

**(Tender No.4/2013-14)**

**TENDER  
FOR  
PROVIDING HOUSEKEEPING  
SERVICES  
AT THE  
INCOME TAX PREMISES  
SURAT.**

**(Tender No.4/2013-14)**

**TENDER DOCUMENT**

**FOR**

**PROVIDING SECURITY SERVICES**

**AT THE**

**INCOME TAX PREMISES  
SURAT.**

**GOVERNMENT OF INDIA  
INCOME TAX OFFICE  
(MINISTRY OF FINANCE)  
AAYAKAR BHAVAN,  
MAJURA GATE,  
SURAT- 395001**

**Government of India (Ministry of Finance)**  
**Office of the Chief Commissioner of Income tax**  
**Aaykar Bhavan, Majura Gate,**  
**Surat- 395001.**

I . The Chief Commissioner of Income tax, Surat (herein after called as CCIT, Surat) invites tender from reputed, registered, recognized and experienced housekeeping agencies for providing the services of housekeeping on competitive basis and on contract basis.

II. The term contract means the formal agreement to be signed between the "CCIT, Surat" and the "Agency", at the time of award of work. The time-period of the contract will be twelve months, which can be extended for further period at the discretion of the CCIT, Surat, subject to satisfactory quality of work.

III. This contract is being called on two bid system basis i.e. applicant bidders are required to submit Technical Bid & Financial Bid separately. Financial Bids of only those parties shall be opened who qualify as per Technical Bid. Further, **Financial Bids which are not in accordance with the Minimum Wages Act shall be disqualified.** The procedure for bidding is discussed in the latter part of the tender document.

**TERMS & CONDITONS FOR PROVIDING THE SERVICE OF SECURITY ARRANGEMENTS**

1. The work required to be done is as per **Annexure-1**. This work shall be done on all days during the contract period from Monday to Saturday except Closed Gazetted Holidays. However, in special circumstance like occasion of Republic day, Independence day etc. the Agency will be required to carry out the cleaning work. Further if the work to be attended on Saturday is not completed, the Agency shall be required to complete the work on the very next day being Sunday. The scope of work will be exhaustive and if need arises, some extra cleaning work will have to carried out by the Agency as per the instructions from this office.
2. All the cleaning material, consumables and equipment required for cleaning, like broom, mop, garbage bag, acid, phenyl, phenyl/naphthalene balls, liquid hand-wash, air freshener for toilet etc. will have to be provided by the Agency. It has to be ensured by the Agency that all such material shall be of superior quality and there should be adequate supply of all such items. The cleaning material used by the Agency shall be

test-checked by the Department and if not found of the required quality, the same shall be replaced by the Agency. A list of cleaning chemicals and their approximate quantity required per month is given as per **Annexure-2**.

3. The present requirement of housekeeping personnel is approximately 10 (ten) out of which there shall be one supervisor. The same may vary depending upon the requirement from time to time and Agency shall be required to provide the housekeeping personnel as per the requirement of the Department.
4. The age of the persons put on duty for cleaning work shall not be less than 18 years and not more than 45 years. The persons deployed shall be well experienced, adequately trained in this field and medically fit for discharge of their duties. They shall be disciplined and well mannered. They shall not have any criminal background and any verification in this regard shall be the exclusive responsibility of the Agency only. They shall be provided with proper and tidy uniforms, which are to be kept clean. They shall be provided with identity cards, which shall be displayed prominently. Photographs, full current address and telephone number of all personnel shall be provided to this office for record.
5. The personnel shall be punctual and shall promptly and meticulously complete the work assigned to them. They shall report to the officer-in-charge assigned by this office for daily attendance. If any personnel are found absent during duty hours, the payment for such personnel for that particular day will be deducted. The personnel, if not found working satisfactorily, shall be replaced by the Agency. Normally, the Agency shall not change a personnel deployed without discussion with the department, if his work is found satisfactory by the department.
6. The manpower deployed for the cleaning work by the Agency shall be the employees of the Agency for all intents and purposes. In no case a relationship of employer and employee between the CCIT, Surat and said manpower shall accrue implicitly or explicitly.
7. The manpower so deployed by the Agency shall remain under the control and supervision of the Agency and the Agency shall be liable for payment for their wages, ESI,EPF, Bonus, Overtime, Employment/Termination benefit, Compensation etc. and all other dues payable under various labour laws and other statutory provisions.

