

**OFFICE OF THE  
PRINCIPAL COMMISSIONER OF INCOME TAX-5,  
10th Floor, Signature Tower, Opp. Botanical Garden,  
Kondapur, Hyderabad - 500084.**

F.No: Pr.CIT-5/Hyd/ASK/2019-20

Date: 16-01-2020

**TENDER NOTICE**

**INVITING BIDS FOR SETTING UP OF AAYAKAR SEVA KENDRA (ASK)**

Sealed tenders are invited from reputed parties / contractors for setting up of 'Aayakar Seva Kendra' at -

- (1) Income tax Office, Ward - 1, Beside Tirumala Petrol Pump, Dasnapur, Adilabad - 504001**
- (2) Income tax Office, Ward - 1, Lalithamba Complex, Old Bus Stand, Nirmal - 504106**

Aayakar Seva Kendra is a single window concept to deliver all services mentioned in the 20101 Citizen's Charter of the Department including redressal of grievances. It has three different functional units i.e., (1) "May I " Help You for meeting the general enquiries of the tax payers, (2) "Collection Counters" for receipt of Dak and paper returns and (3) "Facilitation Centre" for assisting the Tax payers about PAN Queries / providing return forms and other tax payer education literature and assistance of tax return preparers (TRPs).

As a part of the Govt. of India's e-governance initiative Aayakar Seva Kendra (ASK) is being created at **Income tax Office, Ward - 1, Beside Tirumala Petrol Pump, Dasnapur, Adilabad - 504001 and Income tax Office, Ward - 1, Lalithamba Complex, Old Bus Stand, Nirmal - 504106**

. The ASK shall be a computerized centre where facilities for filing of returns, applications and other correspondence, through the Income Tax Dept's software, shall be available to tax payers. The designs of the centre to be established, work flow, branding, material to be used have been standardized. A comprehensive document in this regard is available with this office which can be inspected / obtained during office hours at the above address.

The interested parties may submit separate bids for each ASK Centre to the office of the **Principal Commissioner of Income-tax - 5, 10<sup>th</sup> Floor, Signature Towers, Kondapur, Hyderabad**, with the terms and conditions enumerated below :

1. Tender documents can be collected from this office on all working days from on payment of Rs.1000/(Non Refundable) by way of Demand Draft drawn on any scheduled bank in favour of "Zonal Accounts Officer, CBDT, Hyderabad". The tender document can also be downloaded from the Department's websites i.e., [www.incometaxindiahyderabad.org](http://www.incometaxindiahyderabad.org) and [www.eprocure.gov.in](http://www.eprocure.gov.in) and can be submitted in the office along with demand draft of Rs.1000/-.
2. Quotations should be submitted in two bid pattern, i.e., Technical Bid (Annexure-I) and Financial Bid (Annexure-II). Both of these bids in prescribed formats along with required documents as prescribed should be placed in separate envelopes. It should be sealed and Super scribed as-

- (i) "Tender for setting up of ASK Centre for **Technical Bid**"
- (ii) "Tender for setting up of ASK Centre for **Financial Bid**"

At **Income tax Office, Ward - 1, Beside Tirumala Petrol Pump, Dasnapur, Adilabad - 504001 and Income tax Office, Ward - 1, Lalithamba Complex, Old Bus Stand, Nirmal - 504106**

