

TELEGRAMS : 'AAYAKAR'
CHENNAI

TELEPHONE : 28338383
POST BOX No. 3305



GOVERNMENT OF INDIA
INCOME TAX DEPARTMENT
OFFICE OF THE CHIEF COMMISSIONER OF INCOME TAX
121, MAHATMA GANDHI ROAD, CHENNAI - 34.

NOTICE INVITING TENDER
FOR PROVIDING HOUSE KEEPING SERVICES

The Income Tax Department invites sealed offers from reputed / authorised **firms / companies** engaged in the business of providing house keeping services to provide house keeping services viz., cleaning of rooms, corridors, toilets, compactors, glass doors, windows, curtains, computer peripherals, telephone instruments, etc. on monthly basis for Income Tax Office, Aayakar Bhawan, 121, M.G. Road, Nungambakkam, Chennai-34 and Office of the Commissioners of Income Tax, Kannammai Building, Mount Road, Rajaji Bhawan, Besant Nagar, Chennai, MSTU, Prakash Presidium, Chennai, Ramakrishna Street Tambaram, Mudichur Road Tambaram, IT Office, Vellore and IT Office Kancheepuram for the period of one year from 07/07/2013 to 06/07/2014.

TENDERING PROCESS:

Tender is invited in two parts i.e. **(1) qualifying bid and (2) financial bid.** The tender form for Qualifying bid prescribed in Annexure-I and the tender form for the financial bid in proforma prescribed in Annexure-II complete in all respects shall be submitted at the Estates Section in two separate sealed covers addressed to the Joint Commissioner of Incometax(H.Q.)(Admn.), O/o CCIT, Chennai-600 034, by **5:00 p.m.** on **02/07/2013.** The sealed covers may be superscribed with "Qualifying Bid - Contract for providing house keeping services" and "Financial Bid - Contract for providing house keeping services" respectively. It shall be opened by the undersigned on **03/07/2013** at **11:00 a.m.** in the presence of bidders. Incomplete bid document shall be rejected. The valid qualifying bids shall be scrutinised by the Department to short list the eligible bidders. Thereafter, the financial bids of the short listed bidders shall be opened

by the undersigned on the afternoon of the same day. Late submission of tenders shall not be accepted.

1 **Earnest Money Deposit of Rs.50,000/-** (Rupees Fifty thousand only) per application in the form of Demand Draft / Banker's Cheque of Scheduled Bank drawn in favour of the **The DDO, O/o the Chief Commissioner of Income Tax, Chennai-I, Chennai-34** shall accompany the qualifying bid. Qualifying bids without Earnest Money Deposit shall be rejected. EMD shall be forfeited in case the eligible bidder withdraws or the details furnished in Annexures-I & II are found to be incorrect or false during the tender selection process.

The successful bidder of the contract has to submit a **Performance Guarantee either by way of Fixed Deposit or Bank Guarantee receipt of Rs.5,00,000/-** (Rupees five lakhs only) within three days from the day of obtaining the contract.

The tenderer is requested to inspect the areas under consideration for house keeping at the premises between 10:00 AM and 5:00 PM (Monday to Friday) and submit their quotes thereafter. Any clarification in this regard may be sought from the Incometax Officer (HQ)(Estates), Office of the Chief Commissioner of Income Tax, 121, M.G. Road, Nungambakkam, Chennai-34 (Ph.:28338018 28338318).

The tenderer shall 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 qualifying 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 shall be written in figures and words as well. Annexures shall also have to be signed and stamped by the firm through its authorized signatory.

The tender forms shall be rejected if it is not complete in any aspect.

TERMS AND CONDITIONS:

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

The service provider must hold a valid ISO 9001-2008 certificate (Copy of the certificate is to be enclosed)

Copy of return of income filed for the AY 2010-11, 2011-12 and 2012-13 must be enclosed along with the relevant P&L A/c and Balance Sheet.

The service provider must not be in any litigation with any organisation (Govt or private) with regards to the service provided.

