



**OFFICE OF THE
PRINCIPAL CHIEF COMMISSIONER OF INCOME TAX (CCA)
CENTRAL REVENUE BUILDING, I. P. ESTATE, NEW DELHI
Phone& FAX No. : 23705929**

F. No. Pr. CCIT (CCA)/PROTOCOL/AMC- Guest House/2015-16/ 884

Date: 19.04.2016

NOTICE FOR TENDER

NAME OF THE WORK: Quotation for maintenance and running of Guest house and Kitchen in Panchsheel Guest House, S-100, Panchsheel Park, New Delhi for a period of one year from the date of contract.

The covered area of Guest House is approximately 2000 Sq.ft. having two bed rooms, drawing room, kitchen and two bath rooms/toilets.

Sealed bids are invited from parties/contractors who have maintained Guest Houses including running and maintenance of kitchens in at least One Government Department /Government Undertaking/ any corporate entity involving single contract value of Rs. 2 lakhs and above per annum. A person/party who is running Guest House presently for the last one year continuously shall be given preference.

Tender is invited in two parts, i.e. (1) Qualifying Bid and (2) Financial Bid. The tender form for Qualifying Bid and Financial Bid as prescribed in Annexure- I &II, complete in all respects, sealed separately, and kept in a bigger envelope duly sealed together, should be super scribed on the bigger envelope as "Quotation for running and maintenance of Guest House and kitchen at Panchsheel Park" and should be submitted to the Income-tax Officer (Protocol), O/o The Principal Chief Commissioner of Income-tax, Delhi, Room No.331A, Central Revenue Building, I.P. Estate, New Delhi – 110002 along with tender fee of Rs.1,000/-. Tender fee may be paid either in cash in the office ofITO(PRO), G-22A, Ground Floor C.R.Building, I.P.Estate, New Delhi or through DD in favor of the DCIT(HQ-Finance), New Delhi. The tenderer is advised to carefully read the instructions as stated in Schedule I and II of the Tender Document before filing of the tender Bid.

Date & Time for submission of quotations: Any working day on or before 10.05.2016 from 11.00 a.m. to 5.00 p.m.

Date & Time of opening of quotations: 11:00 A.M. on 11.05.2016.

Place of opening of Tender Bids – The Executive Lounge, Canteen, Central Revenue Building, Indra Prastha Estate, New Delhi-110002.

Sd/-
(Deepak Kapoor)
Deputy Commissioner of Income-tax,
(H. Qrs.-Admn.), New Delhi.
Phone No. 23379596, FAX No. 011-23378668

SUB: TENDER DOCUMENT IN RESPECT OF ANNUAL MAINTENANCE CONTRACT OF PANCHSHEEL GUEST HOUSE, S-100, PANCHSHEEL PARK, NEW DELHI.

i. **Tenderer is advised to study the Tender Document carefully. Submission of tender shall be deemed to have been done after careful study and examination of the Tender Document with full understanding of its implications.**

ii. Sealed bids are invited from parties/contractors who have maintained Guest Houses including running and maintenance of kitchen in at least one Government Department /Government Undertaking involving single contract value of Rs. 2 lakhs and above per annum. A person/party who is running Guest House presently for the last one year continuously shall be given preference.

iii. The maintenance contract will be given for a period of one year.

iv. Sealed offers with the words “Quotation for running and maintenance of Guest House and kitchen at Panchsheel Park” super scribed on the top right hand corner of the outer envelope, prepared in accordance with the procedures enumerated in the Notice for Tender should be submitted to the office of the I.TO. (Protocol), O/o the Principal Chief Commissioner of Income-tax(CCA), New Delhi, Room No. 331A, Central Revenues Building, I.P. Estate, New Delhi - 110002 on any working day on or before 10.05.2016 from 11.00 a.m. to 5.00 p.m.

v. A demand draft of Rs. 20,000/- will be required to be enclosed with the quotation as earnest money. The demand draft is to be drawn in favor of DCIT (HQ-Finance), New Delhi. This amount is refundable, if the quotation is not accepted and in case of award of contract, the earnest money will be shall be adjusted towards the Performance Security Deposit.

vi. Interested parties are suggested to do a survey of the Guest House before submitting their bids on any working day between 11 am to 05 pm.

