



# **COMMERCIAL TAXES DEPARTMENT**

## **TENDER DOCUMENT**

**For providing House Keeping Services at No.1,  
PAPJM (Main and Annexe) Buildings, Greams Road,  
Chennai-600006.**

**Phone** : 044-28293817  
**E-mail ID** : [jcint.chn1@ctd.tn.gov.in](mailto:jcint.chn1@ctd.tn.gov.in)  
**Website link** : <https://ctd.tn.gov.in>

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**COMMERCIAL TAXES DEPARTMENT****TENDER NOTICE FOR PROVIDING HOUSE KEEPING SERVICES**

Office of the Joint Commissioner (ST), Intelligence-I, No.1, PAPJM Building, Greams Road, Chennai-6 invites sealed tenders under two bid systems from eligible firms / companies for providing housekeeping services for the Commercial Taxes offices located at the above mentioned address.

The Sealed bidding document (Technical Bid, Financial Bid & along with Earnest Money Deposit duly filled and signed) should be reached the above mentioned address on or before **18<sup>th</sup> March 2022, 04.00 P.M.** Tender received after stipulated time and date shall be rejected summarily.

Cost of Tender Document	:	Tender Document may be downloaded from <a href="http://www.ctd.tn.gov.in">www.ctd.tn.gov.in</a> at free of cost or Copy of Tender Document may be obtained at free of cost in the Office of the Joint Commissioner (ST), Intelligence-I, No.1, PAPJM Building, Greams Road, Chennai-6.
Earnest Money Deposit	:	<b>Rs. 2,00,000/-</b> (Only <b>DD</b> in favour of Personal Assistant ,Office of the Joint Commissioner (ST), Intelligence-I, Chennai-6)
Issuance of Tender Document	:	From <b>07.03.2022 to 18.03.2022</b> (Between 10.00 A.M to 04.00 P.M.)
Pre bid meeting	:	<b>15.03.2022</b> (Tuesday) (Between 10.00 A.M to 04.00 P.M.)
Last Date for submission of Tender	:	<b>18.03.2022</b> up to 04.00 P.M
Date and time of opening of Tender	:	<b>18.03.2022</b> at 05.00 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), Intelligence-I reserves the right to accept / reject any of the Tender(s) without assigning any reason whatsoever and shall be final and binding:

**Joint Commissioner (ST),  
Intelligence-I, Chennai-6.**

**IMPORTANT DATES AND INFORMATION**

Sl. No.	FAQ	Answer
1	Cost of Tender Document	Tender Document may be downloaded in <a href="http://www.ctd.tn.gov.in">www.ctd.tn.gov.in</a> at free of cost or Copy of Tender Document may be obtained at free of cost in O/o. the Joint Commissioner (ST), Intelligence-I, No.1, PAPJM Building, Greams Road, Chennai-6.
2	Earnest Money Deposit	<b>Rs.2,00,000/-</b> (Only DD in favour of Personal Assistant, Office of the Joint Commissioner (ST), Intelligence-I, Chennai-6)
3	Performance Security Deposit	<b>2% of the total value of the contract</b> in the form of Bank Guarantee from any Scheduled Commercial Bank drawn <b>in favour of Personal Assistant, Office of the Joint Commissioner (ST), Intelligence-I, Chennai-6</b> valid for the period of empanelment / extended empanelment. <u>(Applicable for successful bidder only)</u>
4	Address and place of submission of Tender	Office of the Joint Commissioner (ST), Intelligence-I, No.1, PAPJM Building, Greams Road, Chennai-6.
5	Tender Document Delivery Mode	Through Speed Post / Registered Post / Courier or in person
6	Last date and time of Submission	<b>18.03.2022 up to 04.00 P.M.</b>
8	Pre Bid meeting	<b>15.03.2022</b>
9	Date of opening Technical Bid	<b>18.03.2022 up to 05.00 P.M.</b>
10	Date of opening Financial Bids for technically qualified bidder	To be notified later
11	Venue of opening tender	Office of The Joint Commissioner (ST), Intelligence-I, No.1, PAPJM Building, Greams Road, Chennai-6
12	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 section III to X found missing, the tenderer shall communicate on the same, on the day of opening for acceptance.
13	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.
14	Validity of Tender	Three months from the date of opening of tender
15	Total Number of pages of Tender Document	<b>26 pages</b>

**TECHNICAL BID SUBMISSION FORM**

Dated:

**Letter of Bid**  
**(To be printed preferably on Bidder's letterhead)**

To  
The Joint Commissioner (ST),  
Intelligence-I,  
No.1, 2<sup>nd</sup> Floor, PAPJM Building,  
Greams Road, Chennai-600006.

