



Government of Odisha
ST & SC Development,
M&BCW Department

TENDER NOTICE

TENDER FOR PROVIDING SERVICES OF OFFICE ATTENDANT ON OUTSOURCING BASIS
THROUGH SERVICE PROVIDING AGENCY TO ST & SC DEVELOPMENT, M&BCW
DEPARTMENT

Tender No: 16805/SSD

STSCD-OE-ESTT-0030-2015

Dated: 11/08/2023

Sealed tender is invited under bid system from reputed and experienced Service Providing Agency for providing the services of **Ten Office Attendant** on outsourcing basis for a period of one year to ST & SC Development, M&BCW Department to manage the day to day official work.

The details of the bidding process are as follows:

Sl. No.	Bidding Schedule	Deadline
1.	Date of Issue of Tender	11.08.2023
2.	Tender Due Date and Time	21.08.2023 (up to 5:00 PM)
3.	Opening of Technical Bid	22.08.2023
4.	Opening of Financial Bid	22.08.2023

Bidders are required to submit the technical and financial bids separately. The bids in sealed Cover-I containing "Technical Bid" and sealed Cover-II containing "Financial Bid" should be placed in a third sealed cover super-scribed "TENDER FOR PROVIDING SERVICES OF TEN OFFICE ATTENDANT ON OUTSOURCING BASIS THROUGH SERVICE PROVIDING AGENCY TO ST & SC DEVELOPMENT, M&BCW DEPARTMENT" must reach the undersigned on or before **21.08.2023 up to 5:00 PM** through **Speed Post / Registered Post / Courier** only.

The bid document containing eligibility criteria, scope of the work and other terms and conditions of the tender can be downloaded from [https:// www.stscodisha.gov.in/](https://www.stscodisha.gov.in/). The authority reserves the right to reject any/all proposals and cancel tender process without assigning any reason thereof.

Complete Address for Submission of Bid:

The Additional Secretary to Government, ST &
SC Development, M&BCW Department,
Government of Odisha, Lok Seva Bhawan,
Bhubaneswar-751001
Email: www.stscodisha.gov.in


Additional Secretary to Government
ST & SC Development, M&BCW
Department

TENDER DOCUMENT

TENDER FOR PROVIDING SERVICES OF TEN OFFICE ATTENDANT ON OUTSOURCING BASIS THROUGH SERVICE PROVIDING AGENCY TO ST & SC DEVELOPMENT, M&BCW DEPARTMENT



**GOVERNMENT OF ODISHA
ST & SC DEVELOPMENT, M&BCW DEPARTMENT**

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SECTION – I

INSTRUCTIONS TO THE BIDDER

A. General Information

1. The ST & SC Development, M&BCW Department, Government of Odisha requires the service of reputed, well established, financially sound and registered service provider to provide the services of **Ten Office Attendant** on outsourcing basis through service providing agency to manage the day to day official work of ST & SC Development, M&BCW Department situated at Lokseva Bhawan, Bhubaneswar.
2. The period of contract for providing the services will be for one year from the date of effectiveness of contract. The period of the contract may be further extended provided the requirement of the client for the services persists at that time or may be terminated owing to deficiency in service or because of change in the department's requirements. The department, however, reserves right to terminate this contract at any time after giving 30 days' notice to the service provider.
3. **Any other duties as may be assigned by ST&SC Development, M&BCW Department from time to time, including engaging other support manpower as and when required on mutually agreed terms and conditions.**
4. ST & SC Development, M&BCW Department has the tentative requirements of the resources for providing services as specified below :

I) OFFICE ATTENDANT: 10

The requirements may increase/decrease in any/ all the categories. The eligible bidders, those have the capability of providing both types of services as per the prescribed technical parameters in the tender document, are allowed to participate in the selection process. Part bid will not be taken into consideration.

5. The various critical dates relating to the above tender process are as under:

Bidding Schedule	Deadline
Date of Issue of Tender	11.08.2023
Tender Due Date	21.08.2023(up to 5.00 PM)
Opening of Technical Bid	22.08.2023 at 4:00 PM
Opening of Financial Bid of Qualified Bidder	22.08.2023 at 5:00PM
Likely date for commencement of the service	1 st Week September, 2023

6. The technical bids will be opened on **22.08.2023 at 4:00 PM** at ST & SC Development, M&BCW Department, Bhubaneswar in the presence of the authorized representative of the participated bidders (limited to one only), if any, who wish to present at the meeting. The financial bid of only those bidders will be opened whose technical bids are found to be in order. The financial bids shall be opened on **22.08.2023** at the same venue in the presence of the authorized representatives of the qualified bidders, who wish to attend the meeting.
7. Any form of consortium and joint venture is not allowed under this tender.
8. The competent authority reserves the rights to reject any / all bids and cancel the tender process without assigning any reasons thereof.

