



**GOVERNMENT OF KARNATAKA
COMMERCIAL TAXES DEPARTMENT
OFFICE OF THE COMMISSIONER OF COMMERCIAL TAXES
(KARNATAKA)**

**Vanijya Therige Karyalaya – I, Kalidasa Road, Gandhinagar, Bangalore – 560 009.
Telephone/Fax: 080-22205239.**

No. VTK/CR-21/2024-25

Date: 05.02.2025

e-TENDER NOTIFICATION

FOR

**Providing of Housekeeping Services
&
Other Manpower Services
&
AMC Services**

At

**Office of the Commissioner of Commercial Taxes-
(Karnataka)**

Situated at: Vanijya Therige Karyalaya-1,
1st Main Road, Gandhinagar,
Bangalore – 560 009.

TWO COVER SYSTEM THROUGH KPPP PORTAL

Last Date for Submission of Tender: 28.02.2025

GLOSSARY

Term	Definition
CTD	Commercial Taxes Department
TA	Technical Analysts
EMD	Earnest Money Deposit
GoK	Government of Karnataka
INR	Indian National Rupees
ISO	International Standard Organization
IT	Information Technology
LAN	Local Area Network
LOI	Letter of Intent
MIS	Management Information System
NDA	Non-Disclosure Agreement
O&M	Operation and Management
OTC	Over the Counter
PBG	Performance Bank Guarantee
SD	Security Deposit
RFP	Request for Proposal
TDS	Tax Deduction at Source

The Additional Commissioner of Commercial Taxes (HQ)-2 (who is the Tender Inviting Authority) in association with e-Procurement wing of the Govt. of Karnataka is inviting online e-Tender for providing Housekeeping Services, other Manpower Services and AMC services at the Vanijya Therige Karyalaya-1, (VTK-1) Building, for a period of ONE year under two cover system/two parts (Techno Commercial Bid and Financial Bid) from One reputed single agency providing Housekeeping services, other manpower services and AMC services, who are registered in Karnataka and who have adequate financial resources and experience. The Tender Accepting Authority is the Commissioner of Commercial Taxes (Karnataka) and his decision is final in respect of this tender.

Sl. No.	Details of services required	No. of Machines under AMC	No. of Personnel in respect of Manpower services
1.	Housekeeping and Cleaning services from 8 AM to 6 PM,	--	20
2.	Security Guard services round the clock	--	15
3.	Receptionist Services	--	02
4.	Lift Operator services from 8 AM to 8 PM ,	--	08
5.	Electrician services round the clock,	--	02
6.	Gardener services on daily basis from 9 AM to 6 PM to maintain the garden and Potted plants,	--	01
7.	Telephone Operator/s services	--	c
8.	Plumber at VTK-1 (Rate for on call services)	--	--
9.	Carpenter at VTK-1 (Rate for on call services)	--	--
10.	Mason at VTK-1 (Rate for on call services)	--	--
11.	LAN/WAN Technician at VTK-1 (Rate for on call services)	--	--
12.	AMC for UPS (Details in Annexure)	20	--
13.	AMC for Air Conditioners (Details in Annexure)	92	--
14.	AMC for lifts (Details in Annexure)	04	--
15.	AMC for EPABX System (Details in Annexure)	01	--
16.	AMC for DG Set (Details in Annexure)	01	--
17.	AMC for Photocopying Machines (Details in Annexure)	29	--
18.	AMC for Borewell, Sump Tank Pump	02	--
19.	Supervisor round the clock for all the services providing including AMC services in VTK-1 building.	--	02

- 1) **EMD:** Rs.3,50,000/- (Rupees three lakh and fifty thousands only).
- 2) The participating bidders will have to pay Earnest Money Deposit (EMD) through e-Procurement portal or by any of the four modes, i.e. Credit Card, Internet Banking, NEFT or OTC.
- 3) **Price Bid:** The participating bidder should quote the rate for the Housekeeping Services as per the

Minimum Wages Act and in respect of Man power supply for On-Call Basis of Man Power/AMC services separate charges in respect of Manpower and for repairs and replacements have to be mentioned. In respect of Manpower deployed by the bidder in this office the breakup of the salary showing the ESI/EPF/GST etc. should be shown separately as applicable.

- 4) The bidder can view the tender details from the websites – <http://eproc.karnataka.gov.in> and <http://ctax.kar.nic.in>
- 5) The Soft copies of the Bid documents can be downloaded from e-Procurement portal consisting of Pre-Qualification Requirements (PQR) and eligibility criteria of bidders, scope of the service to be provided, terms and conditions of contract to be complied with the agency/by the bidders registered with e-Procurement for e-Tendering.
- 6) The technical bid shall include the PQR (Pre-Qualification Requirements) documents as prescribed in **Schedule-I**, self-confirmation in **Schedule II** and **PART-II**. The financial bids shall include the duly filled **Schedule-III**. For more details, visit the web site <http://ctax.kar.nic.in>
- 7) Both the Technical & Financial Bidding is through e-Tendering only. The bidders shall upload all the documents as per PQR for technical evaluation along with financial evaluation only through online. Only the qualified Technical Bidders will be considered for Financial Bids.

Calendar of Events:

i.	Last date and time of submission of queries	15.02.2025 upto 05-00 pm
ii.	Date and time of Pre-bid Meeting	17.02.2025 @ 3.00 pm
iii.	Last date for furnishing of response to queries	19.02.2025 @ 5.00 pm
iv.	Closing date for uploading the Technical & Financial bids	28.02.2025 upto 05-00 pm
v.	Opening of technical bids	03.03.2025at 05-00 pm
vi.	Opening of financial/price bids	06.03.2025 at 05-00 pm

Additional Commissioner of Commercial Taxes
(HQ)-2, Bangalore.

Schedule-I

1. Pre-qualification requirements for Bidders [PQR conditions]:

- i. Bidders should be a Proprietorship/ Individual/ partnership firm/ a company registered under the Companies Act, 2013 (or 1957) or Limited Liability Firm registered under the Limited Liability Partnership Act, 2008
- ii. The bidders should be having an experience of at least THREE (3) years in providing all the above services to two or more State / Central Government Departments / organizations / undertakings / corporations for at least in preceding THREE financial years and should have rendered services satisfactorily. (Documentary proof in the form of certificate issued by the Government Department / Organization / Undertaking for satisfactory services rendered shall be scanned and uploaded. The office of the Commissioner of Commercial Taxes (Karnataka) will verify the documents with the concerned wherever necessary. However, documents like service agreements, work orders etc. will not be considered for the purpose).
- iii. Subject to clause (3) below of this tender document the annual turnover of the bidder shall not be less than Rs.20.00 Crores (Rupees Twenty Crores only) during the last three financial years (i.e. 2021-22, 2022-23 and 2023-24). The bidder shall upload a copy of the audited Balance Sheet and Profit and Loss Account duly certified by a Chartered Accountant for the years mentioned above as proof in this regard. The bidder shall have filed the GST Returns up to date. (Documents like self-certification of turnover, certified income statement prepared for filing IT, etc. will not be considered).
- iv. The bidder should have an office establishment in Bengaluru
- v. The bidder shall have the following quality related certificates in force and shall produce the same for verification.
 - a) ISO 9001:2015 (Quality Management System)
 - b) SA 8000:2014 (Social Accountability System).
 - c) OHSAS 45001:2018 (Occupational Health and Safety Management System)
 - d) ISO 14001:2015 (Environmental Management System)
- vi. The bidder shall upload the copies of the following Documents:
 - a) Certificate of Registration under the Employees State Insurance Act (ESI) – Previous half yearly and yearly statements/returns submitted to ESI authorities for each employee.
 - b) Provident Fund Registration Certificate issued by the Regional Provident Fund Commissioner – Previous statement of yearly returns submitted to PF authorities for each employee
 - c) Bidders should upload a copy of the incorporation certificate issued by the Registrar of Companies under the Companies Act, 2013 (or 1956) or Limited Liability Firm registered under the Limited Liability Partnership Act, 2008, relevant documents for proprietorship/ individual/ partnership firm should be submitted.
 - d) Goods and Service Tax Registration [GST] Certificate.
 - e) Certificate of Registration under Professional Tax Act.
 - f) Copy of the Permanent Account Number card of the bidder issued by the Income Tax department
 - g) Any other registrations required as per the existing laws relating to providing of Manpower services.
- vii. Bidders whose contracts have been blacklisted / terminated / foreclosed by any employer during the last 3 years due to non-fulfillment of contractual obligations/noncompliance of statutory obligations are not eligible to bid. The bidder should clearly specify and submit an “Affidavit” in writing separately stating that they do not fall under this category.

