



ಕರ್ನಾಟಕ ಸರ್ಕಾರ
(ವಾಣಿಜ್ಯ ತೆರಿಗೆಗಳ ಇಲಾಖೆ)

ವಾಣಿಜ್ಯ ತೆರಿಗೆಗಳ ಜಂಟಿ ಆಯುಕ್ತರವರ ಕಛೇರಿ (ಆಡಳಿತ) ಮೌ.ತೆ.ವಿ-3, ಕೊಠಡಿ
ಸಂಖ್ಯೆ: 205, 2ನೇ ಮಹಡಿ, ಟಿ.ಟಿ.ಎಂ.ಸಿ. ಬಿ-ಬ್ಲಾಕ್, ಶಾಂತಿನಗರ,
ಬೆಂಗಳೂರು-560027. ದೂರವಾಣಿ: 080-22221048, ಪ್ಯಾಕ್ಸ್: 080-22221184.

ಸಂಖ್ಯೆ : **JCCT/DVO-3/D1/C.R- /16-17**

ದಿನಾಂಕ: 23/01/2017

ಟೆಂಡರ್ ಪ್ರಕಟಣೆ

ವಾಣಿಜ್ಯ ತೆರಿಗೆಗಳ ಜಂಟಿ ಆಯುಕ್ತರವರ ಕಛೇರಿ(ಆಡಳಿತ), ಮೌ.ತೆ.ವಿ-3, ಶಾಂತಿನಗರ,
ಬೆಂಗಳೂರು ರವರ ಕಛೇರಿಯ ಕಂಪ್ಯೂಟರ್ ಅನಾಲಿಸ್ಟ್ ಸೇವೆಗಳಿಗೆ ಅರ್ಹ ಗುತ್ತಿಗೆದಾರರಿಂದ ದ್ವಿ-ಲಕೋಟೆ
ಪದ್ಧತಿಯಂತೆ ನಿಬಂಧನೆ ಹಾಗೂ ಷರತ್ತುಗೊಳಪಟ್ಟು ಟೆಂಡರ್ ಕರೆಯಲಾಗಿದೆ ಹಾಗೂ ಟೆಂಡರ್
ವಿವರಗಳನ್ನು ವಾಣಿಜ್ಯ ತೆರಿಗೆ ಇಲಾಖೆಯ ವೆಬ್‌ಸೈಟ್ <http://ctax.kar.nic.in> ಮೂಲಕ
ಪಡೆಯಬಹುದಾಗಿದೆ. ಟೆಂಡರ್‌ಗಳನ್ನು ಸ್ವೀಕರಿಸುವ ಅಧಿಕಾರಿಯು ಯಾವುದೇ ಕಾರಣ ನೀಡದೇ ಟೆಂಡರ್‌ನ್ನು
ತಿರಸ್ಕರಿಸುವ ಅಧಿಕಾರವನ್ನು ಹೊಂದಿರುತ್ತಾರೆ. ಹೆಚ್ಚಿನ ವಿವರಗಳನ್ನು ಈ ಕೆಳಗೆ ಸಹಿ ಮಾಡಿದ
ಅಧಿಕಾರಿಯವರ ಕಛೇರಿ ಸಮಯದಲ್ಲಿ ಹಾಗೂ ಮೇಲ್ಕಾಣಿಸಿದ ವೆಬ್‌ಸೈಟ್‌ನಿಂದಲೂ ಸಹ ಪಡೆಯಬಹುದು.

ಟೆಂಡರ್ ಅರ್ಜಿ ಸಲ್ಲಿಸಲು ಕೊನೆಯ ದಿನಾಂಕ: 15.02.2017ರ ಸಮಯ ಸಂಜೆ 4.00 ಗಂಟೆ

(ದ್ವಿ-ಲಕೋಟೆ ಪದ್ಧತಿ)

ಟೆಂಡರ್‌ನ ಬಿಡ್ಡಿನ ತಾಂತ್ರಿಕ ಲಕೋಟೆ ತೆರೆಯುವ ದಿನಾಂಕ: 17.02.2017ರ ಸಮಯ ಸಂಜೆ 5.00

ಗಂಟೆ

ಟೆಂಡರ್‌ನ ಬಿಡ್ಡಿನ ಹಣಕಾಸಿನ ಲಕೋಟೆ ತೆರೆಯುವ ದಿನಾಂಕ: 18.02.2017ರ ಸಮಯ ಬೆಳಿಗ್ಗೆ 11.00

ಗಂಟೆ

ವಾಣಿಜ್ಯ ತೆರಿಗೆಗಳ ಜಂಟಿ ಆಯುಕ್ತರು (ಆಡಳಿತ),
ಮೌಲ್ಯ ವರ್ಧಿತ ತೆರಿಗೆ ವಿಭಾಗ-3, ಬೆಂಗಳೂರು.



