



**GOVERNMENT OF KARNATAKA**  
**COMMERCIAL TAXES DEPARTMENT**

**OFFICE OF THE JOINT COMMISSIONER OF COMMERCIAL TAXES (ADM), DIVISIONAL  
GOODS AND SERVICE TAX OFFICE, MYSURU DIVISION MYSURU .  
Tele Phone No : 0821-2420367**

**No.JCCT/ADMN/DGSTO/MYSURU/e-Tender/CR-02/CTI/2024-25    Date: 08-07-2024**

**Short Term Tender Document For**

**Providing of Service of Attenders to The Office of the Joint  
Commissioner of Commercial Taxes (Adm), Divisional Goods And  
Service Tax Office, Mysuru Division Mysuru**

**Two envelope procedure through e-Procurement portal**

**Last date for submission of Tender:**

**18-07-2024, 4.00 p.m.**



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## Disclaimer

This Tender Document (also referred as "Request for Proposal" or "RFP") is not an agreement and is not an offer or invitation by The Joint Commissioner of Commercial Taxes (Admin), Divisional Goods And Service Tax Office, Mysuru Division Mysuru who is the "Tender Accepting Authority" to any Bidder other than the one that qualifies based on evaluation of the submitted bids. The purpose of this tender document is to provide information to the potential Bidders to assist them in responding to this tender document. Though this tender document is prepared with sufficient care to provide all required information to the potential bidders, if they need more information than what has been provided for, in such cases, the potential bidder is solely responsible to seek the additional information required from The Joint Commissioner of Commercial Taxes (Admin), Divisional Goods And Service Tax Office, Mysuru Division Mysuru (who is the Tender Inviting Authority) at his / her own cost.

The Joint Commissioner of Commercial Taxes (Admin), Divisional Goods and Service Tax Office, Mysuru Division Mysuru reserves the right to provide such additional information at his sole discretion. The Joint Commissioner of Commercial Taxes (Admin), Divisional Goods and Service Tax Office, Mysuru Division Mysuru undertakes no responsibility or warranty to incur any liability under any law, statute, rules or regulations on any claim the potential bidder may make in case of failure to understand the requirement and respond to the tender document. The Joint Commissioner of Commercial Taxes (Admin), Divisional Goods and Service Tax Office, Mysuru Division Mysuru may, in his absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this tender document.



## 1. Executive Summary

### SECTION-I

The Department of Commercial Taxes collects more than 60% of State's Own Tax Revenue. The Government vide letter No. FD 34 CTD 2023, Dated 25-06-2024 granted permission to hire the services of 819 Attenders (Group-D services) through outsourcing by following the provisions of KTPP Act, 1999 & Rules made there under for a period of two years.

Pursuant to the grant of permission by the Government, the Commissioner of Commercial Taxes has issued a circular vide letter No. Sibbandi-2/3G/CR-06/2022-23, Dated: 03-07-2024 specifying the conditions to be followed while hiring the services of Attenders through outsourcing by e-tendering. The conditions are as under:

- 1.1 The services of Attenders should be obtained through outsourcing by following the provisions of KTPP Act, 1999 & Rules made there under.
- 1.2 The services of Attenders should be obtained temporarily for a period of TWO years only.
- 1.3 The Attenders who are obtained through outsourcing should possess good health and should be between 18 to 60 years of age. They should have passed 10<sup>th</sup> standard with Kannada as First or Second Language.
- 1.4 If the services of the Attenders so provided through outsourcing is found to be not satisfactory then the agency so providing the services should provide a replacement within 7 Days time.
- 1.5 The tendering agency shall pay wages to the Attenders as per The Minimum Wages Act applicable to Karnataka.
- 1.6 The Attenders shall be paid their wages through RTGS/NEFT by the agency providing the services and the agency has to provide proof of payment of wages by enclosing Bank Transaction statement in respect of the above wages being paid.
- 1.7 The agency is bound to make the statutory payments such as ESI/EPF, IT, GST etc and have to submit the proof of payment of the same before the payment for the next month is due.