This contract under consideration is towards house keeping and cleansing services of office space, toilets and common area pertaining to the below mentioned buildings:

| | Carpet Area (in Sq.ft.) | No. of toilets | | Manpower requirement | |
|---|-------------------------|----------------|-----------|----------------------|------------|
| | | Common | Attached | Staff | Supervisor |
| Aayakar Bhawan Main Building (Ground + 4 floors) | 61,257 | 24 | 10 | 53 | 3 |
| Aayakar Bhawan Annexe Building(Ground + 8 floors) | 41,084 | 14 | 15 | | |
| Aayakar Bhawan Wanaparthy Block (Basement + Ground + Auditorium + 7 floors (excluding guest house)) | 139,557 | 44 | 36 | | |
| Rajaji Bhawan | 6,209 | 2 | -- | | |
| Kannammai Building (I, II, III, IV, V, VI and VII floor) | 48187 | 23 | 9 | | |
| Prakash Presidium, 110 MG. Road, | 6700 | 3 | 1 | | |
| IT canteen, Wanaparthy Block | | | | | |
| Tamaram Salary Range | | | | 6 | 1 |
| Tamaram Business Range | | | | 1 | |
| IT office, Kancheepuram | | | | 1 | |
| IT office, Vellore | | | | 2 | |
| TOTAL | 3,02,994 | 110 | 71 | 64 | 4 |

2. The Contractor has to undertake cleaning and mopping of office floor area, cleaning of tables, chairs and other equipment viz., computers, telephones, fax machines, fans, light fittings, etc. in all the officers' room and staff hall, cleaning of toilets and clearing of waste on a daily basis. The schedule of the work is mentioned below:

(A) OFFICE SPACE

- (i) The office floor area including officers' chambers, staff halls, visitors' rooms and record rooms have to be cleaned and mopped twice a day. These areas shall also be cleaned using a Scrubber machine once in a week.
- (ii) Furniture like tables, chairs, visitors' chairs, sofas, computer tables, almirahs, etc. and the electronic gadgets like computers, telephones, fax machines, photocopier machines, etc., installed in the above mentioned areas have to be dust-free and dust removal shall be done daily. The compactors, doors, windows, partitions, venetian blinds and curtains shall also be kept clean by wiping them daily. The sofas are to be vacuum cleaned once a week.
- (iii) All records are kept in the compactors / almirahs / racks and dust gets accumulated over it. Such dust shall be vacuum cleaned once in a fortnight. This work shall be done only on a working day in the presence of the Officer who is in possession of such records or his designated official.
- (iv) The lobby at the Main Building shall be spick and span and the mopping shall be done as and when any dirt, stain or foot marks appear and make it spotlessly clean. Further all items installed at the lobby viz., tables, chairs, glass doors, partitions, kiosk, fish tanks outer glass, wall panels, paintings, etc. have to be wiped off dirt daily at regular intervals.
- (v) All name boards have to be wiped clean once in a week.
All brass boards
have to be polished with brass polish.
- (vi) The electrical fittings like tube lights, fans, etc. shall be cleaned once in a

week.

- (vii) Conference Room and Auditorium shall be cleaned before and after every meeting that is organized there.
- (viii) Artificial plants, door mats and carpets are to be cleaned daily.
- (ix) Care shall be taken that the gadgets are not tampered with during the cleaning operation.

(B) CANTEEN

- (i) The working hours of the personnel deployed for canteen shall be 8:00 AM to 5:45 PM with holidays on Saturdays and Sundays.
- (ii) The personnel deployed are required to maintain perfect hygiene at the canteen. They are in-charge of cleaning the utensils, cleaning and mopping the canteen and kitchen floors, cleaning of tables and chairs put to use at the canteen.
- (iii) Extreme care shall be taken in washing the utensils and kitchen equipment of the canteen and maintain utmost cleanliness.
- (iv) During the canteen hours, they have to provide drinking water at the table. They have to remove and clean all plates, tumblers, spoons, etc. from the table immediately after use.
- (v) The wash basins, toilets, mirrors, washing area, etc. provided at the canteen have to be kept clean.
- (vi) All rubbish and waste items that gets accumulated at the canteen have to be relocated periodically to the dumping point set up by the Corporation of Chennai and there shall be no left overs at the end of the day.

(C) TOILETS

- (i) The entire campus has 110 common toilets and 71 attached toilets. In the common toilets, urinals, commodes, wash basins, mirrors, tap fittings, etc. shall be cleaned once in a hour.

