



Governor of Odisha represented by  
District Social Security Officer, Jharsuguda  
Odisha

RFP No:.....476...../DSSO

Date: 23.02.2024

**REQUEST FOR PROPOSAL**

“Selection of Agency for Operations & Management 2 nos of Old Aged Home in Jharsuguda District (50 bedded Old Aged Home at Govindpur, Lakhanpur Block and 50 bedded of Old Aged Home at Suldiapara, Jharsuguda Block) ,” under District Mineral Foundation , Jharsuguda”.

District Social Security Officer, Jharsuguda, Govt. of Odisha, invites sealed proposals from eligible bidders for “Selection of Agency for Operations & Management 2 nos of Old Aged Home in Jharsuguda District (50 bedded Old Aged Home at Govindpur, Lakhanpur Block and 50 bedded of Old Aged Home at Suldiapara, Jharsuguda Block) ,” under District Mineral Foundation , Jharsuguda

Bidders fulfilling the prescribed eligibility criteria of the RFP can access and download the complete RFP Document and other details from <https://jharsuguda.nic.in>.

The major events under the bid process are:

Sr. No.	List of Key Events	Critical Dates
1	Date of Issue of RFP	23.02.2024
2	Deadline for Submission of Pre-Proposal Query	29.02.2024 on <a href="mailto:ssepd.jharsuguda@gmail.com">ssepd.jharsuguda@gmail.com</a>
3	Issue of Pre-proposal Clarifications	2.03.2024 via online mode on <a href="https://jharsuguda.nic.in/">https://jharsuguda.nic.in/</a>
4	Last Date for Submission of Bid	2.04.2024 before 5:00 PM
5	Date of Opening of Technical Bid	03.04.2024 at 11.30 AM
6	Date of Technical Presentation	Will be communicate to those Bidders who qualify in the Stage I of the evaluation {Pre-qualification Criteria}
7	Method of Selection	QBS

The proposal complete in all respects must reach the undersigned by Speed Post/Registered Post /Courier only latest by 02.04.2024 before 5:00 PM in a sealed envelope clearly mentioning on the top of it “Selection of Agency for Operations & Management 2 nos of Old Aged Home in Jharsuguda District (50 bedded Old Aged Home at Govindpur, Lakhanpur Block and 50 bedded of Old Aged Home at Suldiapara, Jharsuguda Block),” under District Mineral Foundation , Jharsugud. The proposals received beyond the last date and time will be rejected. The authority reserves the right to reject any/ all proposals without assigning any reason thereof.

**Address for Submission of Proposal:**

District Social Security Officer,  
Office of District Social Security, Collectorate Jharsuguda  
Jharsuguda – 768204  
Email: [ssepd.jharsuguda@gmail.com](mailto:ssepd.jharsuguda@gmail.com)

*C. S. D. A.*  
23.2.2024  
District Social Security Officer,  
Jharsuguda

**Request for Proposal**

**For**

**“Selection of Agency for Operations & Management 2 nos of Old Aged Home in Jharsuguda District (50 bedded Old Aged Home at Govindpur, Lakanpur Block and 50 bedded of Old Aged Home at Suldiapara, Jharsuguda Block),” under District Mineral Foundation , Jharsuguda**



**Government of Odisha represented by  
District Social Security Officer, Jharsuguda**

**February 2024**

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## **DISCLAIMER**

The information contained in this Request for Proposal (RFP), hereinafter referred to either as 'Tender' or 'Bid Document' provided to the Bidders, by the District Social Security Officer (DSSO), Jharsuguda, on the terms and conditions set out in this Tender document and all other terms and conditions subject to which such information is provided.

The purpose of this Tender document is to provide the Bidder(s) with information to implement the following assignment:

**“OPERATION AND MANAGEMENT OF 2 NOS OF OLD AGED HOME IN JHARSUGUDA DISTRICT (50 BEDDED OLD AGE HOME AT GOVINDPUR, LAKHANPUR BLOCK AND 50 BEDDED OLD AGED HOME AT SULDIAPARA, JHARSUGUA BLOCK)” UNDER DISTRICT MINERAL FOUNDATION, JHARSUGUDA**

This Tender document does not purport to contain all the information each Bidder may require. This Tender document may not be appropriate for all persons, and it is not possible for the DSSO Jharsuguda, or its office staff, employees or advisors to consider the business/investment objectives, financial situation and particular needs of each Bidder who reads or uses this Tender document.

Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability, and completeness of the information in this Tender document and wherever necessary obtain independent advice from appropriate sources. The DSSO, Jharsuguda, or its office staff, employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules, or regulations as to the accuracy, reliability, or completeness of the Tender document.

DSSO, Jharsuguda may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this TENDER document.

## Section I: Letter of Invitation and Factsheet

### 1. Letter of Invitation

**RFP No:**

**Dated:**

**Name of the Assignment: “Selection of Agency for Operations & Management 2 nos of Old Aged Home in Jharsuguda District (50 bedded Old Aged Home at Govindpur, Lakhanpur Block and 50 bedded of Old Aged Home at Suldiapara, Jharsuguda Block) ,” under District Mineral Foundation , Jharsuguda.**

1. The “District Social Security Officer (DSSO), Jharsuguda, Govt. of Odisha” (The Client) invites sealed proposal from eligible bidder under the process for **“Selection of Agency for Operations & Management 2 nos of Old Aged Home in Jharsuguda District (50 bedded Old Aged Home at Govindpur, Lakhanpur Block and 50 bedded of Old Aged Home at Suldiapara, Jharsuguda Block) ,” under District Mineral Foundation , Jharsuguda.** More details on the proposed study are provided at Section-III: Terms of Reference (ToR) of this RFP Document.
2. A bidder will be selected under QBS Selection procedure as prescribed in the RFP Document in accordance with the procedures prescribed herewith circulated vide Office Memorandum No. 37323/F, Dated: 30.11.2018 of Finance Department, Govt. of Odisha.
3. The proposal, complete in all respect as specified in the RFP Document must be accompanied with a Non-refundable amount of **Rs. 10,000/- (Rupees Ten Thousand only)** towards Bid Processing Fee and a **Refundable amount towards EMD of INR 1,00,000/- (Rupees One Lakhs only)** in form of **Demand Draft** in favour of **“District Social Security Officer (DSSO), Jharsuguda”** drawn from any Nationalized/Scheduled Bank payable at Jharsuguda, Odisha failing which the bid will be rejected.
4. The proposal must be delivered at the specified address as per the Bidder Data Sheet by Speed post / Registered Post/ Courier only. The Client shall not be responsible for postal delay or any consequence. Submission of proposal through any other mode will be rejected.
5. The last date and time for submission of proposal complete in all respects is **Dt. 02.04.2024 before 5:00 PM** and the date of opening of the technical proposal is **Dt. 03.04.2024 at 11:30 AM** in the presence of the bidder’s representative at the specified address as mentioned in the Bidder Data Sheet. Representatives of the bidders may attend the meeting with due authorization letter on behalf of the bidder.
6. This RFP includes following sections:
  - a. Letter of Invitation [Section – I]
  - b. Instructions to the Bidder [Section – II]
  - c. Terms of Reference [Section – III]
  - d. Technical Proposal Submission Forms [Section – IV]
  - e. Annexure [Section – V]
7. While all information/data given in the RFP are accurate within the consideration of scope of the proposed assignment to the best of the Client’s knowledge, the Client holds no responsibility for accuracy of information,

and it is the responsibility of the bidder to check the validity of information/data included in this RFP. The Client reserves the right to accept / reject any / all proposals / cancel the entire selection process at any stage without assigning any reason thereof.

**-S/D**

**District Social Security Officer, Jharsuguda**

**Govt. of Odisha.**

## 2. Bidder Data and Factsheet

Sr. No	Particular	Details
1	Name of the Project	“Selection of Agency for Operations & Management 2 nos of Old Aged Home in Jharsuguda District (50 bedded Old Aged Home at Govindpur, Lakhanpur Block and 50 bedded of Old Aged Home at Suldiapara, Jharsuguda Block) ,” under District Mineral Foundation , Jharsuguda
2	Name of the Client / Contact Person / Address for Submission of Proposal	District Social Security Officer, Office of District Social Security, Collectorate Jharsuguda Jharsuguda – 768204 Email: ssepd.jharsuguda@gmail.com
3	Method of Selection	Quality Based Selection (QBS)
4	Availability of RFP Document	<a href="https://jharsuguda.nic.in">https://jharsuguda.nic.in</a>
5	Date of Issue of RFP	23.02.2024
6	Deadline for Submission of Pre-Proposal Query	29.02.2024 by email to <a href="mailto:ssepd.jharsuguda@gmail.com">ssepd.jharsuguda@gmail.com</a>
7	Issue of Pre-proposal Clarifications	02.03.2024 via online mode on <a href="https://jharsuguda.nic.in">https://jharsuguda.nic.in</a>
8	Last Date for submission of Proposal	2.04.2024 by 5:00 PM
9	Date of opening of Technical Proposal	03.04.2024 at 11:30 AM
10	Date of Technical Proposal Presentations	Will be communicate to those Bidders who qualify in the Stage I of the evaluation {Pre-qualification Criteria})
11	Place of Opening of Proposal	DMF Conference Hall, Collectorate , Jharsuguda– 768204
12	Mode of Submission	Speed Post / Registered Post / Registered Courier only to the address as specified above during the office hour only. Submission of bid through any other mode and late bid will be rejected
13	Bid Processing Fee (Non-Refundable)	INR10,000/- (Rupees Ten Thousand only) (including GST) in the form of demand draft drawn in favour of DSSO Jharsuguda drawn from any Nationalized/Scheduled Bank payable at Jharsuguda. The bid processing fee shall be submitted along with the 1 <sup>st</sup> Inner Envelope of the Technical Proposal.
14	Earnest Money Deposit (EMD) (Refundable)	INR 1,00,000/- (Rupees One Lakhs only) in the form of demand draft drawn in favour of DSSO Jharsuguda drawn from any Nationalized/Scheduled Bank payable at Jharsuguda. The EMD shall be submitted along with the 1 <sup>st</sup> Inner Envelope of the Technical Proposal.
15	Performance Bank Guarantee	3% of the entire contract value

### NOTE:

- The Client reserves the right to change any schedule. Please visit the website ‘<https://jharsuguda.nic.in>’ regularly for the same.
- Proposals must be submitted before the date, time and venue mentioned in the Factsheet through Speed/Registered Post. Proposals that are received after the deadline will not be considered.

-S/D

**District Social Security Officer, Jharsuguda  
Govt. of Odisha.**

## Section II: Instructions to the Bidders

### 1. Pre-Qualification Criteria

Before opening and evaluation of the technical proposals, each bidder will be assessed based on the following pre-qualification criteria. The bidder is required to produce the copies of the required supportive documents / information as part of their technical proposal failing which the proposals will be rejected.

