



**INCOME TAX DEPARTMENT  
OFFICE OF THE CHIEF COMMISSIONER OF INCOME TAX  
Central Revenue Building, MAIN ROAD, RANCHI,**

**NOTICE INVITING TENDER**

The Income Tax Department, Ranchi, invites sealed offers from reputed Concerns engaged in the business of providing **CATERING SERVICES & MAINTENANCE OF GUEST HOUSE** at 8<sup>th</sup> Floor, Central Revenue (Annexe) Building, Main Road, Ranchi. The cost of the application form is Rs.1,000/- (NON-REFUNDABLE) by Demand Draft of S.B.I. payable at Patna drawn in favour of the ZAO, C.B.D.T., Patna on any working date between 03.00 PM and 04.30 PM. The tender form can also be downloaded from the website [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in) and the **last date** for receipt of filled in tender form is by 01.00 PM on **04-1.2012**, to be opened on the **same date at 04.00 PM**. The tender with the downloaded form must also accompany a separate D.D. of Rs. 1,000/- in favour of the Z.A.O, C.B.D.T., Patna. Bids without the DD/Banker's Cheque towards cost of the application form shall be rejected. Tender is invited in two parts, i.e. **(1) qualifying bid and (2) financial bid**. The tender form for qualifying bid in the proforma prescribed in Annexure-I and the tender form for the financial bid in the proforma prescribed in Annexure-II complete in all respects shall be submitted before the ACIT(Hqrs.), Admn. Ranchi, O/o the Chief Commissioner of Income-tax, Central Revenue Building, Main Road, Ranchi in two separate sealed covers addressed to that Officer by 1.00 P.M. on 04/1/2012

The Income Tax Department, Ranchi reserves the right to cancel or/ and postpone the tender or reject any bid without assigning any reason.

**[Satish Chandra]**

Asstt.Commissioner of Income tax (H.Q.),

For: the Chief Commissioner of Income tax, Ranchi.



**INCOME TAX DEPARTMENT  
OFFICE OF THE CHIEF COMMISSIONER OF INCOME TAX  
Central Revenue Building, MAIN ROAD, RANCHI,**

**NOTICE INVITING TENDER**

**CATERING SERVICES & MAINTENANCE OF GUEST HOUSE**

The Income Tax Department invites sealed offers from reputed concerns engaged in the business of providing catering services to run a canteen at 8<sup>th</sup> Floor, Central Revenue (Annexe) Building, Main Road, Ranchi as well as maintain and provide services to two (2) guest rooms also located at 8<sup>th</sup> Floor, Central Revenue (Annexe) Building, Main Road, Ranchi for the period of one year from 1/3/2012. There are about 300 officials and officers of Income Tax Department and Central Excise and Service tax who will utilize the said facility as there is no canteen at present in the campus of Central Revenue Building, Main Road, Ranchi. The tenderer is requested to inspect the areas under consideration for maintenance at the premises between 10.00 A.M. and 5.00 P.M. (Monday to Friday) and submit their quotes thereafter. Any clarification in this regard may be sought from the Assistant Commissioner of Income tax, (Hqrs.), Admn., Ranchi, O/o the Chief Commissioner of Income tax, Ranchi.

**TENDERING PROCESS:**

Tender is invited in two parts i.e. (1) Technical bid and (2) Financial bid. The tender form for Technical bid prescribed in Annexure-I and the tender form for the financial bid in proforma prescribed in Annexure-II complete in all respects should be submitted to the Assistant Commissioner of Income tax, (Hqrs.), Admn., Ranchi O/o the Chief Commissioner of Income tax, Ranchi by 1.00 P.M. on 04/1/2012 at Central Revenue Building, Main Road, Ranchi in two separate sealed covers addressed to the Chief Commissioner of Income tax, Ranchi. The sealed covers may be superscribed with "**Technical Bid – Contract for providing catering services and maintenance of guest house**" and "**Financial Bid- Contract for providing catering services and maintenance of guest house**" respectively. The Income tax Department

shall not be responsible for loss/delayed receipt of tender document sent by post. The bids will be opened on 4/1/2012 at 04.00 PM in the presence of bidders. Incomplete bid document will be rejected. The valid technical bids will be scrutinized by the tender committee to short list the eligible bidders. Thereafter, the financial bids of the short listed bidders will be opened by the tender committee on a subsequent date. Late submission of tenders will not be accepted. Each technical bid should accompany the Earnest money Deposit of Rs. 5,000/- in the form of Crossed Demand Draft of S.B.I. payable at Patna drawn in favour of the ZAO, C.B.D.T., Patna. **Qualifying bids without Earnest Money Deposit will be rejected.** EMD will be refunded to the unsuccessful bidders within 30 days from the date of issue of award letter to the successful bidder and no interest would be paid thereon.

