclosed offer.

The Price quoted by us for the scope of work detailed in Section IV of the bid document is as below:

1. Name, address and telephone No. of the Bidder/Applicant Contractor

Sr. No.	Particulars	Rate Per Day per person	Rate Per day for seven persons
1	Wages payable in accordance with the applicable labour law		
2	Bonus as per Rules*		
3	ESIC as per Rules*		
4	EPF as per Rules*		
5	Service Charges as per Rules		
6	Total of (1) to (5)		
<b>7</b>	<b>Percentage in terms of Minimum wages plus VDA (6/1*100)</b>		
8	GST		
9	Any other payment in connection with the contract		
<b>10</b>	<b>Total (Rs.)</b>		

2. Total Charges per Calendar Month, Excluding GST (Rs.)

3. Total Value of Contract for seven personnel for 12 month Excluding GST (Rs.)

4. Total Charges per person for Calendar month, including GST (Rs.)

5. Total value of contract for seven personnel for 12 Month including GST(Rs.)

Signature with Date: \_ \_\_\_\_\_

Name of the Firm; \_\_\_\_\_

Seal: \_\_\_---

Note:-

- 1.** The rates should be quoted as per the prevalent rates of Minimum Wages Act, 1948. The benefits such as PF, ESIC etc. should be quoted as applicable under the respective Act.
- 2.** The Basic shall include and shall be restricted to the basic notified by the Labour Commissioner for Unskilled Labours and the VDA as per the latest order of the Labour Commissioner.
- 3.** The rates of PF, ESIC and Taxes shall be restricted to the rates as per Act.
- 4.** In case of revision of variable dearness allowance or increase in minimum rate of wages by the Regional Labour Commissioner (claim will be reimbursed to the contractor on production of payment of the same to the workers. Consequent to increase in VDA or minimum wages, the increase in other benefits like PF, ESIC, etc., will be reimbursed to the contractor on production of proof of payment of such other benefits.

**SECTION -VII**

**EVALUATION METHOD**

**The criteria of selection as well as rejection:**

1. The bidder should fulfil eligibly criteria mentioned in Section-III of this document to be able to qualify for consideration at the stage of technical evaluation: i.e. Only those Bid (s) shall be treated as responsive bid (s) which fulfils all the criteria/ parameters
2. Incomplete tenders would be rejected.
3. Tendering process shall be finalised only when there are at least three responsive bids.
4. In a normal situation, the contract shall be awarded to the lowest responsive bidder. However, mere lowest rate is not the sole criteria of selection. Income-tax Department, Vapi is not bound to accept the lowest rates.
5. Without affecting the sanctity of the above criteria, Income-tax Department, Vapi reserves rights to relax any condition of eligibility criteria qualifying the bid(s) based on merit of each case and if the situation so warrants in the interest of the department.
6. Income-tax Department, Vapi reserves the right to accept or reject any or all bids without assigning any reasons.
7. Income-tax Department, Vapi also reserves the right to reject any bid (including the lowest one) which in its opinion is not responsive or violating any of the conditions/specifications or which is found to be adopting unethical business practices; without bearing any liability or any loss whatsoever it may cause to the bidder in the process.

**The parameters and process for Evaluation:**

1. The technical bids will be evaluated by the screening committee on the basis of following parameters.
  - i) Past performance
  - ii) Credentials
  - iii) Financial capacity with respect to gross receipt
  - iv) Evaluation of competency done by Tender Committee
  - v) Fulfillment of provisions of legal obligations.
2. Evaluation of these parameters shall be based on documents and information submitted by the bidden without recourse to extrinsic evidence.
3. Financial bids of those who qualify after the evaluation of technical bids by screening committee would be opened later on the same date.

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**PROFORMA OF UNDERTAKING BY THE HOUSEKEEPING SERVICE PROVIDER**

I, \_\_\_\_\_ Son/ daughter of \_\_\_\_\_  
\_\_\_\_\_, Resident of \_\_\_\_\_ employed/ working as  
Unskilled Personnel with \_\_\_\_\_ (Service Provider) do  
hereby declare that, if I am deployed to work in the office of the Joint Commissioner  
of Income-tax, Vapi Range, Vapi by the services provider, I understand that I shall not  
have any claim of employment I regularization of service with the Income-tax  
department, or any benefit/ compensation, from the Income-tax department under  
the provision of Industrial Dispute Act 1947 or Contract Labour (Regulation &  
Abolition) Act, 1970 or any other law during the substance of my employment with  
the service provider on the strength of contract between the Joint Commissioner of  
Income-tax, Vapi Range, Vapi and the said service provider.

(\_\_\_\_\_ Name)

Witness      Signature  
                    Name and Address

Signature  
Name and Address