2. **Brief Background:** -

Vaniya Therige Karyalaya-1 (VTK-1) houses the office of the Commissioner of Commercial Taxes (Karnataka) and the various offices of the Additional Commissioners / Joint Commissioners / Deputy Commissioners / Assistant Commissioners and other offices pertaining to the Commercial Taxes Department and VTK-1 is the head office of the Commercial Taxes Department. Approximately 500 officers, Officials and staff function in this building and all the above services mentioned in the details of Services required must be provided on a daily basis and as and when required. The Commercial Taxes Department is the largest revenue earning department to the Govt. of Karnataka and therefore quality services are required for the upkeep of the head office to act as a model office for the complete state as a whole.

3. **Qualification and Experience of the House Keeping/Man Power/AMC Service provider:-**

- i. **Housekeeping services:** The service provider should have at least 3 years' experience in providing housekeeping services with a minimum annual turnover of Rs.5.00 Crores and should have rendered service to two or more State / Central Government Departments / organizations / undertakings / corporations in preceding three financial years and should have rendered services satisfactorily during that period.
- ii. **Security Guard Services:** The service provider should have at least 3 years' experience in providing Security Guard services with a minimum annual turnover of Rs.5.00 Crores and should have rendered service to two or more State / Central Government Departments / organizations / Undertakings / corporations in preceding three financial years and should have rendered services satisfactorily during that period and should have clearance from the local police authorities for providing security guards at various offices.
- iii. **Receptionist/Lift operators/Telephone Operators/Electrician/Telephone & LAN-WAN Technician/Plumber/ Gardner and miscellaneous Services:** The service provider should have provided all the above services during the last 3 years with a minimum annual turnover of Rs.5.00 Crores and should have rendered the above services to two or more State / Central Government Departments / organizations / undertakings / corporations in preceding three financial years and should have rendered services satisfactorily during that period during that period.
- iv. **AMC for UPS/Air Conditioners/EPABX System/DG set/Photocopying Machines, Borewell/Pumps and Lifts:** The service provider should have provided AMC for all the above items during the last 3 years with a minimum annual turnover of Rs.5.00 Crores and should have rendered the above services to two or more State / Central Government Departments / organizations / undertakings / corporations in preceding three financial years.
- v. **For the purpose of calculating the annual turnover of the bidder to be not less than Rs.20.00 Crores (Rupees Twenty Crores only), the minimum turnover mentioned in item no.(i), above shall be adhered to and if the turnovers under item No (i) to (iv), above, put together totals to Rs.20.00 Crores (Rupees Twenty Crores only), then such bidder will also be considered.**

4. **Remuneration and Statutory Payments:-**

- i. For the all the manpower provided by the Service Provider, minimum wages applicable [as notified by the Labor Department, Govt of Karnataka] in the state of Karnataka should be quoted.
- ii. For the manpower supplied the applicable ESI/EPF should be deposited in the respective statutory bodies account and proof of payment made should be produced every month.
- iii. All payments of salaries made by the bidder to the manpower supplied should only be through bank

account and no cash transaction whatsoever should be made and proof of disbursement should be provided every month.

- iv. The GST and Professional Tax payments are to be made by the service provider and proof of payment should be provided every month.
 - v. The above payments and the take home remuneration of the employees deployed, Employer and Employee share of EPF and ESI, GST and Profession Tax shall be confirmed by the Service Provider/Agency on a monthly basis by providing official documentary proof.
 - vi. Any changes in statutory levies/contributions in respect of EPF, ESI, GST, etc. are to be suitably modified.
5. Tenderer quoting the lowest service charges (including GST payable thereon) will be considered.
 6. The successful service provider shall sign an agreement as per the format specified in accordance with the terms and conditions laid down in the tender document.
 7. The agencies shall submit a check list with details of documents on fulfillment of PQR conditions prescribed herein (i.e. for the points mentioned in the Sl. No.1 above).
 8. The Financial bids of the agencies which do not meet the Pre-Qualifying Requirements (Technical Bids) will not be considered.
 9. The Commissioner of Commercial Taxes (Karnataka) shall cause an examination of the PQR documents of the agencies and on that basis a list of qualified bidders will be prepared and intimated to the Agencies concerned.
 10. The second cover containing financial bid of only the qualified bidders will be opened.
 11. The candidates should be minimum 18 Years and maximum 60 years of age as per the Government circular vide DPAR 06 SAR 2024 dated 20.05.2024.
 12. **Compliance to Government Circular: The agency should comply with the Government circular vide DPAR 06 SAR 2024 dated 20.05.2024 of government of Karnataka and comply with the reservation system as per above mentioned notification and maintain the caste certificate and other required documents of workers. The said document to be produced as required by CTD**

Schedule – II

Self-confirmation of the Bidder for PQR Evaluation

1. Confirmation for having experience of providing House Keeping/Manpower services and other AMC services for minimum period of 3 years (please tick whichever is applicable) : Yes/No
2. List of department/organization/undertaking/corporation of the State/Central Govt. where the above services have been provided during the last 3 years in the under mentioned Format.
 - a) Name & address of the department/organization/undertaking/corporation.
 - b) Designation of official certifying the service with name and contact phone No.
 - c) Last 3 years details.

Note: If services are provided for more than one organization, give details for all the above in the given format.

3. Proof for the existence of Office in Bengaluru should be submitted and office details in Bangalore including the name of the contact person, designation, e-mail ID & telephone number.