The tender applicant should sign and stamp each page of this tender document as a token of having read and understood the terms and conditions contained herein and submit the same along with the bid. The tenderer would fill up the information in the Annexure I & II enclosed at the end of this document in clear and legible terms. Wherever, the prices are to be quoted should be written in figures and words as well. Annexures will also have to be signed and stamped by the firm through its authorized signatory.

### **TERMS AND CONDITIONS**

The contractor shall be considered for award of contract only if they agree to abide by the following terms & conditions:

### **CATERING SERVICES**

1. That the allotment of the canteen in favour of the licensee is purely temporary and the same shall be treated as a bare license, which can be revoked at any time without assigning any reason, and in the event of revocation of license on account of breach of any of the terms and conditions of the license, the licensee shall be bound to vacate the premises/canteen within one week of the notice of revocations of the license.

2. That the licensee will be required to pay the license fee of Rs.500 per month in advance before the first day of each English calendar month of succeeding month.
3. That the lessor can revise the license fee from time to time on expiry of the license period.
4. Water, electricity, furniture, water purifier as well as space for the canteen shall be provided by the Department. Cost towards cooking gas, fuel, etc. shall be borne by the contractor. The proposed space for kitchen activities i.e. cooking, washing, storage etc may be inspected by prospective bidders before quoting the rates
5. That the licensee shall not sublet/assign or otherwise part with or transfer the possession of use of premise or part thereof for any other purpose including residence/stay of workers/employees.
6. That the licensee shall maintain proper hygiene cleanliness and shall keep the premises neat and clean. A very high standard of hygiene must be maintained in all respect. Quota day to day disposal of waste material and refuse shall be maintained. Failure to maintain a high standard of hygiene will make the contractor liable to pay fine which may extend to Rs.1,000 per occurrence.
7. That the licensee shall abide by the municipal by laws relating to sale of food articles/drinks etc. and would obtain all necessary license from the competent authority.
8. That the licensee shall keep a complaint/suggestion book at a conspicuous place in the canteen premises in which the complaints may be recorded and which shall be open to inspection by person duly authorized by the Chief Commissioner of Income Tax, Ranchi.
9. Cooking of edibles shall be done under very good hygienic conditions by trained cooks and the service shall be made by trained bearers/waiters presentably attired. The kitchen shall always to be kept clean.

10. That the licensee shall purchase the crockery, kitchen utensils etc at his own cost. The cutlery and crockery as also cooking utensils will be kept clean by cleaning with standard washing powder.
11. The contractor shall devote his full attention to the work of purchase, preparation of food, beverages and shall discharge his obligations under this agreement most diligently and honestly to the full satisfaction of the Department. All sales of food items shall be supported by bills.
12. High quality, standard and approved brand of items should be used for cooking.
13. All the dining tables should be provided with salt and pepper.
14. Non-vegetarian and vegetarian food are to be cooked separately. Non-vegetarian items should be kept sufficiently away from the vegetarian items, to make them distinct.
15. That the licensee shall not exhibit in the said premises any printed or written notice or advertisement of any kind whatsoever except an approved rate list of eatables.
16. The contractor/firms should have at least three (3) years experience in the same field either in Government or in Public sector or reputed private companies
17. No child labour is to be engaged by the successful tenderer.
18. Balance sheet of last three consecutive years of the firm/concern having a minimum gross turnover of Rs.3 lacs in cafeteria/beverage business. The proof of turnover & Income Tax return should be duly attached in the technical bid.
19. The caterer would be required to provide snacks and lunch at canteen counter on all working days from 9.00 A.M. to 6.30 P.M.. If needed the caterer will open the canteen during holiday's and meeting day's also.

