



# **COMMERCIAL TAXES DEPARTMENT**

## **TENDER DOCUMENT**

**For providing House Keeping Services at No.19,T.S.No.2,  
Government Farm Village Guindy Taluk, Chennai District.**

Phone: 044- 28548080

E-mail: [jcct.ltu@ctd.tn.gov.in](mailto:jcct.ltu@ctd.tn.gov.in)

Website: <http://ctd.tn.gov.in>

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## DEPARTMENT OF COMMERCIAL TAXES

### TENDER NOTICE FOR PROVIDING HOUSE KEEPING SERVICES

Office of the Joint Commissioner (ST), Large Tax Payers Unit, No.34, Dugar Towers, 5th Floor, Marshals Road, Chennai-8 invites sealed tenders under two bid system from eligible firms/companies for providing housekeeping services for its offices located at **No.19,T.S.No.2, Government Farm Village, Guindy Taluk, Chennai District.**

The Sealed Bid document (Technical Bid, Financial Bid along with Earnest Money Deposit duly filed and signed) should be addressed to the Joint Commissioner (ST), Large Tax Payers Unit, No.34, Dugar Towers, 5th Floor, Marshals Road, Chennai-8 and submitted on or before **13.04.2020, 04.00 P.M.** Tender received after stipulated time and date shall be rejected summarily.

Tender Document	:	Tender Document may be downloaded from <a href="http://www.ctd.tn.gov.in">www.ctd.tn.gov.in</a> free of cost.  Copy of Tender Document may be obtained at free of cost in <b>Office of the Joint Commissioner(ST), Large Tax Payer Unit, Chennai – 8.</b>
Earnest Money Deposit	:	Rs.1,50,000/- (Rupees one lakh fifty thousand only)  (Only DD in favour of Personal Assistant, Office of the Joint Commissioner(ST), Large Tax Payers Unit, Chennai – 8.)
Issuance of Tender Document	:	From 13 <sup>th</sup> March 2020 to 26 <sup>th</sup> March 2020 (Between 10.00 A.M. to 04.00 P.M.)
Last Date for submission of Tender	:	13.04.2020 (Monday) up to 4.00 P.M.
Date and Time of opening of Tender	:	15.04.2020 (Wednesday) at 4.00 P.M. (Technical Bid)

The tender document should be submitted with the fee for Earnest Money Deposit in the Technical bid of tender document; else tender document for the bid will not be accepted.

The Joint Commissioner(ST), Large Tax Payer Unit, Chennai-8 reserves the right to accept / reject any of the Tender(s) without assigning any reason whatsoever and this decision shall be final and binding;

Payer Unit

Joint Commissioner(ST)  
Large Tax

Chennai-8

## IMPORTANT DATES AND INFORMATION

Sl. No.	FAQ	Answer
1.	Cost of Tender Document	Tender Document may be downloaded from <a href="http://www.ctd.tn.gov.in">www.ctd.tn.gov.in</a> free of cost.  Copy of Tender Document may be obtained at free of cost in <b>Office of the Joint Commissioner(ST), Large Tax Payer Unit, Chennai – 8.</b>
2.	Earnest Money Deposit	Rs.1,50,000/- (Rupees One Lakh Fifty Thousand only) (Only DD drawn in favour of Personal Assistant, Office of the Joint Commissioner(ST), Large Tax Payer Unit, Chennai – 8.
3.	Performance Security Deposit	<b>2% of the total value of the</b> contract in the form of Bank Guarantee from any Scheduled Commercial Bank drawn in for the period of empanelment/extended empanelment. (Applicable for successful bidder only).
4.	Address and place of Submission of Tender	<b>Office of the JOINT COMMISSIONER(ST), LARGE TAX PAYER UNIT, No.34,Dugar Towers, 5th Floor, Marshals Road, Chennai-8.</b>
5.	Tender Document Delivery Mode	Through Speed Post / Registered Post / Courier or either by person.
6.	Last date and time of submission	13.04.2020 (Monday) up to 4.00 P.M.
7.	Pre Bid meeting	---
8.	Date of opening Technical Bid	15.04.2020 (Wednesday) at 4.00 P.M. (Technical Bid)
9.	Date of opening Financial Bids for technically qualified bidder	To be notified later
10.	Venue of tender opening	<b>Office of the JOINT COMMISSIONER(ST), LARGE TAX PAYER UNIT, No.34,Dugar Towers, 5th Floor, Marshals Road, Chennai-8.</b>
11.	All the bid documents from section-III to X need to be duly signed and sealed. However, the financial Bid (Section-VIII) will be opened later on.	If signature & stamp in any of the Sections III to X is found missing, the tenderer shall communicate on the same on the day of opening for acceptance.
12.	Duration of contract	Two years from the date of awarding of contract, which is further extendable for a period of One Year on mutual consent by providing annual escalation of 5% in the quoted amount.
13.	Validity of Tender	Three months from the date of opening of tender
14.	Total Number of pages of Tender Document	26 pages

**TECHNICAL BID SUBMISSION FORM**

Dated

**Letter of Bid**

**(To be printed preferably on Bidder's letter head)**

To

The Joint Commissioner(ST),  
Large Tax Payer Unit,  
Chennai – 8.