Date:

Place:

Seal & Signature of Bidder/Agency

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Schedule – III**Financial Bid for Housekeeping and other Manpower services along
With AMC services.****A. Housekeeping and other Manpower Services:**

Sl. No.	Details of Manpower services	No. of Personnel to be supplied	Net rate per person	ESI/EP F/PT	GST	Total
1.	Housekeeping and Cleaning services	20				
2.	Security Guard services round the clock	15				
3.	Receptionist Services	02				
4.	Lift Operator services	08				
5.	Electrician services round the clock	02				
6.	Gardener services	01				
7.	Telephone Operators services	01				
8.	Plumber at VTK-1 (Rate per call)	01				
9.	Carpenter at VTK-1 (Rate per call)	01				
10.	Mason at VTK-1 (Rate per call)	01				
11.	Telephone/LAN-WAN Repair technician services at VTK-1 (Rate per call)	01				
12.	Supervisor for Housekeeping and other Manpower Services and AMC services	02				
13.	Cost of consumables for housekeeping and for gardening services required every month					

B. AMC Services:-

Sl. No.	Details of AMC services	No. of Machines	Rate per Machine	Service Charge	Total
1.	UPS	20*			
2.	Air Conditioners	92*			
3.	Lifts	04*			
4.	EPABX	01*			
5.	DG Set	01*			
6.	Photo Copying Machines	29*			
7.	Borewell, Sump Tank Pump	02*			
8.	Cost of replacement of spares in case of repairs on actuals				

Date:

Place:

Seal & Signature of Bidder/Agency

Note:

- 1) Bidder shall enter all the charges as per the columns above and applicable GST for all the above services in the e- Procurement Portal.
- 2) (*) Details of Machines are separately listed.
- 3) The cost of the services in respect of housekeeping and other manpower services and AMC services inclusive of ESI and EPF will have to be provided and the cost of consumables per month and the statutory payments like goods and service taxes have to be separately given.
- 4) The Diesel for the DG Set will be provided by the Commercial Taxes Department.

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GENERAL INFORMATION

1. Tenders shall be valid for a period of 90 days from the date of opening of second cover (financial bid).
2. Alternative tender will not be considered
3. The tender document is non-transferable.
4. Conditional tenderers are liable for rejection.
5. Tenders without or insufficient amount of EMD will be rejected outright.
6. Bidders intending to bid for the tender can have detailed information from the office during office hours.
7. The Commissioner of Commercial Taxes (Karnataka) who is the tender accepting authority reserves the right to reject any or all tenders without assigning any reason.
8. The successful tenderer shall enter into an agreement with the Department on a non-judicial stamp paper of **Rs.200/-** (Rupees Two hundred only) in the format given in **ANNEXURE-1** in accordance with the terms and conditions as specified in **ANNEXURE-2** of the tender document.
9. Security deposit as prescribed in the contract document would be collected at the time of entering into agreement.
10. The bidder/agency shall submit their quotations in **Schedule-III** annexed to the tender documents.
11. Payments of salaries to the employees deployed by the service provider in the VTK-1 building: The proof of payments shall be provided every month and the list of Bank accounts of all the employees deployed have to be furnished every month as per the minimum wages act.

Similarly, EPF and ESI contribution shall be remitted to the EPF/ESI accounts as specified under the respective Acts. Also, the remittance of GST shall be provided by the bidder to CTD; for the employees - the PT deducted wherever applicable from the basic remuneration of employees shall be remitted to the concerned authority. For all the above, proof of payments should be provided to CTD every month.
12. In case more than one agency stands L1, the agencies having higher turnover will get preference over others.
13. The duration of the contract is for **ONE** year, extendable for any further period not exceeding one year, maximum **ONE TIME** by mutual consent with the same terms and conditions of the agreement executed. However, the contract can be terminated by either party on **three months'** prior notice.
14. The service provider should not appoint a subcontractor. If the service provider is found to have appointed the subcontractor, the contract will be terminated at the risk and cost of the service provider concerned without giving three months' notice.
15. The service provider shall furnish pay slips to all its employees indicating the take home remuneration and statutory deductions every month with signature and seal of the agency.
16. The service provider shall be responsible to fulfill all statutory obligations such as remittances of Goods and Service tax, professions tax, EPF/ESI, etc. in respect of each of the employees deployed in VTK-1 under this contract.
17. The service provider shall furnish a copy of the license issued by the Labor Department under the Contract Labor (Regulation and Abolition) Act, 1970.
18. The service provider should follow reservation –roaster system for the supply of services as per Government of Karnataka -No.DPAR 06 SE NE NI 2024 DATED 20.05.2024

ANNEXURE-1

(To the tender document No: **VTK/CR-21/2024-25** dated 27.01.2025)

FORM OF CONTRACT AGREEMENT

The agreement entered into this.....day of 2025 between M/s....., (hereinafter referred to as the "Contractor") which term shall include their successors and legal representative and the Commissioner of Commercial Taxes in Karnataka (hereinafter referred to as the "Commissioner") which terms shall include its successors and assigns as well as authorized representatives.

WHERE AS

1. The bid of(Contractor's name) has submitted for the above housekeeping service and other manpower services and AMC services, has been accepted by the Commissioner subject to the Terms and Conditions detailed in the Tender Document No. VTK/CR- 21/2024-25 dated: 05.02.2025.
2. The supplier having accepted the order is required to execute an agreement in a stamp paper of Rs.200/- and to furnish the Bank Guarantee @ 5% of the bid amount of Rs...../- (Rupees only) towards Security Deposit for the due fulfillment of the agreement.
3. The Contractor has furnished a Bank Guarantee bearing no. dated:in favor of the Commissioner of Commercial Taxes for a sum of Rs...../- (Rupees) towards the Security Deposit, for the fulfillment of agreement from the (Bank name) and has further agreed to renew it to the extent required to cover the full guarantee period under the agreement.
4. Now, this indenture witnessed, and it is hereby agreed and declared as follows, that is to say, in consideration of payments to be made to the "Contractor" by the Commissioner, the Contractor hereby covenants with the Commissioner, that the Contractor shall provide all the above services as per the rates specified in **ANNEXURE-2** forming part of this agreement.

In witness whereof the parties to this agreement have signed this indenture in the presence of following witnesses

Contractor's signature
(With seal)

Contractee signature
(With seal)

WITNESSES:

- 1.
- 2.

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ANNEXURE-2

GENERAL TERMS AND CONDITIONS OF THE CONTRACT FOR PROVIDING HOUSEKEEPING & MANPOWER SERVICES AND AMC SERVICES.

1. The expression "service" used shall mean housekeeping and other manpower services along with AMC services to be performed by the service provider at VTK-1 building as per the contract and requirement of the office of the Commissioner of Commercial Taxes (Karnataka).
2. The "Department" means the office of the Commissioner of Commercial Taxes (Karnataka).
3. The "Agency/Contractor/Service Provider" means the bidder to whom the work of providing the above services is awarded.
4. "Notice in Writing" shall mean a notice written, typed or printed characters sent (unless delivered personally or otherwise proved to have been received) by courier/ registered post to the declared business address of the bidder.
5. "Deficiency in service" means, not deploying the full contingent of the personnel requisitioned on time and the personnel who are deployed are found to be un-suitable, failure to provide suitable replacement to the absentees, non-payment of wages within the time prescribed, short payment of wages, short remittance of statutory payments, failure to submit the relevant details of the personnel deployed to the Department, failure to submit/file statutory statements/returns as per the requirement of the applicable laws and violation of any of the condition in the contract agreement.
6. "Premises" means the office of the Commissioner of Commercial Taxes situated at Vanijya Therige Karyalaya-1, Kalidasa Road, Gandhinagar, Bangalore-560009, and whenever in this contract the words "Directed", "Required", "Ordered", "Desired", "Considered", "Necessary", or like words are used, it shall be understood as the directions, requirements, permissions, order, etc. of the Additional Commissioner of Commercial Taxes (HQ)-2 or other authorized officers of the Department, as the case may be.
7. **SCOPE AND DETAILED SPECIFICATION OF SERVICES REQUIRED:-**

7.1 - Details of Housekeeping Services

1. The premises VTK-1 consists of a Ground floor and 8 Floors with each floor having an area of 11,472 SFT along with Basement Floor, Parking Area and Compound Area consisting of Driveways and utility areas.
2. Each Floor consists of a Common Toilet cum Washroom having an area of 250 SFT approximately.
3. In addition to the above there are about 20 washrooms in the building which are part of cabins being used by senior officers above the rank of Joint Commissioner.
4. A Staircase starting from the Ground Floor up to the 8th Floor is also present in the building both in the front portion and the rear portion of the building.
5. Each floor has an 8 feet passage with a lobby on the front and the back side of the building where the two lifts on either side of the building are installed.

