



GOVERNMENT OF INDIA
INCOMETAX DEPARTMENT
OFFICE OF THE PRINCIPAL CHIEF COMMISSIONER OF INCOME TAX, KERALA
C.R.BUILDING, I.S.PRESS ROAD, KOCHI – 682 018
PHONE:0484-2795512, FAX:0484-2396288

F.No.Pr.CC-CHN/House Keeping/CR Bldgs./2016-17

Dated: 07.03.2017

To

The Web Manager
Incometaxindia.gov.in.

Sir.

Sub: Calling for tenders for providing housekeeping, cleaning and maintenance contract at Income Tax Office, C R Building, I S Press Road, Kochi-reg.-

Please find enclosed a matter to be uploaded in the Departmental website regarding calling for tenders for providing housekeeping, cleaning & maintenance contract at Income Tax Office, C R Building, I S Press Road, Kochi.

Yours faithfully,

VENI RAJ

Joint Commissioner of Income Tax(HQ & TPS)
O/o the Principal Chief Commissioner of Income Tax, Kerala

Copy to :

The Deputy Director of Income Tax(Systems) for kind necessary action.



मुख्य आयकर आयुक्त (सं.नि.प्र.) कार्यालय, कोच्ची

Office Of The Principal Chief Commissioner of Income Tax, Kerala

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

2nd Floor, C.R. Building, I.S. Press Road, Kochi - 682 018

Phone: [0484]-2390167/Fax-[0484]-2397113

NOTICE INVITING TENDER FOR

HOUSE KEEPING, CLEANING & MAINTENANCE CONTRACT

The Income Tax Department, Kochi invites sealed offers from reputed concerns engaged in the business of providing House keeping, cleaning and maintenance services to provide such services on monthly contract basis in the Central Revenue Building and the Income Tax Office premises, I.S. Press Road, Kochi - 18 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 shall be put in two separate sealed covers. The two covers are to be put in another single cover sealed and submitted to the office of the Pr.Chief Commissioner of Income Tax, Kerala. The cover should be addressed to the Income Tax Officer [HQ] [PR & TPS]-I, O/o Pr.Chief Commissioner of Income Tax, Kochi - 682 018, and submitted by 11.00 AM on **17/03/2017** .

The bidder shall **sign and stamp each page** of this tender document as taken 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 inner sealed covers may be superscripted with "**Qualifying Bid – Contract for providing House Keeping, Cleaning and Maintenance Services at the Income Tax Office**" and "**Financial Bid – Contract for providing House keeping, Cleaning and Maintenance Services at the Income Tax Office**" respectively. The outer cover shall be supercribed in the "**Tender for providing Housekeeping, Cleaning and Maintenance Services at Income Tax office, Kochi**". It shall be opened by the Committee constituted for the purpose on **17/03/2017 at 2.00 P.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. 5000/- (Rupees five Thousand Only) per application in the form of Demand Drafts/Banker's Cheque of Scheduled Bank drawn in favour of the Administrative Officer, O/o Pr. 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 EMD shall be refunded after completion of tendering process except in the case of successful bidder in whose case the same shall be refunded after execution of the agreement only.

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 cleaning and maintenance between 9. a.m. and 5 p.m. on any working day between 09/03/2017 and 16/03/2017 after taking prior appointment from the Income Tax Officer [HQ] [PR & TPS]-I, Office of the Pr.Chief Commissioner of Income Tax, C.R.Building, I.S.Press Road, Kochi-682018 (Ph:2390167/8547000086). Any clarification in this regard may be sought from the ITO [HQ] [PR & TPS]-I, Kochi.

**VENIRAJ**

Joint Commissioner of Income Tax (HQ.& TPS)
O/o the Principal Chief Commissioner of Income Tax, Kerala.

Terms & Conditions

1. The contract under consideration is towards house keeping, maintenance and cleaning service of office/living space, toilets and common area pertaining to the below mentioned building.