**GOVERNMENT OF KARNATAKA
COMMERCIAL TAXES DEPARTMENT
OFFICE OF THE JOINT COMMISSIONER OF COMMERCIAL TAXES
(ADMN), DIVISIONAL VAT OFFICE-3, 2ND FLOOR, TTMC 'B' BLOCK,
BMTc BUILDING, SHANTHINAGAR, BANGALORE-27.**

Telephone: 080 22221048

Telefax: 080 22221184

No No. D1/CR/ /16-17

Date: 23/01/2017

SHORT TERM e-TENDER NOTIFICATION

The Joint Commissioner of Commercial Taxes(Admn.), DVO-3, Bangalore in association with e-Procurement is inviting online e-Tender for providing Data Entry Operators to Department, for one year under two cover system/two parts (Techno Commercial Bid and Financial Bid) from reputed manpower supply agencies, registered in Karnataka State, who have adequate financial resources and experience.

Name of the work	No. of Personnel
Providing Data Entry Operators to the office of the Joint Commissioner of Commercial Taxes (Admn.), DVO-3, Bangalore	30

1. **EMD:** Rupees One lakh only.
2. The participating bidders will have to pay Earnest Money Deposit (EMD) and tender processing fees through e-Procurement portal by any of the four modes, i.e. Credit Card, Internet Bank, NEFT or OTC.
3. **Price Bid:** The Service Provider should quote only the service charges and applicable service tax for providing the Data Entry Operators.
4. The bidder can view the tender details from the websites – <http://eproc.karnataka.gov.in> and <http://ctax.kar.nic.in>
5. The Soft copies of the Bid documents can be downloaded from e-Procurement portal consisting of Pre-Qualification Requirements (PQR) and eligibility criteria of bidders, scope of the service to be provided, terms and conditions of contract to be complied with by the agency/by the bidders registered with e-Procurement for e-Tendering.
6. The technical bid shall include the Pre-Qualification Requirements (PQR) documents. The financial bids shall include the duly filled Schedule-I. Both the scanned technical and financial bids shall be uploaded. The technical bid containing PQR documents will be opened on as per the event specified above. For more details, visit the web site <http://eproc.karnataka.gov.in> and <http://ctax.kar.nic.in>
7. Both the Technical & Financial Bidding is through e-Tendering only. The bidders shall upload all the documents as per PQR for technical evaluation along with financial

evaluation through online only. The qualified Technical Bidders only will be considered for Financial Bids.

The authorities and schedule for bidding is as under:

I.	Designation and address of the procuring entity	Joint Commissioner of Commercial Taxes (Admin), DVO-3.
II.	Designation and address of the tender inviting authority	Joint Commissioner of Commercial Taxes (Admin), DVO-3.
III.	Designation and address of the tender accepting authority	Joint Commissioner of Commercial Taxes (Admin), DVO-3.
IV.	Last date and time for receipt of bid	15/02/2017, 05:00 PM
V.	Last date for submission of pre-bid query	13/02/2017
VI.	Pre-bid meeting	14/02/2017
VII.	Last date for response on pre-bid query by CTD	14/02/2017
VIII.	Date, time and venue for opening of technical bid;	17/02/2017 at 05:00 PM
IX.	Date, time and venue for opening of financial bid;	18/02/2017 at 11:00 AM
X	Telephone No. and e-mail ID for contact.	Ph: 080-22221048 Email: jcct3dvo@gmail.com

Joint Commissioner of Commercial Taxes
(Administration), DVO-3, Bangalore.