Complete Address for submission of bid:

The Additional Secretary to Government, ST &
SC Development, M&BCW Department,
Government of Odisha, Lok Seva Bhawan,
Bhubaneswar-751001
Email: www.stscodisha.gov.in

B. Eligibility criteria

Sl. No.	Eligibility Criteria	Documents to be furnished along with the Technical Bid
1	The bidder should be registered under appropriate authority, such as <ul style="list-style-type: none"> • Companies Act 1956 / 2013 • Indian Partnership Act 1932 • Indian Trusts Act 1882 • Societies Registration Act 1860. • Limited Liability Partnership Act 2008. 	Certificate of Incorporation / Registration
2	Must have at least five years in business of providing resources deployment services (up to the last date of submission of bid) of similar type to Central/ State Government/ Autonomous bodies / agencies / societies / corporate bodies	Copies of the work order / contract document/ completion certificate from the previous authorities.
3	The registered / branch office of the service provider must be located within the jurisdictional area of Odisha.	Valid address proof of the office (copy of the Telephone / Electricity Bill / Lease agreement

		of the rented premises)
4	Must have an average annual financial turnover of Ten Lakh INR during the last five financial years as on Dt. 31.03.2023. (2018-19, 2019-20, 2020-21, 2021-22 and 2022-23) from the business related to resources deployment services only.	Filled in FORM – T1 along with certified copies of audited Income / Expenditure statement and Balance sheet for the concerned period.
5	Must have its own bank account in any scheduled bank situated in Odisha.	Copy of the bank pass book and transaction statement for the last 6 months from the date of issue of the tender.
6	Must not have been blacklisted by any Central / State Government or any other public sector undertaking or any authority during the recent past.	An undertaking to this effect should be furnished by the bidder as per the prescribed format (FORM – T3)
7	Must not have any pending judicial proceedings for any criminal offence against the proprietor /Director/Persons to be deployed by the Service Provider.	An undertaking to this effect should be furnished by the bidder as per the prescribed procedure and format (FORM – T4)
8	Other statutory documents to be furnished as part of technical bid:	<p>Copies of :</p> <ul style="list-style-type: none"> • PAN, • GSTIN, • EPF & ESI Registration Number • IT Return for the last five assessment years of 2018-19, 2019-20, 2020-21, 2021-22 and 2022-23.

Bidders should submit the required documents as mentioned above. Bids not conforming to the eligibility criteria and non-submission of required documents as

listed above will leads to outright rejection of the bid. Submission of forged documents will also result in rejection of the bid.

Bidders are advised to study all instructions, forms, terms & conditions and other information as mentioned in the tender document. The bid must be complete in all respect, indexed and hard bound. Each page should be numbered and certified by the authorised representative. Failure to comply with the tender requirements will result in outright rejection of the bid.

C. Earnest Money Deposit (EMD)

The bidder alongwith the technical proposal shall have to furnish Earnest Money Deposit (EMD) of **Rs.70,000/- (Rupees Seventy thousand)** only by **21.08.2023 (upto 05.00 P.M.)** to the **AFA-cum-Under Secretary to Govt. (DDO), ST&SC Development, M&BCW Department, Lok Seva Bhavan, Bhubaneswar- 751001**. The EMD of unsuccessful bidders shall be refunded after finalization of selection process and award of contract.

The bid has been invited under two bid systems i.e. Technical Bid and Financial Bid. The bidders are advised to submit two separate envelopes super scribing:

“TECHNICAL BID - TENDER FOR PROVIDING SERVICES OF TEN OFFICE ATTENDANT ON OUTSOURCING BASIS THROUGH SERVICE PROVIDING AGENCY TO ST & SC DEVELOPMENT, M&BCW DEPARTMENT”

and

“FINANCIAL BID - TENDER FOR PROVIDING SERVICES OF TEN OFFICE ATTENDANT ON OUTSOURCING BASIS THROUGH SERVICE PROVIDING AGENCY TO ST & SC DEVELOPMENT, M&BCW DEPARTMENT”.

Both sealed envelopes must be kept in a third sealed envelope super scribing **“TENDER FOR PROVIDING SERVICES OF TEN OFFICE ATTENDANT ON OUTSOURCING BASIS THROUGH SERVICE PROVIDING AGENCY TO ST & SC DEVELOPMENT, M&BCW DEPARTMENT”.**

D. List of Documents for Submission

Bidders are required to furnish the following documents along with the Technical Bid:

- a) Covering letter along with power of attorney on the bidder's letter head (**FORM – T1**)
- b) Bid Processing Fee as applicable
- c) Bid Security Declaration Form (**FORM – T2**)
- d) Copy of Certificate of Incorporation/ Registration of the service provider
- e) Copy of GSTIN
- f) Copy of PAN
- g) Copies of IT Returns for the last five assessment years (2018-19, 2019-20, 2020-21, 2021-22 and 2022-23)
- h) Copies of EPF & ESI Registration Number
- i) Copy Bank Account details
- j) Copies of the financial audited statements for the last 5 financial years (2018-19, 2019-20, 2020-21, 2021-22 and 2022-23)
- k) Copies of work orders from the previous clients for providing similar type of services during last 5 years.
- l) Undertaking regarding non-blacklisting (On Stamp paper of **Rs.10.00** in shape of affidavit from the Notary (**FORM T-3**))
- m) Undertaking regarding non-pending of any judicial proceedings for any criminal offenses (On Bidder's Letter Head) (**FORM T-4**)

Any deviation from the prescribed procedures / required information / formats / conditions shall result in out-right rejection of the bid. Any conditional bid shall be out-rightly rejected.

