



भारत सरकार / Government of India

आयकर विभाग/ INCOME TAX DEPARTMENT

19A वेस्ट ग्रेट कॉटन रोड, West Great Cotton Road,

तुतिकुडी /TUTICORIN – 628 001

Pdl. No.137/House Keeping/Estt./TTN/2021-22

Date: 30.12.2021

NOTICE INVITING TENDER FOR PROVIDING HOUSE KEEPING SERVICES

The Head of Office-cum-DDO, Income Tax Office, Tuticorin, invites sealed tenders from reputed parties engaged in the business of providing housekeeping services for Income Tax Office Buildings located at No.19-A, W.G.C. Road, Tuticorin-628001 and No.6R/6S/6T, North Cotton Road, Tuticorin-628002 on contract basis for a period of **one year from 16.01.2022 to 31.12.2022**, extendable for further one year subject to the satisfactory level of services provided by the contractor. The details of the House Keeping Services required are as follows:-

Sl. No	Nature of House Keeping Work	Total No. of persons required
1	House Keeping Labours	03 (Male & Female)

1. Tender forms along with terms and conditions can be downloaded from the department website www.tninetaxindia.gov.in/tender. It can be also be obtained from the Head of Office-cum-DDO, Income Tax Office, No.19A, WGC Road, Tuticorin-628001, during the regular office hours i.e 09.15AM to 05.45PM.
2. Sealed tenders, duly super scribed “ **Tenders for providing House Keeping Services for Income Tax Office, Tuticorin**” and addressed to “ **The Head of Office-cum-DDO, Income Tax Office, No. 19A, WGC Road, Tuticorin-628001**” are invited so as to reach this office not later than **11:00 AM on 10-01-2022**. The tenders will be opened at **11:00 AM on 11-01-2022** at the Income Tax Office, No.19-A, WGC Road, Tuticorin in the presence of the Joint Commissioner of Income Tax, Tirunelveli Range, Tirunelveli or any other Officer authorized for the purpose. The Joint Commissioner of Income Tax, Tirunelveli Range, Tirunelveli, reserves the right to cancel or postpone the tender or reject any bid without assigning any reason.

S. RAPHAEL

Income Tax officer

Head of Office-cum-DDO

Income Tax Office, Tuticorin.

Copy Submitted to: The Joint Commissioner of Income Tax, Tirunelveli Range, Tirunelveli.

Copy to: The Notice Board

1) TERMS AND CONDITIONS :-

1. The contract under consideration is towards Housekeeping and Cleaning services of Office space, Toilets and Common area pertains to the Income Tax office, Tuticorin.
2. The Contractor shall undertake the cleaning and mopping of office floor area, cleaning of tables, chairs and other equipment viz., computers, telephones, fax machines, fans, lights fitting etc in all the Officer's room and staff hall and clearing of waste on daily basis as per schedule of work mentioned below:-

(a) OFFICE SPACE:-

1. The Office floor area including Officer's chambers, staff halls, visitors rooms and record rooms shall be cleaned and mopped twice a day. These areas shall also be cleaned using a scrubber machine once in a week.
2. Furniture like tables, chairs, visitors chairs, sofas, computer tables, almirah etc and the electronic gadgets like computers telephones, Fax machines, Photocopier Machines etc installed in the above mentioned areas shall be dust free and dust removal shall be done daily. The compactors, doors, window partitions, venetian blinds and curtains shall be kept clean by wiping them daily.
3. All records are kept in the compactors / almirahs / racks and dust gets accumulated over it shall be vacuum once in a fortnight. This work shall be done on a working day in the presence of the Officer who is in possession of such records or his designated Official.
4. The lobby at the Main Building shall be spick and span and the mopping shall be done as and when any dirt, stain of foot marks appear and make it spotlessly clean. Further all items installed at the lobby viz., tables, glass doors, partitions, kiosk, fish tank outer glass, wall panels, paintings etc shall be wiped off dirt at regular intervals.
5. All name boards shall be wiped clean once in a week. All brass boards shall be polished with brass polish.
6. The electrical fittings like tube lights, fans, etc shall be cleaned once in a week.
7. An hourly chart of the cleaning work undertaken shall be exhibited at the rear side of the door and shall have the initials of the housekeeper and the supervisor in it as a mark of having completed the work.
8. Conference room and ITRC room shall be cleaned before and after meeting that is organised there
9. Artificial plants, door mats and carpets shall be cleaned daily.
10. Care shall be taken that the gadgets are not tampered with during the cleaning operation.

