



भारत सरकार/GOVERNMENT OF INDIA

आयकर विभाग/INCOME TAX DEPARTMENT

प्रधान मुख्य आयकर आयुक्त का कार्यालय, तना. एवं पु.

O/o THE PRINCIPAL CHIEF COMMISSIONER OF INCOME TAX, TAMILNADU  
AND PUDUCHERRY

121, महात्मा गांधी रोड़, नुंगमबक्कम, चेन्नै - 600 034

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C.No.578(1)/House Keeping/2023-24

दिनांक/Dated: 01.08.2023

हाऊसकीपिंग सेवाएं प्रदान करने हेतु टेंडर आमंत्रण

NOTICE INVITING TENDER

FOR PROVIDING HOUSE KEEPING SERVICES

आयकर विभाग द्वारा निम्नलिखित जगहों पर नामी प्राधिकृत कम्पनियों से (कम्पनी अधिनियम के अंतर्गत पंजीकृत) बंद लिफाफों में कमरों की सफाई, कौरीडोर, शौचालय, कम्पैक्टर, दरवाजे, खिड़कियां, परदे, कम्प्यूटर, टेलीफोन यंत्र, इत्यादि की रोज सफाई हेतु हाऊसकीपिंग सेवाओं का टेंडर आमंत्रण किया जा रहा है।

The Income Tax Department invites sealed offers from reputed authorised Companies (Registered under Companies Act) engaged in the business of providing house keeping services viz., cleaning of rooms, corridors, toilets, compactors, glass doors, windows, curtains, computer peripherals, telephone instruments, etc. on daily basis at following locations of Income Tax Department :-

1. Income Tax Office, Aayakar Bhawan, 121, M.G. Road, Nungambakkam, Chennai-34.
2. Office of the Commissioners of Income Tax, BSNL Building, Greams Road and Rajaji Bhawan, Besant Nagar, Chennai.
3. Valuation Cell, Prakash Presidium, Chennai and Settlement Commission, Nandanam.
4. Range Offices at Tambaram, Vellore, Kancheepuram, Thiruvannamalai, Thiruvallur.
5. Common areas of Residential Quarters in Agaram and Sigaram blocks at ITO Campus, Nungambakkam.

6. Common areas of Residential Quarters in Kondrai, Kaanchi, Kaanthal Vaagai old Type III Type-IV and Type V at CR Colony, Anna Nagar.

दिनांक 01.09.2023 से 31.08.2024 तक की अवधि के लिए है। टेंडर दस्तावेज उक्त वेबसाइट [www.tnincometax.gov.in](http://www.tnincometax.gov.in) से प्राप्त किया जा सकता है तथा टेंडर दस्तावेज फाइल करने की अंतिम दिनांक 22.08.2023 है।

for the period of one year from 01.09.2023 to 31.08.2024. Tender document can be downloaded from the web site : [www.tnincometax.gov.in](http://www.tnincometax.gov.in) and the last date for receipt of filled in tender forms is 22.08.2023.

  
( P.M. Senthilkumar)

आयकर संयुक्त आयुक्त (मुख्या.) (प्रशा.)  
Joint Commissioner of Income Tax(HQ)(Admn)  
प्रधान मुख्य आयकर आयुक्त का कार्यालय, तना. एवं पु.  
For Principal Chief Commissioner of Income Tax, TN&P  
चेन्नै/Chennai – 600034



भारत सरकार/GOVERNMENT OF INDIA  
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C.No.578(1)/Housekeeping/2023-24

Dated : 01.08.2023

**NOTICE INVITING TENDER**  
**FOR PROVIDING HOUSE KEEPING SERVICES**

The Income Tax Department invites sealed offers from reputed/ authorised **Companies (Registered under Companies Act)** engaged in the business of providing house keeping services viz., cleaning of rooms, corridors, toilets, compactors, glass doors, windows, curtains, computer peripherals, telephone instruments, etc. on daily basis at following locations of Income Tax Department :-

1. Income Tax Office, Aayakar Bhawan, 121, M.G. Road, Nungambakkam, Chennai-34.
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3. Valuation Cell, Prakash Presidium, Chennai and Settlement Commission, Nandanam.
4. Range Offices at Tambaram, Vellore, Kancheepuram, Thiruvannamalai, Thiruvallur.
5. Common areas of Residential Quarters in Agaram and Sigaram blocks at ITO Campus, Nungambakkam.
6. Common areas of Residential Quarters in Kondrai, Kaanchi, Kaanthal and Vaagai blocks, old Type III Type-IV and Type V at CR Colony, Anna Nagar.

