



GOVERNMENT OF INDIA
OFFICE OF THE
COMMISSIONER OF INCOME TAX (LARGE TAX PAYER UNIT)
29TH FLOOR, CENTRE No. 1, WORLD TRADE CENTRE,
CUFFE PARADE, MUMBAI -400 005.

NOTICE INVITING TENDER

1. On behalf of the President of India, the Commissioner of Income - Tax Department (Large Taxpayer Unit), Mumbai, invites tenders from Government/ Semi Government contractors under the two bid system for availing "Facility Management Services" for its office situated at 8th, 28th and 29th floor of World Trade Centre No.1, Cuffe Parade, Mumbai-400005 as per the schedules and details specified in the TERMS & CONDITIONS and SCOPE OF WORK.

1.1 The contract is for the period starting from the date of commencement of contract to 31 st March, 2021, which may be extended for a further period of 1(one) year at the discretion of the competent Authority.

2. Sealed Tenders, duly superscribed "Tender for availing Facility Management Services and addressed to "The Commissioner of Income-tax (Large Taxpayer Unit), Mumbai" shall be submitted to office of the Commissioner of Income Tax (LTU) 29th Floor, World Trade Center-1, Cuffe Parade, Mumbai-400005 not later than 17:00 hours on 22nd Day of October 2018. Tenders received after stipulated date/ time shall not be accepted. The tenders will be opened on 23.10.2018 day at 14:30 hours in the presence of the Bidders or their authorized representative (s) who may wish to be present.

3. Detailed information / terms and conditions can be downloaded from www.incometaxindia.gov.in or www.incometaxmumbai.gov.in or can be obtained from office of Commissioner of Income Tax (Large Taxpayer Unit), 29th Floor, World Trade Centre 1, Cuffe Parade, Mumbai-400 005 on all working days upto 18.10.2018 from 11:00 hours to 17:00 hours.

Dated: 04th October, 2018.



(VINOD KUMAR)
Income-tax Officer (HQrs) to
CIT(LTU), Mumbai.

विनोद कुमार / VINOD KUMAR
आयकर अधिकारी (मुख्या)
कृते आयकर आयुक्त (प.क.ई.), मुंबई
Income Tax Officer (HQ)
to C.I.T. LTU, Mumbai



**GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF REVENUE**

**BID DOCUMENT DATED 04.10.2018
TENDER FOR FACILITY FOR MANAGEMENT SERVICES**

Last Date for Submission of Bid	22.10.2018 till 17:00 hours
Opening of the Technical Bid	23.10.2018 at 14:30 hours

10/10/2018



GOVERNMENT OF INDIA
OFFICE OF THE
COMMISSIONER OF INCOME TAX (LARGE TAX PAYER UNIT)
29TH FLOOR, CENTRE No. 1, WORLD TRADE CENTRE,
CUFFE PARADE, MUMBAI -400 005.

SECTION-I
DOMESTIC COMPETITIVE BIDDING
(Through call of Tenders)

Tender No. CIT/Mum/FMS/2018-19

dated: 04.10.2018

Nature of Work	Facility Management Services-As per Annexure-I
Period of Contract	From the date of commencement of contract to 31.03.2021 with a provision of further extension of 1(one) year at the discretion of the Income Tax Department (LTU), Mumbai.
Earnest Money Deposit	Rs. 4,00,000/- (Rupees Four Lakh only)
Last Date & Time for receipt of Bid	22 nd Day of October 2018 Time: 17:00 Hrs
Time and Date of Opening of Technical Bid	23 rd Day of October 2018 Time: 14:30 Hrs
Place of Opening of Technical Bid	29 th Floor, World Trade Centre 1, Cuffe Parade, Mumbai-400 005
The tender documents can be obtained from:	29 th Floor, World Trade Centre 1, Cuffe Parade, Mumbai-400 005 www.incometaxindia.gov.in or www.incometaxmumbai.gov.in.
Submission of Bid under Two Bid System	The Technical Bid should be submitted in a separate sealed cover and the Financial Bid in another sealed cover and both should be correctly superscribed. These two sealed covers are to be put in a bigger cover which should also be sealed and superscribed “Tender for Facility Management Services and addressed to Commissioner of Income-tax, (LTU), Mumbai. The bidder's name, telephone number, Email Id and mailing address shall be indicated on the OUTER cover. Note: All annexures/documents should Indexed, page numbered and signed by the authorized signatory.