All entries in the bid documents should be legible, in filled clearly and signed by the authorized representative. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory should be attached.

The technical bid shall be opened on 22.08.2023 at 4:00 PM in presence of the authorised representatives of the bidder who wish to be present on the spot at that time. Financial bid of the technically qualified bidders shall be opened on 22.08.2023 in presence of the authorized representatives of the bidders.

The Performance Office Attendant shall be forfeited if the successful bidder fails to undertake the work or fails to comply with any of the terms and conditions of the Service Agreement.

The bid shall be valid and open for acceptance of the competent authority for a period of 30 days or finalization of successful of Bidding from the date of opening of the technical bids and no request for any variation in quoted rates and/withdrawal of bids on any ground by the bidders shall be entertained.

To assist in the analysis, evaluation and computation of bids, the tender inviting authority may ask the bidders individually for clarification of their bids. The request for clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.

Firms/ Service Provider will be selected under **Quality and Cost Based Selection (QCBS)** procedures. In case, score is same for two or more agencies then the agency shall be selected based on the highest score obtained by the bidder under technical evaluation

The service provider shall be liable for all kinds of dues payable in respect of all personnel provided under the contract and the Authority shall not be liable for any dues for availing the services of the personnel.

The authority reserves the right to accept or reject any or all the bids and terminate the bidding process without assigning any reason thereof.

Section - II

SCOPE OF THE WORK

1. ST & SC Development, M&BCW Department, Government of Odisha invites sealed bids from the eligible service providers for providing services of Ten Office Attendant through outsourcing to ST & SC Development, M&BCW Department.
2. The service provider should be managed by trained support staff to execute and perform the job and work assignment of such nature efficiently. The resources to be deployed for this purpose should be registered under the service provider and must have the required qualifications, experience & relevant knowledge to perform the required service as per the job description mentioned at **Section-III : Schedule of Requirement**
3. It shall be the responsibility of the service provider to verify the qualification and experience of the outsourced resources. The deployed resources will be liable for performing the defined responsibilities assigned by the authority from time to time. The authority reserves the rights to verify and check the credentials and qualification of the outsourced resources. If during the course of engagement of any outsourced resources, it comes to notice of authority that he/she has misrepresented the fact about his/her qualification / experience, the service provider will have to terminate the service of such staff immediately.
4. The service provider should have an empanelled resource list of trained/ experienced Office Attendant so that un-interrupted and continued services can be provided during the contract period. The service provider should be able to provide additional resource support whenever required by the authority under the same terms and condition.
5. The Agreement may be extended, on the same terms and conditions or with some additions / deletions / modifications, for a further specific period mutually agreed upon by the Service Provider and the ST & SC Development, M&BCW Department.
6. The resources deployed by the service provider shall be required to report for work at 10.00 AM and leave office at 6:00 PM (with 1:00 AM to 2:00 PM for Lunch Break) and may also be required to work beyond 6.00 PM for which he would not be paid any extra remuneration. In case, any deployed resource remains absent on a particular day or comes late / leaves early on three occasions, proportionate deduction from the remuneration for one day will be made.
7. The resources deployed for the purpose must have good moral character and cordial attitude and should not reveal the official information to outsiders and must maintain confidentiality.
8. The service provider shall nominate a coordinator who shall be responsible for periodic interaction with the client so that optimal services of the resources deployed could be availed without any disruption.

9. The attendance rolls for the resources deployed by the service provider at the premises of client shall be provided and shall be monitored by the service provider on regular basis. These attendance rolls shall be signed by the authorized representative of service provider who shall get it verified from the designated officer of client.
10. The entire financial liability in respect of resources deployed in the client's location shall be that of the service provider and the client will in no way be liable for the same. It will be the responsibility of the service provider to pay to the resources deployed a sum not less than the proposed monthly remuneration as mentioned in the financial bid.
11. The service provider shall provide a substitute well in advance if there occurs any probability of the resources leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.
12. The resources deployed shall, during the course of their work be privy to certain qualified documents and information which they are not supposed to divulge to third parties. In view of this, they shall be required to take oath of confidentiality and breach of this condition shall make the service provider as well as the resource deployed liable for penal action under the applicable laws besides, action for breach of contract.
13. The service provider shall be responsible for compliance of all statutory provisions relating to minimum wages payable to the resources deployed at the client's location. The service provider should ensure regular payment of monthly remuneration to the resources engaged by 10th of the succeeding month after deduction of applicable statutory dues. The service provider should credit the monthly remuneration in their respective Bank Account.
14. The engagement of outsourced resources shall be purely on contract basis. The service provider shall at all times make it absolutely clear to the outsourced resources hired through them. Any outsourced resource deployed can be removed any time by giving notice to the service provider and the service provider will have to provide suitable replacement acceptable to client within 03 working days from the date of intimation of the notice.

