

TENDER

FOR

**PROVIDING CATERING,
HOUSEKEEPING, CARETAKING
SERVICES AT AMARAVATHI GUEST
HOUSE & TRANSIT ACCOMMODATION**



**PRINCIPAL CHIEF COMMISSIONER OF INCOME-TAX,
ANDHRA PRADESH & TELANGANA
10TH FLOOR, 'C' BLOCK, INCOME TAX TOWERS,
AC GUARDS, HYDERABAD.**

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**PRINCIPAL CHIEF COMMISSIONER OF INCOME-TAX,
ANDHRA PRADESH & TELANGANA
10TH FLOOR, 'C' BLOCK, INCOME TAX TOWERS,
AC GUARDS, HYDERABAD.**

**Notice Inviting Tender for Income Tax Guest House at Hyderabad ie.,
Amaravathi Guest House and Transit Accommodation**

TENDER NOTICE

Principal Chief Commissioner of Income-tax, AP & TS, Hyderabad on behalf of President of India invites quotations in sealed covers from reputed parties by **4.00 P.M. on 25th May, 2018.**

Tender Notification No	AMARAVATHI/PRO/GH/01/2018
Tender notification Date	10.05.2018
Nature of Job	Providing Catering, House-keeping, Caretaking Services at Amaravathi Guest House; Maintenance & cleaning of parking lot, Garden area & approach road from main entry gate to Amaravathi Guest House at Amaravathi Community Centre in Road No.12, Banjara Hills, Hyderabad; Maintenance of Transit Accommodation i.e., Two Quarters in Type 'D' (Three Bed Rooms) in Income-tax Colony, Road No.10, Banjara Hills, Hyderabad.
EMD Amount	Rs.50,000/- (Rupees Fifty Thousand Only)
Period for contract	For a period of 2 years
Last date of tender submission	25.05.2018 by 4.00 PM
Opening of Technical Bid	25.05.2018 at 5.00 PM
Opening of Financial Bids	25.05.2018 at 5.30 PM
Tender Documents	Download from www.incometaxhyderabad.gov.in
Submission of tender documents	<i>Sealed tenders with the words "Quotation Amaravathi Guest House and Transit Accommodation" superscribed on the top right hand corner of the envelope is to be submitted to: Income-tax Officer (Public Relations, Ground Floor, Income-tax Towers Masab Tank, Hyderabad-500 004.</i>

PART-I

AMARAVATHI guest house is owned by the Income-tax Department, Andhra Pradesh & Telangana, Ministry of Finance, Government of India, Hyderabad. The Guest-House is situated in Road No.12, Banjara Hills, Hyderabad. This guest house consists of eight (8) Executive Rooms, one Auditorium having a seating capacity of 200 with attached dining floor along with two (2) green-rooms, one deluxe lounge (Samudra), one kitchen with a dining hall for the guests. The guest rooms are regularly allotted to the officers & family members of the officers working in the Income-tax Department. The auditorium is being utilized to conduct official programmes, to perform marriages and other functions. Further, two flats in Type-D (three bed rooms) quarters in Road No.10, Banjara Hills, Hyderabad are being used as transit accommodation.

The Principal Chief Commissioner of Income-tax, AP & TS, Hyderabad on behalf of President of India invites quotations in sealed covers from reputed parties in two-part bids (Technical Bid & Financial Bid) for providing "Catering, House-keeping, Caretaking Services, Maintenance & cleaning of parking lot, garden area & approach road from main entry gate to Amaravathi Community Centre at Amaravathi Guest House in Road No.12, Banjara Hills, Hyderabad and Transit Accommodation i.e., Two Quarters in Type 'D' (Three Bed Rooms) in Income-tax Colony, Road No.10, Banjara Hills, Hyderabad" from reputed and experienced firms / companies.