SECTION-II
INVITATION TO BID

Tender No. CIT(LTU)/Mum/FMS/2018-19 dated: 04.10.2018

1. On behalf of the President of India, The Commissioner of Income Tax (LTU), Mumbai Invites sealed tenders from the eligible Government / Semi Government concerns contractors licensed ISO 9001:2008 and above for availing "Facility Management Services" for its office situated at 8th, 28th and 29th floor of World Trade Centre No.1, Cuffe Parade, Mumbai-400005, as per the schedules and details specified in the TERMS & CONDITIONS and SCOPE OF WORK.
2. The scope of work includes daily services, weekly services, electromechanical works, pest control services, carpenter services and building/equipment maintenance and complete details of work/services is as per Annexure-I, for all the Premises under the jurisdiction of Income-tax Department (LTU) in Mumbai.
3. Attendance Register/Sheet for all the staff deployed at the office premises shall be signed by the Contractor's supervisor everyday. Subsequently, all the Attendance Registers/Sheets shall be handed over to the Authorized Person of the Department on the same day, without fail.
4. The Earnest Money Deposit (EMD)/Bid Security (Refundable, without interest, if the bid is not successful) of **Rs. 4,00,000/- (Rupees Four Lakh only)** in the form of Demand Draft/Banker's Cheque in favour of **Commissioner of Income Tax (LTU), Mumbai** payable at Mumbai, shall be deposited along with Technical Bid forms by all the bidders except Micro and Small Enterprises (MSEs) registered under Single Point Registration Scheme of National Small Industries Corporation (NSIC). The Demand Draft/Banker's Cheque/Pay Order towards the Earnest Money Deposit should bear the date after the date of the Notice Inviting Tender (NIT).
5. The contract is for a period starting from the date of commencement of contract to till 31st March 2021 which may be extended for a further period of 1(one) year at the discretion of the Department.
6. The bid documents may be downloaded from www.incometaxindia.gov.in or www.incometaxmumbai.gov.in.
7. The Income Tax Department (LTU) reserves the right to accept or reject any bid and to annul the bidding process at any time without incurring any liability to the affected Bidder or Bidders.
8. For all the purpose of this document-
 - (a) the word 'Contractor'/'service provider' refers to the person (concern) to whom the work is awarded.
 - (b) 'the Department' refers to the Income-tax Department (LTU), Mumbai.
 - (c) 'the Authorized Person' refers to the official/officer of the Income-tax Department(LTU) , Mumbai appointed by the office of the Chief Commissioner of Income-tax (LTU), Mumbai.
9. The sealed tenders completed in all respect shall be submitted to office of the Commissioner of the Income Tax (LTU), 29th Floor World Trade Center 1, Cuffe Parade, Mumbai- 400005 not later than 17:00 hours on 22nd Day of October 2018 and the technical bid will be opened at 14:30 hrs on 23rd October, 2018 at the given address.
10. The bidders conforming to the eligibility criteria and having required documents, instructions to the Bidders and compliance of terms and conditions shall only be allowed to participate in the bid.

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

SECTION-III

INSTRUCTIONS TO BIDDERS

1. This Invitation to Bid is open to all the eligible concerns i.e. “Bidders” fulfilling the eligibility criteria who are engaged in providing Facility Management Services to various organizations. For the Bidders to qualify technically, criteria at *Clause 1.1* below shall be applied. For this purpose Bidders shall submit documentary evidence along with the tender and those not conforming to any of these parameters as on the last date for submission of bids will not qualify.

1.1 Eligibility Criteria :

1. The bidder should be a Indian Government/ Semi Government contractor having its object as Facility Management Services such as, housekeeping, plumbing, electrical repairs and maintenance, carpentry etc, along with maintenance of the office and interior works.
2. The Bidder should have extensive knowledge and minimum 5 years experience of rendering such Facility Management Services to the government department/s or Public Sector Unit/s (PSU/s) and should also have been awarded with one single contract with minimum value of Rs. 50 lakhs or above in any of the last 5 (five) years immediately preceding current financial year 2018-19.
3. The Bidder should not have been blacklisted by any Government or PSU Enterprise.
4. The Bidder should possess a valid Registration of GST and PAN Card for the payment of statutory taxes/duties.
5. The Bidder should have the following accreditations / certifications which should be valid as on the date of issue of this RFP - ISO 9001:2008 or above.
6. The average turnover of the Bidder should not be less than 10 (ten) crores for past 3 consecutive financial years i.e. 2015-16 & 2016-17).
7. The agency shall have registered office or branch office in Mumbai for its Administrative control.
8. The bidder should have ability to provide with the services of Electrical Engineers, Civil Engineers, Fire Officers, Architects etc as and when required.