1. Pre-qualification requirements of Agencies/Bidders [PQR conditions]:

- (i) The Agencies should have provided at least 100 computer skilled Data Entry Operator to two or more State/Central Government Departments/organizations/undertakings/corporations for at least two financial year in last two years 2014-15 and 2015-16 and should have rendered services satisfactorily. (Documentary proof in the form of certificate issued by the department / organization / undertaking for satisfactory services rendered shall be scanned and uploaded. The office of the Joint Commissioner of Commercial Taxes (Admn.), DVO-3 Bangalore will verify the documents with the concerned wherever necessary. However, documents like service agreements work orders etc. will not be considered for the purpose)
- (ii) The annual turnover of the Agency shall not be less than Rupees 500 Lakhs for the last two financial years (i.e. 2014-15 and 2015-16). The agency shall upload a copy of the audited Balance Sheet and Profit and Loss Account duly certified by a Chartered Accountant for the years mentioned above as proof in this regard. (Documents like self-certification of turnover, certified income statement prepared for filing IT, etc. will not be considered).
- (iii) The agency shall upload the copies of the following Documents:
- a) Registration Certificate of the establishment from the Govt. of Karnataka, Department of Labour.
 - b) Certificate of Registration under the Employees State Insurance Act (ESI)
-Previous half yearly and yearly statements/returns submitted to ESI authorities for each employee.
 - c) Provident Fund Registration Certificate issued by the Regional Provident Fund Commissioner
-Previous statement of yearly returns submitted to PF authorities for each employee.
 - d) Service Tax Registration Certificate.
 - e) Certificate of Registration under Professions Tax issued by the Professional Tax Officer, Govt. of Karnataka.
 - f) Copy of the PAN card of the agency.
 - g) Any other registrations required as per the existing laws relating to providing manpower services (copies of certificates should be uploaded).
- (iv) Agencies whose contracts have been terminated / foreclosed by any company / firm during the last 3 years due to non-fulfilment of contractual obligations are not eligible to bid. The agency should clearly specify and submit the letter in writing separately stating that they do not fall under this category.
- (V) Supplier should have ISO Certified agency.
- (VI) The bidder should be a company / LLP registered under the companies Act,1956
- (VII) Agencies should have local ESI code.
2. The agencies shall submit a check list with details of documents on which reliance has to be laid by the Department to ensure fulfilment of PQR conditions prescribed herein (i.e. for the points mentioned in the 1(i) to 1(vii) above)
3. The Financial bid of the agencies which do not meet the Pre-Qualifying Requirements (Technical Bids) will not be considered.

4. The Joint Commissioner of Commercial Taxes (Admin), DVO-3 shall cause examination of PQR documents of agencies and on that basis a list of qualified bidders will be prepared and intimated to the Agencies concerned
5. The second bid containing financial bid of the qualified bidders only will be opened.

GENERAL INFORMATION

1. Tenders shall be valid for a period of 60 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 tenders are liable for rejection.
5. Tenders without or insufficient amount of EMD will be rejected.
6. Intending tenderers can have detailed information from the office during office hours.
7. The Commissioner of Commercial Taxes [Karnataka] reserves the right to reject any or all tenders without assigning any reasons.
8. The successful tenderer shall enter into a contract agreement on a non-judicial stamp paper of Rs.200/-[Rupees Two hundred only] with terms and conditions as per the format specified by the Commissioner of Commercial Taxes [Karnataka].
9. Security deposit as prescribed in the contract document would be collected at the time of entering into agreement.
10. The rates quoted should be the net rate of service charges payable per Data Entry Operator per month to the agency excluding the cost of Rs. /-payable to each Data Entry Operators supplied after deducting PF,EST, and other statutory requirements including the employer's contribution.
11. The bidder/agency shall submit their quotations in Schedule-I annexed to the tender documents.
12. The successful bidder shall provide the Data Entry Operators as and when requisitioned by the authorizes officer of the office of the Commissioner of Commercial Taxes [Karnataka] and suitability of each Data Entry Operators will be screened by the Department before his/her services are accepted. The request may be through e-mail, oral, telephonic or written. Failure to comply with the request will entail recovery of the cost of providing such services as worked out by the Commissioner of Commercial Taxes [Karnataka]. The successful bidder shall deploy Data Entry Operators as and when ordered and within such time as may be decided by the Commissioner of Commercial Taxes [Karnataka]/Authorised officer, failing which penalty at 2 times the agreed rate per day will be levied per Data Entry Operator not deployed during the first two days, the penalty will be levied at 4 times. Of the rate agreed per day per Data Entry Operators.