- 1.8 The Agency providing the services should separately quote the Service Charges charged by them.
- 1.9 The Basic Wages fixed as per the minimum wages act prescribed vide notification no. KAE 106 LWA 2021 dated: 28-07-2022 is at Rs.13,974.62 and the VDA applicable presently is at Rs.2,223.60 which totals to Rs.16,198.22 for Bengaluru within BBMP limits. In addition to the above, employer's portion of EPF/ESI and GST will be borne by the Commissioner of Commercial Taxes (Karnataka). The bidder will have to quote separately for the service charges which is proposed to be charged by him. (Explained in Details in the Illustration hereunder.)
- 1.10 The Basic Wages fixed as per the minimum wages act prescribed vide notification no. KAE 106 LWA 2021 dated: 28-07-2022 is at Rs.13,660.02 and the VDA applicable presently is at Rs.2,223.60 which totals to Rs.15,883.62 for All Municipalities and Taluk Panchayat Institution of the (Grade- I) areas of Karnataka. In addition to the above employer's portion of EPF/ESI and GST will be borne by the Commissioner of Commercial Taxes (Karnataka). The bidder will have to quote separately for the service charges which is proposed to be charged by him. (Explained in Details in the Illustration hereunder.)
- 1.11 The Basic Wages fixed as per the minimum wages act prescribed vide notification no. KAE 106 LWA 2021 dated: 28-07-2022 is at Rs.13,345.42 and the VDA applicable presently is at Rs.2,223.60 which totals to Rs.15,569.02 for All Municipalities (Grade-II) areas of Karnataka. In addition to the above employer's portion of EPF/ESI and GST will be borne by the Commissioner of Commercial Taxes (Karnataka). The bidder will have to quote separately for the service charge which is proposed to be charged by him. (Explained in Details in the Illustration hereunder.)
- 1.12 The Basic Wages fixed as per the minimum wages act prescribed vide notification no. KAE 106 LWA 2021 dated: 28-07-2022 is at Rs.12,873.52 and the VDA applicable presently is at Rs. 2,223.60 which totals to Rs.15,097.12 for All Town Municipalities Pattana Panchayath and Gram Panchayath areas of Karnataka. In addition to the



above employer's portion of EPF/ESI and GST will be borne by the Commissioner of Commercial Taxes (Karnataka). The bidder will have to quote separately for the service charge which is proposed to be charged by him. (Explained in Details in the Illustration hereunder.)

- 1.13 The bidder cannot vary the minimum wages specified for the zone while submitting the bid and what can be varied is only the service charges based on which the tender is considered. The VDA payable at present is already specified and as and when there is a change in the VDA payable as per the notification of the Govt. of Karnataka the same will be reimbursed to the Bidder by the Commercial Taxes Department.
- 1.14 The present Tender is for hiring 53 Attenders for offices in The Joint Commissioner of Commercial Taxes (Admin), Divisional Goods and Service Tax Office, Mysuru Division Mysuru.
- 1.15 Of the 53 Attenders proposed to be hired 47 attenders for offices based within Mysuru area for which wages applicable for Zone-1 needs to be paid and 6 attenders are for offices in Mofussil areas surrounding Mysuru such as Virajpet, Kollegala, Hunsur and Nanjanagud for which wages applicable for Zone-2.
- 1.16 The tendering authority has the discretion to vary the tendered quantity either way as per the provisions of rule 12 (5) of the KTPP rules 2000.
- 1.17 The agency should produce the police verification report of the Attenders who are provided by the agency.
- 1.18 **The agency should comply with the Government circular vide DPAR 06 SAR 2024 dated 20.05.2024 of government of Karnataka and comply with the reservation system as per above mentioned notification and maintain the caste certificate and other required documents of attenders. The said document to be Produced as required by CTD.**
- 1.19 The Attenders who are provided by the agency should wear White/other uniform prescribed by the tendering authority with black shoes and the uniform should have a name plate and Company's logo wherein the term "ATTENDER" in bold



should be engraved on the shirt pocket of the uniform.

1.20 The successful bidder should disburse the salary for the previous month within 7 days of the succeeding month.

1.21 The Attenders who are deployed in the CTD are eligible for 1 day leave every month without any carry forward of the leave to the succeeding month.

1.22 The illustration for quoting the wages payable for different zones should be as under:

Salary Details of Outsource Attenders of CTD			
Sl No	Description	BBMP, All other City Corporations and Zilla Panchayath Institutions of the State	All Municipalities and Taluk Panchayath Institution of the State(Gradel)
		Post Notification of Labor Dept	
Expenditure of Government / Attender			
1	Basic	13,974.62	13660.02
Add	VDA {8398-7616 = 782 Points X 4 Ps X 30 Days}	2,223.60	2223.60
TOTAL - A		16198.22	15883.62
2	Employer's Share EPF @ 13 % on Basic + VDA	2,105.76	2064.87
3	Employee's ESI @ 3.25% on Basic+VDA {Sl No 1}	526.44	516.21
Total - B		18,830.42	18467.70
	Service charges - - - C	xxxx	xxxx
	GST@18% (on Total B + Service Charges C)	yyyy	yyyy
Grand Total		zzzz	zzzz

## 2. Scope of Work and Deliverables:

### 2.1 Overview:

The 53 attenders who are to be provided as per this tender are responsible for the upkeep of the offices of the Commercial Taxes Department wherever deputed. The department has a lot of interaction with the tax paying community who are reputed industrialists, Businessmen, Chartered Accountants, Advocates and various representatives of trade bodies such as FKCCI, KASSIA etc. The department needs to keep up its image before all these entities and therefore the attender plays a vital role in the upkeep of the office premises and to respectfully interact with all the entities mentioned above.



