



GOVERNMENT OF INDIA,
MINISTRY OF FINANCE
DIRECTOR GENERAL OF INCOME TAX (INV.), U.P. & UTTARAKHAND
5, ASHOK MARG, LUCKNOW - 226 001

Tender No. DGIT/Lko/Housekeeping Services/2021-22

Dated: 03.03.2022

BID DOCUMENT

**TENDER INVITING FOR
CLEANING & SANITATION SERVICES
AT
AAYAKAR BHAWAN & ANNEXE BUILDING,
5, ASHOK MARG, LUCKNOW**

**GOVERNMENT OF INDIA,
MINISTRY OF FINANCE
DIRECTOR GENERAL OF INCOME TAX (INV.), U.P. & UTTARAKHAND
5, ASHOK MARG, LUCKNOW - 226 001**

Tender No. DGIT/Lko/Housekeeping Services/2021-22

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SERVICES AT AAYAKAR BHAWAN & ANNEXE BUILDING,
5, ASHOK MARG, LUCKNOW**

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5, ASHOK MARG, LUCKNOW - 226 001**

Tender No. DGIT/Lko/Housekeeping Services/2021-22

Dated: 03.03.2022

BRIEF INFORMATION ON BID DOCUMENT

Tender No.	<u>Tender No. DGIT/Lko/Housekeeping Services/ 2021-22</u>
Duration of contract	For one year extendable for two terms of one year each subject to satisfactory services
Opening date for collection of forms	07.03.2022 (from 11:00 AM to 05:00 PM)
Last date for collection of forms*	21.03.2022 (till 05:00 PM)
Last date for submission of forms	28.03.2022 (till 05:00 PM)
Date of opening of Technical Bid	29.03.2022 at 11:30 AM
Tentative date & time for opening of Financial Bid of Tender who qualify in technical bid.	Will be intimated after evaluation of technical bids
EMD	Rs. 50,000 (Rupees Fifty thousand only) payable through Demand Draft/ Bankers drawn in favour of Sr. Zonal Account Officer, CBDT, Lucknow. Except for the exemption clause as defined in para 3B of Section 4 of this bid.
Validity of Bid	120 days from the date of submission of bid.
Total number of pages of Tender Document	
Address and Venue for sale of forms, submission of bids and opening of bids	Administrative Officer/DDO, O/o the Director General of Income Tax(Inv.), Aaykar Bhawan, 5- Ashok Marg, Hazratganj, Lucknow

* Physical Tender documents can be collected from the office of the Administrative Officer/DDO, O/o the Director General of Income Tax(Inv.), Aaykar Bhawan, 5-Ashok Marg, Hazratganj, Lucknow till 05:00 PM on 21.03.2022. **The Tender document can also be downloaded from departmental website www.incometaxindia.gov.in**

SECTION-1

(Notice Inviting Tender)

GOVERNMENT OF INDIA,
MINISTRY OF FINANCE
DIRECTOR GENERAL OF INCOME TAX (INV.), U.P. & UTTARAKHAND
5, ASHOK MARG, LUCKNOW - 226 001

NOTICE INVITING TENDER

The Director General of Income Tax(Inv.), Lucknow -226 001 (UTTAR PRADESH) invites sealed bids under two bid system from registered firms/ agencies for hiring of **Cleaning & Sanitation Services** at **Aayakar Bhawan & Annexe Building, 5, Ashok Marg, Lucknow**. Sealed bidding documents (Technical Bid and Financial Bid along with EMD if applicable) duly filled in as per the instructions of the Tender Document should be addressed to the **Administrative Officer/DDO, O/o the Director General of Income Tax(Inv.), Aaykar Bhawan, 5-Ashok Marg, Hazratganj, Lucknow** and must be submitted at Aaykar Bhawan, 5 - Ashok Marg, Lucknow by **28.03.2022 upto 05:00 PM**

The tender document can be collected from Administrative Officer/DDO, O/o the Director General of Income Tax(Inv.), Aaykar Bhawan, 5-Ashok Marg, Hazratganj, Lucknow **from 07.03.2022 to 21.03.2022 from 11:00 AM to 05:00 PM. The Tender document can also be downloaded from departmental website www.incometaxindia.gov.in**. The bidders, except Micro and Small Enterprises (MSEs) registered under Single Point Registration Scheme of National Small Industries Corporation (NSIC) are required to submit an amount of Rs. 50,000 (Rupees Fifty Thousands Only) towards Earnest Money Deposit (EMD) by way of Demand Draft in favour of **Sr. Zonal Accounts Officer, CBDT, Lucknow** along with all other required documents has to be annexed with the technical bid.

The Technical Bids shall be opened in the **CONFERENCE HALL, O/o the Director General of Income Tax(Inv.), Lucknow on 29.03.2022 at 11:30 AM** by the Tender Evaluation Committee in the presence of such bidders who may wish to be present. The financial bids of only those bidders whose Technical Bids are accepted, shall be opened by the Tender Evaluation Committee. The date, time and venue of opening of the financial bids shall be intimated to the technically qualified bidders separately.

The Competent Authority reserves the right to reject any or all the bids without assigning any reason, thereof and the decision of the Competent Authority of the **Director General of Income Tax(Inv.), Lucknow** shall be final and binding in this regard.

sd/-

Addl. Director of Income Tax (Inv.) (Hq)
O/o the Director General of Income Tax(Inv.),
Lucknow

SECTION-2

BIDDER'S PROFILE

General:

1. Name of the Organization/Agency
2. Name of the authorized person submitting the Bid
"Shri/Smt.....
3. Designation of the authorized person submitting the Bid
.....
4. Name, Designation, address and Mobile Number of alternate person
.....
5. Address of the Organization
6. Tel no. with STD code
(O).....(Fax).....(R).....
7. Mobile No. of the person submitting the Bid.....
8. E-mail of the person submitting the Bid.....
9. Organization's email ID.....
10. Website Address.....
11. Registration & incorporation particulars of the Organization:
 - i) Private Limited
 - ii) Public Limited
 - iii) Any other – Please specify.....
12. Name of Director(s)/Partner(s)/Proprietor
13. Email ID of Director (s)/Partner(s)/Proprietor
14. Mobile Number of Director (s)/Partner(s)/Proprietor
15. Bidder's bank, its address and account number
16. PAN (alongwith a copy):

(Please attach copies of complete Income Tax Return for last three years)

17. GSTN (alongwith a copy).....
18. (a) EPF Registration Number.....
 (b) ESIC Registration Number.....
- 19A. EMD: Whether Exemption Sought: YES/NO
 19B. The bidders seeking exemption from furnishing the EMD amount shall submit valid certificate of registration under National Small Industries Corporation (NSIC) and MSE Scheme.
 19C. If Exemption not sought then:
 Particulars of EMD
- 1 Demand Draft / Bank Guarantee No.....
 - 2 Date.....
 - 3 Name of Bank.....
 - 4 Address of Bank.....
 - 5 Validity of DD.....
20. Description of similar work of Cleaning & Sanitation services executed during the last three years (Please furnish copies of completion certificate from the Government Department / other Organization).