B. Bidding System:

Interested firms / companies may submit their quotations in two part bids:

- a. **PART ONE:** Technical Bid
- b. **PART TWO:** Financial Bid

C. Technical Qualification:

a	Tenderer should be technically qualified from catering / Hotel Management Institute / Department.
b	The tenderer should be experienced in managing guest houses with a minimum of 5 years experience in PSU / Government Guest Houses and currently managing atleast 3 Guest houses. Experience certificate for managing guest houses to be attached.
c	Annual turnover of Rs. 3 Crores per annum during last 03 financial years and should be an Income Tax assessee and copies of income-tax returns along with P & L A/c. for the last three years are required to be submitted.
d	Registration under the EPF Act 1952, and ESI Act 1948.
e	Registered under Contract Labour (Regulation and Abolition) Act, 1970
f	Non blacklisting declaration.
g	EMD of Rs.50,000/- in the form of DD, issued on the name of 'Zonal Accounts Officer, CBDT, Hyderabad'.

D. OPENING OF BIDS:

The Technical Bids shall be opened on **25.05.2018 at 5:00 pm** in the presence Tender Committee and bidders. The bidders attending the technical bids opening meeting should carry letter of authority from their firm/company.

E. ENQUIRY REGARDING TENDER TERMS & CONDITIONS:

In case, any doubt about Tender Terms & Conditions, interested parties may contact Shri Amit Biswas, Income-tax Officer (Public Relations), Hyderabad and Officer-in-Charge for clarification over Phone No.: 040-23425477 on any working day between 11.00 AM to 5.30 PM. The interested parties may also personally visit guest houses (10.00 AM to 4.00 PM between 10.5.2018 to 25.5.2018).

The Interested parties are advised to study the tender document carefully. Submission of tender shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.

F. OPENING OF FINANCIAL BID:

The Financial Bids of only those firms/companies, found technically qualified by the Tender Committee, will be opened.

G. CANCELLATION OF TENDERING PROCESS:

The Principal Chief Commissioner of Income-tax, AP & TS, Hyderabad reserves the right to withdraw tender after floating it for public access or cancel the entire tendering process without assigning any reason thereof. In addition, the Principal Chief Commissioner of Income-tax, AP & TS, Hyderabad reserves the right to accept or reject any or all tenders received either in full or part thereof or to split the work among more than one bidder, if necessary, without assigning any reason thereof.

H. LAST DATE FOR SUBMISSION OF TENDER:

Last date of Tender Submission, completed in all respect, is **25th May, 2018 by 4:00 pm**. Tender shall be submitted in sealed cover and presented in the **office of Income-tax Officer (Public Relations), Ground Floor, Income-tax Towers, Masab Tank, Hyderabad-500 004**.

I. SEQUENCING OF TENDER DOCUMENTS:-

TECHNICAL BID:

Tender documents shall be prepared in below mentioned order and shall be submitted in the form of a book. **“Technical Bid- Form- III will be kept in separate sealed envelope super scribing ‘Technical Bid for Amaravathi Guest House & Transit Accommodation’**. It means that bidder will get the spiral binding of all necessary documents (and put up fresh page numbers from starting) to make a book. Documents shall be arranged in following orders:

	Details of Documents of Technical Bid	Enclosed or not
1	Earnest Money Deposit	
2	Affidavit on letter head or Judicial Stamp Paper for the Acceptance of Tender Terms & conditions	
3	Certificate for Ethical Practice. Experience certificate for managing guest houses to be attached.	
4	Technical Bid	
5	Signed & stamped copy of tender (Total----- pages)	
6	Work experience certificates (Attach copies of Works completion certificate of last 5 years in chronological order.	
7	Bank Solvency Certificate in format given	
8	Incorporation certificate of firm/company	
9	Annual Turnover of Rs. 3 Crores during last 3 financial years along with P& L A/c. etc.	
10	Copy of PAN	
11	Copy of GST Registration	
12	Copy of EPF registration	
13	Copy of ESI registration	
14	Copy of registration under Contract Labour (Regulation and Abolition Act, 1970)	
15	Proof of registered office	

Please enclose all supporting documents for each of the above, failing which the bidder would be disqualified.

FINANCIAL BID :

Form- VI will be kept in separate sealed envelope super scribing 'Financial Bid for Amaravathi Guest House Service'

NOTE :

1. All received quotations shall be initially evaluated on technical parameters, being described in **Clause-C of Part-I** of Tender Document.

Amit Rajan.
Income-tax Officer (Public Relations)
O/o. Pr. CCIT, AP & TS, Hyderabad.