3. Both such envelopes should be placed in a single cover and super scribed as "QUOTATION FOR SETTING UP OF AAYAKAR SEVA KENDRA AT **ADILABAD or Nirmal**, whichever is applicable and should be sent by registered post or handed over to O/o. the Principal Commissioner of Income-tax - 5, 10th Floor, Signature Towers, Kondapur, Hyderabad latest by **29-01-2020** before 4:00 PM. **The bids will be opened on 30-01-2020 at 05:00 PM. in the Chamber of PR. CIT - 5, Hyderabad.** However, the Principal Commissioner of Income-tax - 5, Hyderabad reserves the right to postpone the opening of bids and the same shall be intimated to all the bidders.
4. Bidders or their authorized representatives may remain present there at the time of opening of tenders. Bid documents incomplete or deficient in any respect will be rejected at the discretion of the Principal Commissioner of Income Tax - 5, Hyderabad.
5. The Agency / bidder should be agreeable to other terms and conditions as at **Annexure III.**
6. Initially, the technical bids only will be opened. The financial bids will be opened only, if the applicant tender is selected in the technical bid qualifying in all aspects as per the eligibility criteria and evidence to thereof enclosed to the technical bid. Rates quoted should be all inclusive with proper break-up and no separate claims will be entertained whatsoever.
7. The Principal Commissioner of Income Tax - 5, Hyderabad reserves the right to reject any or all bids at any stage of bid process without assigning any reason.
8. Technical bid should accompany the Earnest Money Deposit of **Rs.50,000/(Rupees Fifty thousand only)** in the form of **Demand Draft of any scheduled bank payable at Hyderabad drawn in favour of the 'Zonal Accounts Officer, CBDT, Hyderabad'**. The bids without Earnest Money Deposit will be rejected. The EMD of unsuccessful bidder will be returned on completion of bid process. The EMD of successful bidder will be returned on submission of a bank guarantee (**Annexure-IV**) of 10% of the total tender value. The contract shall be awarded to the Agency / Bidder with the lowest bid as per the terms & conditions mentioned in the tender document.



  
PR. CIT - 5, HYD  
**बी. जय कुमार, भा.रा.से.**  
**B. JAYA KUMAR, IRS**  
**प्रधान आयकर आयुक्त-5**  
**Pr. Commissioner of Income Tax-5**  
**हैदराबाद / Hyderabad.**

**ANNEXURE -1**

**TECHNICAL BID**

**FOR ASK CENTRE**

**(specify the name of the ASK CENTRE)**

<b>1</b>	<b>Name of the Applicant /Bidder</b>	
<b>2</b>	<b>Complete address of the concern alongwith Tel. No. Fax no. and E.mail id.</b>	
<b>3</b>	<b>Name and address of the proprietor/partners and /Directors of the concern with Tel. No.</b>	
<b>4</b>	<b>Details of contact persons(s) `</b>	
	<b>Name &amp; address of the person</b>	<b>Tel. No./ Fax No./Mobile No.</b>
	(a)	
	(b)	
	(c)	
<b>5</b>	<b>A brief note on the background of the applicant including professional qualifications and experience in the field of designing and supervision of office/commercial projects (not to exceed 200 words)</b>	
<b>6</b>	<b>Permanent Account No. (PAN)</b>	
<b>7</b>	<b>Annual turnover during F.Y. 2015-16, 2016-17,2017-18, 2018-19 &amp; 2019-20 (Copy of return of income filed alongwith P &amp; L Account, Balance sheet Etc. should be enclosed as evidence</b>	
<b>8</b>	<b>List of three reputed clients with nature and value of job done</b>	
	<b>Name of the client</b>	<b>Work done</b>
	(a)	
	(b)	
	(c)	
<b>9</b>	<b>GST Registration Number</b>	
<b>10</b>	<b>Details of Demand Draft (EMD)</b>	

**DECLARATION**

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

Signature \_\_\_\_\_

Name of authorized signatory \_\_\_\_\_

Date \_\_\_\_\_

**ANNEXURE -II**

**FINANCIAL BID**

**FOR ASK CENTRE**

**(specify the name of the ASK CENTRE)**

1	Name of the Proprietor/Registered Firm	
2	Address of the concern (with Tel. No. Fax & Email)	
3	Authorised contact person (s) (with mobile number.	
4	Cumulative cost of the project (i.e. aggregate of cost quoted for various works listed below for setting up of ASK Centre)	
	<b>Name &amp; address of the person</b>	<b>Tel. No./ Fax No./Mobile No.</b>