SECTION – III

SCHEDULE OF REQUIREMENT

**TECHNICAL REQUIREMENT FOR RESOURCES TO BE DEPLOYED BY THE SUCCESSFUL SERVICE PROVIDER IN THE OFFICE OF THE
ST & SC DEVELOPMENT, M&BCW DEPARTMENT**

The tentative requirement along with other details of the required resources to be deployed by the selected service provider at ST & SC Development, M&BCW Department for the proposed services is given here as under:

Sl. No.	Description of Resources for providing required services	Age Limit	Qualification	Experience	Minimum Take Home Remuneration	Job Description
1	Office Attendant (10)	21- 40 years	<ul style="list-style-type: none"> Intermediate or equivalent 	<ul style="list-style-type: none"> S/he should experience in discharge of Official business in the Office and carrying files, daks, official papers and books etc. 	As per Finance Department, Government of Odisha OM No. 30722/F, Dated: 06.11.2021	<ul style="list-style-type: none"> Responsible for Maintenance of office records with respect to general management and correspondences. Any other reasonable work assigned by Officer of ST & SC Development, M&BCW Department

SECTION – IV

GENERAL TERMS AND CONDITIONS

1. For all intents and purposes, the service provider shall be the "Employer" within the meaning of different Rules & Acts in respect of outsource resources. The resources deployed by the service provider shall not have any claim whatsoever like employer and employee relationship against the Department or Office concerned under this agreement. The service provider shall make them known about their position in writing before deployment under this agreement.
2. The service provider must employ adult labour only. Employment of child labour will lead to the termination of the contract. Resources to be deployed by the service provider for providing services of Ten Office Attendant should be above 21 years of age and not exceeding 40 years and physically sound to perform the duties.
3. The service provider will be overall responsible for the resources deployed for performing the services. The Authority shall not be responsible for any financial loss or any injury to any resources deployed by the Service Provider in the course of their performing the functions/ duties, or for payment towards any compensation.
4. The service provider shall exercise adequate supervision to ensure performance of resources deployed to provide the services in accordance with the requirements. The service provider shall depute one full time supervisor in concerned office of the authority, for overall management of the services to be rendered at the site.
5. The service provider shall be solely responsible for compliance to the provisions of various labour and industrial laws, such as, wages, allowances, compensations, EPF & ESI, Bonus, and Gratuity etc. relating to the resources to be deployed by it at the Department.
6. Service Provider shall maintain complete official records of disbursement of wage s/ salary showing details of all supporting documents such as ESI, EPF etc. in respect of resources deployed for the purpose.
7. The service provider shall maintain personal file in respect of all the resources who are deployed in the Department of Office concerned. The personal file shall invariably consist of personal details such as name, address, date of birth, sex, residential address (temporary/permanent) etc.
8. The resources deployed by the service provider should not have any adverse police records/criminal cases against them. The service provider should make adequate enquiries about the character and antecedents of the persons whom they are recommending. An undertaking to this respect must be provided by the service provider prior to signing of the agreement.
9. The service provider will also ensure that the resources deployed are medically fit and will keep in record a certificate of their medical fitness. The service provider

shall withdraw such resource that are not found suitable by this office for any reasons immediately on receipt of such a request.

10. The service provider shall ensure that the resources deployed are disciplined and do not participate in any activity detrimental to the interest of the Authority.
11. The service provider shall provide Photo ID Card to the resources deployed at the location at its own cost.
12. The Authority shall not be liable for any compensation in case of any fatal injury / death caused to any resources while performing/discharging their duties/ for inspection or otherwise.
13. In case of any theft or pilferages, loss or other offences, the service provider will investigate and submit the report to the Authority and maintain liaison with the police. FIR will be lodged by the Authority, wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility will be fixed.
14. In case of any loss caused to the Authority due to lapse on the part of the resources discharging duties, the same shall be borne by the service provider. Authority shall have the right to deduct appropriate amount from the bill of service provider. In case of frequent lapses on the part of the resources deployed by the service provider, Authority shall be within its right to terminate the contract or take any other action without assigning any reason whatsoever observing due procedure.
15. In the event of any resources being on leave/absent, the service provider shall ensure suitable alternative arrangements to make up for such absence. If a resource leaves the job for any reason, the service provider is liable to provide the suitable replacement within 3 working days.
16. In case of delay in providing required replacement, the amount of penalty calculated at the rate of 1% of the annual contract value per week on account of delay, shall be deducted from the monthly bills in the succeeding month.
17. There would be no increase in rates payable to the service provider during the contract period. The service provider will be responsible for deposit of GST as applicable from time to time and submit the proof of deposit to authority for records.
18. The service provider shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this Agreement to any other agency or organisation. Sub-contracting is not allowed under this agreement.
19. The service provider shall raise the bill, in triplicate, along with attendance sheet duly verified by the officer concerned in respect of the resources deployed and submit the same to the authority in the first week of the succeeding month. The payment will be released by the second week of the succeeding month.