Ref : Invitation for Bid in respect of Tender Notice dated 13<sup>th</sup> March 2020

We, the undersigned declare that :

1. We have examined and have no reservations to the Bidding Documents.
2. We offer to execute in conformity with the Bidding Documents for “Housekeeping Service Contract” for the Joint Commissioner(ST), Large Tax Payer Unit, New Integrated Building for Commercial Taxes and Registration Department (South Tower) situated at No.19,T.S.No.2, Government Farm Village, Guindy, Chennai
3. Our bid shall be valid for a period of three months from the date fixed for the bid submission deadline in accordance with the Bidding Documents and it shall remain binding upon us and maybe accepted at any time before the expiration of that period.
4. If our bid is accepted, we commit to submit a Performance Security deposit at **2% of the Contract Value** in accordance with the Bidding Documents.
5. We also declare that Government of India or any other Government body has not declared us ineligible or black listed us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.
6. We also accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that the Department is not bound to accept highest ranked bid / lowest bid or any other bid that the Department may receive.

Yours sincerely,

Authorized Signatory

**(Authorized person shall attach a copy of Authorization for signing on behalf of Bidding company)**

Full Name and Designation

Date :

Place :

Stamp :

## **CONTACT DETAILS FORM**

### **General Details of Bidder**

1. **Name of the Company** .....
2. **Name and Designation of Authorized Signatory** .....
3. **Communication Address** .....
4. **Landline and Mobile No.** .....
5. **Fax** .....
6. **E-Mail ID** .....
7. **GSTIN** .....
8. **PAN NO.** .....

### **Details of the Bidder's Representative**

1. **Name of the Contact Person** .....
2. **Designation** .....
3. **Phone No.** .....
4. **Mobile No.** .....
5. **E-Mail ID** .....

### **UNDERTAKING**

1. I, the undersigned certify that I have gone through the terms and conditions mentioned in the bidding document and undertake to comply with them.
2. The rates quoted by me are valid and binding upon me for entire period of contract and period of extension, if any and it is certified that the rates quoted are the lowest rates as quoted in any other institution of India.
3. I/We give the rights to the Department to forfeit the Earnest Money/Performance Security Deposit by me/us in case of breach of conditions of Contract.
4. I hereby undertake to provide the housekeeping services as per the provisions in the tender document/contract agreement.

**Signature of the Authorized Signatory**

**Date :**

**Place :**

**Designation :**

**(Office seal of the Bidder)**

**GENERAL CONDITIONS**

1. For the Bidding / Tender Document purposes, The Joint Commissioner(ST), Large Tax Payer Unit, No.34,Dugar Towers, 5th Floor, Marshals Road, Chennai-8 shall be referred to as 'Department of Commercial Taxes' and the Bidder/Successful Bidder shall be referred to as 'Contractor' and / or Bidder or interchangeably.
2. The sealed bidding documents should be delivered in the Administration Section of this office on or before the stipulated date and time. The Technical bid and the Financial bid must be sealed in separate envelopes super-scribing "Technical Bid" and Financial Bid" respectively and both these envelopes must be placed in a third envelope super-scribing "Tender for Housekeeping Contract Service". This third envelope should be sealed and delivered to the Joint Commissioner(ST), Large Tax Payer Unit, No.34,Dugar Towers, 5th Floor, Marshals Road, Chennai-8.
3. Tender Document may be downloaded in [www.ctd.tn.gov.in](http://www.ctd.tn.gov.in) free of cost or copy of Tender Document may be obtained free of cost in O/o the Joint Commissioner (ST),Large Tax Payer Unit, Chennai-8.
4. While all efforts have been taken to avoid errors in the drafting of the tender document, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.
5. Each page of the Tender documents must be stamped and signed by the person or authorized persons submitting the Tender in token of his/their having acquainted himself/themselves and accepted the entire tender documents including various conditions of contract. Any Bid with any of the Documents not so signed is liable to be rejected at the discretion of the Department. **NO PAGE SHOULD BE REMOVED/DETACHED FROM THIS BIDDING DOCUMENT.**
6. All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. No over writing or cutting is permitted in the Price Bid Form. In such cases, the tender shall be summarily rejected.
7. The bidder shall attach the copy of the authorization letter / power of Attorney as the proof of authorization for signing on behalf of the Bidder.
8. All Bidders are hereby explicitly informed that conditional offers or offers with deviations from the conditions of Contract, the bids not meeting the minimum eligibility criteria, Technical Bids not accompanied with Earnest Money Deposit of requisite amount/format, or any other requirements, stipulated in the tender documents are **liable to be rejected.**
9. The parties to the Bid shall be the '**Bidders**' (to whom the work has been awarded) and the Department of Commercial Taxes.
10. For all purposes of the contract including arbitration thereunder, the address of the bidder mentioned in the bid shall be final unless the bidder notifies a change of address by a separate letter sent by registered post the Joint Commissioner(ST), Large Tax Payer Unit, No.34,Dugar Towers, 5th Floor, Marshals Road, Chennai-8. The bidder shall be solely responsible for the consequences of any omission or error to notify change of address in the aforesaid manner.