6. Totally 20 Housekeeping staff will have to be supplied at 2 persons per floor and all of them should wear uniforms with an identity card issued by the contractor. As some floors will be under renovation or will be taken up for renovation in the future the number of housekeeping staff will alter accordingly, and it may reduce from 18 to a lesser number accordingly.
02 Nos of Housekeeping staff will have to be supplied exclusively for cleaning the Car Park Area, Driveway and VTK-1 building surrounding.
7. The cleaning schedule for the premises described above is as under:
 - i. The complete premises consists of a Ground floor and 8 Floors each having a floor area of 11,472 SFT along with Basement Floor, Parking Area and Compound Area consisting of Driveways and utility areas and consisting of various offices of staff and cabins of officers have to be cleaned every day by sweeping the dust and by using a mop along with cleaning agents and disinfectants once in a day before the commencement of the office hours at 10.00 AM. The cleaning should be completed before the commencement of office hours.
 - ii. The common Toilets cum Washroom in all the 9 floors should be washed and cleaned with Detergents and also by Disinfectants once before the commencement of the office in the morning and thereafter once in the afternoon at about 3 PM every day.
 - iii. The individual washrooms of the senior officers in all the floors will have to be cleaned with detergent and disinfectant once before the commencement of the office and at about 3 PM during the day every day.
 - iv. The Staircase, the lobby and passage in all the floors will have to be cleaned before the commencement of the office with use of detergent and disinfectant every day before the commencement of the office and as and when cleaning is required.
 - v. In addition to the above, the entrance and the surrounding area where the CTD building is situated have to be cleaned by sweeping of dust and spraying of water every day once before the commencement of the office hours.
 - vi. In addition to the above all the ceiling fans, window panes, doors and partition walls of the various offices will have to be cleaned once a week.
 - vii. All the urinals in the various wash room have to be supplied with naphthalene balls and they should be replenished as and when they are consumed.
 - viii. All the washrooms wherever wash basins are provided hand washing soap/ liquid has to be supplied and they will have to be replenished as and when it is consumed.
 - ix. Periodical cleaning [at least once in **THREE Months**] of the Sump and overhead water- tanks
9. The cleaning materials such as soaps, detergents, disinfectants, naphthalene balls etc. will have to be supplied by the Bidder. The materials used in the cleaning and housekeeping services such as brooms, buckets, mops, clothes, scoops, brushes etc. will have to be supplied by the Bidder.
10. The Bidder has to supply dust bin/s at all the floors near the washrooms / washbasins and also at all the various offices and empty them and keep them clean once every day before the commencement of the office hours.

Note: VTK-1 is under renovation hence the floor area is bound to vary according to the area available where renovation is not being undertaken so accordingly the payments will be calculated

7.2 - Details of Security Services

1. The Bidder has to provide 1 security guard near the main gate of the premises on a 3 shift basis to be manned 24 hours every day. Therefore on a daily basis 3 security guards are required for manning the entrance from the main road.
2. In addition to the above, the bidder has to provide 1 security guard at the entrance to the building on a 3 shift basis to be manned 24 hours every day. Therefore on a daily basis 3 security guards are required for manning the entrance of the building.
3. In addition to the above, the bidder has to provide 1 security guard at the rear portion of the building on a 3 shift basis to be manned 24 hours every day. Therefore on a daily basis 3 security guards are required for manning the rear portion of the building.
4. In addition to the above, the bidder has to provide 1 security guard for patrolling of the building which is of ground + 8 floors along with Basement Floor on a 3 shift basis to be manned 24 hours every day. Therefore, on a daily basis 3 security guards are required for manning the building.
5. In addition to the above, the bidder has to provide 1 Security guard for patrolling of the building areas Parking Area and Compound Area consisting of Driveways and utility areas on a 3 shift basis to be manned 24 hours every day. Therefore on a daily basis 3 security guards are required for manning the Parking Area and Compound Area. In all 15 security guards are required for guarding the premises.
6. The above security guards should have a minimum of three year experience and the above experience condition will be waived if they are ex-servicemen.
7. The security guards will wear a uniform while they are on duty with an identity card issued by the contractor.
8. The security guards should have a minimum qualification of SSLC and they should be physically and medically fit and should be in the age of 21 to 50 years.
9. The security guards deployed should be trained in firefighting and evacuation drill in times of emergency.
10. The bidder is responsible for any thefts or mischief which may occur in the premises to any of the fittings or fixtures in the CTD. It is also informed here that the CTD has installed a surveillance camera at multiple locations for round the clock surveillance. The Monitoring of CCTV of entrance / exit points and the Car Park Area to also be done by Security. The HDD of the CCTV shall be with the CTD with no access to the Security without written permission by the CTD

7.3 - Details of Receptionist Services

1. Two Receptionists are to be provided by the bidder at the entrance of the VTK-1 building from 8 AM to 8 PM two receptionist who will perform shift duty from 8 AM to 2 PM and from 2 PM to 8 PM.
2. The receptionists will maintain a register of all the visitors who are entering the building and enter the visitor's details like name, address, phone no., and the purpose of visit and whom they are visiting and the time of visit and the time when the visitor has exited the building.
3. The receptionist should wear a uniform and should have a pleasant appearance & well dressed

and talk politely to all the visitors.

4. The receptionist should be well versed with the officers who are present in the building and their contact details and should interact between the officers and the visitors.
5. The receptionist will be responsible for any unknown person entering the premises without any authorization and also for the security of the premises.
6. If the receptionist has any doubt about the credentials of the visitors the same should be brought to the notice of the Deputy Commissioner of Commercial Taxes (Logistics).

7.4 - Details of Lift Operator Services

1. The CTD has at present 2 nos. of lifts of OTIS make with a carrying capacity of 13 People or a carrying weight of 884 Kg. per lift, which are installed in the ground floor at the entrance in the lobby which has to be manned by lift operators from 8.00 AM to 8.00 PM on a daily basis.
2. The CTD has also installed 2 nos. of lifts of Kone make in the rear portion of the building having a capacity of 8 Passengers with carrying weight of 540 kgs. per lift, which has to be manned by lift operators from 8.00 AM to 8.00 PM on a daily basis.
3. Therefore totally 8 lift operators are required to man the above lifts.
4. The lift operators should wear uniforms and have identity cards and should be trained in lift operation services and in the fire fighting and evacuation drill in times of emergency.
5. In addition to that the lift operators should ensure the general cleanliness of the inside of the lift cabins and will also maintain the servicing schedule of the lifts by having day to day contact with the respective lift manufacturing company for maintenance and servicing of the lifts periodically.
6. Further the bidder has to take care of the maintenance and repairs of the lifts and furnish the actual expenses incurred which will be reimbursed by the CTD.