13. Payment by the service provider/agency to his/her Data Entry Operator working in the office of the Commissioner of Commercial Taxes {Karnataka} shall be made crediting the amounting the individual bank account of the concerned Data Entry Operator. Similarly PF and ESI contribution shall go the individual Data Entry Operator's account. No other mode of payment will be accepted by the office of the Commissioner of Commercial Taxes [Karnataka]. The statement of disbursal of salaried/remuneration for a particular month duly certified by the Bank should be submitted by the Agency with bills of next month to the office of the Commissioner of Commercial Taxes [Karnataka] to be eligible for payment.
14. 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.
15. The duration of the contract is for 12 months, extendable for any further period by mutual consent with same terms and conditions of the agreement executed. However, the contract can be terminated by either party on three months' prior in writing notice.
16. The Agency should not sublet the contract. If the Agency is found to have sublet the contract, the contract will be terminated at the risk and cost of the contractor concerned.
17. The agency shall furnish salary slip to all its employees indicating Net alary/wages after deduction of statutory payments.
18. The agency shall be responsible to fulfil all statutory obligations such as remittances of service tax, ESI/PF,etc. in respect of each Data Entry Operator Deployed under this contract.



**GOVERNMENT OF KARNATAKA
COMMERCIAL TAXES DEPARTMENT**

**GENERAL TERMS AND CONDITIONS OF THE CONTRACT FOR
PROVIDING DATA ENTRY OPERATORS**

1. The expression ‘service’, ‘job’ or ‘duty’ used shall mean that Data Entry Operators, required by the office of the Joint Commissioner of Commercial Taxes [Karnataka]
2. The ‘Department’ means the office of the Commissioner of Commercial Taxes [Karnataka].
3. The ‘Agency/Contractor’ means the Agency to whom the work of providing Data Entry Operators is awarded.
4. ‘Data Entry Operators’ means, Data Entry Operators deployed by the Agency.
5. ‘Notice in Writing’ shall mean a notice written, typed or printed charges sent [unless delivered personally or otherwise proved to have been received] by courier/registered post to the declared business address of the Agency.
6. ‘Deficiency in service’ means, not deploying the full contingent of the Data Entry Operator Requisitioned on time, non-replacement of Data Entry Operator who 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 Data Entry Operator 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.
7. ‘Premises of Department’ means the office of the Joint Commissioner of Commercial Taxes. Whenever in this contract the words ‘Directed’, ‘Required’, ‘Ordered’, ‘Desired’, ‘Considered’, ‘Necessary’, or like words are used, it shall be understood that the directions, requirements, permissions, order, etc. of the Additional Joint Commissioner of Commercial Taxes.
8. Qualification of Data Entry Operators: Data Entry Operators to be deployed by the agency should possess at least a minimum educational qualification of 10+2[PUC] and should be able to read and write in kannada but also be proficient in typing kannada and English mandatorily. The Data Entry Operators need to be proficient in the data entry and data analysis and should be good in working on MS-Word, MS-Excel and Internet. Suitability of each Data Entry Operators will be screened by the Department before his/her services are accepted. Data Entry Operators shall have minimum one year experience in Central/State/ Reputed Private/Public Departments /Organizations in providing similar services.
9. The numbers of Data Entry Operators required can be increased/decreased at the discretion of Department at any point of time during the period of contract as per law.

The rate payable/deducted on such increase/decrease shall be at the same rate as per the contract/exiting rate. It is mandatory on the part of the Agency either to increase/decrease the number of Data Entry Operators as and when directed immediately.

