



OFFICE OF THE PRINCIPAL CHIEF COMMISSIONER OF INCOME TAX,
10TH FLOOR, INCOME TAX TOWERS, 10-2-3, AC GUARDS, HYDERABAD – 500004

INVITATION OF QUOTATIONS FOR “MECHANIZED HOUSE-KEEPING SERVICES”

The Income Tax Department, Hyderabad invites sealed quotations from reputed / authorized persons/agencies to provide **Mechanized House-keeping Services** at **Income Tax Building at IT Towers, A.C Guards, Hyderabad, Ayakar Bhavan including Annexe, at Basheerbagh, Hyderabad, Income Tax offices at Signature Towers at Kondapur, Hyderabad, Income Tax office at Olympic Bhavan, Basheerbagh, Hyderabad, Income-Tax offices at CGO complex, Kavadiguda, Hyderabad, Income-tax buildings at Road no 10, Banjara Hills and Road no 12, Banjara Hills, Hyderabad** for a period of two years from the date of finalization of outsourcing contract as per the following terms and conditions:

1. This Invitation of Bid is open to all the reputed persons/agencies having at least **3 years** of experience of providing Mechanized Housekeeping work to renowned organizations/major hospitals/MNCs. The service provider shall have at least **Rs.1 crore per year** as turnover for **the three preceding financial years**.
2. The bidder should possess all the statutory/non-statutory registrations, licenses, permissions, approval etc. from the Competent Authorities for providing the required services. The bidder should be registered with EPF and ESIC authorities.
3. The bidder should be registered under Service Tax Act.
4. **The bidder should submit at least two "Satisfactory Performance Certificates from the organizations to which it has been rendering the housekeeping services, along with the Technical Bid.**
5. **The Bidder should not have been blacklisted/debarred by Central/State Govt. Department/ Organizations to whom it has been rendering housekeeping services and letter certifying the same should be submitted on duly notarized Rs. 10/- Stamp Paper.**
6. The successful bidder should carry out mechanized cleaning of all floors and toilets and solid waste disposal management in all the income-tax buildings in Hyderabad, as mentioned above, by deploying adequate number of people to the requirement and satisfaction of the Contractee.

INSTRUCTIONS TO THE BIDDERS:

1. The tender forms comprising of Eligibility and qualifications criteria (annexure-I) and Financial bid (Annexure-II), duly filled and complete in all respects and in separate envelopes, shall be submitted in single sealed cover to the "**Commissioner of Income-tax (Hqrs)(Admn& CO), 10th Floor, Income Tax Towers, AC Guards, Masab Tank, Hyderabad - 500004.**"
2. Forwarding letter should clearly indicate the list of enclosures. Each page of the tender document should be signed by the bidder with seal of the Agency / firm as a token of having read and understood the terms and conditions therein, and submit the authorization also along with the filled in bid form.
3. **The bidder has to give an undertaking that the amount of wages paid to the workers should not be less than the prescribed amount by the Central Government as per the Minimum Wages Act. The photocopy of the pass book will have to be furnished to the Department as evidence of payment with the bill of subsequent month.**
4. The rates of statutory liabilities (Service Tax, ESIC, EPF etc.) should be written separately in the Financial bid. The Contractor will have to follow the statutory laws in this regard. Within 15 days of the commencement of agreement the contractor will have to provide the name of the housekeeping staffs, identity cards issued to them, their EPF number, ESIC numbers etc. The contractor will have to furnish proof of depositing **EPF/ESIC/Service Tax** along with the bill of the subsequent month.
5. The contractor has to provide the name of cleaning materials and the quantities (Approximate) consumed in a week (Sunday to Saturday) in the Technical bid itself as mentioned in for scope of work, so that both working days and weekend are covered. Department can evaluate the quality of the work/material to be provided by the Contractor. The quantity may be prepared as per the requirement mentioned in the '**SCOPE OF WORK OF THE HOUSEKEEPING CONTRACT**' annexed to this bidding document.
6. The bid may be rejected if it is not complete in any respect.
7. Furnishing of false, misleading, inaccurate information of particulars in the bid document or in any other manner shall lead to the disqualification of the bid and bidder at any stage or time. It shall also lead to termination of the contract, if awarded.
8. **The Commissioner of Income-tax (Hqrs)(Admn& CO), Hyderabad will have the final right to elect the bidder most suited and responsive to its requirement.**
9. Agency will have to seek prior permission before replacing the already deputed staff with all the requisite details.
10. **For clarification on any issue related to bid or work, the bidder may visit the Income Tax Towers to meet ITO (Hq)(Welfare) on any working day at office hours.**
11. The bidder/its representative may visit the office premises in the working hours of any working day before the closing date of submission of tender.

