

GOVERNMENT OF KARNATAKA  
COMMERCIAL TAXES DEPARTMENT  
Joint Commissioner of Commercial Taxes (Admn)  
VAT Division-4, 4<sup>th</sup> floor, Vanijya Therige Karyalaya-2  
Rajendra nagar, Koramangala 80 feet Road, Bangalore – 560 047

No. JCCT(Admn)VAT Division-4/  
EST-C/CR-18/10-11

Dated: 08-09-2010

## TENDER NOTIFICATION

Tenders are invited under two cover system, for providing services of fourteen(11) Data Entry Operators for making entries of cheques, VAT returns and other works in the offices of the Commercial Taxes Department (CTD) located in Bangalore.

The prescribed tender forms and the Request for Proposal (RFP) showing terms and conditions and other relevant details can be obtained from the Joint Commissioner of Commercial Taxes (Admn) VAT Division-4, Bangalore at the address given above. The bidder should satisfy all the terms and conditions laid down in the RFP in relation to providing the said Data Entry Operators.

The first cover in respect of the technical bid should contain :

1. The Technical / prequalification bid with all the required details in the prescribed format (Annexure-I) appended to the RFP
2. PAN details under the Indian Income Tax Act, 1961
3. Proof to show that the bidder has its Head Office in Karnataka and has been operating for the last 3 years in the State of Karnataka in providing Data Entry Operators.

The 1<sup>st</sup> sealed cover should be superscribed with the words” Technical / prequalification bid for providing Data Entry Operators at Bangalore.

The second sealed cover should contain the financial bid in the prescribed format (Annexure II) appended to the RFP and should be superscribed with the words

“Financial bid for providing Data Entry Operators ”.

The sealed covers containing the technical/pre-qualification bid and the financial bid should be enclosed in another sealed cover superscribed with the words "Tender for providing Data Entry Operators" and should be addressed to the Joint Commissioner of Commercial Taxes, (Admn), VAT Division-4, Bangalore at the above given address. The bids should be unconditional. Conditional bids will be summarily rejected. The financial bid covers of only those bidders who satisfy the technical / prequalification requirements upon evaluation of the prequalification bid will be opened.

The last date for submission of tender is 28-09-2010, 3.00 p.m. The sealed cover containing both the "technical / prequalification bid" and the "financial bid" covers should be delivered in the office of the Joint Commissioner of Commercial Taxes (Admn), VAT Division-4, on the 4<sup>th</sup> Floor, Vanijya Therige Karyalaya-2, Rajendra nagar, Koramangala 80 feet Road, Bangalore. Bids received after the specified time and date will be rejected.

The technical / prequalification bids will be opened on 28.09.2010 at 4.00p.m in the presence of available bidders (no written intimation to this effect will be given to the individual bidders). The financial bids will be opened in the office of the Joint Commissioner of Commercial Taxes (Admn), VAT Division-4, 4<sup>th</sup> floor, Vanijya Therige Karyalaya-2 Rajendra nagar, Koramangala 80 feet Road Bangalore in the presence of available bidders on the date and time to be specified at the time of the opening of the technical/prequalification bids (no written intimation to this effect will be given to individual bidders).

Joint Commissioner of Commercial Taxes,  
(Admin), VAT Division-4, Bangalore.

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GOVERNMENT OF KARNATAKA  
COMMERCIAL TAXES DEPARTMENT (CTD)  
BANGALORE

REQUEST FOR PROPOSAL (RFP)

for

Providing Data Entry Operators in Bangalore

Joint Commissioner of Commercial Taxes(Admn) VAT Division-4, 4<sup>th</sup> floor,  
Vanijya Therige Karyalaya,2. Rajendra nagar,Koramangala 80 feet Road Bangalore 560 047,Karnataka  
Tel : (080) 25704833.  
e-mail:jctdvo04@gmail.com  
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## **1. Introduction:**

1.1. Commercial Taxes Department (CTD), Government of Karnataka administers various tax levies falling under the State Jurisdiction such as Value Added Tax, Entertainment Tax, Luxury Tax, etc., The department has about 140 locations spread all over the state including check posts at the state borders. Apart from the head office located in Bangalore at VTK-1 and 6 divisional offices, there are 7 more divisional office outside Bangalore. All these locations are networked.

