



TENDER DOCUMENT
FOR
PROVIDING CATERING,
HOUSEKEEPING, CARETAKING
SERVICES AT
TIRATHKUNJ GUEST HOUSE

Last date of Tender submission	24.02.2022 by 04:00 PM
Opening of Technical Bid	25.02.2022 at 03:00 PM
Opening of Financial Bids	25.02.2022 at 05:00 PM
Place of opening of Bids	Conference Hall, Aayakar Bhavan, 12, Sadhu Vaswani Road, Pune 411 001

PRINCIPAL CHIEF COMMISSIONER OF INCOME-TAX,
PUNE
AAYKAR BHAVAN, 12 SADHU VASWANI ROAD, PUNE 411 001

Telephone: 020 2612 7244



**PRINCIPAL CHIEF COMMISSIONER OF INCOME-TAX,
PUNE
AAYAKAR BHAVAN, 12, SADHU VASWANI ROAD,
PUNE 411001**

Inviting Tender to provide services of Housekeeping, Maintenance and running of Tirathkunj Guest House with Kitchen, situated at Tirath Kunj Residential Colony, Queen's Garden, Pune 411 001

TENDER NOTIFICATION

Principal Chief Commissioner of Income-tax, Pune on behalf of the President of India invites quotations in sealed covers from reputed parties by **04:00 P.M. on 24th of February, 2022.**

Tender Notification No.	PN/PCCIT/ITO(HQ)(Admin)/GH-Tender/2021-22/NS-1
Tender notification Date	04.02.2022
Nature of Job	Providing Catering, House-keeping and Caretaking services at Tirath Kunj Residential Colony, Queen's Garden, Pune 411 001.
EMD Amount	₹ 50,000/- (Rupees Fifty Thousand Only)
Period for contract	The contract is for a period of 02 (two years) starting from the date of commencement of contract, which may be extended up to one year or any further period at the administrative convenience of Pr. Chief Commissioner of Income Tax, Pune.
Last date of tender submission	24.02.2022 by 04:00 PM
Opening of Technical Bid	25.02.2022 at 03:00 PM
Opening of Financial Bids	25.02.2022 at 05:00 PM
Tender Documents	Available and can be downloaded from www.incometaxindia.gov.in
Submission of tender documents	Sealed tenders with the words " Tirathkunj – Quotation for Providing Catering, House-keeping and Caretaking services at Tirath Kunj Guest House, Pune " super scribed on the top right hand corner of the envelope is to be submitted to: Income Tax Officer (HQ)(Admn), Pune, Aayakar Bhavan, 12, Sadhu Vaswani Road, Pune 411 001.

PART-I

Tirathkunj is being used as a guest house by the Income-tax Department, Pune, Ministry of Finance, Government of India. The Guest-House is situated at Tirath Kunj Residential Colony, Queen's Garden, Pune 411 001, This guest house consists of 08 (Eight) suites and 03 (Three) Guests rooms, dining hall and kitchen. These suites and guest rooms are regularly allotted to the officers working in the Income-tax Department.

The Pr. Chief Commissioner of Income-tax, Pune on behalf of the President of India invites quotations in sealed covers from reputed parties in two-part bids (Technical Bid & Financial Bid) for providing Catering, House-keeping and Caretaking services at Guest House of Income tax Department at Tirathkunj Residential Colony, Queen's Garden Pune 411001 to provide services for Housekeeping, Maintenance and running of Departmental Guest House with Kitchen.

INSTRUCTIONS TO BIDDERS

1. This Invitation to Bids is open to the Bidders fulfilling the following eligibility criteria. Bidders not conforming to any of these parameters will not qualify:

Eligibility Criteria:

- a. The tenderer should be experienced in managing guest houses with a minimum of 3 years experience in PSU / Government Guest Houses and currently managing at least 2 PSU / Government guest houses.
 - b. The service provider shall have turnover of minimum ₹ 50,00,000/- per year for the last three assessment years, i.e. 2019-20, 2020-21 and 2021-22.
 - c. The service provider shall have a **branch of its Office** within local limits of Pune Metropolitan Region Development Authority (PMRDA) only.
 - d. The BIDDERS shall be in possession of the necessary licenses and approval by the Competent Authorities or any other Act governing the provisions of catering.
 - e. The BIDDERS should have necessary registrations with Labour department and other Govt. Agencies for compliance of all statutory/ Govt. requirements applicable to Hospitality services.
 - f. The BIDDERS should comply with the Minimum Wages Act, 1948 or any other relevant Act in force and as applicable to Income Tax Department, Pune and as amended from time to time.
 - g. The BIDDERS should be an Income-Tax assessee and should have filed return of income for the last three assessment years, i.e. 2019-20, 2020-21 and 2021-22.
 - h. One bidder can submit only one bid, Multiple bids submitted by the same bidder will summarily be rejected.
2. The BIDDERS are expected to examine all instructions, forms, terms & conditions, and specifications in the bidding document. Failure to furnish information required as per

bidding document or submission of a bid not substantially responsive to the bidding document in every respect will result in rejection of the bid.

3. The bid is to be submitted in two parts in separate sealed envelopes, i.e., "Technical Bid" and "Financial Bid" and both sealed envelopes shall be kept in one envelope and must be properly sealed before dropping the bid in the tender box.