(Signature)

(Stamp)

10. No request for transfer of any previous deposit of Earnest Money or Performance Security Deposit or adjustment against any pending bill held by the Department in respect of any previous work will be entertained.
11. Tenderer shall not be permitted to withdraw his offer or modify the terms and conditions thereof. In case the tenderer fails to observe and comply with the stipulations made herein or back out after quoting the rates, the EMD will be forfeited.
12. **Validity of the Bids :** The quoted bids shall have the validity for a period of **three months** from the date of opening of the tenders.
13. **Opening Tender :** The tenderer either himself or may authorize any person to be present at the time of opening of the tender. The person attending the opening of the tender on behalf of the tenderer should bring with him a letter of authorization as proof.
14. **Right of Acceptance :** The Department of Commercial Taxes reserves all rights to reject any or all tenders without assigning any reason.
15. **Communication of Acceptance :** Successful bidder shall give acceptance within 10 days from the date of receipt of the work order, failing which, the work order issued stands cancelled and the EMI will be forfeited. Further, the successful bidder shall pay an amount of 2 % of yearly Contract amount towards Performance Security which will be adjusted from the Earnest Money Deposit.
16. **Disclaimer :** The 'near relatives' of employees of the Department are prohibited from Participation in this tender. The 'near relatives' for this purpose are defined as :
  - \* Members of Hindu Undivided Family of the employee.
  - \* Spouse of the employee
  - \* The one is related to the other in the manner as father, mother, son(s) son's wife (daughter-in-law), daughter(s) & daughter's husband (son-in-law), brother(s) & brother's wife, sister(s) and sister's husband (Brother-in-law).
17. Corrigendum/Amendment to the tender will be effected if required.
18. The tenderer shall bear all cost associated with preparation and submission of tender form.
19. The bidder shall submit the tender form legibly in English and attach copies wherever required.
20. Bidders sending their bids through Courier/by Speed post/by Person should also ensure that their bids are received on the said address by the stipulated date and time. **No time extension** for Courier/Speed Post/by Person shall be granted.
21. The Pre- bid clarification on doubts of Tender document will be addressed in the Office of the Joint Commissioner (ST), Large Tax Payer Unit, No.34, Dugar Towers, 5th Floor, Marshals Road, Chennai-
22. The Technical Bid will be opened on in the said date and time at our office.
23. The agencies who qualify at the Technical bid stage will be called for next meeting for opening of Financial Bid for which the date, time and venue will be intimated to the qualified agencies separately.
24. The bidder or the authorized person of the bidder is allowed to take part in the Financial and Technical bid opening meeting and they are required to sign the attendance.



25. Absence of bidder or representative shall not impair legality of the opening procedure.
26. After opening of Technical bid and verifying the EMD amount, the technical bids shall be evaluated later on to ensure that, the bidders meet the eligibility criteria as specified in the tender document.
27. The technical bids shall be evaluated based on the available documents submitted by the bidder in the proper format with the required EMD. The Bid of the non-confirming bidders shall be rejected without evaluation.
28. The Competent Authority of the Department reserves the rights to annul all bids or discontinue this tender process, without assigning any reason, at any time prior to signing of agreement with the successful bidder.
29. The successful bidder shall enter into contract and the authorized signatory shall execute and sign the contract agreement in accordance with the article agreement and general conditions and provisions contained in the tender document before commencement of service.
30. Financial bid will be opened for the qualified technical bidders.

Date :

Place :

(Name and Signature of Tenderer  
with stamp of the firm)

## **MINIMUM ELIGIBILITY CRITERIA FOR HOUSEKEEPING SERVICE PROVIDER**

The Joint Commissioner(ST), Large Tax Payer Unit, No.34,Dugar Towers, 5th Floor, Marshals Road, Chennai-8 notifies the following minimum eligibility criteria for the bidding purposes. All bidding parties must meet the following criteria before they apply for the bid. The bidding parties meeting the criteria must enclose their supporting documents along with the proposal.

### **Minimum Eligibility Criteria:**

<b>Sl. No.</b>	<b>Criterion</b>	<b>Documents to be provided</b>
1.	The entity should be either registered as a Company under Companies Act 1956/2013 or as a Partnership (including Limited Liability Partnership) under Partnership Act, 1932 as the case may be and should be in existence and operational for not less than three years before 31/03/2020 as a company or firm as the case may be. The agency shall be a Limited Company or a Private Limited Company registered under the companies Act1956/partnership firm or a proprietorship. For proof, self-attested copy of Certificates of Incorporation/partnership deeds or any other valid document issued by the respective registrar or firms/companies may be submitted. In case of Proprietorship firm, Self – declaration or self-certificate supported by PAN in the proprietor name would suffice. The Bidder should have a valid PAN issued by the Income Tax department. Bidder shall have valid Goods and Services Tax Registration.	Certificate of Incorporation in respect of the applicant organization issued by Registrar of Companies or a partnership deed duly registered under the Partnership Act.  i. Certificate of Commencement of Business.  ii. Certificate consequent to change of name, if applicable
2.	The Bidder shall have at least Two years of experience in the field of housekeeping/utility management services for Public Sector Undertakings or Large Private Sector Concerns like IT Parks, Malls, Airports, Office premises, Hospitals etc., in premises with minimum of 10,000 Sq.M.	Certified documents / Agreements in support of past contracts with Government / PSUs/Other establishments.
3.	Own Bank Account.	Certified extracts of the Bank Account containing transactions during last three years of the bidder in relation to manpower service.