20. The service provider will have to deposit the remuneration of the deployed resource for the concerned billing period in their respective bank account through online transfer and submit the details to the authority for necessary records.
21. In case of dispute resolution relating to rights/liabilities arising out of the agreement, the same shall be disposed off at the level of the Secretary, ST & SC Dev., M&BCW Department.
22. In the event of failure of service provider to provide services as per the terms and conditions of the agreement, the Performance Office Attendant shall be forfeited. Any violation of instructions/agreement or suppression of facts will attract termination of contract with **30 days** prior notice to the service provider.
23. The service provider should ensure that resources to be deployed are not alcoholic, drug addict and not indulge in any activity prejudicial to the interest of the Authority.
24. The Authority reserves the right to withdraw or relax any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage.
25. In the event of any dispute arising in respect of the clauses of the agreement, the same shall be resolved through negotiation. Alternatively the dispute shall be referred to the next higher authority or controlling officer for his decision and the same shall be binding on all parties.
26. All disputes shall be under the jurisdiction of the court at **High Court, Cuttack, Odisha.**
27. The agreement can be terminated by either party by giving 30 days' notice in advance. If the agency fails to give one month's notice in writing for termination of the agreement then one month's wages, etc. and any amount due to the service provider will be recovered by forfeiture of performance Office Attendant.
28. The contract is liable to be terminated because of non-performance, deviation of any terms and conditions of agreement, non-payment of remuneration of resources deployed and non-payment of statutory dues. The Department of Office concerned will have no liability towards non-payment of remuneration to the resources deployed by the service provider and the outstanding statutory dues of the service provider to concerned authorities.
29. The service provider will be bound by the details furnished to the authority while submitting the tender or at any subsequent stage. Mis-representation of documents/ information, leads to termination of agreement.

SECTION – V
TECHNICAL BID

FORM T-1

COVERING LETTER

[ON BIDDER'S LETTER HEAD]

[Location and Date]

To

**The Additional Secretary to Government,
ST & SC Development, M&BCW
Department, Government of Odisha,
Lokaseva Bhavan, Bhubaneswar – 751001**

**Sub: TENDER FOR PROVIDING SERVICES OF TEN OFFICE ATTENDANT ON
OUTSOURCING BASIS THROUGH SERVICE PROVIDING AGENCY TO ST & SC
DEVELOPMENT, M&BCW DEPARTMENT (TECHNICAL BID)**

Sir,

I, the undersigned, offer to participate in the tender for providing the services of Ten Office Attendant through outsourcing basis through service providing agency to ST & SC Development, M&BCW Department in accordance with your Tender Notice No. _____, Dated. _____. We are hereby submitting our bid, which includes technical proposal and financial proposal sealed in separate envelope.

I, hereby declare that all the information and statements provided in the technical proposal are true and correct and I accept that any misinterpretation contained in it may lead to disqualification of our proposal. Our proposal will be valid for acceptance up to **30 days or finalization of successful of Bidding** and I confirm that this proposal will be remain binding upon us and may be accepted by you any time before the validity of the bid.

I, hereby unconditionally undertake to accept that all the terms and conditions as stipulated in the tender document. In case any provision of this tender are found violated, then your office shall have the rights to reject our proposal including forfeiture of the Earnest Money Deposit absolutely.

I, remain

Yours faithfully,

Authorized Signatory with Date and Seal

**Name and Designation:
Address of the Bidder:**

GENERAL DETAILS OF THE BIDDER

1.	Name of the Bidder	
2.	Name of the Director:	
3.	Bid Processing Fee Details :	DD No.:
		Date:
		Amount (Rs.)
		Drawn on Bank:
4.	Bid Security Declaration Form (Form T1)	Submitted (Yes / No)
5.	Full Address of Registered Office	Postal Address:
		Telephone No.:
		FAX No.:
		E-Mail Address:
6.	Name & telephone no. of the authorized person signing the Bid	Name:
		Mobile No.:
7.	Bank Name of the Service Provider	Account Number:
		Bank and Branch Name:
		IFSC Code
8.	PAN No. (Attach self-attested copy)	
9.	GSTIN No. (Attach self-attested)	
10.	E.P.F. Registration No. (Attach self-attested copy)	
11.	E.S.I. Registration No. (Attach self-attested copy)	
12.	Accept to all the terms and conditions of the tender (Yes/No)	
13.	Power of Attorney / Authorization letter for signing of the bid	

	document	
14	Submission of Undertaking towards no criminal case is pending with the police at the time of submission of bid	
15	Kindly mention the total number of pages in the tender document	

12. Financial Turnover of the Bidder for the last 5 financial years (*).

Financial Years	Financial Turn Over from Resources Deployment Service (In INR) (Lakh)	Average Turnover in INR (Lakh)
2018-19		
2019-20		
2020-21		
2021-22		
2022-23		

*As on Dt. 31.03.2023(Copies of Audited Statement for the concerned period)

13. Details of the similar type of service provided by the bidder during the last 5 years

(Attach separate sheet, if required)

