

RFP Number: 499 /DSSO

Date: 26/02/2024

## Request for Proposal

**Selection of Agency for Operation and Management of 4 nos of Shelter Home (Mission Ashra-I & II for female and Mission Ashalok -I & II for Male ) for Homeless People / Destitute with Mentally Illness (HPMI), under District Mineral Foundation Jharsuguda**



**District Social Security Officer (DSSO), Jharsuguda, Govt. of Odisha**

**February 2024**

*C. S. S.*  
26.2.2024

**District Social Security Officer  
Jharsuguda**

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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 4 nos of Shelter Home (Mission Ashra-I & II for female and Mission Ashalok -I & II for Male ) for Homeless People / Destitute with Mentally Illness (HPMI), 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 Project: Selection of Agency for Operation and Management of 4 nos of Shelter Home(Mission Ashra-I & II for female and Mission Ashalok -I & II for Male ) for Homeless People / Destitute with Mentally Illness (HPMI), 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 Operation and Management of 4 nos of Shelter Home(Mission Ashra-I & II for female and Mission Ashalok -I & II for Male ) for Homeless People / Destitute with Mentally Illness (HPMI), under District Mineral Foundation Jharsuguda.**
2. More details on the proposed study are provided at Section-III: Terms of Reference (ToR) of this RFP Document.
3. 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.
4. 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 10,00,000/- (Rupees Ten 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.
5. 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.
6. The last date and time for submission of proposal complete in all respects is Dt.10.04.2024 before 5:00 PM and the date of opening of the technical proposal is Dt. 11.04.2024 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.
7. 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. Financial Proposal Submission form [ Section-V]
  - f. Annexure [Section – VI]
8. 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 for Operation and Management of 4 nos of Shelter Home for HPMI under DMF Jharsuguda

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	<b>Selection of Agency for Operation and Management of 4 nos of Shelter Home(Mission Ashra-I &amp; II for female and Mission Ashalok -I &amp; II for Male ) for Homeless People / Destitute with Mentally Illness (HPMI), under District Mineral Foundation Jharsuguda</b>
2	Name of the Client	District Social Security Officer, Office of District Social Security, Collectorate Jharsuguda, P.O. Jharsuguda – 768204 Email: <a href="mailto:ssepd.jharsuguda@gmail.com">ssepd.jharsuguda@gmail.com</a>
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	27.02.2024
6	Deadline for Submission of Pre-Proposal Query	07.03.2024 by email to <a href="mailto:ssepd.jharsuguda@gmail.com">ssepd.jharsuguda@gmail.com</a>
7	Issue of Pre-proposal Clarifications	12.03.2024 via online mode on <a href="https://jharsuguda.nic.in/">https://jharsuguda.nic.in/</a>
8	Last Date for submission of Proposal	10.04.2024 by 05.00 PM
9	Date of opening of Technical Proposal	11.04.2024 at 11.00 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	Contact Person / Address for Submission of Proposal	District Social Security Officer, Office of District Social Security, Collectorate Jharsuguda, P.O. Jharsuguda – 768204 Email: <a href="mailto:ssepd.jharsuguda@gmail.com">ssepd.jharsuguda@gmail.com</a>
12	Place of Opening of Proposal	DMF Conference Hall, Collectorate , Jharsuguda– 768204
13	Mode of Submission	Speed Post / Registered Post/ 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
14	Bid Processing Fee (Non-Refundable)	INR10,000/- (Rupees Ten Thousand only) (including GST) in the form of demand draft drawn in favour of “District Social Security Officer (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.
15	Earnest Money Deposit (EMD) (Refundable)	INR 10,00,000/- (Rupees Ten Lakhs only) in the form of demand draft drawn in favour of “District Social Security Officer (DSSO), Jharsuguda” drawn in 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.
16	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/ Courier. Proposals that are received after the deadline will not be considered.