7.5 - Details of Electrician Services

1. The department has one DG set, one step down transformer and various Electrical fittings like Ceiling fans, Tube light fittings, UPS systems, Air conditioners and many miscellaneous electrical fittings which needs to be maintained and incase of light fittings the replacements of bulbs and tubes are required to be done on a regular basis for this purpose 2 electricians who are having a qualification of ITI in electrical engineering are required to be provided for round the clock duty of monitoring the electrical supply and performance of all the above electrical fittings.
2. In addition to the above, as and when there is a power failure the DG set takes over the generation of the power supply to run the DG set diesel is required to be topped up and the DG set has to be monitored on round the clock basis therefore three electricians are required to be supplied by the Bidder.
3. These electricians have to work in shifts and will have to report the performance and electrical failure to the Deputy Commissioner of Commercial Taxes (Logistics) on a day to day basis through the supervisor and as and when there is electrical failure. These electricians will have to wear uniforms with a logo that they are electricians along with an identity card.
4. Further, the bidder will have to take care of the minor electrical repairs and maintenance and also make replacements of electrical bulbs and tubes wherever required and furnish the bill for the same at the end of the month to the CTD.
5. The Electrician has in addition to maintaining all the electrical fittings will also have to co-ordinate the maintenance of the Lifts, the Fax machines, the UPS systems, the DG set, the Photo Copying Machines, the Air Conditioners which are installed in the various offices; Borewell and the Pump installed for the Sump.
6. The bidder will have provide a quote for the AMC of the above systems the list of Systems installed are listed subsequently hereunder.

7.6 -Details of Gardener Services

1. The VTK -1 building has a small garden at the entrance of the building and has potted plants in the Ground floor of the building and in all the 8 floors of the building. This garden and plants will have to be watered and maintained on a daily basis by 1 Gardener who is to be provided for by the bidder. These gardeners have to be present on a daily basis from 8 AM to 5 PM and will have to take care of the garden and the potted plants.
2. The gardener will take care of the plants by providing them with nourishment, manure and regular pesticides so as to take care of the wellbeing of the plants and all these expenses form part of the service contract.
3. The gardener will have to report the above performance to the Deputy Commissioner of Commercial Taxes (Logistics) on a day to day basis through the supervisor.

7.7 -Details of Telephone Operators Services

1. In the VTK -1 building one EPABX System of NEC Make – KTS System Model SV 9100 make of 12 trunk lines 172 extensions is present and at present only 1 Telephone Operator is functioning on the regular rolls of the CTD and in addition to the 1 Telephone Operator who is on the rolls of the CTD the bidder has to provide 1 Telephone Operator to function as per the daily needs of the department.
2. The Telephone Operators will have to report the above performance to the Deputy Commissioner of Commercial Taxes (Logistics) on a day to day basis through the supervisor.

7.8 - Details of Miscellaneous Services on Call Basis

In a similar manner as and when any civil work repairs are required relating to the construction of the VTK-1 building, any repair in the furniture, telephone/LAN-WAN, Plumbing and sanitary fittings VTK are reported the required man power services have to be provided by the Bidder "On Call Basis" as and when a requirement arises.

7.9 - Providing of Supervisors

For all the works listed above TWO Supervisors are required to be provided by the bidder who will supervise the various works round the clock and have a control of all the employees deployed in VTK-1 building and daily furnish a status report to the Deputy Commissioner of Commercial Taxes (Logistics) on a daily basis about the attendance of the deployed persons and the work being undertaken on a daily basis. This Supervisor will be responsible for all the short comings and will be answerable to Deputy Commissioner of Commercial Taxes (Logistics).

7.10 - Providing of AMC for UPS

VTK-1 building has 20 UPS and they are installed at various offices as mentioned hereunder and AMC for these UPS have to be provided which includes day to day monitoring of the UPS and their performance. The upkeep of the UPS their maintenance is the responsibility of the service provider in case of any repairs or un-serviceability of the UPS immediate repairs will have to be undertaken by the service provider. The details of the UPS which are installed in VTK-1 building are as under:

(PTO)

Sl. No.	Floor	UPS Model	No. of UPS
1.	Ground Floor	Zener/15 KVA	1
2.	Ground Floor	Zener/5 KVA	1
3.	1 st Floor	Zener/5 KVA	1
4.	1 st Floor	TPC/10 KVA	3
5.	2 nd Floor	Zener/5 KVA	2
6.	2 nd Floor	Zener/10 KVA	2
7.	3 rd Floor	Zener/10 KVA	1
8.	4 th Floor	Zener/10 KVA	2
9.	5 th Floor	Zener/5 KVA	1
10.	6 th Floor	Zener/5 KVA	2
11.	6 th Floor	Zener/10 KVA	2
12.	7 th Floor	Zener/6 KVA	1
13.	7 th Floor	Cosmic/10 KVA	1
TOTAL			20

7.11 - Providing of AMC for Air Conditioner

There are 92 Air Conditioners of various brands installed and functioning in VTK-1 building and AMC for these Air Conditioners have to be provided which includes day to day monitoring of the Air Conditioners and their performance. The upkeep of the Air Conditioners and their maintenance is the responsibility of the service provider. In case of any repairs or un-serviceability of the Air Conditioners have to be immediately repaired by the service provider. The details of the Air Conditioners which are installed in VTK-1 building are as under:

Sl. No.	Office	Floor	Air Conditioner Model	No. of AC
1.	GST Help Desk	Ground floor	Lloyd – 2 Ton	2
2.	GST Call Centre	Ground floor	LG 1.5 Ton	1
3.	ACCT (PRO)	Ground floor	Voltas-1.5 Ton	1
4.	Telephone Exchange	Ground Floor	Voltas – 2 Ton	1
5.	Creche	Ground Floor	Blue Star – 2 Ton	1
6.	Commissioner	1 st Floor	Voltas – 1.5 Ton	1
7.	Commissioner	1 st Floor	Blue Star – 2 Ton	3
8.	Video Conference Hall	1 st Floor	Blue Star – 2 Ton	1
9.	DCCT (R&R)	1 st Floor	Blue Star – 2 Ton	1
10.	ADCOM (R&R)	1 st Floor	Blue Star – 2 Ton	1
11.	DCCT (P&L)	1 st Floor	Blue Star – 2 Ton	1
12.	ADCOM (P&L)	1 st Floor	Blue Star – 2 Ton	2
13.	ADCOM – HQ1	2 nd Floor	Lloyd – 2 Ton	1
14.	ADCOM – HQ1 – Conference Hall	2 nd Floor	Lloyd – 1 Ton	2
15.	E-Governance	2 nd Floor	Lloyd – 1 Ton	5

