



GOVERNMENT OF INDIA  
Ministry of Finance  
Income Tax Department  
O/o the Addl. Commissioner of Income Tax (IT)-3 (2), Mumbai  
Room No. 1605, Air India Building, Nariman Point, Mumbai  
Tele No. 022-22029385  
E-mail:- ganesh.s.bare@incometax.gov.in

F. No. ASK/AIB/TENDER NOTICE/2017-18

Dated 30.01.2018

**TENDER NOTICE**

Sealed tenders are invited in two separate sealed envelopes containing technical bid and financial bid from reputed contractors/firms for setting up of Aayakar Seva Kendra (size 1200 sqr. ft. approx) at Income Tax Office, 8<sup>th</sup> floor, Air India Building, Nariman Point, Mumbai. The tender documents should be submitted to the Additional Commissioner of Income Tax, (IT)-3 (2), Room No. 1605, 16<sup>th</sup> Floor, Air India Building, Nariman Point, Mumbai. The details regarding terms and conditions and other documents can be obtained from the above address during the office hours on any of the working days.

Aaykar Seva Kendra is a single window concept to deliver on services mentioned in the 2010 Citizen's Charter of the Department including redressal of grievances. It has three functional units, i.e. (1) "May I Help You" Counter for meeting the general inquires of the tax payers. (2) For receipts of Dak and paper returns and (3) "Facilitation Centre" for assisting the tax payers about PAN queries/providing return forms and other tax payer education literature and assistance of tax return preparers (TRPs).

The details can also be accessed on department's website [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in) and [www.incometaxmumbai.gov.in](http://www.incometaxmumbai.gov.in).

The tender documents will be available at the above mentioned office address from 02.02.2018 and the last date for submitting the bids is 13.02.2018, upto 3.30pm.

(GANESH BARE)

Add. CIT (IT), Range 3 (2), Mumbai

**TERMS AND CONDITIONS OF TENDER FOR AAYAKAR SEVA KENDRA, 8<sup>th</sup> FLOOR, AIR  
INDIA BUILDING, NARIMAN POINT, MUMBAI - 21.**

**LAST DATE AND TIME FOR SUBMISSION OF BIDS**

**3.30 PM on 13.02.2018**

**DATE AND TIME FOR OEPNING OF THE BIDS:**

**4.30 PM on 13.02.2018**

**Note: - Technical and Financial bids to be submitted separately**



**Office Of The Addl. CIT (IT), Range 3(2), Room No 1605, 16<sup>th</sup> Floor, Air India Building, Nariman Point, Mumbai - 21.**

Telephone No: 022-22029385 E-mail id: ganesh.s.bare@incometax.gov.in

**F.No. Addl CIT(IT)Rg3(2)/ASK/Tender documents/2017-18**

**Dated: 30.01.2018**

### **TENDER DOCUMENT**

As part of the Govt. of India's e-government initiative **Aayakar Seva Kendra [ASK] of 10 ITD Nodes is being created at 8<sup>th</sup> FLOOR, AIR INDIA BUILDING, NARIMAN POINT, MUMBAI - 21 (Approx Area 1200 Sq.Ft.)**. The ASK shall be a computerized centre where facilities for filling and filing of returns, applications and other correspondences, through the Income-tax Dept's software shall be available to the tax payers. The designs of the centre to be established, work flow, branding, material to be used have been standardized. A comprehensive document in this regard is available with office of the Addl. CIT (IT), Range 3(2), Room No. 1605, 16<sup>th</sup> Floor, Air India Building, Nariman Point, Mumbai-21 which can be obtained during office hours.