TERMS AND CONDITIONS OF THE CONTRACT:

1. The Agency, to whom the contract is awarded, would provide Mechanized Housekeeping services with cleaning materials. The name, address and contact number of the housekeeping staffs should be furnished to the **Commissioner of Income-tax (Hqrs)(Admn& CO)**. The name, address and contact number of person should be furnished with whom the department/Controlling Officer should contact, in case of any problem faced with regard to services being provided by such agency on day to day basis.
2. In case of failure to commence the work by the Agency within **stipulated time**, the contract may be cancelled by the Department and security deposit may be forfeited. In such case, new tenders will be floated.
3. Agency will have to pay their workers wages and other dues as per statutory obligations like minimum wages, PF, ESI, Etc. notified from time to time by the **Central Government/Other Statute**.
4. **The contractor is required to render services for all week days (except Sunday) in a month.**
5. The **Commissioner of Income-tax (Hqrs)(Admn&CO), Hyderabad** shall make the outsourcing contract payment on monthly basis on the production of bill by the contractor. The payment shall be made to the contractor in the subsequent month after due verification of fulfilment of statutory obligations in respect of that bill.
6. The Contractor agrees and undertakes to bear all taxes, rates, charges, levies or claims whatsoever as may be imposed by the State/ Central Govt. or any local body or any other authority.
7. Without prejudice to the preceding term of the outsourcing contract, the service provider will be liable to reimburse the **Commissioner of Income-tax (Hqrs)(Admn & CO), Hyderabad** any cost or legal liability/penalty/fine imposed on the Income Tax Department, Hyderabad by any authority, because of any, misconduct or any act of omission or commission of the contractor or any of the workers/sub-contractors/agents/any other persons deployed by the contractor.
8. **The office shall have the right to withhold any reasonable sums from the amounts payable to the contractor under this contract, if the contractor commits breach of any of the terms and conditions with regard to payment of all statutory and other dues or compliances with statutory or other obligations.**
9. Any change in the constitutions or ownership of the concern of the contractor shall be notified forthwith by the contractor in writing to the **Commissioner of Income-tax (Hqrs)(Admn&CO), Hyderabad** within the period of seven days and such change shall not relieve any former member of the concern from any liability under the contract. No new person shall be accepted into the concern by the contractor in respect of this contract unless he/she/they agree to abide by all the instructions and terms & conditions of the contract.

10. This agreement shall be in force only for a period of **Two Years** from the date of execution of contract. **However, the contractor's performance will be observed for the period of initial 3 months from the date of signing the contract. Based on the performance to the satisfaction of the department, the contract would be extended for remaining 21 months.**
11. In case the Contractor assigns or sub-contracts this contract to some other person or attempts to do so, the **Commissioner of Income-tax (Hqrs)(Admn& CO), Hyderabad** shall have the right to terminate the agreement without giving any notice to the contractor.
12. The **Commissioner of Income-tax (Hqrs)(Admn& CO), Hyderabad** shall have the right to unilaterally terminate the contract without specifying or assigning any reasons for the same, by giving one month's notice to the contractor.
13. On termination of contract for any reason whatsoever, the **Commissioner of Income-tax (Hqrs)(Admn& CO), Hyderabad** shall be entitled to engage the services of any other person, agency or Contractor to meet their requirements without prejudice to its rights including claim for damages against the Contractor.
14. The Contractor shall co-operate with the other contractors/service providers and their workers working in the premises/building.
15. **All disputes arising out of this contract shall be subject to the jurisdiction of Courts of Hyderabad. However, no dispute shall be taken by either of the parties to the contract, to any court of law without first referring it to an arbitrator, who will be appointed by the mutual consent of both the parties and any decision of the arbitrator will be final and binding on both parties, and shall not be appealable in any court of law, except on the grounds of mala fide or perversity.**
16. **Premises should be cleaned by 09.00 am so as to make the offices functional from 09.00 am onwards every day (except on Sunday).**
17. The house keeping staff shall be responsible for the housekeeping of Income Tax offices and buildings in Hyderabad i.e. cleanliness of rooms, corridors and toilets etc. and general cleanliness of office and equipment's which is detailed further in "Scope of work" of the Housekeeping Contract.
18. The housekeeping staff shall maintain discipline and decorum in the office. In case any worker is found deficient in performing duties or maintain discipline or on being pointed out by the office in this regard, the contractor shall replace that worker.
19. The housekeeping staff shall wear neat and clean uniform provided by the contractor, while in office. If any housekeeping staff is not in uniform during office hours, it shall be treated as if he/she is absent on that day and deduction shall be made accordingly from the monthly payment to the contractor.
20. Any damage caused to any equipment or article or item at the premises of the Income Tax buildings, Hyderabad due to negligence of the employees/agents of the contractor shall be on his account and he will be liable to make good the loss to the Department, or the damage will be recovered/deducted from the payment due to the contractor/service provider.

