



भारत सरकार **GOVERNMENT OF INDIA**

आयकर विभाग **INCOME TAX DEPARTMENT**

मुख्य आयकर आयुक्त कार्यालय **OFFICE OF THE CHIEF COMMISSIONER OF INCOME TAX**

2-वी पी रतिनासामी नाडार रोड **V.P. RATHINASAMY NADAR ROAD, BIBIKULAM,**

मदुरै **MADURAI-625 002**

## **TENDER DOCUMENT**

**For Providing Housekeeping personnel at CCIT,  
Madurai**



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**C.No.1617/CCIT/Housekeeping/2017-18**

**Date: 10.11.2017**

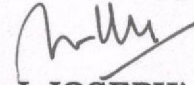
**NOTICE INVITING TENDER**

1. The Chief Commissioner of Income Tax, Madurai intends to invite sealed tenders from firms/agencies, engaged in the business of providing manpower service, to provide 24 (Twenty Four) housekeeping personnel, on contract, alongwith the consumable and material required for carrying out housekeeping work at the office of the CCIT, Madurai. The contract is for a period of one year which is likely to be extended by one year at the administrative convenience of Chief Commissioner of Income Tax, Madurai.

2. Sealed tenders, duly superscribed **“Tenders for providing housekeeping services at CCIT, Madurai”** and addressed to **“Chief Commissioner of Income Tax, Madurai”** are invited so as to reach the Tender Box kept in Income Tax Department, PRO room, Ground Floor, No.2, V.P.Rathinasamy Nadar Road, Bibikulam, Madurai – 625 002 **not later than 13.00 hours on 28<sup>th</sup> November 2017.** Tenders received after stipulated date/time shall not be entertained. **The tenders will be opened on the same day at 15.00 hours** in the presence of the Bidders of their representative who may like to be present.

3. Detailed information/terms and conditions for the purpose either be downloaded from [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in) or [www.tnincometax.gov.in](http://www.tnincometax.gov.in) or [www.eprocure.gov.in](http://www.eprocure.gov.in). It can also be obtained from the Income Tax Department, PRO room, Ground Floor, No.2, V.P.Rathinasamy Nadar Road, Bibikulam, Madurai – 625 002, during the regular office hours i.e. 09.15 A.M to 05.45 P.M. on payment of non refundable tender fee of Rs. 5,000/- **by Cash or by Demand Draft/Pay Order drawn in favour of ZAO, CBDT,**

**Madurai** payable at Madurai. In case the tender document is download from the Department's website, a non-refundable tender fee of Rs.5,000/- has to be paid at the time of submission of the duly filled tender application.



**(K.J.JOSEPH)**

**Asst. Commissioner of Income Tax (HQ),  
Madurai**



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मदुरै **MADURAI-625 002**

**TENDER DOCUMENT FOR HIRING OF**

**HOUSEKEEPING PERSONNEL FOR CCIT, MADURAI**

Open Tender No.1617/Housekeeping/CCIT/MDU

Date:10.11.2017

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**SECTION – I**

**DOMESTIC COMPETITIVE BIDDING**

(Through call of open Tenders)

Open Tender No.1617/Housekeeping/CCIT/MDU dated 10.11.2017	
Period of Contract	01.12.2017 to 30.11.2018. For the period of one year with the provision of further extension
Earnest Money Deposit	Rs. 50,000/-
Last Date & Time for receipt of Bid	Date: 28 <sup>th</sup> November 2017, Time : 13.00 Hrs
Time & Date of opening of Technical Bid	Date: 28 <sup>th</sup> November 2017, Time : 15.00 Hrs
Place of Opening of Technical Bid	Income Tax Department, PRO room, Ground Floor, No.2, V.P.Rathinasamy Nadar Road, Bibikulam, Madurai – 625 002
The Tender documents can be obtained from	Downloaded from <a href="http://www.incometaxindia.gov.in">www.incometaxindia.gov.in</a> or <a href="http://www.tninetax.gov.in">www.tninetax.gov.in</a> or <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a> Tender documents can also be obtained from the Income Tax Office, PRO room, Ground Floor, No.2, V.P.Rathinasamy Nadar Road, Bibikulam, Madurai – 625 002,
Tender documents can be dropped in the tender box at	Income Tax Department, PRO room, Ground Floor, No.2, V.P.Rathinasamy Nadar Road, Bibikulam, Madurai – 625 002
Tender addressed to:	The Chief Commissioner of Income Tax, Madurai

**SECTION-II**  
**INVITATION TO BID**

Open Tender No: 1617/CCIT/Housekeeping/2017-18      Dated : 10.11.2017

1. The Chief Commissioner of Income Tax, Madurai invites sealed bids from the eligible agencies for providing 24 (Twenty Four) housekeeping personnel at the office of CCIT, Madurai.