Sr. No.	Pre-Qualification Criteria	Specific Requirement	Documents Required
1.	Legal Entity	The Agency shall be organization / NGO registered under registered under Indian Companies Act, 1956/2013 or a Society registered under The Societies Registration Act, 1860 or a Trust registered under the Indian Trusts Act, 1882 or a Partnership Firm registered under the Indian Partnership Act, 1932 or a Limited Liability Partnership registered under The Limited Liability Partnership Act, 2008 registered	<ul style="list-style-type: none"> <li>• Certificate of Incorporation</li> <li>• Registration Certificate</li> <li>• PAN No.</li> <li>• GST No.</li> </ul>
2.	Operation	The Agency shall have been in operation for the past five (5) years as on 31/12/2023 and filed ITRs for the last 3 FYs i.e., 2020-21, 2021-22 and 2022-23	Last three FY's Audited Financial Statement duly signed by a Chartered Accountant for 2020-21,2021-22 and 2022-23 (TECH-3)
3.	Financial Capacity	The Agency shall have an average annual turnover of at least Rupees <b>One crore</b> over the last three FYs 2020-21, 2021-22 and 2022-23. This must be the individual Agency's turnover and not that of group companies/organizations.	Average Annual Turnover Statement (TECH-3)
4.	Consortium	No consortium / JVs / associations / subcontracting shall be allowed under this project.	Declaration of submitting as independent Agency from the Authorized Signatory. (TECH-10)
5.	Blacklist	The Agency shall not have been blacklisted by any Central / State Government Ministry in India or Public Sector Undertakings or any Government Agencies at the time of submission of the proposal. In case the agency has been black listed previously, the details of the same shall be furnished.	Undertaking by the Authorized Signatory. (TECH-11)
6.	Experience	The Agency should have minimum 5 Years of experience and Operations and Management of minimum 2 residential set-up with minimum 50 inmates for (either of the following): i. Old Age Home / Elderly Care Homes.	Copies of Work Orders/ Sanction Orders/ MoUs/ Engagement Letters/ Completion Certificates or equivalent documentary evidence shall be provided as proof. Documents in other languages shall be supplemented by an English

		ii. Urban Homeless Centres/ Rehabilitation centres / homeless / disabled persons / Beggar home, etc or any other residential setups with minimum 50 inmates or working for vulnerable section of the society.	translated copy. (TECH-5)
7.	Authorized Representative	A Power of Attorney in the name of the person signing the proposal.	Original Power of Attorney (Notarized on a Rs. 100/- Non-Judicial Stamp Paper) (TECH-4)
8.	Cost of Tender/ Tender Fee	The Agency shall furnish a Tender Fee of Rs. 10,000.00 (Rupees Ten Thousand Only), in the form of Demand Draft in favor of “DSSO Jharsuguda, and payable at Jharsuguda.	Original Demand Draft
9.	Earned Money Deposit (EMD)	The Agency shall furnish an EMD of Rs. 1,00,000.00 (Rupees One Lakhs Only), in the form of Demand Draft in favor of “DSSO Jharsuguda, and payable at Jharsuguda.	Original Demand Draft

**10. NOTE:**

- i. The photocopies of documents submitted towards Pre-qualification criteria are to be substantiated through production of originals, whenever asked for/ whenever required. If any of the above original documents are not produced whenever asked for/ required, the proposals shall be rejected and termed as non-responsive, at any time during evaluation till signing of the MOU.
- ii. Bidders should submit the required supporting documents as mentioned above. Bids not conforming to the eligibility criteria and non-submission of required documents as listed above shall lead to rejection of the bid.
- iii. Submission of forged documents shall also result in rejection of the bid. Bidders are advised to study all instructions, forms, terms & conditions, and other important information as mentioned in the RFP Document.
- iv. The proposal must be complete in all respect, indexed, pages numbered and spiral bound. Each page should be numbered and signed (in full) by the authorized representative (as per TECH 4). A table of content, enumerating the page numbers of each document should be mentioned at the start of each proposal.
- v. Client at its own discretion reserves the right to ask for clarifications/supporting documents at any time during evaluation. Additional time may be given for submission of documents. This will remain at discretion of client.

**2. Documents / Formats for submission along with Technical Proposal**

The bidder must furnish the following documents duly signed in along with their Technical Proposal:

1. Filled in Bid Submission Check List in Original (Annexure-I)
2. Covering letter (TECH – 1) on bidder’s letterhead requesting to participate in the selection

#### Process

3. Bid Processing Fee & EMD as applicable
4. Copy of Certificate of Incorporation/ Registration
5. Copy of PAN
6. Copy of Goods and Services Tax Identification Number (GSTIN)
7. Copies of IT Return for the last three Financial Years (FY 2020-21, 2021-22 and 2022-23)
8. General Details of the Bidder (TECH – 2)
9. Financial Details of the bidder (TECH – 3) along with all the supportive documents as applicable duly signed as per the instruction
10. Power of Attorney (TECH – 4) in favour of the person signing the bid on behalf of the bidder or Board of Directors
11. List of completed assignments of similar nature (Past Experience Details, TECH – 5) along with copies of contracts / work orders / completion certificate from previous Clients
12. Self-Declaration regarding Conflict of Interest (TECH - 6)
13. TECH - 7 till TECH – 12
14. Note:
  - i. Bidders should submit the required supporting documents as mentioned above. Bids not conforming to the eligibility criteria and non-submission of required documents as listed above will lead to rejection of the bid.
  - ii. Submission of forged documents will also result in rejection of the bid. Bidders are advised to study all instructions, forms, terms & conditions, and other important information as mentioned in the RFP document.
  - iii. The photocopies of documents submitted for Technical Proposal are to be substantiated through production of originals, whenever asked for/ whenever required. If any of the above original documents are not produced whenever asked for/ required, the proposals shall be rejected and termed as non-responsive, at any time during evaluation till issuance of Supply Order / signing of MOA.
  - iv. The proposal must be complete in all respect, indexed, pages numbered and spiral bound. Each page should be numbered and signed (in full) by the authorized representative (as per TECH 4). A table of content, enumerating the page numbers of each document should be mentioned at the start of each proposal.

### **3. Bid Processing Fee**

The bidder must furnish as part of technical proposal, the required bid processing fee amounting to Rs. 10,000/- (Ten Thousand Rupees Only) in shape of DD from any Nationalized/Scheduled Bank in favour of “DSSO,Jharsuduga” payable at Jharsuguda Proposals received without bid processing fee will be out rightly rejected.

#### **4. Earnest Money Deposit (EMD)**

1. The bidder must furnish as part of the technical proposal, an Earnest Money Deposit (EMD) amounting to INR 1,00,000/- (Rupees One Lakhs only) in shape of DD from any scheduled/nationalized bank in favor of “DSSO,Jharsuduga” payable at Jharsuguda.
2. If the bidder is registered with Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) then to avail its benefits related to RFP, necessary documents shall be submitted along with technical bid documents.
3. The EMD of unsuccessful bidders shall be refunded after finalization of selection process and award of contract.
4. The EMD of the successful bidder will be released only after furnishing of the required Performance Bank Guarantee (PBG) and signing of the contract.
5. The EMD will be forfeited on account of the following reasons:
  - i. Bidder withdraws its proposal during the bid validity period as specified in RFP.
  - ii. Bidder does not respond to requests for clarification of its proposal.
  - iii. Bidder fails to provide required information during the evaluation process or is found to be non-responsive or has submitted false information in support of its qualification.
  - iv. If the bidder fails to:
    - a. Provide any clarifications to the Client.
    - b. Agree to the decisions of the contract negotiation meeting.
    - c. Sign the contract within the prescribed time period. Furnish required Performance Bank Guarantee in time.
  - v. Any other circumstance which holds the interest of the Client during the overall selection process.

#### **5. Validity of the Proposal**

Proposals shall remain valid for a period of **180 (One Hundred Eighty Days)** from the date of opening of the Technical Proposal. The Client reserves the rights to reject a proposal valid for a shorter period as non-responsive and will make the best efforts to finalize the selection process and award of the contract within the bid validity period. The bid validity period may be extended on mutual consent.

#### **6. Pre-Proposal Queries**

1. The Client invites queries from applicant Agencies (if any) as per the details mentioned in the Fact Sheet of this document.
2. The Applicants must ensure that their queries shall reach DSSO Jharsuguda on or before last date mentioned in Fact Sheet of this document only through the e-mail of the Client i.e., [ssepd.jharsuguda@gmail.com](mailto:ssepd.jharsuguda@gmail.com).
3. The queries shall necessarily be submitted in the following format:

Sr. No.	Page No.	Section No.	Content of RFP requiring clarification	Change / Query / Clarification requested	Remarks

4. Client shall not be responsible for ensuring that the Applicant's queries have been received by them.
5. Any requests for clarifications post the indicated date and time may not be entertained by the Client.
6. The purpose of query clarification is to provide the Applicants with information regarding the RFP, project requirements, and opportunity to seek clarification regarding any aspect of the RFP and the project.
7. However, the Client reserves the right to hold or re-schedule the process.
8. Responses to Queries and Issue of Corrigendum:
  - i. The Authorized Representative of the Client will endeavor to provide timely response to the queries. However, no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does undertake to answer all the queries that have been posed by the Applicants.
  - ii. At any time prior to the last date for receipt of Proposals, the Client may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Applicant, modify the RFP Document by a corrigendum.
  - iii. The Corrigendum (if any) and clarifications to the queries from all Applicants will be uploaded on the website [http:// jahrsuguda.nic.in](http://jahrsuguda.nic.in) Any such corrigendum shall be deemed to be incorporated into this RFP.
  - iv. To provide prospective Applicants reasonable time for taking the corrigendum into account, the Client may discretionally extend the last date for the receipt of Proposals.
  - v. The Client's representative is: DSSO Jharsuguda.

## 7. Submission of Proposal

Bidder must submit their proposals by **Registered Post / Speed Post/Courier only** to the specified address on or before the last date and time for submission of proposals as mentioned in Bidder Data Sheet. The Client will not be responsible for postal delay / any consequence in receiving of the proposal. The proposal must be submitted in two parts. Each part should be separately bound with no loose sheets. Each page of the two parts should be page numbered and in conformation to the eligibility qualifications and clearly indicated using an index page. The Client will not consider any proposal that arrives after the deadline as prescribed in the Bidder Data Sheet. Any Proposal received after the deadline will be out rightly rejected by the Client.

The procedure for submission of the proposal is described below:

**1. Technical Proposal (Original):**

The envelope containing technical proposal shall be sealed and superscripted as ***“Technical Proposal – “Selection of Agency for Operations & Management 2 nos of Old Aged Home in Jharsuguda District (50 bedded Old Aged Home at Govindpur, Lakhanpur Block and 50 bedded of Old Aged Home at Suldiapara, Jharsuguda Block) ,” under District Mineral Foundation , Jharsuguda,”*** and to be furnished inside one envelope. The duly filled-in technical proposal submission forms, with all the supportive documents and information must be furnished as part of technical proposal.

The **"Technical Proposal"** must be submitted in separate sealed envelopes (with respective marking in bold letters) along with the prescribed formats/information mentioned in the RFP Document. The first envelope must be marked as **"TECHNICAL PROPOSAL {Selection of Agency for Operations & Management 2 nos of Old Aged Home in Jharsuguda District (50 bedded Old Aged Home at Govindpur, Lakhanpur Block and 50 bedded of Old Aged Home at Suldiapara, Jharsuguda Block) ,” under District Mineral Foundation , Jharsuguda}**

The above envelopes must be sealed and placed inside a main envelope with proper labelling of following information in bold:

**NAME OF THE ASSIGNMENT:**

**RFP NUMBER AND DATE:**

**DEADLINE FOR SUBMISSION OF BID:**

**NAME OF THE BIDDER:**

**NAME AND ADDRESS OF THE BIDDER:**

**CONTACT NUMBER OF THE BIDDER:**

**EMAIL ID OF THE BIDDER:**

*Any deviation from the prescribed procedures / information / formats / conditions shall result in outright rejection of the proposal. All the pages of the proposal must be sealed and signed by the authorized representative of the bidder. Bids with any conditional offer shall be outrightly rejected. All pages of the proposal must have to be sealed and signed by the authorized representative of the bidder. Any conditional bids will be rejected.*

**8. Opening of the Proposal**

The FIRST ENVELOPE containing **TECHNICAL PROPOSAL** will be opened in the initial stage by the Client in presence of the bidder’s representatives at the location, date specified in the Bidder Data Sheet. The Client will constitute a Consultant Evaluation Committee (CEC) to evaluate the proposals submitted by bidders. Only one representative with proper authorization letter from the participating bidder will be allowed to attend the bid opening meeting.