-S/D

**District Social Security Officer (DSSO),  
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>Five 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 shall have prior experience of Operations and Management of residential set-up for (either of the following): <ul style="list-style-type: none"> <li>• Rehabilitation Centers for Homeless and Destitute (cumulative of minimum 100 inmates).</li> <li>• Rehabilitation Centers for Physically &amp; Mentally challenged people i.e. People with Disabilities (PWDs) and Children with Disabilities (CWDs) (cumulative of a minimum of 100 inmates).</li> </ul>	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 translated copy.

		<ul style="list-style-type: none"> <li>• Drug De-addiction and Rehabilitation Centre (cumulative of minimum 100 inmates).</li> <li>• Old Age Home / Elderly Care Homes (cumulative of minimum 100 inmates).</li> <li>• Urban Homeless Centres / Beggar Home, etc or any other residential setups with cumulative of minimum 100 inmates or working for vulnerable section of the society.</li> </ul>	
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 'District Social Security Officer, Jharsuguda', and payable at Jharsuguda.	Original Demand Draft
9.	Earned Money Deposit (EMD)	The Agency shall furnish an EMD of Rs. 10,00,000.00 (Rupees Ten Lakhs Only), in the form of Demand Draft in favor of 'District Social Security Officer, Jharsuguda', and payable at Jharsuguda.	Original Demand Draft
<p><b>10. NOTE:</b></p> <p><b>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.</b></p> <p><b>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.</b></p> <p><b>iii. Submission of forged documents shall also result in rejection of the bid. Bidders are advised to study all instructions, forms, terms &amp; conditions, and other important information as mentioned in the RFP Document.</b></p> <p><b>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.</b></p> <p><b>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.</b></p>			

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

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

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

- Bid Processing Fee & EMD as applicable
- Copy of Certificate of Incorporation/ Registration
- Copy of PAN
- Copy of Goods and Services Tax Identification Number (GSTIN)
- Copies of IT Return for the last three Financial Years (FY 2020-21, 2021-22 and 2022-23)
- General Details of the Bidder (TECH – 2)
- Financial Details of the bidder (TECH – 3) along with all the supportive documents as applicable duly signed as per the instruction
- Power of Attorney (TECH – 4) in favour of the person signing the bid on behalf of the bidder or Board of Directors
- List of completed assignments of similar nature (Past Experience Details, TECH – 5) along with copies of contracts / work orders / completion certificate from previous Clients
- Self-Declaration regarding Conflict of Interest (TECH - 6)
- TECH - 7 till TECH – 12
- 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)

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amounting to INR 10,00,000/- (Rupees Ten 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:

### i. Technical Proposal (Original):

The envelope containing technical proposal shall be sealed and superscripted as ***“Technical Proposal - “Selection of Agency for Operation and Management of 4 nos of Shelter***

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*Home(Mission Ashra-I & II for female and Mission Ashalok -I & II for Male) for Homeless People / Destitute with Mentally Illness (HPMI), 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.

- ii. 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 Operation and Management of 4 nos of Shelter Home(Mission Ashra-I & II for female and Mission Ashalok -I & II for Male ) for Homeless People / Destitute with Mentally Illness (HPMI), 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 out-right 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 out rightly 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:

- A. **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:

- Filled in Bid Submission Check List in Original (**Annexure-I**)
- Covering letter (**TECH 1**) on bidder's letterhead requesting to participate in the selection process
- Bid Processing Fee and EMD as applicable
- Copy of Certificate of Incorporation/ Registration.
- Copy of PAN
- Copy of Goods and Services Tax Identification Number (GSTIN)
- Copies of IT Return for the last three Financial Years (**FY 2020-21, 2021-22 and 2022-23**).
- General Details of the Bidder (**TECH 2**).
- Financial Details of the bidder (**TECH 3**) along with all the supportive Documents as applicable duly signed and certified as per the instruction
- Power of Attorney (**TECH 4**) in favour of the person signing the bid on behalf of the bidder
- List of completed assignments of similar nature (Past Experience Details, **TECH 5**) along with copies of contracts / work orders / completion certificate from previous Clients
- Self-Declaration on Conflict of Interest (**TECH 6**)
- Duly filled in Technical Proposal Forms (**TECH 7 to 13**)
- 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.