PART-1

1. SCOPE OF WORK:

The contractor shall perform all the services pertaining to providing catering, house-keeping, caretaking services at Amaravathi Guest House; Maintenance & cleaning of parking lot, Garden area & approach road from main entry gate to Amaravathi Guest House at Amaravathi Community Centre in Road No.12, Banjara Hills, Hyderabad; Maintenance of Transit Accommodation i.e., Two Quarters in Type 'D' (Three Bed Rooms) in Income-tax Colony, Road No.10, Banjara Hills, Hyderabad. The Amaravathi Guest House consisting of eight (8) Executive Rooms, one Auditorium having a seating capacity of 200 with attached dining floor along with two (2) green-rooms, one deluxe lounge (Samudra), one kitchen with a dining hall for the guests. The contractor shall supply all consumables, tools & tackles required for the job. Broadly, the contractor will be responsible for following works:

1.1. CARE TAKING SERVICES:

The contractor will provide round the clock attendant services at Guest House. Attendant services will include issue of cleaned, washed, dried Linen, Blankets, Towels, etc., everyday and other materials / consumables required by occupants of the Guest House from time to time. They will be also responsible for accounting of issues and returns and reporting on losses and damages. Contractor will also provide round the clock reception services. Reception services will include allotment of rooms to the guests, getting the necessary entries made in the records on arrival and departure of guests. The exact inventory of the items other than the consumables shall however be taken and recorded by the Income-tax Officer (PR) at the time of handing over the job.

1.2. HOUSEKEEPING & CLEANING SERVICES:

Housekeeping and cleaning works at Guest House and their surroundings areas include:

a	Dusting of furniture, walls, TV sets, Study Tables, Refrigerator and removal of cobwebs etc.
b	Cleaning of all rooms, corridors, removal and quick disposal of garbage and kitchen wastes
c	Maintenance of the garden and flower plants
d	Removal of tainted material & dust from floors, rooms, verandah, kitchen, toilets, etc
e	Maintenance of surfaces of building, porcelain fixtures, plastic/ PVC fixtures, brass/ metal fittings and tiles, by suitably polishing the same with polishing agents
f	Maintenance of beds, providing clean linen, blankets, towels soaps etc. to guests daily.
g	Keep the rooms ready to occupy
h	Providing materials in each rooms on daily basis to occupants.

i	Housekeeping items will be also provided by contractor. Any other job assigned by Officer-in-charge from time to time.
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1.3 DUTIES OF CONTRACTOR:

The contractor will be responsible for:

i	Supervision of the Guest House on a daily basis and see the upkeep of premises
ii	Manage the arrival of VIPs and supervise meetings & dinners hosted at Guest House.
iii	Complete the Check-in after verification of Identity of the Guest and Checkout formalities of guests.
iv	Preparation of bills and collection of charges from guests and deposit amount in Account Section at regular interval
v	Liasioning with the Officer-in-charge for the allotment of rooms
vi	Maintenance of occupancy registers on daily basis.
Vii	Maintaining of food rate chart.
Viii	Feed-back register for the food supplied by the Contractor.

1.4 LAUNDRY SERVICES:

a	Income-tax Department will provide basic infrastructure, free electricity, water, etc to facilitate the laundry services. However, the contractor will arrange the detergent powder for washing machine, washing soap, ironing of cloths etc.
b	The contractor shall provide & maintain bed sheets, towels and other toiletry for upkeep of cleanliness & hygiene of all rooms
c	The contractor will provide laundry and ironing services to guests on payment basis. Ironing services will be provided to guests within 2 hours on payment basis.
d	Clothes washing services to guests will be provided, preferably on the same day or the next day, depending on the urgency and requirement of guest on payment basis.
e	Wherever, dry-cleaning will be required, contractor will arrange it from local market on payment basis.
f	Washing machine for self-washing should be provided. Rates to be prescribed to the Guest for washing and ironing the clothes.