2. The detailed description of the scope of work of the contract are given in para 5 of section V of this document and involve cleaning & wet mopping of floors, dusting of work stations, collecting and disposing of waste in municipal bins, cleaning of toilets & toilet fixtures, window glass canopy, removal of stagnant water from terrace & canopies and external drainage cleaning , cleaning telephones, lifts, walls, stairs, carpets, sofas, chairs, pedestal fans, venetian blinds, polishing of brass items, removing of cobwebs from ceilings, open terrace/terrace cleaning, gym etc at the office of CCIT, Madurai.

3. The earnest money deposit/bid security (refundable, if the bid is not successful) of Rs.50,000/- (Rupees fifty thousand only) in the form of Demand Draft/ Banker's cheque in favour of **Zonal Accounts Officer, CBDT, payable at Madurai**, has to be remitted along with bid forms.

4. The contract is for a period of one year which is likely to be extended further up to one year at the administrative convenience of Chief Commissioner of Income Tax, Madurai.

5. The bid document can be downloaded from [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in) or [www.tnincometax.gov.in](http://www.tnincometax.gov.in) or [www.eprocure.gov.in](http://www.eprocure.gov.in) It can also be obtained from the Income Tax Department, PRO room, Ground Floor, No.2, V.P.Rathinasamy Nadar Road, Bibikulam, Madurai – 625 002.

6. The CCIT, Madurai also reserves the right to accept or reject any bid, and to annul the bidding process at any time, without thereby incurring any liability to the affected Bidder or Bidders.

7. The sealed tenders completed in all respect shall be submitted/dropped in the tender box kept at the office of the CCIT, PRO room, Ground Floor, No.2, V.P.Rathinasamy Nadar Road, Bibikulam, Madurai – 625 002 not later than 13.00 hours on 28.11.2017 and the technical bids will be opened at 15.00 hrs on the same day in Income Tax Department, PRO room, Ground Floor, No.2, V.P.Rathinasamy Nadar Road, Bibikulam, Madurai – 625 002.

## **SECTION-III**

### **INSTRCUTION TO BIDDERS**

1. This invitation for bids is open to the agencies fulfilling the eligibility criteria as per below:

#### **Eligibility Criteria:**

a. The applicant contractor (i.e The agency) should have been in the business of providing manpower services for a minimum three years i.e. since A.Y.2014-15.

b. The annual turnover of the applicant contractor should not be less than Rs.40 lakhs during A.Y.2014-15, 2015-16 and 2016-17.

c. The applicant contractor should be in possession of requisite license from state government or other competent authorities for running an agency to provide manpower services for housekeeping.

d. The rates quoted by the bidder for the basic pay as well as benefits such as bonus, PF, ESIC etc should be as per the prevalent Minimum Wages Act, 1948.

e. The antecedents of the personnel should have been got verified from the local police station at the instance of the contractor and a copy of such verification reports should be submitted within 15 days from the date of contract.

f. The applicant contractor should have complied with all the legal provisions pertaining to his/its line of business.

g. The applicant contractor should have a reputed client list.

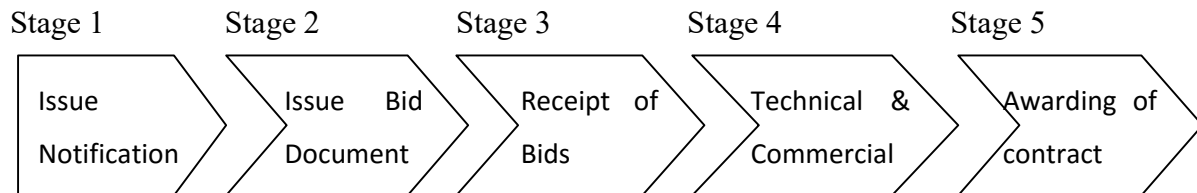
h. The applicant contractor should be in a position to supply the requisite number of housekeeping personnel from the date as specified in the work order.

i. The applicant contractor should be able to provide additional housekeeping personnel as required by the department during currency of the contract.

2. The bidder is expected to examine all instructions, forms, terms & conditions and specifications in the bidding document. Failure to furnish information required by the bidding document or submission of a bid not substantially responsive to the bidding document in every respect will result in rejection of the bid.

## **2.1 Process**

Selection of successful vendor/ service provider will involve a five (5) stage approach before issuance of work order/ letter of appointment. The approach follows the Indian Government's Central Vigilance Commission (CVC) guidelines.



3. The bidder is required to fill up the profile of his organization and other details in the format given as per Annexure-A of the Bid document.

