



भारत सरकार / वित्त मंत्रालय
GOVERNMENT OF INDIA / MINISTRY OF FINANCE
आयकर विभाग / INCOME TAX DEPARTMENT

कार्यालय मुख्य आयकर आयुक्त(आर.इ.एफ.ए.सी.)/OFFICE OF THE CHIEF COMMISSIONER OF INCOME TAX(ReFAC)
दूसरा तल, आयकर भवन, डाबा गार्डन्स, विशाखपट्टणम - 530 020
2nd FLOOR, AAYAKAR BHAWAN, DABAGARDENS, VISAKHAPATNAM - 530 020.
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NOTICE INVITING TENDER FOR PROVIDING HOUSEKEEPING SERVICES

The Office of the Chief Commissioner of Income Tax (ReFAC), 2nd Floor, Aayakar Bhawan, Dabagardens, Visakhapatnam - 530020, invites sealed Quotations from experienced and eligible Contractors engaged in the business of providing housekeeping services, for the Offices located in Aayakar Bhawan, Dabagardens, Visakhapatnam and Direct Taxes Building, MVP Colony, Double Road, Opp: Rythu Bazaar, MVP Colony, Visakhapatnam for the period **from 01.11.2021 to 31.10.2023**. The Tender document viz, Qualifying bid (Annexure-I) and Financial bid (Annexure-II) along with scope of work terms and conditions, and tender process can be either downloaded from the public domain at <https://www.incometaxhyderabad.gov.in> or obtained from the PRO, 2nd Floor, Aayakar Bhawan, Dabagardens, Visakhapatnam on all working days between 10:00 AM and 4:00 PM. Tender document can also be downloaded from the web site <https://www.incometaxhyderabad.gov.in> and the last date for receipt of filled in tender forms is **20.10.2021 03:00 PM**

(Issued from file C.No.CCIT(ReFAC)/VSP/H K/2021-22 dated 27.09.2021)



(एन. श्रीनिवास राव / N. SRINIVASA RAO)

आयकर अधिकारी (मुख्या.)/ Income-tax Officer(H.Qrs),
कार्यालय मुख्य आयकर आयुक्त(आर.इ.एफ.ए.सी.)
O/o Chief Commissioner of Income-tax(ReFAC),
विशाखापट्टणम/Visakhapatnam

Encl: Copy of Tender document

NOTICE INVITING TENDER FOR PROVIDING HOUSEKEEPING SERVICES

The Office of the Chief Commissioner of Income Tax (ReFAC), 2nd Floor, Aayakar Bhawan, Dabagardens, Visakhapatnam - 530020, invites sealed offers from reputed PARTIES engaged in the business of providing housekeeping services, for outsourcing the services of the housekeeping, of the Office premises at Aayakar Bhawan, Dabagardens and Direct Taxes Building, MVP Colony located in following places as detailed below: The Contract period is **from 01.11.2021 to 31.10.2023.** The approximate area for which housekeeping is required is given as under:

AREA TO BE COVERED

S.No.	Name of the Office premises	Location	Building Area (Covered area is Sq.Ft.)	External Area (Uncovered area in Sq.Ft.)	Total Area in Sq. Ft.
1.	Ground plus Five Floors, Aayakar Bhawan, Dabagardens.	Aayakar Bhawan, Dabagardens, Visakhapatnam - 530 020.	20,500	1,500	22,000 (Aprox.)
2.	Ground plus Five Floors, Direct Taxes Building, MVP Colony.	Direct Taxes Building MVP Colony, Double Road, Opp: Rythu Bazaar, MVP Colony, Visakhapatnam- 530 017.	25,000	2,000	27,000 (Aprox.)
Total			45,500	3,500	49,000 (Aprox.)

SCOPE OF HOUSEKEEPING SERVICES REQUIRED TO BE PROVIDED BY THE CONTRACTOR :

- a. Daily sweeping and wet mopping of the entire area including the area in front of the Lift in all floors.
- b. Furniture like tables, chairs, visitors chairs, sofas, almirahs etc., and all the electronic gadgets like computers, telephones, fax machines photo copier machine etc., have to be dust free and dust removal has to be done daily. The doors, windows, partitions including the particleboard, glass and aluminum channels in the entire office should be cleaned daily.
- c. Deep cleaning of the toilets including WCs and Urinals with attached water and washbasins by using disinfecting materials like phenyl, harpic, vim, surf etc., thrice a day and more often, if needed and also cleaning of all sanitary fittings, tiles and mirrors on the walls in the toilets.
- d. Vacuum cleaning the systems room and all computers in the office and sofa sets twice a week.
- e. Removal of blockages and clogging in the washbasins and other sanitary fittings in the toilets for smooth outflow of wastewater.
- f. Collect all the sweepings, garbage and wastes and transport/dispose of the same to the nearest pit.
- g. Maintenance and upkeep of the entire office premises.
- h. Artificial plants, door mats and carpets are to be cleaned daily. Natural Plants are to be watered daily.
- i. All name boards, wall panels paintings etc., should be wiped off dirt daily. All brass boards have to be polished with brass polish.
- j. Care should be taken, that the gadgets are not tampered with during the cleaning operations.