20. The caterer will have to give room service in case of Departmental Meetings and in case of officers of the rank of Joint Commissioner and above of Income Tax Department and Central Excise and Service Tax Department.
21. The sale of snack, sweets, lunch will be on cash payment basis. Income Tax Department will not be liable to pay any amount in any circumstances whatsoever, it may be.
22. Rate should be all-inclusive and shall be subject to any change/revision only after the approval of Chief Commissioner of Income tax, Ranchi.
23. The caterer will also be required to keep a first aid kit to be able to attend to any such eventuality.

#### **MAINTENANCE OF TWO (2) GUEST SUITES LOCATED NEAR THE CANTEEN**

1. The contractor has to undertake cleaning and mopping of floor area, cleaning of toilets, cleaning of costs, sofas, side tables, chairs and other equipments, viz. computers, telephones, fans, light fittings, etc. in the guest rooms and clearing of waste on a daily basis.
2. The contractor shall provide laundered bed sheets, pillow covers and towels every alternate day or earlier whenever any occupant vacates a suite. Vacated suite should be kept ready for occupation quickly. Curtains must be laundered and woolen blankets dry cleaned once a month. The cost of laundering the bed linen and other items shall be borne by the contractor. Bed sheets, pillow covers, towels, curtains, etc. will be provided by the Department.
3. Ensure the availability of liquid soaps in wash basins, naphthalene balls and toilet papers in urinals and toilets and refilling the same, mosquito repellants as and when required. The cost of the consumables like phenyl, soap oil, cleaning acid, mops, toilet cleaners, room fresheners, tissue papers and equipments, like cob web sticks, buckets, mugs, dusters, etc. used for cleaning shall be borne by the contractor.
4. The contractor shall maintain a register of complaints from the occupants of guest house and redress the complaints.

5. The contractor will be responsible for any pilferage, loss, theft, damage of furniture, electrical equipments or any other article from the guest house.
6. The guest house in charge shall collect the bed charges as stipulated by the Department from the occupants, issue them necessary receipts and remit the same on the first working day of the succeeding month.
7. Any damage to furniture, crockery, fixture, locks and fittings caused by the guest shall be charged separately in addition to the rent and the same shall be collected from the occupant. In case of dispute, the decision of the Head of the Department shall be final.
8. The contractor shall ensure maintenance of Guest Registers.
9. The contractor shall ensure the availability of a Manager round the clock in the I.T. Guest House who is competent to supervise the functioning of all contract labour and fulfill the requirements of the Department.
10. Services of canteen including room service has to be made available to the inmates of the guest house including serving morning tea, breakfast, lunch and dinner even on holidays if occupied.
11. The facility of laundry service is also to be made available on request to the inmates of the guest house.

### **MISCELLANEOUS**

1. The contractor shall provide uniforms to his staff and wearing of uniforms is compulsory for the staff during their working hours. Prior approval from the Department may be taken for the colour and pattern of the uniform.
2. The contractor undertakes to ensure that all his employees shall always appear to work in well groomed and presentable condition, i.e. shaved, properly cut and set hair clean and properly pressed uniform etc.

3. Cooking of food is permitted in the kitchen only.
4. The contractor shall abide by the rules and regulations of the local authorities, sales tax authorities, income tax authorities, etc. besides the provisions under various labour laws and Act of the State and Central Governments in force from time to time.
5. Income tax and other statutory levies, if any, will be deducted by the Department from the bills payable to the contractor as per Income Tax Rules and other statutes applicable from time to time.
6. The agreement shall be in force for a period of one year from the date to be specified by the Department and it may be extended for such further period and on such terms and conditions as may be mutually agreed upon by the parties hereto.
7. All disputes and differences arising out of or in any way concerning the contract shall be settled after holding necessary discussions between the parties. However, in the event of any dispute/difference remaining unsolved, the decision of Chief Commissioner of Income Tax, Ranchi shall be final and binding on both parties.
8. The contractor undertakes that he shall comply with all conditions laid down under all applicable statutes, licences and permissions and undertakes to keep all licences and permissions valid and subsisting during the period of contract failing which this service agreement shall be liable to be terminated without notice or compensation or any payment whatsoever at the sole discretion of the Department.
9. The contractor agrees and undertakes to bear all the taxes, rates, charges, levies claims whatsoever as may be imposed by the State/Central Government or any local body or authority in respect of his contractual obligation. The contractor agrees to furnish proof of such payments and compliance of the obligation including registration certificates, clearance certificate, etc., that may be required by the Department from time to time.
10. The contractor shall carry out all the instructions which may be given by the Department concerning any aspect of maintenance and catering services.