4. The bids are to be submitted in two parts in separate sealed envelopes, i.e., Technical Bid and Financial Bid.

### **5. The Technical Bid (Section-VI) submitted by the bidder shall include the following:**

a. Full particulars of Govt. or other organizations, where the agency has carried out housekeeping personnel contract for a period of two years. (Self attested copies of the relevant work orders are to be enclosed).

b. Certified copy of the audited balance sheet, profit and loss account and income tax return particulars of the bidder for the previous 3 A.Y.s (2014-15, 2015-16 and 2016-17) are to be submitted.

c. A copy of PAN card.

d. Certified copy of registration with the Labour commissioner having jurisdiction over the territory in which services are sought to be provided by the agency under this contract. In case the agency is exempted from obtaining such Registration, the agency is required to produce an affidavit signed by the authorized signatory of the agency that their firm is exempted & is not required to obtain any such registration or approval or order from the labour commissioner.

e. Information regarding any litigation, current or during the last three years in which the bidder was/is involved, the opposite party(s) and the disputed amount.

f. Details regarding any work order that was abandoned at any stage, prematurely terminated or resulted in inordinate delay along with reasons for the same (copies of relevant documents to be enclosed).



g. Earnest Money Deposit (EMD) of Rs.50,000/- (Rupees Fifty thousand only) by means of demand draft/ Banker's Cheque drawn in favour of Zonal Accounts Officer, CBDT, payable at Madurai.

h. The Contractor should provide details of employees in his payroll including supervisor and educational qualification.

## **6. Sealing and Marking of Bids:**

a. The Technical Bid along with EMD instrument and requisite documents (listed in para 5 above) shall be placed in one sealed envelope super scribed '**Technical Bid**'. The Financial bid shall be kept in a separate sealed envelope super-scribed '**Financial Bid**'. Both the envelopes shall then be placed in one single, sealed envelope super-scribed '**Bid for providing housekeeping personnel at CCIT, Madurai**' and shall be addressed to the CCIT, Madurai. The bidder's name, telephone number and complete mailing address shall be indicated on the cover of the outer envelope.

b. Both the inner envelopes super-scribed Technical bid and Financial bid shall have the name and address of the bidder so that if required, they may be returned to the bidder without opening them.

c. If the outer and inner envelopes are not sealed and marked as required, the Income tax department shall assume no responsibility for the bids' misplacement or premature opening.

d. If for any reason, it is found that the Technical Bid reveals the Financial Bid related details in any manner whatsoever or the financial bid is enclosed in the envelope super-scribed, "Technical Bid", the bid document will be summarily rejected in the first instance itself.

e. All the Bid documents submitted shall be serially page numbered and contain the table of contents with page numbers.

f. The applicants should submit/drop their bids in separate sealed envelopes which in turn should be placed in to a sealed larger envelope (Maximum width of 10 inch), in the 'Tender Box' kept in Income Tax Department, PRO room, Ground Floor, No.2, V.P.Rathinasamy Nadar Road, Bibikulam, Madurai - 625 002 by 13.00 hrs on 28.11.2017. No acknowledgement, in respect of receipt of any bid, shall be issued.

## **7. Deadline for submission of bids:**

a. Bids must be received by the CCIT at the address specified not later than the time and date specified in the invitation for bids. In the event of the specified date for the submission of bids being declared a holiday for the Income tax department, the bids will be received up to the given time on the next working day.

b. The Income tax department may, at its discretion, extend the deadline for submission of bids which will be binding on all the bidders.

c. Any bid received by the CCIT, Madurai after the deadline for submission for bids prescribed by the CCIT, Madurai in the bid, document will be rejected and will not be opened.

### **8.Modifications and Withdrawal of bids:**

a. No modification or substitution of the submitted application shall be allowed.

b. An applicant may withdraw its Tender after submission, provided that written notice of the withdrawal is received by the Income-tax department before the due date for submission of applications. In case an applicant wants to resubmit his application, he shall submit a fresh application following all the applicable conditions.

c. The withdrawal notice shall be prepared in original only and each page of the notice shall be signed and stamped by authorized signatories. The copy of the notice shall be duly marked "WITHDRAWAL".

### **9.Validity:**

Bids shall remain valid for 90 days after the date of bid opening prescribed by the Income tax department. A bid valid for a shorter period shall be rejected by the Income tax department as non-responsive.

### **10. Opening and Evaluation of Technical bids:**

a. The tender committee appointed by the Income tax department will open all technical bids in the first instance on the appointed date, time and venue.

b. During evaluation of the bids, the Income tax department may at its discretion ask the bidder for clarification of his bid. The request for clarification and response shall be in writing.

c. No bidder shall contact the Income tax department on any matter relating to his bid from the time of the bid opening to the time of the issue of work order. All bidders are strongly advised to furnish all material information in the bid itself.

d. Any effort by a bidder to influence the Income tax department in its decisions on bid evaluation, bid comparison or work order decision will result in rejection of the bid.

### **11. Opening and evaluation of Financial bids:**

a. The results of the bid will be communicated in writing to the qualifying bidder. The unsuccessful bidders will be notified separately.

b. The price bid shall comprise the price component for all the services indicated in the Section-V of the bid document. The price quoted by the bidders shall include all applicable taxes, wherever applicable. The bidder shall include GST and surcharges etc. as applicable on the services that are provided under this contract in the lump sum rates quoted and Income tax department would not bear any additional liability on this account.

c. Income tax department shall however, deduct such tax at source as per the rules and issue necessary certificate to the agency. The prices once accepted by the Income tax department shall remain valid till the contract remains in force.