The tender comprises of:–

- A. Technical Bid**
- B. Financial Bid (Non-Comprehensive only)**

The Applicants intending to bid should fulfill and abide by the terms & conditions of contract for providing Facility Management Services. The Contactor should submit two sealed envelopes separately super-scribed as '**Technical Bid**' & '**Financial Bid**' and **both these covers are to be put in a bigger cover which should also be sealed and duly super-scribed.**

- A. In Technical Bid** – The bidder should submit the Technical bid in a separate sealed envelope in the enclosed format as per **Annexure-“T”** along with supporting documents as under :-
 - a. Names of reputed clients to whom such services have been provided, including Govt. Organizations with No. of years of experience of providing Facility management services (*Work/Experience Certificate should be attached*).
 - b. Permanent Account Number & Goods & Service tax number along with evidential proof.
 - c. Copy of Income Tax Returns filed for the last three consecutive assessment years i.e. 2014-15, 2015-16 & 2016-17. The returns of income for these assessment years should be furnished with a complete set of return, Profit & Loss Account, Balance Sheet along with Audit Report.
 - d. The Bidder shall submit all the necessary documentary evidence to establish the required qualification for bid.
 - e. The Bidder mandatorily has to furnish an “Affidavit” on Stamp paper of Rs. 500/- affirming that he has not been debarred by any of his client/s in past three years immediately preceding the current financial year.
 - g. The Bidder shall manage the services as per the requirement of this office setup.
 - h. The EMD in the form of Demand draft / Pay Order should be enclosed as specified the terms & conditions of this tender.

If any of the above details are not submitted, the tender shall not be entertained.

(The successful bidder shall have to provide the details of staff / manpower being provided 10 days before commencing the service contract and also present himself to sign an agreement, as and when called for).

B In Financial Bid – .

- (a) The Bidder should submit the financial bid in a separate sealed envelope in a enclosed format as per **Annexure-“F”**. The bidder shall quote single projection proposal for 1(one) month considering the proposed quotation the period till 31.03.2021 (service period) excluding applicable taxes with due consideration to the Minimum Wages Act of the Central Government. The aforesaid quoted rates will be applicable throughout the service period of contract without any increase over and above. This bid will be opened only if the applicant fulfills the stipulated terms of technical bid. The selected bid (projections) would also be subject to negotiations being made by the Tender Opening Committee either in services or contract amount or both, if required and the recommendations will be made accordingly to the Competent Authority for approval.
- (b) The Competent authority reserves the right to assess the capability of the Bidders considering overall terms and factors to make the final selection. As far as bid amount is concerned, the same will be calculated on annual basis taking average of all the three years with due consideration to Minimum Wage Act. The Tender Opening Committee reserves the right to select the appropriate Bidder for negotiation as per requirement of this office setup without assigning any reason thereof to any person other than the Competent Authority. The agreement of the above contract will be signed by both the parties only after obtaining the necessary approval of the Competent Authority. The contract period will get postponed if there is any delay on account of final approval from the Competent Authority.
- (c) This office reserves the right to cancel or modify the terms of this notice any time without assigning any reason whatsoever. **The tenders will be opened** in the presence of bidders/ authorized representative of the bidder who wish to be present for bidding. The final allotment of service contract to the successful bidder would be subject to the approval of Competent Authority, after which necessary agreement will be entered for awarding contract.

ANNEXURE I

A. Facility Management Service Work:

(Daily Services – for 10 hours i.e. from 8.00am to 6.00 pm & 6 days a week)

1. Thorough check of work force by supervisor for uniform, appearance, cleanliness and attendance.
2. Cleaning and maintaining reception area at entrance.
3. Sweeping, mopping and cleaning of entire area and staircases, lift lobbies, common passages.
4. Cleaning of toilets and constant upkeep throughout the working hours.
5. Cleaning of workstations, office furniture like tables, chairs, sofas etc.
6. Continuous conservation of high traffic areas.
7. Shine all Brass Name Plates on all 3 floors.
8. Cleaning of kitchen and pantries.
9. Collection of waste paper, garbage and refuse from all area to pre designated garbage area from where it would be the responsibility of the local municipality to dispose it.
10. Upkeep of all engineering area (DG Room, Electrical Room etc.)
11. Report any broken, damaged or unserviceable equipment to Client's administrator.