4.	They should be registered with Income Tax and GST	1. Attested copy of PAN Card (Copy should be enclosed) 2. Attested copy of GST registration certificate in respect of Housekeeping Services (Copy should be enclosed)
5.	The should be registered with appropriate authorities under Employees Provident – Fund and Employees State Insurance Acts or any other Labour authorities including under the Contract Labour (Regulation and Abolition Act.)	i. Attested copy of the Employee Provident Fund registration letter/certificate. ii. Attested copy of the Labour License under the Contract Labour (Regulation & Abolition) Act. iii. Attested copy of the Employee State Insurance registration letter/certificate.
6.	The agency or any of its partners/directors etc., should not have been black listed/debarred by any of the government agencies or department or should not have been found to be guilty of moral turpitude or convicted of any economic offense or with violation of any labour laws etc., by any court or Any authority appointed to enforce any labour laws or regulations.	Self-Declaration in the format in Annexure - I
7.	Tenderer should have a minimum turnover of Rs.50 lakhs each in last three years ( 2016-17, 2017-18 & 2018-19) exclusively from housekeeping services / facility management services. For this purpose last financial year would be considered as the one ended on 31.03.2020 and not any later period.	The Audited Balance Sheet for the year 2016-17, 2017-18 & 2018-19 and Profit & Loss Account and Income Tax Statement for the year 2018-19 should be produced along with pre-qualification bid as evidence thereof.

Date :

Place :

**(Name and Signature of Tenderer  
with stamp of the firm)**

**TECHNICAL BID DOCUMENT**

**\* Mandatory details to be provided with seal & signature, else tender will be rejected summarily.**

<b>Sl. No.</b>	<b>Particulars</b>	<b>***</b>
1.	Name of the Tenderer/Firm, Office Address, Telephone No, Fax No, Mobile No., E-mail (Please attach registration certification of Firm)	Copies shall be enclosed
2.	EPF Registration No. Document of Monthly Return submitted for the last two months ( <b>November-2019 &amp; December 2019</b> )	Copies shall be enclosed
3.	Experience certificate from existing employer/past employer. Experience certificate should be enclosed for Three years.	Copies shall be enclosed
4.	Income Tax Returns for the <b>past three years</b> ( 2016-17,2017-18 & 2018-19)	Copies shall be enclosed
5.	Service Tax / GST Return for the <b>past three years</b> ( 2016-17,2017-18 & 2018-19)	Copies shall be enclosed
6.	<b>DD for Rs.2% of Value of Contract in favour of the Joint Commissioner(ST), Large Tax Payer Unit, No.34,Dugar Towers, 5th Floor, Marshals Road, Chennai-8.</b>	
7.	All the bid documents from Section-III to X need to be duly signed with seal. However, the Financial Bid (Section-VIII) will be opened. later on.	If signature & stamp in any of the Section III to X is found missing, the tenderer shall communicate on the same for acceptance.

Date :

Place :

**(Name and Signature of Tenderer  
with stamp of the firm)**

**PRICE BID FORMAT**

**TO**

THE JOINT COMMISSIONER(ST),  
LARGE TAX PAYER UNIT, No.34,Dugar Towers, 5<sup>th</sup> Floor, Marshals Road,  
CHENNAI – 8.

Dear Sir / Madam,

Ref : Tender for Selection of Housekeeping Service Provider for the Commercial Taxes Department,  
**CHENNAI – 8.**

Having examined the Tender documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the services as required and outlined in the Tender for Selection of Housekeeping Service Provider.

To meet such requirements and to provide services as set out in the tender document, we attach hereto our response as required by the tender document, which constitutes our proposal.

We undertake, if our proposal is accepted, to adhere to the terms and conditions put forward in the tender and the agreement to be entered with The Joint Commissioner(ST), Large Tax Payer Unit, No.34,Dugar Towers, 5th Floor, Marshals Road, Chennai-8.

We agree for unconditional acceptance of all the terms and conditions set out in the tender document as also in the contract to be signed with the Joint Commissioner(ST), Large Tax Payer Unit, No.34,Dugar Towers, 5th Floor, Marshals Road, Chennai-8 for provision of Housekeeping services.

### **PRICE - BID**

**Name of Bidder**

**TABLE-A**

Sl. No.	Description			
<b>A.</b>	<b>House Keeping Services</b>	<b>Total Manpower Required as per area mentioned in para 1 of section-III of tender</b>	<b>Wages Per person / (Monthly)</b>	<b>Total</b>
	i.Supervisor	<b>2</b>		
	ii.Cleaning Staff	<b>60</b>		
	Sub Total of (I+II)	<b>62</b>		
<b>B.</b>	Administrative Cost including cost of Consumable Materials as per Annexure-2 and equipment (Monthly).			
<b>C.</b>	Total Monthly Charges in figures (A+B) above			

Total Consolidated monthly amount (including Minimum Wages, ESIC, EPF etc.) per person should be quoted by the bidder under each of the category separately.