(d) Rates shall include statutory obligations as may be applicable,

(e) The rates are inclusive of all charges/taxes (i.e. Provident Fund, ESI, Bonus, Gratuity, Paid Leave, pay for National Holidays, Uniform Allowance, Operational Cost, GST and all other levies that are applicable from time to time shall be met within the total invoice value.

(f) Prices shall be quoted in Indian rupees only.

(g) Arithmetical errors will be rectified on the following basis: - If there is a discrepancy between words and figures, the higher of the two shall be taken as the bid price. If there is any other discrepancy, the figure leading to the determination of the higher amount shall be adopted. If the bidder does not accept the correction of errors, as aforesaid, his bid will be rejected.

## **12. Payment terms**

The contract payment shall be made as per the payment schedule mentioned below:

- (a) Monthly bills submitted in duplicate by the agency for the services rendered in the preceding month, shall be paid after submission of bills in duplicate duly complete in all respects. The payment for the work will be released only after production of attendance records certified by the respective Controlling Authorities and production of copies of Acquaintance rolls/ pay sheets for proof of payment of wages to the personnel. The monthly bills should also be accompanied by the proof of payment of PF/ ESI & GST challans. **Inadequate supply of personnel will attract deduction at pro-rata basis from the work bill towards compensation.** The decision of the Chief Commissioner of Income-tax, Madurai shall be final and binding in this regards.

- (b) If the performance of the Housekeeping personnel provided by the agency is not found satisfactory the Chief Commissioner of Income-tax, Madurai shall have power to terminate the contract with one month's notice, upon such termination, the security deposit of the Agency shall be liable to be forfeited and shall be absolutely at the disposal of the department.
- (c) If at any time during the period of contract, the SCOPE OF WORK for which this job has been awarded is reduced/ abandoned, the payment value of this job order shall be reduced on pro-rate basis by the Income-tax department and the decision of Chief Commissioner of Income-tax, Madurai shall be binding on the Agency.

13. The Income-tax department, without assigning any reasons, reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time, without thereby incurring any liability to the affected Bidder or Bidders or any obligations to inform the affected Bidder or bidders of the grounds for the action of the Income-tax department.

14. The Bidder shall sign his bid with the exact name of the concern to which the contract is to be awarded.

15. The Bid document filed by the bidder shall be typed or written in indelible ink. No over writing or cuttings shall be permitted.

16. The Income-tax department reserves the right to reject the bid having deviations from the prescribed terms and conditions.

17. The vendor shall not subcontract or permit anyone other than himself to perform any of the work, service or other performance required of the vendor under the contract.

18. Prior to the submission of Bid, the Bidder/authorized representative shall personally inspect the income-tax department offices and facilities specified in the Bid at his own cost and under prior intimation to the income tax Officer (PRO), O/o the Chief Commissioner of Income Tax, Madurai. This is necessary to enable the bidder to gather all the information, so as to prepare the Bid accurately after taking into consideration all the relevant factors. Submission of the bid will, therefore, be considered as meeting the requirements of bidder having

fully read and understood the tender document and the scope of work prescribed therein.

19. Making misleading or false representation in the bid document will lead to disqualification of the Bidder at any stage.

20. Where the bid has been signed by the Authorized Representative on behalf of the concern, the bidder shall submit a certificate of authority and any other document consisting of adequate proof of the ability of the signatory to bind the bidder to the contract. (Income-tax department may out rightly reject any bid, which was not supported by adequate proof of the signatory's authority).

21. Department reserves the right to negotiate the price with the finally shortlisted bidder before awarding the contract, it may be noted that I.T. department will not entertain any price negotiation with any other bidder.

Read and accepted.

Signature and stamp of

Bidder or Authorized Signatory

## SECTION – IV

### TERMS & CONDITIONS OF CONTRACT

1. No alteration shall be made in any of the terms and conditions of the bid document by scoring out. In the submitted bid, no variation in the conditions shall be admissible. Bids not complying with the terms and conditions listed in this section are liable to be ignored.
2. A sum of Rs 50,000( Rupees Fifty Thousand Only) must be deposited as Earnest Money Deposit (EMD) by means of Bank Draft drawn in favour of **Zonal Accounts Officer, CBDT, payable at Madurai** and must accompany the technical bid in the sealed envelope without which the Bid will be rejected. The said amount will be forfeited, if the successful bidder fails within the time fixed by the Income tax Department to sign the contract on terms contained in the bid document.
3. No bid will be considered unless and until all the pages of document comprising the Bid are properly signed and stamped by the authorized persons.
4. In the event of bid being accepted, the bid will be converted into a contract which will be governed by the terms and conditions given in the bid document. The instructions to bidders shall also form part of the contract.
5. The department does not take liability for any mishandling of stain removers, phenyls, etc., and it is the duty of the contractor to safe keep hazardous, acidic and alkaline materials.
6. Such materials should never be mixed in buckets / mugs meant for use by the staff and the personnel handling them should be properly trained to handle such hazardous chemicals and any liability arising out of ignorance, negligence omission and inadvertent or deliberate has penal consequences as enshrined in the Indian Penal Code on the contractor who is solely responsible for civil and criminal liabilities and the department is not vicariously liable for such acts of the contractors.
7. The hazardous chemicals if it finds its way to unwanted elements and misuse thereon will entail criminal proceedings in a court of judicature and sufficient and diligent care should be taken so that it does not fall into wrong hands either inadvertently or negligently and at all times the

