



सत्यमेव जयते

प्रधान मुख्य आयकर आयुक्त कार्यालय, केरल

OFFICE OF THE PRINCIPAL CHIEF COMMISSIONER OF INCOME TAX, KERALA

केन्द्रीय राजस्व भवन, आई एस प्रेस रोड, कोच्ची - 682 018

Central Revenue Building, I.S.Press Road, Kochi-682 018

Phone:0484-2795512 Fax: 0484-2396288

F.No.Pr.CC-CHN/GH/Maintenance/2015-16

Dated: 06/01/2016

### **TENDER NOTICE**

Income Tax Department, Kochi, invites sealed tenders from reputed concerns for **providing house keeping, cleaning, maintenance & catering services** at:-

#### **1. Income Tax Guest House & Dormitory at Income Tax Residential Complex, Panampilly Nagar, Kochi.**

The details and bid forms can be obtained from the office of the Principal Chief Commissioner of Income Tax, Kerala, 2<sup>nd</sup> floor, C.R.Building, I.S.Press Road, Kochi-682 018 on all working days till **5.00 P.M. on 18/01/2016** or can be downloaded from [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in) (Tab Tenders).

Interested bidders are required to furnish **Qualifying bid** and **Financial Bid** in separate sealed covers and should be kept in a sealed cover together. Qualifying bid form should be accompanied by Earnest Money Deposit of Rs. 2,000/- (Rupees Two Thousand only) by DD drawn in favour of the 'Administrative Officer', O/o the Principal Chief Commissioner of Income Tax, Kerala, Kochi.

**Last date for receipt of tender : 19/01/2016, 5 PM**  
**Time for opening of bids : 20/01/2016, 11 AM**

Sd/-

[GIRISH SOMAN]

Income Tax Officer (PR)

O/o Principal Chief Commissioner of Income Tax, Kerala, Kochi.



Office Of The Principal Chief Commissioner of Income Tax, Kerala, Kochi  
2<sup>nd</sup> Floor, C.R. Building, I.S. Press Road, Kochi – 682 018  
Phone : [0484]-2795512/Fax-[0484]-2396288

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**NOTICE INVITING TENDER FOR**  
**HOUSE KEEPING, GARDENING, MAINTENANCE &**  
**CATERING CONTRACT**

The Income Tax Department, Kochi invites sealed offers from reputed concerns engaged in the business of providing House keeping, cleaning, maintenance of gardens appurtenant to guest house, maintenance & catering services to provide such services on monthly contract basis in the Income Tax Guest House & Dormitory at Panampilly Nagar, for the period of one year from the date of finalization of the contract.

**TENDERING PROCESS**

Tender is invited in two parts, i.e. **(1) Qualifying bid and (2) Financial bid.** The tender form for qualifying bid in the proforma prescribed in Annexure – I and the tender form for the financial bid in the proforma in Annexure – II complete in all respects and duly signed by the authorized signatory shall be submitted in two separate sealed covers. The sealed covers may be superscripted with **“Qualifying Bid – Contract for providing, House Keeping, Cleaning, Maintenance & Catering Services at the Guest House & Dormitory ”** and **“Financial Bid – Contract for providing, House keeping, Cleaning, Maintenance and Catering Services at the Guest House & Dormitory”** respectively. Finally, the above mentioned two covers should be sealed in a single cover and addressed to the Income Tax Officer [PR], O/o. Principal Chief Commissioner of Income Tax, Kochi – 682 018 superscribed as **“BID FOR HOUSE KEEPING,GARDENING,MAINTENANCE AND CATERING CONTRACT”** and must reach on or before **5.00 p.m. on 19/01/2016 (Tuesday).** Tenders not submitted as per above procedure of Two bid system, as explained above, will be summarily rejected.