Description of Work Order executed	Actual Value of Work Order executed	Name of Government Department/ other Organization	Start Date	Finish Date

UNDERTAKING

1. I, the undersigned certify that I have gone through the terms and conditions mentioned in the bidding document and undertake to comply with them.
2. The rates quoted by me are valid and binding upon me for the entire period of contract and it is certified that the rates quoted are the lowest rates as quoted in any other institution in India.
4. I/We give the rights to the competent authority of the office of the **Director General of Income Tax(Inv.), Lucknow** to forfeit the Earnest Money/Security money deposit by me/us in case of breach of conditions of Contract.
5. I hereby undertake to provide the complete housekeeping (Cleaning and Sanitation) services as per the directions given in the tender document/contract agreement.

Place:

Date:

Signature of Bidder/
 Authorized signatory.....

Name of the
 Bidder.....

Seal of the Bidder

SECTION-3

CERTIFICATE OF NEAR RELATIVES

CERTIFICATE

Certificate on Non-Participation of near Relatives in the tender

I _____, S/O _____,
R/O _____ hereby certify that none of the
relative(s) (as per this tender document) of the Director/Partner/Proprietor of the bidder
is/are employed in the O/o the **Director General of Income Tax(Inv.), Lucknow** as
per details given in tender document. In case at any stage, it is found that the information
given by me is false/incorrect, the office shall have the absolute right to take any action
including termination of the Contract as deemed fit/without any prior intimation to me.

Signed _____

For and on behalf of the
Bidder Name (caps)

Position

Date

SECTION-4

INSTRUCTIONS TO THE BIDDERS

INSTRUCTIONS TO THE BIDDERS

1. GENERAL INSTRUCTIONS

- 1.1 For the Bidding / Tender Document Purposes, 'the O/o the DGIT(Inv.), Lucknow shall be referred to as 'Client' and the Bidder / Successful Bidder shall be referred to as 'Contractor' and / or Bidder or interchangeably.
 - 1.1.1 The Bidders are advised to inspect the site before filling in and submitting the bids to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any alleged ignorance thereof.
 - 1.1.2 The sealed bidding documents should be delivered in the room of Administrative Officer/DDO of this office by the stipulated date and time. Tender Documents may be collected from the O/o the Administrative Officer/DDO **from 07.03.2022 to 21.03.2022 between 11:00 AM to 05:00 PM**
- 1.2 The tender notice may also be downloaded from official website of the department i.e. www.incometaxindia.gov.in
- 1.3 While all efforts have been made to avoid errors in the drafting of the tender documents, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.
- 1.4 Each page of the Tender documents must be stamped and signed by the person or persons submitting the Tender in token of his/their having acquainted himself/ themselves and accepted the entire tender documents including various conditions of contract. Any Bid with any of the Documents not so signed is liable to be rejected at the discretion of the Client. **NO PAGE SHOULD BE REMOVED/DETACHED FROM THIS BIDDING DOCUMENT.**
- 1.5 **Bid document should be complete in all respect. All the columns should be duly filled in. In case all the columns are not duly filled in the bid is liable to be rejected. The bidder should ensure that all the necessary and supportive documents/annexure as required to be annexed in any column of the bid document (Technical bid as well as financial bid) are not left from being so annexed with the original bid document. No fresh submission of any document/annexure will be accepted after submission of the bid except for minor clarifications, if required.**
- 1.6 The bidder shall attach the copy of the **authorization letter / power of Attorney** as the proof of authorization for signing on behalf of the Bidder.
- 1.7 All Bidders are hereby explicitly informed that conditional offers or offers with deviations from the conditions of Contract, the bids not meeting the minimum eligibility criteria, Technical Bids not accompanied with EMD (if applicable) of requisite amount/format, Proof of exemption from the EMD sought or any other requirements, stipulated in the tender documents are liable to be rejected.
- 1.8 For all purposes of the contract including arbitration there under, the address of the bidder mentioned in the bid shall be final unless the bidder notifies a change of address by a separate letter sent by registered post with acknowledgement due to O/o the DGIT(Inv.), Lucknow. The bidder shall be solely responsible for the consequences of any omission or error to notify change of address in the aforesaid manner.
- 1.9 The requirements of housekeeping manpower is tentative and may increase or decrease at the sole discretion of the competent authority of the Client.

2. MINIMUM ELIGIBILITY CRITERIA

The following shall be the minimum eligibility criteria for selection of bidders technically.

- a. Registration: The Bidder should be registered with the Income Tax, GST and also registered under the Labour Laws, Employees Provident Fund Organization, Employees State Insurance Corporation.
- b. Experience: The Bidder should have minimum three years experience in the similar field of providing Cleaning & sanitation services in the Government Departments / Public Sector (Central or State)/reputed organisation. In case no bidder has provided government experience / public sector experience, then the Competent Authority of the Client may consider the bidders with experience in reputed organizations. The bidder is required to attach the proof of having provided Cleaning & Sanitation services in the technical bid documents
- c. Turnover: The Bidder should have a turnover of at least Rs. 25 lakhs (Rupees Twenty Five Lakhs) in each of the immediately preceding three Financial Years.

2.1 Documents supporting the Minimum Eligibility Criteria

- (i) In proof of having fully adhered to minimum eligibility criteria at 2(b), attested copies of PAN Registration, GSTN, Labour Registration, EPFO Registration, ESIC Registration shall be acceptable.
- (ii) In proof of having fully adhered to minimum eligibility criteria at 2(b), attested copy of experience certificates for completed work issued by the Government Departments / PSUs shall be acceptable.
- (iii) Copy of financial statements i.e. balance sheets & profit & loss account for the completed three financial years i.e. for **2018-19, 2019-20, 2020-21 (Duly attested by a qualified chartered accountant), along with copy of complete ITRs (including Acknowledgement) for the above mentioned Financial Years.**

3. EARNEST MONEY DEPOSIT:

- 3.1 The Technical bids should be accompanied by an Earnest Money Deposit (except where exemption is claimed) of **Rs. 50,000/-**(Rupees Fifty Thousand only) in the form of Demand Draft of any nationalized bank. The validity of the Demand Draft must be up to 3 (three) months starting from the date of floating of tender. The Demand Draft shall be in favour of Sr. ZAO, CBDT, Lucknow and payable at Lucknow.
- 3.2 No request for transfer of any previous deposit of earnest money or security deposit or adjustment against any pending bill held by the Department in respect of any previous work shall be entertained.
- 3.3 Bidders shall not be permitted to withdraw their offer or modify the terms and conditions thereof. In case the bidder fails to observe and comply with the stipulations made herein or backs out after quoting the rates, the aforesaid bid security shall be forfeited to the Government.
- 3.4 The bids without Earnest Money shall be summarily rejected at the time of opening of Technical bids.
- 3.5 No claim shall lie against the Government / Department in respect of erosion in the value or interest on the amount of earnest money deposit or security deposit.
- 3.6 **The bid security may be forfeited:**
 - (i) If the bidder withdraws his bid during the period of bid validity specified by the bidder in the bid form; or
 - (ii) In case of successful bidder, if the bidder
 - (a) Fails to sign the contract in accordance with the terms of the tender document
 - (b) Fails to furnish required performance security in accordance with the terms of tender document within the time frame specified by the Client.