### **MODE OF SUBMISSION OF BIDS & TERMS & CONDITIONS**

1. These sealed bids shall be addressed to the **The Addl. CIT (IT), Range 3(2), Room No 1605, 16<sup>th</sup> Floor, Air India Building, Nariman Point, Mumbai - 21.**
2. The bidders are required to submit duly filled Technical Bid and Financial Bid (Annexure. I & II). It should be written boldly on the top of the envelope (Each in a separate envelope) as Technical Bid and Financial Bid for ASK, Air India Building. Both envelopes should be submitted in a single sealed cover alongwith duly addressed and superscribed with **"Tender for Aayakar Seva Kendra, Air India Building, Nariman Point, Mumbai"**. The bidders will be shortlisted on the basis of their competence on opening the Technical Bids.
3. **Technical Bid**  
The Technical Bid should be as per **Annexure-I** and should be supported by the documents indicated in the said Annexure.
4. **Financial Bid:-**  
The Tender document, marked as **Annexure-II** is a "Financial Bid".
5. Initially only the Technical Bids will be opened. The Financial Bids will be opened, only if the applicant is selected on the basis of Technical bids.
6. Bid Amount quoted should be all inclusive and no separate claims will be entertained towards delivery charges, Taxes, etc.
7. Financial Bids of only those bidders who are shortlisted on the basis of Technical Bids will be opened and the bid with lowest quotations amongst the opened bids treated as successful bidder subject to fulfilment of the conditions mentioned in this document.



8. The last date of receipt of sealed tender is 13.02.2018 (03.30pm). The sealed bid documents should be submitted in Room No 1605, 16<sup>th</sup> Floor, Air India Building, Nariman Point, Mumbai – 21 during office hours on all working days.
9. The bid document will be opened by the Local Implementation Committee (hereinafter referred as committee) in Conference Room, Aaykar Bhavan, Churchgate, Mumbai – 20 in the presence of such applicants or their authorized representatives duly authorized by the bidder. The Technical Bids will be opened at 04.30 pm on 13.02.2018 and the Financial Bids of the shortlisted bidders will be opened at 05.00 pm on 13.02.2018.
10. If due to unforeseen circumstances or administrative requirements, the applications cannot be opened under above mentioned date and time, the same will be opened on a subsequent date as would be notified to the bidders.
11. Bid submitted beyond time and date mentioned will not be considered.
12. This office reserves the right to postpone / and / or extend the date of receipt, opening of bids or to withdraw the same without assigning any reason thereof.
13. All the bid amount must be written both in figure and words. Corrections, if any, are to be made by crossing out, initialing, dating and rewriting. In case of discrepancy between the words and figures, the rates indicated in figures shall prevail. All overwriting /cutting, insertion shall be authenticated and attested.
14. The bidder shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained herein and submit the same.
15. The bidder must comply with the bid amount specifications and all terms and conditions of the contract. No deviation in the terms and conditions of the contract shall be entertained unless specifically mentioned by the bidder in the bid amount and accepted by the department. In case no bidder is satisfying the Technical / Financial terms of the department, the decision of the office shall be final.
16. The Principal Chief Commissioner of Income Tax, Mumbai will have the final right to select the most suitable bidder to execute the project.
17. Earnest Money Deposit (EMD) (Refundable if bid is not successful) of Rs. 50,000/- (Rupees Fifty Thousand) through Demand Draft favouring **ZAO CBDT, Mumbai** should be enclosed with Technical Bid with each bid. No interest will be payable on EMD.  
The EMD of the successful bidder will be retained till the completion of the contract. In case the successful bidder fails to sign the contract or doesn't start the assigned work in stipulated time, the EMD will be forfeited.
18. The successful bidder shall complete the work within 40 days of award of order. In case of delay, liquidated damaged may be charged at rate 0.1% of contract amount per day of delay, subject to maximum of 0.5% of contract amount.
19. For any clarification, prior appointment may be made with The Addl. CIT (IT), Range 3(2), Room No 1605, 16<sup>th</sup> Floor, Air India Building, Nariman Point, Mumbai – 21.