## 9. Evaluation of Proposal

A two-stage evaluation process will be conducted as explained below for evaluation of the proposals:

**1. Preliminary Evaluation (1<sup>st</sup> Stage) \*:** Preliminary evaluation of the proposals will be done to determine whether the proposal complies with the prescribed eligibility condition and the requisite documents / information have been properly furnished by the bidder or not. Submission of following documents / information will be verified:

- i. Filled in Bid Submission Check List in Original (**Annexure-I**)
- ii. Covering letter (**TECH 1**) on bidder's letterhead requesting to participate in the selection process
- iii. Bid Processing Fee and EMD as applicable
- iv. Copy of Certificate of Incorporation/ Registration.
- v. Copy of PAN
- vi. Copy of Goods and Services Tax Identification Number (GSTIN)
- vii. Copies of IT Return for the last three Financial Years (**FY 2020-21, 2021-22 and 2022-23**).
- viii. General Details of the Bidder (**TECH 2**).
- ix. Financial Details of the bidder (**TECH 3**) along with all the supportive Documents as applicable duly signed and certified as per the instruction
- x. Power of Attorney (**TECH 4**) in favour of the person signing the bid on behalf of the bidder
- xi. List of completed assignments of similar nature (Past Experience Details, **TECH 5**) along with copies of contracts / work orders / completion certificate from previous Clients
- xii. Self-Declaration on Conflict of Interest (**TECH 6**)
- xiii. Duly filled in Technical Proposal Forms (**TECH 7 to 12**)
- xiv. All the pages of the proposal and enclosures/attachments are signed by the authorized representative of the bidder

\*Bids not complying to any of the above requirement, will be out rightly rejected at the discretion of the Client's authority.

**2. Technical Evaluation (2<sup>nd</sup> Stage):** Technical proposal will be opened and evaluated for those bidders who qualify the preliminary evaluation stage. Detailed evaluation process as per the following parameters will be adopted for proposal evaluation:

Sr. No.	Criteria	Maximum Marks
<b>1</b>	<b>Turnover</b>	<b>10 Marks</b>
<b>1.1</b>	Average annual turnover of the last three financial years, i.e., FY 2020-21, 2021-22 and 2022-23  Scoring Criteria <ul style="list-style-type: none"><li>• INR 1 crores to 5 crores = 2 marks</li><li>• INR 5.01 crores to INR. 10 crores = 4 marks</li></ul>	10 Marks (Original copy of TECH 3)

	<ul style="list-style-type: none"> <li>• INR 10.01 crores to INR 15 crores = 6 marks</li> <li>• INR 15.01 crores to INR 20 crores = 8 marks</li> <li>• INR 20.01 crores and above = 10 marks</li> </ul>	
<b>2</b>	<b>Experience of the Bidder**</b>	<b>40 Marks</b>
<b>2.1</b>	<p>Number of Old Age Home (with more than 50 inmates) presently implemented</p> <p>(Marks awarded will be dependent on the summation of number of such projects, i.e. <math>P = P_1 + P_2 + P_3 + \dots + P_n</math>)</p> <p><u>Scoring criteria</u></p> <p>1 to 2 = 5 Marks 3 and above = 10 marks</p>	10 Marks (TECH 5)
<b>2.2</b>	<p>Experience of running Old Age Home (with more than 50 inmates)</p> <p>(Marks awarded will be dependent on the summation of years of experience in individual projects, i.e. <math>Y = Y_1 + Y_2 + Y_3 + \dots + Y_n</math>)</p> <p><u>Scoring criteria</u></p> <p>5 Years to 10 Years = 5 marks More than 10 Years = 10 marks</p>	10 (TECH 5)
	<p>Experience of managing residential accommodation facilities for adults, like Urban Homeless Centers / Rehabilitation centers / homeless / disabled persons / Beggar home / Maa Gruha, etc or any other residential setups with minimum 50 inmates or working for vulnerable section of the society.</p> <p>(Marks awarded will be dependent on the summation of years of experience in individual projects, i.e. <math>Y = Y_1 + Y_2 + Y_3 + \dots + Y_n</math>)</p> <p><u>Scoring criteria</u></p> <p>5 to 10 = 5 marks 11 and Above = 10 Marks</p>	10 (TECH 5)
<b>3</b>	<b>Personnel</b>	<b>10</b>
<b>3.1</b>	Superintendent (1)	<b>6</b>
<b>3.2</b>	Counsellor (2)	<b>4</b>
<b>4</b>	<b>Technical Presentation</b>	<b>40 Marks</b>
<b>4.1</b>	<p><b>Presentation on Approach, Methodology and Work Plan</b></p> <p>1. Understanding of the Assignment and Issues/Challenges (15 Marks)</p> <p>2. Approach, Methodology and Work Plan (15 Marks)</p> <p>3. Similar Case Studies (10Marks)</p>	40 Marks Technical Presentation (TECH 8 and 9)
	<b>Total (1 + 2 + 3+4)</b>	<b>100 Marks*</b>
<b>4. Note:</b>		

1. \* The minimum qualifying mark is: 80 (80%).
2. \*\* Photocopies of work orders / original experience certificates from the clients / MOU / MOA / agreements etc must be submitted as a proof for each assignment. No assignment should be repeated across various categories of evaluation parameters. Ongoing assignments will be considered for evaluation only if 6 months of the project period have elapsed.
3. All the claims shall be mandatorily substantiated via submission of all the supporting photocopies of relevant documents as per TECH 5.
4. Valid certificate means the certificates should be valid on the date of opening of technical bid.
5. Client at its own discretion reserves the right to ask for clarifications/supporting documents at any time during evaluation. Additional time may be given for submission of documents. This will remain at discretion of client.

#### **10. Final selection of Agency**

All applicant Agencies who are technically qualified (i.e., obtain minimum 80 % in Technical Evaluation) shall be ranked based on marks obtained in the Technical Evaluation and the Agency scoring the highest marks will be selected by the Client.

#### **11. Contract Negotiation**

1. Negotiations will be held (if necessary) at the office DSSO Jharsuguda. The invited Agency will, as a pre-requisite for attendance at the negotiations, confirm availability of all Professional staff. Failure in satisfying such requirements may result in the Client proceeding to negotiate with the next-ranked Agency. Representatives conducting negotiations on behalf of the Agency must have written authority to negotiate and conclude a Contract.
  - i. Technical Negotiations: Negotiations will include a discussion of the Technical Proposal including the proposed technical approach and methodology, work plan, organization and staffing, penalties, and any suggestions made by the selected Agency to improve the Terms of Reference. The Client and the selected Agency will finalize the Terms of Reference, staffing schedule, work schedule, and reporting etc. These documents will then be incorporated in the Contract as “Description of Services”. Special attention will be paid to clearly defining the inputs and facilities required from the Client to ensure satisfactory implementation of the assignment. The Client shall prepare minutes of negotiations which will be signed by the Client and the selected Agency.
2. Conclusions of Negotiations: Negotiations will conclude with a review of the draft Contract. To complete negotiations the Client and the selected Agency will initial the agreed Contract. If negotiations fail, the Client will invite the next-ranked Agency to negotiate a Contract.

## **12. Award of Contract**

1. After completing negotiations, the Client shall issue a Letter of Intent (LOI) / award of contract / offer letter for to the selected Agency, for signing of the contract.
2. The Client shall notify all applicant Agencies who have submitted proposals about the decision taken.
3. The selected Agency will sign the contract after fulfilling all the formalities/pre-conditions including submission of the Performance Bank Guarantee within Fifteen (15) working days of issuance of the Letter of Intent (LOI)/Award of Contract.
4. After signing of the contract, no variation or modification of the terms of the contract shall be made except by written amendment signed by both the parties.
5. The contract shall be valid for three (3) years i.e., Thirty-six Months from the date of effectiveness of the contract.
6. The contract can be extended for next Two (2) years ie Twenty-four months, subject to satisfactory performance as determined by the Client and as mutually agreed by both the parties.

## **13. Project Duration**

The duration of the contract will be for **Three (3)** years and may be subsequently extended for period of **Two (2)** years at a time, subject to satisfactory performance as determined by the Client.

## **14. Performance Bank Guarantee (PBG)**

1. Within Seven (7) working days of notifying the acceptance of a proposal for award of contract/ LOI, the qualified bidder shall have to furnish a Performance Bank Guarantee amounting to **3% of the contract value** from a Scheduled / Nationalized Bank situated in Jharsuguda in favour of **“DSSO Jharsuguda,”** as per the format at Annexure- II, for a period of **Sixty (60) days** beyond the entire contract period (i.e., PBG must be valid from the date of effectiveness of the contract to a period of **60 days** beyond the contract period) as its commitment to perform services under the contract.
2. The bank guarantee must be submitted after award of contract/LOI but before signing of contract. The successful bidder must renew the bank guarantee on same terms and conditions for the period up to contract including extension period, if any.
3. Performance Bank Guarantee would be returned only after successful completion of tasks assigned to the selected Agency, and only after adjusting/recovering any dues recoverable/payable from/by the selected Agency on any account under the contract.
4. Failure to comply with the requirements shall constitute sufficient grounds for the forfeiture of the PBG. The PBG shall be released immediately after three months of expiry of contract provided there is no breach of contract on the part of the qualified bidder. No interest shall be paid on the PBG.
5. On submission of this performance guarantee and after signing of the contract, demand draft submitted towards EMD would be returned in original. The format for the Performance Bank Guarantee is provided in Annexure II.

## **15. Conflict of Interest**

Conflict of interest exists in the event of:

1. Conflicting assignments, typically monitoring and evaluation/environmental assessment of the same project by the eligible bidder.
2. Consultants, agencies, or institutions (individuals or organizations) who have a business or family relation with the Client directly or indirectly.
3. Practices prohibited under the anti-corruption policy of the Government of India and Government of Odisha. The bidders are to be careful so as not to give rise to a situation where there will be any conflict of interest with the Client as this would amount to their disqualification and breach of contract.

## **16. Disclosure**

1. Bidders have an obligation to disclose any actual or potential conflict of interest. Failure to do so may lead to disqualification of the bidder or termination of its contract.
2. Bidders must disclose if they are or have been the subject of any proceedings (such as blacklisting) or other arrangements relating to bankruptcy, insolvency, or the financial standing of the Bidder, including but not limited to appointment of any officer such as a receiver in relation to the Bidder's personal or business matters or an arrangement with creditors, or of any other similar proceedings.
3. Bidders must disclose if they have been convicted of, or are the subject of any proceedings relating to:
  - i. A criminal offence or other serious offence punishable under the law of the land, or where they have been found by any regulator or professional body to have committed professional misconduct.
  - ii. Corruption including the offer or receipt of an inducement of any kind in relation to obtaining any contract.
  - iii. Failure to fulfil any obligations in any jurisdiction relating to the payment of taxes or social security contributions.