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The tenderer shall **sign and stamp each page** of this tender document as token of having read and understood the terms and conditions contained herein and submit the same along with the qualifying bid. The tenderer would fill up the information in the Annexures – I & II enclosed at the end of the document in clear and legible terms. Annexures shall also have to be signed and stamped by the concern through its authorized signatory. Wherever, the prices are to be quoted shall also be written in figures and words. The tender forms shall be rejected if it is not complete in any aspect.

The tenders shall be opened in the 'Thanima' Hall, 4<sup>th</sup> floor, C.R. Building, Kochi by the Committee constituted for the purpose on **20/01/2016 at 11.00 a.m.** in the presence of bidders. Incomplete bid documents shall be rejected. The valid qualifying bids shall be scrutinized by the Department to shortlist the eligible bidders. Thereafter, the financial bids of the short listed bidders shall be opened. Late submission of tenders shall not be accepted.

**Earnest Money Deposit of Rs. 2000/-** (Rupees Two Thousand Only) per application in the form of Demand Draft/Banker's Cheque of Scheduled Bank drawn in favour of the Administrative Officer, O/o Principal Chief Commissioner of Income Tax, Kerala, Kochi shall accompany the qualifying bid. Qualifying bid without Earnest Money Deposit shall be rejected. EMD shall be forfeited in case of the eligible bidder withdraws or the details furnished in Annexures – I & II are found to be incorrect or false during the tender selection process.

The successful bidder of the contract has to submit **a Performance Guarantee either by way of Fixed Deposit or Bank Guarantee receipt of Rs. 50000/- (Rupees Fifty Thousand Only)** within three days from the day of awarding the contract.

The tenderer is requested to inspect the areas under consideration for maintenance between 9 a.m. and 5 p.m. on any day between 09<sup>th</sup> January to 16<sup>th</sup> January 2016 after taking prior appointment from the Income Tax Officer (PR), Office of the Principal Chief Commissioner of Income Tax, C.R. Building, I.S. Press Road, Kochi – 682 018 (Ph: 2390167/8547000086) shall submit their quotes thereafter. Any clarification in this regard may be sought from the ITO (PR).

Dated: 06/01/2016  
Ernakulam.

Sd/-  
**( VENI RAJ )**  
Deputy Commissioner of Income Tax (HQ & Admn.)  
O/o. Principal Chief Commissioner of Income Tax, Kerala. Kochi.

**INCOME TAX GUEST HOUSE (QTR. E-93 & E-94), DORMITORY (QUARTER)  
PANAMPILLY NAGAR, KOCHI – 36 and VICINITY**

Terms & Conditions

1. The contract under consideration is towards house keeping and cleaning service of office/living space, toilets and upkeep of common areas including maintenance of garden area pertaining to the below mentioned buildings & premises.

<b>Particulars of the buildings</b>	<b>Area (in square meter) Built up Open Common</b>	<b>No. of toilets</b>
1. Quarter E-93 & E-94 <b>Guest House</b> , Income Tax Residential Complex, Panampilly Nagar, Kochi – 682 036	All rooms, toilets of Quarter E-93 & E-94(Guest house), staircases, common area & open space including the garden area of the Block XIV of the Income Tax Quarters, Panampilly Nagar, Kochi – 36.	6
2. Quarter A-13 & A-14 of Block II	All rooms, toilets of Quarter A-13 & A-14 (Dormitory – 6 Beds) including staircases and common areas of Block II.	2

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

**Scope of work** is to provide maintenance, security, upkeep of common areas, maintenance of garden area and catering services in the Income Tax Guest House and Dormitory at Panampilly Nagar, Kochi- 36, everyday as detailed in Parts – I & II given below:

Part – I

**SCOPE OF SERVICE TO BE PROVIDED BY THE CONTRACTOR FOR  
I.T. GUEST HOUSE, KOCHI**

- 1) **Upkeep and maintenance of I.T. Guest House including Dormitory:**

Maintenance shall include daily sweeping, mopping and weekly washing of the floors of the Guest House consisting of six bedrooms and attached bathrooms, the reception cum dining hall and the kitchen. The contractor has to undertake cleaning and mopping of floor area, cleaning of toilets, cleaning of cots, sofas, carpets, side tables, chairs and other equipments, viz. computers, telephones, refrigerator, fans, cup and saucer (used for providing tea and coffee), drinking water glasses, light fittings etc. in all the VIP suites, guest rooms, dormitories

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and clearing of waste on a daily basis, upkeep of common areas including the maintenance of garden area of the Block XIV of the Income Tax Quarters. The furniture and the furnishings in all the rooms shall be kept dust free at all times. **“Air fresheners” shall be provided in all rooms.** Rooms shall also be sprayed with room freshener daily.