receipt and issue record and usage should be maintained **by the contractor.**

8. The contractor must not poach the services of the old contractor and should bring his new team.
9. The contractor should not sub contract it to old contractors or new contractors and if found sub contracting the contract is liable to be cancelled and cost of maintaining the office till such time a new contractor is fixed and cost of tendering process will be recovered from the contractor.
10. The Chief Commissioner of Income Tax, Madurai / the Deputy Commissioner of Income Tax / The Assistant Commissioner of Income Tax (H.Q) (Admin), Madurai can terminate the contract with a month's notice without assigning any reasons whatsoever.
11. The agency may discontinue the contract at any point of time, by giving a notice at least 60 days before the intended date for discontinuation. But it will lead to forfeiture of its security deposit (EMD) submitted by it, in case of discontinuation without a notice or a notice less than 60 days prior to the intended date of discontinuation. The income tax department will have the right to claim damages, and recover them before payments due to the Agency or by any other means, in addition to forfeiting the Security deposit of the agency.
12. The contractor should maintain and submit a list and IDs of all his employees and should check the antecedents and back ground of its employees and should not employ persons of known criminal antecedents or dubious records.
13. The contractor should maintain biometric attendance at the office at his cost.
14. The contractor should provide proper safety equipment's where required.
15. The payment for a month to labourers shall be made by the 'service provider on or before 7<sup>th</sup> of the following month. The service provider shall submit the bill on the 3<sup>rd</sup> day of the following month of actual duty to the respective Drawing and Disbursing Officer with a copy to

Deputy/Assistant Commissioner of Income Tax (HQ) (Admin), O/o the Chief Commissioner of Income Tax, Madurai. No interim bills will be entertained.

16. The payment of wages / bonus during the contract period shall not be less than the minimum wages fixed by the central government or the rate quoted by the service provider whichever is higher.
17. In the event of increase in Dearness Allowance under Minimum Wages Act by the Central Government, the contractor shall accordingly pay the revised DA and the Department shall bear the increase.
18. The Income Tax Department does not bind itself to accept the lowest bid.
19. The contractor should ensure that the employees are trained in etiquette and who at times of duty should not indulge in smoking, pan chewing, drinking and chit chatting with anyone, gamble and play games of cards and should not hobnob with the visitors to the office and should not take any money or favors from the visitors and are barred from seeking and obtaining any donations even during festival occasions.
20. The contractor should ensure that his employees do not overstay in the office beyond the stipulated working hours unless otherwise authorized in writing by the DCIT/ACIT (HQ) (Admin) and they are barred from using any recreation facility or rooms.
21. The employees of the contractor Shall not to form associations, unions and confederations and no such body shall be encouraged by the Contractor and they shall not be allowed to be raised in the IT office Premises.
22. The employees should be in proper uniforms/ protective aprons/ overcoats with the suitable face masks/ gloves, boots/ protective foot wear etc.
23. The contractor should instruct his employees to carry out the tasks given by the Administration including shifting of unwanted materials and files from one office to other and keep the surroundings clean by doing periodic cleaning campaigns.



24. The contractor should deposit the salary to their employees every month into their bank account and their claim bill should be accompanied by the bank statement evidencing payment of salaries into their bank accounts. ESI PF CGS receipts should also be enclosed with the contract bill every month.
25. The working time may be altered by ACIT / DCIT (HQ) (Admin) and if required, the contractor should send his personnel to work in shifts.
26. The contractor should instruct his supervisor to give job rotation on weekly or fortnightly basis and there should not be any favoritism or nepotism.
27. The contractor is jointly and severally liable for any damage to government properties and is vicariously liable for the omissions and commissions committed by its proprietor, employees and agents.
28. The contractor has to submit a bill, before the 3<sup>rd</sup> day of each following month till the tenure of the contract.
29. The GST shall be reimbursable to the contractor at the prevailing rates and the contractor has to furnish the evidence for remitting the same, failing which, the above will be deducted from the Contractor.
30. The contractor shall send replacement in lieu of staff who absent themselves or take leave. If no replacement has been given, then the wages shall be reduced proportionately for each such instance of absence/leave and only such amount as is eligible will be claimed.
31. The salary of the House keeping personnel should be disbursed within 7 days of the next month without anticipating the amount from the department and to avoid any representation to the department for non-payment of the same in time.
32. The Chief Commissioner of Income Tax, the Head of office and the Public Relations Officer are authorized to issue instructions to “the contractor” and their men / women posted for duty have to report to them and take orders for any matters including mass cleaning campaigns within the precincts of IT Office and quarters. “The Department” may also issue any other instructions as may be required by the circumstances from time to time and they should also be strictly followed.