The Principal Chief Commissioner of Income Tax, Delhi reserves the right to accept or reject any or all tenders received either in full or part thereof or to split the work among more than one bidder, if necessary, without assigning any reason what-so-ever.

GENERAL INSTRUCTIONS FOR TENDER

- i. The office of the Principal Chief Commissioner of Income tax, Delhi requires the services of a reputed, well established and financially sound Housekeeping Company /Firm/ Agency, providing Housekeeping, Cleaning and maintenance and running of Guest House and running of kitchen in at least one Government Department/Government Undertaking/ corporate entities involving single contract value of Rs. 2 lakhs and above per annum, at Panchsheel Guest House, S-100, Panchsheel Park, New Delhi. Interested parties are suggested to visit the Guest House before submitting their bids.
- ii. The contract is likely to commence from the date of contract and would continue initially for a period of one year. The period of the contract may be further extended after the completion of contract, if this office requires to continue with the present arrangement for maintenance and running of Guest House and kitchen and is satisfied with the state of cleanliness for a period mentioned therein **or** may be curtailed / terminated before the contract period owing to deficiency in services or substandard quality of cleanliness by the selected Company / Firm /Agency. This office, however, reserves right to terminate the initial contract at any time after giving one month's notice to the selected service providing Company / Firm / Agency.
- iii. The tendering Company/Firm/Agency is required to enclose self-attested copies of the documents, as per the requirements of Technical Bid as given in the Annexure-I, failing which their bids shall be summarily / out rightly rejected and will not be considered any further.
- iv. Conditional bids shall not be considered and will be out rightly rejected at the very first instance.
- v. All entries in the tender form should be legible and filled clearly. If the space for furnishing of information is insufficient, a separate sheet may be attached. **No overwriting or cutting is permitted in the Financial Bid Form.** In such cases, the tender shall be summarily rejected. However, the cuttings, if any, in the Technical Bid Application must be initialled by the person authorized to sign the tender bids. **All the pages of the bid shall be signed by the authorized signatory in ink with rubber stamp of the agency.**
- vi. The envelope containing Technical Bid shall be opened first on the scheduled date and time, in the Executive Lounge, Canteen, Central Revenue Building, I.P Estate, New Delhi-110002 in the presence of the duly authorized representatives of the Company/Firm/Agency, if any, who wish to be present on the spot at that time. The Technical Bids shall be evaluated by a Technical Evaluation Committee. Financial bids of technically qualified, eligible bidders meeting all the requisite criteria only shall be opened on a date & place to be notified later in presence of short listed contractors or their authorized representatives.
- vii. The Competent Authority of the office of the Principal Chief Commissioner of Income Tax, Delhi reserves the right to annul any or all bids without assigning any reason.
- viii. The bidder shall quote the Technical and Financial bids as per the format enclosed at Annexures I & II.

A. TECHNICAL REQUIREMENTS FOR THE TENDERING COMPANY / FIRM/ AGENCY

The tendering Service Provider Company / Firm / Agency should fulfil the following technical specifications:

1. The Registered Office or one of the Branch Offices of the Service Provider Company / Firm / Agency should be located within the National Capital Territory of Delhi.
2. The Service Provider Company / Firm/ Agency should be registered with the appropriate registration authority, if applicable.
3. Service Provider Company / Firm / Agency should have its own Bank Account.
4. Service Provider Company / Firm/ Agency should exist on the records of Income Tax and Service Tax Departments.
5. Service Provider Company / Firm / Agency should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts, if applicable.
6. **The Service Provider Company / Firm / Agency shall submit affidavit stating that the agency is / has not been black listed by Central Government / State Government / any PSU.**
7. Self-attested copy of satisfaction certificate from the present office in which the Service Provider Company/Firm/Agency is providing similar services has to be enclosed separately.

Noncompliance with any of the above conditions by the Service Provider Company/Firm/Agency will amount to non-eligibility for the services for which tender has been floated and its tender will be ignored summarily.