1.2 The CTD IT infrastructure is continuously being upgraded. A major drive was taken up in 2003 as a part of preparation for VAT implementation. Another phase was initiated during 2007-08 to computerize check posts. Yet another major investment in IT infrastructure is under implementation. Hence, the CTD IT infrastructure comprises of components with varying age. CTD is also putting many of its services onto the online mode.

1.3 CTD being essentially a tax administering organization, is seeking technical assistance to run, maintain and upgrade its IT infrastructure and data. The contract envisaged is for procurement of services from a technically competent Contractor, to manage the following broad areas of operations with technically competent personnel deployed at various CTD locations to achieve the objectives of constant update of data by entering the same effectively without waste of time and extraction of the entered data whenever required so as to enable smooth running of the CTD business process.

## **2. Providing Data Entry Operators:**

2.1 The contractor must provide 11 Data Entry Operators for offices located in Bangalore, Kolar dist, And Tumkur dist. The locations are subject to change to suit the convenience of CTD business process & the deputed personnel will move accordingly if there is change in location. The assignments of 11 DEO's in are subject to inter change for the offices located as mentioned above.

### **2.2 Educational qualifications, experience:**

2.2.1 All the DEOs must be SSLC, must have passed senior Kannada Typewriting examination, must have passed/obtained a Certificate for having completed six months basic course in computers from a recognized institution, recognized by the Government of India or Government of Karnataka. They must be proficient in Kannada & English language with good communication skills

2.2.2 The DEOs will work under the administrative control of the Joint Commissioner of Commercial Taxes (Administration) VAT Division-4, Bangalore, the Joint Commissioner of Commercial Taxes, (Vig), Bangalore and Addl Commissioner of Commercial Taxes (Enf), Bangalore depending on their assigned postings, but they will be under the overall control of Joint Commissioner of Commercial Taxes, VAT Division-4, Bangalore.

### **2.3 Deputation:**

2.3.1. Before deputing the DEOs to CTD, the Contractor must furnish the name, address and required qualification details in writing of the proposed candidates to CTD. CTD will assess their suitability by holding an interview/test & inform the Contractor in writing the outcome. If found not suitable, the contractor will have to send alternate personnel, who will follow the same process. The contractor is at liberty to send a pool of proposed DEOs from out of whom CTD can select suitable DEOs.

2.3.2. The contractor should strive to keep the deputed personnel in the Job for at least six months. When there is a change in personnel, the replacement for the personnel must be reported to CTD one month before the regular personnel leaves. This is to ensure smooth transition. The cost of the extra month wages shall be at the hands of the Contractor. The contractor shall also ensure that the procedure to depute new personnel, as described above is followed. Hence, the Contractor will need to plan well in advance any change in deputing an alternate personnel.

2.3.3. Contractor shall ensure that the deputed personnel are of good character & conduct and maintain integrity at all times. The contractor shall ensure that services are performed by its personnel with due diligence, using generally accepted industry standards and practices with suitable business and professional ethics and etiquette.

2.3.4. Contractor shall impart the necessary training to all DEOs selected to carry out the duties assigned to them as described above.

2.3.5. Depending upon the exigencies, CTD reserves the right to change the location of any of the deputed personnel.

2.3.6. After a personnel has been deputed, CTD may seek a change of a personnel for unsatisfactory response to an issue or under performance. In such a situation, the contractor shall make available an alternate DEO within one month from the date of making a written communication. The procedure at 2.3.1 shall be followed.

2.3.7. If any of the technical personnel proceeds on short duration leave of maximum 3 days, he should do so only with the prior approval of CTD and contractor shall provide alternative personnel. Further, if any personnel of any CTD location were to proceed on long leave, contractor shall make immediate alternative arrangement and deploy to the location concerned, a stand-by technical personnel of equal qualification and experience with adequate training.

### **3. Activities, Roles & Responsibilities of DEOs**

Some of the activities to be undertaken by the DEOs are listed below. The list is only illustrative.