Ref: Invitation for Bid in respect of Tender Notice dated: **01<sup>st</sup> March 2022.**

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 Commercial Taxes offices functioning in PAPJM (Main and Annexe) Buildings at No.1, Greams Road, Chennai-6.
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 may be accepted at any time before the expiration of that period.
4. If our bid is accepted, we commit to submit a performance security deposit of **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 / 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 the 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), Intelligence - I, Greams Road, Chennai-6 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" and both these two 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), Intelligence-I, No.1, PAPJM Building, Greams Road, Chennai-6.
3. Tender Document may be downloaded in [www.ctd.tn.gov.in](http://www.ctd.tn.gov.in) at free of cost or copy of Tender Document may be obtained at free of cost in Office of the Joint Commissioner (ST), Intelligence-I, No.1, PAPJM Building, Greams Road, Chennai-6
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 to the Joint Commissioner (ST), Intelligence-I, No.1, PAPJM Building, Greams Road, Chennai-6. 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)

11. 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.
12. 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.
13. **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.
14. **Opening of 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.
15. **Right of Acceptance:** The Department of Commercial Taxes reserves all rights to reject any or all tenders without assigning any reason.
16. **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 EMD 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.
17. **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 a Hindu Undivided Family.
  - Their Spouse.
  - 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).
18. Corrigendum / Amendment to the tender will be effected if required.
19. The tenderer shall bear all cost associated with preparation and submission of tender form.
20. The bidder shall submit the tender form legibly in English and attach copies wherever required.
21. 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.



22. The Pre bid clarification on doubts of Tender document will be addressed in the Office of the Joint Commissioner (ST), Intelligence-I, No.1, PAPJM Building, Greams Road, Chennai-6 on **15.03.2022 (Between 10.00 A.M. to 04.00 P.M.)**
23. The Technical Bid will be opened on in the said date and time at our office.
24. The agencies who qualify the Technical bid shall be call for next meeting for opening of financial bid for which the date, time and venue will be intimated to the qualified agencies separately.
25. The bidder or the authorized person of the bidder are allowed to take part in the financial and technical bid opening meeting and they are required to sign the attendance.
26. Absence of bidder or representative shall not impair legality of the opening procedure.
27. 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.
28. 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
29. The Competent Authority of the Department reserves the rights to annul all bids or discontinues this tender process, without assigning any reason, at any time prior to signing of agreement with the successful bidder.
30. 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.
31. 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), Intelligence-I, No.1, PAPJM Building, Greams Road, Chennai-6 has set up minimum eligibility criteria for the bidding purposes. All bidding parties must meet 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.	<p>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 for not less than three years before 31/12/2021 as a company or firm as the case may be. <b>For proof, self- attested/attested copy of Certificates of Incorporation / partnership deeds or any other valid document issued by the respective registrar of firms/ companies may be submitted. In case of Proprietorship firm, Self- declaration or self-certificate supported by PAN in the proprietor name would suffice.</b></p> <p>The Bidder should have a valid PAN issued by the Income Tax department. Bidder shall have valid Goods and Services Tax Registration.</p>	<p>Certificate of Incorporation in respect of the applicant organization issued by Registrar of Companies or a partnership deed duly registered under the Partnership Act.</p> <p>i. Certificate of Commencement of Business.</p> <p>ii. Certificate consequent to change of name, if applicable.</p>
2.	<p>The Bidder shall have <b>at least Two years</b> 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 <b>5000 sq. ft.</b></p>	<p>Certified documents /Agreements in support of past contracts or existing contracts with Government/ PSUs / Other establishments.</p>

3.	They should have their <b>own Bank Account</b> ;	Certified extracts of the Bank Account containing transactions during <b>last three years</b> of the bidder in relation to manpower services.
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.	They 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 <b>Rs.50 lakhs</b> each in last three years ( <b>2018-19, 2019-20 &amp; 2020-21</b> ) exclusively from Housekeeping services/facility management services. For this purpose last financial year would be considered as the one ended on 31.03.2021 and not any later period.	The Audited <b>Balance Sheet</b> for the year <b>2018-19 and 2019-20</b> and <b>Profit &amp; Loss</b> Account and Income Tax Statement for the year <b>2020-21</b> 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.**