21. This office reserves the rights to postpone/and/or extend the date of receipt/opening of Rates/Quotations or to withdraw the same, without assigning any reason thereof.

22. In case of any dispute the decision of the Commissioner of Income-tax (Hqrs)(Admn& CO), Hyderabad shall be final.

23. The Bidder shall furnish Earnest Money Deposit (EMD) of Rs. 5000/- in the form of Demand Draft/Banker's Cheque from a Commercial bank, drawn in favour of "Zonal Account Officer, CBDT, Hyderabad, payable at Hyderabad. The EMD in respect of the agencies/vendors which do not qualify the Technical Bid (First stage) /Financial Bid(Second Competitive stage) shall be returned to them without any interest. However, the EMD in respect of the successful bidder may be adjusted towards the Performance Security Deposit. Further, if the agency fails to render services as per the requirement within 15 days from the date of placing the order, the EMD shall stand forfeited without giving any further notice.

24. The bidder is expected to examine all instructions, forms, terms and specifications in the bidding document. The bid should be precise, complete and in the prescribed format as per the requirement of the bid document.

25. The bidder is required to enclose self-attested photocopies of the following documents along with the Technical Bid:-

- a) Registration Certificate with Labour Department.
- b) Copy of PAN card.
- c) Copy of IT return filed for the last three financial years
- d) Registration certificate with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts.
- e) Copy of the Service Tax Registration Certificate.
- f) Work experience of similar work with renowned organizations.
- g) Copy of Service Tax Assessment and Return filed by the firm for last two years. Failure to furnish all information required by the bidding document or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

26. Service Tax Deductions/adjustments shall be made from the bills before making the payment as per statutory provisions, if any.

27. The contractor will be required to deposit a Performance Bank Guarantee from Schedule Commercial bank @ 10% of the annual value of the contract as security for due fulfillment of contract. The Bank Guarantee should be executed in the Proforma. It should be valid till the expiry of one year /contract period. The bank Guarantee must be submitted within 10 days from date of award of contract. This security shall be liable to forfeiture in the event of any breach or non-observance of the terms of the contract by the contractor or premature termination of the contract on part of the contractor for any reason. The performance guarantee will be renewed by the contractor, if the contract is extended after the normal expiry period of the contract.

28. The bidders shall bear all costs associated with the preparation and submission of its bid and the Income-Tax Department, Hyderabad will in no case be held responsible/liable for these costs, regardless of the conduct or outcome of the bidding.

29. Bids received later than the stipulated date and time will not be considered under any circumstances. This office reserves the right to reject any tender, even the lowest one without assigning any reasons thereof.

30. The bid shall consist of two parts- Annexure-I (**Technical Bid**) & Annexure-II (**Financial Bid**). Both the bids are to be placed in two sealed envelopes (clearly super scribing 'Technical Bid' and 'Financial Bid', complete in all aspects and kept in sealed cover together, should be super-scribed as '**Quotation for Outsourcing of Mechanized Housekeeping Services**' maybe dropped in the TENDER BOX marked as "**Quotations Box for Mechanized Housekeeping Services**" located at **10th Floor, D Block, Income Tax Towers, AC Guards, Masab Tank, Hyderabad**. The bids of all parties whose financial bid is not in a separate sealed cover or the rates quoted by them finds mention in their Technical Bid shall be rejected forthwith.

Closing Date and Time for submission of quotations : **06.08.2016 at 4 PM**

Date and time of opening of quotations : **08.08.2016, 11 AM onwards**
(Technical bids & Financial bids)

Date: 16.07.2016

(Kiran Katta)
Joint Commissioner of Income Tax
(Hqs)(Admn. & Vig.)

SCOPE OF WORK OF THE HOUSEKEEPING CONTRACT

1. DUTIES OF HOUSEKEEPING PERSONNEL:

The Contractor shall undertake all types of Mechanized House Keeping work such as cleaning of rooms, corridors, toilets, compactors, glass doors, windows, curtains, computer peripherals, telephone instruments, office surroundings including parking area of Income Tax buildings, dealing with solid waste management in all buildings, cleaning of roads and mopping and cleaning of common areas in all buildings situated at the addresses (except in Signature Towers, CGO complex and Olympic Bhavan where common areas and roads need not be cleaned) mentioned above in this tender, in general and the following works in particular.