3.1. Effective and speedy entry of the data without room for errors.

3.2. Generation of required information from the system for effective management by CTD administrators at all levels.

3.3. Assisting CTD in procurement of information in required format from the data so entered.

### **4. Penalties:**

4.1. When a change in a deputed personnel is sought as described in 2.3.6, the CTD in addition may levy a penalty up to Rs.25,000 per personnel. The quantum of penalty will be based on the degree of underperformance of the personnel. The penalty will be levied after giving an opportunity to both, the contractor as well as the personnel to explain the circumstance of the under performance.

4.2. When a situation under 2.3.6 arises for the fourth time or more, an additional penalty up to Rs.15,000 will be leviable. This will be in addition to the penalty at 6.1 above.

4.3. When a commission or non commission of an activity of deputed personnel leads to delay in any CTD business process, the CTD may levy a penalty up to Rs.5000-00 each time. However, an

opportunity to explain the circumstance of the commission or non commission will be provided by the CTD before levy of the penalty.

## **5. Eligibility Criteria :**

Bidder's qualifications to perform the contract, if its offer is accepted, should be established by relevant documentary evidences by the bidder to the satisfaction of CTD. Bidders should meet the following eligibility criteria. Technical or Financial bids which are not compliant with the said criteria will not be evaluated. The service provider –

- (i) Should have been in the business of providing DEOs of a similar nature for the past 3 years in Karnataka.
- (ii) Service provider should have Head office in Bangalore/ Karnataka.
- (iii) Should have provided such service to at least 3 Government Departments or organizations or Public sector undertakings (Certified list of current clients to be given).
- (iv) Should have executed a single order of similar nature.

## **6. Submission of Bids :**

6.1 Bidders satisfying the technical and commercial conditions specified in this Request For Proposal (RFP) and willing to provide services in conformity with the RFP may submit their technical and commercial bids in formats at Annexure-I & Annexure-II respectively. Both technical bid and commercial bid should be addressed to The Joint Commissioner of Commercial Taxes(Admn), VAT Division-4, 4<sup>th</sup> floor, Vanijya Therige Karyalaya,-2, Rajendra nagar, Koramangala 80 feet Road, Bangalore-47 and should be submitted in two separate sealed covers superscribed as under:

“Technical bid for providing Data Entry Operators for CTD in Bangalore”  
“Commercial bid for providing DEOs for CTD in Bangalore”.

6.2 The bidder should submit the bids (technical and financial bids) in accordance with the specified formats attached to this RFP along with all the relevant technical documents.

6.3 The tender document namely the RFP will be supplied to the service provider desiring to participate in this bid at a cost of Rs. 100/- (Rs. one hundred only), which is non-refundable, in the form of Demand Draft drawn in favour of “The Joint Commissioner of Commercial Taxes(Admn) VAT Division-4, Bangalore” payable at Bangalore.

6.4 The sealed covers containing technical and commercial bids should be delivered to the Joint Commissioner of Commercial Taxes (Admn), VAT Division-4, Rajendra nagar, Koramangala 80 feet Road, Bangalore 560 047 (Tel.No.080-25704833) on or before on 28<sup>th</sup> SEPTEMBER 2010, 03.00 pm. The technical bids will be opened at 04.00 pm the same day in the chambers of JCCT(Admn), VAT division-4, 4th Floor, VTK, 2, Rajendra nagar, Koramangala 80 feet Road Bangalore.

6.5 Any bid received by the CTD after the deadline fixed for submission of bids will be rejected. In the event of the last date specified for submission of bid being a public holiday, the bids will be received till 3-00 PM on the next working day. Extension of date and time for submission of bids will be at the discretion of CTD.

6.6 The cost incurred towards bidding and submission of tender documents is the responsibility of bidders, regardless of the conduct or outcome of the tendering process.

## **7. Bid Opening Process :**

7.1 CTD will follow a two-stage bid opening process. They are:

- (i) Technical bid opening and evaluation.
- (ii) Commercial bid opening and evaluation

7.2 The technical bids will be opened in the presence of available bidders or their authorized representatives who choose to be present at the time, date and venue mentioned in para 6.4 above. CTD will record the tender opening process in a separate register maintained for the purpose and signature of all the available bidders or the authorized representatives of the bidders will be obtained in the register and on the bid documents evidencing their attendance. The evaluation and short-listing of technically qualified bidders will be carried out within a time frame made known to them at the time of opening of technical bids based on the criteria set out in this RFP.