10. For all matters arising out of this contract either between the agency and the company or between the Data Entry Operator deployed by the agency with the company/ agency, the jurisdiction of the court shall be at Bengaluru.
11. The Data Entry Operators deployed by the agency shall be the employees of the Agency concerned and they shall not have any connections with the employees of the Department. The Department will not be responsible for any un-authorized acts of the Data Entry Operator and for any damage/injury sustained by the Data Entry Operators in the course of his work/duty.
12. The Contractor shall make the payment of wages/salaries to Data Entry Operators deployed through individual Bank Account only and shall arrange to remit all statutory deductions like EI/PF to the designated authorities along with the Agency's contribution as per law, at the applicable rates within the stipulated time limits.
13. The Agency shall also produce the documents for having paid PF/ESI contribution towards each employee's account along with Agency's contribution to the designated Authorities, from time to time. The agency will be fully and solely responsible for any violations under the above statutes. If it fails to do so it will be a breach of contract and the CTD at its discretion can cancel the contract The Agency shall also be liable for any pecuniary liability arising on account of any violation of the provisions of the relevant laws.
14. The Agency shall submit the PF and ESI remittance challans of the Data Entry Operators deployed under this contract separately with specific remittance details of PF and EST contributions to the statutory authorities at the agreed rates along with the monthly bills. The agency shall also submit the copy of remittance of service tax to the appropriate authorities along with the bills.
15. The Agency shall disburse the salary to its Data Entry Operator deployed as quoted in Schedule I annexed to the tender documents. The Agency shall further agree that it would make timely payment of wages to its employees without unauthorized deductions and shall also be responsible to fulfil all statutory obligations such as remittance of PF/EST etc., in respect of its Data Entry Operators posted under this contract. If it fails to do so, it will be a breach of contract and the Corporation at its discretion can cancel the contract. The Agency shall also be liable for any pecuniary liability arising on account of any violation of the provisions of the relevant laws.
16. The Agency shall issue a formal appointment letter to all the Data Entry Operator deployed under this contract indicating the name, designation, age, salary, amount of PF contribution of both employer and employee, the amount of ESI contribution of both employer and employee as required under Contract Labour [R&A] Act, 1970 within 15 days of deployment and submit copy of the same duly received by the appointee to the CTD for reference and records of Commercial Taxes Department.
17. The agency shall furnish half yearly/yearly returns, employee wise, showing details of amount of statutory payments such as ESI/PF remitted to the concerned authorities.

18. The agency shall issue photo ID cards to all its employees with the agency's Logo and Name and Designation of the employee deployed within a period of one month.
19. The Agency shall maintain proper record pertaining to the Data Entry Operators deployed including the wage slip, disbursement of wages, remittances of statutory payments to the various statutory authorities and present the same to the Department/Officers of the concerned authorities whenever called for.
20. The agency shall maintain the acquaintance/pay roll and other relevant particulars pertaining to deployed Data Entry Operators and shall be made available for inspection by the officer of the Department and other statutory authorities as and when so required.
21. Whenever the Agency fails to provide Data Entry Operators as requisitioned by the Department, it shall be lawful for the Department to avail the service departmentally or otherwise and the cost incurred shall be deducted from the amounts due to the Agency.
22. The agency shall provide all the relevant particulars of the Data Entry Operator proposed to be deployed in the Department along with originals of the relevant certificates/documents relating to their educational qualification and work experience to the Department and only after approval, deploy them for work in the Department.
23. If any Data Entry Operator employed by the Agency are considered undesirable by the Department, it shall be the responsibility of the Agency to remove the said person or persons from the work. Such persons cannot be re-deployed by the Agency for any other work of the Department without the specific permission of the Department.
24. The Agency should not sublet the contract. If the Agency is found to have sublet the contract, the contract will be terminated at the risk and cost of the contractor concerned.
25. 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 Agency.
26. The Department shall not be held responsible or called upon to make good any losses/costs incurred by Agency on account of factors beyond its control such as legal implications accidents, illegal actions of the Data Entry Operators deployed, etc., or for any reasons whatsoever.
27. The scope of service is liable for alteration by way of deletions or additions at the discretion of the Department at any time.
28. The Department including the authorized Officers of the Department shall have the power to issue notice in writing and to instruct/direct the agency to make alternations/variations in the assigned work/change the deployed staff.
29. The Agency shall obey all relevant Central, State and local regulations and enactments pertaining to contract Data Entry Operator and the Commissioner of Commercial Taxes shall have the right to inquire into and decide all complaints on such matters.
30. All compensations or other sums of moneys payable by the Agency to the Department under the terms of this contract may be deducted from its security deposit or from any sums that may be due or may become due to the Agency by the Department on any

account whatsoever and in the event of security deposit being reduced by reasons of any such deduction the Agency shall, within 10 days thereafter make good the shortfall in the security deposit referred to above.