The bidder should quote the details (price-break up) of the monthly consolidated amount for payment to the workers and supervisors in the Table-B given below

Payments shall be made by the **JOINT COMMISSIONER(ST), LARGE TAX PAYER UNIT, No.34,Dugar Towers, 5th Floor, Marshals Road, Chennai-8** as per the terms and conditions of the Tender Documents.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules and other documents and instruments delivered or to be delivered to the Joint Commissioner(ST), Large Tax Payer Unit, No.34,Dugar Towers, 5th Floor, Marshals Road, Chennai-8 are true, accurate and complete. This bid includes all information necessary to ensure that the statements therein do not in whole or in part mislead the Joint Commissioner(ST), Large Tax Payer Unit, No.34,Dugar Towers, 5th Floor, Marshals Road, Chennai-8, as to any material fact. We understand that if any point of time it is noticed/discovered by the Joint Commissioner(ST), Large Tax Payer Unit, No.34,Dugar Towers, 5th Floor, Marshals Road, Chennai-8 that as information given by us is false or incorrect or misleadings, the Joint Commissioner (ST), Large Tax Payer Unit, No.34,Dugar Towers, 5th

Floor, Marshals Road, Chennai-8 shall have the right to take such necessary action as it may deem fit including cancellation of contract.

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It is hereby confirmed that I/we are entitled to act on behalf of our corporation/company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this                      Day of              2020

(Signature)                      (In the capacity of)

Duly authorized to sign the bid response for and behalf of :

(Name and Address of Company) (Seal/Stamp of bidder)

Witness Signature :

Witness Name :

Witness Address :

- i) The quoted consolidated monthly amount prices shall be inclusive of all charges including employer contribution towards ESI, PF, Gratuity, Bonus, Substitutes.
- ii) It shall also include cost of training and uniform, etc.,
- iii) The prices in the Price Schedule shall be inclusive of all GST, or any other applicable taxes as may be levied by the Government from time-to-time and the same shall be charged in addition to the applicable rate.
- iv) The Bidder shall mandatorily ensure that the cost per head as in Table 'A' and in Table 'B' is paid as monthly wages to their employees who are deployed in the **JOINT COMMISSIONER(ST), LARGE TAX PAYER UNIT, NO.34,DUGAR TOWERS, 5TH FLOOR, MARSHALS ROAD, CHENNAI-8's** premises for different services.

**Price Break-up of the quoted prices shall be submitted by the following format :**

**TABLE – B :**

Sl. No.	Head	Category of Manpower	
		Cleaning	Supervisor
	Wage per person		
	ESI		
	EPF		
	Any other Charges		
	Administrative Service charge per worker per month		
	Cost per Head per month		



## Section-IX

**Quantified Work for House keeping**

The purpose of housekeeping is that the entire office premises of No. **No.19,T.S.No.2, Government Farm Village, Guindy Taluk, Chennai District** must look neat and clean always and the contractor has to undertake all such jobs/activities required to maintain the office premises neat and clean whether such activities are elaborated hereunder or not.

Sl. No.	Description			
1.	No of Floors	<b>Seven floors with basement</b>		
2.	Approximate area of a floors including corridors, ramp, officer's rooms, section, toilets, lift lobbies, staircase, outer area, etc.,	Integrated Building : 24240.00 Square Meters For Commercial Taxes and Registration Department.		
3.	No. of staircase in the entire building	5 - Nos.		
4.	Ramp	1		
5.		Main Building	Annex Building	Total
	Total No. of Rooms	400	0	400
	Car Shed / others	60	0	60
	<b>Toilets</b>			
	1.Individual toilets and its fittings	29	0	29
	2.Individual Wash Basins	36	0	36
	3.Common Latrines	72	0	72
	4.Urinals	36	0	36
	5.Wash Basin	108	0	108
6.	No. of Elevators	4 - Nos.		
	Main	-		
	Annex	-		
7.	No. of persons to be compulsorily Deployed	<b>Total : 62 persons</b> <b>2 Supervisors + 60 cleaners</b>  (Note: Minimum 20 Female cleaners compulsorily deployed)		

8.	Working Hours	08.00 A.M to 06.00 P.M.

### **FUNCTION AND RESPONSIBILITIES :**

1. The toilets / chambers and common areas should be cleaned and kept ready for use daily by 9.00 A.M.
2. The common toilets should be cleaned at intervals not exceeding 2 hours on all the days from 9.00 am to 6.00 pm and the entire area should be kept clean and hygienic.

Toilets attached to chambers should be cleaned once every day before 9.00 am and thereupon based on the requirement.

For the ladies toilets, the contractor shall provide lining for the dust bins by way of disposable garbage bags and ensure daily removal of used sanitary napkins. Provision of Wrapper sheets should be done by the contractor.