4. The Technical Bid submitted by the bidder shall include the following:

- 4.1** Copies of documents required at the time of submitting the Bid along with the enclosures as per the checklist for Technical Bid.
- a. Valid License under Hospitality services as amended from time to time.
 - b. Certificate of Registration from competent authority.
 - c. Income-tax Returns for the last three Assessment Years i.e. 2019-20, 2020-21 and 2021-22 and PAN card.
 - d. Copies of Audited Balance Sheet and Profit & Loss account for the last three Assessment Years i.e. 2019-20, 2020-21 and 2021-22.
 - e. Certificate from ESI Corporation (if any).
 - f. Certificate from EPF Organization (if any).
 - g. Registration certificate under Contract Labour Act (Regulation & Abolition) 1970 (if any).
 - h. Registration certificate for GST.
 - i. Satisfactory performance certificate from existing principal employers.
 - j. Full particulars of all organizations/ institution with maximum number of personnel provided at one given time, where the BIDDERS has carried out hospitality services contract in last three years. (Self-attested copies of the relevant work orders are to be enclosed).
 - k. Any other certificates/ licenses required under any Act or regulation applicable to the provisions of hospitality services.
 - l. All the necessary supporting documents required as per the **check-list for Technical Bid**.
 - m. The **check-list for Technical Bid** shall be properly filled & enclosed along with the page numbering of the enclosures as necessary evidences/ supporting documents.
 - n. Proof of 3 years experience in PSU / Government Guest Houses and currently managing at least 2 PSU / Government guest houses.
- 4.2** 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, Non-disclosure of such information may lead to cancellation of contract in future.
- 4.3** Details regarding any work order that was abandoned at any stage, prematurely terminated or resulted in inordinate delay along with reasons for the same (copies of relevant documents to be enclosed). Non-disclosure of such information may lead to cancellation of contract in future.
- 4.4** The bidders are required to submit Earnest Money Deposit (EMD) of ₹ 50,000/- by means of demand draft Pay/Banker's Cheque drawn in favour of **Zonal Accounts Officer, CBDT**, payable at Pune, along with their bids which shall remain valid up to 120 days.

- 4.5 The Bidder shall sign its bid with the exact name of the concern to which the contract is to be awarded.
- 4.6 The Bid document filed by the bidder shall be typed or written in indelible ink. No overwriting or cuttings shall be permitted. No bid will be considered unless and until all the pages documents comprising the Bid are properly signed and stamped by the persons authorized to do so.
- 4.7 The Income Tax Department reserves the right to reject the bid having deviations from the prescribed terms and conditions.
- 4.8 The terms and conditions of contract mentioned, along with the Instructions to Bidders shall be signed and returned in the envelope marked as 'Technical Bid', otherwise the tender will be rejected.

5. Requirements of Financial Bid:

- 5.1 All the necessary consumables shall be provided by service provider. All the profits, overhead, administrative and any other miscellaneous cost should be shown under the head "Service charges". Cost of supervision shall be borne by the BIDDERS and will not be paid separately by Income Tax Department, Pune.
- 5.2 The Department does not have the liability to pay bonus to the contractual labour under the provisions of the Payment of Bonus Act, 1965.
- 5.3 Income Tax Department shall however, deduct such tax at source as per the rules and issue necessary certificates to the Agency. The prices once accepted by the Income Tax Department towards Service Charges shall remain valid till the contract remains in force. The Income Tax Department shall not entertain any increase in the prices during the period. However, the wages will be revised as per the Minimum Wages Act, 1948.
- 5.6 The Financial Bid should cover all the expenses to be borne by the service provider. The bid should be as per the proforma at Form V of this document.
- 5.7 The bidder shall indemnify the Income Tax Department against the claims arising out of non-fulfillment of obligations by him under all labour laws. EPF, ESI, and other statutory contributions to be paid for persons employed by the bidder shall be the sole responsibility of bidder.
- 5.9 The bidder shall sign its bid with the exact name of the concern to which the contract is to be awarded.
- 5.10 The bid document filed by the bidder shall be typed or written in indelible ink. No overwriting or cuttings shall be permitted.

6. Sealing and Marking of Bids:

- (a) The Technical Bid along with EMD instrument and requisite documents (listed in Para 4.4 above) shall be placed in one sealed envelope super scribed '**Technical Bid**'. The Financial Bid shall be kept in a separate sealed envelope super-scribed '**Financial**

Bid. Both the envelopes shall then be placed in one single, sealed envelope super scribed "Tirathkunj - Bid for Catering, Housekeeping, Caretaking Services at Tirathkunj Guest House," and shall be addressed to the Principal Chief Commissioner of Income Tax, Pune. The **bidder's name, telephone number and complete mailing address** shall be indicated on the cover of the outer envelope so that if required, they may be returned to the bidder without opening them. No acknowledgement, in respect of receipt of any bid, shall be issued.

- (b) Both the inner envelopes (properly sealed) super-scribed "Technical Bid" and "Financial Bid" shall have the name and address of the bidder so that if required, they may be returned to the bidder without opening them.
- (c) If the outer and inner envelopes are not sealed and marked as required, the Income Tax Department shall assume no responsibility for the bid's misplacement or premature opening.
- (d) If for any reason, it is found that the Technical Bid reveals the Financial Bid related details in any manner whatsoever, or, the Financial Bid is enclosed in the envelope super-scribed, "Technical Bid", or any duplicate copy of Financial Bid is kept in the envelope of Technical Bid, the Bid document will be summarily rejected in the first instance itself.
- (e) All the Bid documents submitted shall be serially page numbered and contain the index with page numbers for the contents/documents enclosed.
- (f) The bidders should submit/drop their duly sealed-in tender bid in 'Tender Box' kept in the room of **Income Tax Officer (HQ)(Admn), Pune**, Ground Floor, Aayakar Bhavan, 12, Sadhu Vaswani Road, Pune 411 001. No acknowledgement, in respect of receipt of any bid, shall be issued.

7. Deadline for Submission of Bids:

- (a) Bids must be received by the Income Tax Department at the address specified not later than the particular date and time specified in the Tender Invitation Notice. The tender bids shall be dropped in the "Tender Box" which is kept in the room of **Income Tax Officer (HQ)(Admn), Pune**, Ground Floor, Aayakar Bhavan, 12, Sadhu Vaswani Road, Pune 411 001 and is accessible to all during the working hours on all days irrespective of holiday declared or otherwise.
- (b) The Income Tax Department may, at its discretion, extend the deadline for submission of bids which will be binding on all the bidders.
- (c) Any bid received by the Income Tax Department after the deadline (last date & time for submission of tender bid) prescribed by the Income Tax Department, the bid will be summarily rejected without opening the envelope and would be considered as non-existent and no action will be taken.