## **17. Anti-corruption Measure**

1. Any effort by Bidder(s) to influence the Client in the evaluation and ranking of financial proposals, and recommendation for award of contract, will result in the rejection of the proposal.
2. A recommendation for award of Contract shall be rejected if it is determined that the recommended bidder has directly, or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question. In such cases, the Client shall blacklist the bidder either indefinitely or for a stated period, disqualifying it from participating in any related bidding process for the said period.

## **18. Language of Proposals**

The proposal and all related correspondence exchanged between the bidder and the Client shall be written in the **English** language. Supporting documents and printed literature that are part of the proposal may be in another language provided they are accompanied by an accurate translation of the relevant passages in English with self-certification for accuracy, in which case, for the purposes of interpretation of the Proposal, the translated version shall govern.

## **19. Cost of Bidding**

The Bidder shall bear all costs associated with the preparation and submission of its proposal. The Client shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. Bidder/s is/are not allowed to submit more than one proposal under the selection process. Alternate bids are also not allowed.

## **20. Legal Jurisdiction**

All legal disputes are subject to the jurisdiction of Civil Court of Jharsuguda only.

## **21. Governing Law and Liquidated Damages**

The schedule given for delivery is to be strictly adhered to in view of the strict time schedule. Any unjustified and unacceptable delay in delivery shall render the bidder liable for liquidated damages and thereafter the Client holds the option for cancellation of the contract for pending activities and complete the same from any other agency. The Client may deduct such sum from any money from their hands due or become due to bidder. The payment or deduction of such sums shall not relieve the bidder from his obligations and liabilities under the contract. The rights and obligations of the Client and the bidder under this contract will be governed by the prevailing laws of Government of India / Government of Odisha. Failure on bidder's part to furnish the deliverables as per the agreed timeline will enforce a penalty **@ 1% per week subject to maximum of 10% of the total contract value**. The amount will be deducted from the subsequent payment. In addition, the PBG amount shall also be forfeited. The decision of the authority placing the contract, whether the delay in development has taken place on account of reasons attributed to the bidder shall be final.

## **22. Confidentiality**

Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the bidders who submitted the proposals or to other persons not officially concerned with the process, until the publication of the award of contract. The undue use by any Bidder/Agency of confidential information related to the process may result in rejection of its proposal and may be subject to the provisions of the Client's antifraud and corruption policy. During the execution of the assignment except with prior written consent of the Client, the Bidder/Agency or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the contract.

### **23. Amendment of the RFP Document**

At any time before submission of proposals, the Client may amend the RFP by issuing an addendum through website <https://jharsuguda.nic.in>. Any such addendum will be binding on all the bidders. To give bidders reasonable time in which to take an addendum into account in preparing their proposals, the Client may, at its discretion, extend the deadline for the submission of the proposals.

### **24. Client's right to accept any proposal, and to reject any or all proposals**

The Client reserves the right to accept or reject any proposal, and to annul or amend the bidding / provide additional time period for submission of missing documents / selection / evaluation process and reject all proposals at any time prior to award of contract award, without assigning any reason there of and thereby incurring any liability to the bidders.

### **25. Copyright, Patents and Other Proprietary Rights**

DSSO Jharsuguda and DMF Jharsuguda, Government of Odisha shall be entitled to all intellectual property and other proprietary rights including but not limited to patents, copyrights, and trademarks, about Documents and other materials which bear a direct relation to or are prepared or collected in consequence or during the execution of this contract. At the Client's request, the Bidder/Agency shall take all necessary steps to submit them to the Client in compliance with the requirements of the contract.

### **26. Force Majeure**

For purpose of this clause, "Force Majeure" means an event beyond the control of the agency and not involving the agency's fault or negligence and not foreseeable. Such events may include, but are not restricted, wars or revolutions, fires, floods, riots, civil commotion, earthquake, epidemics or other natural disasters and restriction imposed by the Government or other bodies, which are beyond the control of the agency, which prevents or delays the execution of the order by the agency. If a Force Majeure situation arises, the agency shall promptly notify Client in writing of such condition, the cause thereof and the change that is necessitated due to the condition. Until and unless otherwise directed by the Client in writing, the Agency shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The agency shall advise Client in writing, the beginning, and the end of the above causes of delay, within seven days of the occurrence and cessation of the Force Majeure condition. In the event of a delay lasting for more than one month, if arising out of causes of Force Majeure, Client reserve the right to cancel the contract without any obligation to compensate the agency in any manner for whatsoever reason.

## **27. Settlement of Disputes**

The Client and the Agency shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or arising from or in connection with the Contract within Thirty (30) days from the commencement of such informal negotiation. All dispute resolution proceedings shall be held at Jharsuguda, Odisha, and the language of such proceedings and that of all documents and communications between the parties shall be in English. District Magistrate and Collector -cum- Chairman and Managing Trustee DMF Jharsuguda, Govt of Odisha shall be the final authority to resolve the dispute arising between and the Client and the Agency.

## **28. Disqualification of Proposal**

The proposal is liable to be disqualified in the following cases as listed below:

1. Proposal submitted without Bid Processing Fee & EMD as applicable.
2. Proposal not submitted in accordance with the procedure and formats as prescribed in the RFP.
3. During validity of the proposal, or its extended period, if any, the bidder increases the quoted prices.
4. Proposal is received in incomplete form.
5. Proposal is received after due date and time for submission of bid.
6. Proposal is not accompanied by all the requisite documents / information.
7. Bids with any conditional technical and financial offer.
8. If the bidder provides any assumptions in the financial proposal or qualifies the commercial proposal with its own conditions, such proposals will be rejected even if the commercial value of such proposals is the lowest / best value.
9. Proposal is not properly sealed or signed.
10. Proposal is not conforming to the requirement of the scope of the work of the assignment.
11. Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at one or any point of time during the bid process.
12. If, any of the bid documents, excluding the commercial bid, submitted by the bidder is found to contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bidders or any person acting on its behalf indulges in corrupt and fraudulent practices.
13. Any other condition / situation which holds the paramount interest of the Client during the overall section process.

## **29. Damages for Mishap/Injury**

1. The Service provider shall be fully responsible damages of any kind or for any mishap/injury/ accident caused to any personnel/property of the Service provider while performing the duty, scope of services etc.
2. All liabilities, legal or monetary, arising in that eventuality shall be borne by the service provider/ Agency.
3. The service provider shall keep the Client indemnified against damages from all of the above mishaps/injuries/accidents

## **Section III: Terms of Reference**

### **1. Introduction**

An old aged home, often referred to as a nursing home, retirement home, or elder care facility, is a residential institution designed to provide housing, care, and support services for elderly individuals who require assistance with daily living activities or need a supportive environment in their later years.

These facilities cater to the needs of senior citizens who may face challenges associated with aging, such as limited mobility, health issues, loneliness, or the absence of immediate family support. Old aged homes offer a range of services aimed at ensuring the well-being, safety, and comfort of their residents.

### **2. Project Description**

There are two numbers of Old Aged Home under DMF Jharsuguda were operationalizing since 2019-20 in the district.

Old Aged Home at Govindpur under Lakhanpur block was established in the year 2019-20 with 50 bedded capacities. Presently 20 male inmates and 30 female inmates are residing here.

Old Aged Home at Suldiapara under Jharsuguda block was established in the year 2019 with 50 bedded capacities. Presently 12 male inmates and 26 female inmates are residing here.

### **3. Project Aim**

Old aged homes aim to create a supportive and homelike environment where elderly individuals feel cared for, respected, and engaged. The goal is to enhance their quality of life, maintain their dignity, and provide the necessary assistance and care they require in their later years.

### **4. Project Objectives**

- i. To provide suitable accommodation, nutritious meals, and essential amenities to meet the daily needs of residents.
- ii. To organize regular health check-ups, medication management, and recreational activities that promote physical and mental health.
- iii. To create a supportive community where residents can engage in social activities, share experiences, and receive emotional support from staff and fellow residents.
- iv. To organize social events, outings, and recreational activities that promote interaction, hobbies, and a sense of fulfilment among the residents.
- v. To have palliative care options, support services, and a caring environment that respects the wishes and values of residents and their families during their final stages of life.
- vi. To implement safety measures, train staff in elderly care, and establish protocols for emergency situations to ensure the well-being of residents.

## 5. Services to be provided at the Old Age Home

- i. **Accommodation:** Shared rooms with basic furniture and amenities.
- ii. **Meals:** Nutritious and well-balanced meals served regularly, taking into consideration any dietary restrictions or preferences.
- iii. **Healthcare Services:** Regular health check-ups and monitoring of residents' health conditions.
- iv. **Personal Care:** Assistance with activities of daily living (ADLs) such as bathing, dressing, grooming, and toileting. Help with mobility and transfer assistance for those with limited physical capabilities.
- v. **Recreational and Social Activities:** Organized recreational and social activities to keep residents engaged and entertained.
- vi. **Counselling and Emotional Support:** Emotional support services to address the psychological well-being of residents.  
Counselling services for those who may be dealing with emotional or mental health challenges.
- vii. **Security and Safety:** Security measures to ensure the safety of residents.
- viii. **Transportation:** Arrangements for transportation, either provided by the facility or facilitated through external services, for medical appointments or outings.
- ix. **Family Involvement:** Facilities often encourage family visits and involvement in the care of the residents.
- x. **Spiritual and Religious Support:** Access to religious or spiritual services and activities for those who desire them.
- xi. **Fitness and Wellness Programs:**  
Exercise programs tailored to the physical capabilities and health conditions of the residents.
- xii. **Library and Educational Programs:** Access to reading materials, books, and educational programs to stimulate the intellectual interests of residents.

## 6. Eligibility criteria for admission to the Old Age Home

The eligibility criteria for admission to the Old Age Home are as follows:

- i. The indigent senior citizen must be sixty (60) years of age or above.
- ii. Destitute individuals, meaning those who cannot provide for themselves and lack familial support.
- iii. Individuals experiencing neglect within their families or those who have been abandoned by their families.  
The case should be under consideration by the maintenance tribunal, as mandated under the Odisha Maintenance of Parents and Senior Citizens Rules, 2009.
- iv. Seniors who are living alone and are unable to support themselves.
- v. Individuals who are transferred from identical institutions.

These criteria are established to identify and provide assistance to senior citizens who are in need of care, support, and a suitable living environment in the Old Age Home.

## **7. Process of admission to the Old Age Home**

- i. An indigent senior citizen who meets the eligibility criteria may apply for admission either independently or be referred by any stakeholders (It can be a concerned citizen, public representatives, NGOs, Police, Courts and other government agencies)
- ii. The application, which can be submitted on plain white paper, should state the reasons and be addressed to the District Social Security Officer (DSSO) in Jharsuguda.
- iii. If the application is submitted through referral, it must be accompanied by a letter from the referee explaining the reasons for the referral.
- iv. Upon receiving any application, the DSSO will conduct a mandatory social inquiry through district officials and arrange for a medical examination by a government health practitioner. This examination covers physical and mental health checks, age verification, hospitalization needs, etc. Senior citizens suffering from contagious diseases, being fully bedridden, or of unsound mind will not be considered fit for admission to the Old Age Home.
- v. In case of any violation of the Act, the DSSO will pursue the case according to the provisions of the Act.
- vi. Applications received by the DSSO will be forwarded to the jurisdictional Police for a background check and possible repatriation.
- vii. Upon receipt of the Medical Certificate and the Social Enquiry Report, the DSSO will allow the applicant for an interim stay in the Old Age Home. Documentary consent will be obtained from the applicant.
- viii. After receiving the Police Report, the Governing Committee will make a final decision on accepting or rejecting the application. If the application is rejected, the interim stay order will be cancelled.