(c) Fails or refuses to honor his own quoted prices for the services or part thereof.

3B: **EXEMPTION FROM EARNEST MONEY DEPOSIT:**

The Bidders claiming exemption from EMD (Earnest Money Deposit), shall furnish the valid certificate of registration issued by NSIC and MSE Scheme along with the Technical bid.

4. **VALIDITY OF BIDS**

4.1 Bids shall remain valid and open for acceptance for a period of **120 days** from the last date of submission of Bids.

5. **PREPARATION OF BIDS**

5.1 Language: Bids and all accompanying documents shall be in English or Hindi.

5.2 **Technical Bid:** Technical Bid should be prepared as per the instructions given in the Tender Document along with all required information, documents in support of the minimum eligibility criteria, valid EMD of requisite amount.

Documents comprising the Bid:

- a. Bid Submission **Form** duly signed and printed on Company's **letter head**(Section-2).
- b. Bidder's profile with undertaking
- b. Sign and Stamp on each page of the tender document.
- c. All Forms, duly filled and signed and stamped
- e. Earnest Money Deposit of Rs. 50,000/- (Rupees Fifty Thousand only)
- f. Proof of exemption sought from the EMD.
- g. All attested supporting document in proof of having fully adhered to minimum eligibility criteria.

The **Technical Bid** should then be kept in a separate sealed envelope, super scribed as "**Technical Bid for Tender No. DGIT/Lko/Housekeeping Services/2021-22** with the Name, address and contact number of the Bidder.

5.3 **Financial Bid:** Bidder should prepare financial Bid in the Price Schedule as provided in the Tender Document (Section 8). Then the financial bid should be kept in a separate sealed envelope, super scribed "**Financial Bid for Tender No. DGIT/Lko/Housekeeping Services/2021-22** with the Name, address and contact number of the Bidder.

6. **SUBMISSION OF BIDS**

6.1 The Bidder shall submit his bid in a sealed envelope containing **two separate** sealed envelopes consisting of (i) Technical Bid and (ii) Financial Bid, clearly subscribing so and the two envelopes shall be kept in another single sealed envelope and duly super scribed with the Name, address and contact number of the Bidder. The Bid shall be submitted **not later than 05:00 PM on 28.03.2022** addressed to the **Administrative Officer/DDO, O/o the Director General of Income Tax(Inv.), Lucknow.**

6.2 Bidders sending their bids by post/courier should also ensure that their bids are received on the said address by the stipulated date and time. No time extension for post/couriers shall be granted.

6.3 Bids must be received in the office at the address specified above not later than the date and time stipulated in the notification. No Bid shall be accepted after the aforesaid date and time. However the Competent Authority of the office of the DGIT(Inv.), Lucknow reserves right to extend the date / time for receipt of bids, before opening of the

Technical Bids.

- 6.4 Late Bids: Any Bid received by the office after the deadline for submission of bids, as stipulated above, shall not be considered and will be returned unopened to the bidder.

7. BID OPENING PROCEDURE

- 7.1 The Technical Bids shall be opened **on 29.03.2022 at 11:30 AM** in the Conference Hall, Aaykar Bhawan 5, Ashok Marg, Lucknow, by the Tender Evaluation Committee authorized by the competent authority of the office of the DGIT(Inv.), Lucknow in the presence of such bidders who may wish to be present or their duly authorised representatives.
- 7.2 The financial bids of only those bidders whose Technical Bids are accepted, shall be opened by the Technical Evaluation Committee authorized for the purpose. The date, time and venue of opening of the financial bids shall be intimated to the technically qualified bidders separately.
- 7.3 A letter of authorization shall be submitted by the Bidder's representative before opening of the technical Bids and financial bids.
- 7.4 Absence of bidder or their representative shall not impair the legality of the opening procedure.
- 7.5 All the Bidders or their representative present at the time of opening of bids may be required to sign the main bid envelope to ensure the correctness of the bid.
- 7.6 After opening of the Technical Bids and verifying the EMD amount, proof of exemption from EMD, the technical bids shall be evaluated later to ensure that the bidders meet the minimum eligibility criteria as specified in the Tender Document.
- 7.7 Refusal to sign the bid envelope by the bidder or his representative may disqualify his bid based on the decision of the Tender Committee.
- 7.8 Bids shall be declared as Valid or Invalid based on the preliminary scrutiny, i.e. verification of EMD, proof of exemption from EMD, by the Tender Committee. However, detailed evaluation shall be done only in respect of Valid Bid.
- 7.9 If date fixed for opening of bids is subsequently declared as holiday by the Government, the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened on next working day at the same time and venue.

8 CLARIFICATION ON TECHNICAL BID EVALUATION

- 8.1 The technical bids shall be evaluated based on the available documents submitted by the bidder. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the Client may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder that is not in response to a request by the Client shall not be considered. The Client's request for clarification and the response shall be in writing.
- 8.2 If a bidder does not provide clarifications of its bid by the date and time set in the Client's request for clarification, its bid may be rejected.
- 8.3 Client also reserves right to seek confirmation/clarification from the issuer agency, on the supporting documents submitted by the bidder as per clause 2.1.

9. FINANCIAL BID OPENING PROCEDURE.

- 9.1 The Financial Bids of all the technically qualified Bidders shall be opened on the appointed date and time in presence of the qualified bidders/their authorized representatives, who choose to be present at the time of opening of the financial bids.
- 9.2 All the technically qualified bidders/their authorized representatives present at the time of opening of the Financial Bids shall be required to submit the Authorization letter from their Companies and shall be asked to sign on all the sealed envelopes containing the Financial Bid.
- 9.3 Any bidder objecting to the same shall be disqualified.
- 9.4 Absence of bidders or their authorized representatives shall not impair the legality of the process.
- 9.5 The financial bid price, as indicated in the financial bid submission form of each bidder shall be read out on the spot. However, it shall be clearly stated that the final financial bid prices would be arrived at after detailed scrutiny/correction of arithmetical error in the financial bid.
- 9.6 The rates should be inclusive of all applicable expenses/ levies such as Provident Fund contribution, ESI contribution, Bonus, Service Charges etc as per the Financial bid mentioned in Section 8 of this Tender Document. They shall be met within the total invoice value.
- 9.7 Charges of statutory obligations /GST etc. as may be applicable should be mentioned separately.
- 9.8 Prices shall be quoted in Indian rupees only.
- 9.9 Arithmetical errors will be rectified on the following basis: - If there is a discrepancy between words and figures, the higher of the two shall be taken as the bid price. If there is any other discrepancy, the figure leading to the determination of the higher amount shall be adopted. If the bidder does not accept the correction of errors, as aforesaid, his bid will be rejected.