33. It shall be the responsibility of “the contractor” to obtain necessary licenses, permits etc., and ensure compliance of statutory regulations of the State and Central Governments that are currently in force and that may be applicable in future on all matters concerning these arrangements **especially with regard to the service conditions linked EPF, ESI, death gratuity, group insurance, etc., of the men / women provided by the “the contractor” to the Department.** The Department is not vicariously liable for the absence of statutory compliances and any death, injury, deformity, incapacity arising out of employment.
34. The men provided by the contractor for this work shall be the employees of “the contractor” and not “the Department”. Absolutely there is no employer – employee relationship between the Department and the men / women engaged for this House keeping duty. If at all any dispute arises between “the contractor” and their men / women [Housekeeping] posted here, that shall have no bearing on “the Department” in whatsoever it may be.
35. **The Wages should conform to Minimum wage Act. This should be ensured then and there by the contractor and the Department is not responsible for any violations there on and the contract is liable to be terminated.**
36. If the Department desires additional personnel for Housekeeping, the contractor shall provide the same at the same rates and terms of the contract quoted and finalized.
37. If the Chief Commissioner of Income Tax Madurai desires, the contract may be extended for a further period of One year at the same rate and on the same terms and conditions.
38. The EMD (i.e Rs.50,000/-) submitted by the service provider by DD in favor of **Zonal Accounts Officer, CBDT, Payable at Madurai**, with the prequalification bid, would be held by the O/o the Chief Commissioner of Income Tax as Security Deposit and shall be refunded upon furnishing the performance bank guarantee of equivalent amount and signing the contract. No interest shall be payable by the office of Chief Commissioner of Income Tax on EMD.

39. The Agency shall be required to enter into an agreement on a non – judicial stamp paper of not less than Rs.500/- on receiving the intimation/letter of intent and to start the work as per the work order.

40. **Tenure of the contract:**

Initially, this agreement shall remain in force for the period of one year or as specified in the work order, with the provision of extending it at the administrative convenience of the Chief Commissioner of Income Tax, Madurai.

41. **Arbitration:**

In case of any dispute arising out of or in relation to this agreement / contract [either during the period of its currency or thereafter], it shall be referred to a sole Arbitrator to be appointed by the Chief Commissioner of Income Tax, Madurai and the decision of that Arbitrator shall be final and binding on both sides and there shall not be any appeal to any forum. The seat of the arbitration shall be at Madurai and the proceedings shall be governed by the Indian Arbitration & Conciliation Act, 1996.

**SECTION V**  
**SCOPE OF WORK AND OTHER CONDITIONS**

1. The amount quoted should be applicable for entire year; no request for enhancement will be entertained.
2. The contractor will provide manpower on daily wages.
3. The Income Tax Department will provide proper space to the staff deployed by contractor but no damage should be caused to the building and property by the staff.

**REQUIREMENT OF PERSONNEL**

- I. The Contractor has to provide the house keeping and sanitation services of 17 of its personnel and 2 supervisors on all days of a week except Sunday at Offices at Bibikulam and Meenambalpuram. The working hours will be between 07.00 am to 04.00 pm with a tea break of 15 minutes in Forenoon and Afternoon and lunch break of 30 minutes.
- II. In addition to the above, The Contractor also has to provide housekeeping and sanitation services of 5 of its personnel on all days of a week including Sundays and to work round the clock (24 Hours X 7 X 365 days) at Transit Guest Houses at Meenambalpuram. The timing of work at Transit Guest Houses at Meenambalpuram is under.

1.	Forenoon shift 06.00 am to 02.00 pm	Two House Keeping & Sanitation staff.
2.	Afternoon shift 02.00 pm to 10.00 pm	Two House Keeping & Sanitation staff.
3.	Night shift 10.00 pm to 06.00 am	One Housekeeping & Sanitation staff.

III. The contractor shall undertake work as per the schedule of work mentioned below:

**(A) OFFICE SPACES :**

- i. All four floors and the toilets of Main, Annexe and New Annexe building including ground floor and guest houses in office premises.
- ii. Open area in front of old building and New annexe building including Car Garages, cycle and scooter stands and open area between New Annexe and Annexe building and both asbestos sheds. Seminar room and valuation cell rooms and passage ways in the Central Excise portion.
- iii. All two floors and the toilets of Ground, 1<sup>st</sup> floor at Meenambalpuram Central Circle and open area in front of Central Circle Building.
- iv. Guest houses Type V and Type I at Meenambalpuram and adjoining areas of the IT Staff and Officers quarters.