**B. 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

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 2018-19, 2019-20 and 2020-21  Scoring Criteria <ul style="list-style-type: none"> <li>• INR 5 crore to 10 crores = 3 marks</li> <li>• INR 10.1 crores to INR. 15 crores = 5 marks</li> <li>• INR 15.1.00 crores and above = 10 marks</li> </ul>	10 Marks
<b>2</b>	<b>Experience of the Bidder***</b>	<b>30 Marks</b>
<b>2.1</b>	Number of Rehabilitation Centers for Homeless and Destitutes / Rehabilitation Centers for Homeless and Disabled Persons (PwDs) with atleast 100 inmates, presently implemented  Scoring Criteria <ul style="list-style-type: none"> <li>• 1 Project to 2 Projects = 2 Marks</li> <li>• 3 Project to 5 Projects = 5 Marks</li> <li>• More than 5 Projects = 10 Marks</li> </ul>	10 Marks

<b>2.2</b>	Years of Experience of running Rehabilitation Centers for Homeless and Destitutes / Rehabilitation Centers for Homeless and Disabled Persons (PwDs) (minimum 5 years of experience )  Scoring Criteria <ul style="list-style-type: none"> <li>• 5 years to 9.99 years = 2 Marks</li> <li>• 10 years to 14.99 years = 5 Marks</li> <li>• Years more than 15 years = 10 Marks</li> </ul>	10 Marks
<b>2.3</b>	Experience of managing residential accommodation facilities for adults, like Old Age Home / Urban Homeless Centers / Beggar Home /Drug De-addiction cum Rehabilitation Centers / Integrated Rehabilitation Centre for Addicts (IRCA) / Swadhar Greh (Shelter Home for Destitute Women) etc or any other residential setups with cumulative of minimum 100 inmates or working for vulnerable section of the society  Scoring Criteria <ul style="list-style-type: none"> <li>• 5 years to 9.99 years = 2 Marks</li> <li>• 10 years to 14.99 years = 5 Marks</li> <li>• Years more than 15 years = 10 Marks</li> </ul>	10 Marks
<b>3</b>	<b>Personnel*</b>	<b>10 Marks</b>
<b>3.1</b>	Coordinator cum Centre Head (One)* <ul style="list-style-type: none"> <li>• Master's Degree in Social Work / Social Sciences / Bachelors in Hospital Administration &amp; Management.</li> <li>• Experience of managing similar centres for a minimum period of four years or work experience in project planning, implementation, and management.</li> <li>• Good knowledge and experience of participatory approaches in program implementation.</li> <li>• Demonstrable capability for running such centres and having working knowledge of computers.</li> </ul>	5 Marks <ul style="list-style-type: none"> <li>• 2 marks - for educational qualification</li> <li>• 2 mark - for work experience</li> <li>• 1 mark - for relevance of experience to desired work experience</li> </ul>
<b>3.2</b>	Counsellor cum Psychologists (One)* <ul style="list-style-type: none"> <li>• Master's Degree in Counselling/Psychology with a Diploma in Counselling from a government approved university.</li> <li>• Atleast four years of experience in counselling practice.</li> <li>• Hold a Training Certificate in Mental Health Rehabilitation Sciences from an institute of repute like NIMHANS / IHBAS, New Delhi etc (preferred).</li> <li>• Have knowledge of English and Odiya language.</li> </ul>	5 Marks <ul style="list-style-type: none"> <li>• 2 marks - for educational qualification</li> <li>• 2 marks - for work experience</li> <li>• 1 mark - for relevance of experience to proposed position</li> </ul>
<b>4</b>	<b>Awards and Recognition of the Bidder</b>	<b>10 Marks</b>
<b>4.1</b>	National level Award and recognition only from Government Bodies/ Entities for execution of projects of similar nature.	10 Marks
<b>5</b>	<b>Technical Presentation</b>	<b>40 Marks</b>
<b>5.1</b>	<b>Presentation on Approach, Methodology and Work Plan</b> 1. Understanding of the Assignment and Issues/Challenges (4 Marks) 2. Approach, Methodology and Work Plan (4 Marks) 3. Similar Case Studies (2 Marks)	<b>40 Marks</b> Technical Presentation
	<b>Total (1 + 2 + 3 + 4 + 5)</b>	<b>100 Marks**</b>
<b>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**