B. FRAUD AND CORRUPT PRACTICES

- i. The applicant and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, the Office may reject an Application without being liable in any manner whatsoever to the Applicant if it determines that the Applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process.
- ii. Without prejudice to the rights of this Office under Clause i. hereinabove, if an Applicant is found by the Office to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, such Applicant shall not be eligible to participate in any tender issued by this Office during a period of 2 (two) years from the date such Applicant is found by the Office to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as the case may be.
- iii. For the purposes of this clause i, the following terms shall have the meaning hereinafter respectively assigned to them:
 - a) “Corrupt practice” means (I) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process or (II) save and except as permitted, engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical advisor of the Authority in relation to any matter concerning the Project;
 - b) “Fraudulent Practice” means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process;
 - c) “Coercive Practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence to any person’s participation or action in the Bidding Process;
 - d) “Undesirable Practice” means (I) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (II) having a Conflict of Interest; and
 - e) “Restrictive Practice” means forming a cartel or arriving at any understanding or arrangement among Applicant with the objective of restricting or manipulating a full and fair competition in the Bidding Process;

C. LEGAL

- i. **The Service provider shall be responsible for compliance of all statutory provisions relating to Minimum Wages, Service Tax and Employees Provident Fund, Employees State Insurance (if applicable) any other Laws/ Taxes/ Acts/ Rules etc. governing the matter/ issues etc.** If at any point of time it is noticed that the Contractor is meeting out any procedures/ taxes/ Acts/ Rules then that will be met out, out of the Performance Security Deposit made by the contractor.
- ii. The Service provider shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to the office of the Principal Chief Commissioner of Income Tax, Delhi concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
- iii. The Service provider shall maintain all statutory registers under the applicable laws. The Agency shall produce the same, on demand, to the concerned authority of this Office or any other authority under Law.
- iv. The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of Income Tax law, as amended from time to time and a certificate to this effect shall be provided to the Agency by this Office.
- v. In case, the tendering Agency fails to comply with any statutory provision/ taxation liability under appropriate law and as a result thereof the Office is put to any loss/ obligation, monetary or otherwise, the

Office will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Agency, to the extent of the loss or obligation in monetary terms.

- vi. No penalty should have been imposed upon the vendor by any Government Department/PSU/Government undertaking/corporate entity for violation of any statutory law or contract. An affidavit in this regard is to be submitted along with the Technical Bid.

D. FINANCIAL

- i. The Technical Bid should be accompanied with an Earnest Money Deposit (EMD), refundable, of Rs. 20,000/- (Rupees twenty thousand only) in the form of Demand Draft/ Pay Order drawn in favour of the “DCIT (HQ-Finance), New Delhi” failing which the tender shall be rejected out rightly.
- ii. The EMD in respect of the Agency which does not qualify the Technical Bid (First Stage) / Financial Bid (Second competitive stage) shall be returned to it without any interest. However, the EMD in respect of the successful tenderer shall be adjusted towards the Performance Security Deposit. Further, if the Agency fails to provide services against the initial requirement within 15 days from date of placing the order, the EMD shall stand forfeited without giving any further notice.
- iii. **Bids, offering rates which are lower than the Minimum Wages (as applicable for the NCT of Delhi) for the pertinent category, would be rejected.**
- iv. The successful tenderer will have to deposit a Performance Security Deposit for a sum of Rs. 50,000 (Rupees Fifty Thousand only) at the time of placing the work order within 15 days of the receipt of the formal order. The performance security will be furnished in the form of the Account Payee Demand Draft or Bank Guarantee drawn in favour of the Principal Chief Commissioner of Income-tax, Delhi(CCA), New Delhi or Fixed Deposit Receipt (FDR) from a scheduled Bank made in the name of Service Provider Company/ Firm/ Agency but hypothecated to the Principal Chief Commissioner of Income tax(CCA), New Delhi, Central Revenue Building, I.P Estate, New Delhi-110002. The performance security should remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the supplier. The Department shall not pay any interest on the Performance Security Deposit.
- v. In case of breach of any terms and conditions stipulated in the contract, the performance security Deposit of the Agency will be liable to be forfeited by this Office besides annulment of the contract.
- vi. The contractor shall be paid maintenance charges on quarterly basis.
- vii. Settlement of disputes will be as per Indian Arbitration and Conciliation Act-1996 and venue will be the Office of the Principal Chief Commissioner of Income tax, Delhi, Central Revenue Building, I.P Estate, New Delhi-110002. It is clarified that the sole arbitrator to adjudicate any disputes arising out of the proposed contract shall be nominated/appointed by Principal Chief Commissioner of Income Tax, Delhi and he/she shall not be a person below the rank of CIT (Commissioner of Income Tax).
- viii. The Office of the Principal Chief Commissioner of Income Tax, Delhi, reserves the right to withdraw/ relax any of the terms and conditions mentioned in the tender document so as to overcome any the problem encountered at any stage.