1.5. CATERING SERVICES:

The "quality of service that will be rendered" is the essence of the contract. The contractor will strictly ensure that there is no lapse in quality of services rendered. Income-tax Department will provide electricity and water at free of cost for operating the kitchen. The crockery for serving dishes, utensils, ovens and other kitchen equipment will be provided by the Income tax Department for routine day-to-day catering works. The contractor shall make the following arrangement on his own:

a	Procurement and storage of all kind of raw food items, fuel, commercial LPG cylinder and other consumables.		
b	Providing food to the guests on scheduled time or as and when required by them.		
c	Supply of cleaning materials for kitchen equipments		
d	Providing paper napkins, towels, and tissue papers, used for wiping the crockery & cutlery.		
e	Maintaining cleanliness and hygiene of the kitchen, pantry, dining hall etc.		
f	Providing all facilities, materials, consumables, tool, etc within the scope of work, as necessary to execute the assigned job.		
g	The food supplied to the guests is on payment basis to be collected from the guests. The contractor is responsible to collect the food charges from the guests for the food supplied and the department shall in no case be made liable for the payment of charges on account of food supplied to the guests.		
h	The contractor should procure commercial LPG cylinder as per the need for cooking purposes and if it is found that domestic LPG cylinder is used for cooking, penalty of Rs. 1000/- per instance will be imposed.		
i	Vegetarian and Non Vegetarian food will be cooked and served separately		
j	Food (Tea, Breakfast, Lunch and Dinner) will be served as per following schedule on payment basis (to be collected from the guests):		
	S. No	Heads	Timing
	1	Bed Tea	6:00 AM to 8:00 AM or as per order
	2	Breakfast	7:30 AM to 9:30 AM
	3	Lunch	12:30 Noon to 2:30 PM
	4	Evening Tea	5:00 PM to 5:30 PM or as per order
	5	Dinner	7:30 PM to 9:30 PM
k	Maintenance of Inventory: The inventory of articles will be handed over to the contractor in good working condition on the commencement of the contract. The contractor will be the custodian of all properties and Guest House inventory during the period of contract and shall be responsible for the loss of inventory by way of misuse, breakage, theft, etc., at his own cost.		
l	Kitchen equipments, cooking utensils, crockery, cutlery, dining hall furniture and service counters will be provided by Income-tax Department. Upkeep of all items provided by Income-tax Department will be the sole responsibility of the contractor.		
m	Use of Electricity: The contractor shall not be allowed to use electricity as a cooking fuel. However, he shall be permitted to use toasters, refrigerators, water coolers, mixer/ grinder, oven and other equipments or appliances which are put to use towards preparation of food items for guests.		
n	Storage of Food: The food shall be cooked, stored and served under hygienic conditions. The contractor shall ensure that only freshly cooked food is served to guests and stale food is not recycled. Stale food shall be removed from the Guest House premises as soon as possible. Wastage of food should always be avoided.		
o	Quality of Food: The contractor shall procure only good quality fresh vegetables from the market. He shall not be allowed to store the vegetables for more than 1 (one) day in summer and 3 (three) days in winter at a stretch. However, the contractor shall ensure that a sufficient stock of other raw materials are stocked in the store for consumption for a minimum period of 15 (fifteen) days. Income-tax Department will have the right to check the quality of food articles and vegetables from time to time.		

PART- III

Engagement and Deployment of Manpower for Guest House Services

1. The contractor will engage sufficient numbers of manpower on his pay roll for the preparation and service of each meal including cleaning, washing and overall upkeep of Guest House assets and premises. It is expected that the manpower deployed at the Guest House of AMARAVATHI shall not fall below the numbers, specified in the following table, unless specified by the Income-tax Department:

S. No.	Manpower Type	Required Number	Category
01	Guest House Manager	1	Skilled
02	Cook	1	Skilled
03	Room Service Attendants (including one female staff)	5	Semi Skilled
04	House Keeping staff (including one female staff)	5	Unskilled
	Total	12	

2. **Details of Workers:** The contractor shall submit the list of workers, with complete details including local / permanent addresses, contact details, and their photographs etc, for approval, who may be allowed to work at the Guest House. All the workers should bear a name tag on their dress. Income-tax Department reserves the right to reject any or all the names without assigning any reason thereof. Only those workers who have been cleared by the Income-tax Department will be allowed to enter into the premises of the Guest House.
3. Contractor will appoint a qualified and experienced Manager, acceptable to the Income-tax Department to take orders/instructions from the Officer-in-charge. Manager will be available on all days in the Guest House / Hyderabad to deal with all matters concerning the terms and conditions of contract.
4. Contractor will not employ child labour and upon violation, legal action would be taken.
5. The contractor is authorized to collect Rs.6000/- (Rupees six thousand only) from guests directly (per event per day) for providing extra manpower for cleaning & maintenance of Amaravathi Community Centre (Function Hall/Dining Hall/Lounge/Garden area/Parking lot) during the events like family functions/wedding/official functions, etc. The Income-tax Department is not responsible for paying extra charges for providing any extra manpower provided by the contractor at the request of the guests organizing events.
6. **Supply of dresses and ID Cards to Workmen:**