A. 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.

B. 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)**

- A. 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.
- B. 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.
- C. 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.
- D. 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.
- E. 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:

- A. Conflicting assignments, typically monitoring and evaluation/environmental assessment of the same project by the eligible bidder.
- B. Consultants, agencies, or institutions (individuals or organizations) who have a business or family relation with the Client directly or indirectly.

- C. 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**

- A. 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.
- B. 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.
- C. Bidders must disclose if they have been convicted of, or are the subject of any proceedings relating to:
  - 1. 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.
  - 2. Corruption including the offer or receipt of an inducement of any kind in relation to obtaining any contract.
  - 3. Failure to fulfil any obligations in any jurisdiction relating to the payment of taxes or social security contributions.

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

- A. 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.
- B. 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:

- i. Proposal submitted without Bid Processing Fee & EMD as applicable.
- ii. Proposal not submitted in accordance with the procedure and formats as prescribed in the RFP.
- iii. During validity of the proposal, or its extended period, if any, the bidder increases the quoted prices.

RFP for Operation and Management of 4 nos of Shelter Home for HPMI under DMF Jharsuguda

- iv. Proposal is received in incomplete form.
- v. Proposal is received after due date and time for submission of bid.
- vi. Proposal is not accompanied by all the requisite documents / information.
- vii. Bids with any conditional technical and financial offer.
- viii. 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.
- ix. Proposal is not properly sealed or signed.
- x. Proposal is not conforming to the requirement of the scope of the work of the assignment.
- xi. Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at one or any point of time during the bid process.
- xii. 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.
- xiii. 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

In the past six years, Jharsuguda district has grappled with the complex intersection of homelessness and mental illness, recognizing the profound impact these interconnected social issues have on individuals and communities globally. Within this context, Homeless Persons with Mental Illness (HPMI) have emerged as a particularly vulnerable and marginalized demographic facing multifaceted challenges.

Under the auspices of Section 10, sub-section (A), point (vi) of the Odisha District Mineral Foundation Rules, 2015, Jharsuguda district has undertaken significant initiatives to address the needs of HPMI. Specifically, special programs such as Shelter Homes for Homeless People/Destitute with Mental Illness have been established under the District Mineral Foundation (DMF). Over the last six years, these efforts have resulted in the provision of shelter for a total of 390 HPMI, encompassing both males and females. These Shelter Homes, funded by DMF, aim to alleviate the dire circumstances faced by mentally ill individuals who inadvertently find themselves destitute, lacking clothing, sustenance, and care.

DMF Jharsuguda is committed to adopting a just, humane, and sensitive approach towards the security and social development of this vulnerable and destitute population. The unfortunate reality is that many mentally ill or retired individuals become roadside destitute, separated from their families and lacking essential care. In response, DMF Jharsuguda endeavors to create awareness within the larger community about the detrimental consequences of neglecting mental disorders. The foundation seeks to safeguard the human rights of HPMIs, ensuring that they are not only provided with shelter but also treated with dignity and respect. By addressing the root causes and promoting understanding, DMF Jharsuguda aims to contribute to the broader social development and well-being of the HPMI population in the district.