8. Modifications and Withdrawal of Bids:

- (a) No modification or substitution of the submitted application shall be allowed.

- (b) A bidder 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 a bidder wants to resubmit his application, it shall submit a fresh application following all the applicable conditions.
- (c) 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".

9. **Validity:**

Bids shall remain valid for 120 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.

10. **Opening and Evaluation of Technical Bids:**

- (a) The Tender Committee appointed by the Income Tax Department will open all Technical Bids in the first instance on the appointed date, time and venue.
- (b) During evaluation of bids, the Income Tax Department, at its discretion, may ask the bidder for clarification / break-up of his bid & documents in support of his claim or otherwise.
- (c) No bidder shall contact the Income Tax Department on any matter relating to his bid from the date & time of the tender opened for submission of bid till the time of issue of work order. All bidders are strongly advised to furnish all material information in the bid itself.
- (d) Any effort by a Bidder to influence the Income Tax Department in its decisions on bid evaluation, bid comparison or work order decision will result in rejection of the bid.
- (e) Where the bid has been signed by the Authorized Representative on behalf of the concern, the bidder shall submit a certificate of authority and any other document consisting of adequate proof of the ability of the signatory to bind the bidder to the contract. (Income Tax Department may out rightly reject any bid, which is not supported by adequate proof of the signatory's authority).
- (f) No alteration shall be made in any of the terms and conditions of the bid document by scoring out. In the submitted bid, no variation in the conditions shall be admissible. Bids not complying with the terms and conditions listed in this section are liable to be ignored.
- (g) Failure to furnish EMD along with technical bid will result in bid getting rejected.

11. **Opening and evaluation of Financial Bids:**

- (a) The Lowest Bid shall be decided upon the lowest price quoted by the particular bidder but bidder quoting zero or negative service charges will be rejected summarily.

- (b) The Lowest Acceptable Bid will be considered further for placement of contract after examination, complete clarification and price negotiations as decided by the Income Tax Department, Pune.
12. EMD of unsuccessful bidder will be returned to them within 30 days of the completion of financial evaluation of tenders.
 13. The EMD amount of the successful bidder shall be forfeited, if the bidder fails within the time fixed by the Income Tax Department to sign the contract on terms contained in the bid document within the prescribed validity period.
 14. Prior to the submission of Bid, the Bidder/ authorized representative shall personally inspect the Guest Houses, related properties etc at his own cost under prior intimation / permission to the Income Tax Officer (HQ)(Admn), Pune. This is necessary to enable the bidder to gather all the necessary information, so as to prepare the Bid accurately after taking into consideration all the relevant factors. Submission of the bid, will, therefore, be considered as meeting the requirements of bidder having fully read and understood the tender document and the scope of work prescribed therein.
 15. Making misleading or false representation or suppression of facts or material information in the bid document will lead to disqualification of the Bidder at any stage or cancellation of contract in future.
 16. Department reserves the right to negotiate the price with the **finally** short listed bidder before awarding the work order or contract. It may be noted that Income Tax Department, Pune will not entertain any price negotiations with any other bidder.
 17. Initially, the contract will be given for a period of 03 (three) months. After evaluation of the performance in the three months of operation, the contract will be extended for a further period of 21 (twenty one) months.
 18. The Income Tax Department, without assigning any reasons, reserves the right to accept or reject any bid, and to annul the bidding process and to reject all the bids at any time / stage, without thereby incurring any liability to the affected bidder or bidders or any obligations to inform the affected bidder or bidders of the grounds for the action of the Income Tax Department.

Read and accepted.

Signature and stamp of

Bidder or Authorized Signatory

PART-II
Bidding System:

Interested firms / parties / companies are required to submit their quotations in two part bids:

- a. **PART ONE:** Technical Bid
- b. **PART TWO:** Financial Bid

A. ENQUIRY REGARDING TENDER TERMS & CONDITIONS:

In case, any doubt about Tender Terms & Conditions, interested parties may contact Shri Shekhar Pawar, Income Tax Officer (HQ)(Admn), Pune, for clarification on any working day between 11.00 AM to 05.30 PM. The interested parties may also personally visit under prior intimation / permission to the Income Tax Officer (HQ)(Admn), Pune with the guest house and related properties / facilities. The Interested parties are advised to study the tender document very carefully. Submission of tender bid shall be deemed to have been done only after inspection of guest house and related properties / facilities & installation, careful study and examination of the tender document with full understanding of its implications.

B. TECHNICAL QUALIFICATION:

a	Tenderer should be experienced and reputed party in providing catering, house-keeping and care-taking services at the Guest Houses and shall have relevant licence(s), if any.
b	The tenderer should be experienced in managing guest houses with a minimum of 03 years experience in PSU / Government Guest Houses and currently managing at least 02 PSU / Government Guest Houses. Experience certificate for managing guest houses to be attached.
c	Annual turnover of ₹ 50,00,000/- per annum during last 03 financial years and should be an Income Tax assessee and copies of income-tax returns along with P & L A/c. for the last three assessment years, i.e. 2019-20, 2020-21 and 2021-22 are required to be submitted.
d	Registration under the EPF Act 1952 and ESI Act 1948.
e	Registered under Contract Labour (Regulation and Abolition) Act, 1970
f	Non blacklisting self-declaration.
g	EMD of ₹ 50,000/- in the form of DD, issued on the name of 'Zonal Accounts Officer, CBDT, Pune'.
h	Details and documents as para 4.1 and enclosures as checklist for technical bid.

C. OPENING OF TECHNICAL BIDS:

The Technical Bids will be opened on the scheduled date and time in the presence of members of Tender Committee and bidders. The bidders attending the technical bids opening meeting should carry letter of authority from their firm/company.

D. OPENING OF FINANCIAL BID:

The Financial Bids of only those firms/companies, found technically qualified by the Tender Committee, will be opened on the scheduled date and time.

