



**GOVERNMENT OF INDIA**  
**MINISTRY OF FINANCE**  
**INCOME TAX DEPARTMENT**

**OFFICE OF THE JOINT COMMISSIONER OF INCOME TAX, HOSUR RANGE,737/1,RK  
TOWERS,MARUTHI NAGAR,HOSUR 635 130 Tele : 04344 260 626**

**TENDER NOTICE**

F.No.JCIT/DPI/ASK/TENDER NOTICE/2016-17

DATED: 27.12.2016

Sealed tenders are invited in two separate sealed envelopes containing technical bid and financial bid from reputed contractors/firms for setting up of **Aayakar Seva Kendra (size 200 Sq.Ft. Approx) at Income Tax Office, Dharmapuri**. The tender documents should be submitted to the Joint Commissioner of Income-tax, Hosur Range,737/1,R.K.TOWERS,MARUTHI NAGAR,HOSUR.The details regarding terms and conditions and other documents can be obtained from the Income-tax Officer/DDO, Income-tax Office , Krishnagiri-~~637-001~~ during the office hours on any of the working days after paying non-refundable tender fee of Rs 1000/- (Demand Draft in favour of FPU, Salem payable at SBI, Srirangapalyam Branch, Salem).

Aayakar Seva Kendra is a single window concept to deliver on services mentioned in the 2010 Citizen`s Charter of the Department including redressal of grievances. It has three functional units. i.e (1)'**May I Help You**' Counter for meeting the general inquiries of the tax payers (2) for receipts of Dak and paper returns and (3) 'Facilitation Centre' for assisting the tax payers about PAN queries/providing return forms and other tax payer education literature and assistance of tax return preparers (TRPs).

The details can also be accessed on department`s websites [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in)  
& [www.tnincometax.gov.in](http://www.tnincometax.gov.in)

**(P. SURESHRAO, I.R.S.)**  
**JOINT COMMISSIONER OF INCOME-TAX,**  
**HOSUR RANGE,**  
**HOSUR.**



**OFFICE OF THE JOINT COMMISSIONER OF INCOME TAX,  
HOSURRANGE,  
737/1, RK TOWERS, MARUTHI NAGAR, HOSUR -635 130  
Tele: 04286-276806,**

As a part of the Government of India's e-governance initiative Aaykar Seva Kendra (ASK) is being created at **the Income-tax Office, Shoba Complex, Annasagaram Main Road, Dharmapuri**. The ASK shall be a computerized centre where facilities for filing of returns, applications and other correspondence, through the Income Tax Department's software, shall be available to the tax payers. The designs of the centre to be established, work flow, branding, material to be used have been standardized. A comprehensive document in this regard is available with this office which can be inspected during the office hours at the above address.

**MODE OF SUBMISSION OF TENDER**

1. The sealed bids shall be addressed to the Joint Commissioner of Income-tax, Hosur Range, 737/1 RK Towers, Maruthi Nagar, Hosur 635 130
2. The bidders are required to submit duly filled Technical Bid and Financial Bid (Annexure - I & II). It should be written boldly on the top of the envelope (each in a separate envelope) as Technical Bid and Financial Bid. Both envelopes should be submitted in a single sealed cover duly addressed and superscribed with "Tender for Aaykar Seva Kendra, Dharmapuri"- Technical/Financial Bid as the case may be. The bidder will be shortlisted on the basis of their competence after opening the Technical Bid.
3. Technical Bid:
  - The Technical Bid should be as per Annexure-I and should be supported by the documents indicated in the said Annexure.
4. Financial Bid:
  - The tender document, marked as Annexure II itself is a 'Financial Bid'.
  - The financial bid shall be given separately for civil work, interior and electrical work, electronic equipment, furniture, fixture and decorative items.
  - The financial bid should also include cost of shifting of offices in the space allocated to the ASK and other related work.
  - The financial bid shall be evaluated on the basis of cumulative total of all items and the lowest bid shall be eligible for allotment of work