B. Weekly Services :-

1. Cleaning of all metal surfaces like name boards, knobs, handles, panels; planters etc.
2. Removal of cobwebs from ceilings.
3. Scrubbing of floors and washrooms tiles with cleaning agent.
4. Cleaning of all glasses and windows.
5. Supply and maintenance of the cleaning equipments.
6. Cleaning of workstations, office furniture like tables, chairs, sofas etc only on 28th 29th and 8th floor respectively at WTC.
7. Shine all Brass Name Plates 28, 29 & 8th floor.
8. Cleaning of kitchen and pantries cleaning of, water jugs, water glasses, coffee flasks, etc, if any for all the three floor every day.
9. Upkeep of all engineering area such as Electrical Room Server Room etc.

C. Electromechanical works:

The scope of work includes the following:-

1. Electrician will inspect the electrical system on daily basis by switching on the lights when required and switching it off when not in need.
2. Checking the smooth functioning of the electrical system on 28th, 29th and 8th floor and common area all the floors.
3. Report the problems to their concerned authorities to get it resolved.
4. Attend to networking complaints.
5. Assist in meter reading and liaison with other maintenance agencies.
6. Report to local authorities/MCD/State Electricity Board in case of power failure.
7. Will check UL Level, water level and battery condition of the UPS.
8. Entering into Annual Maintenance Contracts for equipments and proper implementation of the same.

D. Pest Control Services :

General Disinfection –

1. Gel treatment and rodent control as and when required at actual charges.

E. Carpenter Services :

1. Carpenter will maintain the Carpentry System on call basis.
2. Check the smooth functioning of the doors windows system on all the floors
3. Maintain the log book and report the problems to the Authority concerned.
4. He will be taking care of carpentry fitting installed on each floor and will replace defective fittings under intimation to the concerned authority.

F. Building/Equipment Maintenance:

1. Preparing material/performance specifications, calling for tenders, entering into contract with service-providers, supervision of work and release of payment to Security Services, Housekeeping Services, Janitorial Services, Indoor Plant, Maintenance, Plumbing, Chairs, Carpet, False Ceiling etc. Cleaning of Venetian Blinds, Door Closer Services, water Purifier, Water Cooler.
2. Entering into Annual Maintenance Contracts for equipments and proper implementation of the same.

Note : *All the consumables required for housekeeping, Electrical work, Plumbing, Carpentry etc will be provided by Income-tax authority on requisition basis. Such requirements shall also be provided by the Contractor with prior approval of the Income-tax authority and the expenditure bills shall be included in the subsequent monthly bills of the FMS services after completion of the project/work.*

ANNEXURE II

(Facility Management Services)
On monthly basis

FEE STRUCTURE

1. Minimum required working strength shall be as under, however, the bidders can amend it according to their service structure, keeping in view the required minimum staff strength:-

A	Supervisor	1
B	Receptionist (female)	1
C	Office Assistant	5
D	House Keeping boys	8
E	Electrician	1

2. The services of carpenter and other services such as Pest control, Plumbing work etc, not included in fee structure shall be provided on call basis with prior approval of the Income-tax authority. The fees in this regards would be claimed separately after completion of work as per satisfaction of the appropriate authority.
3. The bidder may suggest any other services to upkeep the internal décor of this office and officers cabin such as providing flower Vass etc for which the rates shall be provided separately.

ANNEXURE III

RECORDS TO BE PRESERVED AND MAINTAINED

1. Records to be maintained on yearly basis :-
 - a. All the contracts/agreements with the contractors/service-providers engaged for housekeeping, pest control, canteen/eatery, maintenance of equipments, electrical installations, plant and machinery and other services.
 - b. Annual Maintenance Contracts for all types of equipments, plants, machineries.
 - c. Insurance Policies, if any.
 - d. Tender documents, layout plans, bills and invoices and all relevant financial approvals for undertaking interior work including furniture, fixtures and other dead stock items.
 - e. Instructions/Orders/directives/guidelines received from statutory bodies, Government, Municipal Corporation or other authorities, should be preserved.