For the period of one year from **01.09.2023 to 31.08.2024**.

## **TENDER 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 in **two separate sealed covers** addressed to the Joint Commissioner of Income tax(H.Q.)(Admn.), O/o Principal Chief Commissioner of Income Tax, Chennai-600 034, by **5:00 p.m.** on **22.08.2023**. The sealed covers may be superscribed with "**Qualifying Bid - Contract for providing housekeeping services**" and "**Financial Bid - Contract for providing housekeeping services**" respectively. It shall be opened by the undersigned on **23.08.2023** 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 the afternoon of the same day. Late submission of tenders shall not be accepted.

2. If the tenders are sent by post/courier, it should be ensured that the cover is intact without any damage or loss at the time of reaching the destination. Department is not responsible for the delay on account of Postal/Courier Services.

3 **Earnest Money Deposit of Rs.10,00,000/-** (Rupees Ten lakhs only) per application in the form of Demand Draft / Banker's Cheque of Scheduled Bank drawn in favour of the **The Administrative Officer, O/o the Principal Chief Commissioner of Income Tax, Chennai, Chennai-34** shall accompany the qualifying bid. Qualifying bids without Earnest Money Deposit shall be rejected. EMD will be returned to all the unsuccessful bidders at the end of the selection process. 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.

4 **Performance Guarantee :** The successful bidder has to submit 5% of the value of the contract as per performance guarantee deposit in the form of **Bank Guarantee/Fixed Deposit of a Schedule Bank drawn in favour of "The Administrative Officer, O/o the Principal Chief Commissioner of Income Tax, Chennai-34** before awarding contract. The Performance Guarantee shall be refunded to the selected bidder on successful completion of

contract period. No interest shall be paid on the Performance Guarantee placed with the Department by the successful bidder. The Performance Guarantee will be forfeited in the event of withdrawal of contract by the contractor before the expiry of the contract period or in the event of termination of the contract attributable to the unsatisfactory performance of the contract or for violation of any of the terms and conditions of the contract.

**5           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 Income Tax Officer (HQ)(Estates), o/o Principal Chief Commissioner of Income Tax, 121, M.G. Road, Nungambakkam, Chennai-34 (Ph.:28338018, 28338318).**

6           The Bidder 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 complete Offer should be typed in the letter head of the Tenderers (Handwritten Quotation will be summarily rejected). If the letter heads are not sufficient to accommodate technical and pricing details preferably bigger papers are used, such sheets along with other pages of the offer should be signed and have company's Authorized signatory.

7           The Bidder 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 should also be signed and stamped by the Company by its authorized signatory.

8           The tender documents are not transferable.

9           Quotations, erased and over written, will be summarily rejected unless correction are authenticated with the tenderer's signature.

10          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:

1.

- a) The Bidder should have a minimum of 10 years of experience in providing housekeeping services to various Government Organisations.
- b) The Bidder must have ESI Registration, EPF Registration and Service Tax Registration, Labour Licence from the date of incorporation of the Company/Office/Organisation or from the year on which the bidder has come into the purview of various statutory authorities.
- c) The evidence for filing of Return of Income along with supporting documents based on which the return of income was filed like P & L, Income & Expenditure Account, Balance Sheet, Audited Financial Statement for past three Assessment Years 2020-21, 2021-22 & 2022-23 should be enclosed along with the Qualifying Bid.
- d) The evidence for P & L, Income & Expenditure Account, Balance Sheet, and Audited Financial Statement for Assessment Year 2023-24 should be enclosed along with the Qualifying Bid.
- e) The Bidder must have gross contractual receipts from providing manpower service of **Rs.15 crores** and above during the financial year 2023-24. A statement showing list of clients along with evidence for contractual receipts with the date and the date of payment to the statutory dues like PF, ESI, etc and payment of salary to the employees should be enclosed along with the qualifying bid.
- f) The Bidder should have atleast 500 employees on his Pay roll.
- g) During the past 5 years no government organization should have disqualified or black listed the bidder. There should be no disputes involving clients on the basis of the terms of contract with bidder. A self declaration certificate should be enclosed in the technical bid. List of cases with full details where the bidder is involved in disputes with various statutory authorities with year, date and remarks mentioning the nature of dispute.

