



**Government of Odisha
Office of Special Relief Commissioner**

No. 2137 /R&DM(DM)

Date: 10/06/2024

TENDER CALL NOTICE

Quotations are hereby invited from registered firms / outsourcing agencies for outsourcing of office management and IT support services/ activities in State Emergency Operation Centre in the Office of Special Relief Commissioner, Revenue & DM Department Odisha for a period of one year i.e. from 01.07.2024 to 30.06.2025.

The intending registered firms / outsourcing agencies may submit quotations along with other supporting documents to the office of the Special Relief Commissioner, Rajiv Bhawan, Bhubaneswar latest by date **25.06.2024 (5.00PM)** through registered post / speed post/courier.

The prescribed quotation is available in the website <https://odisha.gov.in/> (link:- <https://odisha.gov.in/state-tenders-advertisement> & <http://srcodisha.nic.in> (<http://srcodisha.nic.in/tender.php>).

The authority reserves every right to reject all or any of the quotation without assigning any reason thereof.

Memo No. 2138 / R&DM (DM)

Date: 10/06/2024


Additional Special Relief Commissioner

Copy (both in hard & soft) forwarded to Director, Information & Public Relation Department for kind information and necessary action. It is requested to publish the above quotation notice in one Odia daily newspaper for one day and send copy of the publication to the undersigned for reference.


Additional Special Relief Commissioner

Memo No. 2139 / R&DM (DM)

Date: 10/06/2024

Copy along with the copy of tender document (softcopy) forwarded to Officer in charge State Web Portal for publication of the tender document in the State Web Portal.


Additional Special Relief Commissioner



**Government of Odisha
Office of Special Relief Commissioner**

Tender Call Notice No. 2137 /R&DM(DM) Date: 10/06/2024

Sealed tenders are hereby invited from the registered firms / out-sourcing agencies for outsourcing of office management and IT support services/ activities in State Emergency Operation Centre of Special Relief Establishment, Revenue & DM Department, Rajiv Bhawan, Bhubaneswar as Communication Support Staff for a period of one year i.e. from 01.07.2024 to 30.06.2025.

DETAILS OF REQUIRED MANPOWER:

SL No.	Service Support	Number
1	IT Assistant	7 (Seven)
2	Driver	2 (Two)
3	Attendant	5 (Five)

REVISED RATE OF REMUNERATION (EFFECTIVE FROM FEBRUARY 2024)							
SL NO.	EXISTING MONTHLY REMUNERATION	REVISED MONTHLY REMUNERATION BASED ON YEARS OF EXPERIENCE					
SL NO.	WAGES PER MONTH	Less than 5 years	5+ to 10 years	10+ to 15 years	15+ to 20 years	20+ to 25 years	More than 25 years
1	10100	12600	13600	14600	15600	16600	17600
2	10500	13100	14100	15100	16100	17100	18100
3	10900	13600	14600	15600	16600	17600	18600
4	11100	13900	14900	15900	16900	17900	18900
5	11200	14000	15000	16000	17000	18000	19000

6	11500	14400	15400	16400	17400	18400	19400
7	11900	14900	15900	16900	17900	18900	19900
8	12500	15600	16600	17600	18600	19600	20600
9	21100	26400	27400	28400	29400	30400	31400

NB: As per General Administration & PG Department Resolution No. 7982/GAD dt.07.03.2024, the consideration has been revised. The Employer's contribution towards EPF and ESI will be over and above the aforesaid consideration subject to satisfactory proof of such contribution made.

ELIGIBILITY CRITERIA:

- I. The agency must have successfully undertaken similar nature of works for at least five years. Similar nature of work means the agency must have undertaken similar support services to Central Govt./State Govt./Public Sector Undertakings/Reputed Private Organizations
- II. The agency ought to have valid EPF Code, ESI in its name issued by RPFC, Odisha Circle, GST Registration Certificate, ESI Registration Certificate issued by the competent Authority.
- III. Must have provided similar Manpower Support Services to at least three Government/ Semi-Government Public Sector Undertaking clients successfully (uninterrupted/ continuous) for a period of minimum 3 years during the last 5 financial years i.e. 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24. (Self-attested copies of the Completion Certificates/ Performance Certificates from the Employers to be furnished along with the technical proposal).