## 2.2 Providing and Managing of the Manpower:

The agency has to provide 53 attenders to the various offices mentioned in 'Para no. 1.14'. The actual distribution to the sub-offices will be made by The Joint Commissioner of Commercial Taxes (Admin), DGSTO, Mysuru Division Mysuru. These 53 Attenders will be working in the offices allotted to them and they will take the Day-to-Day orders from the head of the office to which they are allotted and the overall control of these 53 attenders will vest The Joint Commissioner of Commercial Taxes (Admin), DGSTO, Mysuru Division Mysuru.

### 2.3 Duties of the Attender:

- a. The attender has to come to the office to which he has been allotted at 9.00 AM in the morning or if informed in advance by the controlling officer, he should come at any specified time much earlier than 9.00 AM.
- b. The attender should open the office and ensure that the offices are kept in a neat and tidy manner. The attender shall clean all the Tables, Chairs, Furnitures etc of the officers and staff and also ensure that the floors of the respective offices are cleaned in co- ordination with the Housekeeping staff.
- c. The attender will deliver all the files/letters and other correspondence materials as directed by the officer in charge of the office to which he is allotted to the concerned offices to which the above have to be delivered.
- d. The attender will properly receive all visitors to the office where they are deployed in a polite manner and intimate the arrival of visitors to the head of the office where they are deployed.
- e. In case of meetings or conferences being held in the offices where they are deployed, the attenders will have to serve water and refreshments as directed by the head of the office to the visiting dignitaries.
- f. The attenders should be well versed in operating the Photocopying machines as and when required.
- g. The attenders will work till the head of the office or any staff of that office is working in the office beyond the normal working hours i.e. 5.30 PM and then close the office and lock it up and hand over the keys to the head of the office or the staff who were working in the office.
- h. In case the attender requires leave of absence, he should intimate well in advance to the head of the office and also to the agency, so that the agency provides an alternate attender in place of the attender who has availed leave.

### 2.4 Training requirements:

The agency that is providing the above attenders will have to train the attenders so deployed in the day-to-day office work and the attenders should be well versed in reading in Kannada and functional English so that they are able to read the addresses on the



letters and the file heading details which are being handled by them. The agency should train the attenders in the basic office procedures and good manners should be inculcated in the attenders so that they receive important dignitaries visiting the office in a respectable manner. The agency should train the attenders so that they can operate the photocopying machines efficiently.

## 2.5 Documentation and Replacement:

The agency providing the attenders should maintain the attendance of the attenders deployed and submit the attendance to the controlling officer i.e. the The Joint Commissioner of Commercial Taxes (Admin), DGSTO, Mysuru Division Mysuru. on a day-to-day basis. All details of payments made as wages to the attenders will have to be maintained meticulously by the agency and all wages shall be made only through NEFT/ECS mode. The agency shall also submit the details of EPF, ESI and GST payment made to the respective statutory authorities and only when the above details are furnished for the payments made in the previous month will the subsequent months payments will be processed.

**The agency shall develop a training material in Kannada for the attenders describing in detail the various Do's & Don'ts which should be scrupulously followed by the attenders.**

The agency supplying the above services should as to monitor and control the day to day deployment of the attenders and also attend to replacements in case of sickness or leave of the attenders deployed on a real time basis.

In case the attender is resigned/relieved from CTD due to deficiency/ complaint/ non satisfactory performance etc, Then agency shall provide a qualified attender within 7 days of time.

## 3 Notice Inviting Tender (NIT)

O/o The Joint Commissioner of Commercial Taxes  
(Admin), DGSTO, Mysuru Division, Mysuru  
Telephone No.080-2420367

No. JCCT/ADMN/DGSTO/MYSURU/e-Tender/CR-02/CTI/2024-25

Date: 08-07-2024

**Notice Inviting Tender for Providing Attenders to the Office of The Joint Commissioner of Commercial Taxes (Admin), DGSTO, Mysuru Division, Mysuru. Sealed tenders are invited by The Commissioner of Commercial Taxes (Karnataka), Bengaluru for the following Services:-**