Particulars of the building	Area (in square meter) Built up Open Common	No. of toilets
1. C.R. Building (Income Tax Wing), I.S. Press Road, Kochi - 18, consisting of 6 floors(G+5)	All rooms, toilets, staircases, common area inside the building & open space outside the Income Tax wing of the C.R. Building	19

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

PREMISE INCOME TAX BUILDING AND COMPOUND, CR BUILDING,
I.S. PRESS ROAD, KOCHI

(A) OFFICE SPACES:

- (i) All the office floor area including officers' chambers, staff halls, visitors rooms, recreation room, form stores, ASK Centre facilitation counter etc. shall be cleaned and mopped once daily and scrubbed and vacuum-cleaned once in a week. They shall do extra mopping at entrance of C.R. Building on rainy days to avoid slippage.
- (ii) Furniture like tables, chairs, visitors' chairs, computer tables, almirahs etc. and electronic gadgets like computers, telephones, fax machines, photocopier machines etc. installed in the above mentioned areas shall be made dust-free and dusting shall be done daily. The compactors, doors, windows, partition, Venetian blinds and curtains shall also be kept clean by wiping them once in a week.

- (iii) All records are kept in the compactors/almirahs/racks. The dust getting accumulated over them shall be vacuum cleaned once in a fortnight, that too only on a working day in the presence of the official who is in possession of such records or such other designated official.
- (iv) The lobby at the main building shall be spic-and-span and moping off dirt shall be done as and when stain or foot marks appear. All items installed at the lobby viz. tables, chairs, glass doors shall be wiped off dirt at regular intervals on all working days.
- (v) The electrical fittings like tube lights, fans, etc. shall be cleaned once in a week.
- (vi) The Conference hall Thanima in the 4th floor shall be cleaned before and after every meeting.
- (vii) Artificial plants, door mats and carpets shall be cleaned on a weekly basis.
- (viii) All officers' chambers shall be sprayed with room fresheners and also be provided with room fresheners of their choice.
- (ix) The contractor is also liable for cleaning and maintenance of any additional office area/toilets/common area added up during the contract period.
- (x) A time chart of the cleaning work undertaken shall be prepared and kept with the initials of the housekeeper/worker and the supervisor in it as a mark of having completed of the cleaning operation. A column shall also be provided on the same for the Caretaker of the Department for making his initials and entering his remarks on the quality of work done.

(B) TOILETS:

- (i) The office building has 12 common toilets and 7 attached toilets. All the toilets shall be cleaned and made fit for use by 8.45 a.m. on working days. Care shall be taken that the cleaning operation does not obstruct the use of toilets for a very long time. The common toilets in the office, urinals, commodes, wash basins, mirrors, tap fittings etc. shall be cleaned four times daily.
- (ii) Toilet fresheners, naphthalene balls and urinal cubes shall be applied in all toilets by the contractor at their own cost.
- (iii) The electrical fittings like tube lights, fans, exhaust fans etc, shall be cleaned once in a week.
- (iv) The pipeline shafts like tube lights, fans, exhaust fans etc. shall be cleaned once in a week. The pipeline shafts in all the buildings shall be cleaned once in a month.
- (v) A time chart of the cleaning work undertaken shall be kept at the rear side of the toilet door with the initials of the housekeeper and the supervisor in it as a mark of having completed the cleaning operation as per the guidelines. A column shall also be provided on the same for the Caretaker of the Department for making his initials and entering his remarks on the quality of work .

(C) COMMON AREA:

- (i) The corridor area, staircase and its railings and the lifts shall 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 fortnight.
- (iii) The doors, windows, glass, partitions, walls skirting, artificial plants, door mats, carpets, paintings, name boards, fire extinguishers etc. in the corridors and staircases shall also be wiped clean once in a week.