E. EVALUATION CRITERIA (Technical Bid Parameters):

Sl. No.	Parameters	Marks
1	Experience with Government Agencies/ PSUs/Private Agencies	20
2	Running and maintenance of Guest House presently for the last one year continuously.	20
3	Automatic equipment for cleaning the Guest House.	20
4	List of Consumables to be used in the Guest House with the Brand Names.	20
5	Running of kitchen in the Guest House presently for the last one year continuously.	20

Weightage - 0.6

Minimum score of 70 is a must.

- a) The Tender Committee will be constituted by the Office to evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference, applying due criteria. A Proposal shall be rejected at this stage if it does not respond to important aspects of the Technical Proposal, and particularly the criteria or sub-criteria or if it fails to achieve the minimum technical score.
- b) Financial Proposals will remain unopened for those Agencies which fail to achieve the minimum technical scores. Financial Proposals shall be taken up only for those agencies who meet the minimum qualifying marks. Envelops of the technically qualified agencies will then be inspected to confirm that they have remained sealed and unopened. Thereafter these Financial Proposals shall be opened, and the total prices read aloud and recorded.
- c) The lowest evaluated Financial Proposal (F_m) will be given the maximum financial score (S_f) of 100 points. The financial scores (S_f) of the other Financial Proposals will be computed as indicated in the Data Sheet. Proposals will be ranked according to their combined technical (S_t) and financial (S_f) scores using the weights (T = the weight given to the Technical Proposal; F = the weight given to the Financial Proposal; $T + F = 1$) indicated in the Data Sheet: $S = S_t \times T\% + S_f \times F\%$. The firm achieving the highest combined technical and financial score will be invited for negotiations.

The formula for determining the financial scores is the following:

$S_f = 100 \times F_m/F$, in which S_f is the financial score, F_m is the lowest price and F the price of the proposal under consideration.

The weights given to the Technical and Financial Proposals are-

Technical (T) = 0.6, and Financial (P) = 0.4

- d) No negotiation will be undertaken with any tenderer except the highest point's achiever.

TECHNICAL BID

(To be enclosed in a separate sealed envelope)

For running and maintenance of Guest House and kitchen of Panchsheel Guest House, S-100, Panchsheel Park, New Delhi