20. The Scope of Work:

- (i) The recipient of contract is required to set up the ASK of 10 ITD Nodes as per the indicative details in Annexure-III of this tender document. Further the scope of work should be in conformity with Standard Branch Layout and Specification Booklet contained in the Standard Guidelines for Sevottam Centres documents available with o/o The Addl. CIT (IT), Range 3(2), Room No 1605, 16<sup>th</sup> Floor, Air India Building, Nariman Point, Mumbai - 21. However the exact use of space for creation of ASK can only be ascertained by site visit.
- (ii) The contract includes provisions of computers including required software (with Antivirus), printers, LCD, UPS with five hours backup and the other electrical items and equipments as per the specification in the documents in above para (i). The air conditioners are excluded as the building is centrally air conditioned.
- (iii) The recipient of the contract will also be required to do the other works arising out of shifting of office equipments/ furniture in space allocated to the ASK. The work shall be specified during physical inspection by the recipient.
- (iv) The recipient can carry out the work subject to approval by the Committee constituted for ASK or any other person nominated by the Committee.
- (v) The material to be used shall be as per the specifications given in the documents as in para (i) above.
- (vi) The recipient shall design the ASK with respect to the space available, subject to the specification mentioned in the documents and get the design approved from the Committee constituted for ASK or any other person nominated by the Committee.
- (vii) The recipient shall complete the work of ASK within 40 days of receipt of work order.

21. Eligibility Criteria for the Bidders:

- (i) The bidder should be having experience of at least 10 years in design of office space and supervision of the work as per design.
- (ii) The bidder should have receipts from design and supervision of similar contracts of at least Rs. 1 crore for the last three financial years each.
- (iii) The bidder should be regularly assessed to income tax and also have registration under GST.
- (iv) The bidder should be able to give names of at least three clients of repute for judging the quality of work.
- (v) The bidder should not have been blacklisted or debarred from participating in the bidding at any point of time by any of the Central or State Government, Semi Government or any other Agencies at any point of time.
- (vi) A self-certificate to this effect (on all above points) should accompany the Technical Bid.
- (vii) Bidder should have turnover of Rs. 50 Crores (Fifty Crores) or more in each of the F.Y.2013-14, 2014-15 & 2015-16.
- (viii) Bidder should have experience of executing atleast two successful work orders of ASK.

22. The tender forms comprising signed Tender document containing terms and conditions, Technical Bid and Financial Bid duly filled and complete in all aspects, shall be dropped in a drop box in single sealed cover in The O/o The Addl. CIT (IT), Range 3(2), Room No 1605, 16<sup>th</sup> Floor, Air India Building, Nariman Point, Mumbai - 21.

23. INSTRUCTIONS TO THE BIDDERS:-

- (i) The bidder should clearly indicate on envelope the name of the tender (i. e. Tender for Aayakar Seva Kendra, Air India Building, Nariman Point, Mumbai - 21), closing date of tender, and name, address & contact number of the firm.
- (ii) Each page of the tender document should be signed by the bidder with seal of the Agency or Firm as a token of having read and understood the terms and conditions therein and to be submitted along with the bid form.
- (iii) The bid amount to be written in both figures and words.
- (iv) The bid amount should be inclusive of all taxes.
- (v) The bid may be rejected if it is not complete in any respect.
- (vi) Furnishing of false, misleading, inaccurate information or particulars in the bid document shall lead to the disqualification of the bid and bidder at any stage or time. It shall also lead to termination of the contract, if awarded.
- (vii) The bidder to whom the work is awarded would furnish name, address and contact number of the person with whom the department/controlling officer will keep contact, with regard to progress of work by such successful bidder on day to day basis.
- (viii) During the period of execution of work, change in bid amount will not be entertained under any circumstances.

**Terms of Payment:**

- (i) Payment of 25% of the contract amount shall be processed after satisfactory completion of civil work
- (ii) Further, payment of 25% of the contract amount shall be processed after satisfactory completion of work related furniture fixtures & interiors etc.
- (iii) Balance 50% of the contract amount shall be paid after satisfactory completion of entire work.

We agree to the above terms and conditions.