Contractor will provide 2 sets of dress i.e. Shirt, Trouser, Caps, Sweaters, etc to Guest House staff and they will compulsorily wear it while on duty. The colour and style of the uniform will be decided by Income-tax Department and all workers should wear a blue over-coat on the colour of the dress prescribed. The workers should always use hand gloves and caps while upon working. Contractor

will also issue ID cards to all its staff members with a copy to the Income-tax Department.

7. Payment date of wages to the Workmen;

The Contractor has to pay the wages to workmen by **5th of every month**, for immediate previous month's work without waiting for clearance of his pending bills failing which a penalty equivalent to 5% of monthly bill value shall be imposed on contractor. The Payment shall be made strictly on satisfactory work and on daily attendance basis. It is responsibility of the contractor to comply and abide by the relevant labour laws/rules i.e., Contract Labour (Regulation and Abolition Act , 1970), Factories Act, 1948, Minimum Wages Act, 1948, etc. in force in the State from time to time. For any violation the contractor shall alone be held responsible.

8. The Contractor will issue wages slip to all staff members engaged and shall remit the wages in the staff accounts through net banking to ensure the timely payment. Contractor will be also responsible for the opening of bank account of all persons engaged by him at nearby bank on their own cost in order to transfer the wages directly to their accounts.

9. Compliance of EPF and ESI Rules:

(a)	The contractor will ensure that every staff of Guest House is covered under Employee State Insurance Commission (ESIC) Act, 1948 & Employees' Provident Fund (EPF) Act 1952.
(b)	EPF and ESIC contribution in respect of all staff shall be reimbursed to contractor on the production of challan/receipt copy along with the monthly bill.
(c)	The Income-tax Department shall not be liable to any penalty under relevant labour rules, enactment or related regulations for which the contractor is responsible under the law. However, if the Department is forced to pay any cost of any nature because of the contractor's liabilities, the said cost shall be recovered from the dues payable to the contractor.

10. Maintenance of Attendance Record:

(a)	The contractor has to maintain a proper attendance record of all the workers and Officer-in-Charge.
(b)	The Guest House workers shall be available for work for more than one shift staggered over 12 hours.

11. Compliance of Security & Safety Regulations:

(a)	The contractor will be responsible for his staff in observing all security and safety regulations and instructions may be issued by the Income-tax Department from time to time. The contractor will be responsible to take appropriate disciplinary actions against his workers to fulfill his obligations under this agreement.
(b)	The contractor will be responsible for keeping good to the satisfaction of the Income-tax Department and is accountable for any kind of loss or

	damage to any structures and properties within the Guest House premise. If such loss or damage is due to fault or the negligence or willful acts of the contractor, his staff, agents, or representatives, the cost of the loss will be borne by the contractor as assessed by the Officer-in-charge.
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12. Conduct of staff:

(a)	The Guest House staff will not entertain any of their guests/ outsiders in the Guest House premises and not normally leave the premise without permission of Officer-in-charge.
(b)	All staff will be in uniform during schedule timing and none should be visible in vests/shorts or improper clothes at any time. The contractor will be responsible for the courteous behavior of all their staff, employed directly or indirectly, and shall exercise a proper degree of control over them. The contractor shall be bound to prohibit and prevent staff from trespassing/acting in anyway detrimental or prejudicial to the interest of the community or of the properties. The contractor shall be responsible thereof and indemnify the institute of all consequent claims or actions for damages or injury or on any the other grounds whatsoever.
(c)	Smoking, drinking within the vicinity of the Guest House campus is strictly prohibited. In case of any violation, the contract will be terminated.