1.	Name of Tendering Company/Firm/Agency (Attach certificates of registration)																	
2.	Name of proprietor/Director of Company/Firm/Agency																	
3.	Full Address of Registered Office with Telephone No., FAX and E-Mail																	
4.	Full address of operating/ Branch Office with Telephone no., FAX and E-Mail with name of the Contact Person(s) and Mobile No.																	
5.	Banker of Company/Firm/ Agency with full address (Attach certified copy of statement of A/C for the last three years)																	
6.	PAN/GIR No. (Attach attested copy)																	
7.	Service Tax Registration No. (Attach attested copy)																	
8.	E.P.F. Registration No. (Attach attested copy)																	
9.	E.S.I. Registration No. (Attach attested copy)																	
10.	Documents showing completion of at least one service contract of value not less than Rs. 2 Lakh per annum for providing similar services.																	
11.	Give details of the major similar contracts handled by the tendering Company/Firm/Agency on behalf of Government Departments, PSUs and other Private sector, during the last five years in the following format. (Attach attested copies). <table border="1" data-bbox="289 1150 1281 1369"> <thead> <tr> <th>Sr. No.</th> <th>Details of client along with address, telephone and Fax numbers.</th> <th>Amount of Contract. (Rs. Lakhs)</th> <th>Duration of Contract. From to</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> (If the space provided is insufficient, a separate sheet may be attached.)	Sr. No.	Details of client along with address, telephone and Fax numbers.	Amount of Contract. (Rs. Lakhs)	Duration of Contract. From to													
Sr. No.	Details of client along with address, telephone and Fax numbers.	Amount of Contract. (Rs. Lakhs)	Duration of Contract. From to															
12.	Self-attested copy of Certificate of appreciation/satisfaction from the present client.																	
13.	List of Equipment available with the bidder for the purpose of cleaning along with the copy of Bill of purchase of such equipment																	
14.	Total No. of years of experience in providing similar services with the list of client's year wise.)																	
15.	Income declared in I.T. returns for F.Y. 2012-13, 2013-14 and 2014-15 (enclose copy of I T Returns acknowledgement for the relevant assessment years along with Audit report u/s 44AB, if applicable).																	
16.	Total Service Tax Remitted in F.Y. 2012-13, 2013-14 and 2014-15																	
17.	Total Turnover of the business in F.Y. 2012-13, 2013-14 and 2014-15																	
18.	Total Number of employees in the service providing company/agency/firm																	
19.	Affidavit stating that the agency is/has not been black listed by Centre/State Government/PSU (Attach attested copy)																	
20.	Affidavit stating that no penalty has been imposed on the Agency for violation of Statutory laws/terms of a contract.																	

21.	Declaration about Fraud and corrupt practices (Duly signed & attested as given in the Tender Document and should be enclosed here as Annexure-III)																																																																															
22.	Details of Earnest Money Deposited: DD No.....Dated..... Amounts: Rs..... Drawn Bank.....																																																																															
23.	Brand Name of the following cleaning materials to be given (The bidder may however add further consumable items, if required) :-																																																																															
<table border="1"> <thead> <tr> <th>S. No.</th> <th>PARTICULARS</th> <th>BRAND NAME</th> </tr> </thead> <tbody> <tr><td>1</td><td>Soap Oil</td><td></td></tr> <tr><td>2</td><td>Phenyl</td><td></td></tr> <tr><td>3</td><td>Floor Cleaner</td><td></td></tr> <tr><td>4</td><td>Colin or Glass Cleaner</td><td></td></tr> <tr><td>5</td><td>Duster Cloth</td><td></td></tr> <tr><td>6</td><td>Soft Broom</td><td></td></tr> <tr><td>7</td><td>Coconut Broom</td><td></td></tr> <tr><td>8</td><td>Harpic</td><td></td></tr> <tr><td>9</td><td>Mop Stick/PINZA Mop</td><td></td></tr> <tr><td>10</td><td>Air Freshener/Odinal</td><td></td></tr> <tr><td>11</td><td>Urinal Cakes</td><td></td></tr> <tr><td>12</td><td>Naphthalene Balls</td><td></td></tr> <tr><td>13</td><td>Garbage Bag</td><td></td></tr> <tr><td>14</td><td>Garbage Bag Small</td><td></td></tr> <tr><td>15</td><td>Toilet Brush with Stand</td><td></td></tr> <tr><td>16</td><td>Squeezer</td><td></td></tr> <tr><td>17</td><td>Scrub Pad</td><td></td></tr> <tr><td>18</td><td>Buckets</td><td></td></tr> <tr><td>19</td><td>Mugs</td><td></td></tr> <tr><td>20</td><td>Dust Pan</td><td></td></tr> <tr><td>21</td><td>Toilet Roll</td><td></td></tr> <tr><td>22</td><td>Paper Napkins</td><td></td></tr> <tr><td>23</td><td>Room Spray</td><td></td></tr> <tr><td>24</td><td>Mosquito Spray</td><td></td></tr> <tr><td>25</td><td>Hand Wash Fem</td><td></td></tr> </tbody> </table>			S. No.	PARTICULARS	BRAND NAME	1	Soap Oil		2	Phenyl		3	Floor Cleaner		4	Colin or Glass Cleaner		5	Duster Cloth		6	Soft Broom		7	Coconut Broom		8	Harpic		9	Mop Stick/PINZA Mop		10	Air Freshener/Odinal		11	Urinal Cakes		12	Naphthalene Balls		13	Garbage Bag		14	Garbage Bag Small		15	Toilet Brush with Stand		16	Squeezer		17	Scrub Pad		18	Buckets		19	Mugs		20	Dust Pan		21	Toilet Roll		22	Paper Napkins		23	Room Spray		24	Mosquito Spray		25	Hand Wash Fem	
S. No.	PARTICULARS	BRAND NAME																																																																														
1	Soap Oil																																																																															
2	Phenyl																																																																															
3	Floor Cleaner																																																																															
4	Colin or Glass Cleaner																																																																															
5	Duster Cloth																																																																															
6	Soft Broom																																																																															
7	Coconut Broom																																																																															
8	Harpic																																																																															
9	Mop Stick/PINZA Mop																																																																															
10	Air Freshener/Odinal																																																																															
11	Urinal Cakes																																																																															
12	Naphthalene Balls																																																																															
13	Garbage Bag																																																																															
14	Garbage Bag Small																																																																															
15	Toilet Brush with Stand																																																																															
16	Squeezer																																																																															
17	Scrub Pad																																																																															
18	Buckets																																																																															
19	Mugs																																																																															
20	Dust Pan																																																																															
21	Toilet Roll																																																																															
22	Paper Napkins																																																																															
23	Room Spray																																																																															
24	Mosquito Spray																																																																															
25	Hand Wash Fem																																																																															
<table border="1"> <thead> <tr> <th>S. No</th> <th>CLEANING EQUIPMENT</th> <th>BRAND NAME</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Industrial Scrubber Machine</td> <td></td> </tr> <tr> <td>2.</td> <td>Vacuum cleaner</td> <td></td> </tr> </tbody> </table>			S. No	CLEANING EQUIPMENT	BRAND NAME	1	Industrial Scrubber Machine		2.	Vacuum cleaner																																																																						
S. No	CLEANING EQUIPMENT	BRAND NAME																																																																														
1	Industrial Scrubber Machine																																																																															
2.	Vacuum cleaner																																																																															

