

**TENDER**  
**FOR**  
**PROVIDING**  
**CATERING, HOUSEKEEPING, CARETAKING &**  
**GARDENING SERVICES AT**  
**MEHDI MANZIL GUEST HOUSE, TRANSIT**  
**ACCOMMODATION**



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

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

**Notice for Inviting Tender for Providing Catering, Housekeeping, Caretaking and Gardening Services at 'Mehdi Manzil Guest House, 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 14<sup>th</sup> December, 2020.**

Tender Notification No	MEHDIMANZIL/PRO/GH/01/2020
Tender notification Date	12.11.2020
Nature of Job	Providing Catering, House-keeping, Caretaking and Gardening Services at Mehdi Manzil Guest House and Lawn in Road No.12, Banjara Hills, Hyderabad, Maintenance and Cleaning of Temple area & road premises attached/adjacent to the Mehdi Manzil Guest House and Transit Accommodation, i.e., two Quarters in 'Type-C' having two bed rooms, and three quarters in 'Type-A' having one bed room in Road No. 12, Banjara Hills, Hyderabad.
EMD Amount	Rs.50,000/- (Rupees Fifty Thousand Only)
Period for contract	For a period of 2 years, may be extended to one more year for administrative reasons.
Last date of tender submission	14.12.2020 by 4.00PM
Opening of Technical Bid	14.12.2020 at 5.00 PM
Opening of Financial Bids	14.12.2020 at 5.30 PM
Tender Documents	Download from <a href="http://www.incometaxhyderabad.gov.in">www.incometaxhyderabad.gov.in</a>
Submission of tender documents	<i>Sealed tenders with the words "Quotation for Mehdi Manzil Guest House, Lawn and Transit Accommodation" superscribed on the top right hand corner of the envelop is to be submitted to: Income-tax Officer (Public Relations) Ground Floor, Income-tax Towers Masab Tank, Hyderabad-500 004.</i>

## PART-I

MEHDIRMANZIL is a heritage building and being used as a guest house by the Income-tax Department, Andhra Pradesh & Telangana, Ministry of Finance, Government of India. The Guest-House is situated at Road No.12, Banjara Hills, Hyderabad. This guest house consists of two suite rooms, seven executive rooms, one deluxe lounge, dining hall and kitchen. These guest rooms are regularly allotted to the officers & family members of the officers working in the Income-tax Department. The Lawn is situated adjacent to the Mehdi Manzil guest house and is being utilized to conduct official programmes and to perform marriages and other functions. Further, two flats in 'Type-C' (double bed room), and three quarters in 'Type-A' (single bed room) in Road No. 12, Banjara Hills, Hyderabad; are being used as transit accommodation.

The Pr. Chief Commissioner of Income-tax, Andhra Pradesh & Telangana on behalf of the 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 and Gardening Services at Mehdi Manzil Guest House & Lawn in Road no.12, Banjara Hills, Hyderabad, maintenance and cleaning of Temple area & Road Premises attached / adjacent to the Mehdi Manzil guest house and Transit Accommodation, i.e. Two Quarters in 'Type-C' (double bed room), and three quarters in 'Type-A' (single bed room) in Income Tax Colony, Road No. 12, Banjara Hills, Hyderabad from reputed and experienced firms / companies.

## INSTRUCTIONS TO BIDDERS

1. This Invitation to Bids is open to the Bidders fulfilling the following eligibility criteria. BIDDERS not conforming to any of these parameters will not qualify:

### Eligibility Criteria:

- a. 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.
- b. The BIDDERS shall be in possession of the necessary licenses and approval by the Competent Authorities or any other Act governing the provisions of catering.
- c. The BIDDERS should have necessary registrations with Labour department and other Govt. Agencies for compliance of all statutory/ Govt. requirements applicable to Hospitality services. .
- d. The BIDDERS should have complied with the Minimum Wages Act, 1948 or any other relevant Act in force in the state of Telangana and as applicable to Income Tax Department, Hyderabad and as amended from time to time.
- e. The BIDDERS should be an Income-tax assessee and should have filed return of income for the last 3 assessment years, i.e. Assessment Years 2016-17, 2017-18 & 2018-19 (AY 2019-20 in applicable cases).