9A. CLARIFICATION ON FINANCIAL BID EVALUATION

It is clarified that the minimum wages as per the Minimum Wages Act of the U.P. Government are to be paid to the workers deployed under the contract along with other statutory payments as admissible under applicable provisions/statutes. It is further clarified that under no circumstances payment of wages other than the mandatory/statutory payments should exceed the minimum wages of the Minimum Wages Act of the U.P. Government. Total such wages (inclusive of all statutory payments as per the table given in the Financial Bid of Tender Form under Section 8 of this tender as per the Minimum Wages Act of the U.P. Government) shall form part of the contract/bid value but will not be considered for deciding the Lowest (L1) bidder. The Commission/service charges (inclusive of material), as mentioned in Col. 1(A)(b) of the table of the Financial Bid of Tender Form under Section 8 of this tender will alone be considered for deciding the Lowest (L1) bidder.

10. RIGHT OF ACCEPTANCE:

- 10.1 The DGIT(Inv.), Lucknow reserves all rights to reject any bid including of those bidders who fail to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific bids. The decision of the Competent Authority, DGIT(Inv.), Lucknow in this regard shall be final and binding.
- 10.2 Any failure on the part of the bidder to observe the prescribed procedure and any attempt to canvass for the work shall render the bidder's bids liable for rejection.

- 10.3 The Competent Authority, DGIT(Inv.), Lucknow reserves the right to award any or part or full contract to any successful agency(ies) at its discretion and this will be binding on the bidders.
- 10.4 In case of failure to comply with the provisions of the terms and conditions mentioned, by the agency that has been awarded the contract, the Competent Authority of O/o the DGIT(Inv.), Lucknow reserves the right to award the contract to the next higher bidder or any other outside agency and the difference of price shall be recovered from the defaulter agency who has been awarded the initial contract and this will be binding on the bidders.
- 10.5 DGIT(Inv.), Lucknow may terminate the Contract if it is found that the Contractor is black listed on previous occasions by any of the Government Departments / Institutions / Local Bodies / Municipalities / Public Sector Undertaking etc.
- 11. NOTIFICATION OF AWARD BY ISSUANCE OF ‘LETTER OF ACCEPTANCE:**
- 11.1 After determining the successful evaluated bidder, Client shall issue a Letter of Acceptance (LoA) in duplicate, who will return one copy to Client duly acknowledged, accepted and signed by the authorized signatory and enter into an agreement within **Thirty (30) days** of receipt of the same by him. The successful bidder shall commence the work within **Fifteen (15) days** of the date of agreement.

SECTION-5

GENERAL CONDITIONS OF CONTRACT (GCC)

1. DEFINITIONS

1.1 General

In this Contract including the Schedules the following words and expressions shall (unless the context requires otherwise) has the meaning assigned to them in this Schedule.

Competent Authority	Shall mean Director General of Income Tax(Inv.), Lucknow
“Agreement”	The word “Agreement” and “Contract” has been used interchangeably.
"Contractor"	The word "Contractor" and the "Successful Bidder" has been used interchangeably.
Client	The work "Client" shall mean the O/o the DGIT(Inv.), Lucknow
Party	The word “party” means the Successful Bidder to whom the work of providing Cleaning & Sanitation services has been awarded and the Client.
Cleaning & Sanitation services	Shall mean Cleaning & Sanitation services along with, Cleaning Materials (Consumables) and Chemicals.
Letter of Acceptance	Shall mean the intent of the Client to engage the successful bidder for providing Cleaning & Sanitation services in its premises
Notice to Proceed	Shall mean the date at which the Cleaning & Sanitation services are to commence in Client’s premises
‘Confidential Information’	shall mean all information that is not generally known and which is obtained / received during the tenure of the contract and relates directly to the business / assets of Client including the information having the commercial value.
Termination Date	Shall mean the date specified in the notice of Termination given by either Party to the other Party, from which the Contract shall stand terminated.
Termination Notice	Shall mean the notice of Termination given by either Party to the other Party
Contractor	Shall mean the successful bidder to whom the work of providing Cleaning & Sanitation services in Client’ premises has been awarded.

1.2 CONFIDENTIALITY

1.2.1 The Contractor shall take all precautions not to disclose, divulge and / or disseminate to any third party any confidential information, proprietary information on the Client’s business or security arrangements (including but not limited to the Assignment Instructions, Schedules and other subsequent Agreements) and/or business of the Client. The obligation is not limited to any scope and the Contractor shall be held responsible in case of breach of the confidentiality of Client’s information.

1.2.2 If the Contractor receives enquiries from Press / News / Media/ Radio / Television or other bodies / persons, the same shall be referred by the Contractor to Client immediately on receipt of such queries.

2 PERFORMANCE BANK GUARANTEE (SECURITY DEPOSIT)

- 2.1 The successful bidder within fifteen days of the acceptance of the LoA shall execute a Performance Guarantee in the form of a Bank Guarantee of any nationalized bank of sum equivalent to Five percent (5%) of the accepted contract value in favour of Sr. ZAO, CBDT, Lucknow and payable at Lucknow. The Performance Bank Guarantee shall remain in force throughout the period of the Contract and upto three months beyond the expiry of the contract period.
- 2.1.1 Failure of the successful bidder to comply with the requirements of submission of Performance Bank Guarantee in time shall constitute sufficient ground for the cancellation of the acceptance of the bid and forfeiture of the earnest money deposit, in which case the Client shall make the offer to the alternative bidder at the discretion of the Client.
- 2.2 The Bank Guarantee can be forfeited by order of the competent authority of O/o DGIT(Inv.), Lucknow in the event of any breach or negligence or non-observance of any terms/condition of contract or for unsatisfactory performance or for non-acceptance of the work order. On expiry of the contract, such portion of the said Bank Guarantee as may be considered by O/o DGIT(Inv.), Lucknow sufficient to cover any incorrect or excess payments made on the bills to the firm, shall be retained until the final bill of the firm is passed by the Zonal Accounts Officer, CBDT, Lucknow.

3. SIGNING OF CONTRACT AGREEMENT

- 4.1 The successful Bidder shall enter into contract and shall execute and sign the Contract Agreement in accordance with the Articles of Agreement before commencement of the services.
- 4.2 Client shall prepare the draft Articles of Agreement duly incorporating all the terms of agreement between the two parties and send the same in duplicate to the successful Bidder for their concurrence.
- 4.3 The successful Bidder shall return the duly concurred copies of the draft Articles of Agreement within **Three (03) days** of receipt of the draft Articles of Agreement from Client, duly printed on stamp paper of appropriate value, duly adjudicated by the registrar of stamps where the contract is proposed to be executed.
- 4.4 The Competent Authority of the Client or a person authorized by him shall sign the Contract agreement and return a copy of the same to the successful bidder.

5. TERMINATION

- 1- That the agreement may be terminated on any of the following contingencies:
- (a) On the expiry of the contract period as stated above;
 - (b) By giving one month's notice by this office without assigning any reasons.
 - (c) On contractor being declared insolvent by competent court of law. During the notice period for termination of the contract, in the situation contemplated above, the contractor shall keep on discharging his duties as before till the expiry of notice period. It shall be the duty of the contractor to remove all the persons deployed by him on termination of the contract or any ground, whatsoever, and ensure that no person creates any disruption/hindrance/problem of any nature to this office.