5. Initially only the technical bid will be opened. The Financial bid will be opened, only if, the applicant is selected on the basis of technical bid.
6. Rates quoted should be all inclusive and no separate claims will be entertained towards delivery charges, taxes, etc.
7. The financial bid of only those bidders who are short listed on the basis of technical bid will be opened and the bid with lowest quotation amongst the open bids will normally be approved.
8. The last date of receipt of sealed tender is **13.01.2017** (5.00 PM). The sealed tenders should be submitted to the Joint Commissioner of Income-tax, Hosur Range, RK Towers Maruthi Nagar, Hosur 635 130 between 10.00 Hrs to 17.00 Hrs on all working days
9. The tenders will be opened by the Tender Committee in the room of the Joint Commissioner of Income-tax, Hosur Range, 737/1, RK Towers Maruthi Nagar, Hosur 635 130 in the presence of such applicants or their authorized representatives duly authorized by the tenderer who are present at the time of opening of the Tenders. The dates for opening technical and financial bids are as under:

Technical Bid : **On 16.01.2017 at 11.30AM.**

Financial Bid : **On 16.01.2017 at 4.00 PM**

If due to unforeseen circumstances or administrative requirements, the applications cannot be opened on the above mentioned date and time, the same will be opened on a subsequent date as would be notified to the tenderers.

10. Tenders submitted late will not be considered.
11. The tender details are also available at the Notice Board in the Office of the Joint Commissioner of Income-tax, Hosur Range, 737/1, R.K.Towers, Maruthi Nagar, Hosur, Tamil Nadu – 635 130 and websites [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in) & [www.tnincometax.gov.in](http://www.tnincometax.gov.in)
13. This office reserves the right to postpone/and/or extend the date of receipt, opening of bids or to withdraw the same without assigning any reason thereof.
14. All the rates must be written both in figures and words. Corrections, if any, are to be made by crossing out, initialing, dating and rewriting. In case of discrepancy between the words and figures, the rates indicated in words shall prevail. All overwriting/cutting, insertions shall be authenticated and attested.

15. Rates/Quotations should be submitted and signed by the firm/agency with its current business address.
16. The bidder shall sign and stamp each page of this bid document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained herein and submit the same.
17. The bidder must comply with the rates/quotations, specification and all terms and conditions of contract. No deviation in the terms and conditions of the contract shall be entertained unless specifically mentioned by the bidder in the rate/quotation and accepted by the department. In case no bidder is satisfying the technical/financial terms of the department, the entire tender process would be cancelled and the decision of this office shall be final.
18. An Earnest Money Deposit (EMD) (returnable if the bid is not successful) of Rs.25,000/- (Rupees Twenty Five Thousand Only) through demand draft favouring the FPU, Salem should be enclosed with the Technical bid. No interest will be payable on the EMD. The EMD of the successful bidder will be retained till the completion of the contract. In case the successful bidder fails to sign the contract or does not start the assigned work in stipulated time, the EMD will be forfeited.
19. The successful bidder will have to furnish 10% of the total value of the contract as performance security in favour of FPU, Salem in the form of account payee Demand Draft or a Bank Guarantee from a commercial bank before issuing of work order. Performance security should remain valid for a period of sixty days from the date the ASK begins to function. The performance security will be returned subsequently.
20. The Successful bidder shall undertake to service and maintain the entire ASK including all the equipments, fixtures etc for 2 years. A sum of 5% of the total value of contract will be held by this office in order to attend to any work if the contractor fails to maintain/repair defects as and when necessary. The balance sum from out of 5% will be paid to contractor after the end of 2 years.
21. For any clarification, in the matter, prior appointment may be made with **Shri.**

**P.SURESH RAO,IRS., Nodal Officer (ASK), Joint Commissioner of Income-tax, Hosur Range, Hosur -635 130** at the office or on the telephone No.04344 260626.

### **The Scope of work:-**

- I. The recipient of contract is required to set up the ASK as per specification as mentioned in the Annexure- III and also in the documents available with the O/o Joint Commissioner of Income Tax , Hosur Range. However, the exact use of space for creation of ASK can only be ascertained by site visit. The contract includes provision of computers including required software (with antivirus), printers, air conditioners, LCD, UPS with 5 hours back up and other electrical items and equipments as per the specifications in the documents which will be provided on request.
- II. The recipient of the contract will also be required to do other works arising out of shifting of office equipment/furniture in space allocated to the ASK. The work shall be specified during physical inspection by the recipient.
- III. The recipient shall carry out the work subject to approval by the Principal Commissioner of Income-tax, No.3, Gandhi Road, Salem- 636 007 or any other person nominated by him for the same.
- IV. The material to be used shall be as per specifications given in the document available with the Office of the Joint Commissioner of Income-tax, Hosur Range,737/1 RK Towers,Maruthi Nagar,Hosur 635 130
- V. The recipient shall complete the work of ASK within one month of receipt of work order.