BID SYSTEM & EVALUATION AND SELECTION:

- a. The bidding will be of two bid system i.e. Technical bid in Part I (ANNEXURE- I) and Financial Bid in Part -II (ANNEXURE- II) through Quality Cost Based process. **The minimum rate of service charges as prescribed by Finance Department shall be the basic minimum which any manpower Agency can quote. Any rate less than the minimum shall not be accepted.**
- b. The minimum qualifying score in technical evaluation shall be 75% out of 100 marks and the financial proposals of the bidders who secure minimum 75% marks in technical evaluation shall be opened. The format for the technical evaluation is given at Annexure-III. 30 marks should be given to minimum rate quoted and proportional marks would be reduced for higher rate quoted.
- c. Contract shall be awarded to the bidder whose bid will be determined to be substantially responsive, otherwise not defective and who secures **highest combined technical and financial score**. In case two bidders secure the same highest combined score, the bidder with the highest average annual turnover during the last 5 financial years i.e. 2019-20, 2020-21 , 2021-22, 2022-23 & 2023-24 will be awarded the contract. In case of further dispute, authority has the power to follow any method, not specified here.

RIGHT TO REJECTION:

- a. The agency is expected to quote minimum approved rate for monthly consideration of above manpower after careful analysis and the rate of service charges. In case it is noticed that the rates quoted by the agency for any category is unusually high or unusually low in respect of Service Charge, it will be a sufficient cause for rejection of the quotation for the sake of quality

work, unless Special Relief Commissioner is convinced about the reason of the rates on analysis of such rate.

- b. The Special Relief Commissioner reserves the right to reject any or all the quotations received without assigning any reason thereof and the agency shall not be entitled to get any costs, charges or expenses incidental to or connected with preparation and submission of its quotation documents.
- c. Canvassing in connection with quotation/documents containing uncalled for remarks are liable to be rejected.
- d. Quotation with any modification(s) and/or special condition(s) of the agencies or with any rider is liable to rejection.

WITHDRAWAL OR MODIFICATION OF QUOTATIONS:

No request for withdrawal or modification will be entertained after the last date of submission of Quotation.

EMD:

- a. The technical bid must be accompanied with an **EMD of Rs.25,000/- (Rupees twenty five thousand) only** as per quotation notice in shape of Bank Draft drawn in favour of The Special Relief Commissioner payable at Bhubaneswar. No interest will accrue on the Earnest Money.
- b. Quotation without prescribed earnest money will be rejected.
- c. The earnest money will be refunded in case the quotation process is cancelled by the Special Relief Commissioner.
- d. **Performance Security of Rs.1,15,000/-(Rupees one lakh fifteen thousand)only** shall be deposited by the successful bidder with the Special Relief Commissioner in shape of Bank Draft/ NEFT/RTGS drawn in favour of the Special Relief Commissioner payable at Bhubaneswar . The Performance Security shall be refunded after successful completion of the contract agreement.
- e. The earnest money deposit of the un-successful agencies will be refunded immediately without interest after the execution of the contract agreement with the selected agency.
- f. The EMD will be forfeited if the Agency refuses to take up the work at the quoted price.
- g. If any Agency is selected for award of the contract after evaluation of Bid and the firm is exempted for submission of EMD by any law, then Security money equal to the amount of EMD should be furnished by the Agency for awarding the contract.

AGREEMENT:

It shall be the responsibility of the successful agency to submit the signed copies of the agreement to the Special Relief Commissioner within 15 days of issue of letter of intent work order.

SUB-LETTING OF WORK IN WHOLE OR PART

The agency shall not assign the job or any part thereof, any share of interest therein, or money due there under, or sub-let the work/job or a portion thereof, in any manner whatsoever. The contract is liable to be rejected at the option of Special Relief Commissioner in such case.

SUPERVISION OF WORK BY AGENCY:

It shall also be obligatory on the part of the agency to deploy qualified personnel for the job.

SCOPE OF WORKS:

The agency shall be responsible for the following works, the scope of which are given below.