- f. One bidder can submit only one bid. Multiple bids submitted by the same bidder will summarily be rejected.

2. The BIDDERS is expected to examine all instructions, forms, terms & conditions, and specifications in the bidding document. Failure to furnish information required by the bidding document or submission of a bid not substantially responsive to the bidding document in every respect will result in rejection of the bid.

4. The bids are to be submitted in two parts in separate sealed envelopes, i.e., "Technical Bid" and "Financial Bid".

**5. The Technical Bid submitted by the bidder shall include the following:**

**5.1 Copies of Documents to be submitted at the time of filing the Bid**

- a. Valid License under Hospitality services as amended from time to time.
- b. Certificate of Registration from Registrar of Companies or Registrar of Firms or Letter of Proprietorship.
- c. Income-tax Returns for the last 3 years and PAN card.
- d. Audited Balance Sheet and Profit & Loss account for the last 3 years.
- e. Certificate from ESI Corporation.
- f. Certificate from EPF Organisation.
- g. Registration certificate under Contract Labour Act (Regulation & Abolition) 1970.
- h. Registration certificate for GST.
- i. Satisfactory performance certificate from existing principal employers.
- j. Full particulars of all organizations/ institution with maximum number of guards provided at one given time, where the BIDDERS has carried out hospitality services contract in last three years. (Self-attested copies of the relevant work orders are to be enclosed).
- k. Any other certificates/ licenses required under any Act or regulation applicable to the provisions of hospitality services.

5.2 Information regarding any litigation, current or during the last three years in which the bidder was/ is involved, the opposite party(s) and the disputed amount.

5.3 Details regarding any work order that was abandoned at any stage, prematurely terminated or resulted in inordinate delay along with reasons for the same (copies of relevant documents to be enclosed).

5.4 The bidders are required to submit Earnest Money Deposit (EMD) of Rs. 50,000/- by means of demand draft Pay/Banker's Cheque drawn in favour of **Zonal Accounts Officer, CBDT**, payable at Hyderabad, along with their bids which shall remain valid upto 120 days.

5.5 The Bidder shall sign its bid with the exact name of the concern to which the contract is to be awarded.

5.6 The Bid document filed by the bidder shall be typed or written in indelible ink. No overwriting or cuttings shall be permitted. No bid will be considered unless and until



all the pages documents comprising the Bid are properly signed and stamped by the persons authorized to do so.

**5.7** The Income Tax Department reserves the right to reject the bid having deviations from the prescribed terms and conditions.

**5.8** The terms and conditions of contract mentioned, along with the Instructions to Bidders shall be signed and returned in the envelope marked as 'Technical Bid', otherwise the tender will be rejected.

**6. Requirements of Financial Bid :**

**6.1** The Price Bid shall comprise the price component for all the services mentioned above of the bid document in the format in the bid document. The price quoted by the bidders shall be compliant with the **Minimum Wages Act** as per Central Government and shall also include all statutory applicable taxes. The bidder shall include GST and surcharges etc. as applicable on the services that are provided under this contract. In case the lump sum rates quoted, the Income Tax Department would not bear any additional liability on this account.

**6.2** Income Tax Department shall however, deduct such tax at source as per the rules and issue necessary certificates to the Agency. The prices once accepted by the Income Tax Department towards Service Charges shall remain valid till the contract remains in force. The Income Tax Department shall not entertain any increase in the prices during the period. However, the wages will be revised as per the Minimum Wages Act, 1948.

**6.3** The rates quoted shall be inclusive of all statutory obligations i.e. Minimum wages, Provident Fund, ESI, and all other levies etc.; that are applicable under relevant statutory provisions from time to time. The agency charges/non-statutory charges, however, shall remain fixed during currency of contract. The Financial Bid must be submitted in the proforma given at Section VII. The incomplete or bid in not conformity with the proforma will be summarily rejected.