- (iv) Apart from periodic cleaning, if strains, 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 surroundings of these buildings including car parking and two wheeler parking etc. shall be cleaned daily. They should be totally free from dead/dropped leaves and litter.
- (vi) Cobwebs, honey combs etc. if found or reported anywhere, shall be removed immediately. Fumigation, fogging and spraying of larvicides shall be done once in a month to control mosquito and cockroach infestations. Periodical measures shall be undertaken to prevent rodent menace.
- (vii) All rubbish and waste items that gets accumulated at the Office space/Canteen/toilets/corridors and staircases shall be relocated daily to the dumping points set up by the Department/Corporation of Cochin and there shall be no left overs at the end of the day. All waste for disposal shall be segregated into organic and inorganic (plastics, thermocool, metal, coconut shells, rubber etc) as per the norms set by the Corporation of Kochi. The containers/carry bags for segregation and storage of waste and the like are to be provided by the contractor. The cost of disposal of such waste through collection agents or Corporation of Kochi shall also be met by the contractor.
- (viii) A time chart of the cleaning work undertaken shall be kept with the initials of the housekeeper/worker and the supervisor in it as a mark of having completed of the cleaning operation. A column shall also be provided on the same for the Caretaker of the Department for making his initials and entering his remarks on the quality of work .

Contd..

OBLIGATIONS OF THE CONTRACTOR

- i) The contractor should deploy a minimum of 11 trained personnel including the Supervisor and use new equipments, safe and eco friendly cleaning and washing chemicals and consumables under vigilant supervision of a Supervisor.
- ii) Any short supply or inadequacy with regard to manpower, consumables and equipment employed by the contractor in the Financial bid shall be viewed seriously. A deduction of Rs 1000/- (Rupees One thousand only) for each default will be made for any shortfall in services, if the deficiency in service is not rectified even after two repeated notice by the officer in charge.
- iii) In the areas in the office which are to be cleaned daily, the first cleaning operation in all respects shall be completed and made fit to use by 8.45 a.m. All hourly operations shall be executed continuously till the closing time i.e. 5.30 p.m.
- iv) The schedule of weekly and fortnightly cleaning operations to be undertaken shall be submitted to the designated officer on the last working day of the previous month and the contractor 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.
- v) 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.
- vi) The personnel shall report to the Officer-in-charge assigned by the Department.
- vii) 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.

- viii) One exclusive supervisor equipped with mobile phone shall be available in the office building premises from 8.00 a.m. to 6 p.m. on all working days. He/She shall be in-charge for the overall act of cleaning in respect of the buildings.
- ix) As per the guidelines issued from time to time by the Govt. of India, the contractor should pay minimum wages to his workers. The contractor cannot quote the rate below the minimum wages prescribed by the Central Government as per the existing guidelines. If any increase happens in the minimum wages by the guidelines issued by the Government of India, then the contractor will be liable to pay the same to the personnel.
- x) The contractor should have valid licenses and approval as per the laws governing Human Resource Management, should be registered under the ESI & Provident fund Acts and other relevant statutory enactments dealing with employment of manpower on contract. He should have valid Permanent Account Number and Service Tax Registration. All existing Statutory regulations of both the State as well as the Central Governments, shall be adhered to by the contractor and all records maintained there of shall be available for scrutiny by this office. Any failure to comply with any of the above regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice.
- xi) The contractor is solely responsible for the statutory payments such as ESI, EPF etc. paid to the concerned authorities. Proof of such payments have to be produced as and when required
- xii) The contractor shall submit the bills for the current month in the succeeding month or thereafter so as to be enable the Department to process the same and pay the contractor.
- xiii) Tax shall be deducted at source as per the Income Tax Rules from the monthly bills.

- xiv) 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.
- xv) 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.
- xvi) Liaison shall be maintained with our officers-in-charge concerned for smooth and efficient performance of duties of the house keepers.
- xvii) 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.
- xviii) 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)(Admn.), O/o the Principal Chief Commissioner of Income Tax, Kerala, Kochi.

