



GOVERNMENT OF KARNATAKA
COMMERCIAL TAXES DEPARTMENT
OFFICE OF THE ADDITIONAL COMMISSIONER OF COMMERCIAL
TAXES (ENFORCEMENT), SOUTH ZONE
Vanijya Therige Karyalaya-2, Near N.G.V Housing Complex, Rajendranagar,
Koramangala, Bengaluru – 560047.
Telephone: 080-25706210/8310136062

e-TENDER NOTIFICATION

FOR

Providing of Housekeeping Services
&
Other Manpower Services
&
AMC Services

At

Office of the Additional Commissioner of Commercial
Taxes (Enforcement), South Zone,

Situated at: Vanijya Therige Karyalaya-2, Near N.G.V Housing Complex,
Rajendranagar, Koramangala, Bengaluru – 560 047.

Two envelope procedure through KPPP portal

Last date for submission of Tender: 17-01-2025

GLOSSARY

Term	Definition
CTD	Commercial Taxes Department
EMD	Earnest Money Deposit
GoK	Government of Karnataka
INR	Indian National Rupees
ISO	International Standard Organization
LOI	Letter of Intent
NDA	Non-Disclosure Agreement
O&M	Operation and Management
BG	Bank Guarantee
SD	Security Deposit
RFP	Request for Proposal
TDS	Tax Deduction at Source

The authority for Tender bidding is as under:

1	Designation and address of the procuring entity	Office of The Additional Commissioner of Commercial Taxes (Enforcement), South Zone, Vanijya Therige Karyalaya -2, B-Block, Near NGV Housing Complex, Rajendranagara, Koramangala, Bengaluru – 560 047. Ph. No. 080-25706210, 8310136062. Email: addlcctensz@gmail.com
2	Designation and address of the Tender Inviting authority	Office of The Additional Commissioner of Commercial Taxes (Enforcement), South Zone, Vanijya Therige Karyalaya -2, B-Block, Near NGV Housing Complex, Rajendranagara, Koramangala, Bengaluru – 560 047. Ph. No. 080-25706210, 8310136062. Email: addlcctensz@gmail.com
3	Designation and address of the Tender accepting authority	Office of The Additional Commissioner of Commercial Taxes (Enforcement), South Zone, Vanijya Therige Karyalaya -2, B-Block, Near NGV Housing Complex, Rajendranagara, Koramangala, Bengaluru – 560 047. Ph. No. 080-25706210, 8310136062. Email: addlcctensz@gmail.com

1. **LETTER OF INVITATION**

Date: 07-01-2025

Dear Sir/Madam,

1. The Additional Commissioner of Commercial Taxes (Enforcement), South Zone, Bengaluru (who is the Tender Inviting Authority) in association with KPPP 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-2 Building (VTK-2), Commercial Taxes Department, Govt of Karnataka for a period of ONE year under two cover system/two parts (Techno-Commercial Bid and Financial Bid).
2. As per the advertisements given in the KPPP portal of Government of Karnataka (<https://kppp.karnataka.gov.in>), all interested parties, who fulfill the minimum eligibility criteria, are invited to respond to the Request for Proposal (RFP) document.
3. The company/agency/service provider will be selected under least quoted bid (L1) procedures described in this RFP.
4. Kindly respond to the RFP as per the directions and the formats provided in the RFP.

Yours sincerely,

Additional Commissioner of Commercial Taxes
(Enforcement), South Zone, Bangalore.
(Tender Inviting Authority)

CRITICAL INFORMATION:

Complete sets of bidding documents prepared by CTD will be available for free download, by interested bidders, from the KPPP-Procurement portal of the Government of Karnataka.

Sl No	Information	Details
1.	RFP Name	RFP for providing Housekeeping Services, other Manpower Services and AMC services at the Vanijya Therige Karyalaya-2 Building (VTK-2), Commercial Taxes Department, Govt of Karnataka for a period of ONE year.
2.	RFP Reference No.	Please refer: https://kppp.karnataka.gov.in
3.	RFP release date	
4.	Last date for submission of written queries for clarifications	
5.	Date & Time of pre-bid meeting	
6.	Release of response to clarifications	
7.	Last date (deadline) for receipt of proposals in response to RFP notice	
8.	Place, Time and Date of opening of Technical proposals	
9.	Place, Time and Date of opening of Financial proposals	
10.	For Queries Contact	
11.	Submission Type	Online through e-Procurement Portal https://kppp.karnataka.gov.in
12.	Cost of Tender Document	Nil
13.	EMD	Rs.4,00,000/-
14.	Bid Validity Period	90 days from the date of opening of proposals
15.	Deadline/ last date for furnishing Bank Guarantee	Within 7 days of award of LOI
16.	Bank Guarantee (BG)	5% of contract value
17.	Deadline / Last date for signing contract	Within 7 working days of issue of award

Note: Dates are subject to change. Interested bidders to refer <https://kppp.karnataka.gov.in>

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	Block A and B	28
2.	Security Guard services round the clock	Block A and B	21
3.	Receptionist Services from 10-00 AM to 5:30 PM	Block B	1
4.	Lift Operator services from 9-00 AM to 6-00 PM	One lift each in Block A and B	2
5.	Electrician services from 9-00 AM to 6-00 PM	Both for Block A and B	1
6.	Gardener services on daily basis from 9-00 AM to 6-00 PM to maintain the garden and Potted plants	The entire VTK-2 building and its surroundings	6
7.	Plumber on daily basis from 9-00 AM to 6-00 PM.	The entire VTK-2 building and its surroundings	1
8.	Carpenter, Mason and Telephone at VTK-2 (Rate on call basis)	The entire VTK-2 building and its surroundings	--
9.	Supervisors for all the services provided including AMC services for VTK-2 building.		02
10.	Gun Man for Security	VTK-2	01
11.	Facade cleaning of exterior glass of the VTK-2 building.	Block A and B	--
12.	Pest Control Services	Block A and B	--
13.	Periodic disposal of solid waste	Generated in Block A and B	--
14.	AMC for lifts	2 lifts	--
15.	AMC for DG Set	1 DG Set	--
16.	AMC for Fire-fighting equipment.	Block A and B 78 Nos(Subject to variation)	
17.	AMC for Air Conditioners	Block A and B 6 Nos (Subject to variation)	
18.	AMC for Water Purifiers	Block A and B 2 Nos (Subject to variation)	
19.	AMC Cleaning of water storage tanks	VTK-2	
20.	AMC of Borewell and Water pumping Motors.	VTK-2	
21.	Maintenance of Electrical Items	VTK-2	
22.	Maintenance of water Supply and sewage system	VTK-2	
23.	AMC for CCTV Camera maintenance	Block A and B (Subject to variation)	