WEEKLY SERVICES (Saturdays)

- a. Removal of cobwebs in the corridors and lavatories.
- b. Removal of dust accumulated on the walls, windows planes and ventilators in the toilets.
- c. Thorough washing, rubbing and cleaning of corridors using scrubber machine.

II. TERMS AND CONDITIONS:

ELIGIBILITY CRITERIA

1. CONDITIONS TO BE SATISFIED IN THE QUALIFYING BID:

1. Bidder should have minimum three years of experience in providing housekeeping services to various organization; and should have completed at least two such works with an Annual Contract Value of Rs. 20 lacs in the similar activity, in the last three years ended 31.03.2021.
2. The bidder should have experience in providing similar housekeeping services at any two sites measuring not less than 1,00,000 Sq. Ft. each.
3. The bidder must have ESI Registration, EPF Registration, registered before 01.04.2019. The bidder must also have Service Tax Registration.
4. The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961.
5. The evidence for filing of returns along with Profit and Loss Account and Balance Sheet for past three financial years 2018-19, 2019-20 & 2020-21 should be enclosed along with the qualifying bid.
6. The bidder must have an Annual Average Turnover of not less than Rs. 40 lacs during the last past three financial years 2018-19, 2019-20 & 2020-21, certified by a Chartered Accountant.
7. The tenderer should not have incurred loss in any two years during the last three years as on 31.03.2021.
8. The bidder must produce a solvency certificate from his banker for an amount not less than Rs. 30 lacs.
9. Within one month from the date of awarding the contract the successful bidder shall obtain a license under the Contract Labour (R & A) Act, from the licensing authority.

2. OTHER TERMS AND CONDITIONS:

1. The persons employed should work on all days except Sundays and National holidays.
2. The working hours will be from 06:00 AM to 10:00 AM and 06:00 PM to 10:00 PM.
3. The personnel deployed should be well experienced and trained adequately and of sound health. They should be well behaved and well mannered. They should be provided with uniforms and identity cards prominently displayed. They should have knowledge of local language and preferably English also.

4. If a particular person is absent on any day another person should be deployed in his/her place.
5. The personnel should attend to work punctually and complete the leaning work of the entire Office premises before 06:00 AM daily. The personnel will perform all the duties assigned to the contractor and specified by the Department from time to time.
6. The personnel will report to the Officer-in charge assigned by the Department i.e. PRO.
7. The contractor should deploy one full time Supervisor with mobile phone who shall report to the PRO daily. The Supervisor shall also make one weekly trip to Income Tax Department Site located at Sagarnagar, Visakhapatnam to supervise the cleaning activities.
8. In case of emergency and residual situations the contractor has to make the personnel available to cater for emergency services & urgent works entrusted by this office as and when need arises.
9. The contractor should pay to their personnel a minimum wage at the prevailing rate as fixed under Minimum Wages Act prescribed by O/o The Chief Labour Commissioner (Central) any breach of this condition will be liable for termination of the contract and the same would be dealt with accordingly. Beside, ESI and PF per head at the current rate should be paid by the contractor every month as per the existing rules and copies of paid cash challans should be submitted every month to this office.
10. The contractor is responsible for payment of monthly salary including leave salary, bonus, gratuity etc., to the personnel as applicable to them.
11. The contractor should ensure that there is no scope for any grievance from the personnel on delayed payment of wages. The employees engaged by the Housekeeping Agency will be in the employment of the Housekeeping Agency only and not of Income Tax Department.
12. Mode of payment will be monthly and payments to the Housekeeping Contractor will be through Account Payee Cheques only. Tax shall be deducted at source as per the prevailing Income Tax Act from the monthly bills.
13. The Contractor shall indemnify and shall keep this office indemnified against Acts of omission or negligence, dishonesty or misconduct of the men/women engaged for the work and this office shall not be liable to pay any damages or compensation to such person or to third party. All damages caused by the housekeeping personnel shall be charged to the contractor and recovered from its dues/bills.

14. This office reserves the right to terminate the services of the Housekeeping contractor at anytime without giving any notice whatsoever.