Sl. No.	Period	Name of Client with Complete Address & Telephone no	Type of services provided with details of the resources deployed	Contract Amount (in INR) (Lakh)	Duration of Contract	
					From	To

DECLARATION

I, Shri _____ Son / Daughter /
Wife of Shri. _____, Proprietor/ Director/
authorized signatory of _____ (Name of the
Service Provider), competent to sign this declaration and execute this tender document;

I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them;

The information / documents furnished along with the tender are true and authentic to the best of my knowledge and belief. I am well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of our tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of the Authorised Representative with Seal

Name:

Date:

Place:

Enclosures:

1. EMD in the form of DD in Original
2. Bid Security Declaration Form (**Duly filled in Form – T2 On Bidder's Letter Head**)
3. Copy of terms & conditions of the tender (each page must be signed and sealed)
4. Duly filled in Technical and Financial Bid
5. Lists of required documents as applicable

FORM – T2

Bid Declaration Form(On

Bidder's Letter Head)

Tender Notice No:

Date:

To,

**The Additional Secretary to Government,
ST & SC Development, M&BCW
Department, Government of Odisha,
Lokaseva Bhavan, Bhubaneswar – 751001**

I, _____, the _____ (Designation) of (Name of the Organisation) in witness whereof agree to submit this Bid Declaration Form as part of or Technical Proposal. We understand that we shall be liable under this declaration to comply with all terms and conditions of the tender document. This declaration shall be in force, until the Selected Bidder is announced by the Department/ Office concerned or in case we are declared as the Selected Bidder.

While this declaration is in force, we understand that the authority may reject our Proposal and / or blacklist us from participating in any further tendering process for a period of three years as may be deemed fit under the following reasons:

1. We withdraw our Proposal during the bid validity period as specified in the tender document.
2. We do not respond to requests for clarification on our Proposal.
3. We fail to provide required information during the evaluation process or are found to be nonresponsive or have provided false information in support of our qualification.
4. If we fail to:
 - a) Provide any clarifications to the Department/ Office concerned:
 - b) Agree to the decisions taken during any contract negotiations.
 - c) Sign the Services Agreement within the prescribed time period (15 days)
5. Any other circumstance which holds the interest of the client during the overall tender process.

Name of the Authorised Representative:

Signature of the Authorised Representative with Date and Seal

Address of the Bidder:

FORM-T3

UNDERTAKING

**[On the Stamp Paper of Rs. 10.00 in shape of affidavit from the Notary
regarding non-blacklisting]**

I, hereby undertake that, our organisation has not been blacklisted / debarred by any of the Central / State Government Department/ Office or by any Public Sector Undertaking (PSUs) and not blacklisted by any authority during the recent past.

Yours sincerely,

Authorized Signature

[In full and initials]

Name and Designation of the Signatory:

Name of the Bidder and Address:

FORM-T4

UNDERTAKING

[On the Bidder's Letter Head regarding not have any pending judicial proceedings for any criminal offences]

I, hereby undertake that there is no criminal case pending in any Court of Law against our organisation or against the Proprietor/Director/Persons to be deployed by our organisation.

I/we further certify that Proprietor/Director/Persons to be deployed by our organisation have not been convicted of any offence in any Court in Odisha / India during the recent past. I understand that, I am fully responsible for the contents of this undertaking and its truthfulness.

Yours sincerely,

Authorized Signature

[In full and initials]

Name and Designation of the Signatory:

Name of the Bidder and Address:

BID EVALUATION CRITERIA

1.1. Only those Agencies who meet the Minimum Eligibility Criteria as per Clause Section-I (B) shall qualify for evaluation of their technical bid and financial bids will be opened for those who qualify for the Technical bid. Evaluation of the Technical and Financial proposals will be based on **Quality cum Cost Based Selection (QCBS)** mode with weightage of 70% and 30% for technical and financial proposals, respectively.

1.2. Evaluation of Technical Proposals

1.2.1. The Technical proposals shall be evaluated in three phases.

In the **first phase** the Technical proposals shall be evaluated on the basis of minimum eligibility criteria as mentioned in this tender document.

In the **second phase**, the bidders which satisfy the minimum eligibility criteria shall be given marks based on Table:1 of this tender document. Accordingly, bidders will be ranked based on the marks allotted to them.

Table:1

Sl. No.	Evaluation Criteria	Maximum Marks
1	Similar nature of work. (Experience and Performance Certificates from the client, of one or more than one Office Attendant contracts of engagement of Ten (10) or more Office Attendant personnel (in a single contract) for a minimum period of 1 year during the last 3 (three) years (preceding last date of submission of proposal) from any Central, State Government, Public Sector Undertaking organizations,)	<ul style="list-style-type: none"> ❖ 10 marks for 1 similar nature of work ❖ 10 marks for every additional similar nature of work in the last 3 years (Preceding proposal due date) ❖ Subject to maximum marks of 40
2	Number of Office Attendant personnel on the pay roll of the Agency.	<ul style="list-style-type: none"> ❖ 5 marks for having 10 nos of Office Attendant personnel on the payroll of the Agency and ❖ 5 marks for every additional 10 no. of such Office Attendant personnel ❖ Subject to maximum marks of 20
3	Minimum Average Turnover of the Agency	<ul style="list-style-type: none"> ❖ 5marks for having minimum average turnover of INR 10 Lakh in the last 3 financial years (2020-21, 2021-22, 2022-23) and ❖ 5 marks for every additional Office Attendant ❖ Subject to maximum of 20 Marks
	TOTAL	80