Signature of authorized person

Name:

Seal:

Date:
Place

DECLARATION

I, _____ Son/Daughter/Wife of
Shri _____ Proprietor/Partner/Director, authorized
signatory of the Company/Agency/ Firm, mentioned above, is competent to sign this declaration and execute this
tender document;

2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide to
them;

3. The information/documents furnished along with the above 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 tender at any stage besides liabilities towards prosecution under appropriate
law.

Signature of authorized person

Full Name:

Seal:

Date:

Place:

FINANCIAL BID

(To be kept in a separate sealed envelope)

For running and maintenance of Guest House and Kitchen, Panchsheel Guest House, S-100, Panchsheel Park, New Delhi.

1. Name of tendering Service Provider Company/Firm/ Agency:
2. Details of Earnest Money Deposit Amount :
D.D./P.O & Date :
Drawn on Bank :
3. **CONTRACT RATES PER MONTH** :
as estimated below

(a)Category	Charges per Worker Per month (Inclusive of all amounts legally payable to employee e.g. PF, ESI etc.)to be mentioned in clear & specific manner	Number of person to be Employed	Total Charges Per Month per Employee
i. Skilled employee			
ii. Semi-skilled employee			
ii. Unskilled employee			
(b) Work contract charges for House Keeping services along with usage of capital equipment and consumables.			
(c)Total charges per Month (a+b)			

DEDUCTIONS: Income tax as applicable shall be deducted at source. The Service Providing Company/Agency/Firm shall be responsible for meting out all the tax implications as per Rules of other Government Departments.

Signature of authorized person

Full Name:

Seal:

Date:

Place:

Notes:

1. The rates quoted by the tendering Agency should be inclusive of all statutory/ taxation liabilities in force at the time of entering into the contract.
2. The payment shall be made on conclusion of the calendar month only on the basis of duties performed by the Service providing Company/Agency/Firm during the month.