2(i). DAILY WORK:

- a. Dusting and cleaning of corridors, rooms, toilets, stair-cases including canteen area.
- b. Wet mopping of Rooms & corridors with necessary detergents/disinfectants
- c. Dusting and cleaning of office furniture, almirahs placed in the rooms & corridors.
- d. Dusting of stairs and railing including fire exit staircase.
- e. Cleaning of toilets with toilet cleaners and deodorants etc.
- f. All toilets in all the buildings and other area should be cleaned minimum **thrice** aday.
- g. Collecting wastes and garbage and deporting it to the specified dumping area on daily basis. No separate payment shall be made by this office for this purpose.
- h. Shifting of furniture, almirahs and its rearrangement as and when required with the approval of the Commissioner of Income-tax (Hqrs)(Admn & CO), Hyderabad.**
- i. Such other cleaning or up keeping work as may be entrusted by the **Commissioner of Income-tax(Hqrs)(Admn & CO), Hyderabad.**
- j. All the Cleansing materials and other required machinery/ equipments are to be provided by the contractor.

2(ii). EMERGENCY WORK:

- a. Cleaning and removing of Blockage in pipes in toilets and building premises.

2(iii). WEEKEND WORK:

- a. Dusting of ceilings walls, tube lights, light shades, frames etc. in the rooms, staircases, corridors and toilets.
- b. Cleaning internally and externally (wherever it is possible) glasses of all windows once in a week.
- c. Cleaning of all the furniture and office equipment placed in the corridors.
- d. Brushing, sweeping and washing of floors, stairs with necessary detergents, cleaning with chemicals etc.
- e. Removing stains from walls/floors of corridors, toilets and staircases.
- f. Removing cobwebs once in a week.

3 CLEANING AREA

- a. Rooms, corridors, stair-cases within the Building;
- b. Parking area, Area open to sky within the boundaries of the Income Tax Towers/Buildings/Commercial spaces where Income-Tax Offices located.

4. MECHANISED CLEANING IN THIS CONTEXT MEANS

- a. Use of machines for mopping.
- b. Use of vacuum cleaners for dusting.
- c. Use of water jets for cleaning toilets.
- d. Any other equipment which may be useful in the rendering of services.

**ANNEXURE-I
(Technical Bid)**

**INCOME TAX DEPARTMENT, 10TH FLOOR, INCOME TAX TOWERS,
AC GUARDS, MASAB TANK, HYDERABAD - 500004**

- a) Name of the concern
- b) Complete Address of the concern (with telephone No. Fax & Email)
- c) PAN No. & Service Tax Registration No. EPF Registration with photocopies ESIC Registration
- d) Complete Name and addresses of the Partners / Directors/ Proprietor with mobile no. (in case of firm/company/proprietorship)
- e) Contact person (s) (with mobile number)
- f) Whether the concern has at least two "Satisfactory Performance Certificates" for similar services i.e. housekeeping etc from the renowned organizations to which it is providing such services.
- g) Details of Earnest Money Deposit
- h) An undertaking with regard to compliance of Minimum Wages Act, ESI & EPF provisions should be annexed.
- i) Cleaning Materials (Specify the name, brand & quantity)(Please attach separate Sheet)
- j) Details of Mechanized Equipment proposed to be utilized for the house keeping work as mentioned in the scope of work.

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge and belief. In case any deviation/discrepancy is found in the above statement at any stage, the contract is liable to be terminated immediately and the concern may be blacklisted by the competent authority.

(Signature of owner or
authorized Signatory
with date & Stamp).

**ANNEXURE-II
(Financial Bid)**

**INCOME TAX DEPARTMENT, 10TH FLOOR, INCOME TAX TOWERS,
AC GUARDS, MASAB TANK, HYDERABAD - 500004**

1. Name of the concern
2. Complete Address of the concern (with telephoneNo. Fax & E-mail)
3. Complete Name and addresses of thePartners/Directors/Proprietor with mobile no. (incase of firm/company/proprietorship)
4. Contact person (s) (with mobile number)
5. Permanent Account Number (attach copy)
6. Service Tax Registration number (attach copy)
7. Charges per month excluding statutory taxes &liabilities
8. Details of Minimum wages proposed to be paid along with the details of statutory payments to be made.

(Signature of authorized Signatory
with date & Stamp).

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge and belief I further certify that I shall abide by the provisions of the Minimum Wages Act.

In case any deviation/discrepancy is found in the above statement at anystage, the contract is liable to be terminated immediately and the concern may be blacklisted by the competent authority.

(Signature of authorized Signatory
with date & Stamp).