15. All existing statutory regulations both State & Central Governments shall be adhered to and complied with by the Housekeeping contractor and all records maintained thereof should be available for scrutiny by this office. The Housekeeping Contractor shall strictly comply with the terms and conditions of the agreement, which will be executed with the successful contractor. Failure by the contractor to comply with such statutory requirements and / or the terms of the agreement during the period of agreement of deficiency in services shall result in termination of the contact.

16. The contract will be in force for a period of two years initially from 01.11.2021 to 31.10.2023. This office reserves the right to extend the duration of the contact for a further period subject to satisfactory performance and on mutually agreed terms and conditions.

17. The Service provider should be used branded materials i.e. Diversy Taski R-1 - for Bathroom cleaner, Diversy Taski R-2 - for Hard surface & Taps cleaner, Diversy Taski R-3 - for Glass cleaner and Diversy Taski R-7 - for Floor cleaner for the house keeping services.

18. No escalation of price whatsoever would be allowed during the pendency/currency of the contract except in the increase in minimum wages, of there has been increase in wages by the Statutory authority empowered to do so. The increase has to be intimated immediately to this office by the Service Provider.

19. If at any time during currency of JOB, the SCOPE OF WORK for which this job has been awarded is reduced/abandoned, or if the number of persons employed by the supplier is reduced from the stipulated number for any period, the payment/value of this job order shall be reduced on pro-rata basis by this office and would be binding on the Contractor (Service Provider).

20. The contractor (Service Provider) shall submit the bill for every month by the 1st day of next month along with the statement showing the area cleaned, mopped etc., certified by the respective Administrative Officers/Caretakers/PRO. No interim bills will be entertained. Payment will be made through Cheque within a month from the date of submission of bill provided there is no dispute in respect of rates, quantity and quality of work and on the basis of endorsement made by the respective Administrative Officers. The payment is subject to TDS applicable the Income Tax Act, 1961.

21. Any dispute arising out of this agreement or that which may arise in future, shall be resolved by taking recourse to mutual settlement, arbitration/conciliation clauses formulated by International Centre of Alternative Dispute Resolution (ICADR), failing which the dispute will be subject to Visakhapatnam jurisdiction only.

I. TENDER PROCESS :

1. Tenders are invited in two parts i.e. (1) Qualifying Bid (2) Financial Bid.
2. The tender from for Qualifying bid in pro-forma prescribed in Annexure-I and the tender from for the Financial bid in pro-forma prescribed in Annexure-II complete in all aspects shall be submitted in two separate sealed covers addressed to the Chief Commissioner of Income Tax (ReFAC), 2nd Floor, Aayakar Bhawan, Dabagardens, Visakhapatnam - 530 020 on or before 03:00 PM on 20.10.2021. The sealed covers should be subscribed with "Qualifying Bid- Contract for the providing Housekeeping services", and "Financial Bid- Contract for Providing Housekeeping Services" respectively. Qualifying Bid will be opened on 20.10.2021 at 04:00 PM in the presence of bidders at the Chief Commissioner of Income Tax (ReFAC), Visakhapatnam-530 020. The date and time of opening of "Financial Bid" will be intimated to the bidders after opening the "Qualifying Bids".
3. If the tenders are sent by post/courier, it should be ensured that cover should be intact at the time of reaching destination without any damage or loss. Department is not responsible for the delay on account of postal/courier services.
4. Earnest Money Deposit of Rs. 50,000/- (Rupees Fifty Thousand Only) per application in the form of Demand Draft/Bankers cheque of scheduled Bank drawn in favour of "O/o The Chief Commissioner of Income Tax (ReFAC), Visakhapatnam" shall accompany the qualifying bid. Qualifying bids without Earnest Money Deposit will be rejected. EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the successful bidder withdraws or the details furnished in Annexure-I & II are found to be incorrect or false during the tender selection process. No interest shall be paid on the Earnest Money Deposit and EMD of selected bidder will be returned on furnishing performance guarantee as detailed below.
5. **Performance Guarantee:** The successful bidder has to submit Rs. 2,00,000/- (Rupees Two Lakh only) as performance guarantee deposit in the form of Bank guarantee from a Nationalized Bank/Demand Draft/Bankers Cheque of a Scheduled bank drawn in favour of "O/o The Chief Commissioner of Income Tax (ReFAC), Visakhapatnam" before awarding contract. The performance guarantee along with earnest money deposit shall be refunded to the selected bidder without any interest on the completion of contract period.
6. The tenderer shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained herein and submit the same along with the qualifying bid. The tenderer would fill up the information in the Annexure-I & II enclosed at the end of this document in clear and legible terms. The tender documents are not transferable.