(c) COMMON AREA:

- i. The corridor area, staircases and its railing shall be cleaned and mopped twice a day. The corridors and staircase 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 and staircases shall be cleaned once in a week.

- iii. The doors, windows, glass partitions wall, skirting, artificial plants, door mats, carpet painting , name boards, fire extinguishers etc in the corridors and staircases shall also be wiped clean daily.
- iv. Apart from periodic cleaning, if stains, spills or foot marks or by any act of human nor nature, anything is found or reported in these areas, the same shall be cleaned immediately.
- v. The surroundings of these buildings including drivers room, car parking are shall be cleaned daily.
- vi. All rubbish and waste items that gets accumulated at the corridors and staircases shall be located periodically to the dumping point set up by the corporation of Tuticorin and there shall be no left over's at the end of the day.
- vii. The open area in the campus should be cleaned to the free from debris, rubbish fallen leaves and other garbage and must remains spick and span all the time.

(d) MISCELLANEOUS:-

- 1. Cobwebs, honey combs, etc if found or reported anywhere shall be removed immediately.
- 2. Periodically measure shall be undertaken to prevent rodent menace.
- 3. 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 09:15 am (Office opening time for regular staff) at any cost.
- 4. The schedule of weekly and fortnight cleaning operation to be undertaken shall be submitted to designate 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.
- 5. The personnel employed shall work on all days except Saturdays, Sundays and National Holidays.
- 6. No 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.
- 7. The personnel shall attend to work punctually at the prefixed / determined timing and shall be well behaved.
- 8. The personnel shall have uniform attire and wear it daily without fail.
- 9. The personnel shall perform all the duties assigned to the contractor as specified by the department from time to time.
- 10. In terms of the Contracts Labour (R&A) Act, 1970 the contractor shall pay to their personnel at the prevailing rate fixed under the Minimum Wage Act, 1940 any pay breach of this condition shall be liable for termination of the contract and the same

- would be dealt with accordingly. Besides ESI and PF per head at the current rate shall be paid by the contractor every month, as per the existing rules.
11. The contractor is responsible for payment of monthly salary to the personnel as applicable to them.
 12. The Contractor shall produce proof / receipts for the statutory payments such as ESI, EPF etc paid to the concerned authorities along with the bills for succeeding English calendar month without fail.
 13. 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.
 14. Tax and GST TDS shall be deducted at source as per the Income - Tax rules and GST Rules and from the monthly bills.
 15. The Contractors shall ensure that the work undertaken by its personnel is carried out efficiently and to the satisfaction of the department.
 16. 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.
 17. 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.
 18. The Contractor shall provide at the cost of the contractor, a Manager who shall be responsible for all acts personnel of the contractor on the premises of the Department on all days and who shall be responsible for the supervision and conduct of the personnel working under the Contractor.
 19. Close liaison shall be maintained with our Officers- in-charge concerned for smooth and efficient performance of duties of the house keepers.
 20. 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.
 21. The Contractor shall ensure that its personnel themselves are clean and tidy and in proper attire whenever they carry out the work covered by this agreement.
 22. The Contractor shall indemnify and shall keep the Department indemnified against acts or omission or negligence, dishonest or misconduct 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.
23. The Contractor shall at all times, indemnify the Department against any claims which could arise under the workmen's Compensation Act, 1953 and / or under any statutory notification thereof or otherwise in respect of any damages of 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 authorized 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.
 24. The Department has not fixed any parameters in respect of the number of personnel to be employed at the areas of operation. However, in the event of any exigencies that may arise from time to time, it shall be open to the Department in the exercise of its discretion to call upon the Contractor to provide such additional personnel as may be necessary in its opinion for the purpose of effectively carrying out the services contemplating in the Agreement.
 25. In the event of increase in Service Tax by State / Central Government in future applicable under this contract, the Department shall bear the same. The Contractor shall submit proof for having remitted the GST every month along with the statutory liabilities for ESI and PF along with the bill to be produced every month.
 26. That the Contractor shall arrange for the maintenance of all such registers and are statutory required and / or considered necessary for the efficient performance of this contract.
 27. 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 amount to any employee / ex-employee of the Contractor. The Contractor is fully responsible for disciplined behaviour of its workmen.
 28. 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 removed from its dues / bills.
 29. 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 deduction from the bill at the rate fixed by the department for each lapse and / or termination of the contract and subsequent disqualification from participation in any tender of the Department.
 30. 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 recovered from the contractor.