**6.4** The bidder shall indemnify the Income Tax Department against the claims arising out of non-fulfillment of obligations by him under all labour laws. EPF, ESI, and other statutory contributions to be paid for persons employed by the bidder shall be responsibility of bidder.

**6.5** The rates quoted shall be inclusive of all these including cost of uniform, training, other overheads, and other benefits payable should be shown under the head "Administrative/ Service charges". Cost of supervision shall be borne by the BIDDERS and will not be paid separately by Income Tax Department, Hyderabad.

**6.6** The Income Tax Department reserves the right to reject the bid having deviations from the prescribed terms and conditions.

**6.7** The Bidder shall sign its bid with the exact name of the concern to which the contract is to be awarded.

6.8 The Bid document filed by the bidder shall be typed or written in indelible ink. No overwriting or cuttings shall be permitted.

7. **Sealing and Marking of Bids:**

(a) The Technical Bid along with EMD instrument and requisite documents (listed in Para 5 above) shall be placed in one sealed envelope super scribed '**Technical Bid**'. The Financial Bid shall be kept in a separate sealed envelope super-scribed '**Financial Bid**'. Both the envelopes shall then be placed in one single, sealed envelope super scribed "**Bid for Catering, Housekeeping, Caretaking and Gardening Services at Mehdi Manzil Guest House, Transit Accommodation**" and shall be addressed to the Principal Chief Commissioner of Income Tax, Hyderabad. The bidder's name, telephone number and complete mailing address shall be indicated on the cover of the outer envelope. No acknowledgement, in respect of receipt of any bid, shall be issued.

(b) Both the inner envelopes super-scribed Technical Bid and Financial Bid shall have the name and address of the bidder so that if required, they may be returned to the bidder without opening them.

(c) If the outer and inner envelopes are not sealed and marked as required, the Income Tax Department shall assume no responsibility for the bid's misplacement or premature opening.

(d) If for any reason, it is found that the Technical Bid reveals the Financial Bid related details in any manner whatsoever, or, the Financial Bid is enclosed in the envelope super-scribed, "**Technical Bid**", the Bid document will be summarily rejected in the first instance itself.

(e) All the Bid documents submitted shall be serially page numbered and contain the table of contents with page numbers.

(f) The bidders should submit/drop their bids in separate sealed envelopes, which in turn should be placed into a sealed larger envelope in the 'Tender Box' kept in Ground Floor, Income Tax Towers, AC Guards, Masab Tank, Hyderabad – 500 004, by 12.030 hrs on 28.<sup>th</sup> September, 2020. No acknowledgement, in respect of receipt of any bid, shall be issued.

8. **Deadline for Submission of Bids:**

(a) Bids must be received by the Income Tax Department at the address specified not later than the time and date specified in the Invitation for Bids. In the event of the specified date for the submission of bids being declared a holiday for the Income Tax Department, the bids will be received up to the given time on the next working day.

(b) The Income Tax Department may, at its discretion, extend the deadline for submission of bids which will be binding on all the bidders.



(c) Any bid received by the Income Tax Department after the deadline for submission of bids prescribed by the Income Tax Department in the bid, document will be rejected and will not be opened.

**9. Modifications and Withdrawal of Bids:**

(a) No modification or substitution of the submitted application shall be allowed.

(b) A bidder may withdraw its Tender after submission, provided that written notice of the withdrawal is received by the Income Tax Department before the due date for submission of applications. In case a bidder wants to resubmit his application, it shall submit a fresh application following all the applicable conditions.

(c) The withdrawal notice shall be prepared in Original only and each page of the notice shall be signed and stamped by authorized signatories. The copy of the notice shall be duly marked "WITHDRAWAL".

**10. Validity:**

Bids shall remain valid for 120 days after the date of bid opening prescribed by the Income Tax Department. A bid valid for a shorter period shall be rejected by the Income Tax Department as non-responsive.