Sl. No.	Particulars	***
1.	Name of the Tenderer/Firm, Office Address, Telephone No., Fax No., Mobile No., E-mail (Please attach registration certificate of Firm)	Copies shall be enclosed
2.	EPF Registration No. Document of Monthly Return submitted for the last two months ( <b>November &amp; December 2021</b> )	Copies shall be enclosed
3.	Experience certificate from existing employer / past employer should be enclosed for Three years.	Copies shall be enclosed
4.	Income Tax Return for the <b>past three years</b> ( 2018-19 , 2019-20 & 2020-21)	Copies shall be enclosed
5.	Service Tax/ GST Return for the <b>past three years</b> ( 2018-19 , 2019-20 & 2020-21)	Copies shall be enclosed
6.	DD for <b>Rs.2% of Value of contract</b> in favour of <b>Personal Assistant, Office of the Joint Commissioner (ST), Intelligence-I, Chennai-6.</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 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**

Date:

**To**

**THE JOINT COMMISSIONER (ST),  
INTELLIGENCE-I,  
No.1, 2<sup>nd</sup> Floor, PAPJM Building,  
Greams Road, Chennai-600006.**

Dear Sir / Madam,

Ref: Tender for Selection of Housekeeping Service Provider for the Commercial Taxes Department, Chennai-6.

\*\*\*\*\*

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), Intelligence-I, Greams Road, Chennai-6 .

If our proposal is accepted, we will submit a Performance Bank Guarantee issued by a scheduled commercial bank in India as acceptable to the Joint Commissioner (ST), Intelligence-I, Greams Road, Chennai-6 .

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), Intelligence-I, Greams Road, Chennai-6 for provision of Housekeeping services.

## PRICE-BID FORMAT

Name of Bidder:

### TABLE-A

Sl. No.	Description			
<b>A</b>	<b>House Keeping Services</b>	<b>Total Manpower Required as per Sl. No.7 of Section IX</b>	<b>Wages Per person monthly</b>	<b>Total</b>
	i. Supervisor	2		
	ii. Cleaning Staff	34		
	Sub Total of ( I + II )	36		
<b>B</b>	Administrative Cost including cost of Consumable material as per Sl.No.2 of Section IX and equipment Monthly			
<b>C</b>	Total Monthly Charges in figures (A +B) above			
<b>D</b>	Applicable Taxes			
<b>E</b>	<b>Grand Total (C+D)</b>			

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), INTELLIGENCE-I, GREAMS ROAD, CHENNAI-6** 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), Intelligence-I, No.1, PAPJM Building, Greams Road, Chennai-6 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), Intelligence-I, Greams Road, Chennai-6 as to any material fact. We understand that if any point of time it is noticed / discovered by the Joint Commissioner (ST), Intelligence-I, Greams Road, Chennai-6 that as information given by us is false or incorrect or misleading the Joint Commissioner (ST), Intelligence-I, Greams Road, Chennai-6, shall have the right to take such necessary action as it may deem fit including cancellation of contract.

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                      2022

(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 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 No.1, PAPJM (Main and Annexe) Buildings, Greams Road, Chennai-6 's premises for different services.

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

**TABLE-B**

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



**Quantified Work for Housekeeping**

The purpose of housekeeping is that the whole office premises of No.1, PAPJM Building, Greams Road, Chennai-6 must look neat and clean every time 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	Details		
1.	No. of Floors	1. Four floors (Ground floor + 4 floors) of PAPJM Main Building. 2. Six floors (Ground floor + 6 floors) of PAPJM Annexe Building.		
2.	Approximate area of floors Officers rooms, Office rooms, Individual and Common toilets, Lift and Lift lobbies, Staircase, Corridors, Vacant area and Parking a shed etc.,	1. PAPJM Main Building area : 9,359 sq. m 2. PAPJM Annexe Building area : 3,042 sq. m 3. Vacant land area : 3,632 sq. m 4. Parking area : 328 sq. m <b>Total : 16,361 sq. m</b>		
3.	No. of Staircase in the entire Buildings	1. PAPJM Main Building : 4 2. PAPJM Annexe Building : 2 <b>Total : 6</b>		
4.	Ramp	Nil		
5.	No. of Parking shed in the entire Buildings	5 Nos		
6.	No. of Toilets PAPJM (Main and Annexe) Buildings	<b>Individual</b>	<b>Common</b>	<b>Total</b>
	Wash Basin	27	66	93
	Urinals	0	32	32
	Latrines	27	82	109
7.	No. of Elevators in the entire Buildings	1. PAPJM Main Building : 4 2. PAPJM Annexe Building : 2 <b>Total : 6</b>		
8.	No. of persons to be compulsorily deployed	<b>Total</b> : 36 Persons (34 Cleaners + 2 Supervisor) <b>Main Buildings</b> : 19 Persons (18 Cleaners + 1 Supervisor) <b>Annexe Buildings</b> : 15 Persons (14 Cleaners + 1 Supervisor) <b>Outer area</b> : 2 Cleaners <b>(Note: Minimum 20 Female cleaners shall be compulsorily deployed)</b>		
9.	Working Hours in the entire Buildings	<b>08.00 A.M. to 05.00 P.M. (Every Monday to Saturday)</b>		