7. The bidders shall quote their rates for the service to be provided as " RATE PER Sq. Ft. PER MONTH" (in both words and figures) which should include deduction towards PF and ESI etc. and the same would not be payable over and above the rates thus quoted.
8. This office reserves the right to postpone/and/or extend the date of receipt/opening of Rates/Quotations or to withdraw the same, without assigning any reason thereof.
9. This office reserves the right to accept or reject any bid, and to annul the bidding process and reject all 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 such action.
10. Incomplete bid documents shall be rejected. The valid qualifying bids shall be scrutinized by the Department to short-list the eligible bidders. The financial bids of the short listed bidders will be opened later. Late submission of tenders shall not be accepted. The short listed tender along with the documents will be submitted to the "competent authority" and upon approval by the "competent authority" the successful bidders will be intimated about the award of contract to them.

1. **Rate and Prices:**

The bidders shall quote their "RATE PER Sq. Ft. PER MONTH" (in both words and figures).

2. **Final Payment:**

The contractor shall submit the bill for every month by the 1st day of next month along with the statement showing number of persons employed for number of days certified by the respective Administrative Officer/Public Relation Officer. No interim bills will be entertained. Payment will be made through cheque within a month from the date of submission of bill provided there is no dispute in respect of rates. Quantity and quality of work and on the basis of endorsement made by the respective Administrative Officer/ Public Relation Officer. The payment is subject to TDS as applicable under the Income Tax Act, 1961.

The tenderer should ensure that the following documents are part of the Qualifying Bid:

- a) Annexure-I (duly filled in) along with necessary enclosures.
- b) EMD for Rs. 50,000/- Demand Draft/Banker's Cheque drawn in favour of the Chief Commissioner of Income Tax (ReFAC), Visakhapatnam.
- c) Tender Document (all pages signed)

Financial Bid:

- a) Duly filled in Annexure-II



(एन. श्रीनिवास राव / N. SRINIVASA RAO)

आयकर अधिकारी (मुख्या.)/ Income-tax Officer(H.Qrs),

कार्यालय मुख्य आयकर आयुक्त(आर.इ.एफ.ए.सी.)

O/o Chief Commissioner of Income-tax(ReFAC),

विशाखापट्टणम/Visakhapatnam

Encl:

1. Qualifying Bid Document (Annexure-I)
2. Financial Bid Document (Annexure-II)

ANNEXURE-I

QUALIFYING BID DOCUMENT

1. Name of the party :
2. Address :
(With Tel No. Fax No.)
3. Name & Address of the Proprietor /Partners/ Directors (With Mobile No.) :
4. Contact person (s) (With Mobile No.) :
5. No. of years of experience in providing Housekeeping Services [enclose proof such as Performance reports from clients (or) TDS copies] :
6. Average Annual Turnovers (last 3 years ended 31.03.2021) Certified by Chartered Accountant :
7. Permanent Account Number (PAN) (The Evidence for filing of IT Returns along with Profit and Loss Account & Balance Sheet for the last three financial years i.e.2018-19, 2019-20 & 2020-21 to be enclosed) :
8. Details of ESI & EPF Registration along with Evidence (Registered Before 01 April, 2019) :
9. Details of Service Tax Registration along with Evidence. :
10. Details of EMD :
11. Solvency Certificate issued by Bankers :

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in case any deviation is found in the above statement at any stage, I/We will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized signatory with date)

ANNEXURE-II

FINANCIAL BID DOCUMENT

1. Name of the Party :
2. Address :
(With Tel No. Fax No.)
3. Name & Address of the Proprietor/Partners/ Directors (with Mobile No.) :

SNo.	Name of the Office & Address	Area (Sq.Ft.)	Monthly Rate per Sq.Ft. (Rs.)	Amount (Rs.)	
A	B	C	D	E	
1.					
2.					
3.					
4.					
5.					
Monthly Service Charges					
Add: Service Tax @					
Grand Total					

(Rupees.....Only)

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in case any deviation is found in the above statement at any stage, I/We will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized signatory with date)

FINANCIAL BID ENCLOSURE

RATE OF WAGES FOR HOUSEKEEPERS		
		Rs.
Basic Pay	:	
Variable DA	:	
Gross Daily Wages	:	
Add: Statutory Contributions		
a. EPF (12%)	:	
b. Pension Fund (1.61%)	:	
c. ESI (4.75%)	:	
d. Bonus (8.33%)	:	
Add: Contractor's Service Charges		
(..... % of Gross Wages)	:	
Wage Rate per Sq. Ft. per Day	:	
(RupeesOnly)		
Wages for 26 Days	:	
(Rupees.....Only)		

(Signature of Authorized signatory with date)