“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”.

(e) TENDER PROCESS

1. Tenders are invited in two parts i.e. (1) Qualifying bid (2) Financial bid
2. Sealed tenders, duly super scribed “ **Tenders for providing House Keeping Services for Income Tax Office, Tuticorin**” and addressed to “ **The Head of Office-cum-DDO, Income Tax Office, No. 19A, WGC Road, Tuticorin-628001**” are invited so as to reach this office not later than **11:00 AM on 10-01-2022**. The tenders will be opened at **11:00 AM on 11-01-2022** at the Income Tax Office, No.19-A, WGC Road, Tuticorin in the presence of the Joint Commissioner of Income Tax, Tirunelveli Range, Tirunelveli or any other Officer authorized for the purpose. The Joint Commissioner of Income Tax, Tirunelveli Range, Tirunelveli, reserves the right to cancel or postpone the tender or reject any bid without assigning any reason.
3. Qualifying bids will be opened on **11.01.2022** at **11.00 hours** in the presence of bidders at the Income
4. Interested parties are requested to submit the quotation along with EMD of Rs.10,000 /- (Demand Draft in favour of Zonal Accounts Officer, CBDT, Madurai) Qualifying BIDS without earnest money deposit shall be rejected. EMD shall be forfeited in case the eligible bidder withdraws or the details furnished are found to be incorrect or false during the tender selection process.
5. If the tenders are sent by post/courier, it should be ensured that cover should be intact at the time of reaching destination without any damage/loss. Department is not responsible for the delay on account of postal/courier services.
6. Each page of this tender document and all other enclosures appended to it shall be signed by the bidder by affixing their seal, as a token of having read and understood the terms and conditions contained therein and submit the same along with the Qualifying bid. The bidder would fill up the information in Annexure I and II enclosed at the end of this document in clear and legible terms. The rate quoted shall be written in figures and words as well. Tender quotations are not transferrable.
7. The bidders shall quote their **RATE (in both words and figures)** which should include deduction towards PF and ESI etc. and the same would not be payable over and above the rates thus quoted.
8. This office reserve the right to postpone/and/or extend the date of receipt/opening of bids or to withdraw the same without assigning any reason thereof.
9. This office 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 or any obligations to inform the affected bidder or bidders of the grounds for such action.

10. **Performance Guarantee:** The successful bidder has to submit an amount equal to one month's payment as performance guarantee deposit in the form of Bank Guarantee from a Nationalized Bank/Fixed Deposit Receipt before awarding contract. The Performance Guarantee shall be released to the selected bidder within one month from the completion of the contract period.