7.3 After evaluation of technical bids, the time, date and venue of opening of commercial bids will be informed to the technically qualified bidders individually either by email, fax or by letter. The commercial bids of technically short-listed bidders will be opened in their presence or of their authorized representatives who choose to be present at the time, date and venue informed to them. The evaluation of commercial bid will be based on the criteria set out in this RFP. Selection of the lowest quote bidder, namely, L1 bidder will be as in para 13 of this RFP.

## **8. Format and Signing of Bids :**

The original Technical and Commercial bids should be typed (or computer printed ) and duly signed by the bidder or a person or persons duly authorized to bind the bidder to the contract. The person or persons signing the bid should initial on all pages of the bid document.

## **9. Amendments to RFP terms and conditions :**

CTD reserve the right to issue any amendments to this RFP document at any time prior to but before 5 days from the deadline fixed for submission of bids. Such amendments to RFP will be intimated to all the vendors who have been supplied with the RFP document. From the date of communication to the bidders concerned of amendments to the RFP document the amendments shall be deemed to form an integral part of this tender document i.e., RFP.

## **10. Other Contractual Obligations of the successful bidders ,namely, the service provider :**

The following are the general terms and conditions proposed to be included in the Contract to be signed by the successful bidder and CTD. However, they are not conclusive as CTD reserves the right to add, delete, modify or alter all or any of these terms and conditions in any manner, as deemed necessary by CTD.

10.1 The successful bidder shall be responsible for, and obligated to conduct all contracted activities with due care and diligence, in accordance with the Contract and exercising all reasonable means to achieve the performance levels expected by CTD..

10.2 The successful bidder should work in close coordination with CTD staff, act within its own authority, and abide by directives issued by CTD that are consistent with the terms of the Contract.

10.3 The successful bidder should be responsible for managing the activities of its personnel and any sub-contracted personnel, and will hold itself responsible for any misdemeanors of any such personnel.

10.4 The successful bidder should appoint an experienced representative to manage its performance of the Contract. The representative should be authorized to accept orders and notices on behalf of the successful bidder, and to generate notices and commit the successful bidder to specific courses of action within the scope of the Contract. The representative may be replaced by the successful bidder only with



the prior written consent of CTD. The successful bidder should be solely responsible for the performance of the contract to the satisfaction of CTD.

#### **11. Prices and Taxes :**

11.1 The quoted prices should be all inclusive of all taxes like sales tax, service tax, VAT, any other applicable duties and taxes and technical service charges, if any, for providing services of DEO's.

11.2 Prices quoted by the bidder should remain fixed during the bidder's performance of the contract and will not be subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected. Price should not be indicated at any place in the technical bid document. If it is found that the price is indicated in the technical bid, the entire bid will be summarily rejected.

#### **12. Bid validity period :**

Bids (both technical as well as commercial bid) should be valid for a period of 3 months from the last date fixed for submission of bids. Bids submitted with validity period less than 3 months will be treated as non-responsive and will be rejected.

#### **13. Determination of L1 Bidder and Awarding of Contract :**

13.1 On completion of evaluation process of commercial bids and based on any other clarification submitted by the bidder in response to CTD's query, if any, the contract will be awarded to the bidder, who has quoted the lowest price, namely L1 bidder.

13.2 As there will be no scope for negotiation on the price, the bidders in their own interest should quote the most competitive prices. CTD reserves the right to reject L1 bid if the same is found unreasonable or is not as per the technical requirement mentioned in this document and in such a case the next lowest bidder namely L2 will be considered. If for any reason, the Work order or purchase order(P.O) issued to the L1 bidder does not get executed or the L1 bidder backs out, CTD is at liberty to consider the next lowest bidder namely L2. Consequently, the defaulting L1 bidder will be blacklisted and debarred from participating in any of the future tender processes of CTD for a period of 2 years from the date of PO / work order.