6. DISCLAIMER

The relatives / near relatives of employees of the Client are prohibited from participation in this bid. The near relatives for this purpose are defined as:

- a. Members of a Hindu Undivided Family.
- b. Their husband or wife.
- c. The one is related to the other in the manner as father, mother, son(s), son's wife (daughter-in-law), daughter(s) & daughter's husband (son-in-law), brother(s) & brother's wife, sister(s) and sister's husband (brother-in-law)

7. INSOLVENCY

The competent authority of the office of the DGIT(Inv.), Lucknow may at any time by notice in writing summarily terminate the contract without compensation to the contractor in any of the following events, that is to say:-

If the contractor being a company shall pass a resolution or the court shall make an order for the liquidation of the affairs or a receiver or Manager on behalf of the debenture holder shall be appointed or circumstances shall have arisen which entitled the court or debenture holders to appoint a receiver or Manager.

8. GOVERNING LAWS AND SETTLEMENT OF DISPUTE

Jurisdiction of Court: This Contract is governed by the laws of Republic of India and shall be subject to the exclusive jurisdiction of the courts in LUCKNOW.

SECTION-6

SCHEDULE OF CLEANING & SANITATION SERVICES

SCOPE OF WORK

Specification of services to be rendered

The scope of work to be entrusted, undertaken, and performed consists of cleaning and sanitation services as per details given below in the specified areas of the campus/premises of the Aayakar Bhawan & Annexe Building situated at 5, Ashok Marg, Lucknow and it also include certain managerial service for managing the services as specified. Bidders may visit the premises before submitting the bids.

(1) The area to which the scope of work and services, covered by the bid, will extend are spelt out and specified as described below:

- The area of cleaning and sanitation to be covered by the contractor shall include total 3 floors i.e. from Ground floor to Second floor in Aayakar Bhawan and 4 floors i.e. from Ground floor to Third floor in Annexe Building.

(2) The services required to be carried out by the contractor are given in the paragraphs below, which are only indicative and not exhaustive:

(3) To carry out the cleaning and sanitation services at Aayakar Bhawan & Annexe Building situated at 5, Ashok Marg, Lucknow the supplier shall deploy a total number of 15 persons {One Supervisors (skilled) and Fourteen workers (unskilled)} who are medically fit, including at least four (04)female workers exclusively for ladies toilets.

1. Under no conditions the above persons will be considered as the employees of the Income Tax Department.
2. The supplier shall provide suitable and clean uniforms (i.e. according to work nature) to all employees engaged by him. It should also be ensured that the uniforms are not in worn out condition and are washed and ironed daily and are clean and tidy.
3. All employees should wear complete uniform according to their work nature and also displaying their identity all the time while on duty. They should strictly follow all covid SOPs like wearing masks, hand gloves, social distancing, sanitization etc.
4. The employees should not smoke or indulge in any unhygienic activities at any public place which is prohibited under the law.
5. The financial bids will clearly state the total monthly amount to be paid to the personnel and such amount should not be less than the minimum wages payable as per the Minimum Wages Act of U.P. Government as applicable. The bid quoting less than the amount of minimum wages will be rejected. The bidder should take care that the number, rate and amount should be written in such a way that interpolation is not possible. No blanks should be left which would make the tender liable for rejection.
6. The rates should be inclusive of and in accordance with the statutory provisions of Minimum Wages Act of U.P. Government, PF Act, ESI, Bonus, Gratuity, Leave etc.
7. The bidder is solely responsible for the payment of GST and all other taxes and government dues as may be applicable.
8. The bidder shall abide by the provisions of the Minimum Wages Act of U.P. Government, Contract Labour (R&A) Act, 1970 and other Labour Laws as applicable.

9. The agency shall also be responsible for providing all the statutory benefits (as per relevant laws), viz., P.F., ESI, Bonus, Gratuity, Leave etc. to eligible staff employed by it.
10. The Contractor shall be solely and exclusively liable and responsible to its personnel or other workers for the following:
 - i. The payment of wages, allowances and other benefits as per provisions of Minimum Wages Act of U.P. Government or any other applicable act or enactments in force from time to time.
 - ii. The payment of compensation under the Workman's Compensation Act or any other applicable acts or enactments in case of injury or death or any of its personnel / other worker.
 - iii. Any other allowances or benefits as admissible under different laws, rules and enactments to employees, including weekly rest / off day's leave, national holidays etc.

(A) **Cleaning and Sanitation services:**

The contractor shall render the following cleaning and sanitation services in the specified area of the client's premises as mentioned at point no. 1 of Scope of work as described below:

(a) **Work on Daily basis: From Monday to Saturday**

- (i) Proper and efficient cleaning and sweeping of all the floors, staircases, corridors, balconies and lounges.
- (ii) Wet mopping of all mosaic, kota stone, marble stone, flooring glazed tiles with detergents at the time of opening of the office.
- (iii) Proper and effective cleaning and washing of toilets, urinals, wash basins, sinks, sanitary fittings and fixtures using Liquid soap/detergents, sprinkling of phenoyl etc. of reputed brands as approved by the Client's office.
- (iv) Cleaning and positioning of dustbin, garbage bins etc.
- (v) Providing sanitary cubes, air purifier, Napthalene balls, liquid soap etc. of reputed brands as approved by the Client's office in all washrooms.
- (vi) Cleaning of blockage in toilets, sewers, waste water lines, storm water pipes etc.
- (vii) Dusting doors, windows, notice boards, flower vases, art objects provided in all the places in the space at the time of opening of the office.
- (viii) Spraying room refresher of approved quality and perfume in the rooms of all officers, conference room and other places as directed.
- (ix) Proper disposal of garbage.
- (x) Though the regular cleaning work is required from Monday to Saturday but cleaning work may also be required on occasional Sundays whenever office opens on Sunday.

(b) **Work on BI-Weekly basis**

Conference and Seminar Room

- (i) Proper and efficient cleaning of all structure in the office i.e. walls, exterior walls, Lifts, doors and windows are to be kept cleaned and dust free.
- (ii) Dusting and proper cleaning with wet cloth and wax polishing of all items of furniture and their proper positioning.
- (iii) Dusting and proper cleaning of floor carpet, sofa sets etc. by vacuum cleaner.

(c) **Work on Weekly basis:**

- (i) Proper and efficient cleaning of ceiling/wall fans, air conditioners, electric switch boards, regulators and all other equipment kept in rooms.

- (ii) Proper and effective washing, sweeping of all floors, glazed tiles, skirting and dados and wax polishing of all terrazzo marble floors, replacing of furniture and other items in their proper position after cleaning and polishing of floors.
- (iii) Proper and effective cleaning and positioning of the window panes venetian blinds and pelmets etc.
- (iv) Brass polishing (of good quality) of all brass works, plaques, doors knobs, name plates, boards etc.
- (v) Proper and effective cleaning of bars, light fittings etc. in the spaces.
- (vi) Spraying of insecticide/rodenticide/pesticide for removal of flies/rodents and pests.

