



DIRECT TAXES REGIONAL TRAINING INSTITUTE

(A Division of National Academy of Direct Taxes, Nagpur)

BSNL Building, III floor, Tower I,
Greams Road, Chennai – 600 006.

Telefax: 044-28295684

S.F.No.29/ Infra/DIT/RTI/2017-18

Dated the 8TH day of August 2017

TENDER NOTICE

Sealed quotations are invited from reputed concerns engaged in the business of providing CATERING SERVICES & MAINTENANCE at the hostel accommodation located in Block No.17 and 18 in Central Revenue Colony, Anna Nagar, Chennai – 600 040. Tender Forms alongwith terms and conditions can be obtained from the Income-tax Officer, RTI-3, at the Office of Direct Taxes Regional Training Institute,(Room No. 309) BSNL Building, III Floor, Tower I, Greams Road, Chennai - 6 on payment of Rs.500/- (non-refundable) in cash upto 29.08.2017 till 3.00 PM.

The interested bidders should furnish a copy of the PAN, Service Tax Registration Number. Bidders without PAN and Service Tax Registration Numbers will not be entertained. Interested Bidders should also file copies of their Service tax Returns for the last three years (FY 2014-15 to 2016-17). Interested parties may submit the sealed tender alongwith EMD of **Rs.50,000/-**-(Demand draft to be drawn in favour of "The DDO, DTRTI, Chennai". Payable at Chennai) to the Office of the ***Additional Director General (Training), Direct Taxes Regional Training Institute, BSNL Building, III floor, Tower I, Greams Road, Chennai – 600 006*** on any working day ***between 10.00 a.m. and 05.00 p.m. on or before 29.08.2017***. You are also requested to submit the details of present and previous experience in the same line of business along with evidence.

The tenders will be opened on **30.08.2017 at 11.30 a.m.**

Sd/-
(S.RAMAKRISHNAN)
COMMISSIONER OF INCOME-TAX (ADG)
DTRTI, Chennai



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NOTICE INVITING TENDER
CATERING SERVICES & MAINTENANCE CONTRACT

The Direct Taxes Regional Training Institute invites sealed offers from reputed

Concerns engaged in the business of providing catering and maintenance services to carry out daily maintenance of guest house accommodation situated at Block No.17 and 18 in Central Revenue Colony, Anna Nagar, Chennai – 600 040. The contract shall be for a period of two years **from 01.09.2017 to 31.08.2019.**

TENDERING PROCESS:

Tender is invited in two parts i.e., : (i) Qualifying / Technical Bid and (2) Financial Bid. The tender form for Qualifying Bid is in prescribed proforma in Annexure – I and the tender form for the Financial Bid is in prescribed proforma in Annexure – II, which is complete in all respects shall be submitted at the Office of Direct Taxes Regional Training Institute at Room No.306, at the Office of Direct Taxes Regional Training Institute, BSNL Building, III Floor, Tower I, Greams Road, Chennai – 6 in two separate sealed covers addressed to the Commissioner of Income-tax (ADG), Office of DTRTI, Chennai – 600 006 by 3.00 p.m. on or before **29.08.2017.** The sealed covers may be superscribed with "**Qualifying Bid - Contract for providing maintenance and catering services**" and "**Financial Bid - Contract for providing maintenance and catering services**" respectively. It shall be opened by the undersigned on **30.08.2017** at **11:00 a.m.** in the presence of bidders. Incomplete bid document shall

be rejected. The valid qualifying bids shall be scrutinized 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 a subsequent date. Late submission of tenders shall not be accepted.

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 Administrative Officer, O/o Direct Taxes Regional Training Institute, 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 Annexure -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.1,00,000/--** (Rupees one lakh only) within three days from the day of awarding the contract.

The tenderer may inspect the areas under consideration for maintenance 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 Income Tax Officer, RTI -3 / Assistant Commissioner of Income-tax, Office of the Direct Taxes Regional Training Institute at the Office of Direct Taxes Regional Training Institute, BSNL Building, III Floor, Tower I, Greams Road, Chennai – 600 006.

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. Annexure I & II 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:

Eligible Condition

1. The tenderer should be a firm or a company
2. The tenderer should have a minimum of 5 years experience in providing catering and maintenance services to Central Government Office guest houses. (Copy of certificates to be enclosed as proof)
3. The turnover of the tenderer should have been Rs.5 lakhs or more in the immediately preceding two years.
4. The tenderer should comply with existing statutory regulations of both state and Central Government
5. The tenderer should be registered with PF and ESI authorities as per rules
6. The tenderer should comply with the provisions of Service Tax.
7. The tenderer should be holder of PAN card
8. The Employees deployed by the tenderer should necessarily be conversant with Tamil, Hindi and English languages
9. Presently, the tender is floated only for the purpose of undertaking **maintenance contract**. In future, the catering services for the inmates of the hostel may also be extended subject to the number of inmates in future. Hence, the service providers who are equipped with

catering services in addition to maintenance contract may submit their offers.