### **Eligibility Criteria:**

- I. The applicant should be having experience of at least 10 years in design of commercial/office space (Experience in setting up of ASK centre preferred) and supervision of the work as per design.
- II. The Applicant should have receipts from design and supervision of similar contracts of at least Rs.25 lakhs (Rs.TWENTY FIVE LAKHS) for the last three Financial Years.
- III. The applicant should be regularly assessed to Income-tax and also have registration under service tax.
- IV. The applicant should be able to give names of at least three clients of repute for judging the quality of work, if so required.
- V. The applicant should not have been blacklisted or debarred from participating in the tenders at any point of time by any of the Central or State Government, Semi Government or local body or any other agencies at any point of time.

**A self certificate to this effect (on all the above points) should accompany the technical bid.**

**INSTRUCTIONS TO THE BIDDERS:**

1. The tender forms comprising Eligibility and qualification criteria and Financial Bid, duly filled and complete in all respects, shall be submitted in single sealed cover to Joint Commissioner of Income-tax, Hosur Range, 737/1,RK Towers,Maruthi Nagar,Hosur- 635 130
2. The following information should be clearly indicated on the envelope.
  - a. Closing Date of Tender
  - b. "Tender for Aaykar Seva Kendra, Dharmapuri"
  - c. Name and Address, contact number of the firm.
3. Each page of the Tender document should be signed by the bidder with Seal of the Agency/Firm as a token of having read and understood the terms and conditions therein and to be submitted along with the bid form.
4. The prices and rates are to be written in both words and figures.
5. The rates should be inclusive of all taxes.
6. The bid may be rejected if it is not complete in any respect.
7. Furnishing of false, misleading, inaccurate information or particulars in the bid document or in any other manner shall lead to the disqualification of the bid and bidder at any stage or time. It shall also lead to termination of the contract, if awarded.
8. The tenderer to whom the work is awarded would furnish name, address and contact number of a person with whom the Department/Controlling Officer will keep contact, with regard to services being provided by such applicant on day to day basis.
9. During the period of the execution of work, change in rates will not be entertained under any circumstances.
10. The Principal Commissioner of Income-tax, No.3, Gandhi Road, Salem – 636 007 will have the final right to select the suitable bidder most suited and responsive to its requirement.

**Terms of Payment**

Payment for ASK shall be made only after satisfactory completion of at least the civil work involved. Further payment shall be made on completion of work of electrical and interior work. Final payment shall be made on satisfactory completion of the entire work.

We agree to the above terms and conditions.

Signature with Date \_\_\_\_\_

\_\_\_\_\_  
Name of the Firm \_\_\_\_\_

Seal \_\_\_\_\_

## **ANNEXURE - I**

### **TECHNICAL BID DOCUMENT**

1.	Name of the Applicant/Bidder	
2.	Complete address of the concern along with Tel. No., Fax No. And e-mail ID	
3.	Name & Address of the proprietor/partners and/or Directors of the concern with Tel. No	
4.	Details of Contact Person(s) Name & Address of the person	
5.	A brief note on the background of the applicant including professional qualification and experience in the field of designing and supervision of Office/Commercial projects. The applicant should give factual reasons and details to prove their ability to complete the work in the stipulated time and with prescribed quality material. (Not to exceed 250 words)	
6.	Permanent Account No.(PAN)	
7.	Annual turnover during the F.Y 2011-2012,2012-13 and 2013-14, 2014-15, 2015-16 ( Copy of return of income filed along with P&L account, Balance Sheet, etc. Should be enclosed as evidence.)	
8.	List of at least three reputed clients with nature and value of job done.	
9.	ST/VAT Registration Number	

### **DECLARATION**

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

(Name and Signature of Authorized Signatory with date)

## ANNEXURE - II

### FINANCIAL BID DOCUMENT

1. Name of the Proprietor/Registered Firm :
  
2. Address of the Concern :  
(with Tel No., Fax & E-Mail)
  
3. Authorized contact person(s) (with Mobile No.) :
  
4. Cumulative cost of the Project :  
(Aggregate of cost quoted for various works listed below)

[Note: All materials and equipments supplied must meet the standards including brand and quality specified in the STANDARD BRANCH LAYOUT AND SPECIFICATION BOOKLET FOR SEVOTTAM CENTRES which may be obtained from the Office Joint Commissioner of Income-tax, Hosur Range, R K Towers, Maruthi Naga, Hosur-635 130)

<u>Sr. No.</u>	<u>Description</u>	<u>Amount (Rs.)</u>
01.	Civil Work	:
02.	Electrical & Electronic equipments	:
03.	Furniture, fixtures & interior decoration	:
04.	Other costs specify	:
	<b>Total</b>	<b>:</b>

(Name and Signature of Authorised Signatory with date)



## Annexure – III

### Revised Specifications for setting up of Aayakar Seva Kendra, Dharmapuri

1. Number of Officers : 1
2. Requirement of nodes on the basis of work load and number of officers : 1
3. Space allotted for ASK : 200 Sq. Ft.