Description of Tender	Required EMD
<b>Selection of Agency for Providing the services of Attenders to the office of The Joint Commissioner of Commercial Taxes (Admin), DGSTO, Mysuru Division, Mysuru (Details as per Annexure)</b>	<b>Rs.2,12,000/-</b>



- i. The tender document can be downloaded **through e-procurement portal of Government of Karnataka** (<https://kppp.karnataka.gov.in>) by prospective bidders willing to participate in this tender. The bidders shall necessarily register themselves in the above mentioned e-procurement portal of the Government of Karnataka. The tender should be submitted by the interested bidders through the e-procurement portal of the **Government of Karnataka** (<https://kppp.karnataka.gov.in>) in two parts. viz.,
- Part-A: Technical Bid  
Part-B: Commercial bid
- ii. The Technical bid should contain technical literature and certificates.
- ii. The Commercial bid should contain only the cost of the Services.
- iv. The last date and time for submission of tenders is as shown in the e-Procurement portal. The opening of technical bid will be held at this office on the date mentioned in the e-Procurement portal.
- v. Schedule:
- (i) Last date of submission of Tender (in case the submission date is declared a holiday, submission date will be next working day):- **18-07-2024 up to 4:00 PM.**
- (ii) The Technical Bid will be opened on:- **20-07-2024 at 11:30 AM**
- (iii) Financial Bid will be opened on: - **23-07-2024 at 11:30 AM.**
- vi. Technical bid & Financial Bid have to be submitted through e-Procurement portal.

Sd/-

Tender Inviting Authority

The Joint Commissioner Of Commercial Taxes (Admin)  
DGSTO, Mysuru Division, Mysuru



### 3.1 Tentative Bid Schedule

**Department of Commercial Taxes (Karnataka), Bengaluru**  
**Joint Commissioner of Commercial Taxes(Admin), DGSTO, Mysuru.**

**DATA SHEET**

1.	Description of Tender/RFP	Short Term Tender Document for providing services of Attenders on outsourcing basis.
2.	Tender Notice No.	No. JCCT/ADMN/DGSTO/MYSURU/e-Tender/CR-02/CTI/2024-25, Date:08-07-2024
3.	Name of the Tendering Inviting Authority	The Joint Commissioner of Commercial Taxes (Admin), DGSTO, Mysuru Division, Mysuru
4.	Name of the Tender Accepting Authority	The Joint Commissioner of Commercial Taxes (Admin), DGSTO, Mysuru Division, Mysuru
5.	EMD AMOUNT	<b>Rs.2,12,000/-</b> <b>[Rs. Two Lakhs and Twelve Thousand only]</b>
6.	Contract Period	24 Months (2 Years) from 01-08-2024 to 31-07-2026, further renewable for a period of 1 year upon the satisfactory performance of the contract during the 2 <sup>nd</sup> year on the same terms and conditions of the contract with mutual agreement between the contractor and contractee.
7.	Pre-bid meeting.	<b>12-07-2024</b> at 12.00 P.M.
8.	Last date & Time for submission for tender	<b>18-07-2024</b> (Time: 04.00 PM)
9.	Date, Time & Place of opening of Technical Bid(Part-A)	<b>20-07-2024</b> (Time: 11.30 AM) The Joint Commissioner of Commercial Taxes (Admin), DGSTO, Mysuru Division, Mysuru
10.	Time & Place of opening of Financial Bid (Part-B)	<b>On or After 23-07-2024</b> (Time: 11:30 AM) The Joint Commissioner of Commercial Taxes (Admin), DGSTO, Mysuru Division, Mysuru.
11.	Tentative Date of Signing of Contract	<b>25-07-2024</b> (Time: 5.30 PM) The Joint Commissioner of Commercial Taxes (Admin), DGSTO, Mysuru Division, Mysuru.
12.	Tentative Date for Supply of Services as per contract	01-08-2024
13.	Validity of Bid	180 Days
14.	PBG – Performance Bank Guarantee	5% of Contract Value
15.	Address & Venue of submission of Bid	Through e-Procurement portal of Government of Karnataka ( <a href="https://kppp.karnataka.gov.in">https://kppp.karnataka.gov.in</a> )
16.	Telephone No. and e-mail ID for contact	080-2420367 E-mail: jcctdgsto.mys@ctd.ka.gov.in



Tender Inviting Authority

The Joint Commissioner of Commercial Taxes (Admin),

DGSTO, Mysuru Division, Mysuru

**Joint Commissioner of  
Commercial Taxes (Admin.)**

**Divisional Goods and Service Taxes  
Mysuru.**



Division of Goods and Service Tax  
Commercial Taxes (Admin.)  
Joint Commissioner of

M.L.