16.	E-Governance	2 nd Floor	Godrej – 1.5 Ton	2
17.	E-Governance : WebEx	2 nd Floor	Voltas – 2 Ton	1
18.	DCCT Logistics	2 nd Floor	Lloyd – 2 Ton	1
19.	Vacant Space	2 nd Floor	Cassette AC Make BlueStar – 2 Ton	4
20.	Conference Hall	2 nd Floor	Cassette AC make Blue Star-2 Ton	2
21.	ADCOM – HQ2	3 rd Floor	Lloyd – 2 Ton	1
22.	ADCOM – HQ2 – Conference Hall	3 rd Floor	Lloyd – 1 Ton	2
23.	ADCOM SAW	3 rd Floor	Lloyd – 2 Ton	2
24.	SAW	3 rd Floor	Blue Star – 2 Ton	13
25.	ADCOM – Audit, I & C	4 th Floor	Blue Star – 2 Ton	1
26.	ADCOM – Audit, I & C : Meeting Hall	4 th Floor	Blue Star – 1.5 Ton	1
27.	ADCOM – E-Governance	4 th Floor	Blue Star – 2 Ton	1
28.	ADCOM – EGovernance : Meeting Hall	4 th Floor	Blue Star – 1.5 Ton	1
29.	Audit Section	4 th Floor	Blue Star – 1.5 Ton	1
30.	JCCT (HRD & Logistics)	4 th Floor	Blue Star – 1.5 Ton	1
31.	DDCT (HRD)	4 th Floor	Blue Star – 1.5 Ton	1
32.	DCCT DA	4 th Floor	Blue Star – 1.5 Ton	1
33.	ADCOM – Legal Affairs	5 th Floor	Blue Star – 2 Ton	1
34.	ADCOM – LA : Meeting Hall	5 th Floor	Blue Star – 1.5 Ton	1
35.	JCCT – LA	5 th Floor	Voltas – 1.5 Ton	1
36.	DCCT P-1	5 th Floor	Voltas – 2 Ton	1
37.	DCCT P-2	5 th Floor	Blue Star – 2 Ton	1
38.	ADCOM – SMR 2	6 th Floor	Blue Star – 2 Ton	2
39.	Server Room	6 th Floor	Blue Star – 2 Ton	2
40.	IT Section	6 th Floor	Blue Star – 2 Ton	3
41.	IT Section	6 th Floor	Godrej – 1.5 Ton	1
42.	Advance Ruling	6 th Floor	Lloyd – 1 Ton	5
43.	ADCOM – SMR 1	7 th Floor	Blue Star – 2 Ton	1
44.	ADCOM – SMR 1; Meeting Hall	7 th Floor	Blue Star – 1 Ton	1
45.	DCCT – Personal 3	7 th Floor	Voltas – 1.5 Ton	1
46.	NIC	7 th Floor	Voltas – 2 Ton	4
47.	NIC	7 th Floor	Hitachi – 2 Ton	1
48.	NIC	7 th Floor	Blue Star – 2 Ton	1
49.	ADCOM – SMR-3	8 th Floor	Blue Star – 2 Ton	1
50.	ADCOM – SMR 3; Meeting Hall	8 th Floor	Blue Star – 1 Ton	1
51.	JCCT Internal Audit	8 th Floor	Blue Star – 2 Ton	1
52.	Officers Association	8 th Floor	Blue Star – 2 Ton	1
53.	DCCT E-Audit	8 th Floor	Lloyd – 1 Ton	1
Total Nos				92

Note: As VTK-1 building is under renovation the No. of ACs are likely to increase.

7.12 - Providing of AMC for Lifts

There are 2 Lifts of OTIS make functioning in the front lobby portion of the VTK-1 building and 2 Lifts of Kone make functioning in the rear portion of the building. AMC for these 4 lifts have to be provided which includes day to day monitoring of the lifts and their performance. The upkeep of the lifts and their maintenance is the responsibility of the service provider. In case of any repairs or un-serviceability in the lifts immediate repairs will have to be undertaken by the service provider. The details of the 04 Nos of Lifts are as hereunder -

Details of Lifts at the VTK-1			
Sl. No.	Make	Passenger Capacity of the lifts	Load
1.	OTIS	13	884 kgs
2.	OTIS	13	884 kgs
3.	Kone	8	540 kgs
4.	Kone	8	540 kgs

7.14 - Providing of AMC for EPABX System

The CTD has one EPABX System of NEC Make – KTS System Model SV 9100 make of 12 trunk lines 172 extensions which needs to be maintained on a day to day basis as regards the serviceability of all the extensions and Trunk Lines. The upkeep of the EPABX and its maintenance is the responsibility of the service provider. In case of any repairs or un-serviceability of the EPABX immediate repairs will have to be undertaken by the service provider.

7.15 - Providing of AMC for stand-by DG Set

There is a stand by Diesel Generator Set which comes on whenever there is a power cut/ power failure, the DG Set comes on within 15 seconds the AMC for the above DG set is granted to ensure its working condition on a daily basis and the maintenance of the DG Set in case of any repairs is the responsibility of the service provider. The details of the DG Set are as under:

250 KVA DG Set with Alternator of Stamp Ford make and the Engine of Greaves make.

7.16 - Providing of AMC for Photo Copying Machines

There are 29 Photo Copying Machines functioning in the VTK-1 building at present and they are installed in the various offices as mentioned hereunder and AMC for these machines have to be provided which includes day to day monitoring of the machines and their performance. The upkeep of the machines and their maintenance is the responsibility of the service provider. In case of any repairs or un-serviceability of the machines immediate repairs will have to be undertaken by the service provider. The details of the machines which are installed in VTK-1 building are as under:

Sl. No.	Office	Location	Model	Quantity
1.	ACCT-PRO	Ground floor	IR 2002N	1
2.	Accounts & Budget	Ground floor	IR 2002N	1
3.	RTI	Ground floor	IR 2420L	1
4.	Expenditure	Ground floor	IR 2004N	1
5.	CCT	1 st floor	IR 2002N	1
6.	Sr. AO	1 st floor	IR 2002N	1
7.	Adcom. P & L	1 st floor	IR 2420L	1
8.	Adcom R & R	1 st Floor	IR 2002N	1
9.	Adcom. HQ-1	2 nd floor	IR 2006N	1
10.			IR 2420L	1
11.	DCCT (Logistics)	2 nd floor	IR 2420L	1
12.	HRMS	3 rd Floor	Canon 2004 N	1
13.	Adcom.HQ-2	3 rd floor	IR 2420L	1
14.	Adcom.HQ-2	3 rd floor	IR 2002N	1
15.	DCCT (Personnel)-1	3 rd floor	IR 2420L	1
16.	DDS	3 rd Floor	IR2004N	1
17.	Adcom (Audit)	4 th floor	IR 2420L	1
18.	DCCT (DA)	4 th floor	IR 2420L	1
19.	DCCT (Personnel)-2	4 th floor	IR 2420L	1
20.	JCCT - HRD	4 th floor	IR 2420L	1
21.	RTI – CTO	5 th Floor	IR 2420L	1
22.	JCCT – EIU	5 th Floor	IR 2002N	1
23.	Adcom.LA	5 th floor	IR 2420L	1
24.	Adcom.LA	5 th floor	IR 2006N	1
25.	Adcom.LA	5 th floor	IR 2006N	1
26.	JCCT (Advance Ruling Committee)	6 th floor	IR 2004N	1
27.	DCCT(Personnel)-3	7 th floor	IR 2002N	1
28.	Internal Audit	8 th Floor	IR 2006N	1
Total Nos				29

8. Remuneration and Statutory Payments and other conditions:-

- The Service provider should specify the basic remuneration payable for the housekeeping and manpower services and also the ESI, EPF and PT (if applicable) and the GST component and produce the proof of payment made to the individuals employed in VTK-1 building and also the proof of payment to the statutory authorities every month.
- In respect of AMC the service provider should specify the rate per machine along with GST separately.
- Any changes/variations in statutory levies/contributions in respect of EPF, ESI, GST, etc. the costs are permitted to be suitably modified.