In the **third phase** the top 5 ranked firms (based on marks scored) shall be short listed and will be invited for presentation in the Department.
The evaluation criteria for presentation is elaborated in Table No. 2

Table:2

Sl. No.	Evaluation Criteria	Maximum Marks
1	Agency profile, Experience of Similar nature of work in the past.	10
2	Approach, methodology, Work Plan, Service standard delivery	10
	TOTAL	20

For deriving the total Technical marks of participants, the marks scored as per evaluation criteria in Tabs-1 & 2 shall be clubbed.

Technical Score (Ts): The highest technical marks will be given a technical score of 100 points

The Technical scores of other proposals will be computed as follows:

$$Ts = 100 \times T1 / TM1$$

(T1 = Technical Mark of the proposal under consideration; TM1 = Highest Technical Marks Given)

Opening of Financial Proposal : The financial proposals of the top three bidders (ranked based on technical score after presentation) shall be opened.

Financial Score: The lowest financial proposal will be given a financial score of 100 points. The financial scores of other proposals will be computed as follows:

$$Fs = 100 \times FM1 / F1$$

(F1 = amount of Financial Proposal as proposed by the bidder; FM1 = Lowest financial quote)

Combined and Final Evaluation : Proposals will finally be ranked according to their combined technical (Ts) and financial (Fs) scores as follows:

$$S = Ts \times Tw + Fs \times Fw$$

(Where S is the combined score, and Tw and Fw are weights assigned to Technical Proposal and Financial Proposal that shall be 0.70 and 0.30 respectively).

The Selected Applicant shall be the First Ranked Applicant (having the highest combined score). The Second and third Ranked Applicant shall be kept in reserve and may be invited for negotiations and they shall be considered for engagement at the rate agreed by the selected agency in event of withdrawal, failure of the selected agency or on the event of increase in volume of work, or for any other reason felt by ST & SC Dev., M&BCW Department.

SECTION – VI
FINANCIAL BID

COVERING LETTER

[ON BIDDER'S LETTER HEAD]

[Location and Date]

To

**The Additional Secretary to Government,
ST & SC Development, M&BCW
Department, Government of Odisha,
Lokaseva Bhavan, Bhubaneswar – 751001**

**Sub: TENDER FOR PROVIDING SERVICES OF TEN OFFICE ATTENDANT ON
OUTSOURCING BASIS THROUGH SERVICE PROVIDING AGENCY TO ST & SC
DEVELOPMENT, M&BCW DEPARTMENT (FINANCIAL BID)**

Sir,

I, the undersigned, offer to provide the services of Ten Office Attendant through outsourcing basis through service providing agency to ST & SC Development, M&BCW Department in accordance with your Tender Notice No. _____, Dated. _____. Our attached financial price is----- ***[Insert amount in figure as well as in word]*** for the proposed service i.e. for one year against Ten Office Attendant. This amount is inclusive of GST as applicable. I do hereby, undertake that, in the event of acceptance of our bid, the services shall be provided in respect to the terms and conditions as stipulated in the tender document

Our financial proposal shall be binding upon us subject to the modification resulting from contract negotiations, up to expiration of the validity period of the proposal of **30 days or finalization of successful of Bidding**. I have carefully read and understood the terms and conditions of the tender to provide the services accordingly.

I understand that you are not bound to accept any proposal you receive.

Yours faithfully,

Authorized Signatory

**Name and Designation of the Signatory with Date and Seal:
Address of the Bidder:**

FINANCIAL BID

(FORM – F1)

(ADMINISTRATIVE CHARGE)

Sl. No.	Type of Resources	Monthly rate per resource in INR.			
		*Minimum Take Home Remuneration as per OM No. 30722/F, Dated: 06.11.2021 (INR) per Month	EPF (@ 13.36% of C)	ESI (@ 3.25% of C)	Total per Month in INR
A	B	C	D	E	F
1.	Office Attendant	10,100.00			
2. Sub Total: Monthly Deployment Cost in INR					
3. Service Charges for providing the required resources and their management cost: (@ _____ percentage of monthly deployment cost) in INR				< Insert amount of the calculated Service Charges in INR >	
4. Total (Monthly Deployment Cost + Service Charge) in INR					
5. GST as applicable (@ of _____ %) in INR					
6. Administrative Charges in INR (Monthly)					

- Bidder with lowest evaluated competitive administrative charge (inclusive of GST) for the required services will be awarded contract.
- The bidders will have to quote their "Service Charges" as a percentage at Sl. No 4 and the respective service charge amount on monthly deployment cost by considering its administrative expenditure and other statutory liabilities.
- Bids with "Nil" or very abnormally low quoted service charges will be treated as "Non Responsive" and will be rejected during the financial evaluation stage. In case of tie in financial quote among the multiple qualified bidders, the bidder having higher average financial turnover from the required resources deployment services for the concerned period among all technically qualified bids, will be considered for award of contract.
- The employee share of contribution towards EPF and ESI shall be deducted by the service provider from the take home remuneration of the resources deployed. Copies of EPF & ESI deposit challan must be furnished to the Authority at the time of monthly bill processing.