E. CANCELLATION OF TENDERING PROCESS:

The Principal Chief Commissioner of Income-tax, Pune reserves the right to withdraw tender after floating it for public access or cancel the entire tendering process without assigning any reason thereof. In addition, the Principal Chief Commissioner of Income-tax, Pune 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 thereof.

F. LAST DATE FOR SUBMISSION OF TENDER:

Last date of Tender Submission, completed in all respect, is **24.02.2022 by 04:00 PM**. Tender shall be submitted in sealed cover and presented in the office of **Income Tax Officer (HQ)(Admn), Pune, Ground Floor, Aayakar Bhavan, 12, Sadhu Vaswani Road, Pune 411 001**.

G. SEQUENCING OF TENDER DOCUMENTS - for TECHNICAL BID:

Tender documents shall be prepared in below mentioned order and shall be submitted in the form of a book. **“Technical Bid- Form- III will be kept in separate sealed envelope superscribing ‘Technical Bid for Tirathkunj - Bid for Catering, Housekeeping, Caretaking Services at Tirathkunj Guest House’**. It means that bidder will get the spiral binding of all necessary documents (and put up fresh page numbers from starting) to make a book. Documents shall be arranged in following orders:

Checklist for Technical Bid

Sr. No.	NAME OF THE PARTICULARS	YES/NO and Enclosures at Page No.
1	Address proof along with Contact Details of authorized person:	
2	Total number of pages (properly signed and stamped)	
3	EMD of ₹ 50,000/- in DD in favor of Zonal Accounts Officer, CBDT, Pune attached at page no. (EMD or MSME Certificate Or Both at page numbers.....)	
4	Affidavit on letter head or Judicial Stamp Paper for acceptance of all Terms & Conditions	
5	Bid documents signed with the exact name and seal of the concern to which the contract is to be awarded	

6	Bid Document should be: - legible, no overwriting or cutting - all pages are signed and stamped by authorized person - pages serially are numbered	
7	Form-I to Form-V to be signed & attached (from page no. to page no.)	
8	Incorporation Certificate of Firm/Company/Proprietorship	
9	Copy of PAN (if any)	
10	Copy of GST Registration (if any)	
11	Copy of EPF Registration (if any)	
12	Copy of ESI Registration (if any)	
13	Copy of registration under Contract Labor (Regulation and Abolition Act), 1970 (if any)	
14	Any other certificate/license required under any Act or Regulation applicable to the provisions of hospitality services	
15	Certificate of Ethical Practice	
16	Bank Solvency Certificate in given format	
17	Non-Blacklist declaration attached	
18	Copy of Income Tax Returns for assessment years 2019-20, 2020-21 and 2021-22.	
19	Copy of Audited Balance Sheet and Profit & Loss accounts for last three years attached	
20	Details of presently managing 02 Govt. guest houses	
21	Documents relating to 03 years of experience in managing Govt. / PSUs Guest Houses for providing Catering, Housekeeping, Caretaking, and other services as required	


22	<p><u>Satisfactory performance certificates along with relevant work order</u> from existing principal employers/clients in chronological order clearly mentioning all the services mentioned below (for previous 05 years):</p> <ul style="list-style-type: none"> ➤ <u>in providing Catering, Housekeeping, Caretaking, Gardening Service and other services etc</u> ➤ <u>List – Name of client, period of services rendered and evidences/certificates along with relevant work order to be enclosed at from Page Number to page No..</u> 	
23	<p>Information regarding any litigation during the last three years (including current year) in which the bidder was/is involved, the name of opposite party(s) and disputed amount (in ₹)</p> <p>(Non disclosure may lead to cancellation of contract in future)</p>	
24	<p>Details regarding any work order that was abandoned at any stage, prematurely terminated or resulted in inordinate delay along with reasons for the same (copies of the relevant documents to be attached)</p> <p>(Non disclosure may lead to cancellation of contract in future)</p>	

Please enclose all supporting documents for each of the above, failing which the bidder would be disqualified.

H. FINANCIAL BID:

Form- V will be kept in separate sealed envelope super scribing 'Financial Bid for Tirathkunj - Bid for Catering, Housekeeping, Caretaking Services at Tirathkunj Guest House'. The financial bid shall be submitted as per Form-V – Annexure-A of tender document.

NOTE : All quotations received will be initially evaluated on technical parameters, as described in Part-VII of Tender Document.


**Income Tax Officer
(HQ)(Admn), Pune,
O/o Pr. CCIT, Pune**

PART-III

1. SCOPE OF WORK:

The contractor will perform all the services pertaining to catering, caretaking and housekeeping of Departmental Guest House at Tirathkunj Residential Colony, Queen's Garden, Pune 411 001. The Tirathkunj Guest House consisting of 08 (Eight) suit room, 03 (Three) guest rooms, dining hall and kitchen. The contractor shall supply all consumables, tools & tackles required for the job except the consumables supplied (by the Department) for use of occupants as per 1.2(i) of this part.

1.1 CARE TAKING SERVICES:

The service provider will provide round the clock attendant services at above Guest House. Attendant services will include issue of cleaned, washed, dried Linen, Blankets, Towels, etc., everyday and other consumables. Service Provider will be solely responsible for proper maintenance of properties of this Department and distribution of items issued by this Department. Any loss/damage of the property/items of this Department, are to be compensated by the service provider. Service provider will also provide round the clock reception services. Reception services will include allotment of rooms to the guests, getting the necessary entries made in the records on arrival and departure of guests. The exact inventory of the items other than the consumables shall however be taken and recorded by the Income-tax Officer (HQ)(Admn), Pune at the time of handing over the job.