- (ii) In respect of attached toilets, it shall be cleaned twice a day (morning and during lunch hour).
- (iii) The electrical fittings like tube lights, fans, exhaust fans, ozonizers, etc. have to be cleaned once in a week.
- (iv) Care shall be taken that the cleaning operation does not obstruct the use of toilets for a very long time.
- (v) Toilet fresheners, naphthalene balls and urinal cubes shall be used in all toilets by the contractor at their own cost.
- (vi) The pipeline shafts in all the buildings have to be cleaned once in a week.
- (vii) An hourly chart of the cleaning work undertaken at the common toilets shall be exhibited at the rear side of the toilet door and shall have the initials of the housekeeper and the supervisor in it as a mark of having completed of the hourly cleaning operation.
- (viii) All rubbish and waste items that gets accumulated at the toilets have to be relocated periodically to the dumping point set up by the Corporation of Chennai and there shall be no left overs at the end of the day.
- (ix) All items put to use at toilets like brooms, mops, cleaning liquid bottles, etc. shall not be left at the place of use and these items shall be totally out of sight.

(D) COMMON AREA

- (i) The corridor area, staircases and its railings, lifts have to be cleaned and mopped twice a day. The corridors and staircases shall also be cleaned using a Scrubber machine once in a week.
- (ii) The electrical fittings like tube lights, fans, exhaust fans, etc. in the corridor, staircases and lifts shall be cleaned once in a week.
- (iii) The doors, windows, glass partitions, walls, skirting, artificial plants, door mats, carpets, paintings, name boards, fire extinguishers, etc. in the corridors and staircases have also to be wiped clean daily.

- (iv) Apart from periodic cleaning, if stains, spills or footmarks or by any act of human or nature, anything is found or reported in these areas, the same shall be cleaned immediately.
- (v) **Natural plants are to be provided on need basis. It shall be ensured that these potted plants remain bright and lively by replacing them periodically. These natural plants have to be provided and maintained by the Contractor.**
- (vi) The following surroundings area shall be cleaned daily
 - A] Roads inside the complex preferably by cleaning machines
 - B] Staircase and common area in the multi storied complex and old building to be cleaned daily once (once in a week with a scrubber machine).
 - C] Drivers' room, gym, car park area.The toilets attached to drivers' room and gym shall be cleaned daily as per the parameters set in for common toilets.
- (vii) All rubbish and waste items that gets accumulated at the corridors and stair cases have to be relocated periodically to the dumping point set up by the Corporation of Chennai and there shall be no left overs at the end of the day.

(E) MISCELLANEOUS

- (i) **Cobwebs, honey combs, etc., if found or reported anywhere, shall be removed immediately.**
3. The contractor has to deploy all equipment, machines, vacuum cleaners as mentioned in Annexure II (Financial Bid). Similarly, the consumable shall also be put to use as required at the cleaning area. Any short supply or inadequacy with regard to manpower, consumable and equipment shall be viewed seriously.
4. In the areas under consideration above which are to be cleaned daily, the first cleaning operation in all aspects shall be completed and made fit to use **before 9:15 AM** (office opening time for regular staff) at any cost. The **office closes at 5:45 PM** and hence all subsequent cleaning operations as per the contract shall be executed continuously till the closing hours.

5. The schedule of weekly and fortnightly cleaning operation to be undertaken shall be submitted to the designated officer on the last working day of the previous month and shall strictly adhere to the schedule. All weekly and fortnightly cleaning operations (other than dust removal on records through vacuum cleaning) shall be undertaken on Saturdays and holidays or at the convenience of the Officer occupying the chamber.

6. The personnel employed shall work on all days except Sundays and National Holidays. The Personnel shall be deployed from 8.15 AM to 5.45 PM on all days except Sundays and National Holidays. Minimum of one personnel should be available in every floor of all the buildings covered in the contract from 8.15 am to 5.45 pm from the contractor side.

7. All cleaning items put to use like brooms, mops, cleaning liquid bottles, cleaning machines, vacuum cleaners, scrubbers, etc. shall not be left at the place of use and these items shall be totally out of sight.

8. The Contractor shall ensure that its personnel shall have identity cards, provided by the contractor which shall be worn in such a way that it is prominently displayed and visible so that any person can identify the individual representing the Contractor. These identity cards shall have magnetic codes inscribed in it so as to provide the time-in and time-out details of the personnel. The necessary equipment shall be provided by the contractor. **A Bio metric reader shall be installed by the service provider.**

9. The personnel shall attend to work punctually at the prefixed / determined timings and shall be well-behaved and mannered.

10. The personnel shall have an uniform attire and wear it daily without fail.

11. The personnel shall perform all the duties assigned to the contractor and as specified by the Department from time to time.