A. IT Assistant:

The following Personnel shall be provided by the Agency –

Sl. No.	Category	No.	Qualification & Experience
1.	IT Assistant	07	<p>Age Limit: Minimum 21 years & Maximum 60 years as on 01.03.2024</p> <p>Educational Qualification:</p> <ol style="list-style-type: none">1. Minimum Graduation in any discipline.2. The IT Assistants should have a speed of 4000 characters per minute in English and 30 words per minute in Odia typing3. He should be well conversant with computers and essentially well trained in MS Office, Internet and LAN function. <p>Experience: Minimum 3 years in similar work</p> <p>Working Hours: 8 hours</p>

The IT Assistant shall be responsible for the following tasks-

1. To take dictations.
2. To enter day to day data to update records.
3. Typing official letters and other documents.
4. Handling existing data and editing current information.
5. To keep Office Records up to date.
6. Handling inward and outward dispatch of mails and courier.
7. Handling the fax, Internet and e-mail messages.
8. To take back up of Data at regular intervals and storage of Data.
1. To take printouts as required.
10. Movement and maintenance of files.
11. Delivering and filing of papers.
12. Operations of various office equipments like photocopier, fax, telephone, printer, EPABX, etc. Inventory control of office stationeries.

13. Keeping records of office assets, staff records, etc.
14. To provide a variety of secretarial and administrative support.
15. Front office management.
16. To perform special assignments as instructed from time to time.

B. Driver:

The following Personnel shall be provided by the Agency –

Sl. No.	Category	No.	Qualification & Experience
1.	Driver	02	<p>Age Limit: Minimum 21 years & Maximum 60 years as on 01.03.2024</p> <p>Educational Qualification :</p> <p>1. Minimum 9th Standard (Pass).</p> <p>He must have valid LMV Transport/ Non transport Driving license.</p> <p>Experience: Minimum 3 years in similar work</p> <p>Working Hours: 8 hours</p>

The Driver shall be responsible for the following tasks-

- a. Drive office vehicle as per the instruction issued by the officer in-charge of the vehicle.
- b. Regular maintenance of Log Book of the vehicle.
- c. Ensure in time deposit of Road Tax & Insurance of the vehicle.
- d. Ensure keeping the vehicle in good & running condition.
- e. Any issue with regard to the condition of the vehicle should be brought to the notice of officer in charge of the vehicle immediately.
- f. To ensure regular check up and servicing of vehicle.
- g. Ensuring vehicle pass for the vehicle from Secretariat or any such other higher offices.

C. Attendant:

The following Personnel shall be provided by the Agency –

Sl. No.	Category	No.	Qualification & Experience
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1.	Attendant	05	<p>Age Limit: Minimum 21 years & Maximum 60 years as on 01.03.2024</p> <p>Educational Qualification: Minimum 7th Standard (Pass)</p> <p>Experience: Minimum 3 years in similar work</p> <p>Working Hours: 8 hours</p>
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The Attendants shall be responsible for the following tasks –

1. Opening and closing of Office Rooms
2. Maintenance of Stationery
3. Arranging refreshment / water, etc.
4. Preparing tea / coffee and cleaning of cups, plates, glasses, etc.
5. Delivery of local letters as and when required.
6. Distribution of office dak & files of general nature among the Officers.
7. Shifting of office equipment as and when required.
8. Performing other related tasks as and when required.

INSPECTION OF WORKS:

Special Relief Commissioner or other officers who are specifically authorized in this regard will have full power and authority to inspect the work of the above personnel. The proprietor / representative of the agency / firm will meet the authorised officer in this office once a month i.e. 1st Monday- 11.30 hrs. for review of performance of above personnel.