13. In case, Income-tax Department suffers loss of any nature because of the contractor or his staff for not following security or safety regulation, the contractor will be liable to pay the loss as determined by the Officer-in-charge at his sole discretion. The Income-tax Department will have the right to recover such losses, etc., from the dues payable to the contractor and/or security deposit, etc.
14. The contractor will neither appoint any sub- contractor nor will sub-let the work assigned to him. In case of sub-contracting, the tender will be disqualified.
15. The contractor staff will not be treated as the staff of Income-tax Department for any purpose whatsoever. The contractor will be responsible for strict compliance of all statutory provisions of relevant labour laws applicable from time to time in carrying out the above job.
16. Whenever and wherever it is required by the Income-tax Department, all personnel deployed by contractor at AMARAVATHI, will be required to display ID card while entering into the Guest House premise. They will be required to wear the ID Card all the time while on duty.

17. Fulfillment of Statutory Provisions:

The contractor will ensure the compliance of all statutory provisions in force from time to time.

PART- IV

GENERAL CONDITIONS OF TENDER

1. **Period of Contract:** : The period of tender is for 2 years.
2. **Evaluation of Performance:** After three months of operation, the contractor will be evaluated on the basis of the guidelines and rules detailed in this document. If the contractor fails to meet the expectation and promises made, license agreement can be cancelled at that time.
3. Income-tax Department reserves the right to terminate the contract, so awarded with 2 months' notice with/without assigning any reasons for violation of any terms & conditions mentioned in the contract and such firm/company would be blacklisted
4. If the contractor fails to render the services to the satisfaction of officer in-charge on any particular day for any reason during the contract period, appropriate deductions will be made from the bills of the contractor for ineffective/incompetent services.
5. **Performance Security:** Within 7 days of execution of the Guest House contract, the contractor will be required to execute the performance security deposit of Rs.50,000/- by way of Demand Draft issued in the name of Zonal Accounts Officer, CBDT, Hyderabad. The Fixed Deposit Receipt (FDR) should be from a scheduled nationalized bank, and will be held against any defaulting in performance and violation of terms and conditions. This FDR shall be effective for entire contract period.
6. **License Fee:** The catering contractor will be required to pay a license fee of Rs.1000/- per month for the contract period or such rate as may be fixed by the Income-tax Department for the subsequent period, if the contract is extended.
7. The successful Guest House contractor should have registration with the Regional Labour Commissioner, Hyderabad as a contractor under the Contract Labour Regulation Act and should have obtained a Labour License.
8. TDS, if applicable shall be deducted from all payments made to the contractor as per rules and regulations in force and in accordance with the income tax act prevailing from time to time. GST shall be applicable as per Government of India norms.
9. **Security of Fixed Assets:** Security of licensed premises, equipment, fittings and fixtures, furniture etc., will be the sole responsibility of the contractor.
10. All chemicals being procured for used, should be of approved high quality and damage to floor, skirting's, steps, platform, fittings, paintings, polish etc. should not occur. In case of any damage to AMARAVATHI property, the cost of making good the same will be recovered from the contractor's bill.
11. The rates quoted by the party will be unconditional. Conditional tender will summarily be rejected.

12. **Forfeiture of EMD:** If the party fails to accept the work order issued at the rates originally quoted by him or at rates negotiated subsequently, as the case may be, the Earnest Money shall be forfeited.
13. EMD of unsuccessful bidder shall be refunded within 30 days of opening of Financial Bids. Signature and seal of the bidder required on all the pages, which have to be submitted along with Technical Bid, and Financial Bid.
14. The office reserves the right for surprise inspection and if anything found outside the purview of the contract, the contract would be liable for rejection / cancellation.
15. The agreement is purely a maintenance contract and shall never be construed as a tenancy agreement.
16. Before termination of agreement/contract, the contractor shall be required to handover all the items & articles to the Income tax department in good and running condition.
17. Any other matter, which has not been specifically covered by this contract, shall be decided by the Income tax Department, whose decision shall be final and conclusive.
18. The staff of contractor would for no purpose be considered as employees of Income tax department, Hyderabad.
19. The contractor shall, under no circumstances, remove, alter, modify any furniture and fixture installed in guest house unless the officer-in-charge gives prior written permission. Similarly, the contractor shall also not construct or modify any temporary or permanent structure in the guest house.
20. On all or any matters of dispute arising from this contract, the decision taken by the Principal Commissioner of Income-tax shall be final and conclusive.