- 2) The contractor should possess a minimum experience of 3 years in up keeping and maintenance and managing of Guest House in any Central Government/State Government or Public Sector undertaking. Preference will be given to tenderers who have experience in providing similar service to the Income Tax Department.
- 3) The contractor shall provide laundered bed sheets, pillow covers and towels every alternative day or earlier whenever any occupant vacates a suite. Vacated suite should be kept ready for occupation quickly. Curtains must be laundered and woolen blankets dry cleaned once in a month shall be borne by the contractors. Bed sheets, pillow covers, towels, curtains, etc. will be provided by the Department. Washing charges including ironing charges are to be included in the contract rate and are not separately payable.
- 4) The contractor shall ensure availability of liquid soaps in wash basins, naphthalene balls and toilet papers in urinals and toilets and refilling the same, mosquito repellants as and when required. The cost of the consumables like phenyl, soap, oil, cleaning acid, mops, toilet cleaners, room fresheners, tissue papers and equipments like vacuum cleaner, buckets, mugs, dusters, etc. used for cleaning shall be borne by the contractor. The sum up, cost of all consumables used for any of the services contracted for shall be fully borne by the contractor, which shall be included in the contract rate.
- 5) The contractor shall provide service of a cook and provide breakfast, lunch and dinner to occupants on request. The contractor shall keep sufficient paper tea cups, sugar cubes, tea bags, coffee powder, milk powder sachets in reserve for the purpose. The rates for the purpose may be quoted and got it approved from the Estate Officer, O/o Principal Chief Commissioner of Income Tax, Kochi.
- 6) The contractor shall provide/arrange mineral water to the Guests as desired on actual cost basis. He shall keep reserve of mineral water in sealed bottle for the

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purpose. Hot/cold drinking water (other than mineral water) is to be provided free of cost.

- 7) The personnel engaged by the contractor shall attend phone calls at all times, to receive and note down the telephone messages and convey them to concerned guests, promptly.
- 8) The personnel engaged by the contractor shall provide adequate watch and ward cover to the guest house and precincts with special attention to the traffic entering through the eastern iron grill gate opening to the quarters compound. Contractor should also undertake to keep the garden premises of the guest house clean.
- 9) Fans, AC units, refrigerators to be cleaned once in a month. To ensure that only guests use the facilities (TV, Fridge and Cooking equipment) in the Guest House. The kitchen shall always be kept clean. The cutlery and crockery as also cooking utensils which shall be provided to the contractor will be kept clean with standard washing powder.
- 10) All carpeted areas, dust from doors, partitions, Venetian blinds, fabrics (Curtains), sofa sets, cushioned chairs etc, shall be cleaned with vacuum cleaner once a week.
- 11) Hot water is to be provided to guests for which electric kettle or gas may be used.
- 12) The contractor shall make proper arrangements for disposal of waste and refuse at their cost.
- 13) The contractor shall maintain a register of complaints received from the occupants of guest house and redress the complaints. He shall also maintain proper records of in and out timings of the guests, collect rent from the guests in Guest House and the Dormitory, issue bills for such collections and hand over the same to the departmental employee appointed as Caretaker who will deposit the same with the ITO(PR), O/o. the Principal CCIT, Kochi on the first working day of the succeeding month and to obtain receipt from the Officer.
- 14) Electric points (lights, fans, AC's, geysers, etc.) should be switched off when the room is not in use to conserve energy and avoid fire mishaps.