- xix) The personnel shall report to the Caretaker/Officer-in-charge assigned by the Department. An attendance register should be maintained and should be signed twice in a day. The Register should be given to the Caretaker/Officer-in-charge as and when required.
- xx) 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.
- xxi) 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.
- xxii) Insurance cover protecting the contractor against all claims applicable under the Workmen's Compensation Act, 1948 shall be taken by the contractor. The contractor shall arrange necessary insurance cover for any persons deployed by him even for short duration. This office shall not entertain any claim arising out of mishap, if any that may take place. In the event of any liability/claim falling on this office, same shall be reimbursed/ indemnified by the contractor.
- xxiii) 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.
- xxiv) Service Tax as per law in force shall be paid by the Department.
- xxv) 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 the contract.

- xxvi) 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.
- xxvii) 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.
- xxviii) The contractor shall furnish the profile and identity proof of the personnel employed prior to the commencement of agreement and shall always in advance intimate the replacements of any personnel with their profile and identity proof.
- xxix) The contractor has to sign an agreement with the Department on the above terms after fulfillment of performance guarantee condition stipulated on or before the commencement of contract period.
- xxx) The Contractor shall not allow, persuade, persist or otherwise abet his workers to participate in any trade union activities, agitation in the premises of the Income Tax Office
- xxxi) The workers of the contractor shall not have no claim whatsoever over the facilities/amenities that are extended to the officers and staff of the Department.
- xxxii) In any matter of dispute over the agreement terms, the legal recourse shall lie with the local jurisdictional court only.
- xxxiii) Any concern/institution/service provider blacklisted by the Income Tax Department or any other Department/Organization, is not eligible for bidding under this tender.
- xxxiv) 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”.

ANNEXURE – I

QUALIFYING BID DOCUMENT

TENDER FOR PROVIDING HOUSE KEEPING,CLEANING AND MAINTENANCE CONTRACT

INCOME TAX OFFICE AND PREMISES, C R BUILDING, I S PRESS ROAD, KOCHI-18

1	Name of the Concern	
2	Complete Address of the concern (with telephone No. Fax & E-mail)	
3	Complete Name and Address of the Partners/ Directors/Proprietor with mobile No.(in case of firm/company/ proprietorship	
4	Contact Person(s) with Mob. Numbers	
5	No. of year of experience* in providing maintenance Services. Details to be provided, including income and turnover for last 3 years.	
6	List of equipments 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.

ANNEXURE-II

TENDER FOR PROVIDING HOUSE KEEPING,CLEANING AND MAINTENANCE CONTRACT
INCOME TAX OFFICE AND PREMISES, C R BUILDING, I S PRESS ROAD, KOCHI-18

FINANCIAL BID DOCUMENT

(To be submitted in separate sealed envelope)

1	Name of the Concern	
2	Complete Address of the concern (with telephone No. Fax & E-mail)	
3	Complete Name and Address of the Partners/ Directors/Proprietor with mobile No.(in case 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(i)	a) <u>Rate per person per day</u> for normal working hours (complying with Central Govt. Minimum wages Act-As per notification dated 19.01.2017 of the Ministry of Labour & Employment on –Not less than Rs.437+VDA@ 1.61 computed up to June 2016) b) Employers contribution to <u>EPF@ 13.36 %</u> c) Employers contribution to <u>ESI @ 4.75 %</u> d) Employers contribution to Labour Welfare Fund @ Rs.1/- e) Provision to Statuary Non-Profit Linked Bonus @ 7000/-per annum computed on daily wages (@ Rs.29.17/- per day) Total wages f) Service charges to the Contractor Total Payment per month per person (excluding service tax) (Separate sheets for break up of details of wages for different categories of personnel may be used)	

	Personal to be employed	No.	Cost of manpower per month	Total
1	Supervisor	1		
2	House keeper/ worker	10		

- b) Cost of consumables (cleaning materials & chemicals) Per month :
c) Other charges, if any :
Grand Total :

DECLARATION

I/We hereby certified 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 provisions of the minimum Wages Act. In case my 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 Authorized Signatory with date)