1.2 HOUSEKEEPING and CLEANING SERVICES:

Housekeeping and cleaning works at Guest House and their surroundings areas include:

a	The service provider shall be responsible for daily cleaning of all guest rooms and common areas irrespective of guest occupancies in the guest house. He shall ensure that material used for cleaning shall be of proper standards.
b	Daily dusting of furniture, walls, TV sets, Study Tables, Refrigerator and removal of cobwebs etc inside Guest House facilities.
c	Daily cleaning of all rooms, Toilets, Corridors and daily removal and quick disposal of garbage, kitchen wastes.
d	Proper maintenance of the garden and flower plants.
e	Daily removal of tainted material & dust from floors, rooms, verandah, kitchen, toilets and at all other Guest House facilities.
f	Regular maintenance of surfaces of building, porcelain fixtures, plastic/ PVC fixtures, brass/ metal fittings and tiles, by suitably polishing the same with polishing agents.
g	Daily maintenance of beds and use of clean linen, blankets, towels.
h	After check-out of guests, keeping the room ready for next occupancy.
i	All consumables required for use of occupants will be provided by the service provider. The items to be provided by the service provider are as below: (i) Soap (ii) Shampoo (iii) Tooth brush (iv) Paste (v) Comb (vi) Sanitizer (vii) Tea/Coffee sachets (viii) Sugar Cubes or Sugar Free sachets (ix) Tissues etc.

j	Housekeeping consumable items /tools/ equipments etc required for maintenance, caretaking and cleaning of the guest house and its properties are to be provided by the service provider.
k	Bed-sheets and pillow-covers shall be changed frequently and on every occasion on the change of Guests/Occupants and whenever it is required to do so.
l	Curtains installed inside guest house facilities are required to be cleaned every two months. Doormats are to be cleaned every day and to be washed at least once in a week.
m	Common areas and other areas in rooms/facilities inside guest house are required to be cleaned with vacuum cleaners and floors are to be mopped with disinfectants daily.
n	The uniforms to all the staff shall be provided the service provider.

1.3 DUTIES OF SERVICE PROVIDER:

The service provider will be responsible for:

i	Supervision of the Guest House on a daily basis and ensure the upkeep of premises.
ii	Manage the arrival of VIPs and supervise meetings & dinners hosted at Guest House.
iii	Complete the Check-in after verification of Identity of the Guest and Checkout formalities of guests.
iv	The contractor shall collect the room rents on per day basis from the visiting guest as per tariff prescribed by the Department. These dues shall be collected by the service provider from the visiting guests on behalf of the Department and shall be handed over once in a every week to the Income tax Officer (HQ)(Admn), Pune on the departure of respective guests. It is the responsibility of the service provider to prepare bills and collect all dues / charges from guests before check-out. The service provider has to submit a detailed report (date wise room occupancy charges and any other dues / charges collected, if any) on monthly basis to the officer in-charge for reconciliation.
v	Liasioning with the Officer-in-charge for the allotment of rooms.
vi	Maintenance of occupancy registers on daily basis.
Vii	Maintaining of food rate chart and feed-back register for the food supplied by the Contractor.
Viii	The service provider shall not entertain any person in the guest house unless it receives prior order in favor of such person from the officer in-charge of the Department.
ix	The service provider shall maintain proper records of all the guests staying in the guest house. The record shall inter-alia contain information about name and address. Designation, station arriving from and period of stay. Whether on official duty or otherwise, number of members etc. A monthly report shall be submitted by the contractor to the officer-in-charge incorporating all the details in this regard.

1.4 LAUNDRY SERVICES:

a	Income-tax Department will provide basic infrastructure, free electricity, water, etc to facilitate the laundry services. However, the service provider will arrange the detergent powder for washing machine, washing soap, ironing of cloths etc. The Guest House Committee in consultation with the service provider will decide the rates in the matter and it will be competent to revise the rates from time to time on requests made by contractors or Guests or Suo-moto.
b	The service provider will provide laundry and ironing services to guests on payment basis. Ironing services will be provided to guests within 2 hours on payment basis and Guest House Committee in consultation with the service provider will decide the rates.
c	Clothes washing services to guests will be provided, preferably on the same day or the next day, depending on the urgency and requirement of guest on payment basis and Guest House Committee in consultation with the service provider will decide the rates.
d	Wherever, dry-cleaning will be required, service provider will arrange it from local market on payment basis.
e	Washing machine facilities for self-washing to be provided by department and service provider will ensure proper maintenance. Guest House Committee in consultation with the service provider will decide the rates.
f	The service provider shall maintain bed sheets, towels and other toiletries for upkeep of cleanliness & hygiene of all rooms.

1.5. CATERING SERVICES:

The “quality of service that will be rendered” is the essence of the contract. The service provider will strictly ensure that there is no lapse in quality of services rendered. Income-tax Department will provide electricity and water at free of cost for operating the kitchen. The crockery for serving dishes, utensils, ovens and other kitchen equipment will be provided by the Income tax Department for routine day-to-day catering works. The service provider shall make the following arrangement on his own:

a	Procurement and storage of all kind of raw food items, fuel, commercial LPG cylinder and other consumables.
b	Providing food to the guests on scheduled time or as and when required by them.
c	Supply of cleaning materials for kitchen equipments
d	Providing paper napkins, towels, and tissue papers, used for wiping the crockery & cutlery.
e	Maintaining cleanliness and hygiene of the kitchen, pantry, dining hall etc.
f	Providing all facilities, materials, consumables, tool, etc. within the scope of work, as necessary to execute the assigned job.
g	The food supplied to the guests is on payment basis to be collected from the guests. The service provider is responsible to collect the food charges from the guests for the food supplied and the department shall in no case be made liable for the payment of charges on account of food supplied to the guests. The Guest House Committee in consultation with the service provider will be competent to decide the rates and revise the rates from time to time on requests made by contractors or Guests or Suo-moto, subject to the maximum ceiling of Daily Allowances on Tour announced/ revised/ prescribed by the Govt./Department from time to time. The rate charts must be displayed in dining area.