3. The Corridors / common areas and the stair case of all floors should be cleaned and mopped twice a day.
4. A Chart indicating the cleaning schedule and the time of actual cleaning should be displayed in all common toilets and duly signed by supervisor.
5. The cleaning of wash basins with soft detergent & brush should be done every day. Stain removal should be done every week.
6. Lifting, carrying and disposing the dead birds / Animals, rats, insects etc, should be done, in and around the office building.
7. Roof tops should be cleaned once in 15 days (5<sup>th</sup> and 20<sup>th</sup> of every month or next working day of 5<sup>th</sup> and 20<sup>th</sup> if those days are Government holiday)
8. Removal of beehives and cobwebs from the office building and its premises should be done once a week.
9. Cleaning of fans, light fittings, duct tops should be done once in 15 days. (By the 2<sup>nd</sup> and 30<sup>th</sup> of every month)
10. The successful bidder must employ adult labour only. Employment of child labour will lead to the termination of the contract.
11. The Contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and other formalities in order to maintain quality Services and minimize operational problems.
12. The successful bidder / contractor shall arrange all equipment materials for cleaning, sweeping, wiping, scrubbing, mopping, polishing and washing.
13. The Contractor should provide uniforms and protective gear as mandated to all the workers engaged.

14. The cleaning materials, perfumes viz hard surface / glass surface / toilet surface cleaners / Disinfectants / cleaning powder / bleaching powder, Naphthalene balls, fresheners etc. should be of good quality (Taski of equivalent) and should be used in sufficient quantity to arrest the spread of bad odour. A list of items used should be furnished every month. No additional cost shall be borne by the Government on this count.

**List of Consumables**

BUCKETS  
CHECKED CLOTH-BIG  
COCONUT OIL  
GLASS CLEANING CLOTH  
MASKS  
PATTI PLATE  
ROUND MOP (set)  
ROUND MOP Refill  
RUBBER GLOVES  
(SCOTCH BRITE/GALA EQUIVALENT)  
SCRUBBER SMALL  
SPRAY GUN-JD  
WASHING POWDER (REPUTED BRAND)  
SURGICAL GLOVES  
TABLE WIPER  
URINAL CUBE  
REST ROOM SURFACE CLEANER  
(REPUTED BRANDS)  
HARD SURFACE CLEANER  
GLASS CLEANER  
AIR FRESHNER  
TOILET CLEANER  
EZEE MOP  
PLUNGER (Big)  
GALA or equivalent Mop (Set)  
ALA or equivalent  
BLEACHING POWDER  
FLOOR SCRUBBING BRUSH  
ROAD BRUSH  
COCONUT BROOMS  
SOFT BROOMS  
DUST BINS Big (Swing)  
REST ROOM DUST BINS BIG (Open)  
Dust bins pedestal (Medium)  
DUST BIN COVER EXTRA LARGE  
GARBAGE COVER  
SIGNAGE BOARDS  
JET SPRAY (Airwick or equivalent)  
WALK BEHIND SCRUBBER DRYER  
VACUUM MACHINE (60 lit)  
COB WEB STICK  
TELESCOPIC POLE  
WRINGLER TROLLEYS (Double)  
TOILET BRUSH  
DUST PAN

BUCKETS (Small and Large)  
LOCKERS & CUPBOARDS FOR STORAGE

Note : The list of consumables is not exhaustive and the quantity should be arrived at by the Contractor with the prior approval of the Commercial Taxes Department. The type of materials to be used is indicated in Annexure : IV **This has to be strictly complied with.**

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- 1. The contractor should store adequate quantity of consumables that is to be used and these should be stored at a designated place within the Integrated Building for both Commercial Taxes and Registration Department (South Tower) situated at No.19,T.S.No.2, Government Farm Village, Guindy, Chennai . The supplies should be replenished well in time and there should not be a shortfall at any given point of time.*
- 2. The Contactor should also put into use brand new equipment for performing the tasks assigned. The list of the bare minimum machinery and equipment required to perform the above function is given below.*
- 2.a.The Contractor should ensure good qualities of consumables are put into cleaning.*

**Note : The schedule will be drawn up for activities that are to be taken up at regular intervals for the compliance of the Contractor.**

- i) Removal of all blockages inside and outside the Toilets, sewer line, etc. Should be done then and there by the contractors at his own cost.
- ii) There shall be Two Supervisor to monitor and supervise the arrangements and also to attend to complaints that may be brought to his notice by the Joint Commissioner (ST), Large Tax Payer Unit. The name of the supervisory staff shall be enclosed. The attendance should **not be less than 95%**. For every absent person a sum of Rs.500 will be deducted from the monthly payment. The name and contact number of the supervisor should be displayed at the place assigned on every floor.
- iii) The contractor shall make an assessment of the area to be cleaned and make an assessment of the manpower requirement that is not less than the minimum requirement stipulated to ensure quality of services. The contractor shall also ensure that the personnel deployed are periodically trained. Towards this end, the staff can be rotated once in 6 months with prior intimation to the Government.

- iv) Proper registers/records for the work carried out by the workers shall be maintained by the Supervisor for each floor which should be submitted to the Joint Commissioner(ST), Large Tax Payer Unit every week.