DECLARATION-

I hereby certify that the information furnished above is full and correct to the best of my knowledge. I understand that in case any deviation is found in the above statement at any stage, the concern shall be blacklisted and shall not have any dealing with the Department in future.

(Signature of Authorized Signatory with date)

TERMS AND CONDITIONS OF THE MAINTENANCE CONTRACT

FOR DEPARTMENTAL GUEST HOUSE AT S-100, PANCHSHEEL PARK, NEW DELHI

DUTIES OF THE OWNER:

1. The owner will make available to the contractor Panchsheel Guest House, S-100, Panchsheel Park, New Delhi for general day to day maintenance and running of kitchen.
2. The owner will make available to the contractor identified place to be used as office of the guest house manager/Care Taker.
3. The owner is already using furniture and fixture, kitchen accessories including electrical appliance in Guest House for efficient running and maintenance of Guest House. These items shall be used by the contractor.
4. Telephone, intercom, water & electricity bills shall be paid by the owner.
5. The contractor shall be paid maintenance charges (as shall be agreed) per month (all inclusive) in arrears on quarterly basis towards maintenance of the Guest House.
6. The owner shall deduct tax at source on all payments as per law.

DUTIES OF THE CONTRACTOR:

1. The contractor shall employ the following man power for the running and maintenance of the Guest House with kitchen:
 - i. One care taker
 - ii. One cook
 - iii. One house keeping staffThe person so employed will perform duty in proper uniform which will also indicate their name. The contractor shall be responsible for any loss / theft in the guest house.
2. The contractor will ensure daily cleaning of entire Guest house irrespective of the occupancies. He will ensure that material used for cleaning will be of good standard.
3. All the areas of the Guest House where carpets, curtains etc. are installed shall be vacuum cleaned once a week.
4. All sofa sets, tables, racks etc. installed in the Guest House shall be cleaned/dusted/vacuum cleaned daily.
5. **Clean towels, bed sheets, blankets, pillow covers etc., shall be provided to visiting guests every day. The contractor will provide toilet accessories like soaps, detergents, toilet paper, air freshener etc. for use by guests.**
6. In addition to the above, following job/work will be the responsibility of the contractor.
 - (a) Plumbing and Sanitary works.
 - (b) Repair and maintenance of all electrical and electronic appliance in the guest house. If any article becomes beyond repair, it shall be replaced by the owner. If the contractor fails to get the appliances repaired within reasonable time, the owner shall get the appliances repaired and the cost of repair shall be adjusted with the running & maintenance charges payable to the contractor.
 - (c) Supply of new bed sheets, pillow covers, blankets, mattresses, towels, Hand napkins etc. and cleaning and maintenance thereof.
 - (d) Supply and maintenance of plants, flowerpots including manure, painting of flower pots.
 - (e) Supply of crockery, cutlery, glassware for rooms & dining hall and cleaning and maintenance thereof.
 - (f) The contractor will make timely payment for cable/DTH connections in guest house.
 - (g) Any other work job required for smooth running of Guests House.
7. The contractor will ensure that all the furniture, fixtures, crockery, electrical and electronic appliance etc. available in the Guest House are properly used. The contractor will ensure that there is never any mishandling or negligence. The contractor will be responsible for breakage of loss of any article on account of negligence or mishandling of these items. Any cost or damages arising out of negligence or mishandling shall be borne by the contractor.
8. The contractor will not entertain any person in the Guest House unless it receives prior information in favour of such person from the owner. The contractor shall keep a copy of the Identity Card of the guest. He shall not allow the use of alcohol or any other intoxicating material in the guest house.