**11. Opening and Evaluation of Technical Bids:**

(a) The Tender Committee appointed by the Income Tax Department will open all Technical Bids in the first instance on the appointed date, time and venue.

(b) During evaluation of bids, the Income Tax Department may, at its discretion, ask the bidder for clarification of his bid.

(c) No bidder shall contact the Income Tax Department on any matter relating to his bid from the time of the bid opening till the time of issue of work order. All bidders are strongly advised to furnish all material information in the bid itself.

(d) Any effort by a Bidder to influence the Income Tax Department in its decisions on bid evaluation, bid comparison or work order decision will result in rejection of the bid.

(e) Where the bid has been signed by the Authorized Representative on behalf of the concern, the bidder shall submit a certificate of authority and any other document consisting of adequate proof of the ability of the signatory to bind the bidder to the contract. (Income Tax Department may out rightly reject any bid, which is not supported by adequate proof of the signatory's authority).

(f) No alteration shall be made in any of the terms and conditions of the bid document by scoring out. In the submitted bid, no variation in the conditions shall be admissible. Bids not complying with the terms and conditions listed in this section are liable to be ignored.



- (g) Failure to furnish EMD along with technical bid will result in bid getting rejected.

**12. Opening and evaluation of Financial Bids:**

- (a) The Lowest Bid shall be decided upon the lowest price quoted by the particular bidder but bidder quoting zero service charges will be rejected summarily.
- (b) The Lowest Acceptable Bid will be considered further for placement of contract after complete clarification and price negotiations as decided by the Income Tax Department, Hyderabad.
- (g) No alteration shall be made in any of the terms and conditions of the bid document by scoring out. In the submitted bid, no variation in the conditions shall be admissible. Bids not complying with the terms and conditions listed in this section are liable to be ignored.

**13.** EMD of unsuccessful bidder will be returned to them within 30 days of the completion of financial evaluation of tenders.

**14.** The EMD amount of the successful bidder shall be forfeited, if the bidder fails within the time fixed by the Income Tax Department to sign the contract on terms contained in the bid document within the prescribed validity period.

**15.** Prior to the submission of Bid, the Bidder/ authorized representative shall personally inspect the Income Tax Department offices and at his own cost and under prior intimation to the Income Tax Officer (Hqrs)(PR), Hyderabad. This is necessary to enable the bidder to gather all the information, so as to prepare the Bid accurately after taking into consideration all the relevant factors. Submission of the bid, will, therefore, be considered as meeting the requirements of bidder having fully read and understood the tender document and the scope of work prescribed therein.

**16.** Making misleading or false representation in the bid document will lead to disqualification of the Bidder at any stage.

**17.** Department reserves the right to negotiate the price with the **finally** short listed bidder before awarding the contract. It may be noted that Income Tax Department, Hyderabad will not entertain any price negotiations with any other bidder.

**18.** Initially, the contract will be given for a period of 3 months. After evaluation of the performance in the three months of operation, the contract will be extended for a further period of 21 months.

**19.** The Income Tax Department, without assigning any reasons, reserves the right to accept or reject any bid, and to annul the bidding process and to reject all the bids at any time, without thereby incurring any liability to the affected bidder or bidders or any obligations to inform the affected bidder or bidders of the grounds for the action of the Income Tax Department.

*Read and accepted.  
Signature and stamp of  
Bidder or Authorized Signatory*

**PART-II**  
**Bidding System:**

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

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

**A. Technical Qualification:**

<b>a</b>	Tenderer should be technically qualified from catering / Hotel Management Institute / Department.
<b>b</b>	The tenderer should be experienced in <b>managing guest houses</b> with a minimum of <b>5 years</b> experience in PSU / Government Guest Houses and currently managing atleast 3 guest houses. Experience certificate for managing guest houses to be attached.
<b>c</b>	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.
<b>d</b>	Registration under the EPF Act 1952 and ESI Act 1948.
<b>e</b>	Registered under Contract Labour (Regulation and Abolition) Act, 1970
<b>f</b>	Non blacklisting declaration.
<b>g</b>	EMD of Rs. 50,000/- in the form of DD, issued on the name of 'Zonal Accounts Officer, CBDT, Hyderabad'.