12. The personnel shall report to the Officer-in-charge assigned by the Department.

13. All cleaning materials and cleaning equipment shall be provided by the contractor. The cleaning materials shall be harmless, eco-friendly and certified for human use by the Indian Bureau of Standards. The materials used shall no way damage the floors and other items by way of fading, stain forming, eroding, etc. **The liquids used for mopping and cleaning should be of the choice of the department.**

14. Each building and the canteen shall have exclusive supervisors **equipped with mobile phones.** They shall be in-charge for the overall act of cleaning in respect of that building / canteen. **One mobile phone having Closed User Group facility with the mobiles provided to the supervisors shall also be made available to the Department to facilitate quick and smooth remedial action.**

15. Licence from Labour Department as per section 12 of Contract Labour (R& A) Act, 1970 shall be obtained for the contract work within 7 days of award of contract.

16. In terms of the Contract Labour (R & A) Act, 1970, the contractor shall pay to their personnel a minimum wage at the prevailing rate as fixed under the **Minimum Wage Act, 1940(Central Government rates)** and any breach of this condition shall be liable for termination of the contract and the same would be dealt with accordingly. Besides, ESI and P.F. per head at the current rate shall be paid by the contractor every month, as per the existing rules. **As and when there is a revision in the Minimum wages, the same shall be borne by the department.**

17. The Contractor is responsible for payment of monthly salary including leave salary, bonus, gratuity, etc. to the personnel as applicable to them.

18. The Contractor shall produce proof / receipts for the statutory payments such as ESI, PF, etc. paid to the concerned authorities along with the bills for the succeeding English Calendar month, without fail.

19. The Contractor shall submit the bills for the current month by the first day of the next month so as to enable the Department to process the same and pay the Contractor.

20. Tax shall be deducted at source as per the Income Tax Rules from the monthly bills.

21. The Contractor shall ensure that the work undertaken by its personnel is carried out efficiently and to the satisfaction of the Department.

22. The Contractor and the employees engaged by the Contractor shall be subject to the entry and exit procedures of the Department as may be determined by the Department from time to time.

23. If in the opinion of the Department the Contractor engages inadequate number of employees or does not execute the work in a satisfactory manner or in accordance with the terms and conditions of the contract, the Department may get the work done through a third party Contractor, without any written notice to the Contractor, the cost of which shall be recovered from the Contractor from the monthly payment. **A penalty of Rs.5000/- would be levied by the department on each occasion the contractor found to have failed in his contractual obligations.**

24. In the event of the Department deciding to renew this contract on the same terms as embodied or such other modified terms as it may think fit and proper, it shall communicate the decision of the Department to the Contractor prior to the expiry of this Agreement, in which event the parties to this agreement shall be governed by such documents for future or further transactions.

25. The Contractor shall provide at the cost of the Contractor, a Manager who shall be responsible for all acts of the personnel of the Contractor on the premises of the Department on all working days and who shall be responsible for the supervision and conduct of the personnel working under the Contractor.

26. Close liaison shall be maintained with our officers-in-charge concerned for smooth and efficient performance of duties of the house keepers.

27. It shall be the responsibility of the Contractor to comply with the service conditions of its employees including fixation and payment of their wages. However, in order to keep the Department informed, for the purposes of the Department's statutory responsibilities and liabilities if any, as may be applicable from time to time, the Contractor shall intimate the Department, the details of wages paid to the workmen and if the need arises to depute its representative to be present at the time and place of disbursement of wages by the Contractor and inspect relevant records if any. The Department shall verify such payments made in the wage register maintained by the Contractor.

28. The Contractor agrees to ensure that its personnel present themselves clean and tidy and in proper attire whenever they carry out the work covered by this agreement.

29. The Contractor shall indemnify and shall keep the Department indemnified against acts or omission or negligence, dishonesty or misconduct of the men engaged for the work and the Department shall not be liable to pay for any damages or compensation to such person or to third party.

30. The Contractor shall , at all times, indemnify the Department against any claim which could arise under the Workmen's Compensation Act, 1953, and / or under any statutory notification thereof or otherwise in respect of any damages or compensation in consequence of any accident, injury sustained to any of the workmen engaged by the Contractor or other persons whose entry into the Department premises has been authorised by the Contractor. The Contractor shall insure all the personnel engaged for this job and such policy shall be produced to the Department on demand.

31. In the event of any exigencies that may arise from time to time, it shall be open to the Department in the exercise of its discretion, to call upon the Contractor to provide such additional personnel as may be

necessary in its opinion for the purpose of effectively carrying out the services contemplated in this Agreement.