11. The contract will be in force for a period of 12 months from the commencement of Contract which will be declared on completion of tender process. However, three months from the date of award of contract will be treated as probation period and if the performance of the contractor is not satisfactory during the period of probation, the services of the contractor will be terminated without further notice. This office reserves the right to extend the duration of the contract for further period subject to the satisfactory performance and on mutually agreed terms & conditions. The contract can be terminated by the contractor by giving full 3 months notice

(f) OTHER TERMS AND CONDITIONS FOR THE HOUSE KEEPING SERVICES:-

1. The physical and mental fitness level of the House-Keeping workers should be upto the required standards as demanded by the nature of duty.
2. They should not be alcoholic, drugs addicted etc.,
3. The House-Keeping workers should immediately bring to the notice of the Care-taker and Service provider if any untoward incident observed during their tenure duty.
4. The House-Keeping workers should not indulge in any other activity with any workers / employees in the premises.
5. It is the responsibility of the Service Provider for the replacement of the House-Keeping workers who goes on leave or whose performance is not satisfactory.
6. All House-Keeping workers, while on duty, must wear the uniform properly provided by the House-Keeping Contractor.
7. The House-Keeping workers will report directly to the Caretaker / ITO/ DDO of the Income Tax Office, Tuticorin.
8. The Income Tax Department reserves the right to cancel the contract at any point of time without giving prior notice and without assigning any reason.
9. The Contractor should disburse the wages to the workers in the presence of the DDO attached to this office and maintain a proper register for the same.
10. Any dispute shall be subject to Civil Court having jurisdiction over Tuticorin.
11. The payment will be disbursed after deducting TDS and GST TDS at the applicable rates.
12. Bill for every month should be submitted on 1st working day of the following month without fail.
13. The duration of work shall be eight hours per day (excluding lunch time) for the House-Keeping workers. They shall come at or before 08:00 am and leave at 05:00 pm.
14. No. of House-Keeping workers needed is 3 (excluding supervisor who is to be provided at the cost of the Contractor).

(g) IMPORTANT NOTE:

The bidder should ensure the following documents are part of

QUALIFYING BID:

1. Annexure-I (duly filled)
2. Copy of PAN Card
3. Copy of service Tax registration Certificate
4. Copy of Registration Certificate with EPF
5. Copy of registration Certificate with ESI
6. Any other proof required in the tender document
7. Tender document duly signed with the seal in all pages

FINANCIAL BID

1. Annexure-II (duly filled)

RATES AND PRICES

1. The bidders shall quote their rates for the persons per month in both words and figures.



S. RAPHAEL
Income Tax officer
Head of Office-cum-DDO
Income Tax Office, Tuticorin.

Encl: i) Annexure-I (qualifying Bid)

ii) Annexure-II (Financial Bid)

TECHNICAL BID DOCUMENT

1. Name of the Proprietor / Registered Firm / Company :
2. Address of the concern with Tel.No, Fax & E- mail :
3. Name & Address of the proprietor /partners / Directors (with Mobile No.) :
4. Contact Person(s) with mobile number(s). :
5. No. of years of experience in providing housekeeping services (enclose proof) :
6. Details of ESI & EPF Registration along with proof :
7. Permanent Account Number :
8. GST registration details :
9. Details of EMD :

DECLARATION

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

Signature of the Authorized signatory with date

FINANCIAL BID DOCUMENT

1. Name of the Proprietor/ Registered Firm/ Company. :
2. Address of the concern : (With Tele. No. Fax & E-Mail) :
3. Contact Person(s) with mobile number(s) :
4. Minimum wages per day per person (As per Minimum :
wages act)

S.No	Description	Applicable or Amount	%	Rate per day per person
1	Basic			
2	Variable DA			
3	HRA			
4	Conveyance Allowance			
5	Washing Allowance			
6	Others if any			
7	Gross wages (Total of 1 to 6)			
8	EPF (Employers contribution)			
9	ESI (Employers contribution)			
10	Bonus			
11	(Total of 7 to 10)			
12	Contractor service charge			
13	Total of 11+12			
14	GST on 13			
15	Total cost per day per person (13+14) Billing amount			

DECLARATION

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Signature of the Authorized signatory with date