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- v) The successful bidder / contractor shall ensure that all the workers deployed wear uniform while on duty.
- vi) The successful bidder / contractor should not alter the superstructure of the building or for that matter alter or remove or replace any other parts or pipelines etc. Without the prior permission of the Government.
- vii) If any materials inside the toilet is found damaged due to negligence of the contractors, workers etc, the contractor will be penalized for the loss to Government which will be made good by deducting from the contractor's bill.
- viii) All the above mentioned activities should be done in all the areas, toilets and officers chambers (including staircase, corridors, common areas, ramps) in all the floors of Integrated Building South Tower, No.19,T.S.No.2, Government Farm Village, Guiny Taluk, Chennai.
- ix) The Government nominated nodal officers in charge of maintenance of toilets and cleanliness, in all the floors of Integrated Building South Tower, No.19,T.S.No.2, Government Farm Village, Guiny Taluk, Chennai will supervise the work executed by the Company, and the company should execute maintenance work up to the satisfaction of these nodal officers. In addition the Government may authorize any other officer to review the quality of work done.
- x) The Contractor shall make arrangements to present to the Joint Commissioner(ST), Large Tax Payer Unit or the person nominated by him at the commencement of the work every day the stock of various cleaning materials/agents/compounds and other consumables to record the adequacy of materials to be used for the day. The Joint Commissioner(ST), Large Tax Payer Unit or the person authorized by him shall exercise supervision to ensure that the cleaning materials are actually used as per the scales for which the Contractor shall co-operate. The scale (quantity) brand/Specification and use of the chemicals/cleaning solvents shall be specified along with the Tender document for the above purpose as a separate annexure.
- xi) The Contractor should keep the Government indemnified against claims, proceedings brought or instituted against the Government by any of the contractor's employees or any third party in connection, relating to, or arising out of the services under this agreement.
- xii) The contractor shall arrange for disposal of accumulated garbage at the designated place.
- xiii) On receipt of specific complaints the contractor shall be issued a service deficiency notice. On receiving a deficiency notice, the contractor shall make necessary arrangements to rectify the deficiency within seven days. More than 5 complaints in a month will lead to a penalty of 1% of the monthly amount payable.

- xiv) If no improvement is noticed by the Government in the performance of the contractor after 60 days of issue of deficiency letters the Government reserves all rights to terminate the contract with forfeiture of performance security and get the works done at the risk and cost of the contractor.

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- xiv) If no improvement is noticed by the Government in the performance of the contractor after 60 days of issue of deficiency letters the Government reserves all rights to terminate the contract with forfeiture of performance security and get the works done at the risk and cost of the contractor.

- xv) Failure to maintain the quality of service by the successful bidder or the violation of any conditions of contract shall lead to termination of contract.

- xvi) The proof of payment of wages of the month should be furnished along with the monthly claim.

Note : Interested agency shall visit our office between 09.00 A.M. to 05.30 P.M. on all working days except Saturdays, Sunday and holidays and shall take not the office open area, carpet area, toilets etc. to be cleaned.

Date :

Place :

**(Name and Signature of Tenderer  
with stamp of the firm)**

## Section - X

### GENERAL CONDITION OF CONTRACT

1.The purpose of housekeeping is that the whole office of Integrated Building South Tower, No.19,T.S.No.2, Government Farm Village, Guiny Taluk, Chennai. must look neat and clean every time and the contractor has to undertake all such jobs/activities are elaborated hereunder or not.

2.All the cleaning personnel to be provided for undertaking the housekeeping services in Integrated Building South Tower, No.19,T.S.No.2, Government Farm Village, Guiny Taluk, Chennai. shall be provided with required uniform and cleaning equipment and should maintain decent behavior.

3.All the cleaning personnel provided for the housekeeping services shall be governed by Govt. of Tamil nadu Minimum Wages Act EPF and ESI and all statutory recovery & remittance shall be taken care by the Contactor.

4.All the cleaning personnel to be provided for housekeeping services are bound to work all the days except Government holidays and Sundays and they should reach the office premises well in advance **at-least 08.00 A.M.** to start cleaning work. The working hour of housekeeping is 8 hrs/per day 20 no of people sweeper/cleaner and 1 no of supervisor.

5.The contractor shall liable to pay, the monthly **wages on or before 07<sup>th</sup> of succeeding month** to his deployed housekeeping personnel in accordance to applicable minimum wages Act.

6.The contractor shall strictly observe and adhere the following from their deployed housekeeping personnel:

- \* Are always smartly turned out and vigilant
- \* Are punctual and arrive **at least 30 minutes** before start of their duty time.
- \* Take charges of their duties properly and thoroughly.
- \* Perform their duties with honesty and sincerity.
- \* Extend respect to all Officers and Staff of the office of the Department.
- \* Shall not consume intoxicated drinks on duty hours, or come drunk and report for duty.
- \* Will not gossip or chit chat while on duty.
- \* Will never sleep while on duty post.
- \* Will not read newspaper or magazine while on duty.

- \* Will immediately report to the Section Officer any untoward incident/misconduct or misbehavior.
- \* Do not entertain visitors.
- \* Shall not smoke in the office premises.