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

MAINTENANCE SERVICES:

1. The contractor has to undertake cleaning and mopping of floor area, cleaning of toilets, cleaning of cots, sofas, side tables, chairs and other equipment viz., computers, telephones, fans, light fittings, etc. in all the hostel 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 the room. 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 Department. 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 phenyle, soap oil, cleaning acid, mops, toilet cleaners, room fresheners, tissue papers and equipments like hard brooks, cob web sticks, vacuum cleaners, buckets, mugs, dusters, etc. used for cleaning shall be borne by the contractor.

4. Fans, AC units, refrigerators to be cleaned once in a fortnight.

5. Daily sweeping and mopping of entire area including the rooms, staircase, lounge, terrace, common areas of the hostel accommodation etc. Toiletries shall not be provided by the Department.

6. Cleaning of all carpeted areas, dust from doors, partitions, fabrics(curtains), sofa sets, cushioned chairs etc. with vacuum cleaner once a week.
7. The Contractor shall make proper arrangements for disposal of waste and refuse.
8. The Contractor shall maintain a register of complaints from the occupants of guest house and redress the complaints.
9. The Contractor will be responsible for any pilferage, loss, theft, damage of furniture, electrical equipments or any other article from the guest house.
10. The Contractor shall collect the room charges as stipulated by the Department from the occupants, issue them necessary receipts and remit the same on the following Monday and Thursday of the week to the account of Government of India.
11. 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.
12. The Contractor shall ensure maintenance of Guest Registers.
13. The Contractor shall ensure maintenance of registers for room allotment.
14. The Contractor shall keep and maintain proper books of accounts for inspection by any authorized person of the Department.
15. Electric points (lights, fans, ACs, geysers, etc.) should be switched off when the room is not in use to conserve energy and avoid fire mishaps.
16. The Contractor is liable for payment of penalty, at the discretion of the Department, upto a maximum of Rs.500/- per day for poor services,

inadequate staff, failure to control insects & bedbugs, poor washing of bed sheets, etc. and /or for non-compliance of any terms of the contract and the same shall be recoverable from the bills payable to the Contractor.

17. The stock of furniture and fittings shall be physically verified before the start of this contract and continue to be verified by any authorized person of the Department at periodic intervals.

MISCELLANEOUS:

18. 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.

19. The Contractor undertakes to ensure that all his employees shall always appear for work in well groomed and presentable condition i.e shaved properly, cut and set hair, cleaned and properly pressed uniform etc.,

20. The Contractor shall abide by the rules and regulations of the local authorities, sales tax authorities, Income tax authorities etc., besides the provisions and various labour laws and acts of the State and Central Govt. in force from time to time.

21. Income Tax and other statutory levies, if any, will be deducted by the Department from the bills payable to the Contractor as per the Income Tax rules and other statutes applicable from time to time.

22. The agreement shall be in force for a period of 2 years 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.

23. The rates quoted by the Contractor shall be firm during the period of contract.

24. 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 same shall be referred to a sole Arbitrator to be appointed by the Department for this purpose. The decision of the Arbitrator shall be final and binding on both parties.

25 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.

26. 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 obligations. The Contractor agrees to furnish proof of such payments and compliance of the obligation including registration certificate, clearance certificate, etc. that may be required by the Department from time to time.

27. The Contractor shall carry out all the instructions which may be given by the Department concerning any aspect of maintenance and catering services.

28. The Contractor shall not engage any subcontractor for rendering the services mentioned in this contract.

29. 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.

30. 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.

31. 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.

32. 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.

33. 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.

34. 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 authorised representative of the Department shall be entitled to inspect the records at any time.

35. 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.

36. 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.

37. The Contractor shall take necessary insurance for the staff engaged by him for this contract and shall provide certified copies of the insurance policies to the Department.

38. The Contractor shall arrange for suitable substitute if any of his staff is absent.

39. At hostel accommodation, separate and suitable personnel should be posted to attend to the inmates most of whom are Government officials/ Directors/ Executives, trainees 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 besides Tamil. They should attend to allotment

of suites and rooms, billing and collecting charges as per the Department's instructions.

40. The Contractors shall regulate the entry of visitors into the hostel accommodation and maintain registers for the same.

41. The contractor undertakes to have a control over the maintenance of all the items and in case of any loss or damage to Department due to improper operation/ maintenance of the equipments, the Contractor is solely responsible.

42. The Contractor has to bear day-to-day expenses towards disinfectants, room refresher sprays, etc.

43. The Contractor shall submit the bills in respect of the services provided at the hostel accommodation to the Office of Direct Taxes Regional Institute 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.

44. The DTRTI has not fixed any parameters in respect of number of personnel to be appointed in the Hostel accommodation. However, in the event of any exigencies that may arise from time to time, it shall be open to the DTRTI to exercise its discretion and 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 the agreement to be entered into.