h	The service provider should procure commercial LPG cylinder as per the need for cooking purposes and if it is found that domestic LPG cylinder is used for cooking, penalty of ₹ 1000/- per instance will be imposed.		
i	Vegetarian and Nonvegetarian food shall be cooked and served separately		
j	Food (Tea, Breakfast, Lunch and Dinner) shall be served as per following schedule on payment basis (to be collected from the guests):		
	Sr. No.	Heads	Timing
	A	Bed Tea	6:00 AM to 8:00 AM or as per order
	B	Breakfast	7:30 AM to 9:30 AM
	C	Lunch	12:30 Noon to 2:30 PM
	D	Evening Tea	5:00 PM to 5:30 PM or as per order
	E	Dinner	7:30 PM to 9:30 PM
k	A per plate charges for parties will also be fixed by the Guest House Committee in consultation with the service provider.		
l	Maintenance of Inventory: The inventory of articles will be handed over to the service provider in good working condition on the commencement of the contract. The service provider will be the custodian of all properties and Guest House inventory during the period of contract and service provider shall be responsible for the loss of inventory by way of misuse, breakage, theft, etc., at his own cost.		
m	Kitchen equipments, cooking utensils, crockery, cutlery, dining hall furniture and service counters will be provided by Income-tax Department. Upkeep of all items provided by Income-tax Department will be the sole responsibility of the contractor.		
n	Use of Electricity: The service provider shall not be allowed to use electricity as a cooking fuel. However, he shall be permitted to use toasters, refrigerators, water coolers, mixer/grinder, oven and other kitchen equipments / appliances after written permission of officer in-charge.		
o	Storage of Food: The food shall be cooked, stored and served under hygienic conditions. The service provider shall ensure that only freshly cooked food is served to guests and stale food is not recycled/ served. Stale food shall be removed from the Guest House premises as soon as possible. Wastage of food should always be avoided. Serving of stale food is strictly prohibited and any violation of the above or food-poisoning or illness caused due to un-hygiene or such activity will be viewed very seriously and necessary action will be taken. Such serious violation/lapse may also lead to cancellation of contract without any notice. Hygiene and health of guests shall be given utmost priority.		
p	Quality of Food: The service provider shall procure only good quality fresh vegetables from the market. He shall not be allowed to store the vegetables for more than 1 (one) day in summer and 3 (three) days in winter at a stretch. However, the service provider shall ensure that a sufficient stock of other raw materials are stocked in the store for consumption for a minimum period of 15 (fifteen) days. Income-tax Department will have the right to check the quality of food articles and vegetables from time to time. Income-tax Department or Guest House Committee will frequently check the quality of food served and the food articles and vegetables stored from time to time.		
q	From time-to-time the Income-tax Department or Guest House Committee will review the maintenance of the guest house and quality of service provided by the contractor. In case, the committee is not satisfied with services & maintenance, the necessary action as stipulated in the tender document will be initiated against the contractor.		

PART- IV

Engagement and Deployment of Manpower for Guest House Services

1. The service provider will engage sufficient numbers of manpower on his pay roll for the preparation and service of each meal including cleaning, washing and overall upkeep of Guest House assets and premises. It is expected that the manpower deployed at the Tirathkunj Guest House shall not fall below the numbers at any point of time as specified in the following table, unless specified by the Income-tax Department:

S. No.	Manpower Type	Required Number
01	Care Taker cum cook	1
02	Cook	1
03	Helper	1
04	Helper cum Bearer	1
	Total	4

2. **Details of Workers:** The service provider shall submit the list of workers, with complete details including local / permanent addresses such as photocopy of Aadhar Card, PAN card, contact details, and their photographs etc, for approval, who may be allowed to work at the Guest House. All the workers should bear a name tag on their dress. Income-tax Department reserves the right to reject any or all the names without assigning any reason thereof. Only those workers who have been cleared by the Income-tax Department will be allowed to enter into the premises of the Guest House.
3. **Supply of dresses and ID Cards to Workmen:** Service provider will provide 02 sets of dress i.e. Shirt, Trouser, Caps, Sweaters, etc to Guest House staff and they will compulsorily wear it while on duty. The colour and style of the uniform will be decided by Income-tax Department and all workers should wear a blue over-coat on the colour of the dress prescribed. The workers should always use hand gloves and caps while upon working. Service provider will also issue ID cards to all its staff members with a copy to the Income-tax Department.
4. The service provider shall not change the workmen deployed for the job frequently. The frequent shuffling of workmen will be viewed adversely.

9. Maintenance of Attendance Record:

(a)	The service provider has to maintain a proper attendance record of all the workers provided.
(b)	The Guest House workers shall be available for work for more than one shift staggered over 12 hours.

10. Compliance of Security & Safety Regulations:

(a)	The service provider will be responsible for his staff in observing all security and safety regulations and instructions may be issued by the Income-tax Department from time to time. The service provider will be responsible to take appropriate disciplinary actions against his workers to fulfill his obligations under this agreement.
-----	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

(b)	The service provider will be responsible for keeping good to the satisfaction of the Income-tax Department and is accountable for any kind of loss or damage to any structures and properties within the Guest House premise. If such loss or damage is due to fault or the negligence or willful acts of the contractor, his staff, agents, or representatives, the cost of the loss will be borne by the service provider as assessed by the Officer-in-charge.
-----	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

11. Smoking, drinking within the vicinity of the Guest House campus is strictly prohibited. In case of any violation, the contract will be terminated.
12. In case, Income-tax Department suffers loss of any nature because of the service provider or his staff for not following security or safety regulation, the service provider will be liable to pay the loss as determined by the Officer-in-charge at his sole discretion. The Income-tax Department will have the right to recover such losses, etc., from the dues payable to the service provider and/or security deposit, etc.
13. The service provider will neither appoint any sub- service provider nor will sub-let the work assigned to him. In case of sub-contracting, the tender will be disqualified.
14. The service provider staff will not be treated as the staff of Income-tax Department for any purpose whatsoever. The service provider will be responsible for strict compliance of all statutory provisions of relevant labour laws applicable from time to time in carrying out the above job.
15. Whenever and wherever it is required by the Income-tax Department, all personnel deployed by service provider will be required to display ID card while entering into the Guest House premise. They will be required to wear the ID Card all the time while on duty.

16. Fulfillment of Statutory Provisions:

The service provider will ensure the compliance of all statutory provisions in force from time to time.