No.ADCOM(ENF)/SZ/BM/CR-01/2024-25.

1. EMD: Rs.4,00,000/- (Rupees Four lakhs only).
2. The participating bidders will have to pay Earnest Money Deposit (EMD) through KPPP 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 and Man Power Supply as per the Minimum Wages Act. Separate charges in respect of AMC services, repairs and replacements and for On-Call Basis of Man Power supply should be quoted. 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 <https://kppp.karnataka.gov.in> and <https://gst.kar.nic.in>
5. The Soft copies of the Bid documents can be downloaded from KPPP 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, by the agency/by the bidders registered with KPPP portal 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 <https://kppp.karnataka.gov.in> and <https://gst.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:

1	Date and Time of commencement of downloading tender documents	07-01-2025 17.00 hrs
2	Last Date and Time for Tender related queries/Clarification	09-01-2025 15.00 hrs
2	Pre- bid Meeting	10-01-2025 15.00 hrs
4	Closing date for receipt of the tenders	17-01-2025 17.30 hrs
5	Date and Time of opening of Technical Bid	18-01-2025 17.30 hrs
6	Date and Time of opening of Opening of Financial Bid	22-01-2025 15.00 hrs

Additional Commissioner of Commercial Taxes
(Enforcement), South Zone, Bangalore.
(Tender Inviting Authority)

Schedule-I:

1. Pre-Qualification Requirements for Bidders [PQR conditions]:

Sl. No	Specific Requirements	Supporting Evidence (To be uploaded in KPPP portal)
1	Bidder to have their office and Business Establishment in City of Bangalore. The bidder must be a Company registered under Companies Act, 1956 or Companies Act, 2013 with at least 10 years of experience in the Business as Pvt or Public Ltd.	1) Certificate of Incorporation; 2) GST Registration Certificate obtained in the State of Karnataka; 3) Certificate of Registration under Professional Tax Act, Karnataka. 4) Copy of the PAN Card of the bidder.
2	The Organization should have Annual Turnover of minimum Rs.50.00 Crores (Rupees Fifty Crores only) during each of the last five financial years i.e., in FY 2019-20, 2020-21, 2021-22, 2022-23 and 2023-24.	Audited Balance Sheet; Profit & Loss Accounts Statements duly certified by Chartered Accountant. (Documents like self-certification of turnover, certified income statement prepared for filing IT etc. will not be considered).
3	Out of the Rs.50 Crores Annual Turnover, the bidder should have provided Housekeeping services and AMC and other services as described in the tender notice and the turnover of such services shall not be less than Rs.5.00 Crores (Rupees Five Crore only) per annum and should have rendered service to two or more State/ Central Government Departments/ Organizations/Undertakings/Corporations in preceding Three Financial Years (i.e., 2021-22, 2022-23 and 2023-24) and should have rendered services satisfactorily during that period.	Documentary Proof of Government work orders and Audited Balance Sheet; Profit & Loss Accounts Statements duly certified by Chartered Accountant statement. Documentary proof in the form of certificate issued by the department / organization / undertaking for satisfactory services rendered shall be scanned and uploaded. However, documents like service agreements, work orders etc. will not be considered for this purpose.
4	The bidder should have following quality related certificates in force : ISO 9001:2015 (Quality Management System) OHSAS 45001:2018 (Occupational Health & Safety Management System) ISO 14001:2015 (Environmental Management System).	ISO Certificates as detailed.
5	The Bidder should have filed GST Returns up to date	Copy of the latest GST Returns filed in the GST Portal.
6	The bidder should be in business of providing Manpower/Housekeeping / Security services for last TEN years and should have labour license for minimum 1000 employees for last Three financial year (i.e.2021-22 ,2022-23, 2023-24) The Bidder should have compliance to all the existing laws / statutory bodies w.r.t providing manpower services.	1) Registration Certificate of establishment from Department of Labour, Govt. of Karnataka (Form-C) and having license for minimum 1000 employees in Form-C for last THREE Financial Years. 2) Certificate of Registration under the Employees State Insurance Act (ESI) – Previous half yearly and yearly statements/returns submitted to ESI authorities for each employee for last

		THREE Financial Years 3) Provident Fund Registration Certificate issued by the Regional Provident Fund Commissioner – Previous statement for three years of yearly returns submitted to PF authorities for each employee.
7	Having minimum 2500 personnel in their payroll as on date of publication of the tender notice and must have provided at minimum 500 personnel for a single organization/PSU/Corporate Body in the state of Karnataka to perform the services as described in the tender notice satisfactorily.	Latest EPF Returns should be submitted. Documentary proof in the form of certificate issued by the department / organization / undertaking for satisfactory services rendered shall be scanned and uploaded. However, documents like service agreements, work orders etc. will not be considered for this purpose.
8	The bidder should not have been Blacklisted by Govt. of Karnataka/Other State Govts/Central Government Departments/Organizations/Undertakings /Corporations.	Undertaking from the Authorized signatory.
9	The bidder should not have filed for bankruptcy/insolvency during the last two years.	Undertaking from the Authorized signatory.
10	Board Resolution for the Authorized Signatory.	Board resolution for authorization.
11	EPF, ESI, GST, PAN, PT Registration Copies.	Copies to be submitted. Any other registrations required as per the existing laws relating to providing of Manpower services.
12	Should have obtained license from the authority for providing security Services.	Valid PSARA license to be submitted.
13	IT Returns Copies for the last 5 financial years (2019-20 to 2023-24).	Copies to be submitted.
14	Brief write-up about the organization and its expertise.	On the Letter-Head and signed / stamped by authorized signatory.