8. The Agency shall ensure proper insurance coverage to its employees by taking adequate workmen Compensation policy. In case of any mishap sustained by the personnel deployed by the Agency (of whatsoever nature, minor/major/fatal, including death during course of their duty) the responsibility of granting compensation, if any, that count will be solely that of the Agency as the employer.
9. The Agency shall pay wages as per the Minimum Wages Act and subject to change in V.D.A as notified by the Ministry of Labour & Employment .
10. The Agency shall ensure that each personnel gets one day holiday in a week.
11. The Agency shall be responsible for fulfilling all its obligations under various laws and Acts, namely Minimum Wages Act, EPF Act, ESI Act, Bonus Act, Service tax Act etc. and under any other statutory requirements as applicable to the Govt. of Gujarat/Govt. of India and the rules/regulations as amended from time to time, in respect of the manpower deployment and also to present the relevant documents as and when required or asked for by the CCIT, Surat.
12. The Agency shall be solely liable for any Violation of provision of the any Act or rules, regulations in force.
13. In case, any of the persons so deployed by the Agency is not found upto the mark in terms of general discipline or does not perform his duty properly or indulges in any unlawful activity including riots or disorderly conduct, the Agency on the order of the CCIT, Surat shall immediately withdraw such persons(s) form the premises of Aayakar Bhavan, Surat.
14. The Agency shall have to make alternate arrangements if personnel do not report for work due to one reason or other.
15. The Agency or personnel deployed by it will not do any act, which hampers the functioning of the office.
16. All claims which may arise due to the negligence or the action of the person deployed (including all types of charges/incidental charges/legal charges etc.) shall be borne by the Agency alone & Income tax department shall not be responsible for the same. The Agency shall have full responsibility for the same.

17. The Agency shall quote fixed rate for the entire period of contract. No request for enhancement of rates will be entertained during the period of contract.
18. At the end of every month, the Agency shall submit to the CCIT, Surat pre-receipt & stamped bills in three copies along with a copy of the attendance register for the month duly certified by the authorized representative of the "Employer" and a certificate (in prescribed format) duly signed by the Agency to the effect that he/she had paid the wages to the personnel deployed at Income tax premises, Majura Gate, Surat for the previous month based on the monthly rate fixed for the service. The payment would be made by a/c payee cheque. In case of failure of the Agency in providing the service of the housekeeping personnel on particular day(s), on in case of his/her absence from duty/service, proportionate deduction shall be made from the bill.
19. The charges for services rendered to be paid by the Department to the Agency to whom the contract is awarded shall be subject to change in V.D.A as notified by the Ministry of Labour & Employment.
20. The Agency shall not sublet the work to other Agency after the award of work.
21. The Agency must have a local office in Surat with a regular telephone connection. The office should be manned by a manager or other functionary. Complete details of the manager, telephone no., and office address should be provided to the department.
22. Tax at source and surcharge (i.e. TDS as applicable) shall be deducted from the payment made to agency as per provisions of I.T.
23. In case any lapse in the work is noted or services provided are not satisfactory, it will result in levy of penalty of upto Rs 3,000/- for every default. The penalty shall be decided by the CCIT, Surat depending upon the nature of lapse and other relevant factors. His decision will be final in this regard. The penal deduction shall be made from the pending bills or the Earnest Money Deposit (EMD) of the Agency.
24. In case of gross damage to Departmental property on account of the Agency's failure to provide adequate services or due to any lapse on the part of the housekeeping personnel, the costs shall be borne by the Agency and the same shall be recovered from the EMD or/ and the pending bills of the Agency. Further, if the EMD and the pending bills are not sufficient to cover the damages , then other suitable recovery measures shall be resorted to by the Department.