9. For all matters arising out of this contract either between the service provider and the Department or between the personnel deployed by the Service provider with the Department/Service Provider, the jurisdiction of the court shall be at Bangalore.
10. The personnel deployed by the Service Provider shall not have any connections with the employees of the Department. The Service Provider shall be responsible for any un-authorized acts of the personnel deployed and for any damage/injury sustained by them in the course of their work/duty.
11. The service provider will be fully and solely responsible for any violations under the relevant statutes, and any such violations will be a breach of contract and the Department at its discretion may cancel the contract. The service provider shall also be liable for any pecuniary liability arising on account of any violation of any of the provisions of the relevant laws.
12. The service provider shall provide uniforms for the personnel deployed by them along with Photo ID cards to all its employees with the agency's Logo & Name and Designation of the personnel deployed from the commencement of the service contract.
13. The service provider shall maintain proper records pertaining to the employees deployed including the remuneration pay slip, disbursement of remunerations, remittances of statutory payments to the various statutory authorities and present the same to the Department/Officers or the concerned statutory authorities whenever called for.
14. The service provider shall maintain the acquaintance/pay roll and other relevant particulars pertaining to the personnel deployed and the same shall be made available for inspection by the officer of the Department and other statutory authorities as and when so required.
15. Whenever the service provider fails to provide personnel as requisitioned by the Department, it shall be lawful for the Department to avail the service from any other source and the cost incurred shall be deducted from the amounts due to the service provider.
16. The service provider shall provide all the relevant particulars of the personnel to be deployed in the Department.
17. If any personnel deployed by the service provider are considered undesirable by the Department, it shall be the responsibility of the service provider to remove the said person or persons from the work. Such persons cannot be re-deployed by the service provider for any other work of the Department without the specific permission of the Department.
18. The service provider should not appoint any subcontractor. If the service provider is found to have appointed a subcontractor, the contract will be terminated at the risk and cost of the contractor concerned.
19. In case of any ambiguity or doubts with regard to the terms, clauses used in the tender documents, clarifications should be sought in writing, before submitting the tenders, failing which, the decision of the Department in all such matters shall be final and binding on the service provider.
20. The Department shall not be held responsible or called upon to make good any losses/costs incurred by service provider on account of factors beyond its control such as legal impediments, accidents, illegal actions of the employees deployed, etc., or for any reason whatsoever.
21. The scope of service is liable for alteration by way of deletions or additions at the discretion of the Department.

22. The Department including the authorized officers of the Department shall have the power to issue notice in writing and to instruct/direct the service provider to make alterations/variations in the assigned work/change the deployed staff.
23. The service provider shall obey all relevant Central, State and local regulations and enactments pertaining to contract personnel and the Commissioner of Commercial Taxes shall have the right to enquire into and decide all complaints on such matters.
24. All compensations or other sums of money payable by the Service provider to the Department under the terms and conditions of this contract may be deducted from its security deposit or from any sums that may be due or may become due to the Service provider by the Department on any account whatsoever and in the event of security deposit being reduced by reasons of any such deduction the Service provider shall, within 10 days thereafter make good the shortfall in the security deposit referred to above.
25. The antecedents of the personnel deployed by the Service provider should be verified through local police or by any other Government Agency, and the Service provider alone shall be responsible for the good conduct of its personnel while on duty as well as off duty in Department's premises and the personnel deployed shall behave like responsible persons at all times.
26. The Service provider will be held responsible for all the acts of the employees deployed with all risks arising from carelessness, negligence or damage or loss by theft, pilferage etc. and the Service provider shall undertake to compensate the losses arising from such acts of employees to all the concerned including Commercial Taxes Department.
27. The Service provider and the employees deployed shall not disclose any information to the public pertaining to the department without prior permission.

28. BREACH OF TERMS AND CONTRACT

The following acts on the part of the Service provider will constitute breach of contract:

- a) Failure to deploy the required number of employees within the prescribed time limit.
 - b) Failure to make/submit details/proof of payments, EPF, ESI and other statutory remittances in respect of any of the personnel deployed by the Service provider within the prescribed time limit.
 - c) Deduction from the remuneration payable to the personnel deployed, of any amount not being any statutory levy or contribution, and collection of any amount either directly or indirectly from the personnel deployed as commission or fee or any other amount either before their deployment or any time during their deployment in the Department.
 - d) Failure to submit the relevant documents/registers pertaining to the personnel deployed.
 - e) Deficiency in service, like not replacing the employees in place of absentees, under-performers, persons suspected of carrying out fraudulent transactions etc. whenever such requests are made by the Department.
29. It is open to the Department to initiate the following penal actions against the service provider on breach of any of the above terms:
- a) At first instance to issue warning notice clearly narrating the incident of breach asking the Service provider to submit its explanation and the action the Service provider is proposing to avoid repetition of such incident.
 - b) On the second instance to impose a penalty not exceeding Rs.25,000/-.
 - c) On subsequent instances to impose a penalty of **Rs.50,000/-**. If the same persists further, the contract will be terminated and the Service provider will be blacklisted after forfeiting EMD/SD.

- d) This does not preclude the Department from recovery of the directly attributable losses on account of the actions of an employee of the Service provider from any available legal options including forfeiture of security deposit.

30. The successful Bidder/Service provider shall have an established office in Bangalore. The Service provider shall furnish the address of such office with particulars of telephone number and details of contact person before entering into Agreement. The Department reserves the right to inspect/check the particulars so furnished.

31. It is the responsibility of the Service provider to thoroughly check the antecedents of the employees deployed under this contract and the Service provider alone shall be responsible for the good conduct of its personnel while on duty as well as off duty.

32. REPLACEMENT:

The Service provider will provide replacement for the person who is found unsuitable/remains absent, in the event of sickness, etc. at its own cost.

33. DURATION AND TERMINATION OF CONTRACT:

The duration of the contract is for a period of **ONE** year, extendable for further period not exceeding **one year**, maximum **One** Time by mutual consent at the same rates. However, the contract can be terminated by either party on three month's written notice.

34. PREMATURE TERMINATION OF THE CONTRACT:

If the services of the personnel deployed by the Service provider are found not satisfactory and if any one of the conditions of the contract agreement is violated, the Department reserves the right to terminate the contract prematurely without assigning any reason therefor. In case of any dispute the jurisdiction of the court shall be at Bangalore.

35. Financial bids of bidders who do not satisfy the PQR conditions [Technical bid] will not be considered.

36. The Department shall cause to examine the PQR documents of the bidders and on that basis a list of qualified bidders will be prepared and intimated to the bidders concerned.

37. The financial bid containing price quotations of the qualified bidders only will be opened in the presence of available qualified bidders, on the specified date.

38. SECURITY DEPOSIT/PERFORMANCE SECURITY

The bidder shall deposit an amount of **5%** of the bid amount as security deposit/performance security in the form of Bank Guarantee/Deposit at the time of entering into agreement. The same shall be refunded to the Service provider after successful completion of service contract assignment.

39. The Department agrees to make payment to the Agency against monthly service bill provided the same is correct in all respects, **within 90 days** from the date of submission of bill by the Service provider.

40. In case any dispute or difference arises between the Department or its representative and the Service provider on any matter within the scope of this contract, then either party shall forthwith give written notice of such dispute or difference to the other party and such dispute or difference shall be referred to the Commissioner of Commercial Taxes (Karnataka), whose decision will be final.