The Bidder must meet all of the above stated eligibility requirements to qualify in the Pre- Qualification cum Technical bid evaluation.

The statements affirming the above stated eligibility criteria must necessarily be supported by relevant documents. The bidders failing to meet above minimum qualification requirements shall be rejected at technical evaluation stage and their financial bids shall not be opened.

2. Brief Background:-

The Vanijya Therige Karyalaya-2 (VTK-2) houses the office of the Additional Commissioner of Commercial Taxes (Enforcement), South Zone, Bangalore and the various offices of the Deputy Commissioners/Asst. Commissioners/Commercial Tax Officers. It also houses the office of the Joint Commissioner of Commercial Taxes (Vigilance); the office of the Joint Commissioner of Commercial Taxes (Admn) DVO-5 and other subordinate offices coming under the control of Divisional GST Office. The VTK-2 comprises two blocks (i.e. A block and B Block) having six floors each. Approximately 750 officers and staff function in this building and all the above services mentioned in the “Details of Services Required” have to be provided on a daily basis and as and when required. The VTK-2 building houses both the Enforcement and Vigilance wings and also a few Audit Offices of the department and therefore frequented by the general public.

3. Qualification and Experience of the House Keeping/Manpower/AMC Service provider: -

- I. **Housekeeping services:** The service provider should have at least 10 years’ experience in providing housekeeping services and should have rendered service to two or more State / Central Government Departments / organizations / undertakings / corporations in preceding three years satisfactorily during that period.
- II. **Security Guard Services:** The service provider should have at least 10 years’ experience in providing Security Guard services and should have rendered service to two or more State / Central Government Departments / organizations / undertakings / corporations in preceding three years satisfactorily during that period and should have clearance from the local police authorities for providing security guards at various offices and agencies should ensure that their security guards and supervisors meet the physical standards and properly trained.
- III. **Gun Man for Security:** The security with licensed weapon as per Indian Arms Act 1959 and adequately trained.
- IV. **Receptionist/ Supervisors/ Lift Operators/ Electrician/ Pest Control/ Facade Cleaning/Plumber/Gardner and Miscellaneous Services:** The service provider should have provided all the above services during the last 10 years and should have rendered the above services to two or more State / Central Government Departments / organizations / undertakings / corporations and in preceding three years satisfactorily during that period.
- V. **AMC for Air Conditioners and Lifts/Fire-fighting equipment/Water Purifiers/DG set/Cleaning of water storage tanks, AMC of Borewell and pumping Motors Maintenance, Maintenance of Electrical Items, Maintenance of Water Supply and Sewage system:** The service provider should have provided AMC for all the above items during the last 10 years and should have rendered the above services to two or more State / Central Government Departments / organizations / undertakings / corporations in preceding three years satisfactorily during that period.
- VI. **Pest Control Service Management:** should have sufficient experience in managing pest control in Government Departments.

- VII. **Façade Cleaning of Exterior Glass of the Building:** The bidder should have sufficient experience in providing Façade cleaning service and follow the safety protocol to the personnel.

If the turnover under item No. i to v above cumulatively totals to Rs.5.00 Crores per annum, then the said bidder will be considered.

4. Remuneration and Statutory Payments:-

- i. For the all the Manpower provided by the Service Provider, Minimum Wages applicable 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 documentary proof.
 - vi. Any changes in statutory levies/contributions in respect of Minimum wages, EPF, ESI, GST, etc. are to be suitably modified and it will be paid by the department.
5. Tender quoting 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 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 Additional Commissioner of Commercial Taxes (Enforcement), South Zone, Bengaluru shall cause 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.

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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 10 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. Office details in Bengaluru including the name of the contact person, designation, e-mail ID & telephone number.

Date:

Place:

Seal & Signature of Bidder/Agency

** ** ** *

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	Amount (Rs)				No. of Personnel to be supplied	Grand Total (A)
		Net rate per person	ESI/EP F/PT	GST	Total		
1.	Housekeeping and Cleaning services					28	
2.	Security Guard services round the clock					21	
3.	Gun Man for security					01	
4.	Receptionist Services					01	
5.	Lift Operator services					02	
6.	Electrician services					01	
7.	Gardener services					06	
8.	Plumber at VTK-2					01	
9.	Supervisor for Housekeeping and other Manpower Services and AMC services					02	
10.	Service charges and GST as applicable						
11.	Cost of consumables for housekeeping and for gardening services required every month will be reimbursed at actuals (without service charges)						

SL. No	Details	Amount in Rs. (B)
01	Carpenter at VTK-2 (Rate per call)	
02	Mason at VTK-2 (Rate per call)	
03	Pest Control (As and when required)	
04	Facade cleaning of exterior glass of VTK-2 twice a year	
05	Periodical disposal of solid waste	
06	Service charges and GST as applicable	

B. AMC Services:

SL. No.	Details of AMC services	No. of Machines	Rate per Machine	GST	Total (C)
1.	Water purifier	02*			
2.	Air Conditioners	09*			
3.	Lifts	02*			
4.	Firefighting equipment/fire extinguishers of various capacity	78*			
5.	DG Set	01*			
6.	Water storage tanks	1.Overhead Tanks-2 2.Sumps-4			
7.	Borewell and Motors Maintenance	1			
8.	Maintenance of Electrical Items	-			
9.	Maintenance of water Supply and sewage system				