INSTRUCTION FOR SUBMISSION OF QUOTATION WITH REQUIRED DOCUMENTS:

- a. The quotation shall be submitted with EMD in Part-I i.e. Technical Bid (ANNEXURE-I) and Part-II i.e. Financial Bid (ANNEXURE-II) in two separate sealed envelopes superscribed with technical and financial bid as the case may be and name and address of the quotationer. Both the envelopes i.e. Part-I and Part-II envelopes along with EMD shall be put in another envelope, which shall be super scribed with "Quotation for supply of manpower for SEOC" along with name and address of the agency and should bear the address of Special Relief Commissioner, Revenue & Disaster Management Department (Disaster Management), Rajiv Bhawan, Bhubaneswar-751001. The agency should mention its complete postal address and telephone number, fax number, e-mail address etc. on the bottom left hand side of the envelope. The agency may submit any other details that he may like to furnish.
- b. Quotation received after the due date and time shall not be entertained.
- c. Both the bids completed in all respects (Technical & Financial) should reach the undersigned on Registered Post/ Speed Post/ Courier **on or before 5.00 P.M.** dated **25.06.2024**. The technical bids shall be opened on **26.06.2024 at 12.00 P.M.** The date of opening of the financial bids shall be intimated to those firms who shall qualify the technical bid.
- d. The Special Relief Commissioner, Revenue & Disaster Management Department (Disaster Management), Rajiv Bhawan, Bhubaneswar shall not be liable for any delay in receipt of the Bid

by the agencies and no extension of time to the date of quotation opening shall be given for this reason.

- e. The Agency failing to submit all the specified documents shall be summarily rejected.

DOCUMENTS TO BE SUBMITTED:

1. Valid EPF Code,
2. ESI registration Certificate issued by RPFC, Odisha with latest deposit challan copy, either of original or true copy along with the quotation document.
3. Firm Registration Certificate.
4. Valid Labour License issued by competent authority.
5. Photocopy of PAN Card along with copies of the acknowledgement of Annual I.T. return of the firm for the last three financial years.
6. GST Registration Certificate issued by the competent Authority along with copy of last return filed in this regard.
7. Experience certificate of last five years as mentioned in the eligibility criteria.
8. An undertaking that the agency will be able to deploy the requisite man power immediately after execution of the contract agreement should be enclosed in the technical bid.
9. An undertaking to the effect that the manpower that the agency is going to provide to this office, if selected, is not in relation with any of the staff of this office.
10. A Declaration to the effect that the agency have not been blacklisted by any Govt./ Semi-Govt./ PSU/ Undertaking/ Office / Organization.
11. Supporting documents like Govt. Certificate/ EPF document etc. showing total no. of persons engaged so far by the Service Provider must be submitted.

GENERAL CONDITIONS:

- a. No personnel deployed by the Agency shall be paid less than the consideration fixed or prescribed by Govt. prevalent at the time of finalization of the bid.
- b. Statutory dues at appropriate rate as per rules etc. shall be given to each personnel by the Agency. GST @ 18% or as per present provisions would be paid on monthly consideration and service charges taking together. EPF & ESI being part of social security scheme will be out of coverage of GST.
- c. The Special Relief Commissioner, Odisha will make monthly payment to the Agency after receipt of proper GST invoice from the agency for the services rendered and the Agency will bear/pay all other benefits/statutory dues etc.
- d. As regards to GST, the firm will be held responsible for deposit of GST with concerned authorities.
- e. The agency will submit the copy of last challan in support of deposit of ESI and EPF in favour of deployed personnel positively along with the monthly bill submitted for payment.
- f. The bidder shall submit valid Labour License.
- g. The monthly consideration should be paid to the personnel deployed by the agency on 2nd day of next month after receipt of absent/ present statement without awaiting the payment from

Office of the Special Relief Commissioner, Revenue & Disaster Management Department (Disaster Management), Rajiv Bhawan, Bhubaneswar.

- h. There will be performance review of the manpower deployed as well as of the agency/ service provider in every 6 months by this office.
- a. In case of any mischief, disturbances, theft or negligence committed by the deployed manpower, action as deemed fit shall be taken against the agency with forfeiture of EMD/Security Deposit.
- j. The authority reserves the right to withdraw or relax any of the terms and conditions mentioned in this tender notice so as to overcome any problem that may be encountered at a later stage.
- k. Force majeure clause would be applicable on both the parties in case of Natural Disaster, Pandemic, political turmoil, infrastructure failure etc.
- Liquidated damage would be recovered from the out sourcing agency to the tune of actual expenses made on alternative arrangements, if the agency fails to perform the duty. This is over and above the performance security which would be forfeited also.