**B. OPENING OF BIDS:**

The Technical Bids shall be opened on **14.12.2020 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.

**C. ENQUIRY REGARDING TENDER TERMS & CONDITIONS:**

In case, any doubt about Tender Terms & Conditions, interested parties may contact Shri Niraj Kumar, 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 15.11.2020 to 05.12.2020).

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.

**D. OPENING OF FINANCIAL BID:**

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



#### **E. 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.

#### **F. LAST DATE FOR SUBMISSION OF TENDER:**

Last date of Tender Submission, completed in all respect, is 14<sup>th</sup> December, 2020 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.

#### **G. 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 Mehdi Manzil 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:

	<b>Details of Documents of Technical Bid</b>	<b>Enclosed or not</b>
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 Mehdi Manzil Guest House and Transit Accommodation Service'**

**NOTE :**

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

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

### **PART-III**

#### **1. SCOPE OF WORK:**

The contractor will perform all the services pertaining to catering, caretaking and housekeeping of Mehdi Manzil Guest House & Lawn and maintenance & cleaning of Temple area and road premises attached/adjacent to the Mehdi Manzil Guest House in Road No.12, Banjara Hills, Hyderabad and Transit accommodation, i.e. two quarters in 'Type-C' having two bed rooms and three quarters in 'Type-A' having one bed room in Income-tax colony, Road No. 12, Banjara Hills, Hyderabad. The Mehdi Manzil Guest House consisting of 2 suit room, 7 executive room one deluxe lounge, dining hall & kitchen. The contractor shall supply all consumables, tools & tackles required for the job. Broadly, 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.

### 1.3 Horticulture:

The lawns at Mehdi Manzil Guest house is used for hosting functions viz., Marriages, dinners, birthdays and other official / personal functions etc. The contractor should engage a skilled Gardener to maintain the lawn by watering twice a day, lawn mowing (cutting of lawn grass) applying pesticides / fertilizers whenever required, sweeping of the lawn, maintenance of potted plants etc., and to keep the lawn fit to host any event at any point of time. The potted plants and other horticulture related work in the premises will also be maintained by the contractor (Starting from gate to the Mehdi Manzil Guest House and areas surrounding Amravathi Community Centre.

#### 1.4.i 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.ii 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):	
<b>S. No</b>	<b>Heads</b>	<b>Timing</b>
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	<b>Maintenance of Inventory:</b> 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	<b>Use of Electricity:</b> 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	<b>Storage of Food:</b> 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	<b>Quality of Food:</b> 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- IV

##### **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 Mehdi Manzil 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)	4	Semi Skilled
04	House Keeping staff (including one female staff)	4	Unskilled
05	Gardener	1	Semi Skilled
06	Sweepers	2	Unskilled
	<b>Total</b>	<b>13</b>	

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 Mehdi Manzil Lawn, Lounge, Garden area & Billiards room 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 **5<sup>th</sup> 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.

## 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 Mehdi Manzil, 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- V**

#### **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 Mehdi Manzil 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-VI**  
**PENALTIES ON VIOLATION OF RULES**

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

1	<b>Non-availability of complaint register</b> on the counter/discouraging members from registering complaints would lead to a fine of Rs. 500/- per instance on the contractor.
2	<b>Any complaints of insects and/or foreign object</b> (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	<b>Any complaint of stones / pebbles of diameter more than 2 mm</b> 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	<b>Hard and/or sharp objects</b> like glass pieces, nails, hard plastic etc. will attract a penalty of at least Rs. 5000/- per incident.
5	<b>Food poisoning</b> , 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	<b>Three or more complaints of unclean utensils</b> in a day would lead to a fine of Rs. 3,000/- on the contractor.
7	If Income-tax Department agrees that <b>certain meal was not cooked properly</b> then a fine of Rs. 3,000/- would be imposed on the contractor.
8	<b>If the quality of milk is not found up to appropriate level</b> , or it is diluted, a fine of Rs.2,000/- per instance would be imposed.
9	<b>For any rules stated in the agreement</b> , (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	<b>Inappropriate personal hygiene of workers</b> including their dress and misbehavior by workers etc., will lead to fine of Rs. 2000/- on contractor for every instance.
11	<b>Failure to maintain a proper health check up of the workers</b> 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	<b>Using of brands not mentioned in the contract</b> 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:** MEHDIMANZIL/PRO/GH/01/2020