Date:

Place:

Seal & Signature of Bidder/Agency

Note:

1. The Bidder shall enter all the charges as per the columns above and applicable GST for all the above services in the KPPP Portal.
2. (*) Subject to variation after Renovation of the Building
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 GST must 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. 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 Additional Commissioner of Commercial Taxes (Enforcement), South Zone, Bengaluru 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-2 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 the CTD for the employees and the PT deducted wherever applicable from the basic remuneration of employees and shall be remitted to the concerned authority. All the above proof of payments should be provided every month.
12. In case more than one agency stands L1, firstly, ISO certified agencies will get preference over others. Secondly, 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 / six month 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' notice.
- 14.The service provider should not appoint a sub-contractor. If the service provider is found to have appointed the sub-contractor, the contract will be terminated at the risk and cost of the service provider concerned.
- 15.The service provider shall furnish pay slips to all its employees indicating the take home remuneration and statutory deductions.
- 16.The service provider shall be responsible to fulfill all statutory obligations such as remittances of GST, professional tax, EPF/ESI, etc. in respect of each of the employees deployed in VTK-2 under this contract.
- 17.The service provider shall furnish a copy of the license issued by the Labour Department under the Contract Labour (Regulation and Abolition) Act, 1970.

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ANNEXURE-1

(To the tender document No. ADCOM(ENF)/SZ/BM/CR-01/2024-25 Dated:04-01-2025)

FORM OF CONTRACT AGREEMENT

The agreement entered into thisday of 2025 between M/s., (hereinafter referred to as the "Contractor") which term shall include their successors and legal representative and The Additional Commissioner of Commercial Taxes (Enforcement), South Zone, Bengaluru 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 and has been accepted by the Additional Commissioner of Commercial Taxes (Enforcement), South Zone, Bengaluru subject to the Terms and Conditions detailed in the Tender Document No. ADCOM(ENF)/SZ/BM/CR-01/2024-25 Dated:04-01-2025).
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 of Rs.10,00,000/- (Rupees Ten lakhs 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 Additional Commissioner of Commercial Taxes (Enforcement), South Zone, Bengaluru for a sum of Rs.10,00,000/-(Rupees Ten Lakhs only) 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 Additional Commissioner of Commercial Taxes (Enforcement), South Zone, Bengaluru, the Contractor hereby covenants with the Additional Commissioner of Commercial Taxes (Enforcement), South Zone, Bengaluru, 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.

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-2 building as per the contract and requirement of the office of The Additional Commissioner of Commercial Taxes (Enforcement), South Zone, Bengaluru and other Divisional GST officers.
2. The “Department” means the office of The Additional Commissioner of Commercial Taxes (Enforcement), South Zone, Bengaluru.
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 in characters sent (unless delivered personally or otherwise proved to have been received) by courier/ registered post or sent online 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 Additional Commissioner of Commercial Taxes (Enforcement), South Zone, Bengaluru situated at Near N.G.V Housing Complex, Rajendranagar, Koramangala, Bengaluru – 560 047, 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 (Enforcement), South Zone, Bengaluru or other authorized officers of the Department, as the case may be.
7. Bidder means: Any Agency who has participated in the Bidding.
8. **SCOPE AND DETAILED SPECIFICATION OF SERVICES REQUIRED: -**

8.1 - Details of Housekeeping Services

1. The VTK-2 building comprises of two blocks “A” and “B”. These blocks consisting of Ground floor and 6 Floors. Total area in “A” block and “B” block is approximately 5068 sq mts and 6493 sq mts respectively (including ground floor).
2. “A” block consists of one Common Toilet-cum-Washroom in each floor having an area of 350 sft approximately. In addition to the above, there are three washrooms in the building which are part of cabins being used by senior officers above the rank of Joint Commissioner

(Subject to changes due to Renovation).

3. "B" block consists of one Common Toilet-cum-Washrooms in each floor having an area of 350 sft approximately. In addition to the above, there are ten washrooms in the building which are part of cabins being used by senior officers.
4. A Staircase starting from the Ground Floor up to the last Floor is also present in the building.
5. Totally 28 Housekeeping staff will have to be supplied at 2 persons per floor with additional staff of four (24+4). All of them should wear uniforms with an identity card issued by the contractor. Some floors may be taken up for renovation in future and number of housekeeping staff will get altered and it may be reduced to a lesser number accordingly.
6. The cleaning schedule for the premises described above is as under:
 - i. The complete premises consists of a Ground floor and six floors each in Block A and B having a total floor area of 11,561 Sq mt and consisting of various offices of staff and cabins of officers. The offices and premises have to be cleaned every day by sweeping the dust and by using a mop along with cleaning agents and disinfectants twice a day before the commencement of the office hours at 10.00 AM and thereafter once in the afternoon at about 3.00 PM every day. The cleaning should be completed before the commencement of the office hours.
 - ii. The cleaning of the area covered with floormats of the senior officers' chambers must be cleaned by the using modern equipment's like vacuum cleaner and etc once in a week.
 - iii. The common Toilets-cum-Washroom in all the 6+6 floors should be washed and cleaned with Detergents and by disinfectants once before the commencement of the office at 10.00 AM and thereafter once in the afternoon at about 3.00 PM every day.
 - iv. 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.
 - v. 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.
 - vi. In addition to the above, the entrance and the surrounding area where the VTK-2 building is situated have to be cleaned by sweeping the dust and spraying of water every day once before the commencement of the office hours.
 - vii. 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.
 - viii. The cleaning and sweeping process should preferably be mechanized. The exterior glass, that is, the façade cleaning should be cleaned twice a year.
 - ix. 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.
 - x. 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.