Signature with date-----

Name of the Firm-----

Seal-----



**ANNEXURE-I**  
**TECHNICAL BID DOCUMENT**

1	Name of the applicant/Bidder	
2	Complete Address of the concern along with Tel. No., Fax No. and e-mail id	
3	Name and address of the Proprietor/Partners and/or directors of the concern with Tel. no.	
4	Name, Address and Contact Details of Contact Person(s)	
5	A brief note on background of the applicant including professional qualification and experience in the field of designing and supervision of office/commercial projects (Not to exceed 200 words)	
6	Permanent Account Number(PAN)	
7	Annual turnover during the F.Y.2014-15, 2015-16 & 2016-17 (Copy of return of income filed along with P&L Account, Balance Sheet etc.) should be enclosed as evidence	
8	Details of ASK established by the bidder (Proof of at least two such ASK to be attached)	
9	List of at least three reputed clients with nature and value of job done	
10	GST Registration Number	
11	Whether self-certificate satisfying the eligibility criteria is attached as required in Para 21 (vi) of Tender Documents.	YES/NO
12	Whether DD of Rs. 50,000/- as EMD is attached as per Para 17 of Tender document	YES/NO
13	Whether every page of tender documents containing terms and conditions signed by the bidder.	YES/NO

**DECLARATION**

**I/We hereby certify that the information furnished above is full and correct to be best of my/our knowledge and belief. I/We understand that if any deviation is found in the above statement at any stage, the applicant/ bidder will be blacklisted and will not have any dealing with the department in future.**

**I/We hereby further certify that I/We have read and understood the terms and conditions mentioned in the tender document and as a token of it signed every page of tender document enclosed.**

**(Name and signature of authorized signatory with date)**

**ANNEXURE-II**  
**FINANCIAL BID DOCUMENT**

1	Name of the Proprietor/Registered Firm/ Company	
2	Address of concern (With Tel. No., Fax & E-mail)	
3	Authorized contact person(s) with mobile no.	
4	Bid amount for the ASK Project Work (in Rs. Both in figure and words) inclusive of all applicable taxes etc.	

[Note: All materials and equipments supplied must meet the standards including brand and quality specified in the STANDARD BRANCH LAYOUT AND SPECIFICATION BOOKLET FOR SEVOTTAM CENTRES which may be obtained from the office of the **Addl. CIT (IT), Range 3(2), Room No 1605, 16<sup>th</sup> Floor, Air India Building, Nariman Point, Mumbai - 21.**

(Name and signature of authorized signatory with date)



### ANNEXURE-III

#### **Indicative Details of Scope of the Work**

**Space allotted for ASK : 1200 Sq. ft.**

#### **A) Civil Works**

Sl. No.	Items
1	Painting Work
2	Vitrified Tile Work
3	POP Work
4	Entrance Glass Doors
5	Granite Work at Windows

#### **B) Electrical and Electronics Equipment**

Sl. No.	Items	Quantity
1	Wall Fans	6
2	LED TV 48" with dish	1
3	Fire Extinguisher	4
4	Xerox Machine Richo	1
5	HP/DELL Computers core i5 3.3 GHz 4GB-DDR 3, expandable to 16GB, 500HDD, 18.5 TFT LED Monitor, Keyboard & Mouse, 7 USB Port with 3 Year Warranty, VGA Splitter Cable, Operating systems	10
6	MS Office	10
7	Antivirus Software	10
8	Bar Code Scanner	5
9	CCTV Camera	4
10	Laser Jet Printer Canon/HP	1
11	Bar Code Printer	6
12	UPS	10
13	Multifunction Printer	3
14	Token Systems	1
15	Information Kiosk	1
16	LED Fixtures with wiring	-
17	New concealed wiring works	-

#### **C) Furniture Fixtures & Interior Decoration**

Sl. No.	Items	Quantity
1	Front Desk Counter	6
2	Back Desk Counter	3
3	Writing Counter	1
4	Drop Box	1
5	Book Display Unit	1
6	Facilitation Cabin	1
7	Xerox table cum storage unit	1
8	May I help you counter	1

9	Wall Panelling	-
10	Centre Table	2
11	Medium Back revolving chairs	13
12	3 seaters sofa	4
13	Vertical Blinds job work	3

**D) Other Works**

Sl. No.	Items	Quantity
1	Signage Display Boards	1
2	Q manager poll	6

This is not exhaustive. For further details, please refer standards and specifications in Booklet of Standard Guidelines for Sevottam centres.