[ Note: All materials and equipments supplied must meet the standards including brand and quality specified in the STANDARD BRANCH LAYOUT AND SPECIFICATION BOOKLET FOR SEVOTTAM CENTERS which may be obtained from the Income tax Officer (HQrs)-1 O/o. Pr. Commissioner of Income tax-2, Signature Towers, 6<sup>th</sup> floor, Opp. Botaniical Gardens, Kondapur, Hyderabad -84, ]

Sl. No.	Description of work	Amount
1	Civil Works (Detailed break up of nature of work and amount to be enclosed)	
2	Electrical & Interior works (Detailed break up of nature of work and amount to be enclosed)	
3	Fixture, Furniture & Decorative. (Detailed break up of nature of work and amount to be enclosed)	
4	Other costs, if any (Detailed break up of nature of work and amount to be enclosed)	
	<b>TOTAL</b>	
5	Proposed design/drawing of ASK Centre (CAD drawing ) to be enclosed	

Signature \_\_\_\_\_

Name of authorized signatory \_\_\_\_\_

Date \_\_\_\_\_

**TERMS & CONDITIONS .**

**ANNEXURE-III**

1. Applicant should submit separate Technical Bid / Financial Bid forms.
2. Technical bid should accompany the Earnest Money Deposit of Rs.50,000/(Rupees Fifty thousand only) for each bidding separately in the form of Demand Draft of any scheduled bank payable at Hyderabad drawn in favour of the 'Zonal Accounts Officer CBDT Hyderabad'. The bids without Earnest Money Deposit will be summarily rejected. The EMD of unsuccessful bidder will be returned on completion of bid process. The EMD of successful bidder will be returned on submission of a bank guarantee (Annexure-IV) of 10% of the total tender value for a period of one year from the date of completion of work. The performance security withheld shall be refunded to the contractor/Agency after a period of one year from the date of completion of work. No interest shall be paid on the Performance Security Deposit.
3. The applicant should be having experience of at least 5 years in design of commercial /office space (preferably in setting up of ASK Centre) and supervision of the work as per design.
4. The applicant should have consultancy receipts from design and supervision of at least Rs.50 lakhs for each of the last three Financial Years ( 2016-17, 2017-18 & 2018-19), which should be supported by IT returns
5. The applicant should be regularly assessed to Income-tax and also have registration under GST.
6. The applicant should give names of atleast three clients of reputed institutions for judging the quality of work..
7. The applicant should not have been blacklisted or debarred from participating in the tenders at any point of time by any of the Central or State Government or local body or any other agencies at any point of time.
8. The Civil works broadly includes brick work, creation of wooden / zypsum / glass partitions, flooring, fixing of grills, false ceiling, renovation work, painting etc.,
9. It is a prerequisite to use termite proof branded quality plywood / zypsum with a guarantee of 5 years for internal partitions and other civil works. Similarly, branded & fireproof electrical cables, switches & other installations, furniture should be of superior quality. The entire floor area and other points from which wooden structural erections are emanating should be given complete termite treatment.
10. The financial bid shall be submitted separately for civil works, interior and electrical & interior works, fixtures, furniture & decorative items and any other specified works. The financial bid should also include cost of shifting of offices in the space allocated to the ASK and other related work. The financial bid shall be evaluated on the basis of cumulative total and the lowest bid shall be eligible for allotment of work.