### **Other considerations for admissions**

- i. Priority in admission will be accorded to senior citizens residing in mining-affected areas of Jharsuguda district. Those from the rest of the district may be granted second priority. Residents from other districts may be allowed temporary stay until suitable arrangements for repatriation are made.
- ii. The number of admissions should not surpass the available beds. However, no current resident of the Old Age Home will be displaced solely to accommodate a new applicant.
- iii. In cases where the number of applications exceeds the available beds, priority for admission will be determined based on socio-economic factors.
- iv. No discrimination shall be made based on religion, place of origin, caste, race, creed, language, etc., among indigent senior citizens seeking admission into the Old Age Home. All applicants will be treated fairly and without bias.

## **8. Documents required for admission**

The following documents are required for admission to the Old Age Home (OAH), and they will be maintained in the Inmate Personal File:

- i. If available, any government-issued identity proof, such as Aadhaar, Electoral Photo Identity Card (EPIC), Ration Card/BPL/APL card, or any other documents issued by the Central/State government. However, providing such a document should not be mandatory.
- ii. Application form signed by the inmate, citing the reason for seeking admission.
- iii. Medical Certificate from the jurisdictional Medical Officer. In cases where there is uncertainty regarding the age of the applicant, and no government-issued identity proof is available, the estimated age by a Registered Government Medical Practitioner should be considered.
- iv. Police Verification Report for a background check or in case a missing report has been filed against the applicant.
- v. In the case of referral, a letter from the referring entity will also be kept.
- vi. Interim/Final Approval from the District Social Security Officer (DSSO)/Governing Committee.
- vii. Orders from court/statutory bodies, if available.

These documents are essential for the admission process and help in maintaining comprehensive records of each inmate at the Old Age Home.

## **9. Operation Standards of the Old Age Home**

- i. The Old Age Home will operate round-the-clock, 24 hours a day, 365 days a year.
- ii. Separate dormitories for male and female inmates will be provided.
- iii. Where possible, separate compartments within the dormitory will be allocated to married couples to ensure privacy.
- iv. Adequate space between beds will be maintained ( At least 2ft distance between two beds) to allow free movement of wheelchairs.
- v. Each inmate will be provided with a shelf or secured box for personal belongings.
- vi. Each bed will be equipped with a mosquito net, and doors and windows will also be fitted with mosquito nets.
- vii. Emergency calling bell/alarm/whistle will be placed near the bedside.
- viii. Dormitories, compartments, and beds will be properly numbered.
- ix. Fire extinguishers will be provided in every dormitory.
- x. Smoking, consumption, and storage of alcohol, tobacco, drugs, or intoxicants are strictly forbidden on the Old Age Home premises.
- xi. Inmates will only have access to their respective compartments, dormitories of the same gender, and common areas of the Old Age Home.
- xii. A dressing room will be provided for female inmates.
- xiii. CCTV cameras will be installed in the male dormitory area, female dormitory area, office room, outside the building, and in common areas. Recordings will be stored locally for a minimum of 90 days and made available for viewing to authorized representatives of the selected Agency/client only.
- xiv. Under no circumstances should inmates be allowed to use a common area for staying.

- xv. Separate bathrooms and toilets will be provided for male and female inmates.
- xvi. Inmates' clothes will be washed in mechanized laundry using washing machines, and a schedule for laundry will be drawn up.
- xvii. Space for the machines and drying clothes will be identified.
- xviii. Inmates will be served with hot cooked meals three times a day (breakfast, lunch, and dinner), along with tea and snacks every morning and evening.
- xix. Food provided to the inmates will be of adequate quantity, good quality, and variety in foodstuffs (as per local conditions), containing an average of 1700 calories and 50 grams of protein every day. The food timings and the menu will be prominently displayed in the dining hall.
- xx. Medical facilities/Medicare will include a first aid kit, glucometer, BP monitoring machine, weighing machine, oxygen concentrators, massager/pain relief devices, and medicines, as prescribed by a doctor. Regular health camps will be organized in coordination with the Chief District Medical & Public Health Officer (CDM&PHO) Jharsuguda. In case of emergencies, arrangements will be made for prompt referral of inmates to the nearest healthcare facility.
- xxi. Inmates will be encouraged to participate in the day-to-day activities of the Old Age Home, such as organizing social events for celebrating various festivals and developing kitchen gardens.
- xxii. Recreation facilities will include books/novels, 3-4 magazines, 2-3 newspapers (in regional/local language), excursions/outings to nearby places (once every two months), and games like caroms, chess, cards, TV with cable connection, and one computer with internet connection for inmates' use.
- xxiii. Entry/exit from the Old Age Home campus will require approval from the Superintendent. Biometric attendance of all inmates will be taken twice daily, and computerized reports will be generated.
- xxiv. Inmates may be taken on an excursion once every two months to nearby picnic spots.
- xxv. Volunteers, especially students from nearby colleges, may be encouraged to interact and help inmates in their day-to-day activities, with the physical presence of the Superintendent during such sessions. These activities will be planned with the prior written approval of the Executive Committee.
- xxvi. Proper waste disposal using separate dustbins for wet and dry waste will be ensured. Wet waste will be used to generate compost for the kitchen garden, while dry waste will be collected by the Municipality.
- xxvii. Inmates' belongings will be catalogued/recorded in the Inmate Personal File and stored safely at the time of admission.
- xxviii. A vehicle may be hired on a need basis, following the vehicle policy decided by the office of the District Social Security Officer (DSSO).
- xxix. Public phone facilities can be made available in the Old Age Home.
- xxx. It is imperative that elderly inmates are treated with respect, empathy, and affection. Under no circumstances shall harsh language or abusive behavior be used. Any violation will be treated as professional misconduct and may invite serious action against the concerned person.

## 10. Scope of Work for the Service Provider

The responsibilities outlined for the execution and management of the Old Age Home (OAH) project are as follows:

- i. Ensure compliance with all the 'Project Objectives,' 'Services to be provided,' etc., as outlined in Section III, SI no 5 to 9.
- ii. Formulate a Detailed Project Execution Plan (DPEP) for the establishment and operationalization of the OAH. The DPEP should encompass:
  - a) Recruitment of OAH staff.
  - b) Training modules and a plan for training OAH staff.
  - c) Standard Operating Procedures (SOP) for day-to-day operations to ensure the proper functioning of the OAH.
  - d) SOP for different emergency scenarios.
  - e) Copies of approvals/permissions required under relevant statutes and rules.
  - f) Formats for registers, Management Information System (MIS), and other related documentation. The format, content, frequency, and circulation of the MIS should be decided in consultation with the office of the District Social Security Officer (DSSO).
  - g) Implementation schedules for the placement of personnel, adoption/development of MIS, and other deliverables under this project.
- iii. Execute the approved DPEP.
- iv. Maintain and enforce a geo-tagged attendance system for all personnel hired under this project.
- v. Provide regular updates to the Client through the assigned point of contact in the office of the DSSO.
- vi. Ensure proper documentation and record-keeping of the inmates in the OAH, including the Inmate Personal File.
- vii. Undertake annual financial planning of the project, submit necessary bills for the release of funds, and submit Utilization Certificates for the funds spent.
- viii. Submit monthly, quarterly, and annual Progress Reports to the office of the DSSO.
- ix. Undertake periodic appraisal of the project execution status and take/suggest corrective steps.
- x. Identify critical gaps in existing social security systems and recommend any improvements/additions required to amplify the impact of the project to the client.
- xi. Attend all meetings as required by the office of the DSSO related to progress and assessment of the program.
- xii. Take feedback from the inmates, act on the complaints/feedback received, and take corrective measures.
- xiii. Perform any other relevant work as directed by the Client.

## 11. Steps in Project Implementation

Sr. No.	Step	Responsibility	Timeline for Completion
1	Approval for project initiation	DSSO	Within 15 working days of finalization of the Agency
2	Preparation of DPEP	Agency	Within 30 working days of receiving Work Order
3	Execution of the project	Agency	Within 45 to 60 working days of receiving Work Order
4	Fund release to the selected Agency on submission of bills (monthly)	DSSO	Within 15 working days of receiving of bills from the Agency
5	Supervision, Monitoring and Review of the project (monthly)	DSSO	By 25 <sup>th</sup> of every month

## 12. Role and Responsibilities of Client

### A. Responsibility of DSSO:

- i. Selection of agency for project implementation through this RFP.
- ii. Sign the MoU with the selected Agency.
- iii. Ensure the availability of OAH building and infrastructure, as per standards.
- iv. Ensure that all procurement is done as per applicable rules and standards.
- v. Supervise, monitor, and review the functioning of the OAH.
- vi. Discuss and prepare SOP for the operations of OAH with the selected Agency.
- vii. Ensure that the inmates are admitted to the OAH after due procedure and approval.
- viii. Responsible for the overall well-being of the inmates of the OAH.
- ix. Ensure the inmates avail the benefits of all government welfare schemes such as assistive devices under Rashtriya Vayoshree Yojana, Madhubabu pensions Yojana, health insurance, Baristha Nagarika Tirtha Yatra Yojana, Mahaprayan, Harishchandra Yojana, etc.
- x. Scrutiny and release of funds to the agency as per actual bills and stipulated norms.
- xi. Conduct review and evaluation of the project (mid-term, end-term, etc.) and suggest course correction.
- xii. Coordinate with DMF and line departments in conjunction with the Superintendent of the OAH.
- xiii. Formulate a written vehicle use policy and supervise its compliance.

### B. Responsibility of CDM & PHO

- i. Ensure the Medical Reports of the applicants are prepared and sent to the DSSO.
- ii. Ensure the applicants or inmates are provided with hospitalisation and proper treatment as per geriatric norms of the government.
- iii. Ensure that a weekly check-up of all the inmates is provided through Mobile Health Unit/ Mobile Health Team/ Monthly twice visit by a Doctor
- iv. Ensure that correct and timely referral services is provided to every inmate, in suitable government health facility.

**C. Responsibility of Police**

- i. Carry out enquiry of the applicants (for background check or in case of missing report filed against them) and their possible repatriation.
- ii. Prepare and send the Police Verification Reports to the DSSO.

**D. Responsibility of Governing Committee**

- i. The OAH will be regulated overall by the Governing Committee comprising of the CDO-cum-CEO DMF (Chairperson), District Social Security Officer (Convenor), CDM &PHO (Member)
- ii. The Governing Committee will finalise the acceptance/rejection of applications for admission to the OAH.

**E. Responsibility of Executive Committee**

- i. The operation of the OAH will be overseen by an Executive Committee comprising of DSSO (Chairperson), OAH Superintendent (Member-Convener), OAH Counsellor, one male and one female inmate (members) and any other member as approved by the District Collector cum Managing Trustees DMF Jharsuguda.
- ii. The process of admission and moving out of the senior citizens will be monitored by the Committee.
- iii. All social events, visits of students, etc. at the OAH shall be undertaken after written approval of the Committee.

**F. Responsibility of Inmates**

- i. The inmates shall abide by the rules and regulations of the OAH.
- ii. The inmates shall maintain hygiene and keep their beds and immediate surroundings clean.
- iii. With a view of maintaining an active lifestyle, the inmates may wash their plates/cups, dry their clothes, cultivate kitchen gardens, assist in distribution of food and other general activities of the OAH.

**13. Monitoring and Evaluation**

Review meetings shall be conducted by the office of the DSSO to monitor the implementation of the project. The selected agency should submit the progress report on monthly basis in the desired format as per given schedule to the office of the DSSO.