31. If the Agency fails to provide the Data Entry Operators services satisfactorily during the currency of the contract, the Department shall have the power to enter upon and take possession of the works and engage any other person, firm or agency to complete the works. Any extra cost incurred by the Department due to such failure on the part of the Agency shall be recovered from the Agency.
32. The antecedents of the Data Entry Operator engaged by the Agency for deployment should be verified through local police or by any other Government Agency and shall be responsible for the good conduct of its staff while on duty as well as off duty in Department's remises and the staff shall behave like responsible persons at all times. The staff should not be found developing familiarity with the employees of the Department.
33. The Agency will be held responsible for all the acts of the Data Entry Operators with all risks arising from carelessness, negligence or damage or loss by theft, pilferage etc. and the agency shall undertake to compensate the losses arising from such acts of Data Entry operators to all the concerned including Commercial Taxes Department.
34. The agency shall arrange a training program/workshop to the Data Entry Operators at the beginning of the deployment to make them understand the nature of work they shall carry by inviting the experts in the field and officers of the Commercial Taxes Department.
35. Confidentiality:

The Contractor will be exposed by virtue of the contracted activities, to internal business information of CTD, affiliates, business partners and/ or customers. The Contractor would be required to provide an undertaking that they will not use or pass to anybody the data/ information derived from the proposed data warehouse in any form. The Contractor must safeguard the confidentiality of the CTD's business information, applications and data. For this Contractor and employees of Contractor are required to sign Non-disclosure agreement with CTD.

Disclosure of any part of the afore mentioned information to parties not directly involved in providing the service requested, unless required to be so by the Court of Law or other statutory Authorities, could result in premature termination of the contract. The CTD may apart from black listing the Contractor, initiate legal action against the Contractor for breach of trust. The Contractor shall also not make news release, public announcements or any other reference on Request for proposal or contract without obtaining prior written consent from the CTD.

36. BREACH OF TERMS AND CONTRACT

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

- Failure to deploy the required number of Data Entry Operators within the prescribed time limit.
- Failure to make/submit details/proof of Salary, PF, EST, and other statutory remittances in respect of any of the Data Entry Operator deployed by the agency at the prescribed rate within the prescribed time limit.
- Deduction from the net salary payable to the Data Entry Operator deployed, of any amount not being any stator levy or contribution and collection of any amount either directly or indirectly from the Data Entry Operator deployed as commission or fee or any other amount either before their deployment or any time during their deployment in the Department.
- Failure to submit the relevant documents/registers pertaining to the Data Entry Operators deployed under the contract for inspection either to the statutory authorities or to Commercial Taxes Department when such request is made.
- Deficiency in service, like not replacing the persons in place of absentees, underperformers, persons suspected of carrying out fraudulent transaction etc. whenever such requests remade by the Department.

It is open to the Department to initiate the following penal actions against the agency on breach of any of the above terms:

- a) At first instance to issue warning notice clearly narrating the incident of breach asking the agency to submit its explanation and the action the agency 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 of penalty of rs.50,000/-. If the same persists further, the contract will be terminated and the agency will be blacklisted after forfeiting EMD/SD.
 - d) This does not preclude the Department from necessary directly attributable losses on account of the actions of an employee of the agency from any available legal options including forfeiture of security deposit.
37. The successful agency shall have an established office in Bengaluru. The agency 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.
38. The Data Entry Operator deployed under this contract shall have good personality and should be presentable and pleasant in their manners. They should be able to identify

important officers of the Department. The age of the Data Entry operators posted by the agency shall not exceed 35 years. The Data Entry Operators deployed should be properly briefed by the agency regarding the activities of the Department and the scope of service expected from them and the same shall be checked periodically if need be, with occasional visits by the senior officers of the Agency for their effective functioning.

39. It is the responsibility of the agency to thoroughly check the antecedents of the Data Entry Operators deployed under this contract and shall be responsible for the good conduct of its staff while on duty as well as off duty.

40. REPLACEMENT:

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

41. DURATION AND TERMINATION OF CONTRACT:

The duration of the contract is for a period of 12 months, extendable for any other period by mutual consent. However, the contract can be terminated by either party on three month's prior written notice.