GENERAL CONDITIONS OF TENDER

1. **Period of Contract:** The period of tender is for 02 (two) years.
2. **Evaluation of Performance:** After every three months from the date of issue of work order, the service provider will be evaluated on the basis of service performance and compliance to the guidelines and rules detailed in this document. If the service provider fails to meet the terms and condition of contract / agreement, the contract can be cancelled at that time.
3. Income-tax Department reserves the right to terminate the contract, so awarded with 2 months' notice with/without assigning any reasons for violation of any terms & conditions mentioned in the contract and such firm/company would be blacklisted
4. If the service provider fails to render the services to the satisfaction of officer in-charge on any particular day for any reason during the contract period, appropriate deductions will be made from the bills of the service provider for ineffective/incompetent services.
6. The successful Guest House service provider should have registration with the Regional Labour Commissioner, Pune as a service provider under the Contract Labour Regulation Act and should have obtained a Labour License.
7. TDS, if applicable shall be deducted from all payments made to the service provider as per rules and regulations in force and in accordance with the income tax act prevailing from time to time. GST shall be applicable as per Government of India norms.
8. **Security of Fixed Assets:** Security of licensed premises, equipment, fittings and fixtures, furniture etc., will be the sole responsibility of the contractor.
9. All chemicals being procured for use, should be of approved high quality and damage to floor, skirting's, steps, platform, fittings, paintings, polish etc, should not occur. In case of any damage to guest house property, the cost of making good the same will be recovered from the contractor's bill.
10. The rates quoted by the party will be unconditional. Conditional tender will summarily be rejected.
11. **Forfeiture of EMD:** If the party fails to accept the work order issued at the rates originally quoted by him or at rates negotiated subsequently, as the case may be, the Earnest Money shall be forfeited.
12. EMD of unsuccessful bidder shall be refunded within 30 days of opening of Financial Bids. Signature and seal of the bidder required on all the pages, which have to be submitted along with Technical Bid, and Financial Bid.

13. The office reserves the right for surprise inspection and if anything found outside the purview of the contract, the contract would be liable for rejection / cancellation.
14. The agreement is purely a maintenance contract and shall never be construed as a tenancy agreement.
15. Before termination of agreement/contract, the service provider shall be required to handover all the items & articles to the Income tax department in good and running condition.
16. Any other matter, which has not been specifically covered by this contract, shall be decided by the Income tax Department, whose decision shall be final and conclusive.
17. The staff of service provider would for no purpose be considered as employees of Income tax department, Pune.
18. The service provider shall, under no circumstances, remove, alter, modify any furniture and fixture installed in guest house unless the officer-in-charge gives prior written permission. Similarly, the service provider shall also not construct or modify any temporary or permanent structure in the guest house.
19. On all or any matters of dispute arising from this contract, the decision taken by the Principal Chief Commissioner of Income-tax, Pune shall be final and conclusive.

PART-VI
PENALTIES ON VIOLATION OF RULES

The service provider will be fined in case of violation of the following rules:

1	Non-availability of complaint register on the counter/discouraging members from registering complaints would lead to a fine of ₹ 5000/- per instance on the contractor.
2	Any complaints of insects and/or foreign object (hair, rope, cloth, plastic, etc) cooked along with food found in any food item would invite a fine of ₹ 5000/- per instance on the contractor.
3	Any complaint of stones / pebbles in the food will attract a fine of ₹ 500/- per instance on the contractor/penalty as decided by the Guest House Management Committee.
4	Hard and/or sharp objects found in food like glass pieces, nails, hard plastic etc. will attract a penalty of at least ₹ 5000/- per incident.
5	Food poisoning , shall invoke a hefty fine beyond the limit of any fine mentioned above, along with cancellation of contract and possible blacklisting of the contractor and filing of criminal charges.
6	Three or more complaints of unclean utensils in a day would lead to a fine of ₹ 3,000/- on the contractor.
7	If Income-tax Department agrees that certain meal was not cooked properly then a fine of ₹ 3,000/- would be imposed on the contractor.
8	If the quality of milk is not found up to appropriate level , or it is diluted, a fine of ₹ 2,000/- per instance would be imposed.
9	For any rules stated in the agreement. (a) First violation of the rule implies fine as per the rule. (b) Second and subsequent violations of the same rule within 30 days of previous fine will attract double the initial amount of fine on the contractor.
10	Inappropriate personal hygiene of workers including their dress and misbehavior by workers etc., will lead to fine of ₹ 2000/- on service provider for every instance.
11	Failure to provide proper health care to deployed workers will attract a fine of ₹ 4,000/-per instance.
12	As and when Officer-in-charge proposes a fine, it will be intimated to the representative of the service provider or Guest House Manager and fine will be imposed.
13	Using of brands not mentioned in the contract without prior permission and adulteration shall invoke a hefty fine beyond the limit of any fine mentioned above and as decided by the Income-tax Department/ Guest House Management Committee.
14	Severity of hygiene failure shall be assessed and decided by the Income-tax Department/ Guest House Management Committee and fined appropriately. In case of gross failure/negligence a severe penalty will be imposed, which could be a hefty fine as cash and/or summarily Termination of the Contract.
15	Non-maintenance of proper records will also attract penalty of ₹ 5000/- per instance. Records will be subjected to Audit as and when required.
16	Imposition of any particular penalty or any of all the above penalties for three times or violation of any rules / terms & conditions for the three times during the contract period shall lead to termination of contract automatically.
17	On any serious charge or on violation of IPC or any other charge which may likely to contemplate any serious charge would lead to immediate cancellation of contract without offering any notice.

PART-VII EVALUATION METHOD

The criteria of selection as well as rejection.

1. The bidder should fulfill eligibly criteria mentioned above 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 fulfills all the criterion/parameters.

2. Incomplete bids would be rejected.

3. Evaluation of Technical Bid shall be based on the documents and information submitted by the bidder(s) without recourse to extrinsic evidence.