Quarterly review will be held in the Old Age Home by a team nominated by the Collector-cum-Chairperson and Managing Trustee, DMF to assess the services provided at the OAH, and the compliance of the selected Agency to the Scope of Work.

Yearly Audit will be conducted in order to monitor and evaluate the OAH. The Audit will be carried out after the end of each year (after project initiation). The audit should take feedback from the inmates in the OAH, inspect the OAH for cleanliness and security; check the geo-tagged attendance of the staffs, inspect the video recording of the CCTV cameras, financial audits for reconciliation of funds received/expenditure incurred and other related tasks.

**The final evaluation** will be carried out at the end of the project (i.e. 3 years) and will consider the following aspects in addition to those addressed in the yearly audit:

- A. The project's achievement with respect to the objectives.

- B. The effectiveness of the OAH for service delivery as envisioned.
- C. Suitability of the Agency, regarding extension of the contract.
- D. Lessons learned and recommendations.

The yearly audit and final evaluation will be carried out by a committee constituted for the purpose by the District Collector cum Managing Trustee of DMF Jharsuguda.

**Note:**

All assets, equipment and tools procured under the project will be property of the office of the DSSO, Jharsuguda and the Agency will have no right over it.

**14. Team Composition**

Following is the minimum team deployment for the project:

Sr. No.	Post	Quantity	Remarks
1	Superintendent	1	
2	Social Worker/ Counsellor	2	
3	Yoga Therapist (Part Time)	1	
4	Doctor ( Part Time)	1	
5	Nurse	2	
6	Cook	2	
7	Sweeper & Cleaning staff	2	
8	Multi-Tasking Staff	4	
9	Security Guard	2	
<b>Total</b>		<b>16</b>	

**A. Superintendent**

**Deployment: Full time and Residential**

**Minimum Qualification:** Master’s in Public Health/ PGD (Post Graduate Diploma) in Hospital and Health Management/ Diploma in Gerontology with Graduation/ PGD in Geriatric Care/ Certificate Course in Geriatric Care with Graduation/ PGD in Health and Social Gerontology and Post-Graduation in Social Sciences/ Social Work. At least 5 years of work experience in project planning, implementation, and management. Candidates with 2 or more years of experience in running and managing Old Age Homes will be preferred.

**Other Requirements:**

- i. The candidate should be less than 45 years of age.
- ii. Good knowledge and experience of participatory approaches in government programme implementation.
- iii. Must have good communication skills in Odia i.e. to read, write and speak.
- iv. Knowledge of tribal language(s) will be an advantage.

- v. Excellent interpersonal verbal and written skills including presentation skills.
- vi. Should have proficiency in Microsoft office suits and Internet Browsing.

### **Key Roles and Responsibilities**

- i. Responsible for overall functioning and management of the OAH.
- ii. Ensure that the “Project Objectives”, “Services to be provided in the Old Age Home” and other deliverables under the “Scope of Work”
- iii. Ensure the applicants are admitted following due procedure and proper documentation.
- iv. After approval from the DSSO, formally induct the applicant and explain to them their rights, duties, facilities provided and the rules of the OAH.
- v. Actively coordinate between the Client, line departments, OAH staff and Executive Committee, take necessary steps to resolve issues and represent the OAH at meetings.
- vi. Follow instructions on matters relating to the administration, running and management of the OAH given by the Client.
- vii. Supervise the work of other staff and ensure that they are fulfilling their responsibilities.
- viii. Ensure supplies and other logistics as per the procurement rules and standards.
- ix. Ensure that procured items are properly recorded in the Stock Register.
- x. Supervise and ensure that the inmates are provided with all their welfare and government entitlements and it is recorded in the specified register.
- xi. Ensure that the unused and un-repairable items are auctioned and remit their value to DMF as per the rules and norms set by the DSSO.
- xii. Coordinate and arrange health camps for regular checkup of the inmates.
- xiii. Ensure proper in-home treatment and take steps for admission of the patient in the hospital as advised by the OAH doctor.
- xiv. Ensure that the inmates’ belongings are properly recorded, stored in safe custody, and handed over to them with defined procedures as and when required.
- xv. Open bank accounts in the name of the inmates and help them in their pensions deposited/withdrawn.
- xvi. Preparation of Annual Report, progress reports, process documents and other reports in a time bound manner and submit the same to DSSO.
- xvii. Organize monthly and other meetings of the OAH and other related agencies as per schedule and follow recommendations/suggestions/orders as mentioned in the minutes of the Executive Committee meeting.
- xviii. Inform the DSSO in case of personal and professional misconduct of the staff and take necessary and immediate action against them as per written direction.
- xix. Inform the DSSO in case of violation of rules and regulations by the inmates and take necessary and immediate action against them as per written direction.
- xx. Hold responsibility as the Public Relation Officer of the OAH.

- xxi. Day to day correspondence.
- xxii. Proper maintenance of various files related to records of the inmate(s), staff, stock, finance, assets, etc.
- xxiii. Preparation of Annual Budget and everyday financial management of the OAH.
- xxiv. Encourage and conduct training programs and capacity building activities for volunteers / staff / stakeholders as per the instructions of the Executive Committee.
- xxv. Any other relevant work that may be included during the negotiations or as directed by the DSSO.

### **C. Counsellor / Social Worker**

#### **Deployment: Full -time and Non-Residential**

**Minimum Qualification:** A Master's Degree in Counselling/Psychology with a Diploma in Counselling from a government approved university with at least three or more years of experience in counselling practice. Counsellor with one or more years of counselling experience in Old Age Homes will be preferred.

#### **Other Requirements:**

- i. Must have good communication skills in Odia i.e. to read, write and speak.
- ii. Knowledge of tribal language(s) will be an advantage.
- iii. Excellent observation and listening skills; empathy, patience, tolerance, sensitivity, and an appreciation for confidentiality issues.
- iv. Excellent interpersonal skills such as active listening, clarification, reflection, and effective interpretation skill.

#### **Key Role and Responsibilities:**

- a. Understand the behavior patterns, attitude, capabilities, and limitations of newly admitted inmates and record them in the Inmate Medical File.
- b. Prepare an effective and practical care plan for the inmate in the light of the information collected through observation, enquiries, and medical report.
- c. Implement the care plan with the aim of helping the inmate adapt to the OAH environment.
- d. Give individual or group counseling to inmates with mental strain and psychological problems.
- e. Attend concerned meetings, training and capacity building activities organized by the OAH.
- f. Any other relevant work that may be included during the negotiations or as directed by the Client.

### **D. Staff Nurse**

#### **Deployment: Full time and non-Residential**

**Minimum Qualification:** Diploma in General Nursing & Midwifery / BSc. Nursing from a recognized institution approved by the Indian Nursing Council. The candidate must have been registered with the Odisha

Nursing Council and have at least 1 year of work experience in hospitals. Candidates work experience in geriatric care or in Old Age Homes will be preferred.

#### **Other Requirements**

- i. The candidate must be in the age group of 25-45 years.
- ii. Must have good communication skills in Odia i.e. to read, write and speak.
- iii. Knowledge of tribal language(s) will be an advantage.

#### **Key Roles and Responsibilities**

- i. Administer medicines, provide first aid, and perform regular tests of blood pressure level, diabetes, etc. for the inmates as prescribed by the doctor.
- ii. In cases of medical emergency, stabilize the condition of the inmates and assist in admitting them to the hospital.
- iii. Make all the related entries in the medical records of the inmates and ensure their safety.
- iv. Store the medicines and medical equipment's in the designated places and maintain their records in the concerned registers.
- v. Assist the doctor while attending to the inmates.
- vi. Ensure personal hygiene is maintained by the inmates.
- vii. Ensure the inmates are provided food as per the diet chart prescribed by the doctor.
- viii. Attend concerned meetings, training and capacity building activities organized by the OAH.
- ix. Ensure that the inmates use clean clothes, bed sheets and pillow cover etc.
- x. Any other relevant work that may be included during the negotiations or as directed by the Client.

#### **E. Cook**

##### **Deployment: Full time and residential**

##### **Requirements**

- i. Primary education.
- ii. Good communication skills in Odia.

##### **Key Role and Responsibilities**

- i. Should cook and serve fresh food for approximately 50 inmates thrice per day.
- ii. Should prepare food, tea, and snacks for inmates as per the diet rule prescribed by the doctor.
- iii. Prepare food, tea, snacks, etc. and serve it to the inmates at fixed timings.
- iv. Assist in procurement of food items and other materials.
- v. Keep the food items safely in clean and airtight containers with labels.
- vi. Should maintain absolute cleanliness in the kitchen, dining hall and stores.
- vii. Wash the utensils/cutlery and ensure they are clean for reuse.
- viii. Should ensure that the waste from the kitchen and dining are segregated into wet and dry waste and disposed properly.
- ix. Should maintain the kitchen stock register and prepare the required item list to be procured.

- x. Any other relevant work that may be included during the negotiations or as directed by the Client.

#### **F. Multi-purpose Worker**

**Deployment: Full time and residential**

##### **Requirements**

- i. Primary education.
- ii. Good communication skills in Odia.

##### **Key Role and Responsibilities**

- i. Assist the cook in preparing and serving the food.
- ii. Assist the cook in washing the utensils/cutlery.
- iii. Assist the staff in office work of the OAH as and when required.
- iv. Assist in procurement and purchase of the required materials for the OAH.
- v. Assist in the disposal of waste, through composting and other means.
- vi. Any other relevant work that may be included during the negotiations or as directed by the Client.

#### **G. Sanitary Worker**

**Deployment: Full time and non-residential**

##### **Key Role and Responsibilities**

- i. Maintaining clean and hygienic environment in the OAH.
- ii. Sweep and mopping the OAH atleast twice daily with appropriate disinfectant.
- iii. Clean and disinfect the toilets atleast thrice daily with 0.5 % active chlorine solution.
- iv. Take the soiled clothes, used bed sheets and pillow covers from the inmates for washing in the laundry.
- v. After washing, assist the inmates in sun drying the clothes and make sure the inmates get their clothes and bed materials back.
- vi. Any other relevant work that may be included during the negotiations or as directed by the Client.

## 15. Abstract of Budget

<b>Cost of operationalizing 50Bedded OAH (Over Three Years) (Single OAH)</b>					
Sl. No	Item	Costs in 1st Year (in Rs.)	Cost in 2nd Year (in Rs.)	Cost in 3rd Year (in Rs.)	Remarks
1	Personnel Cost	<b>24,46,560.00</b>	25,68,888.00	26,97,332.40	5% increment in subsequent year (as per NHM norms)
2	Running/Recurring Cost	<b>25,20,000.00</b>	26,20,800.00	27,25,632.00	4% increment in subsequent year (considering average inflation of 3.86% in last three years)
3	Management Fee	<b>2,48,328.00</b>	2,59,484.40	2,71,148.22	5 % of (Personnel Cost + Running/Recurring Cost)
<b>Total</b>		<b>52,14,888.00</b>	<b>54,49,172.40</b>	<b>56,94,112.62</b>	
		<b>1,63,58,173.02</b>			

### A. Detailed Personnel Cost

SL No	Name of the Post	No of Post	Remuneration per month per person	Remuneration per Annum
1	Superintendent	1	30,000.00	3,60,000.00
2	Social Worker/ Counsellor	2	13,260.00	3,18,240.00
4	Yoga Therapist (Part Time)	1	5,000.00	60,000.00
5	Doctor (Part time) @Rs. 5000/- per visit with two mandatory visit per month	1	10,000.00	1,20,000.00
6	Nurse	2	15,060.00	3,61,440.00
7	Cook	1	10,560.00	1,26,720.00
8	Sweeper & Cleaning staff	2	10,560.00	2,53,440.00
9	Multi-Tasking Staff	4	11,760.00	5,64,480.00
10	Security Gurad	2	11,760.00	2,82,240.00
<b>Total</b>		<b>16</b>		<b>24,46,560.00</b>

### B. Detailed Running/Recurring Cost

Sl No	Items	Cost Estimate Per Month (In Rs.)	Annual Costs (in Rs.)
1	Food allowance (@ Rs. 110/- per Inmates)	1,65,000.00	19,80,000.00

2	Consumables (medicines, toiletries, detergents, etc.) @Rs. 500/- per Inmates	25,000.00	3,00,000.00
3	Contingency (travel, electricity, DTH and others)	20,000.00	2,40,000.00
	Total		<b>25,20,000.00</b>

**Note:**

Management fee will be based on actual expenditure incurred each month on personnel and running cost.