#### 4. Requirement of Hardware/Software/Printers

<b>A</b>	<b>Desktop</b>		<b>1</b>
	<b>CPU</b>	<b>Intel i5 3.3 ghz or above</b>	<b>1</b>
	<b>Memory</b>	<b>4GB – DDR3 expandable to 16 GB</b>	<b>1</b>
	<b>HDD</b>	<b>&lt;Current Entry Level &gt; - 500GB or higher</b>	<b>1</b>
	<b>Monitor</b>	<b>LED = 18” – Dual Monitor only for Facilitation Services Counter</b>	<b>2</b>
	<b>USB Keyboard</b>	<b>Dual Keyboard only for Facilitation Services Counter</b>	<b>2</b>
	<b>USB Mouse</b>	<b>Dual Mouse only for facilitation services counter</b>	<b>2</b>
	<b>VGA Splitter Cable</b>	<b>VGA Male to 2 Female Splitter Cable for PC Monitor only for facilitation services counter</b>	<b>1</b>
	<b>Operating System</b>	<b>Windows 10 Pro</b>	<b>1</b>
<b>B</b>	<b>USB Ports</b>	<b>Minimum USB Ports</b>	<b>3 or higher</b>
<b>C</b>	<b>Barcode Scanner</b>	<b>Table top omni directional laser USB bar code scanner</b>	<b>1</b>
		<b>- Should have tilt down capability – atleast 30 Deg.</b>	
		<b>- Should withstand fall of table height – 4 ft.</b>	
		<b>- Should be in sealed housing – Lens is airtight housing</b>	

		- Auto scan feature required	
		- Read Standard 1D and 2D bar codes	
		- Should be able to scan normal light conditions	
		- Should be able to scan from 6 inches distance	
<b>D</b>	<b>Multifunction Device = Scanner + printer</b>	<b>Scanner</b>	<b>1</b>
	<b>Common for 2 receipt counters</b>	- Min 300 DPI	
		- JPEG, TIF, GIF, PDF, BMP	
		- Duplex Scanning	
		- USB Interface	
		- Standard digital sending features	
		<b>Laser Printer – B/W</b>	<b>1</b>
		- Min 20 PPM	
		- USB Interface	
		- Atleast 2000 pages monthly duty cycle	
		- 600 DPI	
<b>E</b>	<b>High Speed Scanner</b>	-	
<b>F</b>	<b>Barcode Printer</b>	<b>Label Printer with inkjet or laser printing</b>	<b>1</b>

Miscellaneous items : As applicable in Stations  
with 1 nodes



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TOWERS, MARUTHI NAGAR, HOSUR 635 130 Tele : 04344 260 626**

**ASK/DHARMAPURI/2016-17**

**Date 27.12.2016**

**To**

**The Public Relation Officer,**

**O/o. The Principal Chief Commissioner of Income-Tax, Tamil Nadu, Chennai**

Madam,

Sub: Setting up of ASK Centre at Dharmapuri – uploading of Tender Notice in Income Tax Department website-regarding.

Ref: Letter from DGIT(S)/DIT(S)-4 Tax Net change order/0/2015-16 as on 12/01/2016

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Please refer to the above.

The Board has approved for setting up of Aayakar Seva Kendra at Dharmapuri during F.Y.2016-17 vide letter cited under reference.

Due to technical reasons, tenders received in response to the earlier tenders invitation was cancelled. Hence we are going for retendering with the prior approval of CCIT, Trichy. Copy of the order is enclosed for reference.

Now the revised Tender Notice inviting technical bid and financial bid is prepared and enclosed herewith. It is requested that the same may be uploaded in Income tax Department website immediately. The last date for receipt of bid is mentioned as 13.01.2017 in the Tender Notice.

Yours faithfully,

**(P. SURESH RAO, I.R.S.)  
JOINT COMMISSIONER OF INCOME-TAX,  
HOSUR RANGE, HOSUR**