38. PREMATURE TERMINATION OF THE CONTRACT:

If the services of the Data Entry Operator deployed by the Agency 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.

39. SCOPE OF SERVICE

The office of the Commissioner of Commercial Taxes in Bengaluru oversees administration of the various commercial tax enactments in Karnataka To improve tax compliance and make tax administration effective with optimal use of its limited resources the Commercial Taxes Department has adopted IT on a massive scale in its day to day functioning. MIS reports generated from the data gathered from returns and other periodical statements and documents furnished by tax payers are analyzed for ensuring prompt recovery of revenue, detection of attempts of tax evasion and also assisting in policy formulation at Government level. With the use of suitable modules progress of assessment of taxes recovery of taxes due, disposal of appeals/revision against assessments made, etc, are monitored and also the performance of the departmental Data Entry Operator evaluated to enable policy/administrative intervention wherever necessary.

The agency should carefully examine the risks and responsibilities involved and offer the rates. Once the rates are accepted, the Department will make payments to the agency at the same rate and will not entertain any other claim of agency for any reason of whatsoever. The rates offered should be net.

The Functions of Data Entry Operators is broadly defined as follows:

- Prompt entry of accurate and correct data declared/furnished in various

periodical statements/formats by tax payers/sub-ordinate offices.

- Generation of various MIS reports.
- Analysis of the MIS and other reports.
- Submission of the findings to the controlling officer for necessary action.
- Implementation of follow-up action as decided by the controlling officer including drafting/entry/printing of letters, notices, orders, proceedings, etc.
- Regular upkeep of hardware and software provided and reporting any instance of malfunction or need of repair/service.
- Any other work which is accidental or incidental to the above assigned by the JCCT, D.V.O-3.

43. Financial bids of agencies which do not satisfy the PQR conditions [Technical bid] will not be considered.

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

45. 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.

46. SECURITY DEPOSIT/PERFORMANCE SECURITY

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

47. The Department agrees to make payment to the agency against monthly service bill provided the same is correct in all respects, within 15 days from the date of submission of bill by the Agency.

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

49. To prevent disputes and litigations, it shall be accepted as an inseparable part of this contract that in matters regarding work, interpretation of contract, Mode of procedure and carrying out the work, the decision of the Commissioner of Commercial Taxes [Karnataka] shall be final and binding on the Agency.

50. The Department reserves the right to extend or foreclose the contract depending upon the exigency and the agency shall continue to provide Data Entry Operators on the same

terms and conditions of the contract during the extended period in the event of any extension given.

51. If any loss or damage is caused to the Department by non-compliance of the obligations under this agreement by the agency, the Agency is liable to make good such losses and the Department shall be entitled to recover the same from the Agency.

52. The arrangement between the agency and the Department is on principal to principal basis and neither of them shall be treated as the agent of the other.

Schedule-I
COMMERCIAL TAXES DEPARTMENT,
GOVERNMENT OF KARNATAKA OFFICE OF THE JOINT
COMMISSIONER OF COMMERCIAL TAXES

Price Bid for deploying Data Operators

Sl.No.	Particulars	Rate per person per month	Total Amount for 30 persons for 12 months
01	Gross salary payable to each Data Entry Operators per month including all amounts payable towards statutory contributions/benefits and all amounts to be deducted/remitted towards statutory dues/payments	Rs.	Rs.
02	Service charge of contractor and Service Tax	To be quoted by the Bidder	To be quoted by the bidder
	Total		

Date:

Place:

Note: Bidder shall enter only the total amount for persons for 12 months in e-procurement portal. If there is any change in statutory levy the CTD will pay the amount as per the changes in statutory levies.

Schedule – II

Self-confirmation of the tenderer for PQR Evaluation

1. Confirmation for having experience of providing security services for minimum period of 1 year [please tick whichever is applicable] : Yes/No
2. List of department/organization/undertaking/corporation where service of computer skilled Data Entry Operator have been provided during the last 2 years.
 - a] Name & address the department/organization/undertaking/corporation
 - b] Designation of official certifying the service
 - c] Last three years details.