- xi. Basement of the two blocks is used as parking lot for two wheelers. The bidder is required to sweep the parking lot and passages on daily basis. Once in a week, preferably in holidays, he has to wash the entire area using water and detergent.
 - xii. The VTK-2 building is in an area of about 18,500 sq mt. Out of this, two blocks occupy approximately 1450 sq mt of area and Physical Verification (PV) area occupies 753 Sq mt, the remaining area is utilized for parking vehicles, gardening etc. It is the responsibility of the bidder to keep the surrounding area neat and tidy by sweeping the Physical Verification (PV) area, common area, approaching road, parking spaces etc.
7. The cleaning materials such as soaps, detergents, disinfectants, naphthalene balls etc. will have to be supplied by the Bidder.
 8. The materials used for the cleaning and housekeeping services such as brooms, buckets, mops, clothes, scoops, brushes etc. will have to be supplied by the Bidder.
 9. The Bidder has to supply a dust bin in all the floors near the washrooms and empty them and keep them clean once every day before the commencement of the office hours.

Note: It is planned to take up certain floors of VTK-2 for renovation. The floor which is out of housekeeping services due to civil work will not be considered for payment of charges.

8.2 - Details of Security Services

1. The Bidder must provide two security guards near the main gate of the building to be manned on 24 X 7 basis in three shifts. Therefore, on a daily basis six security guards are required for manning the entrance from the main road. At least one security guard should carry licensed fire arm in the entrance gate.
2. In addition to the above, the bidder must provide one security guard at the entrance of each block to be manned on 24 X 7 basis in three shifts. Therefore, on a daily basis, six security guards are required for manning the entrance of each block of the building.
3. In addition to the above, the bidder must provide one security guard to the vacant area located to the right and left side of the building to be manned on 24 X 7 basis in three shifts. Further, the premises houses Physical Verification (P.V) yard where Goods Carrier Vehicles brought for physical verification and Government vehicles are parked. Therefore, on a daily basis three security guards are required for manning this area.
4. In all 18 security guards are required to guard the premises. In order to provide security services during weekly off, three more security guards are required. Total number of security guards required is 21.
5. 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.
6. The security guards will wear a uniform while they are on duty with an identity card issued by the contractor.

7. The security guards should have a minimum qualification of SSLC (Pass or Failed) and they should be physically and medically fit and should be in the age of 21 to 50 years.
8. The security guards deployed should be trained in firefighting and evacuation drill in times of emergency.
9. The bidder is responsible for any thefts or mischief which may occur in the premises to any of the fittings or fixtures in the VTK-2. The CTD is entitled to claim compensation to the extent of the value of goods and it reserves right to deduct such amount from the bills payable to the bidder. It is also informed here that the CTD has installed a surveillance camera for round the clock surveillance.

8.3 - Details of Receptionist Services

1. Receptionist is to be provided by the bidder at the entrance of B block of the VTK-2 building from 10 AM to 5:30 PM during the working days.
2. The receptionist 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 and 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 designated officer of the block.
7. The receptionist should be fluent in English and Kannada. They should possess reasonable reading and writing skills in these languages.

8.4 - Details of Lift Operator Services

1. The VTK-2 building has at present 2 nos. of lifts of KONE make with a carrying capacity of 13 People or a carrying weight of 650 Kg. per lift. These are installed in the ground floor at the entrance in the lobby and to be manned by lift operators from 9.00 AM to 6.00 PM on a daily basis.
2. Therefore totally two lift operators are required to man the above lifts.
3. The lift operators should wear uniforms and have identity cards and should be trained in lift operation services and in the firefighting and evacuation drill in times of emergency.
4. 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 lift manufacturing company for maintenance and servicing of the lifts periodically.
5. 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.

Note:- In case any lift is replaced with new one, the period for replacement should not be considered for billing.

8.5 - 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, 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, 1 electrician who has a qualification of ITI in electrical engineering is 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 must be monitored round the clock by the Bidder.
3. The electrician will have to report the performance and electrical failure to the Assistant Commissioner of Commercial Taxes (Headquarters) on a day-to-day basis through the supervisor and as and when there is electrical failure. The electrician 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 UPS systems, the DG set, the Photo Copying Machines and the Air Conditioners which are installed in the various offices.
6. The bidder will have to provide a quote for the AMC of the above systems the list of Systems installed is listed subsequently hereunder.

8.6 -Details of Plumber Services

- i. The VTK-2 has various Pipe fittings, Bathroom fittings, Taps and Flush valves fitted in the toilets- cum-washrooms as and when any malfunction in the above fittings takes place and a replacement of any fittings are to be undertaken. A plumber must be provided by the Bidder on daily basis from 10 AM to 6 PM for entire building.
- ii. This plumber also has to monitor the functioning of the bore well and the cleanliness of the sump and the overhead water tank in each block of the VTK-2 building. Further, the plumber has to monitor the supply of water to all the washrooms and the availability of water supply from BWSSB to the VTK-2 building.
- iii. The plumber has to report the above performance to the Assistant Commissioner of Commercial Taxes (HQ), Office of the Additional Commissioner of Commercial Taxes (Enforcement), South Zone, Koramangala, Bengaluru on a day-to-day basis through the concerned supervisor.

- iv. Further the bidder will have to take care of the minor repairs and maintenance in the plumbing and also make replacements of taps and other sanitary fittings wherever required and furnish the bill for the same at the end of the month to the Department. For this purpose he has to provide quotation and obtain prior approval of the Additional Commissioner.

8.7 -Details of Gardener Services

1. The VTK -2 building has a garden at the entrance of the building and has potted plants in the various floor of the building. This garden and plants will have to be watered and maintained on a daily basis by six gardeners who are 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. In addition to the above, the gardeners have to take care of cleaning of the external area by sweeping every day. They have to clean the parking area using jet machine once in a month or whenever required.
3. The gardener will take care of the plants by providing them with nourishment, manure and pesticides and all these expenses form part of the service contract. The gardeners are required to take care of the potted plants inside the building and also the garden and tree located outside the building premises.
4. The gardener will have to report the above performance to the Assistant Commissioner of Commercial Taxes (HQ), Office of the Additional Commissioner of Commercial Taxes (Enforcement), South Zone, Koramangala, and Bengaluru on a day to day basis through the supervisor.