NOTICE AND COMMUNICATION:

- a. The Agency is required to state its correct full address in the document. All notices, communications to any agency by the Special Relief Commissioner, Odisha shall be deemed to have been sent or served if delivered or left at or posted to the agency and shall be deemed to have been so performed on the day on which these were so delivered or left.
- b. All notices and communications addressed by the Special Relief Commissioner, Odisha to the Agency, or by the Agency to the Special Relief Commissioner, Odisha concerning the work to be executed under the contract shall be in writing.

Sd/-

Additional Special Relief Commissioner

8. Whether the undertaking to the effect that the Agency shall deploy the requisite man-power at the Office of Special Relief Commissioner, Odisha within 10 days of execution of Agreement
9. Experience Certificate of last three years as mentioned in the eligibility criteria
10. Other documents as at Clause (e) of "Instruction for Submission of Quotation with Required Documents" should be furnished.
11. CERTIFICATE TO BE GIVEN BY THE QUOTATIONER

Certified that, the above mentioned particulars are correct and true to the best of my / our knowledge. In case any statement made above is found not correct, my/ our quotation may be rejected by the Special Relief Commissioner, Odisha.

My/Our price is based on the basis of our full understanding about the job.

It is to confirm that our offers shall be valid for 90 days from the date of opening of the qualifying bid.

I/We also authorize the Special Relief Commissioner, Odisha to forfeit my earnest money in case I/We fail to execute the job for whatever reason, if my/our quotation is accepted.

SIGNATURE OF THE
QUOTATIONER WITH SEAL

PART-II

FINANCIAL BID

FOR DEPLOYMENT OF MANPOWER IN STATE EMERGENCY OPERATION CENTRE:

1. Name of the Agency/Firm:-
2. Monthly consideration per month for each personnel (excluding service charges and any other applicable taxes):-
3. Amount of service charges per person payable :-(To be mentioned in figure and Words)
4. PAN No.:-
5. GST No.:-
6. Details of breakup of monthly consideration per person per month:-

Place :

Date:

SIGNATURE OF THE
QUOTATIONER WITH SEAL

ANNEXURE – III

FORMAT FOR EVALUATION OF TECHNICAL PROPOSAL

Name & Address of the Bidder:				
(For office use only)				
Sl. No.	Criteria	Maximum Marks	Marks Obtained	Remarks
1.	Constitution of the Bidder: a. Registered Company: 10Marks b. Society/ Partnership Firm/ Others: 5Marks	10		
2.	Years of Business Experience : a. Between 3 to 5 years: 10marks b. More than 5 to 7 years: 15marks c. Above 7 years: 20marks (To be calculated from 2021-22 and backwards)	20		
3.	Market Presence/ Clientele: (Last five years i.e. 2019-20, 2020-21, 2021-22, 2022-23, 2023-24) a. Govt./ Semi-Govt./ Public Sector: 2 marks each per year b. Private Sector: 1 mark each per year	15		
4.	Category of employees as per the requirement of office of SRC being provided previously to other Govt. / Semi-Govt. / Public Sector offices. 1. (IT Assistant or equivalent) – 5 marks 2. (Driver)- 3 marks 3. (Attendant) – 2 marks	10		
5.	Total no of persons * engaged (in a year) in different Govt. / Semi-Govt. / Public Sector/ other private offices : a. Between 100 to 200: 10marks b. Between 201 to 250: 15marks c. Above 250: 20marks	20		
6.	Avg. Annual Turnover: (Last three years i.e. 2021-22, 2022-23, 2023-24): a. Above Rs. 50.00 Lakh – Rs 1.00 Cr: 10marks b. Above Rs. 1.00 Crore – Rs. 2.00 Cr : 15marks c. Above Rs. 2.00 Crores: 20 marks	20		
7.	Any certificate of Excellence/ Recognition received from any Organization/ Office: a. More than or equal to 3 awards/ recognitions: 5marks b. Less than 3: 2marks	5		
Total		100		

* NB: Supporting documents like Govt. Certificate/ EPF document etc. showing total no. of persons engaged so far by the Service Provider must be submitted