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- 15) The contractor shall be responsible for any pilferage, loss, theft, damage of furniture, electrical equipments or any other article from the guest house. He should keep a safe deposit locker for keeping the valuables of guests while they are going out.
- 16) The contractor shall be responsible for safe custody and maintenance of all items handed over to him in the Guest House. An inventory of all the items available in the Guest House, room-wise, shall be given to the contractor on his assumption of charge. He shall hand over all the items in the inventory and other stock registers at the time of termination of the contract in serviceable condition. Any damage to furniture, crockery, fixture, locks and fittings caused by the guest shall be charged separately in addition to the rent and the same shall be collected from the occupant. In case of dispute, the decision of the Income Tax Department, C.R. Building, I.S. Press Road, Kochi – 682 018 shall be final. The contractor shall make good the deficient/damaged items or pay adequate compensation, as decided by the Department.
- 17) The contractor shall ensure maintenance of Guest Registers and bills & vouchers, registers for room allotment and receipt books for inspection by any authorized person of the Department. The stock of furniture, utensils, fittings, crockery, cutlery, etc. shall be physically verified before start of the contract and continue to be verified by any authorized person of the Department at periodic intervals.
- 18) The contractor shall undertake to have control over the maintenance of all items provided to him by the Department including Gas cylinders and in case of any loss or damage to the Department due to improper operation/maintenance of the equipments, the contractor shall be solely responsible.
- 19) Fans, electrical fittings and air conditioners etc, will be kept clean and in serviceable condition at all times. Major repairs due to normal wear and tear shall be intimated to the Estate Officer, O/o. the Pr.CCIT, Kochi without any delay for getting them repaired/rectified. Simultaneously, civil/electrical complaints in the guest house are to be entered in the respective complaints registers maintained by the CPWD at the quarters.

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- 20) The contractor should appoint a Manager/Supervisor to visit the Guest House at frequent intervals to satisfy himself in respect of the quality of services rendered to the Guests. The Manager/Supervisor should sign and record his findings in the Register kept at the Guest House for this purpose.
- 21) The contractor shall employ sufficient number of staff to meet all the requirements as stated above. The contractor is liable for payment of penalty at the discretion of the Department upto a maximum of Rs. 1000/- per instance for poor services, inadequate staff, improper upkeep or cleaning, poor washing of bed sheets, use of guest house properties by the personnel employed by the contractor etc. and/or for non-compliance of any terms of the contract and the same shall be recoverable from the bills payable to the contractor.

**OBLIGATIONS OF THE CONTRACTOR**

- i) The contractor shall ensure the services of all the personnel employed as per the bidding in the financial bid document. Any short supply or inadequacy with regard to manpower, consumables and equipment employed by the contractor in the Financial bid shall be viewed seriously. He shall employ separate persons for cooking jobs, cleaning job work and caretaker job.
- ii) The contractor shall ensure that his 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. The Caretaker appointed by the contractor shall also have a mobile connection.
- iii) The personnel shall report to the Caretaker of the quarters/Officer-in-charge assigned by the Department.
- iv) The contractor shall provide all cleaning equipment and cleaning materials which shall be harmless and eco-friendly and shall in no way damage the floors and other items by way of fading stain, forming, eroding etc.
- v) The contractor is responsible for payment of monthly salary to the personnel. The contract is solely responsible for the statutory payments such as ESI, PF etc. paid to the concerned authorities. Proofs of such payments have to be produced as and when required.

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- vi) The contractor shall submit the bills for the current month by the first day of the next month so as to be enable the Department to process the same and pay the contractor.
- vii) Tax shall be deducted at source as per the Income Tax Rules from the monthly bills.
- viii) 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 and/or the money available with the Department as performance guarantee.
- ix) 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, the Department shall communicate the decision 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.
- x) Liaison shall be maintained with our officers-in-charge concerned for smooth and efficient performance of duties of the house keepers.
- xi) It shall be 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 purpose 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.