Signature of the Authorised Representative

Name:

Seal and Date:

Place:

SECTION – VII
BID SUBMISSION CHECKLIST

BID SUBMISSION CHECKLIST

Sl. No.	Description	Submitted (Yes/No)	Page No.
TECHNICAL BID (ORIGINAL)			
1	Covering Letter in Bidders Letter Head and General Details of the Bidder		
2	Earnest Money Deposit (EMD)		
3	Bid Security Declaration Form (FORM – T2)		
4	Copy of Incorporation / Registration Certificate of the Bidder		
5	Copy of PAN		
6	Copy of GSTIN		
7	Copies of ITR for the last 5 assessment years (2018-19, 2019-20, 2020-21, 2021-22 and 2022-23)		
8	Copy of Valid EPF & ESI Certificate		
9	Financial details of the bidder along with all the supportive documents such as copies of Income / Expenditure Statement and Balance Sheet for the last 5 years (2018-19, 2019-20, 2020-21, 2021-22 and 2022-23)		
10	Power of Attorney in favour of the person signing the bid on behalf of the bidder.		
11	List of completed / on-going services of similar nature along with the copies of work orders for the respective services		
12	Undertaking for not having any police case pending against the bidder (FORM – T3)		
13	Undertaking for not have been black-listed by any Central / State Government/ Any Autonomous bodies during the recent past. (FORM – T4)		
FINANCIAL BID (ORIGINAL)			
1	Covering Letter		
2	Duly Filled in Financial Bid (FORM- F1)		

It is to be ensured that:

- *All information has been submitted as per the prescribed format only.*
- *Each part has been separately bound with no loose sheets and each page of all the three parts are page numbered along with Index Page.*
- *All pages of the proposal have been sealed and signed by the authorized representative.*

Authorized Signatory [In full and

initials]: _____

Name and Designation with Date and Seal:

SECTION – VIII
SERVICE AGREEMENT

SERVICE AGREEMENT

(To be made on Rs 100.00 Non Judicial Stamp Paper)

This **SERVICE AGREEMENT** is made on _____ between, _____ (herein after called as the “**Authority**”) of the 1st Part and, _____ its principal place of business at _____ (herein after called the “**Service Provider**”) of the 2nd Part.

WHEREAS

- (a) the “Service Provider”, having represented to the “Authority” that he has the required resources, has offered to provide the service in response to the Tender Notice No: _____, Dated: _____ issued by the Authority;
- (b) the “Authority” has accepted the offer of the Service Provider to provide the required services as per the terms and conditions as set forth in this Service Agreement.

NOW, THEREFORE, IT IS HEREBY AGREED between the two parties as follows:

1. The following documents attached hereto shall be deemed to form an integral part of this Contract:

Appendix A: The General Conditions of Agreement;
Appendix B: The Scope of Work;
Appendix C: Agreement Price and Payment Term;

2. The mutual rights and obligations of the Authority and the Service Provider shall be as set forth in the Agreement, in particular:
 - (a) The Service Provider shall carry out the service in accordance with the provisions of the Agreement; and
 - (b) The Certificate on the satisfactory performance of the services by the Service Provider shall be issued by an officer authorized by the Authority and in consideration of the Certificate of the satisfactory performance of Service Provider, the Authority shall make such payments and in such a manner as is provided in the Agreement.

3. Mode of Payment

The Service Provider will open a specific Bank Account for payment by the Authority in the beneficiary account towards the services performed by the service provider. The Service Provider will furnish the details of the Bank Account to the Authority within 7 days from the signing of the Agreement.

This Agreement constitutes the agreement between two parties in respect to obligations and supersedes all previous communications between the Parties.

4. Now this agreement witness as below:

- a) That in consideration of the payment to be made by the "Authority" to the "Service Provider", the "Service Provider" hereby agrees with the "Authority" to provide resources to be engaged in the [Insert the location] in conformity with the provisions of the terms and conditions of the Agreement.
- b) That the "Authority" hereby further agrees to pay the "Service Provider" the Agreement price at the time and in the manner prescribed in the said terms and conditions.
- c) Financial limit under this Agreement varies with changes in statutory dues and government taxes as applicable from time to time.
- d) That in the event of any dispute that may arise it shall be settled as per the terms and conditions of the Agreement.
- e) That this agreement is valid up to _____.

For and on behalf of [Authority]

Witness 1:

Witness 2:

For and on behalf of [SERVICE PROVIDER]

[Name and Designation of the Representative with seal]

Witness 1:

Witness 2: