



भारत सरकार GOVERNMENT OF INDIA  
आयकर विभाग INCOME TAX DEPARTMENT  
आयकर अपर / संयुक्त आयुक्त कार्यालय OFFICE OF THE ADDL. / JOINT COMMISSIONER OF INCOME TAX  
नेल्लै सिटी सेंटर, तिरुचेंदूर रोड, रहुमत नगर, पालयकोट्टै, तिरुनेलवेली  
NELLAİ CITY CENTRE, TIRUCHENDUR ROAD, RAHUMATH NAGAR, PALAYAMKOTTAİ, TIRUNELVELI - 627 011

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TENDER DOCUMENT

OUTSOURCING OF **HOUSE KEEPING SERVICE** FOR THE INCOME TAX OFFICE,  
OFFICE OF JOINT COMMISSIONER OF INCOME TAX, TIRUNELVELI RANGE,  
TIRUNELVELI - 627011



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NELLA CITY CENTRE, TIRUCHENDUR ROAD, RAHUMATH NAGAR, PALAYAMKOTTAI, TIRUNELVELI - 627 011

SF/131/TENDER/JCIT/TNL/2020-21

Date: 16.04.2021

### NOTICE INVITING TENDER FOR PROVIDING HOUSE-KEEPING SERVICES

The Office of the Joint Commissioner of Income Tax, Tirunelveli Range, Nellore City Centre, Tiruchendur Road, Rahumath Nagar, Palayamkottai, Tirunelveli - 627 011 invites, sealed offers from reputed PARTIES engaged in the business of providing House Keeping Services, to provide housekeeping service to this Office premises as detailed below, for a period of one year. The period of contract would be 01.05.2021 to 30.04.2022 extendable by further one year if the service is upto the satisfactory level.

#### DETAILS OF HOUSE KEEPING SERVICES

Sl.No.	Nature of House Keeping Work	No of persons
1	House Keeping Labours	<b>4 ( Male&amp; Female)</b>

I. SCOPE OF HOUSEKEEPING SERVICES REQUIRED TO BE PROVIDED BY THE CONTRACTOR

1. Daily sweeping and wet mopping of the entire area including the lobby in all floor daily.
2. Furniture like tables, chairs, visitor's chairs, sofas, almirahs etc., and all the electronic gadgets like computers, telephone, fax machines, photo copier machine etc., have to be dust free and dust removal has to be done daily. The doors, windows, partitions including the particle board, glass and aluminium channels in the entire office should be cleaned daily.
3. Deep cleaning of the toilets including WCs and Urinals with attached water and washbasins by using disinfecting materials like phenyl, harpic, vim, surf etc., twice a day and more often, if needed and also cleaning of all sanitary fittings, tiles and mirrors on the walls in the toilets.
4. Vacuum cleaning the systems room and all computers in the office and sofa sets twice a week.
5. Removal of blockages and clogging in the washbasins and other sanitary fittings in the toilets for smooth outflow of wastewater.
6. Collect all the sweepings, garbage and wastes and transport/dispose of the same to the nearest pit.
7. Maintenance and upkeep of the entire office premises.
8. Shifting of furniture and other equipments and files whenever required.
9. Artificial plants, door mats and carpets are to be cleaned daily. All name boards, brass boards, wall panels' paintings etc., should be wiped off dirt at regular intervals.
10. Care should be taken that the gadgets are not tampered with during the cleaning operation.

WEEKLY SERVICES

1. Removal of cobwebs in the corridors and lavatories.
2. Removal of dust accumulated on the walls, windows panes and ventilators in the toilets.
3. Thorough washing, rubbing and cleaning of corridors.

## II TERMS AND CONDITIONS

### ELIGIBILITY CRITERIA

#### (1) CONDITIONS TO BE SATISFIED IN THE QUALIFYING BID

1. The Bidder should have minimum **three** years of experience in providing housekeeping services to various organizations like Government offices/Public sector office etc. Self attested copies of agreement/work order from **two** of such clients shall be provided as documentary evidence.
2. The Bidder must have ESI Registration, EPF Registration. They must also have Service Tax Registration. Copies of Registration Certificates shall be provided.
3. The Bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961. Copy of PAN shall be provided.
4. Within one month from the date of awarding the contract the Successful Bidder shall obtain a Licence under the Contract Labour (R&A) Act, 1970.

#### OTHER TERMS AND CONDITIONS

1. The persons employed should work on all days except Saturdays, Sundays and National Holidays.
2. **The working hours will be from 8.00 AM to 4.00 PM daily. A skeletal staff would be required beyond 4.00 PM on all working days to cater for emergency services.**
3. The personnel deployed should be well experienced and trained adequately and of sound health. They should be well behaved and well mannered. They should be provided with uniforms and identity cards prominently displayed. They should have knowledge of local language.
4. If a particular person is absent on any day another person should be deployed in his/her place.
5. The personnel should attend to the work punctually and complete the cleaning work of the entire office premises before 9.00 AM on all working days. The personnel will perform all the duties assigned to the contractor and as specified by the Department from time to time.
6. The personnel will report to the Officer in charge assigned by the Department.
7. In case of emergency and residual situations the contractor has to make the personnel available to cater for emergency services and urgent works entrusted by this office as and when need arises.
8. The contractor should pay to their personnel not less than the minimum wage at the prevailing rate as fixed under Minimum Wages Act prescribed by the Chief Labour Commissioner (Central), any breach of this condition will render this contract liable for immediate termination without any prior notice and the same would be dealt with accordingly.

9. Besides ESI and PF per head at the prevailing rate should be paid by the contractor every month as per the existing rules and copies of paid up challans should be submitted. They should also maintain all relevant registers, records & accounts & produce the same to this office as and when demanded.
10. Service Provider should adhere to all the relevant statutory enactments dealing with the Employment of Labour. All existing statutory regulations of both State and Central Government should be adhered to by the service provider. Any failure to comply with any of the regulations will be liable for termination of the contract in addition to the action proposed to be initiated by the statutory bodies.
11. The Contractor is responsible for payment of monthly salary to the personnel as applicable to them.
12. The Contractor should ensure that there is no scope for any grievance from the personnel on delayed payment of wages. The employees engaged by the house keeping agency will be in the employment of the house keeping agency only and not of Income-tax Department.
13. Engagement of the service provider does not in any way confer any right to the service provider or the persons that may be deployed by him in this office for claiming any regular or part time employment in this office or any other Government Office.
14. The Department will not involve in any dispute between the service provider and workers of the service provider.
15. Payments to the house keeping contractor will be through electronic payments to the designated account only, on monthly basis. Tax shall be deducted at source as per the prevailing Income Tax Act from the monthly bills.
16. The contractor shall indemnify and shall keep this office indemnified against acts of omission or negligence, dishonesty or misconduct of the men/women engaged for the work and this office shall not be liable to pay any damages or compensation to such person or to third party. All damages caused by the house keeping personnel shall be charged to the contractor and recovered from its dues/bills.
17. This office reserves the right to terminate the services of the house keeping contractor at any time without giving any notice whatsoever.
18. The service provider shall strictly comply with the terms and conditions of the agreement which will be executed with the successful bidder. Failure by the contractor to comply with the terms of the agreement during the period of agreement or deficiency in services shall result in termination of the contract.
19. **All Cleaning materials and equipments shall be provided by the contractor.** The cleaning material 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, strain farming, eroding, etc.
20. No escalation of price whatsoever would be allowed during the pendency/currency of the contract.

21. If at any time during currency of job, the scope of work for which this job has been awarded is reduced/abandoned or if the number of persons employed by the supplier is reduced from the stipulated number for any period the payment/ value of this job Order shall be reduced on pro-rata basis by this office and would be binding on the contractor (service provider).
22. The service provider shall submit the bill for every month by first day of the following month to the officer in charge for his certification. No interim bills will be entertained.
23. Any dispute arising out of this agreement or that which may arise in future shall be resolved by taking recourse to mutual settlement, extant arbitration/conciliation proceedings, failing which the dispute will be subject to Tirunelveli jurisdiction.

### III TENDER PROCESS

1. Tenders are invited in two parts i.e. (1) Qualifying bid (2) Financial bid
2. The tender form for Qualifying bid in proforma prescribed in Annexure I and the tender form for Financial bid in proforma prescribed in Annexure II, complete in all aspects, shall be submitted in **two separate sealed covers** addressed to **The Joint Commissioner of Income Tax, Tirunelveli Range, Rahmath Nagar, Tirunelveli-627011** on or before **16.00 hrs. of 27.04.2021**. The sealed covers should be superscribed with “**Qualifying Bid – Contract for providing House Keeping Services**” and “**Financial Bid- Contract for House Keeping Services**” respectively.
3. Qualifying bids will be opened on **28.04.2021** at **15.00 hours** in the presence of bidders at the Office of the Joint Commissioner of Income Tax, Tirunelveli Range, Tirunelveli.
4. Interested parties are requested to submit the quotation along with EMD of Rs.10,000 /-(Demand Draft in favour of Administrative Officer, o/o The Joint Commissioner of Income Tax, Tirunelveli Range, Tirunelveli payable at Tirunelveli) 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. Incomplete bid document shall be rejected. The valid qualifying bids shall be scrutinized by the Department to shortlist the eligible bidders. **The financial bids of the eligible bidders will ONLY be opened later.** Late submission of tenders shall not be accepted. The shortlisted tender along with documents shall be

submitted to the competent authority and upon approval by the competent authority the successful bidders will be intimated about the award of contract to them.

11. **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.
  
12. 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.



**IMPORTANT NOTE:**

Bidder should ensure that the following documents are part of the **QUALIFYING BID**:

1. Annexure -1 (duly filled in)
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 (all pages signed with seal)

**FINANCIAL BID:**

- (a) Duly filled in Annexure II and its enclosure.

**RATES AND PRICES:** The bidders shall quote their rates for personnel to be employed per month (**in both words and figures**).

**(S. CHANDRASEKARAN, IRS)**  
**JOINT COMMISSIONER OF INCOME TAX,**  
**TIRUNELVELI RANGE,**  
**TIRUNELVELI**

- Encl.: i) Annexure I (Qualifying Bid)  
ii) Annexure II (Financial Bid)

**ANNEXURE – I**

**QUALIFYING BID DOCUMENT**

1. Name of the Party :
  
2. Address :  
(with Tel.No., Fax No.)
  
3. Name and Address of the Proprietor/  
Partners/Directors (with mobile no) :
  
4. Contact Person(s) (with mobile no) :
  
5. No. of years of experience in providing :  
Housekeeping services (enclose proof such as  
Performance Reports from clients)
  
6. Permanent Account Number (PAN) :  
enclose copies of TDS / ITR
  
7. Details of ESI & EPF Registration along with :  
Evidence
  
  
8. Details of Service Tax Registration along with :  
Evidence

**DECLARATION**

I hereby certify that the information furnished above is true and correct to the best of my / our knowledge and I have read and understood the terms and conditions contained in the Tender Document. I understand that in case any deviation is found in the above statement at any stage, I / we will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized signatory with date and seal)

**ANNEXURE II**

**FINANCIAL BID DOCUMENT**

1. Name of the Party :
2. Address (with Tel No., Fax No.) :
  
3. Name of the Office/Location for which quoted :
  
4. Total Bid amount (exclusive of Service tax/GST) per month  
Give breakup details
  - a. No of personnel to be deployed : Cost of Manpower
    - i. Scavenger - 4 :
    - :
  - b. Cost of consumables (Cleaning materials and chemicals)
  
5. Details of EMD : Rs.10000/-

**DECLARATION**

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(Signature of Authorized signatory with date and seal)

## FINANCIAL BID ENCLOSURE

<b>Break –up of monthly rate of wage per person quoted</b>		
1 (a)	Basic Pay	
(b)	Variable DA	
(c)	Gross Daily Wages	
	Add: Statutory Contributions	
2 (a)	EPF (12%)	
(b)	Pension Fund (1.61%)	
(c)	ESI (4.75%)	
3	Total per person per day	
4	Proposed Manpower Deployment (Nos.)	
5	Contractor's Service Charges (Rs.)( per month)	
<b>6</b>	<b>Monthly Rate</b>	