PART- V
PENALTIES ON VIOLATION OF RULES

The contractor will be fined in case of violation of the following rules:

1	Non-availability of complaint register on the counter/discouraging members from registering complaints would lead to a fine of Rs. 500/- per instance on the contractor.
2	Any complaints of insects and/or foreign object (hair, rope, cloth, plastic, etc) cooked along with food found in any food item would invite a fine of Rs. 500/- per instance on the contractor.
3	Any complaint of stones / pebbles of diameter more than 2 mm will attract a penalty on the contractor, which can range between Rs. 300/- to Rs. 3,000/- depending on the size of the stone/ pebble.
4	Hard and/or sharp objects like glass pieces, nails, hard plastic etc. will attract a penalty of at least Rs. 5000/- per incident.
5	Food poisoning , shall invoke a hefty fine beyond the limit of any fine mentioned above, along with cancellation of contract and possible blacklisting of the contractor.
6	Three or more complaints of unclean utensils in a day would lead to a fine of Rs. 3,000/- on the contractor.
7	If Income-tax Department agrees that certain meal was not cooked properly then a fine of Rs. 3,000/- would be imposed on the contractor.
8	If the quality of milk is not found up to appropriate level , or it is diluted, a fine of Rs.2,000/- per instance would be imposed.
9	For any rules stated in the agreement, (a) First violation of the rule implies fine as per the rule. (b) Second and subsequent violations of the same rule within 30 days of previous fine will attract double the initial amount of fine on the contractor.
10	Inappropriate personal hygiene of workers including their dress and misbehavior by workers etc., will lead to fine of Rs. 2000/- on contractor for every instance.
11	Failure to maintain a proper health check up of the workers will attract a fine of Rs. 4,000/-per instance.
12	As and when Officer-in charge proposes a fine, it will be informing to the representative of the contractor or Guest House Manager and fine will be imposed.
13	Using of brands not mentioned in the contract without prior permission and adulteration shall invoke a hefty fine beyond the limit of any fine mentioned above and decided by the Income-tax Department.
14	Severity of hygiene failure shall be assessed and decided by the Income-tax Department and fined appropriately. In case of gross failure/negligence a severe penalty will be imposed, which could be a hefty fine as cash and/or summarily Termination of the Contract.
15	Non-maintenance of proper records will also attract penalty of Rs.1000/- per instance. Records will be subjected to Audit as and when required.

FORM- I

TENDER/CONDITIONS ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date:

To
The Income-tax Officer (Public Relations)
Ground Floor, Income-tax Towers,
Masab Tank,
HYDERABAD -4.

Subject: Acceptance of Terms & Conditions of Tender

Tender Reference No: AMARAVATHI/PRO/GH/01/2018

Job: Providing Catering, Housekeeping & Caretaking services at AMARAVATHI Guest House, Road No.12, Banjara Hills, Hyd & Transit Accommodation at Road No.10, Banjara Hills, Hyd.

Dear Sir,

1	I/ We have downloaded the tender document(s) for the above-mentioned 'Tender/Work' from the Income-tax Department's website- www.incometaxhyderabad.gov.in as per your advertisement, given in the above- mentioned website.
2	I/ We hereby certify that I / We have read entire terms and conditions of the tender documents from Page Nos. _____ to _____, schedules etc., which form part of the contract agreement and I / We shall abide hereby the terms / conditions / clauses contained therein.
3	I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirely.
4	In case any provisions of this tender are found violated, your organization shall be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely and we shall not have any claim/right against organization in satisfaction of this condition.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

FORM- II

CERTIFICATE OF ETHICAL PRACTICES

(This document shall be duly signed by the tenderer and attached with the Technical Bid)

1. I/We assure the Income-tax Department that neither I/We nor any of my /our workers will do any act/s, which is improper / illegal during the execution of the contract awarded to us.

2. Neither, I/We nor anybody on my/our behalf will indulge in any corrupt activities /practices in my/our dealing with the organization/institution.