**(B) DAILY TASKS :**

Filling up of drinking water in all containers	Daily Morning
Sweeping of all rooms/floors/staircase	Daily Morning
Water moping in all officers' room / Mosaic / PVC /Tiled Flooring	Daily Morning & Evening
Phenyl Moping in all Officers' room / Mosaic / PVC /Tiled Flooring	Daily Morning
Dusting of Officers' Tables before 9 AM & Staff Tables	Daily Morning
Spraying of pleasant perfume in all Officers' room (AC Rooms only)	Daily Morning
Washing & cleaning of drinking water containers, Jugs, Flask, Glass Tumblers, Cookeries etc.	Daily Morning
Cleaning of Toilets, Bath rooms, Wash basins and urinals with stain remover, Water, Soap and Phenyl 7.30 am; 10.30 am ; 01.30 pm & 03.30pm	Daily Morning & Evening
Watering of Minor Trees, plants etc	Daily Morning
Removal of garbage from waste paper baskets in all Sections and its proper disposal	Daily Morning
Mopping of passages, corridors, staircase etc	Daily Morning and afternoon

**(C) WEEKLY TASKS :**

- i. Removal of cob web on ceiling. 4 walls etc. in all rooms/ staircase etc.
- ii. Dusting of old files / Registers kept on the almirahs of each floor (Every Saturday). Presence of dealing clerk concerned is necessary to avoid misplacement of files.
- iii. Placing/ replacing of Naphthalene balls / Air Refreshers in Washbasins & Urinals – as required
- iv. Soap oil moping in all tiles flooring.
- v. Removal of stain in toilets / Washbasins/ Urinals.
- vi. Cleaning of Plywood partitions & wooden partitions.
- vii. Cleaning of glass panes on windows with soap oil should be handled meticulously and carefully
- viii. Cleaning of mats and if necessary washing.
- ix. Cleaning of curtains.

**(D) FORTNIGHTLY TASK :**

- i. Removal of garbage accumulated on Sun Shield and other outer portion of the buildings.
- ii. Making of bunds around all the small trees / plants (Ground floor)
- iii. Cleaning of Electrical fittings like Fan, Tube light etc.
- iv. Cleaning of staircases with soap oil.

**(E) MONTHLY TASK :**

- i. Cleaning of overhead tanks and sumps.
- ii. Coir mat carpets to be cleaned neatly and if necessary should be washed.
- iii. Removal of cob web on the outer portion of the office buildings.

## SECTION – VI

### TECHNICAL BID

(On the letter head of the concern submitting the bid)

To

The Chief Commissioner of Income-tax,  
No. 2, V.P.Rathinasamy Nadar Road,  
Bibikulam,  
Madurai

Ref: Tender No. \_\_\_\_\_ Dated \_\_\_\_\_

Sir,

I/We hereby undertake to provide the housekeeping personnel at various premises of the Income Tax Department, Madurai, as specified in the Bid/ tender document and agree to hold this offer for a period of 90 days from the date of opening of the tender. I/ we shall be bound by a communication of acceptance issued by you.

I/We have understood the Instructions of Bidder and Terms and Conditions of Contract as enclosed with the invitation to the tender and have thoroughly examined the specifications of services to be rendered and are fully aware of the nature of the services to be rendered and my/our offer is to supply the services strictly in accordance with the requirements.

Certified that I/We have the experience of more than three years in providing manpower services and related works. Certified copied of at least one work-order pertaining to each of the last two years are enclosed with this bid.

A detailed profile of the organization has filled as prescribed in the **Annexure – A** of bid document is enclosed with this bid. Other details required to be submitted with this bid as per the bid document are also enclosed as follows:

- (a) Copy of valid Empanelment Certificate/ Valid License from appropriate authority for undertaking manpower services contract
- (b) List of reputed Clients along with documentary evidence (Self-attested copies of the relevant work orders are to be enclosed).

- (c) Copy of the balance sheet, profit and Loss Account of the bidder for the A.Y. 2014-15,2015-16 and 2016-17.
- (d) A copy of PAN card
- (e) Copy of Registration with the Labour Commissioner having jurisdiction over the territory in which services are sought to be provided by the Agency under this contract In case the agency is exempted from obtaining such Registration or approval or order from the Labour Commissioner, the agency is required to produce an affidavit signed by the authorized signatory of the agency that their firm is exempted & is not required to obtain any such Registration or approval or order from the Labour Commissioner.
- (f) Note on compliances of liabilities & obligations of State and Central Government.
- (g) Information regarding any litigation, current or during the last three years in which the bidder was/is involved, the opposite party(s) and the disputed amount.
- (h) Details regarding any work order that was abandoned at any stage, prematurely terminated or resulted in inordinate delay along with reasons for the same (copies of relevant documents to be enclosed).
- (i) Earnest Money Deposit (EMD) of Rs.50,000/- by means of demand draft Pay drawn in favour of Zonal Accounts Officer, CBDT, Madurai, payable at Madurai.

I/We do hereby undertake that, until a formal notification of award, this bid, together with your written acceptance thereof shall constitute a binding order between us.

Yours faithfully, signature and  
Stamp of the Bidder or  
Authorized signatory

Dated this \_\_\_\_ day of \_\_\_\_\_ of 2017

Telephone: \_\_\_\_\_ -

FAX \_\_\_\_\_

Address \_\_\_\_\_

E-mail \_\_\_\_\_

\_\_\_\_\_

Company Seal,

Signature of the bidder



**SECTION -VII**  
**FINANCIAL BID**

Having examined the bidding documents and having submitted the technical bid for the same, I/we, the undersigned, hereby submit the Financial Bid for providing 24(Twenty Four) housekeeping personnel at Various premises of the Income Tax department, Madurai in conformity with the said bidding document at the prices and rates mentioned in the enclosed offer.