TERMS AND CONDITIONS

1.	The Commissioner of Income Tax (LTU), Mumbai, reserves the right to accept or reject any part of the tender or whole tender without assigning any reason.
2.	The Large Taxpayer Unit (LTU), Mumbai, is a Government Department having administrative control of the Commissioner of Income-tax (LTU), Mumbai. The office is situated on 8th (half wing), 28th and 29th floor of World Trade Centre No. 1 at Colaba, Mumbai. Considering the above layout of the LTU, the bidder should provide or may arrange its employees through agents / sub-agents / Consultants / advisors etc, to carry out its activities as per "Annexure" forming part of this term.
3.	The bid once submitted shall not be allowed to be withdrawn.
4.	If a bidder quotes Rs. Nil / Zero for any item or Service Charge in reference to the Financial Bid, the bid will not be considered and the bidder will be disqualified in financial evaluation straightway in terms of the Office Memorandum dated 28th January 2014, issued by the Ministry of Finance, Department of Expenditure through No. 29(1)/2014-PPD read with the circular dated 17th September 2014 of Ministry of Commerce (GA Section) issued through No. 31/14/1000/2014-GA.
5.	A bidder shall be debarred if he has been convicted of an offence – a. Under the Prevention of Corruption Act, 1988; or b. The Indian Penal Code or any other law for the time being in force for causing any loss of life or property or causing threat to public health as part of execution of the contract.
6.	The bidder shall quote the rates in the Financial Bid in Indian Rupees only.
7.	Conditional bids/offers/vague value of any services will be summarily rejected.
8.	The Bidder should possess all the expertise, necessary infrastructure and experienced and trained staff for carrying out its activities.
9.	If there is any discrepancy between the emoluments per employee and the total price obtained by multiplying the number of employee to the emolument per employee, the emolument per employee will prevail and the total price will be recalibrated accordingly.
10.	The Lowest Evaluated Bidder, whose bid has been found to be most responsive, will be considered further for placement of contract after complete clarification and price negotiations as decided by the Income-Tax Department (LTU), Mumbai.
11.	The term of this contract is for the period starting from the date of commencement of contract to till 31st March 2021 with further immunity of 1 (one) extra year on the agreed terms and conditions of contract, if the services are found to be satisfactory and subject to approval of competent authority.
12.	The tender should be accompanied by a Demand draft / Pay Order as non-interest bearing Earnest Money Deposit of Rs. 4,00,000/- drawn in favour of "Commissioner of Income-tax (LTU), Mumbai. The non-successful bidders will be returned the said instrument received as EMD without encashing, however, the EMD of the successful bidder will be returned on receipt of a Bank Guarantee through the same instrument without being encashed. If the EMD is not enclosed, the Income-tax authority reserves right to reject the bid.
13.	The successful bidder will have to give Bank Guarantee at the time and date specified by the Income-tax authority, for the respective region. The EMD would be returned thereafter.
14.	The Bidder should submit the fee structure exclusive of applicable taxes thereon of all the employees as per Annexure-II, attached herewith this notice. All the payment of fees shall be subject to applicable TDS as per rule. The Fee Structure may be modified by the parties with mutual consent in writing whenever required with the prior approval of the competent authority. State Taxes if any, shall be charged as per applicability and the prevailing rates during the period of bills.
15.	The Financial bid shall comprise the price component for all the services indicated in Annexure-II of the bid document. The price quoted by the bidders must be fully compliant with the Central Minimum Wages Act and shall also include all statutory applicable taxes or statutory obligations.