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- xii) The contractor shall ensure that its personnel present themselves clean and tidy and in proper attire whenever they carry out the work covered by this agreement. Their uniform shall be decided in consultation with the DCIT(HQ), O/o. the Principal Chief Commissioner of Income Tax, Kochi.
- xiii) The contractor shall indemnify and shall keep the Departmental 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.
- xiv) 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 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.
- xv) In the event of any exigencies, the Department shall have 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.
- xvi) Service Tax as per law in force shall be paid by the Department.
- xvii) That the contractor shall arrange for the maintenance of all such registers and forms as are statutorily requires and/or considered necessary for the efficient performance of the contract.
- xviii) That it shall be clearly agreed and understood by the contractor that all the persons provided shall be the employees of the contractor and all disputes between the contractor and its employees 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 behavior of its workmen.

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- xix) All damages caused by the contractor to comply with any statutory/requirements and/or the terms of the agreement during the period of contract shall result in deductions 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 future tender of the Department.
- xx) 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”.

Interested parties may send their sealed offers super-scribed “BID FOR PROVIDING HOUSE KEEPING “ in prescribed format. The Terms and Conditions of the tender can be downloaded from the website. The offers in the prescribed format, must reach the office of the Pr. CCIT, C.R. Building, I.S. Press Road, Kochi-682018 either by post or in person on or before 12.12.2015 at 05.00pm. No tender will be accepted by fax or email or courier or any such other means.

Both the bids(technical and financial ) duly signed by the owner or his authorized signatory should be sealed in two separate envelopes as described below:

Envelop 1 containing technical bid in Annexure-1 duly completed in all respects along with all relevant documents

Envelop 2 containing the Financial bid, as prescribed in the Annexure II

Both the envelop should be superscribed in bold letters with the statements ‘TECHNICAL BID FOR HOUSEKEEPING or FINANCIAL BID FOR HOUSEKEEPING as the case may be.

Finally, the abovementioned two envelops should be sealed in a single cover and addressed to The Pr. CCIT. C.R. Building, I.S. Press Road, Kochi-682018 superscribed as ‘BID FOR HOUSE KEEPING and must reach on or before the closing time and date indicated on top of this document. Tenders not submitted as per above procedure of Two bid system, as explained above, will bne summarily rejected.

**GUEST HOUSE AT PANAMPILLY NAGAR**

**QUALIFYING BID DOCUMENT**

1. Name of the Concern :
2. Address of the Concern  
(with Tel. No., Fax & E-mail) :
3. Name & address of the  
Partners/Directors (with Mob. No.) :
4. Contact person(s) (with Mob.No.) :
5. No. of year of experience\* in  
providing maintenance services  
Details to be provided. :
6. List of equipment available with  
the bidder for the purpose of  
cleaning :
7. Present list of clientele\* :
8. PAN No. :
9. Service Tax Registration No. :
10. Details of registration with PF  
Authorities & 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 concern shall be blacklisted and shall not have any dealing with the Department in future.

(Signature of Authorised Signatory with date)

\* Details in respect of government and non-government organizations may be provided in separate annexures accompanying this qualifying bid.

**IT GUEST HOUSE AT PANAMPILLY NAGAR**  
**FINANCIAL BID DOCUMENT**

1. Name of the Concern :
2. Address of the Concern :  
(with Tel. No., Fax & E-mail)
3. Name & address of the :  
Partners/Directors (with Mob.No.)
4. Contact person(s) (with Mob. No.) :
5. Total Bid amount (exclusive of :  
Service Tax)

Give break up details of

<b>Personnel to be employed</b>		<b>No.</b>	<b>Cost of manpower per month</b>	<b>Total</b>
1	Care Taker	01		
2	Cook	01		
3	House keeper	01		
4	Helper/Worker	01		
Total		04		

(b) Cost of consumables (cleaning materials & chemicals)per month :

(c) Service charges, if any :

**Grand Total:**

(Rupees

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

(Signature of Authorised Signatory with date)