25. The Agency which is finally awarded the contract by the competent authority shall be required to undertake the following tasks before actual commencement of the work
  - a) Agency shall submit a consent letter agreeing to all the conditions stated here, after receipt of work order.
  - b) The Agency shall enter into a written agreement with CCIT, Surat.
26. Initially, the contract will be for a period of three months only from the date of award of contract, with a provision to renew it for further periods on the same terms and conditions at the discretion of CCIT, Surat. The service of the Agency will be scrutinized by the CCIT, Surat and his decision regarding quality of services shall be final and binding on the Agency. If the performance of Agency is found of required standard in such review, the contract will be continued. In case the service is not found satisfactory, the contract shall be terminated without any notice.
27. Even after the interim three-month review period, the contract can be terminated by the CCIT, Surat at any time in the event of gross damage to Department property due to the Agency's failure or persistent failure by the Agency in providing satisfactory service to the Department, or because of any lapse on the part of the housekeeping personnel. The CCIT, Surat reserves the right to terminate the contract/agreement without assigning any reason and without any notice period. The decision of the Department in this regard shall be final and binding on the Agency.
28. The Agency can also terminate the contract by giving 45 days' notice period.
29. In case of any dispute arising out of this contract/award of work between the Department and the Agency, the decision of the CCIT, Surat or any other officer appointed by the CCIT, Surat shall be final, conclusive and binding on all parties to the contract. The submission shall be deemed to be submission to arbitration under the meaning of Arbitration Act 1940 or any statutory modification thereof from time to time.

## **PROCEDURE FOR BIDDING – TECHNICAL BID & FINANCIAL BID**

- i) The Agency should submit the tender document in the prescribed format of form 'A' (Technical Bid) and form 'B' (Financial Bid). Both the forms should be fully filled and duly signed. **Any modification either in the tender form 'A' or form 'B' shall not be accepted.**
- ii) The Technical Bid and Financial Bid should be submitted in separate sealed envelopes. Further, both such envelopes should be kept in a single bigger envelope. Firstly, the Technical Bid shall be opened. Financial Bids of only those parties shall be opened who qualify as per Technical Bid.
- iii) The Agency should have **at least three year's experience** in providing housekeeping services. Documentary proof for the same should be enclosed along with form 'A'.
- iv) The Agency should have **minimum turnover of Rs 2 crores in each of last 2 years in the relevant field** i.e providing housekeeping services. The applicant should enclose copy of Return of Income alongwith P & L A/c of last two years along with form 'A'.
- v) The Agency should have a reputed client base. The client list along with proof of work-order received from some reputed parties should be submitted along with form 'A'.
- vi) The rates of wages mentioned in the Financial Bid should be as per the Minimum Wages Act . **The Financial Bid which is not in accordance with the Minimum Wages Act shall be disqualified.**
- vii) An Earnest Money of Rs. 60,000/- (Rupees Sixty Thousand only) should be paid along with the tender in the Form of Demand Draft/Pay order/Banker's cheque drawn in favour of **ZAO (CBDT), Surat**. The EMD of unsuccessful bidders will be returned back, whereas in case of successful bidder, it will be returned back after completion of the contract period.
- viii) The contract for providing housekeeping services shall be awarded to the Agency that has qualified technically and has made the lowest Financial Bid. Since the rates of daily wages plus VDA mentioned in Col.3 of form 'B' (Financial Bid) are to be as per Minimum Wages Act/ Government Notification and the service tax mentioned in Col.4 of form 'B' is to be as per the Service Tax Act , therefore **the service charges quoted by the bidders will be the criteria for awarding the contract.**