41. To prevent disputes and litigations, it shall be accepted as an inseparable part of this contract that in matters regarding work, interpretation of contract, mode of procedure and carrying out the work, the decision of the Commissioner of Commercial Taxes (Karnataka) shall be final and binding on the Service provider.

42. The Department reserves the right to extend or foreclose the contract depending upon the exigency and the Service provider shall continue to provide services on the same terms and conditions of the contract during the extended period in the event of any extension given.
43. If any loss or damage is caused to the Department by non-compliance of the obligations under this agreement by the Service provider, the Service provider is liable to make good such losses, and the Department shall be entitled to recover the same from the Service provider.
44. The arrangements between the Service provider and the Department are on Principal-to-Principal basis and neither of them shall be treated as the agent of the other.
45. The Service provider shall furnish a copy of the relevant licenses issued by various departments under the Contract Labour (Regulation and Abolition) Act, 1970.

CONTRACTOR'S SIGNATURE
(WITH SEAL)

CONTRACTEE SIGNATURE
(WITH SEAL)

WITNESSES:

- 1.
- 2.

** * * * *

PART-I

Tenders in two cover system duly uploaded by the Registered housekeeping services and other manpower services and AMC services will be received by the Additional Commissioner of Commercial Taxes (HQ)-2 for the following:

1. Nature of Service: PROVIDING HOUSEKEEPING SERVICES AND OTHER MANPOWER SERVICES AND AMC SERVICES AT THE OFFICE OF THE COMMISSIONER OF COMMERCIAL TAXES (KARNATAKA), BANGALORE
2. EMD: Rs.3,50,000/- (Rupees Three lakh fifty thousand only)
3. The bidders can view the tender details from the websites – <http://eproc.karnataka.gov.in> and <http://ctax.kar.nic.in> for any other information, please contact phone number 080- 22205239.
4. Tender documents shall be submitted online at e-Procurement portal.
5. The participating bidders will have to pay Earnest Money Deposit (EMD) of Rs.3,50,000/- (Rupees Three lakh fifty thousand only) to be paid through e-Procurement portal through any 04 modes i.e. Credit Card, Internet Bank (Direct Debit), NEFT (National Electronic Fund Transfer) or OTC (remittance at the bank counter).
6. The validity of the offer shall remain open for a period of **ninety days** from the date of opening of tenders (financial bids). If any tenderer withdraws his tender before the said period or makes any modifications in the terms and the conditions of the tender, then the Commissioner of Commercial Taxes (Karnataka) shall, without prejudice to any other rights or remedy, be at liberty to forfeit the EMD.
7. Final acceptance of the tender rests with the Commissioner of Commercial Taxes (Karnataka) who reserves the right to accept or reject any or all tenders without assigning any reason therefor.
8. Submission of the tender by the bidder implies that these conditions of contract have been read and is aware of the scope of the service and the number of employees to be deployed.
9. Tenders will be opened by the Tender Inviting Authority on the date & time specified herein and only bidders who are qualified in Technical Bid will be eligible for the Financial Bid opening.
10. Tenders not submitted in the prescribed form will be rejected. Tenders which propose any alterations in the service specified or containing other conditions of any sort will be rejected.
11. The bidder shall abide by the provisions of Employees Provident Fund and Miscellaneous Provisions Act and Rules there under, ESI Act, the Contract Labour (R&A) Act, etc., and enroll eligible employees working with the agency, and ensure timely remittance of all statutory contributions at applicable rates to the authorities regularly.
12. **Security Deposit:** The successful Agency should pay Security Deposit of 5% of the bid amount for due performance of the contract.
13. The successful bidder is liable to comply with all laws applicable, including labour laws.
14. The successful bidder shall attend the office on a date to be fixed and intimated to him for executing agreement etc. failure on the part of the successful bidder to execute the contract agreement within 1 week from the receipt of written communication of letter of acceptance to this effect, would entail rejection of the bid and forfeiture of EMD.
15. Applicable taxes, as per rules in force will be deducted from the bills payable to the agency.
16. Unsuccessful/rejected Bidder's EMD shall be refunded.

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PART-II

To:

The Commissioner of Commercial
Taxes(Karnataka), Vanijya Therige
Karyalaya, Kalidasa Road,
Gandhinagar,
BANGALORE – 560009.

**TENDER FOR PROVIDING HOUSEKEEPING SERVICES AND OTHER MANPOWER
SERVICES AND AMC SERVICES AT THE OFFICE OF THE COMMISSIONER OF
COMMERCIAL TAXES (KARNATAKA), BANGALORE**

I/We do hereby tender for providing services as mentioned above at Vanijya Therige Karyalaya-1, 1st Main Road, Gandhinagar, Bangalore-560009 in which the office of the Commissioner of Commercial Taxes (Karnataka) is housed as per the rates quoted and in all respects in accordance with the conditions applicable.

NATURE OF SERVICE:	PROVIDING HOUSEKEEPING SERVICES AND OTHER MANPOWER SERVICES AND AMC SERVICES AT THE OFFICE OF THE COMMISSIONER OF COMMERCIAL TAXES (KARNATAKA), BANGALORE
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I/We have paid an amount of Rs.3.50 lakhs through Credit Card/Internet Bank/NEFT/OTC towards EMD. I /we are aware that the EMD will not bear any interest. Should my/our tender be accepted, I/ we agree to pay another Rs.3.50 lakhs towards security deposit for the due fulfillment of the contract.

If this tender is accepted, I/we agree to abide by and fulfill all the terms and conditions of the contract or in default thereof pay to the Commercial Taxes Department the sum of money mentioned in the said contract without prejudice to any other right of the Commercial Taxes Department.

I/We distinctly agree that I/we would hereafter make no claim or demand upon the Commercial Taxes Department based upon or arising out of any alleged misunderstanding or misconceptions or mistake on my/our part of the said contract, agreements, stipulations, restrictions and conditions.

Any notice required to be served on me/us shall be sufficiently served on me/us by post (registered or ordinary) or courier or left at my/our address given herein.

I/We fully understand the terms and conditions of the contract to be entered into between me/us and the Commercial Taxes Department and the written agreement shall be the foundation of the rights of both the parties and the contract shall not be deemed to be complete until an agreement has been signed by me/us and the Commercial Taxes Department.

Dated this day of..... 2025.

**BIDDER/CONTRACTOR/SERVICE
PROVIDER**

To:

The Commissioner of Commercial
Taxes (Karnataka),
Vanijya Therige Karyalaya,
Kalidasa Road, Gandhinagar,
BANGALORE – 560009.

DECLARATION

(To be given by the Bidder/Contractor/Service Provider at the time of uploading the completed tender)

NATURE OF SERVICE:	PROVIDING HOUSEKEEPING SERVICES AND OTHER MANPOWER SERVICES AND AMC SERVICES AT THE OFFICE OF THE COMMISSIONER OF COMMERCIAL TAXES (KARNATAKA), BANGALORE
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I/We have read the Tender documents and related matters carefully and diligently and that I / We have uploaded the tender having studied, understood and accepted the full implications of the agreement.

The requirements of the tender agreement stated herein will be fulfilled by me/us to the satisfaction of the Commissioner of Commercial Taxes (Karnataka).

BIDDER/CONTRACTOR/SERVICE
PROVIDER