In case of demise of any inmate, funeral expenses @ Rs. 10,000/- per person or the actual expenses incurred, whichever is less, shall be reimbursed to the organization. The funeral should be carried out only after due process of intimation to EO - Municipality Jharsuguda & Brajrajnagar, CDM&PHO Jharsuguda & CHC in-charge of Brajrajnagar . The death certificate issued for the inmates shall be filed properly in the inmate's personal record file and a photocopy maintained in appropriate office files.

Personnel cost shall be calculated on the reports generated from biometric system for staff as per their attendance in the particular month.

Running/Recurring Cost shall be reimbursed to the agency after submission of original bill, vouchers etc from the office of DSSO Jharsuguda.

In case Security services, Food & Beverage/Cooking and, Cleaning/Housekeeping services are outsourced; the expenses incurred for monthly payments, shall be reimbursed to the agency after submission of original bill, vouchers etc from the office of DSSO Jharsuguda.

The Client can request for any other provisions, services as mentioned in 'Atal Vayo Abhyuday Yojana (AVYAY) floated by Ministry of Social Justice and Empowerment, Govt. of India, for the Financial Year: 2023-24'. And these guidelines shall be binding for the operations of the OAH.

**Section IV: Technical Proposal Submission Forms**

**TECH - 1 Covering Letter**

*(On Bidder's Letter Head)*

[Location, Date]

To,

District Social Security Officer,  
Office of District Social Security, Collectorate Jharsuguda

**Subject: Selection of Agency for Operations & Management 2 nos of Old Aged Home in Jharsuguda District (50 bedded Old Aged Home at Govindpur, Lakhanpur Block and 50 bedded of Old Aged Home at Suldiapara, Jharsuguda Block) ,” under District Mineral Foundation , Jharsuguda.**

**[TECHNICAL PROPOSAL]**

Dear Sir,

I, the undersigned, offer to provide the services for the proposed assignment in respect to your Request for RFP Proposal No.: \_\_\_\_\_, Dated: \_\_\_\_\_. I hereby submit the proposal which includes this technical proposal sealed under a separate envelope. Our proposal will be valid for acceptance up to **180 Days** and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.

All the information and statements made in this technical proposal are true and correct and I accept that any misinterpretation contained in it may lead to disqualification of our proposal. If negotiations are held during the period of validity of the proposal, I undertake to negotiate on the basis of the proposal submitted by us. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations.

I have examined all the information as provided in your Request for Proposal (RFP) and offer to undertake the service described in accordance with the conditions and requirements of the selection process. I agree to bear all costs incurred by us in connection with the preparation and submission of this proposal and to bear any further pre-contract costs. In case, any provisions of this RFP/ ToR including of our technical & financial proposal is found to be deviated, then your department shall have rights to reject our proposal. I confirm that, I have the authority to submit the proposal and to clarify any details on its behalf.

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

Yours faithfully,

**Authorized Signatory with :  
Date and Seal**

**Name** : \_\_\_\_\_

**Designation** : \_\_\_\_\_

**Address of Bidder** : \_\_\_\_\_

**Contact Number of Bidder** : \_\_\_\_\_

**Email id of Bidder** : \_\_\_\_\_

**TECH 2: Bidder's Organization (General Details)**

S. No.	Description	Full Details
1	<b>Name of the Bidder</b>	
2	<b>Address for communication:</b> Tel: Email id:	
3	<b>Name of the authorized person signing &amp; submitting the bid on behalf of the Bidder:</b> Mobile No.:Email id:	
4	<b>Registration / Incorporation Details</b> Registration No: Date & Year. :	
5	<b>Local office in Odisha</b> <b>If yes, please furnish contact details</b>	Yes / No
6	<b>Bid Processing Fee Details</b> Amount: DD No.: Date: Name of the Bank:	
7	<b>EMD Details</b> Amount: DD No.: Date: Name of the Bank:	
8	PAN Number	
9	Goods and Services Tax Identification Number (GSTIN)	
10	Willing to carry out assignments as per the scope of work of the RFP	YES
11	Willing to accept all the terms and conditions as specified in the RFP	YES

**Authorized Signatory with :**

**Date and Seal**

**Name :** \_\_\_\_\_

**Designation :** \_\_\_\_\_

**Address of Bidder :** \_\_\_\_\_

**Contact Number of Bidder :** \_\_\_\_\_

**Email id of Bidder :** \_\_\_\_\_

*Bidders should submit the required supporting documents as mentioned above. Non- submission of required documents as listed above will lead to rejection of the bid.*

### TECH 3: Bidders Financial Details

#### Annual Average Turnover Statement

*(To be furnished in the letter head of the Chartered Accountant)*

The Annual Turnover of M/s \_\_\_\_\_ for the last 3 FYS are given below and certified that the statement is true and correct.

<b>Financial Information (In INR)</b>				
<b>Details</b>	<b>FY 2020-2021*</b>	<b>FY 2021-22*</b>	<b>FY 2022-23*</b>	<b>Average</b>
Consulting Turnover (in Crores)				
	<i>Page no in the bid proposal</i>	<i>Page no in the bid proposal</i>	<i>Page no in the bid proposal</i>	
<b>* Provisional audited statement shall not be considered.</b>				
<b>Supporting Documents:</b>				
Audited certified financial statements for the last three FYs (Submission of copies of Income & Expenditure Statement and Balance Sheet for the respective financial years is mandatory along with this form).				
Filled in information in this format shall have to be jointly certified and sealed by the CA and the authorized representative of the bidder and to be furnished in original along with the technical proposal failing which the proposal will be out rightly rejected. No scanned copy will be entertained.				

Signature and Seal of the Company Auditor / Chartered Accountant with Date in original

Name of Chartered Accountant / Authorized Signatory of Company Auditor

[In full initials with Date and Seal]: \_\_\_\_\_

Membership No. Chartered Accountant / Authorized Signatory of Company Auditor

**Authorized Signatory with :**

**Date and Seal**

**Name :** \_\_\_\_\_

**Designation :** \_\_\_\_\_

**Address of Bidder :** \_\_\_\_\_

**Contact Number of Bidder :** \_\_\_\_\_

**Email id of Bidder :** \_\_\_\_\_

**[NB: No Scanned Signature will be entertained]**

***Bidders should submit the required supporting documents as mentioned above. Non- submission of required documents as listed above will lead to rejection of the bid***

**TECH 4: Format for Power of Attorney**

**(Notarized on INR 100.00 Stamp Paper)**

I, \_\_\_\_\_, the \_\_\_\_\_ (Designation) of (Name of the Organization) in witness where of certify that <Name of person> is authorized to execute the attorney on behalf of <Name of Organization>, <Designation of the person>of the company acting for and on behalf of the company under the authority conferred by the < Notification/ Authority order no.> Dated <date of reference>has signed this Power of attorney at <place> on this day of <day><month>, <year>.

The signatures of <Name of person> in whose favour authority is being made under the attorney given below are hereby certified.

Name of the Authorized :  
Representative

**(Signature of the Authorized Representative with Date)**

CERTIFIED :

**Signature of person executing attorney**

**Name of person executing :  
attorney**

**Designation of person :  
executing attorney**

**Date and Seal**

**Address of Bidder :**

**Contact Number of Bidder :**

**Email id of Bidder :**

**TECH 5: Bidders Past Experience Details**

1. Experience of managing residential accommodation facilities for adults, like Urban Homeless Centers / Rehabilitation centers / homeless / disabled persons / Beggar home / Maa Gruha, etc or any other residential setups with minimum 50 inmates or working for vulnerable section of the society.

Sr. No.	Name of the Project*	Client Name, Contact Details & Address	Name of funding agency (if different from Client)	Fees in INR (In Crores)	Project Start Date in DD/MM/YYYY	Project End Date in DD/MM/YY***	Major Task Carried Out	Page no of the Attached Work Order / Experience Certificate**
1								
2								

\* Kindly mention the Work-order / project year-wise starting from the most recent Work-order / project undertaken.

\*\*Photocopies of Work Orders/ Sanction Orders/ MOUs/ Engagement Letters/ Completion Certificates / Experience Certificate from Clients for completion of work [s] of equivalent projects to be attached. More lines can be added for enumerating the relevant experiences. Mention the Page no (s) in your bid application where the copies of the relevant work order / contract is (are) placed.

\*\*\* For the projects which are already closed, submission of completion certificate is mandatory.

Authorized Signatory :  
with Date and Seal

Name : \_\_\_\_\_

Designation : \_\_\_\_\_

Address of Bidder : \_\_\_\_\_

Contact Number of Bidder : \_\_\_\_\_

Bidder : \_\_\_\_\_

**TECH 6: Declaration of Conflict of Interest and Activities**

Are there any activities carried out by your agency which are of conflicting nature as mentioned in **Section II [Information to the Bidder]: Para 15**. If yes, please furnish details of any such activities.

If no, please certify,

**On Bidders Letter**

I hereby declare that our agency is not indulged in any such activities which can be termed as the conflicting activities as mentioned **in Section II [Information to the Bidder]: Para 15**.

I also acknowledge that in case of misrepresentation of any of the information, our proposal / contract shall be rejected / terminated by the Client which shall be binding on us.