- h) The Bidder should have sufficient funds for payment of salary to the employees in the event of any unforeseen circumstances of non-payment of claim by the department to the Bidder. Whether Department makes payment or not the Bidder should make full payment to the employees on the due date of 10<sup>th</sup> of every month.
- i) The Bidder should have paid all the statutory dues to the PF, ESI, Bonus etc and salary to the employees on the due date for which the payment has been received from the existing clients. A self declaration certificate in this regard should be enclosed along with the technical bid.
- j) The Bidder should be Chennai based concern. Its Registered Office, Head Office and Corporate Office should be situated in Chennai.
- k) The Bidder should attach Nationalised Bank Solvency Certificate for Rupees **One Crore**.
- l) In the event of any of the above conditions not being satisfied the Qualifying Bid will be rejected and the Finance Bid will not be opened.
- m) In the event of the Contract being awarded, the Contractor should be prepared to deploy the persons w.e.f. 01.09.2023.

## 2. Human Resource Security Policy

In the event of the contract being awarded, the contractor should adhere Human Resource Security policy requirements as follows and submit the related document within week of award of contract.

- a) Job Description - Roles and responsibilities  
All job roles and responsibilities must be documented and must include general as well as specific responsibilities for implementing or maintaining Security. All employees and other users must understand their job roles and responsibilities.
- b) Background Checks:  
Background Checks must be performed on all personnel performing sensitive or critical jobs roles before they are selected for the position.
- c) Terms and Conditions of Employment  
All employees as users of the Department's Information Assets must sign and agree terms and conditions of their employment contract. These terms and conditions must state the organization's as well as employee's responsibilities towards Information security.
- d) Management Responsibilities

All Supervisory roles are responsible for the performance and conduct of the staff personnel reporting to them.

e) Confidentiality Agreements

All Contractual employees of Contractors must sign appropriate confidentiality agreements to protect confidential and sensitive information of the organization. All employees of Contractors are required to agree sign non-disclosure obligation. Users are required not to disclose organizational information derived as result of their access to Department's information Systems to unauthorized parties. Actions would be taken against contractual workers and third party vendors for any violations as per law and as per terms of agreement.

f) Information Security Training and Awareness

Information Security Training and Awareness programs must be provided to all employees.

g) Disciplinary Process and penal process

There must be a formal disciplinary process for employees and penal process for contractors who have violated the organizational security policies and procedures.

**SCOPE OF WORK :-**

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

**OFFICE AREAS :-**

	Carpet Area (in Sq.ft.)	No. of toilets		Manpower requirement	
		Common	Attached	Staff	Supervisor
Aayakar Bhawan Main Building (Ground + 4 floors)	61,257	24	19	127	5
Aayakar Bhawan Annexe Building(Ground + 8 floors)	41,084	17	15		
Aayakar Bhawan Wanaparthi Block (Basement + Ground + Auditorium + 7 floors (excluding guest house))	139,557	44	37		
Rajaji Bhawan	6,209	2			
BSNL Building (Tower -I & Tower-	1,19,776 +	21	13		



II(2 <sup>nd</sup> Floor)	4696				
Prakash Presidium, 110 MG. Road,	6700	3	1		
IT canteen, Wanaparthy Block		1	--		
Tambaram Salary Range 1 <sup>st</sup> floor – 3250, 2 <sup>nd</sup> floor 3250	6500	4			
Tambaram Business Range 3 <sup>rd</sup> – 5931+951 4 <sup>th</sup> - 3596	10478	4			
IT office, Kancheepuram	2868	2			
IT office, Vellore	41873	2			
IT Office, Thiruvallur	4110	2			
IT Office, Thiruvannamalai	5374	6	3		
CIT(DR), ITSC, Chennai					
TOTAL					

**\*\*Offices located in Kancheepuram, Vellore, Thiruvallur and Thiruvannamalai comes under the category of Zone C. The expenditure for labour (skilled and unskilled) to be deployed in these areas are to be looked after accordingly.**