11. The contractor shall not engage any subcontractor for rendering the services mentioned in this contract.
12. The Department shall be the sole authority to decide on the quality of service rendered by the contractor. In case the performance of the contractor is found unsatisfactory, the Department shall have the right to terminate the agreement without giving any notice and without any compensation to the contractor.
13. All questions relating to the performance of the obligations under this agreement and to the quality of ingredients used in preparing the food and beverages and all the disputes and differences which may arise either during or after the agreement period or other matter arising out of or relating to this agreement or payments to be made in pursuance thereof shall be decided by the Department. The contractor hereby agrees to be bound by the decision of the Department.
14. Nothing contained in this agreement is intended to be nor shall be construed to be a grant, demand or assignment in the premises or any part thereof by the Department to the contractor or his employees. The contractor and his employees shall vacate the same on the termination of the agreement period either by flux of time or otherwise.
15. The Department shall have the right to withhold any reasonable sum from out of the amounts payable to the contractor under this contract, if the contractor commits breach of any of the terms and conditions of this agreement or fails to produce sufficient proof to the satisfaction of the department as to payment of all statutory and other dues or compliance with other obligations.
16. The contractor shall indemnify the Department against any claims, damages, loss or penalties including the costs thereof in case of liability arising out of any accident/incident involving manpower deployed by him.
17. The contractor shall be solely responsible and liable for all payments due to his employees including salaries, wages, overtime wages, if any, statutory payments, contributions to Provident Fund and Employees State Insurance, bonus, gratuity if payable, provision of uniforms and all other payments of whatsoever nature.

18. The contractor shall be responsible for fulfilling the requirements of all statutory provisions of the Minimum Wages Act, 1948, the Payment of Wages Act, 1936, the Gratuity Act, the Employees' Provident Fund & Miscellaneous Provisions Act, 1952, the Employees' State Insurance Act, 1948, the Contract Labour (Regulation & Abolition) Act, 1970, and all other applicable laws at his own cost and risk in respect of all the persons employed by him. The contractor shall maintain the records required to be maintained under the statutory enactments and an authorized representative of the Department shall be entitled to inspect the records at any time. In general, the contractor shall be responsible for strict compliance of all statutory provisions of the relevant labour laws applicable from time to time. If, due to any reason whatsoever, the Department is made liable to pay any liabilities payable by the contractor under any of the applicable laws, the Department shall recover the same from the contractor.
19. If the contractor is unable to serve effectively as a result of strike or go-slow by his staff, it shall be open to the Department to terminate the contract forthwith besides claiming damages.
20. At guest house, suitable personnel should be posted to attend to the inmates most of whom are high dignitaries/Government Officials/Directors of our Department and participants from national/international organizations. The receptionists should be made available 24 hours on shift basis and they should be able to converse fluently in English and Hindi. They should attend to allotment of suites and rooms, billing and collecting charges as per the Department's instructions.
21. The contractor undertakes to have a control over the maintenance of all the items including gas cylinders and in case of any loss or damage to Department due to improper operation/maintenance of the equipments, the contractor is solely responsible.
22. The contractor has to bear day to day expenses towards disinfectants, room refresher sprays, etc.
23. No negotiation shall be undertaken except with the lowest tenders.
24. The bid shall remain valid for 90 days after the date of opening of bids. A bid valid for a shorter period shall be rejected as non responsive.

**[Satish Chandra]**

Joint Commissioner of Income tax (H.Q.),

For: the Chief Commissioner of Income tax, Ranchi.