#### **14. CTD's Right to accept or reject any or all bids :**

Notwithstanding anything contained in any of the clauses contained in this RFP, CTD reserves its right to accept or reject any or all the bids and to annul the whole bidding process at any time prior to awarding of contract without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the reasons for the action by CTD.

#### **15. Notification of award of contract :**

The notification of award of contract in the form of a letter by CTD and acceptance thereof by the bidder within a period of three days from the date of its receipt will constitute the formation of the Contract.

#### **16. Signing of contract agreement :**

The successful bidder should enter into an agreement with CTD within ten working days of the receipt of award of contract incorporating all the terms and conditions contained in this RFP.

### **17. Contract period :**

The period of contract shall initially be for six months renewable on half yearly basis thereafter for another 6 months at the discretion of CTD. There shall be no increase in the contracted price during the said period of one and half years. CTD will have the option of terminating the contract during the currency of contract period by giving 3 months notice.

### **18. Assignment :**

The successful bidder shall not assign, in whole or in part, its obligations to perform under this Contract to any other subcontractor or vendor, except with the prior written consent of CTD.

### **19. Use of contract documents and information :**

The successful bidder and its employees will strictly undertake not to communicate or allow to be communicated to any person other than a person employed by the bidder in the performance of the contract or divulge in any way any information relating to the ideas, concepts, know-how, techniques, data, facts, figures and all information whatsoever concerning or relating to CTD and its affairs to which the said employees have access in the course of performance of the contract. Disclosure of any part of the aforementioned information or data to parties not directly involved in providing the services requested could result in pre-mature termination of the contract. CTD may, apart from blacklisting the successful bidder, initiate legal action against the successful bidder for breach of trust. The successful bidder should enter into a non-disclosure agreement (NDA) with CTD as per Annexure III.

### **20. Termination for default :**

CTD, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the bidder, may terminate this Contract in whole or in part:

- (i) If the bidder fails to depute the personnel as in para 2 above within the period specified in the Work Order (P.O) or within any extension thereof granted if any, by CTD.
- (ii) If the bidder fails to perform any other obligations(s) under the Contract, CTD may procure the same unrendered service from other service providers & charge all related expenses on this contractor. However, the bidder shall continue performance of the Contract to the extent not terminated.

### **21. Termination for insolvency :**

CTD may at any time terminate the Contract by giving written notice to the bidder, if the bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to CTD.

### **22. Force majeure :**

The successful bidder shall not be liable for penalty or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions and epidemics. If a Force Majeure situation arises, the bidder shall promptly notify the Department in writing of such condition and the cause thereof. Unless otherwise directed by CTD in writing, the bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

**23. Payment terms :**

23.1 Payment towards providing DEOs will be made every month

- a) Request for payment shall be made by the successful bidder, namely, service provider by submitting invoices at the end of each month
- b) Payment will be made at the contracted rates on a month upon close of the month, within 15 days from the date of receipt of invoice.

**24. Resolution of disputes :**

In case of any disagreement or dispute between CTD and the bidder, the dispute will be resolved in a manner as outlined hereunder. CTD and the bidder shall make every effort to resolve amicably by direct informal negotiations any disagreement or dispute between them on any matter connected with the contract or in regard to the interpretation of the context thereof. If, after thirty (30) days from the commencement of informal negotiations, CTD and the bidder have not been able to resolve amicably a contract dispute, such differences and disputes shall be referred, at the option of either party, to the arbitration of one single arbitrator to be mutually agreed upon and in the event of no consensus, the arbitration shall be done by three arbitrators, one to be nominated by CTD, one to be nominated by the bidder and the third arbitrator shall be nominated by the two arbitrators nominated as above. Such submission to arbitration will be in accordance with the Arbitration and Conciliation Act, 1996. Upon every or any such reference, the cost of and incidental to the references and award shall be at the discretion of the arbitrator or arbitrators or Umpire appointed for the purpose, who may determine the amount thereof and shall direct by whom and to whom and in what manner the same shall be borne and paid. Courts of Bangalore city shall alone have jurisdiction to the exclusion of all other courts, in respect of all differences and disputes envisaged above.

Joint Commissioner of Commercial Taxes  
(Admn) VAT Division-4, Bangalore

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