- ix)The CCIT, Surat, is the competent authority and reserves all right in this behalf including the right to reject or partially accept any or all of the tenders and to modify any or all the terms & conditions stipulated without assigning any reason.
- x)In case of any dispute or question of interpretation of any condition laid down in the tender document, the decision of the CCIT, Surat will be final.
- xi)The tender document for service of Housekeeping Services in the prescribed format i.e form 'A' along with the necessary documents duly attested , form 'B' and the Earnest Money (DD or Banker's cheque drawn in favour of **ZAO (CBDT), Surat** should be sealed securely (in wax-sealed envelope) and addressed to the **Chief Commissioner of Income-tax, Surat Room No.322, 3<sup>rd</sup>Floor, Aayakar Bhavan, Surat**. It should be dropped in the tender box kept at the **Ground Floor, Aayakar Bhavan, Majura Gate, Surat** or sent by registered post or through courier so as to reach the undersigned latest by 22.01.2014 before 05:00 P.M. Any postal delay will not be considered. The sealed envelope containing the tender and other documents should be super-scribed on top left of the sealed envelope by' **TENDER FOR PROVIDING OF HOUSEKEEPING SERVICES"**.
- xii)The tenders will be opened at 23.01.2014 on **03:30 P.M.** in **Room No.304, Conference Room, Aaykar Bhavan, Majura Gate, Surat** in the presence of those tenderers who may wish to be present at that time. **UNSEALED TENDERS WILL NOT BE ACCEPTED**. Similarly tenders incorporating additional conditions by the agency will be rejected.

#### **SCHEDULE OF TENDER**

<b>Date of collecting tender form</b>	<b>:</b>	<b>From 06.01.2014 to Onwards (from 11:00 AM to 05:00 P.M.)</b>
<b>Last date for submission of tender form</b>	<b>:</b>	<b>22.01.2014 upto 05.00 PM</b>
<b>Tender opening date &amp; time</b>	<b>:</b>	<b>23.01.2014 at 03.30 PM</b>

**(P.D.GABANI),  
Income tax officer(PR),  
Aayakar Bhavan, Surat**

**FORM 'A' (Technical Bid)**

**Documents/ Details to be enclosed at the time of submission of tenders**

The Agency submitting tender for the provision of housekeeping services at the Income tax office & Residential Premises, Surat shall enclose duly attested copies of the following documents along with the completely filled-up and signed tender Form 'A'.

1. Registration Certificates: The Agency shall be registered with the appropriate Government Agencies for provision of house-keeping man-power . Attested photocopies of the following documents in this regard shall have to be enclosed:
  - a) Service tax Registration document.
  - b) Certificate of registration with P.F. Commissioner.
  - c) Certificate of Registration with ESI corporation.
  - d) License issued by Ministry of labour.
2. Income Tax Return for the last two years alongwith duly certified copy of Profit & Loss Account.
3. Brief profile of the Agency.
4. Experience in the field for the last five years. The experience should be supported by copies of the contract with each client
5. Reputed client list (Please furnish details of number of existing as well as earlier reputed clients). The client list shall be supported by copies of work order from reputed clients.
- 6.

<b>CERTIFICATE</b>		
This is to certify that I have enclosed copies of following documents in support of my Tender		
S.No	Type of Documents	Whether Yes or No
1.	Document showing registration with	
i.	Commissioner, Employees Provident Fund	Yes                  No
ii.	ESI Corporation	Yes                  No
iii.	Service Tax Deptt.	Yes                  No
iv.	Labour commissioner	Yes                  No
2.	Income Tax Return for the last two years along with duly certified copy of P & L A/c	Yes                  No
3.	Brief profile of the Agency	Yes                  No
4.	Supporting documents for showing five years's minimum experience in the field .	Yes                  No
5.	Reputed client list and supporting documents for the same.	