8.8 -Details of Sump and Overhead Tank Services

The sump and overhead tank of each block has to be cleaned every six months (**1st Day of July every year and 1st Day of December**) using ecofriendly chemicals and the services of professionals should be utilized for this purpose. The approximate capacity of the sumps and overhead tank is around 5.95 lakhs litres.

8.9 - Disposal of Solid waste, Pest Control, Façade cleaning of exterior glass

The bidder is required to store solid waste generated in one place and make arrangements to dispose it periodically. In the process, he should take adequate precautions not to stock the solid waste unnecessarily for a long period in the office premises.

The bidder should take care to carry out pest control operation regularly on the premises to control pests like rodents and cockroaches. This must be done using modern technology as and when required. This includes control of mosquitoes also using fogging or sprays on daily basis.

The bidder should façade cleaning of exterior glass twice a year (**1st Day of July every year and 1st Day of December**).

8.10 - Details of Miscellaneous Services on Call Basis

In a similar manner as and when any civil work repairs are required to be undertaken in the building or any repair of the furniture and fittings has to be done, Mason/ Carpenter have to be provided by the Bidder "On Call Basis". The bidder should also provide any other services not listed above "on call basis" to the department.

8.11 - Providing of Supervisors

- i. For all the works listed above two Supervisors are required to be provided by the bidder who will supervise the various works during office hours. They have to furnish a status report to the Assistant Commissioner of Commercial Taxes (HQ), O/o the Additional Commissioner of Commercial Taxes (Enforcement), South Zone, Koramangala, Bengaluru on a daily basis. He has to furnish the attendance report of the staff under their control on daily basis. These Supervisors will be responsible for all the short comings and will be answerable to the said officer.
- ii. The deployment of supervisor is one for each block which includes the upkeep of the external area also.
- iii. Supervisors are required to be provided who are overall in charge of the building and single point of contact with designated officer of the Department with regard to the supervision work. They are required to co-ordinate facility service in the building.

8.12 - Providing of AMC for Lifts

There are 2 Lifts of KONE make functioning at present and they are installed in the front lobby portion of the building and AMC for these 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 of the lifts, immediate repairs will have to be undertaken by the service provider. The details of the lifts which are installed in VTK-2 building are as under:

Sl. No.	Make	Passenger Capacity of the lifts	Load
1.	KONE	13	650 kgs
2.	KONE	13	650 kgs

8.13 - Providing of AMC for stand-by DG Set

There is a stand by Diesel Generator Set which will function whenever there is power cut/ power failure. The AMC for the above DG set is granted to ensure its working condition on 24X7 basis and the maintenance of the DG Set is the responsibility of the service provider. He has to take up repair of the D.G set whenever there is necessity. The details of the DG Set are as under:

250 KVA DG Set of Cummins India Limited make.

8.14 - Providing of AMC for Air Conditioners / Water Purifiers

There are 09 Air Conditioners and 03 Water Purifiers functioning in the VTK-2 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 these and their performance. The upkeep of these machines and their maintenance is the responsibility of the service provider. In case of any repairs or un-serviceability of these machines, immediate repairs / services will have to be undertaken by the service provider. The details of the photocopying machines / Air Conditioners / Water Purifiers which are installed in VTK-2 building are as under:

	NO. OF AIR CONDITIONERS	NO. OF WATER PURIFIERS	OFFICE ADDRESS
ADCOM (ENF) S.Z	4	2	O/O ADCOM(ENF) S.Z, B'LORE, VTK-2, B BLOCK, 3RD FLOOR, BANGLORE
JCCT DVO-5	2	-	O/O JCCT DVO-4, B'LORE. VTK-2, A BLOCK, 4TH FLOOR, B'LORE
JCCT VIG	2	-	O/O JCCT (VIG), B'LORE. VTK-2, A BLOCK, 3RD FLOOR, B'LORE
Total	06	2	

8.15 - Providing of AMC for Fire Fighting Equipment

The bidder should maintain the firefighting equipment by periodically replenishing the chemicals in fire extinguishers. Bidder should also maintain other firefighting equipment installed in the premises. Periodic checks on the working condition and chemical replenishing have to be done by the authorized service experts by the bidder.

9. Remuneration and Statutory Payments and other conditions: -

- The Service provider should specify the basic remuneration payable for the housekeeping and manpower services and the ESI, EPF and PT (if applicable) and the GST component and produce the proof of payment made to the individuals employed in VTK-2 building and 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.

10. 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 Bengaluru.

- 11.** 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.
- 12.** The service provider will be fully and solely responsible for any violations under the relevant statutes, and any such violation 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.
- 13.** 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.
- 14.** The service provider shall maintain proper records pertaining to the employees deployed including the Attendances, 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.
- 15.** 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.
- 16.** 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.
- 17.** The service provider shall provide all the relevant particulars of the personnel to be deployed in the Department.
- 18.** 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.
- 19.** 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.
- 20.** 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.
- 21.** 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.
- 22.** The scope of service is liable for alteration by way of deletions or additions at the discretion of the Department.

- 23.** 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/variatioins in the assigned work/change the deployed staff.
- 24.** 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.
- 25.** 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.
- 26.** 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.
- 27.** 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.
- 28.** In case of any theft/robbery or any other criminal activity having taken place in the premises, the department will file a police complaint and the service provider shall assist the department and the police in the investigation.
- 29.** The Service provider and the employees deployed shall not disclose any information to the public pertaining to the department without prior permission.

30. 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.

31. 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.

32. The successful Bidder/Service provider shall have an established office in Bengaluru. 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.