45. Performance Guarantee: The Contractor shall deposit with the department a sum of Rs.1,00,000/- (Rupees One Lakh only) as 'Performance Guarantee' for securing proper maintenance, room services and other

arrangements. If the Contractor fails to perform his functions stipulated in this contract properly to the satisfaction of the DTRTI or any loss, damage, pilferage, theft etc. occurs in the premises or for any of the losses or damages either liquidated or un-liquidated, the DTRTI can initiate proceedings against the Contractor for the recovery of damages/ losses and the DTRTI can, in addition to all such remedies, forfeit the performance guarantee. On the question whether loss or damage is caused or not, the decision of the DTRTI shall be final. Security deposit or balance of performance guarantee after recoveries shall be returned within three months after termination/ cancellation/ end of contract.

As stated in the terms and conditions, the tender is floated only for the purpose of undertaking **maintenance contract**. In future, the catering services for the inmates of the hostel may also be extended subject to the increase and necessity of the inmates in future. Hence, the service providers who are equipped with **catering services** in addition to maintenance contract may submit their offers. A separate tariff of catering services is given as an **Annexure III**.

46. No negotiation shall be undertaken except with the lowest tenderer.

Sd/-
(S. RAMAKRISHNAN)
COMMISSIONER OF INCOME TAX (ADG)
DIRECT TAXES REGIONAL TRAINING INSTITUTE
CHENNAI-600 006

Place : Chennai
Date : 08.08.2017

QUALIFYING 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 Mobile No.)
4. Contact Person(s) (with mobile number) :
5. No. of years of experience* in providing
Maintenance & catering services :
6. List of equipment available with the
bidder for the purpose of cleaning :
7. List of clientele* along with 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 Concern 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 Concern :
2. Address of the Concern
(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

- | <u>(a) No. of personnel to be deployed</u> | <u>Cost of Manpower</u> |
|---|-------------------------|
| 1. Manager | |
| 2. Supervisor | |
| 3. House keeper | |
| 4. Steward | |
| 5. Care Taker | |
|
(b) Cost of consumables (cleaning materials
and chemicals) |
: |
| (c) 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 Concern shall be blacklisted and shall not have any dealing with the Department in future.

(Signature of the Authorized Signatory with date)

ANNEXURE III

CATERING SERVICES:

1. The catering services for the inmates of Guest House are as follows:

Time	Service	Items
6:00 AM	Bed Coffee	Coffee, Tea (150 ml)
8:00 – 9:00 AM	Breakfast	Bread, Butter, Jam, Omelet AND anyone of the following items with chutney and sambar: a. Idly & Vada b. Pongal & Vada c. Oothappam & Vada d. Dosa & Upma e. Poori & Pongal f. Stuffed paratha with curd & Kitchadi Coffee, Tea (120 ml)
10:45 AM	Mid morning Coffee	Coffee, Tea (150 ml)
01:00 – 02:30 PM	Lunch	Green Salad or Raitha Phulka or Poori 1 North Indian side dish 1 North Indian vegetable 1 South Indian vegetable 1 Variety rice, plain rice, rasam, pappad, pickle, curd* 1 Non-veg. dish (150 gms)* 1 sweet / ice-cream (70 ml)*
03:45 PM	Mid evening Coffee	Coffee, Tea (150 ml)
Time	Service	Items
05:15 PM	Evening snacks	Any one of the following: Keera vadai / Mysore bonda / sandwich / kara sev / omapudi / biscuits / samosa / cutlet* AND Coffee, Tea (120 ml)

08:00 – 09:15 PM	Dinner	Green Salad Phulka or stuffed paratha Dhal 1 South Indian Tiffin or sambar / vatha kozhambu / more kozhambu / khadi Plain rice, rasam, 1 South Indian vegetable, 1 North Indian vegetable, Pappad, pickle, curd*, 1 sweet* 1 banana / cut fruits*, Milk (120 ml), 1 Egg preparation
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* Limited serving

2. These items may be provided at the request and at the cost of the occupants. The maximum rates of these items will be prescribed by the undersigned at regular intervals. The bill towards the same shall be prepared by the Manager and the accounts will be inspected by the Income Tax Officer (HQ)(Welfare) on fortnightly basis.

3. 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.

4. The kitchen shall always be kept clean. The cutlery and crockery as also cooking utensils will be kept clean by cleaning with standard washing powder.

5. 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.

6. 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.

7. High quality, standard and approved brand of items should be used for cooking.

8. All the dining tables should be provided with salt and pepper.

9. Non-vegetarian and vegetarian food to be cooked separately.

10. Non-vegetarian items should be kept sufficiently away from the vegetarian items, to make them distinct.

11. Water and electricity shall be provided by the Department. Cost towards cooking gas, fuel, etc. shall be borne by the Contractor.