**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 minimum **three times** per day at 08.00 A.M, 12.00 P.M. and 03.00 P.M respectively on all the days 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 after supervision.
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, if found 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 employees 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 in order to maintain quality services and minimize operational problems and other self-certification from the contractor should be submitted.
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 or 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**

AIR FRESHNER  
ALA OR EQUIVALENT  
BLEACHING POWDER  
BUCKETS (SMALL AND LARGE)  
CLEANING CLOTHS IN ALL USE  
COB WEB STICK  
COCONUT BROOMS  
DUST BIN COVER EXTRA LARGE  
DUST BINS Big (SWING)  
DUST BINS PEDESTAL (MEDIUM)  
DUST PAN  
EZEE MOP  
FLOOR SCRUBBING BRUSH  
GARBAGE COVER  
GLASS CLEANER  
GLASS CLEANING CLOTH  
GALA OR EQUIVALENT MOP (SET)  
HARD SURFACE CLEANER  
JET SPRAY (AIRWICK OR EQUIVALENT)  
LOCKERS & CUPBOARDS FOR STORAGE  
MASKS  
PLUNGER (BIG)  
PATTI PLATE  
REST ROOM DUST BINS BIG (OPEN)  
REST ROOM SURFACE CLEANER (REPUTED BRANDS)  
ROAD BRUSH  
ROUND MOP (SET)  
ROUND MOP REFILL  
RUBBER GLOVES (SCOTCH RITE / GALA EQUIVALENT)  
SCRUBBER SMALL  
SIGNAGE BOARDS  
SOFT BROOMS  
SPRAY GUN-JD  
SURGICAL GLOVES  
TABLE WIPER  
TELESCOPIC POLE  
TOILET BRUSH  
TOILET CLEANER  
URINAL CUBE  
VACUUM MACHINE (60 LIT)  
WASHING POWDER (REPUTED BRAND)  
WRINGLER TROLLYS (DOUBLE)

**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 Section IX. **This has to be strictly complied with.**

## Section-IX

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 No.1, PAPJM (Main and Annexe) Buildings. The supplies should be replenished well in time and there should not be a shortfall at any given point of time.*
2. *The Contractor 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.*
3. *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), Intelligence-I, Chennai-6. 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), Intelligence-I, Chennai every week.
- 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, officers chambers and office sections (including staircase, corridors, common areas, ramps, lift ) in all the floors of PAPJM (Main and Annexe) Buildings, Greams Road, Chennai-6.
- ix. The Government nominated nodal officers in charge of maintenance of toilets and cleanliness, in all the floors of PAPJM (Main and Annex) Buildings 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), Intelligence-I, Chennai or the person nominated by him / her 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), Intelligence-I, Chennai or the person authorized by him / her 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, actions, 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.
- 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, Sundays and Public holidays and shall take note the office open area, carpet area, toilets etc. to be cleaned.

Date:

**(Name and Signature of Tenderer**

Place: **with stamp of the firm)**

**GENERAL CONDITIONS OF CONTRACT**

1. The purpose of Housekeeping is that the whole office of No.1, PAPJM (Main and Annexe) Buildings, Greams Road, Chennai-6 must look neat and clean every time 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.
2. All the cleaning personnel to be provided for undertaking the housekeeping services in No.1, PAPJM (Main and Annexe) Buildings, Greams Road, Chennai-6 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 has to be maintained as per Section IX of Sl. No 7.
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 or smoke 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 engage in Entertainment activities by searching through Cell Phones.
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 monthly 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 of housekeeping work in accordance to the schedule of work.
11. The contractor shall issue identity card/identity documents of the employees who are deployed to 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 omissions 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. of Tamil Nadu 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 bills / 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.
23. The contract shall be for a period of **Two year** from the date of awarding of contract service and the same shall be extended for further period of **One year** on mutual consent by providing annual escalation of 5% in the quoted amount 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 months 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**

**Date:**

**To**  
**The Joint Commissioner (ST),**  
**Intelligence-I,**  
**No.1, 2<sup>nd</sup> Floor, Greams Road,**  
**PAPJM Main Building,**  
**Chennai-600006.**

Dear Madam,

**Ref: Tender for Selection of Housekeeping Service Provider for Commercial Taxes Department at No.1, PAPJM (Main & Annexe) Building, Greams Road, Chennai-6.**

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In response to the Tender Document for Selection of Housekeeping Service Provider for No.1, PAPJM (Main & Annexe) Building, Greams Road, Chennai-6, 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:

Date:

Signatures  
Name  
Seal of the Organization