	The bidder should specify all inclusive charges (excluding all applicable charges) in lieu of the services rendered as specifically indicated on monthly basis in the format as prescribed in Financial bid.
16.	It will be mandatory for successful bidder to submit the GST/ESIC and all other statutory dues payable paid copy of challan (s) charged in the monthly bill after each quarter end of the financial year.
17.	The lowest evaluated bidder whose bid has been found to be most responsive, will be considered for further for placement of contract after complete clarification and price negotiations as decided by the Income Tax Department (LTU), Mumbai.
18.	The Income Tax Department (LTU), Mumbai does not bind itself to accept the bid merely on the ground of lowest bid.
19.	The Income Tax Department (LTU), Mumbai, intend to award the business on a lowest bid basis, so service providers are encouraged to submit the bid competitively. The decision for recommendations shall depend on the cost competitiveness across multiple lots, quality, delivery and bidder's capacity, in addition to other factors that the Income Tax Department (LTU), Mumbai may deem relevant.
20.	The successful bidder shall have to file an "Affidavit" duly notarized indemnifying to ensure and abide by the terms & conditions and periodical amendments made under Minimum Wage Act of the Central Government.
21.	In case the services provided by Service provider do not meet with the agreed service standard in terms of quality, timeliness, accuracy, etc. The Income Tax Department, Large Taxpayer Unit, Mumbai, shall reserves the right to make recovery of any additional expenses and cost for carrying out such activities to its satisfaction and/or impose penalty with the ceiling of 1% of the total cost of executed work. The Income-Tax Department, Large Taxpayer Unit, Mumbai, shall also have right to deduct such cost/penalty and expenses out of its monthly bill payable. Both the parties may from time to time review the amount of penalty before execution of specific work. The same will form an integral part of the agreement.
22.	Since the contract is non-comprehensive, the articles / items required if any, not included in the agreement, shall be purchased / bought by the service provider with the prior approval of the quotation by controlling authority. The bills for such purchases may be claimed for reimbursement or included in the monthly FMS bills supporting with the copies of subsidiary bills for such purchases. The service provider shall bear the credit period from submission of bills till it gets passed for payment by the Zonal Accounts Office of the department.
23.	The Service provider shall keep and preserve all the records and documents concerning the transactions carried out by them pursuant to the contract with the supporting documents as mentioned in <u>Annexure III</u> during the contract which can be made available on demand of competent authority for inspection and verification and for departmental audit purpose.
24.	The Service provider shall take all the required measures/steps to prevent loss of records and data concerning the arrangement contemplated pursuant to the services and thereafter all the records data etc shall be handed over to Income Tax Department (LTU) i.e. on expiry or termination of the contract.
25.	The Service provider shall perform its duties and obligations with highest standard integrity and fairness and shall act in an ethical manner in all its dealings with Income-tax Department, Large Taxpayer Unit, Mumbai, its clients, associates, vendors concerned and it will not take up any activities which are likely to be in conflict with its own interest and the interest of the Income Tax Department (Large Tax Payers Unit).
26.	The Income Tax Department (LTU), Mumbai, reserves the right to carry out capability assessment of the bidders and their decisions shall be final in this regard without assigning any reasons thereof.
27.	The police verification, character and antecedents verification of the employees is the whole and sole responsibility of the Service Provider.

28.	The persons deployed shall, during the course of their work be privy to certain qualified documents and information which they are not supposed to divulge to third parties. In view of this, they shall be required to take oath of confidentiality and breach of this condition shall make the Service Provider as well as the person deployed liable for penal action under the applicable laws besides, action for breach of contract.
29.	The Income Tax Department (LTU), Mumbai, shall not be responsible for any financial loss or any injury to any person deployed by the Service Provider in the course of their performing the functions/duties, or for payment towards any compensation.
30.	For all intents and purposes, the Service Provider shall be the "Employer" within the meaning of different Rules & Acts in respect of manpower so deployed. The persons deployed by the Service Provider shall not have any claim whatsoever like employer and employee relationship against the Income Tax Department (LTU), Mumbai.
31.	The persons deployed by the Service Provider shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular / confirmed employees during the currency or after expiry of the Agreement.
32.	The Service provider shall provide dedicated staff as mentioned in Annexure-II and any change in such services should be made only in very exceptional circumstances. Replacement of the staff so provided should be in the event of genuine reasons. The Service provider shall submit complete details of each staff so provided confirming "No police records".
33.	Consequent to poor performance of deployed manpower, service provider shall immediately replace the deployed manpower thereby maintaining service levels and continuity.
34.	The service provider shall ensure that the person deployed are disciplined and shall enforce in prohibition of consumption of alcoholic drinks, paan smoking, loitering and shall not engage in any immoral act.
35.	The Service provider shall provide a female staff for reception of Income Tax Department (Large Taxpayer Unit), Mumbai, having fluency in English and Hindi language with ability to operate EPBAX System and resolve the complaints.
36.	The Service provider will indemnify for any loss/ damage of property or life of either of the employees because of negligence of the provided staff or poor services or due to an accident.
37.	Every Officer/Officials of the Income Tax Department (LTU), shall have right to acquire the services as per Annexure-I from the staff so provided by service provider.
38.	The Service provider shall ensure a standard uniform for their staff provided with prior approval of the competent authority.
39.	The Service provider shall provide the standard mobile numbers at their own cost to their staff to ease the communication in case of emergency or urgency.
40.	The deputed staff should be decent, well behaved and literate and should not have any criminal cases against him/her.
41.	All the deputed staff should be punctual and any cleanliness or maintenance, unless in unavoidable circumstances, shall be completed before the arrival of Office staff during official timings i.e. 9.30 a.m. to 6.00 p.m. from Monday to Friday. The major job works shall be carried out on Saturdays of every week.
42.	The service provider shall ensure all consumables are within expiry.
43.	If the service provider intends to provide any additional staff at his own cost, the same shall be done with prior approval of the competent authority.
44.	All materials to be used for cleaning and other consumables shall be in conformity with the specifications/brand/make of Government approved standards.
45.	The service provider shall deploy the supervisor to supervise the cleaning and maintenance services who will report to the competent authority on daily basis.
46.	The Commissioner of Income Tax (LTU), Mumbai, reserves the right to terminate the contract without assigning any reason with a month notice to the service provider.