33. 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.

34. 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.

35. DURATION AND TERMINATION OF CONTRACT:

The duration of the contract is for a period of 1 Year, extendable for further period not exceeding one year by mutual consent at the same rates. However, the contract can be terminated by either party on three month's written notice.

36. 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 Bengaluru.

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

38. 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.

39. 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.

40. 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 the agreement. The same shall be refunded to the Service provider after successful completion of service contract assignment.

- 41.** 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.
- 42.** 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 Additional Commissioner of Commercial Taxes (Enforcement), South Zone, Bengaluru, whose decision will be final.
- 43.** 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 Additional Commissioner of Commercial Taxes (Enforcement), South Zone, Bengaluru shall be final and binding on the Service provider.
- 44.** 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.
- 45.** 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.
- 46.** 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.
- 47.** 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 (Enforcement), South Zone, Bengaluru for the following:

Nature of Service:	PROVIDING INTEGRATED FACILITY MANAGEMENT SERVICES AT THE OFFICE OF THE ADDITIONAL COMMISSIONER OF COMMERCIAL TAXES (ENFORCEMENT), BENGALURU AND OTHER DIVISIONAL GST AND VIGILANCE OFFICES LOCATED IN BLOCK "A" AND "B" OF THE VTK-2, KORAMANGALA, BENGALURU
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2. EMD: Rs.4,00,000/- (Rupees Four lakh only)
3. The bidders can view the tender details from the websites – <https://kppp.karnataka.gov.in> and <https://gst.kar.nic.in> and for any other information, please contact phone number: 080-25607210/8310136062
4. Tender documents shall be submitted online at KPPP portal.
5. The participating bidders will have to pay Earnest Money Deposit (EMD) of Rs.4,00,000/- (Rupees Four lakh 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 90 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 Additional Commissioner of Commercial Taxes (Enforcement), South Zone, Bengaluru 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 Additional Commissioner of Commercial Taxes (Enforcement), South Zone, Bengaluru 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.

No.ADCOM(ENF)/SZ/BM/CR-01/2024-25.

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.

** *** **

PART-II

To:

The Additional Commissioner of Commercial Taxes (Enforcement),
South Zone, 3rd floor, 'B' Block, VTK-2,
Near N.G.V Housing Complex, Rajendranagar
BENGALURU – 560047.

TENDER FOR PROVIDING HOUSEKEEPING AND INTEGRATED FACILITY MANAGEMENT SERVICES AT THE OFFICE OF THE ADDITIONAL COMMISSIONER OF COMMERCIAL TAXES (ENFORCEMENT), BENGALURU AND OTHER DIVISIONAL GST AND VIGILANCE OFFICES LOCATED IN BLOCK "A" AND "B" OF THE VTK-2, KORAMANGALA, BENGALURU

I/We do hereby tender for providing services as mentioned above at Vanijya Therige Karyalaya-2, Near N.G.V Housing Complex, Rajendranagar, Bengaluru – 560047 in which the offices of the Commercial Tax Department are housed as per the rates quoted and in all respects in accordance with the conditions applicable.

NATURE OF SERVICE:	PROVIDING HOUSEKEEPING AND INTEGRATED FACILITY MANAGEMENT SERVICES AT THE OFFICE OF THE ADDITIONAL COMMISSIONER OF COMMERCIAL TAXES (ENFORCEMENT), BENGALURU AND OTHER DIVISIONAL GST AND VIGILANCE OFFICES LOCATED IN BLOCK "A" AND "B" OF THE VTK-2, KORAMANGALA, BENGALURU
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I/We have paid an amount of Rs.4,00,000 (Rupees Four Lakhs only) 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 5% of the bid amount as 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 of2025.

BIDDER/CONTRACTOR/SERVICE PROVIDER

Annexure-3

To:

The Additional Commissioner of Commercial Taxes (Enforcement),
South Zone, 3rd floor, 'B' Block, VTK-2,
Near N.G.V Housing Complex, Rajendranagar
BENGALURU – 560047

DECLARATION

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

NATURE OF SERVICE:	PROVIDING INTEGRATED HOUSEKEEPING SERVICES AND OTHER MANPOWER SERVICES AND AMC SERVICES AT THE OFFICE OF THE ADDITIONAL COMMISSIONER OF COMMERCIAL TAXES (ENFORCEMENT), BENGALURU AND OTHER DIVISIONAL GST AND VIGILANCE OFFICES LOCATED IN BLOCK "A" AND "B" OF THE VTK-2, KORAMANGALA, BENGALURU
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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 Additional Commissioner of Commercial Taxes (Enforcement), South Zone, Bengaluru.

BIDDER/CONTRACTOR/SERVICE PROVIDER

Format for Request for Clarifications

Bidders requiring specific points of clarification may communicate with CTD during the specified period using the following format.

Bidder's Request for Clarification			
Name of Organization submitting request		Name & position of person submitting request	Full address of the organization including phone, fax and email points of contact
			Address:-
			Tel:
			Fax:
			Email:
S. No	Bidding Document Reference(s) (section number/page)	Content of RFP requiring Clarification	Points of clarification required
1			
2			

Place:

Bidder's signature and seal.

Date:

Name of the Bidder:

Name of the

Project:



**ADDITIONAL COMMISSIONER OF COMMERCIAL TAXES (ENF) SOUTH ZONE, VANIJYA
THERIGE KARYALAYA-2, BUILDING COMPLEX, KORAMANGALA, BANGALORE-560047**

Ph: 080-25706210, 8310136062 Email: addlcctenfsz@gmail.com

No.ADCOM(ENF)/SZ/BM/CR-01/2024-25.

Dated:07-01-2025

E- TENDER NOTIFICATIONS

E-Tender is invited for providing integrated Housekeeping services and other Manpower services and AMC services at the office of the Additional Commissioner of Commercial Taxes (Enforcement), Bengaluru and other Divisional GST and Vigilance offices located in block “A“ and “B“ of the VTK-2, Koramangala, Bengaluru, Registered in Karnataka and office situated in Bengaluru, who have adequate financial resources and experience.