7.It is the sole responsibility of the deployed housekeeping personnel to execute the assigned work perfectly and neatly. If any damages are caused to Department's assets while discharging the duty, suitable amount will be deducted from the contractor's payment.

8.The contractor shall follow the instruction of Department from time to time in discharging the duty every day.

9.The Department shall have the rights to remove any deployed housekeeping personnel from the duty who is considered to be undesirable.

10.The contractor shall exercise adequate supervision to reasonably ensure proper performance housekeeping work in accordance to the schedule of work.

11.The contractor shall issue identity card/identity documents of the employees who are deployed execute the work.

12.All necessary reports and other information shall be supplied immediately by the contractor as and when required by the department and at regular meeting will be held with Department.

13,The contractor shall not employ any person of age below 18 years and above the age of 60 years and they should be sound in health in carrying out the duty and should not have infected diseases.

14.The contractor shall not subcontract the assigned work to any other agencies.

15.The Department shall comply with and fulfill the recommendations (if any), if deemed necessary by the Department, made in writing by the Contractor in connection with the performance of the services. The Department shall notify the contractor of any dishonest, wrongful or negligent acts or omission of the contractor's employees or agents in connection with the assigned services as soon as possible after the Department becomes aware of them.

16.If required amendment to the contract shall be effected from time to time in accordance to Government notifications or otherwise.

17.The contractor shall raise the invoice/Bill before 07<sup>th</sup> of the succeeding month for the payment.

18.All the payments to the contractor by the Department shall be made through ECS/Cheque only with applicable TDS in accordance with the Govt. the India guidelines from time to time.

19.Administrative Service charge (Bid Value) claimed for providing housekeeping contract shall not be raised at any cost during the contract period for any reason, force majeure etc.

20. All the cleaning items and consumables shall be provided by the contractor as per the requirement and the cost of the same shall be reimbursed by the Department on submission of bill/vouchers etc.



21. On expiry of the contract, such portion of the said Performance Security Deposit may be considered by the Department sufficient to recover any incorrect or excess payments made on the bills to the firm, shall be retained until the final bill is settled.

22. In case of any accident caused to the house keeping personnel during the work period, it is the sole responsibility of the agency to meet any expenditure in this regard.

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23. The contract shall be for a period of **2 year** from the date of awarding or contract service and the same shall be extended for further period of **one year** with same rates and Terms & Conditions subject to mutual consent between the Department and Contractor and satisfactory performance by the contractor each year.

24. The contractor shall execute the assigned work as per the schedule and if the same have not been executed up to the expected level, warning notice shall be issued in this regard. If the situation continues still, penalty will be imposed at the **rate of 1% of the contract value** per month.

25. The contract may be terminated by either party by giving Two month notice in writing.

26. The contract may be terminated by the Department by giving notice in writing to the Contractor, if in case of serious negligence or serious breach of any of the terms and conditions of the contract by the contractor, and the Department is of the opinion that any further continuance of the contract is not in the interest of the Department, then the Department shall have the right to terminate the contract without assigning any reason thereof, or without giving any notice, and any amount payable by the Department as well as the performance security is liable to be forfeited.

27. Any claims, disputes and or differences (including a dispute regarding the existence, validity or termination of this contract) arising out of, or relating to this contract including interpretation of its terms shall be resolved through joint discussion of the Authorized Representatives of the concerned parties. However, if the disputes are not resolved by the discussions as aforesaid within a period of 30 days, then the matter will be referred for adjudication to the arbitration of a sole arbitrator to be appointed by the Department in accordance with the provisions of the Arbitration and Reconciliation Act. 1996 and rules made thereunder including any modifications, amendments and future enactments thereto. The venue for the Arbitration will be Chennai and the decision of the arbitrator shall be final and binding on both parties.

28. **Jurisdiction of Court** : This contract is governed by the laws of Republic of India and shall be subject to the exclusive jurisdiction of the courts in Madras.

Date :

Place :

(Name and Signature of Tenderer  
with stamp of the firm)

**ANNEXURE-I**  
**SELF-DECLARATION – NO BLACKLISTING**

To

The Joint Commissioner  
(ST), Large Taxepayers  
Unit,  
No.34, Dugar Towers 5<sup>th</sup>  
Floor,  
Marshals Road,  
Chennai-8.

Dear Madam,

**Ref: Tender for Selection of Housekeeping Service Provider for  
Commercial Taxes Department at No.19, T.S.No.2, Government  
Farm Village,  
Guindy Taluk, Chennai District.**

\*\*\*\*\*

In response to the Tender Document for Selection of Housekeeping Service Provider for No.19, T.S.No.2, Government Farm Village, Guindy Taluk, Chennai Dist. I/ We \_\_\_\_\_ hereby declare that presently our Company/ firm \_\_\_\_\_ is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body.

We further declare that presently our Company/ firm \_\_\_\_\_

is not blacklisted or debarred and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission including violation of relevant labour laws.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, our security may be forfeited in full and the bid, if any to the extent accepted may be cancelled at any stage and the contract may be terminated and we shall be barred from bidding in future against any other tender.

Thanking you,

Yours faithfully,

Place:

Signatures

Date:

Name

Seal of the Organization

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