**Cleansing services of Common areas pertaining to the below mentioned residential buildings:**

**RESIDENTIAL AREAS**

**\*\* (Central Revenue Quarters, NANDAVANAM, 15<sup>th</sup> Main Road, Anna Nagar, Chennai – 600 040) & (Income Tax Office Campus, 121, MG Road, Nungambakkam)**

Common Areas	Blocks	Areas	Area (In Sq.Ft)	Manpower Requirement			
				Staff	Supervisor	Pump Operator (Skilled)	Electrician (Skilled)
Kondrai Block, Type 2 Quarters (Corridors + Terrace + Ground + 18 floors) (Nandavanam)	1	Corridor (per floor)	1,600	6			
		Staircase (per floor)	750				
		Terrace	8600				
		Outer Area	4750				
Kaanthal Block, Type 3 Quarters (Terrace + Ground + 18 floors) (Nandavanam)	1	Corridor (per floor)	1650	6			
		Staircase (per floor)	750				
		Terrace	8750				
		Outer Area	4850				

Kaanchi Block, Type 3 Quarters (Terrace + Ground + 18 floors) (Nandavanam)	1	Corridor (per floor)	1650	6	4	3 ( B grade Licence issued by Tamilnadu Licensing Board) & skilled with 3 years of minimum experience in relevant field	3 ( B grade Licence issued by Tamilnadu Licensing Board) & skilled with 3 years of minimum experience in relevant field						
		Staircase (per floor)	750										
		Terrace	8750										
		Outer Area	4850										
Vaagai Block, Type 4 Quarters (Terrace + Ground + 18 floors) (Nandavanam)	1	Corridor (per floor)	950	6				4	3 ( B grade Licence issued by Tamilnadu Licensing Board) & skilled with 3 years of minimum experience in relevant field	3 ( B grade Licence issued by Tamilnadu Licensing Board) & skilled with 3 years of minimum experience in relevant field			
		Staircase (per floor)	520										
		Terrace	5600										
		Outer Area	4200										
Type 3 Quarters, Old Block (Terrace + Ground + 2 floors) (Nandavanam)	10		1407	3							4	3 ( B grade Licence issued by Tamilnadu Licensing Board) & skilled with 3 years of minimum experience in relevant field	3 ( B grade Licence issued by Tamilnadu Licensing Board) & skilled with 3 years of minimum experience in relevant field
Type 4 Quarters, Old Block (Terrace + Ground + 2 floors) (Nandavanam)	1		3042	1									
Type 5 Quarters, Old block ( Terrace + Ground + 2 Floors) (Nandavanam)	4		2686	1									
Agaram Block, Type 4s & Transit Quarters (Terrace + Ground + 7 Floors) (ITO Campus)	1		91,204	3	1	0							
Sigaram Block, Type 6 (Terrace + Ground + 19 Floors) (ITO Campus)	1	Common Area	3221.1	10									
Stilt left & right wing		3706.9											
Portico		458.11											
Slab projection area		362.8											
Per floor		2048.8											

2. The Contractor has to undertake cleaning services for Office and Residential areas such as mopping of floor area, cleaning of tables, chairs and other equipment viz., computers, telephones, fax machines, fans, light fittings, in all the officer's room and staff hall, cleaning of toilets, clearing of waste and common areas at residential blocks, etc 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 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 as well as to Biogas installed behind the Auditorium and there shall be no left overs at the end of the day.

## **(C) TOILETS**

- (i) The entire Income Tax Office 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 AREAS (OFFICE BLOCKS)**

- (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) The following surroundings area shall be cleaned daily
  - Roads inside the complex preferably by cleaning machines
  - 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).
  - Drivers' room, gym, car parking area and Park area

The toilets attached to drivers' room and gym and behind the Auditorium shall be cleaned daily as per the parameters set in for common toilets.