**Job:** Providing Catering, Housekeeping, Caretaking Gardening services at MEHDIMANZIL Guest House, & Transit Accommodation of 'Type A' and 'Type C' at Road No.12, Banjara Hills, Hyderabad.

Dear Sir,

1	I/ We have downloaded the tender document(s) for the above-mentioned 'Tender/Work' from the Income-tax Department's website- <a href="http://www.incometaxhyderabad.gov.in">www.incometaxhyderabad.gov.in</a> 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. Mehdimanzil/PRO/GH/01/2020)**

**From**

.....  
.....  
.....

**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. 3.00 Crores in last three financial years (Attach copy audited balance sheets for last 03 years and other supporting document)	YES/ NO <i>Turnover in Rs.(as per Income-tax Return)</i> 2016-17: 2017-18: 2018-19:
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-  
MEHDIMANZIL/PRO/GH/01/2020.

Authorised Signatory

Name: -----

Date:-----

Seal:

**FORM- V**

**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	

\* 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)**



## PART-VII EVALUATION METHOD

### **The criteria of selection as well as rejection.**

1. The bidder should fulfill eligibly criteria mentioned above of this document to be able to qualify for consideration at the stage of technical evaluation: i.e. only those Bid(s) shall be treated as responsive bid(s) which fulfills all the criterion/parameters
2. Incomplete tenders would be rejected.
3. Selection of the bidder would be made after taking into account together all the relevant factors like past performance, credentials, responsible business practices, financial capacity to pay timely salary/wages to guards, competency to execute such contracts, credentials of fulfillment of provisions of labour laws with past contracts and other conditions.
4. Evaluation of these parameters shall be based on the documents and information submitted by the bidder(s) without recourse to extrinsic evidence.

### **5. Technical Bid Evaluation Criteria:**

Technical criteria are classified under 5 heads as given below:

Sr	Criteria	Max Marks
1	Prior Experience and Credentials with respect to providing guards and services.	25
2	Profile	20
3	Financial capacity with respect to gross receipts.	20
4	Fulfillment of provisions of legal obligations.	15
5	Evaluation of competency done by Tender committee.	20
	Total	100

### **6. Computation Methodology:**

Cut - Off score for technical bid will be 70 marks or the top score in case none of the bidders reaches the cut-off.

### **Financial Bid Evaluation Criteria:**

7. It may be noted that commercial bids will be subjected to following evaluation process.

a) Based on the technical evaluation criteria, each bidder will be given certain marks. Only those bidders scoring 70% (70 marks out of 100) or above in the technical evaluation will be short-listed for commercial evaluation.

b) In a normal situation, the contract shall be awarded to the lowest responsive bidder. However, mere lowest rate is not the sole criteria of selection. Income Tax Department, Hyderabad is not bound to accept the lowest rates.

c) Without affecting the sanctity of the above criterion, Income Tax Department, Hyderabad reserves rights to relax any condition of eligibility criteria qualifying the bid(s) based on merit of each case and if the situation so warrants in the interest of the department.

d) Preference may be given to the contractor(s) having valid Quality System Certificate as per ISO 9001, in case of same rates.

e) Income Tax Department, Hyderabad reserves the right to accept or reject any or all bids without assigning any reasons

f) Income Tax Department, Hyderabad also reserves the right to reject any bid (including the lowest one) which in its opinion is not responsive or violating any of the conditions/specifications or which is found to be adopting unethical business practices; without bearing any liability or any loss whatsoever it may cause to the bidder in the process.