9. The contractor will maintain proper records of the guests staying in the Guest House. The record will inter-alia contain information about name and address, telephone number, designation, station arriving from, period of stay whether on official duty or otherwise number of members etc. A monthly report will be submitted by the contractor to the owner in this regard.
10. The contractor shall send telephone bills, intercom bills, water bills and Electricity bills to the owner immediately after receipt and well before the due date of payment. If sufficient time is not left for payment, the contractor shall make the payment and shall claim reimbursement from the owner for the same. The contractor shall ensure that in no case telephone, water or electricity is disconnected.
11. Rate at which rent is to be collected from visiting guests shall be communicated by the owner to the contractor. **These dues will be collected by the contractor from the visiting guests on behalf of the owner and deposited by 10th of every month succeeding the month of payment made by the Guest into specified Government Account.** Under no circumstances, the contractor shall collect the rent less or higher than those prescribed by the owner. The check in and check out time shall be calculated by 12.00 noon. The contractor will be authorized to issue receipts of room rent, service charges received from visiting guests.
12. The contractor will maintain and keep the kitchen running from 6:00 AM to 11:00 PM. He will ensure that clean and hygienic conditions are always maintained in the kitchen. The established rates of food items shall be charged from the guests. However, if any revision is needed, the contractor would approach the owner for approval of rates at least one calendar month in advance and the decision of the owner shall be final.
13. All dues of visiting guest in respect of food items supplied shall be collected by the contractor and the owner would not be responsible for non-payment by any visiting guest. The contractor would issue receipts for the money so collected to the visiting guests.
14. Breakage of any items or article installed in the guest house, which is not to be supplied by the contractor, shall be promptly intimated by the contractor to the owner along with reasons, if any, so that necessary replacement/repair is attended without any inconvenience to the visiting guests.
15. The contractor will maintain a complaint / suggestion register in the Guest House which will always be kept at a conspicuous space, say the reception. All entries made by visiting guests in this register will always be open for inspection by the owner. It shall however, be the duty of the contractor to promptly intimate the owner about any suggestion or complaint received by it.
16. The contractor will deposit irrevocable bank guarantee from a nationalized bank in favour of Principal Chief Commissioner of Income Tax, Delhi for Rs.50,000/- valid up to 6 months beyond the date of the contract to the owner in lieu of articles and items in the Guest House. This bank guarantee will be refunded to the contractor on termination of this agreement.
17. The contract shall be awarded for the period of 12 months as from the start date mentioned in the contract. This agreement can be extended for further period on same terms & conditions subject to mutual agreement of both the parties.
18. The contractor will not be allowed any premature termination of the agreement unless an advance written notice of three months is given to the owner.
19. The owner is empowered to cancel this agreement at any time, with / without assigning any reasons after giving one month's notice to the contractor.
20. A fine of Rs. 500/- per violation may be levied if any deficiency is found or if any complaint is received from the visitor regarding maintenance, service or behaviour. However, in case of frequent violation of the terms & conditions the contract can be cancelled forthwith without any notice.
21. In case of premature termination of the agreement by the party of the first part, the bank guarantee of Rs. 50,000/- shall be forfeited.
22. Before final termination of the agreement the contractor will be required to hand over all the items and articles to the owner in the same condition as provided at the time of allotment of Guest House Contract.
23. The contractor will ensure that all the staff members employed by it are trained, polite and courteous with the guests. All the staff members will be required to wear a black pant, white shirt and black tie. The staff members will be carrying label cards indicating name and designation along with insignia of the guest house. Any complaints regarding the misbehaviour etc. of the staff members will be adversely looked upon and the contractor shall take action against the erring staff under intimation to be owner. The contractor will ensure that its staff members do not solicit any tips etc. from the guests.

24. The owner can, at any time, inspect the guest house personally or through an authorized representative. The contractor and its employees shall be duty bond to allow inspection and to render all cooperation for the inspection.

GENERAL CLAUSES

1. The contractor would provide minimum One Caretaker, One Cook and One Housekeeping staff in the Guest House to maintain it properly. The employees of the contractor would for no purpose, be considered as employees of Income Tax Department, New Delhi.
2. This agreement is purely maintenance contract and will never be constructed as a tenancy agreement.
3. Any matter during the period of this agreement, which has not been specifically covered by this agreement, shall be decided by the owner and the decision of the owner shall be final and conclusive.
4. The contractor shall, under no circumstances, remove alter modify any furniture or fixture installed in the guests house unless prior written permission is given by the owner. Similarly, the contractor will also not construct or modify any temporary or permanent structure in the guest house.
5. In case of any dispute, the jurisdiction of Delhi Courts will apply.

Signed

(On behalf of the owner)

Signed

(On behalf of the contractor)