(d) Monthly and Also as and when necessary

- (i) Proper and effective cleaning of terrace, ceiling, dusting and cleaning of cobwebs.
- (ii) Black wax polishing of marble, mosaic clad columns in corridors and other places.

(e) On Quarterly basis and also as and when necessary:

- (i) Thorough cleaning of the RCC tanks on the rooftop and elsewhere once in 3 months.

Other terms and conditions for the basic services/work

1. All the above services and any other works of similar type as may be entrusted to the contractor from time to time by this office are to be rendered without, causing any hindrance or disturbance to the staff working before and after normal working hours and shall be carried out effectively and in consequence and conformity with the standards of neatly maintained office premises.
2. The contractors representatives will personally supervise the work and will attend the complaints/suggestions recorded in the register maintained in the institute on daily basis.
3. The workers deployed for cleaning will be checked by the security everyday while coming to the premises and while leaving the premises.
4. Acid will not be used for cleaning of fixtures. In case of any damage, its cost will be recovered from the contractor.
5. The contractor will present the bill monthly which will be duly verified and certified by the caretaker of the building or the person authorized by this office that the services have been rendered satisfactory during the preceding month.
6. The contractor shall comply with the provisions of all labour laws and other relevant laws.
7. The contractor shall communicate the names, parentage, age, residential addresses etc. of the persons deployed at the Client's premises. They will display their names on their uniforms. They will be provided gate pass and identity card by the contractor.
8. The contractor shall engage cleaners on **all working days including Saturday for 8 hours duty per day from 8:00 a.m to 4:30 p.m including half an hour lunch break**. As mentioned at point A(a)(x) cleaning may be required on occasional Sundays whenever office is open.

9. The contractor shall provide suitable uniforms to the persons or staff so engaged or to be engaged by him for rendering the aforesaid service and shall also ensure that the same cleaned, tidy and are worn by them at all times while on duty.
10. The contractor shall comply with the provisions of all labour laws including employees State Insurance Act. Employees engaged by the contractor for rendering sanitary services shall keep this office absolved from all acts and omissions, defaults breaches and/or claims, demands, loss injury and expenses to which this office may be put or involved as a result of contractor's failure to fulfil any of the above obligations and this office shall be entitled to recover any losses or expenses which it may have to suffer on account of such claims, demands, loss or injury from the contractors monthly bill or from security deposit or from any money due to contractor without prejudice to its any other rights under the law.
11. The contractor shall provide cleaning and other materials like detergents and antiseptics etc. of the reputed brands/companies and on failure to do so, the material shall be purchased by this Office from open market and debit the same with 10% service charges recoverable from the monthly bills of the contractor. All the cleaning material should be of the reputed companies.
12. The cost of all tools and equipment and material etc. used in dusting, sweeping and cleaning the premises and also the cost of soap cakes, liquid soap, purifiers and sufficient number of plastic mugs etc. for use in the toilets are included in the contractual payment and that no extra amount will be claimed by the contractor towards the cost of these items. All the cleaning material should be of the reputed brands/companies as approved by the Client's office.
13. The contractor shall use material/consumables of standard/reputed brands as approved by this office. This office reserves the right to check the material/consumables brought for cleaning at any time and reject them if not found suitable.
14. The contractor shall submit the material as referred above to this office with the caretaker of the building or the person authorized by this office and the material will be issued as per the requirement on monthly/weekly basis.
15. The Director General of Income Tax(Inv.), Lucknow or any other person authorized by Office of the DGIT(Inv.), Lucknow shall be at liberty to carry out surprise check on the persons so deployed by the contractor in order to ensure that required number of persons are deployed and that they are doing their duties as per agreement.
16. The contractor shall ensure that the persons so deployed do not take any property of this office. If there is any loss to this office on account of dishonesty, connivance of the persons engaged by the contractor and/or due to any cause the contractor shall make good demand the loss to this office. The Administrative Officer/DDO or any other person authorized by the office of the DGIT(Inv.), Lucknow shall make suitable arrangements to ensure compliance in this regard.
17. It is expressly understood and agreed between the parties to this Bid Document that the persons deployed by the contractor for the work as per this bid document shall be the employee of the contractor for all intents and purposes and in no case shall a relationship of employer and employee between the said persons and the client shall accrue implicitly.

18. The persons so deployed shall remain under the control of the contractor and the contractor shall be liable for payment of their wages etc. and all other dues which the contractor is liable to pay under various Labour Regulations and other statutory provisions.
19. The contractor shall ensure that all the employees get minimum wages as per the provisions of the Minimum Wages Act of U.P. Government and other benefits as are admissible under various Labour Laws. The contractor shall provide full information in respect of the wages etc. paid to its employees so deployed in conformity with the provisions of contract labour (Regulations and Abolition), Act, 1970.
20. The contractor shall be responsible for fulfilling all his obligations towards the persons deployed under law, namely under the minimum wages Act of U.P. Government, P.F. Act, Bonus Act, Maternity Benefit Act, Shops and Establishment Act etc. as applicable and amended from time to time.
21. The contractor shall ensure that any obligations and/or formalities which are required to be fulfilled under the Labour Act or any other Act for the purpose of entering into and/or execution of this contract shall be carried out by the contractor at his own expenses, etc. and the contractor shall report the compliance thereof to the office of the Director General of Income Tax(Inv.), Lucknow. The contractor shall be solely liable for any violation of provisions of the Labour Act or any other Act.
22. The uniforms shall be supplied by the contractor at his own cost to the persons deployed for this work. This office shall have no liability, whatsoever, on this account. The uniform shall be approved by the Administrative Officer/DDO, O/o the Director General of Income Tax(Inv.), Lucknow.
23. The contractor shall take reasonable precautions to prevent any unlawful riots or disorderly conduct or acts of his employees so deployed and for the preservation of peace and protection of persons and property of this office.
24. In case of the persons so deployed by the contractor does not come up to the mark or do not perform their duties properly or indulges in any unlawful riots or disorderly conduct, the contractor shall take suitable action against such person on the report of this office in this respect.
25. The contractor shall immediately replace the particular persons so deployed on the demand of the office of the Director General of Income Tax(Inv.), Lucknow in case of any of the aforesaid act on the part of the persons so deployed or otherwise.
26. The contractor shall deploy his persons in such a way that they get weekly rest under relevant provisions of shops and establishment Act. The contractor shall in all dealing with the persons in his employment have due regard to all recognized festival days of rest and religious or other customs. In the event of the contractor committing a default or breach of any of the provisions of the Labour Laws, as amended from time to time or furnishing any information's, or submitting or filling any settlement under the provision of the said regulations and rules which is materially incorrect, they shall without prejudice to any other liability pay to the Director General of Income Tax(Inv.), Lucknow a sum not exceeding Rs. 75/- for every default, breach or furnishing, making submitting, filling such materially incorrect statement and in the event of the contractor defaulting continuously thrice in this respect, he shall be liable to pay as Rs. 200/- per day for breach of every such default per day.

27. The contractor shall be provided with space to store the materials and other equipment required to be used by the contractor for rendering the sanitation services during the continuance of contract.
28. The contractor shall be permitted to consume water and electricity for rendering the service contract.
29. No other cost, charges, wages, dues and compensation, whatsoever, the staff employed or other persons engaged by the contractor shall be payable by this office or shall be claimed by the contractor from this office for the services required to be rendered by the contractor over and above the said contractual payments.
30. The contractor shall maintain for himself and for his duly approved supervisor and his staff, an attendance register for daily attendance. The register shall be liable for inspection by authorized officers at any time.
31. The garbage collected from area in and around the premises shall be removed without any delay and disposed of suitably.
32. The contractor shall keep this office indemnified against all claims whatsoever in respect of the employees deployed by the contractor at a various points. In case any employee of the contractor so deployed enters in dispute of any nature, whatsoever, it will be the prior responsibility of the contractor to contest the same. In case this office is made party and is supposed to contest the case, this office will be reimbursed for the actual expenses incurred towards counsel fee and other expenses which shall be paid in advance by the contractor to this office on demand. Further the contractor shall ensure that no financial or any liability comes on this office in this respect of any nature, whatsoever and shall keep this office indemnified in this respect.
33. The contractor shall further keep this office indemnified against any loss to this office property and assets, i.e. movable and immovable.
34. This office shall have further right to adjust, and/or deduct any of the amount as aforesaid from the payment made to the contractor under this contract for providing sanitation services.

III. COMMENCEMENT AND TERMINATION

1. The agreement will come into force within Fifteen (15) days of signing the agreement and shall remain in force for a period of One (01) year from that date. The agreement may be extended for one year at a time on such terms and conditions as mutually agreed upon.
- 2- That the agreement may be terminated on any of the following contingencies:
 - (a) On the expiry of the contract period as stated above;
 - (b) By giving one month's notice by this office without assigning any reasons.
 - (c) On contractor being declared insolvent by competent court of law. During the notice period for termination of the contract, in the situation contemplated above, the contractor shall keep on discharging his duties as before till the expiry of notice period. It shall be the duty of the contractor to remove all the persons deployed by him on termination of the contract or any ground, whatsoever, and ensure that no person creates any disruption/hindrance/problem of any nature to this office.

IV. ARBITRATION

- 1- In the event of any question, dispute/differences arising under the agreement or in connection with (except as to matters the decision of which is specifically provided under the agreement) the same shall be referred to the sole arbitration to any other authority, as deemed proper.
- 2- The award of the arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred is being transferred or vacating his office or resigning or refusing to work or neglecting his work or unable to act for any reason, whatsoever, the Director General of Income Tax(Inv.), Lucknow shall appoint another person to act as Arbitrator in place of the outgoing Arbitrator in accordance with the terms of this agreement and the persons so appointed shall be entitled to proceed with the reference from stage at which it was left by his predecessor.
- 3- The arbitrator may from time to time, with the consent of all parties extend the time for making (publishing) the award.
- 4- The arbitrator may give interim awards and/or directions, as may be required.
- 5- Subject to the aforesaid provision, the Arbitration Act, 1940 and the rules made hereunder and any modifications thereof from time to time being in force shall be deemed to apply to the arbitration proceedings under the clause.
- 6- The venue of the Arbitration shall be Lucknow.

SECTION-7
TENDER FORM
(Technical Bid)

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

To

The Director General of Income Tax(Inv.),
Aaykar Bhawan, 5, Ashok Marg
Lucknow- 226001

Ref.: Tender No.....

Sir,

I/We hereby undertake to supply the services as specified in Section 6 of the Bid/tender document and agree to hold this offer open for a period of 120 days from the date of opening of the tender. I/we shall be bound by a communication of acceptance issued by you.

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

3. A crossed Bank Draft No. - ___ Dated__ __ in favour of the **Sr. Accounts Officer, Zonal Accounts Officer, CBDT, Lucknow**, for Rs. 50,000/- (Rupees Fifty Thousand only) as Earnest Money Deposit is enclosed. The Draft is drawn on _____ Bank payable at Lucknow.

3A. Certificate from Exemption from Earnest Money Deposit is enclosed with this bid.

4. Certified that the bidder is:

A sole proprietorship firm and the person signing the bid documents is the sole proprietor/constituted attorney of the sole proprietor.

Or

A partnership firm, and the person signing the bid document is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement/by virtue of general power of attorney.

Or

A company and the person signing the document is the constituted attorney.

(NOTE: Delete whatever is not applicable. All corrections/deletions should invariable be duly attested by the person authorized to sign the bid document).

5. Certified that the bidder has the **experience of at least three years** in providing cleaning & sanitation related services. Certified copies of at least three work-orders pertaining to last two years are enclosed with this bid.

6. Certified that the bidder has a turn-over of over Rs. 25 Lakhs in this line of business in the immediately preceding three Financial Years. Copies of the annual statements of accounts including the Profit & Loss Account and the Balance-sheet duly audited/certified by a Chartered Accountant are enclosed with this bid. The complete ITRs (along with acknowledgement) of the preceding three financial years i.e. 2017-18, 2018-19 and 2019-20 is enclosed with this letter.

7. A detailed profile of the organization as filled in as prescribed in the Annexure-1 of the bid document is enclosed with this bid. Other details required to be submitted with this bid as per the bid document are also enclosed as follows:

- (a) Full particulars of organizations where the contractor has supplied such services in the immediately preceding three Financial Years. (**Self-attested copies of the relevant work orders to be enclosed**).
- (b) Complete ITRs along with copy of the balance sheet, Profit and Loss Account of the bidder duly certified by a qualified chartered accountant for the previous three financial years (2018-19, 2019-20 & 2020-21).
- (c) A Certified Photo copy of PAN card.
- (d) Copy of GST Registration Certificate.
- (e) Information regarding any litigation, current or during the last five years in which the bidder was/is involved, the opposite party(s) and the disputed amount.
- (f) 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).
- (g) Details of support facilities to execute the order.
- (h) Information regarding the proceeding for bankruptcy, insolvency or winding up in which the bidder is / was involved.

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

Yours faithfully,

(Signature of bidder)

Dated this _____ day of _____ of 20.....

Address _____

Telephone: _____

Mobile: _____

E-mail: _____

Company Seal

SECTION - 8
TENDER FORM
(Financial Bid)

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

Dated:.....

To

The Director General of Income Tax(Inv.),
Aaykar Bhawan, 5, Ashok Marg
Lucknow- 226001

Ref.: Tender No.

Sir,

Having examined the bidding documents and having submitted the technical bid for the same, we, the undersigned, hereby submit the Financial Bid for supply of services as per the invitation for this and in conformity with the said bidding document at the prices and rates mentioned in the enclosed offer.

The Price quoted by us for the services detailed in **Section 6** of the bid document is as below:

S.No.	Item of service	Rupees (per month)		
1.	Services as detailed in Section-6 of Bid document (TOTAL MONTHLY CHARGES (1A+1B))			
1.(A)	The work-contract bid amount should be presented with following bifurcation:			
	(a) Category	Wages per Worker per month (inclusive of all other statutory payments to be specified as per table below)* as per the Minimum Wages Act of U.P. Government	Number of Workers to be Employed	Total for the year
	(i) Sweeper Supervisor			
	(ii) Sweeper/Cleaner			
	Other charges			
	(b) Commission/ Service charges (including the cost of materials/ consumables/ equipment) of the concern per month			
	(c) Total Charges per month (a + b)			
	(d) GST & Other Taxes (if applicable)			
1.(B)	Total Amount including GST & Other Taxes to be paid by this office per month.(total of			

	c+d)/OR			
	TOTAL of 1.(A)			

TOTAL ANNUAL CHARGES FOR ABOVE SERVICES	
(for all services quoted in Section 6 of bid document)	
In figures	
In words	

*** Break-up of the payments to be made per worker:**

Category		Payments to be made to each worker		
		On Monthly basis	On Annual basis	Total for the year
Sweeper Supervisor	Wages			
	Other statutory payments			
	EPF			
	ESI			
	Bonus			
	Any other* (please specify)			
TOTAL (A)				
Sweeper/ Cleaner	Wages			
	Other statutory payments			
	EPF			
	ESI			
	Bonus			
	Any other* (please specify)			
TOTAL (B)				

GRAND TOTAL				
(A) + (B)				

It is clarified that the minimum wages as per the Minimum Wages Act of the U.P. Government are to be paid to the workers deployed under the contract along with other statutory payments as admissible under applicable provisions/statutes. It is further clarified that under no circumstances payment of wages other than the mandatory/statutory payments should exceed the minimum wages of the Minimum Wages Act of the U.P. Government. Total such wages (inclusive of all statutory payments as per the table given in the Financial Bid of Tender Form under Section 8 of this tender as per the Minimum Wages Act of the U.P. Government) shall form part of the contract/bid value but will not be considered for deciding the Lowest (L1) bidder. The Commission/service charges (inclusive of material), as mentioned in Col. 1(A)(b) of the table of the Financial Bid of Tender Form under Section 8 of this tender will alone be considered for deciding the Lowest (L1) bidder. It is also clarified that if the above table is incorrectly filled in any manner then the bid is liable to be rejected.

2. WE do hereby undertake that, in the event of acceptance of our bid, the supply of services shall be made as stipulated in the tender document and that we shall perform all the incidental services.

3. The price quoted is the final net price of all the services to be provided by us, inclusive of any incidental services that may need to be provided. We enclose herewith the complete Financial Bid as required by you. This includes:

- (a) Price schedule as per Section-6 of Bid document.
- (b) Statement of deviation from financial terms and conditions.

4. We agree to abide by our offer for a period of 120 days from the date fixed for opening of the bid documents and that we shall remain bound by a communication of acceptance within that time.

5. We have carefully read and understood the terms and conditions of bid document and its implications. We do hereby undertake to supply all the specified items of service.

6. Certified that the bidder is:

A sole proprietorship firm and the person signing the bid document is the sole proprietor/constituted attorney of sole proprietor.

Or

A partnership firm and the person signing the bid document is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement/by virtue of general power of attorney.

Or

A company and the person signing the bid document is the constituted attorney.

(NOTE: Delete whatever is not applicable. All corrections /deletions should invariable be duly attested by the person authorised to sign the bid document.)

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

Yours faithfully,

(Signature of bidder)

Dated this _____ day of _____ of 20....

Address _____

Telephone:

Mobile

Email

Company seal

ANNEXURE- I

Eligibility and Qualification Criteria Details for Cleaning & Sanitation Services

1.	Name of the concern	:	
2.	Complete Address of the concern (with telephone No., Mobile & E-mail)	:	
3.	Complete Names and addresses of the Partners/Directors/Proprietor with mobile No. (in of firm/company/proprietorship)	:	
4.	Contract persons(s) (with mobile number)	:	

5.	Whether the concern has experience of at least three years in providing Cleaning & sanitation Services in reputed organizations. If yes kindly provide proof in case of any one such organization.	: Yes/No
6.	Whether the concern has turnover of at least Rs. 25 Lacs in the immediate preceding three financial years i.e. F.Y. 2017-18, 2018-19& 2019-20. If yes, attach the duly certified copies of accounts for the years.	: Yes / No
7.	Whether the concern possesses all the statutory/non-statutory registrations, permissions, approvals etc. from the Competent Authorities for providing required housekeeping and catering services.	: Yes / No
8.	Proof/ Certificate from reputed organizations with whom the bidder has Contracts for preceding two financial years.	:
9.	Details of Earnest Money Deposit.	:
10.	PAN	
11.	No. of workers to be deployed on full time basis.	
12.	No. of years of experience in sanitation maintenance on contract activities basis,	

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge and belief. In case any deviation / discrepancy is found in the above statement at any stage, the contract will be terminated immediately and the concern will be blacklisted.

(Signature of owner or authorized Signatory with date)

ANNEXURE - II

FORM FOR PERFORMANCE GUARANTEE

To

The Director General of Income Tax(Inv.),

Lucknow

WHEREAS
(name and address of the Contractor) (hereinafter called “the contractor”) has undertaken, in pursuance of contract no. dated to supply (description of goods and services) (herein after called “the contract”).

AND WHEREAS it has been stipulated by you in the said contract that the contractor shall furnish you with a bank guarantee by a scheduled commercial recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the Contractor such a bank guarantee:

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the Contractor, up to a total of (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Contractor to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the contractor before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Contractor shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until theday of....., 20.....

(Signature of the authorized officer of the Bank)

.....

Name and designation of the officer

Seal, name & address of the Bank and address of the Branch

(Bank’s common seal)

ANNEXURE-III

[FORMAT OF TENDER COMPLIANCE REPORT]

To

Subject: Tender for providing “Cleaning & Sanitation services” for Aayakar Bhawan & Annexe Building, 5 Ashok Marg, Lucknow – regarding.

Dear Sir,

I have gone through the complete terms and condition of the Tender for Providing Cleaning & Sanitation services at Aayakar Bhawan & Annexe Building, 5 Ashok Marg, Lucknow and accept the same.

Place:

Date:

Signature of Bidder

Name:

***OPENING OFFICER
WITH SEAL***

SIGNATURE OF THE CONTRACTOR

ANNEXURE-IV

LETTER OF AUTHORISATION FOR ATTENDING BID OPENING

To

**The Director General of Income Tax(Inv.)
Lucknow**

**Subject: Authorization for attending bid opening on.....in
the tender of “Cleaning & Sanitation Services” at Aayakar
Bhawan & Annexe Building, 5 Ashok Marg, Lucknow - Reg.**

Following persons are hereby authorized to attend the bid opening for the tender mentioned above on behalf of (Bidder) in order of preference given below:-

Order of preference	Name	Specimen
----------------------------	-------------	-----------------

I.

II.

Alternate Representative

Signature of bidder

Or Officer authorized to sign the bid Documents on behalf of the bidder

Note:

1. Maximum of two representatives will be permitted to attend bid opening. In cases where it is restricted to one, first preference will be allowed. Alternate representative will be permitted when regular representatives are not able to attend.
2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not received.