1	Date and Time of commencement of downloading tender documents	07-01-2025 17.00 hrs
2	Last Date and Time for Tender related queries/Clarification	09-01-2025 15.00 hrs
2	Pre- bid Meeting	10-01-2025 15.00 hrs
4	Closing date for receipt of the tenders	17-01-2025 17.30 hrs
5	Date and Time of opening of Technical Bid	18-01-2025 17.30 hrs
6	Date and Time of opening of Opening of Financial Bid	22-01-2025 15.00 hrs

For more details, visit the web site <https://kppp.karnataka.gov.in> and/or <https://gst.kar.nic.in>

Additional Commissioner of Commercial Taxes
(Enforcement), South Zone, Bengaluru.



ಕರ್ನಾಟಕ ಸರ್ಕಾರ

ವಾಣಿಜ್ಯ ತೆರಿಗೆಗಳ ಅಪರ ಆಯುಕ್ತರವರ ಕಛೇರಿ (ಜಾರಿ)-ದಕ್ಷಿಣ ವಲಯ,
3ನೇ ಮಹಡಿ, ಬಿ ಬ್ಲಾಕ್, ಕೊರಡಿ ಸಂ:308, 3ನೇ ಮಹಡಿ, ವಾಣಿಜ್ಯ ತೆರಿಗೆ ಕಾರ್ಯಾಲಯ-2,
ಕೋರಮಂಗಲ, ಬೆಂಗಳೂರು-47 ದೂರವಾಣಿ ಸಂ:080-25706210/8310136062
ಇ-ಮೇಲ್ ಐ.ಡಿ - adlcctenfsz@gmail.com

ಸಂ.ವಾತೆಅಆ(ಜಾರಿ)ದವ/ಕ.ನಿ/ಸಿ.ಆರ್-01/2024-25

ದಿನಾಂಕ:07-01-2025

ಇ-ಟೆಂಡರ್ ಅಧಿಸೂಚನೆ

ವಿಷಯ:- ವಾಣಿಜ್ಯ ತೆರಿಗೆಗಳ ಕಾರ್ಯಾಲಯ-2, ಕೋರಮಂಗಲ,ಬೆಂಗಳೂರು ಅವರಣದ ಹಾಗೂ ಅವರಣದಲ್ಲಿರುವ ' ಎ ಮತ್ತು ಬಿ ' ಬ್ಲಾಕ್ ಗಳ ಸ್ವಚ್ಛತೆ, ಭದ್ರತಾ ಸಿಬ್ಬಂದಿ, ಮತ್ತು ಇತರೆ ಸೇವೆಗಳನ್ನು ಒದಗಿಸುವ ಬಗ್ಗೆ.

ಮೇಲ್ಕಂಡ ವಿಷಯಕ್ಕೆ ಸಂಬಂಧಿಸಿದಂತೆ, ಅರ್ಹ ಗುತ್ತಿಗೆದಾರರ ಮುಖಾಂತರ ಸ್ವಚ್ಛತೆ, ಭದ್ರತಾ ಸಿಬ್ಬಂದಿ, ಮತ್ತು ಇತರೆ ಸೇವೆಗಳನ್ನು ಇ-ಪ್ರೊಕ್ಯೂರ್‌ಮೆಂಟ್ ಮೂಲಕ ಪಡೆಯಲು ಟೆಂಡರ್ ಕರೆಯಲಾಗಿದೆ.

1	ಟೆಂಡರ್ ಪ್ರಾರಂಭ ಹಾಗೂ ದಾಖಲೆಗಳನ್ನು ಡೌನ್‌ಲೋಡ್ ಮಾಡಿಕೊಳ್ಳುವ ದಿನಾಂಕ ಮತ್ತು ವೇಳೆ	07-01-2025 17.00 hrs
2	ಟೆಂಡರ್ ಬಗ್ಗೆ ಮಾಹಿತಿ/ಸ್ವಪ್ಪೀಕರಣ ಕೋರಲು ಅಂತಿಮ ದಿನಾಂಕ ಮತ್ತು ವೇಳೆ	09-01-2025 15.00 hrs
3	ಪೂರ್ವ ಬಿಡ್ ಸಭೆಯ ದಿನಾಂಕ ಮತ್ತು ವೇಳೆ	10-01-2025 15.00 hrs
4	ಟೆಂಡರ್ ಸಲ್ಲಿಸಲು ಕೊನೆಯ ದಿನಾಂಕ ಮತ್ತು ವೇಳೆ	17-01-2025 17.30 hrs
5	ತಾಂತ್ರಿಕ ಬಿಡ್‌ಗಳನ್ನು ತೆರೆಯುವ ದಿನಾಂಕ ಮತ್ತು ವೇಳೆ	18-01-2025 17.30 hrs
6	ಆರ್ಥಿಕ ಬಿಡ್‌ಗಳನ್ನು ತೆರೆಯುವ ದಿನಾಂಕ ಮತ್ತು ವೇಳೆ	22-01-2025 15.00 hrs

ನಿಗದಿತ ಟೆಂಡರ್ ನಮೂನೆ ಹಾಗೂ ಟೆಂಡರ್ ಷರತ್ತುಗಳ ವಿವರಗಳಿಗೆ ಕರ್ನಾಟಕ ಸರ್ಕಾರದ ವೆಬ್ ಸೈಟ್

<https://kppp.karnataka.gov.in> and/ or <https://gst.kar.nic.in>

ವಾಣಿಜ್ಯ ತೆರಿಗೆ ಅಪರ ಆಯುಕ್ತರು (ಜಾರಿ)
ದಕ್ಷಿಣ ವಲಯ, ಬೆಂಗಳೂರು.