32. In the event of increase in service tax by State / Central Government in future applicable under this contract, the Department shall bear the same.

33. That the Contractor shall arrange for the maintenance of all such registers and forms as are statutorily required and / or considered necessary for the efficient performance of this Contract.

34. That it is clearly agreed and understood that all the persons provided / engaged by the Contractor shall be the employees of the Contractor and all disputes between the Contractor and its personnel shall have no bearing on the Department. The Department shall not be responsible for any claims made by such persons and shall not be liable to pay any amount to any employee / ex-employee of the Contractor. **The Contractor is fully responsible for disciplined behaviour of its workmen.**

35. All damages caused by the Contractor or that of the Contractor's employees or by any other personnel arising out of its employees instructions shall be charged to the Contractor and recovered from its dues / bills.

36. Failure by the contractor to comply with any statutory requirements and / or the terms of the agreement during the period of contract shall result in termination of the contract and subsequent disqualification from participation in any future tender of the department.

37. In case the contractor withdraws or the department terminates the contract for violation of terms and conditions and / or deficiency in services during the period of contract, the additional expenses in hiring a new contractor on temporary arrangement till the time of appointing a regular contractor through a similar tender process, shall be adjusted against performance guarantee of Rs.5,00,000/- (Rupees five lakhs only) provided by the successful bidder.

38. No negotiation shall be undertaken with any tenderer except the lowest qualified bidder.

39. Besides the above, an undertaking in the following format shall also be furnished:

“The contractor hereby agrees to undertake that he shall abide and conform to the various provisions in so far as they relate to him as specified in Contract Labour (R & A) Act, 1970”.

The tenderer should ensure that the following documents are part of the Qualifying Bid:

- a) Annexure-I (duly filled-in)
- b) EMD for Rs.50,000/-
- c) Tender Document (all pages signed)
- d) ISO certificate
- e) Return copies for Ay 2010-11, 2011-12 and 2012-13
- f) Copies of P&L A/c and Balance Sheet for the Ay 2010-11, 2011-12 and 2012 -13 and FY 2012-13
- g) Self declaration that they do not have any litigation with any Government or Private agency where their services are utilised.

The Financial Bid:

- a) Duly filled in Annexure-II

Encl:

1. Qualifying Bid Document (Annexure-I)
2. Financial Bid Document (Annexure-II)

-Sd-

JOINT COMMISSIONER OF INCOME TAX (H.Q)(ADMN.)
FOR CHIEF COMMISSIONER OF INCOME TAX, CHENNAI-

Place : Chennai
Date : 14/06/2013.

CHENNAI - 34.

QUALIFYING BID DOCUMENT

1. Name of the Registered Firm / Company :
2. Address of the Firm / Company
(with Tel No., Fax & E-mail) :
3. Name & Address of the Partners / Directors
(with Mobile No.) :
4. Contact Person(s) (with mobile number) :
5. No. of years of experience* in providing
house keeping services (Minimum 5 years) :
6. List of equipment available with the
bidder for the purpose of cleaning :
7. List of clientele* alongwith certificate of
appreciation from atleast two important
clients :
8. PAN No.
9. Service Tax Registration No. :
10. Details of Registration with PF authorities
and ESI authorities (attach proof) :
11. Details of EMD :

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 Company / Firm shall be blacklisted and shall not have any dealing with the Department in future.

(Signature of Authorized Signatory with date)

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

FINANCIAL BID DOCUMENT

1. Name of the Registered Firm / Company :

2. Address of the Firm / Company
(with Tel No., Fax & E-mail) :

3. Name & Address of the Partners / Directors
(with Mobile No.) :

4. Contact Person(s) (with mobile number) :

5. Total Bid Amount (exclusive of Service Tax)
Give breakup details of

| | |
|--|----------------|
| (a) <u>No. of personnel to be deployed</u> <u>Manpower</u> <ol style="list-style-type: none"> 1. Manager 2. Supervisor 3. House keeper | <u>Cost</u> of |
| (b) Cost of consumable (cleaning materials and chemicals) : | |
| (c) <u>Details of Equipment to be deployed</u> | <u>Charges</u> |
| (d) Cost towards providing and maintaining the natural potted plants | |
| (e) Service Charges, 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 Company / Firm shall be blacklisted and shall not have any dealing with the Department in future.

(Signature of the Authorized Signatory with date)