Year	No. of Computer skilled Data Entry Operator provided	Nature of Duty	Approximate bill value in Rs.	Whether reflected in the balance sheet
2014-15				
2015-16				

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

3. Confirmation for providing computer skilled Data Entry Operator
 - a] Minimum 100 computer skilled Data Entry Operator provided :Yes/No
 - b] Minimum Educational Qualification 10+2[PUC] :Yes/No
4. Office details in Bengalure including the name of the contact person, designation, e-mail id & telephone number :

**GOVERNMENT OF KARNATAKA
COMMERCIAL TAXES DEPARTMENT
PART-I**

Tenders in two cover system duty uploaded by the Registered Manpower Supply Agencies will be received by the Joint Commissioner of Commercial Taxes.

1. Name of Service
2. EMD:Rs One Lakh
3. The bidders can view the tender details from the websites- <http://eproc.karnataka.gov.in> and <http://ctax.kar.nic.in> For further information, please contact help desk phone number
4. Tender documents shall be submitted online Procurement portal.
5. The participating bidders will have to pay Earnest Money Deposit[EMD] of one lakh rupees to be paid through e-Procurement portal through any or modes i.e. Credit Card, Internet Bank [Direct Debit], EFT [National electronic Fund Transfer] or OTC [remittance at the bank counter].
6. The validity of the offer shall remain open for a period of ninety days from the date of opening of tenders[financial bids]. If any tenderer withdraw his tender before the said period or makes any modifications in the terms and the conditions of the tender, then the Joint Commissioner of Commercial Taxes DVO-03 Shantinagar Bangalore-27 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 Joint Commissioner of Commercial Taxes who reserves the right to accept or reject any or all tenders without assigning any reasons therefor.
8. Submission of the tender by the Agency I implies that these conditions of contract have been read and is aware of the scope of the service and the number of Data Entry Operators to be deployed.
9. 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.
10. The tenderer 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.

- 11. Security Deposit:** The successful Agency should pay Security Deposit equivalent to 5% of the value of the contract amount put to tender for due performance of the contract.
- 12.** The successful agency is liable to comply with all laws applicable, including labour laws.
- 13.** The successful tenderer 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 tenderer to execute the contract agreement within 30 days from the receipt of written communication of letter of acceptance to this effect, would entail rejection of tender and forfeiture of EMD.
- 14.** Applicable taxes, as per rules in force will be deducted from the bills payable to the agency.
- 15.** Rejected Bidder's EMD shall be refunded.



**GOVERNMENT OF KARNATAKA
COMMERCIAL TAXES DEPARTMENT
PART-II**

To:
The Joint Commissioner of Commercial Taxes
DVO-03 Shantinagar
BENGLURE -560027.

Sir,

**TENDER FOR PROVIDING DATA ENTRY OPERATORS TO
THE OFFICE OF THE JOINT COMMISSIONER OF
COMMERCIAL TAXES, D.V.O-3, [KARNATAKA],
BENGALURE-27**

I/We.....do
hereby tender for Data Entry Operators to the office of the Commissioner
of Commercial Taxes [Karnataka] as per the quoted rates and in all respects
in accordance with the conditions applicable.

NATURE OF SERVICE: PROVIDING DATA ENTRY OPERATORS

I/We have paid an amount of Rs. 1 lakh 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 is accepted; I/we agree to pay 5% of
contract value towards security deposit for the due fulfilment of the contract.

If this tender is accepted, I/We agree to abide by and fulfil 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 hereby distinctly and expressly declare and acknowledge that
before submission of this tender; I/We have carefully followed the
instructions and I/We have made examination of contract documents and
locations where the Data Entry Operators are to be provided.

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 gives herein.

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

Dated this.....day of.....2017.

CONTRACTOR



GOVERNMENT OF KARNATAKA
COMMERCIAL TAXES DEPARTMENT
[KARNATAKA]

To:

Sir,

DECLARATION

[To be given by the Contractor at the time of uploading the completed tender]

<p>NATURE OF SERVICE: PROVIDING DATA ENTRY OPERATORS TO THE JOINT COMMISSIONER OF COMMERCIAL TAXES DVO-3 SHANTINAGAR BENGALURE-27</p>

I/We have read the Tender documents and related matters carefully and diligently and that I/We have uploaded the tender having studied, understood and accepted the full implications of the agreement.

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

CONTRACTOR