4. Financial Bid Evaluation Criteria:

The financial Bids shall be evaluated as under:-

a) Only those bidders who qualify the Technical Bid shall be considered for Financial Bid evaluation.

b) In a normal situation, the contract shall be awarded to the lowest bidder. However, mere lowest rate is not the sole criteria of selection. Income Tax Department, Pune is not bound to accept the lowest rates.

c) Without affecting the sanctity of the above criterion, Income Tax Department, Pune 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.

d) Preference may be given to the contractor(s) having valid Quality System Certificate as per ISO 9001, in case of same rates.

e) Income Tax Department, Pune reserves the right to accept or reject any or all bids without assigning any reasons

f) Income Tax Department, Pune 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.

FORM- I

TENDER/CONDITIONS ACCEPTANCE LETTER

(To be given on Company Letter Head)

Date:

To,

Income Tax Officer (HQ)(Admn), Pune,
Ground Floor, Aayakar Bhavan,
12, Sadhu Vaswani Road,
Pune 411 001.

Subject: Acceptance of Terms & Conditions of Tender

Tender Reference No: -----

Job: Providing Catering, Housekeeping & Caretaking services at Income-tax Departmental Guest House at Tirathkunj Residential Colony, Queen's Garden, Pune 411 001.

Dear Sir,

1	I/ We have downloaded the tender document(s) for the above-mentioned 'Tender/Work' from the Income-tax Department's website- www.incometax.gov.in as per your advertisement, given in the above-mentioned website.
2	I/ We hereby certify that I / We have read entire terms and conditions of the tender documents from Page Nos. _____ to _____, schedules etc., which form part of the contract agreement and I / We shall abide hereby the terms / conditions / clauses contained therein.
3	I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirely.
4	In case any provisions of this tender are found violated, your organization shall be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely and we shall not have any claim/right against organization in satisfaction of this condition.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

FORM- II

CERTIFICATE OF ETHICAL PRACTICES

(This document shall be duly signed by the Tenderer and attached with the Technical Bid)

1. I/We assure the Income-tax Department that neither I/We nor any of my /our workers will do any act/s, which is improper / illegal during the execution of the contract awarded to us.
2. Neither, I/We nor anybody on my/our behalf will indulge in any corrupt activities /practices in my/our dealing with the organization/institution.
3. I/We will have no conflict of interest in any of our work/contract at the institution.
4. We will keep the Guest House and its surroundings hygienic, neat & clean.

Place :

Date :

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

FORM – III
FORMAT FOR TECHNICAL BID
(Tender Reference No. XXXXXXXXXXXXXXXX)

From

To,

**Income Tax Officer (HQ)(Admn), Pune,
Ground Floor, Aayakar Bhavan,
12, Sadhu Vaswani Road, Pune 411 001**

Details E.M.D. (₹ 50,000/-)

Draft/ Cheque No. :

Date :

Issuing Bank :

Sr. No.	Particulars	Details to be filled in by the Agency / Firm/ Company
1	Name of the Firm/ Consortium/ & Contact Person	
2	Regd. Office/ Business Address/ Contact of the Firm/Company	
3	Date of incorporation of the Firm. State whether it is a partnership / or proprietorship or others (specified)	
4	PAN and TIN Nos. of the Firm/Company	
5	Service Tax Registration No (Attach copy of registration certificate)	
6	Whether the Firm/Company has minimum 03 years of experience in providing catering & caretaking services to reputed organizations / institutions and also two years of current experience. (Attach copies of work Orders and relevant certificates of works executed)	
7	Whether the Firm/Company is registered under GST? (Attach copy of registration)	
8	Whether the Firm/Company is registered with ESIC? Please state the registration No. (Attach copy of registration)	
9	Whether the Firm/Company registered with EPF? Please state the Registration No. (Attach copy of Registration).	

10	Whether the Firm has achieved annual sales turnover of ₹ 50,00,000/- in last three financial years (Attach copy audited balance sheets for relevant assessment years and other supporting document)	YES/NO Turnover in ₹ (as per Income-tax Return) 2019-20 2020-21 2021-22.
11	Whether the Firm/Company is an Income Tax Assessee and has filed its income tax.	
12	Number of Manpower working with the Firm/Company	
13	Whether the service provider agrees to properly handle the various gadgets and utensils, crockery etc., provided by the Department.	
14	Whether Firm/Company registered under Contract Labour (Regulation and Abolition Act, 1970. Attach copy.	

DECLARATION

1. I/we agree that the decision of Income-tax Department, Pune in selection of bidder will be final and binding to me/us.
2. I/we agree that we have no objection if inquiries are made about our works and experience, its related areas and any other inquiry regarding all contracts listed by us in the bid.
3. I/we undertake to inform any change in the constitution of the firm, as and when it takes place. The continuation of the contract subsequent on such alteration will be at sole discretion of Income-tax Department, Pune.
4. All the information and data furnished herewith are true and correct to the best of my/our knowledge & belief.

Place:

Date:

**(Name, Designation & Signature with
Seal of the Company)**

FORM- IV

FORMAT FOR SOLVENCY CERTIFICATE (On Bank's Letter Head)

Ref. No:

Date:

TO WHOMSOEVER IT MAY CONCERNED

This is to certify that to the best of our knowledge and information, M/s. _____ (Bidders name with complete address), a customer of our Bank, is respectable, and is capable of executing orders to the extent of ₹ _____ (Rupees _____) as disclosed by the information and records which are available with us.

M/s. _____ have been our customer since _____ to date and has been granted the following limits, at present, against various facilities granted by the Bank:

This certificate is issued without any guarantee, risk or responsibility on behalf of the Bank or any of its officials. This certificate is issued at the specific request of the customer for participating in Income-tax Department, Pune's Tender No-_____.

Authorized Signatory

Name:

Date:

Seal:

FORM- V
FINANCIAL BID FORM

(It should be kept in a separate sealed cover- To be filled in BLUE INK)

Name & Address of Service Provider:

Head	Per month Bid Price (in ₹)
Total charges per month	₹ _____ <i>(Per month excluding GST)</i>

(The bid price should be per month and shall be exclusive of GST)

(Signature and Stamp of the contractor)