3. I/We will have no conflict of interest in any of our work/contract at the institution.

4. We will keep the Guest House and its surroundings hygienic, neat & clean.

Place :-----

Date :-----

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

FORM – III
FORMAT FOR TECHNICAL BID
(Tender Reference No. Amaravathi/PRO/GH/01/2018)

From

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.....
.....

To

The Income-tax Officer (Public Relations)
Ground Floor, Income-tax Towers,
Masab Tank,
HYDERABAD -4.

Details E.M.D. (Rs.50,000/-)

Draft No.....Issuing Bank.....Date

S. No.	Particulars	Details to be filled in by the Agency / Firm/ Company
1	Name of the Firm/ Consortium/ & Contact Person	
2	Regd. Office/ Business Address/ Contact of the Firm/Company	
3	Date of incorporation of the Firm. State whether it is a partnership / or proprietorship or others (specified)	
4	PAN and TIN Nos. of the Firm/Company	
5	Service Tax Registration No (Attach copy of registration certificate)	
6	Whether the Firm/Company has minimum 05 years of experience in providing catering & caretaking services to reputed organizations / institutions and also three years of current experience. (Attach copies of work Orders and relevant certificates of works executed)	
7	Whether the Firm/Company is registered under GST?(Attach copy of registration)	
8	Whether the Firm/Company is registered with ESIC? Please state the registration No. (Attach copy of registration)	
9	Whether the Firm/Company registered with EPF? Please state the Registration No. (Attach copy of Registration).	

10	Whether the Firm has achieved annual sales turnover of Rs. 25.00 Lakhs in last three financial years (Attach copy audited balance sheets for last 03 years and other supporting document)	YES/NO Turnover in Rs.(as per Income-tax Return) 2015-16: 2016-17: 2017-18:
11	Whether the Firm/Company is an Income Tax Assessee and has filed its income tax.	
12	Number of Manpower working with the Firm/Company	
13	Whether the contractor agrees to properly handle the various gadgets and utensils, crockery etc, provided by the Department.	
14	Whether Firm/Company registered under Contract Labour (Regulation and Abolition Act, 1970. Attach copy.	
15	Technical certificate of catering institute / hotel management.	

DECLARATION

1. I/we agree that the decision of Income-tax Department , Hyderabad in selection of bidder will be final and binding to me/us.
2. I/we agree that we have no objection if inquiries are made about our works and experience, its related areas and any other inquiry regarding all contracts listed by us in the bid.
3. I/we undertake to inform any change in the constitution of the firm, as and when it takes place. The continuation of the contract subsequent on such alteration will be at sole discretion of Income-tax Department , Hyderabad .
4. All the information and data furnished herewith are true and correct to the best of my/our knowledge & belief.

Place/Date:

**(Name, Designation & Signature with
Seal of the Company)**

FORM- IV

FORMAT FOR SOLVENCY CERTIFICATE (On Bank's Letter Head)

Ref. No:.....

Date:

TO WHOMSOEVER IT MAY CONCERNED

This is to certify that to the best of our knowledge and information, M/s -----

----- (Bidders name with complete address), a customer of our Bank, is respectable, and is capable of executing orders to the extent of Rs. ----- (Rupees -----
-----) as disclosed by the information and records which are available with us.

M/s ----- have been our customer since ----- to date and has been granted the following limits, at present, against various facilities granted by the Bank:

This certificate is issued without any guarantee, risk or responsibility on behalf of the Bank or any of its officials. This certificate is issued at the specific request of the customer for participating in Income-tax Department , Hyderabad's Tender No-AMARAVATHI/PRO/GH/01/2018.

Authorised Signatory

Name: -----

Date:-----

Seal:

FORM- VI

FINANCIAL BID FORM

(It should be kept in a separate sealed cover- To be filled in BLUE INK)

Name of Firm/Agency:

S. No.	Heads	Total Cost
1	Caretaking Charges per month (In Rupees) *	
2	GST (In %), if any	
3	Total Cost	

* Caretaking charges include all kinds of material cost, consumables required for caretaking, housekeeping services and maintenance & cleaning as mentioned in scope of work/nature of job in Tender Notice.

Note: Statutory taxes/duties will be applicable as per Central & State Government(s) guidelines.

(Signature and Stamp of the contractor)