**TECHNICAL BID DOCUMENT**

1. Name of the Concern :
2. Address of the Concern :  
(with Tel. No., Fax & E-mail)
3. Name & address of the :  
partners/directors (with Mob.No.)
4. Contact person(s) (with Mob. No.) :
5. No. of year of experience\* in :  
providing catering services
6. List of Clientele :
  - 1) Names and addresses of the parties to whom services have been provided.
  - 2) Period for which the services were provided.Enclose certificate of appreciation received from clients, if any.
7. PAN :
8. Service Tax Registration No. :
9. Details of registration with PF :  
authorities & ESI authorities  
(attach proof)
10. Details of EMD :
11. Additional Information, if any :

**DECLARATION**

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

(Signature of Authorised Signatory with date)

\* Details in respect of government and non-government organizations may be provided in separate annexures accompanying this technical bid.

**FINANCIAL BID DOCUMENT**

1. Name of the Concern :
2. Address of the Concern :  
(with Tel. No., Fax & E-mail)
3. Name & address of the :  
partners/directors (with Mob.No.)
4. Contact person(s) (with Mob. No.) :
5. Rates are to be quoted for canteen in enclosed Form-I
6. Rate quoted for maintenance of two (2) guest suites::

**RATE PER MONTH :**

(Exclusive of Service Tax)

Rate per month for Maintenance of two (2) guest suites located at 8 <sup>th</sup> floor, Central Revenue Building, Annexe, Ranchi	
<b>Break up of the above quoted cost</b>	
a. Supervision, Cleaning, sweeping, etc.	
b. Cost of consumables items like Phenyl, brooms, Swabbing Cloth etc.,	
c. Miscellaneous cost/ Any other cost	

**DECLARATION**

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

(Signature of Authorised Signatory with date)

S. N.	Name of the Item	Weight/ml of the unit	Rate quoted (In Rs.) In figures as well as words
1	Samosa	50 gms.	
2	Aloo Chop	50 gms	
3	Bread pakora	100 gms.	
4	Veg Pakora	100 gms	
5	Chhola (chana)	70 gms	
6	Veg. Sandwich	2 pcs.	
7	Bread+Omlette+Butter/Jam	2 pcs.	
8	Upma with chatni	100 gms.	
9	Idli + Sambhar +Chatni	2 Nos.	
10	Bada + Sambhar +Chatni	2 Nos.	
11	Puri/Jalebi/Sabzi	4 Nos.	
12	Masala Dosa	100 gms	
13	Uttapam	100 gms	
14	Veg Chowmein	1 plate	
15	Chicken Chowmein	1 plate	
16	Veg Lunch Thali a) Roti b) Rice c) 2 type of vegetable curry d) Dal Fry e) Curd f) Papad g) Pickle h) Sweets	4 Nos. 200 gms. 75 gms each 250 ml 100 ml 1 No. 1 No. 1 No.	
17	Non Veg. (Chicken) Lunch Thali a) Roti b) Rice c) Chicken d) Curd e) Papad f) Pickle g) Sweets	4 Nos. 200 gms. 2 pcs. 100 ml 1 No. 1 No. 1 No.	
18	Non Veg (Fish) Lunch Thali a) Roti b) Rice c) Fish d) Curd e) Papad f) Pickle g) Sweets	4 Nos. 200 gms. 2 pcs 100 ml 1 No. 1 No. 1 No.	
19	Non Veg (Mutton) Lunch Thali a) Roti b) Rice c) Mutton d) Curd e) Papad f) Pickle	4 Nos. 200 gms. 2 pcs 100 ml 1 No. 1 No.	

	g) Sweets	1 No.	
20	Veg Biryani	1 plate	
21	Chicken Biryani	1 plate	
22	Mutton Biryani	1 plate	
23	Tea	100 ml	
24	Coffee	100ml	
25	Soft Drink	300 ml	
26	Badam Milk	1 glass	
27	Gulab Jamun	2 Nos	
28	Ice cream	100 ml	
29	Fried Rice	1 Plate	
30	Roll-egg/chicken	1 Nos	
31	Fruit Salad	1 Plate	
32	Veg Cutlet	2 Pcs	

**The above quoted rates will be inclusive of all taxes and incidental charges. Tenderer are free to add and quote rates for any other item other than above**