- (vi) 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) COMMON AREAS (RESIDENTIAL BLOCKS)**

**\*Housekeeping services for residential blocks are to be provided inside the blocks and not the other areas such as connecting roads, gallery, porch or patio.**

- (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, 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) 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.
- (vi) All items put to use 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.
- (vii) The working hours of the personnel deployed for common areas for residential blocks shall be **8:00 AM to 4:00 PM** except National holidays and Sundays.
- (viii) The pump operator and electrician should be deployed either round the clock (**24x7**) or on general shift basis. The pump operator and electrician personnel should have B Grade license issued by Tamilnadu Licensing board and minimum **3 Years** of experience in the relevant field. At the time of giving week-off the contractor should provide replacement for the same. Apart from this, they have to attend civil and electrical works that may arise during their shift.

## (E) MISCELLANEOUS

1. Cobwebs, honey combs, etc., if found or reported anywhere, shall be removed immediately.
2. Collecting Vegetable waste and food waste from Multi Storied Quarters and Canteen shall be put into Organic Waste Composer
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.

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. Sufficient equipments and cleaning material should be provided to meet the requirement of all the premises.**
14. Each building of office area, residential blocks 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.

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. The Department has not fixed any parameters in respect of the number of personnel to be employed at the areas of operation other than the canteen except the conditions that a minimum of one person shall be available in every floor of the building under contract from 8.15am to 5.45 pm.
32. However, in the event of any exigencies (i.e. increase in no. of office buildings, residential quarters or carpet area in existing space) 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.
33. In the event of increase in Service Tax by State / Central Government in future applicable under this contract, the Department shall bear the same.
34. 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.
35. 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.**
36. 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.
37. 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.

38. 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 5 % of value of the Contract provided by the successful bidder.
39. No negotiation shall be undertaken with any tenderer except the lowest qualified bidder.
40. 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.10,00,000/-
- c) Tender Document (all pages signed)

**The Financial Bid:**

- a) Duly filled in Annexure-II

Encl:

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

  
JOINT COMMISSIONER OF INCOME TAX (H.Q)(ADMN)  
FOR PRINCIPAL CHIEF COMMISSIONER OF INCOME TAX, TN&P  
CHENNAI - 34.

Place : Chennai  
Date : 01.08.2023

**QUALIFYING BID DOCUMENT**

1. Name of the Registered Company :
2. Address of the Company  
(with Tel No., Fax & E-mail) :

Registered Office	Head Office	Corporate Office

3. Name & Address of the Directors  
(with Mobile No.) :
4. Contact Person(s) (with mobile number) :
5. No. of years of experience\* in providing  
house keeping services :
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. GST 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 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 annexure accompanying this qualifying bid.

**FINANCIAL BID DOCUMENT**

1. Name of the Registered Company :

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

Registered Office	Head Office	Corporate Office

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

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

5. Rate Per Personnel /per month :

Sl.No	Description	House Keeper	Supervisor	Pump Operator	Electrician
a	Basic				
b	DA				
c	Other charges, if any				
d	(a+b+c)				
e	EPF				
f	ESI				
g	Bonus				
h	(d+e+f+g)				
i*	Contractors service charges (Percentage on d)				
j	(h+i)				
k	GST				
l	Total cost per labour per				

	month (j+k)				
	Total expenditure to be incurred by Department (Sum of all the category labor in per personnel/per month cost)				

\*Note: the Contractors Service charge should be reasonable that has to cover the expenses of the contractor and the Bidder should be able to explain when called for

5. Rate Per Personnel /per month for Zone C (Kancheepuram, Vellore, Thiruvallur, Thiruvannamalai) :

Sl.No	Description	House Keeper	Supervisor
a	Basic		
b	DA		
c	Other charges, if any		
d	(a+b+c)		
e	EPF		
f	ESI		
g	Bonus		
h	(d+e+f+g)		
i*	Contractors service charges (Percentage on d)		
j	(h+i)		
k	GST		
l	Total cost per labour per month (j+k)		
	Total expenditure to be incurred by Department (Sum of all the category labor in per personnel/per month cost)		

\*Note: the Contractors Service charge should be reasonable that has to cover the expenses of the contractor and the Bidder should be able to explain when called for

\*\*The total expenditure from both the tables mentioned above will be considered for L1 as a successful bidder.

	<u>Charges</u>
(a) Details of Equipment to be deployed	_____
(b) Details of Cleaning Materials to be used	_____

\*\*Charges for equipments and cleaning materials refer

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

(Signature of the Authorized Signatory with date)