



**BRUHAT BENGALURU MAHANAGARA PALIKE**  
**Office of the Deputy Chief Information Officer-IT, 2<sup>nd</sup> Floor,**  
**Annex Building-2 NR Square, BBMP, Bengaluru - 560002**  
**Ph: 9480688000, E-Mail: [dcio-it@bbmp.gov.in](mailto:dcio-it@bbmp.gov.in)**

**No.BBMP/2024-25/SE1192**

**Dated: 31-12-2024.**

**Short Term Tender Notification**

The Deputy Chief Information Officer, BBMP IT Department on behalf of Chief Commissioner, BBMP invites Proposals through Karnataka Public Procurement Portal for Provision of Call Center Services for eKhata Citizen HelpDesk for BBMP.

All interested bidders shall submit their Technical and Commercial bids electronically through Karnataka Public Procurement Portal (<https://kppp.karnataka.gov.in>).

The tender schedule is as mentioned below:

Tender Notification No	<b>BBMP/2024-25/SE1192</b>
Date from which Bid document is ready for download through Karnataka Public Procurement Portal of Government of Karnataka ( <a href="https://kppp.karnataka.gov.in">https://kppp.karnataka.gov.in</a> )	31-12-2024 onwards 90 days
Last date for seeking clarification if any	08-01-2024 16:30 Hours
Date of Pre-bid Meeting and venue	08-01-2025 17:00 Hours Venue: Office of Special Commissioner (Revenue and IT), BBMP head office, 1 <sup>st</sup> floor, N R Square, Bengaluru-560002
Last date and time for uploading of tender in Karnataka Public Procurement Portal platform	15-01-2024 17:00 Hours
Date and time of opening of tenders: Technical Bid & Technical Evaluation	16-01-2024 17:10 Hours
Date and time of opening of tenders: Commercial Bid (If Possible)	Immediately after Technical Evaluation is done & Proceedings thereof is uploaded on the eProcurement Portal
Contact Person for queries	DCIO, BBMP IT Section, Telephone: 9480688000, E Mail: <a href="mailto:dcio-it@bbmp.gov.in">dcio-it@bbmp.gov.in</a>

DCIO IT/67L/463/24-25  
 01/01/2025  
 DCIO IT/67L/1407/24-25  
 01/01/2025

Place of Opening of Tenders and Address for communication	Office of the Deputy Chief Information Officer-IT, 2nd Floor, Annex-2 Building, NR Square, BBMP, Bengaluru - 560002
EMD Amount	Rs.3,00,000/-

**Note:** Completed tender shall be uploaded through Karnataka Public Procurement Portal system only in the manner described under instructions to Tenderers of RFP Documents on or before the last date & time stipulated.

*Dr. Manj 24/3/12*  
Deputy Chief Information Officer - IT  
Bruhat Bengaluru Mahanagara Palike

Copy Submitted for Information:

1. PS to the Administrator, BBMP.
2. PS to the Chief Commissioner, BBMP.
3. PS to the Special Commissioner (IT / Revenue / Advertisement / Estate), BBMP
4. Deputy Commissioner (IT), BBMP for necessary Action.
5. Office Notice Board / Additional Copy.