The Price quoted by us for the scope of work detailed in Section V of the bid document is as below:

1. Name, address and telephone No.  
Of the Bidder/ Applicant Contractor

**PROFORMA FOR QUOTING RATES**

<b>S.NO</b>	<b>Description of payment</b>	<b>Rate per Month per person</b>	<b>Total Rate for _____ person</b>
<b>1</b>	Wages per person as per the Notification issued by Central Government under the Minimum Wages Act		
<b>2</b>	Bonus as per the rules@		
<b>3</b>	ESIC as per the rules@		
<b>4</b>	EPF as per the rules@		
<b>5</b>	Tax as applicable		
<b>6</b>	<b>Total</b>		
<b>7</b>	Administrative/ Service Charges		
<b>8</b>	Any other charges (please specify their nature)		
<b>9</b>	<b>Grand total(per month)</b>		
<b>10</b>	Grand total(per year)		

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

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

Seal: \_\_\_\_\_

**Name and Signature of the**

**Authorised Signatory**

Note:

1. The rates should be quoted as per the prevalent rates of Minimum Wages ACT, 1948. The benefits such as PF, ESIC etc. should be quoted as applicable under the respective Act.
2. In case of revision of variable dearness allowance or increase in minimum rates of wages by the Regional Labour Commissioner [c], same will be reimbursed to the contractor on production of payment of the same to the workers. Consequent to increase in VDA or minimum wages, the increase in other benefits like PF, ESIC, etc., will be reimbursed to the contractor on production of proof of payment of such other benefits.
3. Tender will be opened on 28.11.2017 at 15.00 hrs in Income Tax Department, PRO room, Ground Floor, No.2, V.P.Rathinasamy Nadar Road, Bibikulam, Madurai – 625 002 in front of bidders or their representative.

## **SECTION – VIII**

### **EVALUATION METHOD**

#### **The criteria of selection as well as rejection.**

1. The bidder should fulfill eligibly criteria mentioned in Section-III of this document to be able to qualify for consideration at the stage of technical evaluation: i.e. Only those Bid(s) shall be treated as responsive bid(s) which fulfils all the criteria/ parameters
2. Incomplete tenders would be rejected.
3. Tendering process shall be finalized only when there are at least three responsive bids.
4. In a normal situation, the contract shall be awarded to the lowest responsive bidder. However, mere lowest rate is not the sole criteria of selection. Income-tax department, Madurai is not bound to accept the lowest rates.
5. Without affecting the sanctity of the above criteria, Income-tax department, Madurai reserves right to relax any condition of eligibility criteria qualifying the bid(s) based on merit of each case and if the situation so warrants in the interest of the department.
6. Income-tax department, Madurai also reserves the right to accept or reject any or all bids without assigning any reasons.
7. Income-tax department, Madurai also reserves the right to reject any bid (including the lowest one) which in its opinion is not responsive or violating any of the condition. Specifications or which is found to be adopting unethical business practices; without bearing any liability or any loss whatsoever it may cause to the bidder in the process.

#### **The parameters and process for Evaluation.**

1. The technical bids will be evaluated by the screening committee on the basis of following parameters.
  - i) Past performance
  - ii) Credentials
  - iii) Financial capacity with respect to gross receipt
  - iv) Evaluation of competency done by Tender Committee
  - v) Fulfillment of provisions of legal obligations
2. Evaluation of these parameters shall be based on documents and information submitted by the bidders without recourse to extrinsic evidence.
3. Financial bids of those who qualify after the evaluation of technical bids by screening committee would be opened later, the date of which will intimated to the qualified bidders separately.

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## Annexure 'A'

### PROFILE OF ORGANIZATION

S.No.	Particulars	Details
1	Name of the Firm	
2	Address with email, Phone, Fax, Mobile Nos :	
3	Details of Registration Labour Commissioner having jurisdiction over the territory or exemption certificate, if any	
4	Year of Establishment of the firm experience in the execution of security services contracts:	
5	PAN/TIN No: (enclose copies)	
6	GST No: (if any)	
7	Details of works executed during the last 2 years (add documentary proof of the same) with satisfactory completion certificate of the concerned organizations	
8	List of similar work undertaken /in hand at present (proof documents)	
9	Whether sufficient number of unskilled personnel in each category is available with the Applicant Contractor (Furnish documentary evidence)	
10	Details of Demand Draft/Bankers cheque in respect of Earnest Money	
11	Any other information in support of their past antecedent present experience, approach & methodology of work, competency to execute contract, financial capacity etc.	

**Note :** Please attach extra sheet in support of your information, if space in the column is insufficient. It is requested to visit the site and as ascertain the quantum of work before submitting the tender.

Signature & Seal of bidder