ANNEXURE - "T"

TECHNICAL BID FOR

FACILITY MANAGEMENT SERVICES

1.	Name, address and telephone number of the Bidder i.e. the Applicant / Contractor.	
2.	Whether you are eligible as per the "Eligibility Criteria of Notice inviting Tender. (State Yes / No)	
3.	Whether Government/Semi Government	
4.	Permanent Account No. (PAN)	
5.	If Company, Registration No. and in any other case, submit substantial evidence.	
6.	Goods & Service Tax No.	
7.	No. of years experience of rendering FMS to the Govt. Department or PSU and the value of contract \leq Rs. 50 lakhs in a year. (Please state with documentary evidence)	
8.	Whether blacklisted or debarred by any Government or PSU Enterprise. (Please state "Yes" or "No". If No, furnish affidavit on stamp paper worth Rs. 500/-)	
9.	Whether Bidder possesses valid accreditation Certifications as on date of REP. (Attach copies of certificates as per point No.5 of the Eligibility Criteria)	
10.	Annual Turnover during for last three years i.e. F.Y. 2014-15, 2015-16 & 2016-17. (Please attach Audit reports for all the three years along with copy of P&L and Balance Sheet) (average turnover Rs. 10 crore and above are eligible)	F.Y. 2014-15 = Rs. F.Y. 2015-16 = Rs. F.Y. 2016-17 = Rs. Average value of contract = Rs.
11.	Do you have Registered Office/s or Branch Office/s in Mumbai. Please state the address/es. Enclose documentary proof of address.	
12.	Details of Earnest Money Deposit	

Stamp/Seal of the Bidder
Name and Signature of the Authorized Signatory

FINANCIAL BID- 'F'**FACILITY MANAGEMENT SERVICES**

Sr. No.	Description	Amount/ Percentage (if applicable) [this is to be read in conjunction with the latest rules / acts / regulations and policies promulgated by the Government Authority]	Rate per Month (Rs.)
A	Basic Wages (BW) plus variable allowance (VDA)		
B	House Rent Allowance (HRA) [@ 5% of (Basic + VDA)		
C	Employees Provident Fund (EPF) @ [13.15% of (Basic + VDA)		
D	Employees State Insurance (ESI) ([@ 4.75% of Basic+VDA+HRA)]		
E	Maharashtra Labour Welfare Fund		
F	Bonus @ 8.33% of (Basic + VDA) or Rs. 7,000/- (whichever is higher)		
G	Total[Sum of (a)to (f)		
H	Weekly off @ 16.67% of (g)		
I	Leave Salary @6.73 of (Basic+VDA)		
J	National Holidays @ 1.28% of (Basic + VDA)		
K	Total Cost per head [sum of (g) to (j)]		
L	Service Charge (per head)		
M	Sum Total [Sum of (k) and (l)]		
N	Taxes (as applicable)		
	Final Total [sum of (m) and (n)]		

Stamp/Seal of the Bidder
Name and Signature of the Authorized Signatory