11. All the rates must be written both in figures and words. Corrections, if any, are to be made by crossing out, initialing, dating and rewriting. In case of discrepancy between the words and figures, the rates indicated in figures shall prevail. All overwriting / cutting, insertions shall be authenticated and attested. The rates should be inclusive of all taxes.
12. Rates / Quotations should be submitted and signed by the firm / agency with its current business address.
13. The bidder shall sign and stamp each page of his bid 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.
14. The bidder must comply with the rates / quotations, specification and all terms and conditions of contract. No deviation in the terms and conditions of the contract shall be entertained unless specifically mentioned by the bidder in the rate / quotation and accepted by the department
15. A pre-bid meeting will be held on ~~24.01.2020~~ 24.01.2020 at 03:00 pm. in the Chamber of Pr. CIT - 5, Hyderabad for any clarifications in the tender process.
16. Furnishing of false, misleading, inaccurate information or particulars in the bid document or in any other manner shall lead to the disqualification of the bid and the bidder at any stage or time. It shall also lead to termination of the contract, if awarded.
17. The tender to whom the work is awarded would furnish name, address and contract number of a person with whom the Department / Controlling officer will keep contract, with regard to services being provided by such applicant on day to day basis.
18. During the period of the execution of work, change in rates will not be entertained under any circumstances.
19. The Principal Commissioner of Income-tax - 5, 10<sup>th</sup> floor, Signature Towers, Kondapur, Hyderabad will have the final right to elect the suitable bidder most suited and responsive to its requirement.
20. No advance shall be paid on allotment of work. Part payment shall be made only after satisfactory completion of atleast the civil work involved. Further payment shall be made on completion of work of electrical & interior work. Final Payment shall be made on satisfactory completion of the entire work.
21. The Agency should submit bills to the respective Head of Office at **Adilabad and Nirmal**. Payment will be made by respective DDO after certifying the bills by Head of Office concerned out of their sanctioned budget. TDS would be deducted as per the provisions of Income Tax Act, 1961.

**SCOPE OF WORK :**

22. The recipient of contract is required to set up the ASK centre as per specifications in the documents available with the Income-tax Officer (H.Qrs.), O/o the Principal Commissioner of Income Tax - 5, Hyderabad. However, the exact use of space for creation of ASK Center at **Adilabad and Nirmal** and also scope of civil, electrical and miscellaneous works can only be ascertained by site visit. The contract includes provision of computers including required software with antivirus, printers, air-conditions, LCD, UPS with 3 hour back-up and other electrical items, equipment and furniture as per the specifications in the documents which will be provided on request.
23. The recipient of the contract will also be required to do other incidental works including the works arising out of shifting of office equipments/furniture in space allocated to the ASK. The work shall be specified during physical inspection by the recipient.
24. The recipient shall carry out the work subject to approval by the Principal Commissioner of Income Tax - 5, Hyderabad (Project Leader) or any other person nominated by him for the same.
25. The material to be used shall be as per the specifications given in the document available with the Income Tax Officer (H.Qrs.), O/o the Principal Commissioner of Income-tax - 5, 10<sup>th</sup> floor, Signature Towers, Kondapur, Hyderabad.
26. The recipient shall design the ASK Centre at **Adilabad and Nirmal** with respect to the space available, subject to the specifications mentioned in the document and get the design approved from the Principal Commissioner of Income-tax - 5, 10<sup>th</sup> floor, Signature Towers, Kondapur, Hyderabad.
27. The recipient shall complete the work of ASK at **Adilabad and Nirmal** within One month from the date of receipt of work order.

We agree to the above terms and conditions. Signature with Date Name of the Firm

Seal

Signature with date

Name of the firm

**FORM FOR PERFORMANCE GUARANTEE**

**(IN CONNECTION WITH SETTING UP OF ASK at ADILABAD)**

To

The President of India,

Through DDO, **Adilabad and Nirmal**

WHEREAS ..... (Name of address of the Agency) ..... has undertaken, in pursuance of contract No ..... dated.....for setting up of ASK Centre at **Adilabad and Nirmal**.

AND WHEREAS it has been stipulated by you in the said contract that the Agency shall furnish you with a bank guarantee by a scheduled commercial recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract; ` `

AND WHEREAS we have agreed to give the Agency such a bank guarantee: `

NOW, Therefore we hereby affirm that we are guarantors and responsible to you, on behalf of the Agency, upto a total of ..... (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Agency to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without you needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Agency before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Agency shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the ..... day of ..... 2020.

(Signature of the authorized officer of the Bank)

Name and designation of the officer

Seal, name & address of the Bank and address of the Branch (Bank"s common seal)