Signature of authorized Representative with date :  
Name of the Authorized Representative :  
Name & Address of the Agency :  
Seal of the Agency :

**FORM- 'B' (Financial Bid)**

**Provision of Housekeeping Service at Income tax Premises, Surat**

1	2	3				4		5		6	7
Category Of Man power	No. of Man-power	(i) Daily Basic wage plus V.D.A. per person	(ii) EPF	(iii) ESIC	(iv) Total	Service Tax		Service charges		Total charges to be paid by the Department per person i.e total of columns 3(iv),4(ii) & 5(ii)	Total charges to be paid by the Department i.e Column 2 X Column 6
		(Rs)	(Rs)	(Rs)	(Rs)	(i)Rate applicable in percentage terms  align="right">(%)	(ii) Amount applicable in Rupees (calculated as % of Column 3(iv))  align="right">(Rs)	(i)Rate chargeable in percentage terms  align="right">(%)	(ii) Amount chargeable in Rupees(calculated as % of Column 3(iv))  align="right">(Rs)	Rs)	(Rs)
Supervisor	1										
Housekeeping worker	9										
											<b>TOTAL :</b>

**ANNUAL TENDER CONTRACT ( Column 7 X 312 days) (Rs) =**

**Notes :** i) Rates of wages should be in conformity with the Minimum Wages Act. Notification regarding minimum wages issued by Ministry of Labour & Employment, Government of India should be followed.

ii) It is to be noted that rates of wages prescribed by the Minimum Wages Act are applicable for nine hours of work including one hour of lunch-break and for 26 days in a month.

iii) No modification to be made in Tender Form – 'A' & 'B'. Tender forms in any other format shall be rejected.

Signature of Authorized Representative with date :

Name of the Authorized Representative :

Name & Address of the Agency :

Seal of the Agency

## ANNEXURE- 1

<b>Type of Service</b>	<b>Area covered</b>	<b>Frequency of service required</b>	<b>Remarks</b>
Brooming , Moping and removing garbage	All rooms from Ground floor to Sixth floor and all the lobbies, waiting lounges & corridors of the office building	Daily	----
-Do-	Guest House,Creche, Campus and common area of Type-V Quarters as well as Nidhi Nikunj including stairs & corridors.	Daily	---
Brooming & removing garbage	Office surroundings	Daily	Upto the campus walls
-Do-	Parking space	Daily	--
Cleaning work including moping	All toilets in office building	Daily twice	Once in the morning and once in lunch break both times with phenyl or agents similar to Harpic.
Cleaning work	Vitrified tiles in the lift lobby	Daily	--
-Do-	Windows of all rooms & toilets	Weekly	Every Saturday/Sunday
-Do-	Fans and other electrical installations	Weekly	Every Saturday/Sunday
-Do-	Pan marks in the stair case etc.	Weekly	Every Saturday/Sunday
-Do-	All cleaning work including moping, dusting, removing of spider web of common area of Nidhi Nikunj.	Weekly	Every Saturday/Sunday
-Do-	Furniture (Visitors sofas, centre table etc) in the waiting lounges & lobbies of office building	Weekly	Every Saturday/Sunday
-Do-	Spider web in all rooms, lobbies, toilets & parking area etc. of office building	Weekly	Every Saturday/Sunday
Washing with water	Parking area	Weekly	Every Saturday/Sunday
Brooming	Terrace above seventh floor	Weekly	Every Saturday/Sunday

**\* All the daily work should be completed before 9:00 A.M.**

## ANNEXURE-2

### LIST OF CLEANING CHEMICALS AND THEIR APPROXIMATE QUANTITY REQUIRED PER MONTH

<b>Sr No</b>	<b>Type of Cleaning Material</b>	<b>Per month consumption</b>
1	Original Phenyl	40 litres
2	Naphthalene balls	4 kgs
3	Bleaching Powder	4kg
4	Cleaning agent similar to Harpic	20 litres
5	Liquid Hand-wash	45 litres

Note: i) The above mentioned list of cleaning chemicals is only suggestive in nature and not a final list. More items, if necessary, can be used by the Agency.

ii) The quantitative values of the chemicals are approximate and these have been provided only to give a fair idea to the bidders to work out their financial bids.