**Authorized Signatory with :**

**Date and Seal**

**Name :** \_\_\_\_\_

**Designation :** \_\_\_\_\_

**Address of Bidder :** \_\_\_\_\_

**Contact Number of Bidder :** \_\_\_\_\_

**Email id of Bidder :** \_\_\_\_\_

**Bidders should submit the required supporting Documents as mentioned above. Non- submission of required Documents as listed above will lead to rejection of the bid.**

**TECH 7: Comments and Suggestions on the Terms of Reference / Scope of Work and Counterpart Staff and Facilities to be provided by the Client**

**A: On the Terms of Reference / Scope of Work:**

[The Agency needs to present and justify in this section, if any modifications to the Terms of Reference they are proposing to improve performance in carrying out the assignment (such as deleting some activity considering unnecessary, or adding another, or proposing a different phasing of the activities / study process modifications). Such suggestions should be concise and to the point and incorporated in the technical proposal. Modification / suggestion will not be taken into consideration without adequate justification. Any change in manpower resources will not be taken into consideration]

**B: On Input and Facilities to be provide by the Client:**

[Comment here on inputs and facilities to be provided by the Client with respect to the Scope of Work and Implementation]

**Authorized Signatory with :  
Date and Seal**

**Name :** \_\_\_\_\_

**Designation :** \_\_\_\_\_

**Address of Bidder :** \_\_\_\_\_

**Contact Number of Bidder :** \_\_\_\_\_

**Email id of Bidder :** \_\_\_\_\_

## **TECH 8: Description of Approach, Methodology and Workplan to Undertake the Assignment**

*[Technical Approach, Methodology and Work Plan are key components of the Technical Proposal. In this Section, bidder should explain their understanding of the scope and objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. Further, the bidder shall highlight the problems being addressed and their importance and explain the technical approach to be adopted to address them. It is suggested to present the required information divided into following four sections viz 'Technical Approach & Methodology, Work Plan, Organization & Staffing, Challenges Envisaged']*

- a) **Technical Approach and Methodology:** In this chapter, you shall explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You shall highlight the problems being addressed and their importance and explain the technical approach you shall adopt to address them. You shall also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.
- b) **Work Plan:** In this chapter, you shall propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates. The proposed work plan shall be consistent with the technical approach and methodology, **showing understanding of the TOR** and ability to translate and implement **each of the objectives, services, and care to be provided, and scope of work** into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output etc., shall be included here. The work plan shall be consistent with the Work Schedule.
- c) **Organization and Staffing:** In this chapter, you shall propose the structure and composition of your team. You shall list the main disciplines of the assignment, the key expert responsible, and proposed staff. The details of these resources shall be given in Technical Form – 5 and 6.
- d) **Challenges Envisaged:** In this chapter, you shall list out some major challenges that could arise while implementation of the project. Also, the proposed action plan/road map and quality control mechanisms that you shall contemplate to follow while overcoming these challenges.

*Bidders are requested to furnish the above information limiting it up to 5-7 pages only with Arial Font Size-10.*

The agencies who are selected for technical presentation shall adhere to the following format while presentation:

<b>Maximum Number of Slides</b>	<b>Slide Heading</b>	<b>Maximum Marks (40)</b>	<b>Maximum Time for Presentation</b>
1 to 3	Understanding of the Assignment and Issues/Challenges	15	5 minutes
4 to 6	Work Plan and Staffing	15	5 minutes
7 to 10	Similar Case Studies	10	5 minutes
	Question & Answer Session		5 minutes

Note 1: Information provided in the form shall correspond to the Technical Presentation. Colour print-out of the PPT also shall be submitted.

Note 2: All the claims shall be substantiated through production of supporting documents.

**Authorized Signatory with :**

**Date and Seal**

**Name :** \_\_\_\_\_

**Designation :** \_\_\_\_\_

**Address of Bidder :** \_\_\_\_\_

**Contact Number of Bidder :** \_\_\_\_\_

**Email id of Bidder :** \_\_\_\_\_

**TECH 9: Proposed Plan to Carry out the Assignment**

<b>Month</b> →	<b>2</b>	<b>3</b>	<b>4</b>
<b>Sequence of Activities / Sub Activities</b>			
↓			

*Indicate all main activities / sub activities of the proposed assignment and other associate sub-periodic activities.*

**Authorized Signatory with :**

**Date and Seal**

**Name :** \_\_\_\_\_

**Designation :** \_\_\_\_\_

**Address of Bidder :** \_\_\_\_\_

**Contact Number of Bidder :** \_\_\_\_\_

**Email id of Bidder :** \_\_\_\_\_

**TECH 10: Non-Consortium Declaration**

We, \_\_\_\_\_ <name of the Organisation>, having our registered office at \_\_\_\_\_, <HQ address of the Organisation> hereby certify and confirm that in the preparation and submission of our Proposal for \_\_\_\_\_ (name of the Project) under this RFP Reference No. \_\_\_\_\_, We have not acted in concert or in collusion with any other Bidder or other person(s) and also not done any act, deed or thing, which is or could be regarded as anti-competitive.

We declare that we are submitting this proposal as an independent agency, and not as a part of any consortium/Joint Venture/Associations.

We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or organization in connection with the instant proposal.

We also acknowledge that in case of misrepresentation of the information, our proposal / contract shall be rejected / terminated at any stage by the client, which shall be binding on us. Any loss or damage to the client, on this count will be compensated by us.

Dated this \_\_\_\_\_ Day of \_\_\_\_\_, 2024

:

**Authorized Signatory with  
Date and Seal**

**Name** : \_\_\_\_\_

**Designation** : \_\_\_\_\_

**Address of Bidder** : \_\_\_\_\_

**Contact Number of Bidder** : \_\_\_\_\_

**Email id of Bidder** : \_\_\_\_\_

## TECH 11: Affidavit Format for Not Blacklisting

(Notarized on Rs.100/- Non-Judicial Stamp Paper)

### Affidavit

I, M/s. \_\_\_\_\_ (the name of the Organization) having our registered office at \_\_\_\_\_, <HQ address of the Organisation> hereby certify and confirm that we or any of our promoter(s) / Director(s) are not barred by Social Security & Empowerment of Persons With Disabilities Department, Govt. of Odisha / Department of Health & FW, Govt. of Odisha / or any other entity of GoO or blacklisted by any State Government or Central Government / Department / Organization in India from participating in Tenders as on the \_\_\_\_\_ (Date of Signing of this proposal). In case the agency has been blacklisted previously, the details of the same shall be furnished in below format.

Sl. No	Name of the Govt. dept/Organisation/ that backlisted the Agency	Duration from which the blacklisting started to when it ended	Reason for being Blacklisted	Issues that led to blacklisting was resolved / Not resolved	Remarks
1					
2					

We further confirm that we are aware that, our proposal for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the agreement period.

Dated this \_\_\_\_\_ Day of \_\_\_\_\_, 2024

:

**Authorized Signatory with  
Date and Seal**

**Name** : \_\_\_\_\_

**Designation** : \_\_\_\_\_

**Address of Bidder** : \_\_\_\_\_

**Contact Number of Bidder** : \_\_\_\_\_

**Email id of Bidder** : \_\_\_\_\_

**TECH 12: Format of Bid Security Declaration from Bidders In Lieu of EMD**

(On Bidders Letter head)

Bid Security Declaration For

Date:

Tender No:

To,

District Social Security Officer,  
Office of District Social Security, Collectorate Jharsuguda  
Jharsuguda – 768204

I/We, The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We:

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity
  - i. fail or reuse to execute the contract, if required, or
  - ii. fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of

- (i) the receipt of your notification of the name of the successful Bidder; or
- (ii) thirty days after the expiration of the validity of my/our Bid.

Yours sincerely,

**Authorized Signatory with :**

**Date and Seal**

**Name :** \_\_\_\_\_

**Designation :** \_\_\_\_\_

**Address of Bidder :** \_\_\_\_\_

**Contact Number of Bidder :** \_\_\_\_\_

**Email id of Bidder :** \_\_\_\_\_

## Section V: Annexures

### Annexure I: Bid Submission Checklist

Sr. No.	Description	Submitted (Yes/No)	Page No.
	<b>Technical Proposal (Original)</b>		
1	Filled in Bid Submission Check List (ANNEXURE I)		
2	Covering Letter (TECH 1)		
3	Bid Processing Fee of Rs. 10,000/- in form of DD		
4	EMD of Rs. 1,00,000/- in form of DD		
5	Copy of Certificate of Incorporation / Registration of the Bidder		
6	Copy of PAN		
7	Copy of Goods and Services Tax Identification Number (GSTIN)		
8	Copies of IT Returns for the last 3 FYs (20-21,21-22 &22-23)		
9	General Details of the Bidder (TECH 2)		
10	Financial details of the bidder (TECH 3) along with all the supportive documents such as copies of Profit – Loss Statement and Balance Sheet for the concerned period		
11	Power of Attorney (TECH 4) in favour of the personsigning the bid on behalf of the bidder		
12	List of completed assignments of similar nature (Past Experience Details) (TECH 5) along with the copies of work orders for the respective assignments		
13	Self-Declaration on Potential Conflict of Interest (TECH 6)		
14	Comments and Suggestions (TECH 7)		
15	Description of Approach, Methodology & Work Plan (TECH 8)		
16	Work Plan (TECH 9)		
17	Non-Consortium Declaration (TECH 10)		
18	Affidavit Format for Not Blacklisting (TECH 11)		
19	Format of Bid Security declaration Lieu of EMD (TECH 12)		

#### Undertaking:

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

**Authorized Signatory with :**

**Date and Seal**

**Name** : \_\_\_\_\_  
**Designation** : \_\_\_\_\_  
**Address of Bidder** : \_\_\_\_\_  
**Contact Number of Bidder** : \_\_\_\_\_  
:

**Annexure II: Performance Bank Guarantee Format**

[Location, Date]

To,  
District Social Security Officer,  
Office of District Social Security, Collectorate Jharsuguda  
Jharsuguda – 768204

WHEREAS ..... (Name and address of the Agency) (hereinafter called “the Agency”) has undertaken, in pursuance of RFP no..... dated ..... to undertake the service ..... (Description of services) (herein after called “the contract”).

AND WHEREAS it has been stipulated by..... (Name of the Client) in the said contract that the Agency shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract.

AND WHEREAS we have agreed to give the supplier such a bank guarantee.

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the Agency, up to a total of ..... (Amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Agency to be in default under the contract and without cavil or argument, any sum, or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Agency before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract Documents which may be made between you and the Agency shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition, or modification.

This performance bank guarantee shall be valid until the .... day of..... (Month and year),

Our branch at Jharsuguda ..... (Name & Address of the Bank) is liable to pay the guaranteed amount depending on the filing of the claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our Jharsuguda branch a written claim or demand and received by us at our Jharsuguda branch on or before Dt.....otherwise, the bank shall be discharged of all liabilities under this guarantee thereafter.

.....

**(Signature of the authorized officer of the Bank)**

.....

**Name and designation of the officer**

.....

**Seal, name & address of the Bank & Branch**

### Annexure III: Definitions and Acronyms

1	Agency / Bidder	:	Entities or persons that may provide or provides the Services to the Client under the Contract.
2	Assignment / Job	:	The work to be performed by the selected Agency pursuant to the Contract.
3	Client	:	
4	CA	:	Chartered Accountant
5	CSR	:	Corporate Social Responsibility
6	Day	:	Calendar day
7	DD	:	Demand Draft
8	DMF, Jharsuguda	:	District Mineral Foundation, Jharsuguda
9	DPEP	:	Detailed Project Execution Plan
10	DSSO		DISTRICT Social Security Officer
11	EC	:	Evaluation Committee
12	EMD	:	Earnest Money Deposit
13	EPF	:	Employee Provident Fund
14	ESIC	:	Employee State Insurance Corporation
15	FY	:	Financial Year
16	GSTIN	:	Goods and Services Tax IdentificationNumber
17	HR	:	Human Resource
19	LOI	:	Letter of Invitation, (Section 1 of the RFP) means the 'Letter of Invitation' being sent by the Client.
20	MoA	:	Memorandum of Agreement
21	MoU	:	Memorandum of Understanding
22	NGO	:	Non-profitable Government Organization
23	OAH	:	Old Aged Home
24	Personnel	:	Professionals and support staff provided by the selected Agency and assigned to perform the Services or any part thereof.
25	Proposal	:	Pre-Qualification Documents, Technical Proposal and Financial Proposal.
26	PBG		Performance Bank Guaranty
27	QBS	:	Quality Based Selection
28	RFP	:	Request for Proposal, circulated by the Client for the selection of an Agency.
29	TOR	:	Information included in the RFP which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Client and the selected Agency.