Details of 4 nos of Shelter home for HPMI in Jharsuguda district

Sl. No	Project Name	Project Location	Sanctioned Strength	Remarks
01	Mission Ashra-I (Female)	H.Katapali, Jharsuguda	125	Mentally Ill person both Male & Female inmates are admitted from Jharsuguda District as well as other district of the state
02	Mission Ashra-II (Female)	H.Katapali, Jharsuguda	90	
03	Mission Ashalok-I (Male)	Badmal, Jharsuguda	125	
04	Mission Ashalok-II (Male)	R.Katapali, Rajpur, Jharsuguda	50	
		<b>Total</b>	<b>390</b>	

### 2. Objective

1. Identify and assess the HPMI population in Jharsuguda District.
2. Provide accessible mental health services to HPMI through innovative and community-based approaches.
3. Foster community awareness and reduce stigma associated with homelessness and mental illness.

RFP for Operation and Management of 4 nos of Shelter Home for HPMI under DMF Jharsuguda

4. Facilitate the social integration and reintegration of HPMI into the community through skill development and employment opportunities.

### **3. Functioning of the Shelter Home**

- i. Day-to-Day Operations:**
  - Manage the day-to-day operations of the 390-bedded Shelter Home, ensuring a safe, secure, and supportive environment for residents.
  - Oversee the implementation of the shelter's policies and procedures.
- ii. Human Resources Management:**
  - Recruit, train, and manage qualified staff, including medical professionals, counsellors, and support personnel.
  - Ensure a skilled and compassionate workforce to address the specific needs of HPMI.
- iii. Resident Care and Services:**
  - Implement comprehensive care programs, including identification, rescue, shelter, nutrition, medical care, and counselling for HPMI residents.
  - Facilitate skill development initiatives to enhance residents' quality of life and promote their self-sustainability.
- iv. Reunion and Reintegration Initiatives:**
  - Undertake initiatives to reunite HPMI residents with their families/relatives.
  - Support and facilitate the reintegration of residents with their families, ensuring a smooth transition and continued support.
- v. Clinical and Psychosocial Interventions:**
  - Coordinate clinical interventions, psychiatric assessments, observation, diagnosis, and treatment for residents.
  - Implement psychosocial therapy and interventions, including counselling, physio-occupational therapy, etc.
- vi. Vocational Training Programs:**
  - Develop and implement vocational training programs to equip residents with skills for income generation and community reintegration.
- vii. Follow-up and Support Services:**
  - Establish a robust system for regular follow-up and support services, both during the residents' stay and after reunion with family members.

### **4. Scope of Work**

- 1. Ensure Fulfilment of Objectives and Functions:**

Ensure that all objectives, functioning of the Centre, and specifications outlined in Section III (2 to 3) are met effectively.
- 2. Detailed Project Execution Plan (DPEP):** Formulate a DPEP for the establishment and operationalization of the Centre.
  - i. Recruitment and Training Plan for Shelter Home staff.
  - ii. SOPs for day-to-day operations and emergency scenarios.
  - iii. Necessary approvals and permissions under relevant statutes and rules.
  - iv. Formats for registers, MIS, and related documentation.
  - v. Implementation schedules for personnel placement, MIS development, and other project deliverables.
- 3. Execution of Approved DPEP:**
  - i. Implement the approved DPEP according to the established timelines.
- 4. Geo-Tagged Attendance System:**
  - i. Maintain and enforce a geo-tagged attendance system for all project personnel.
- 5. Regular Updates and Communication:**



- i. Provide regular updates to the Client through the assigned point of contact at the office of the DSSO.
- 6. Documentation and Reporting:**
  - i. Ensure proper documentation, including medical records and administrative documents.
  - ii. Submit Monthly, Quarterly, and Annual Progress Reports to the office of the DSSO Jharsuguda.
- 7. Financial Planning and Utilization:**
  - i. Undertake annual financial planning for the project.
  - ii. Submit necessary bills for fund release and Utilization Certificates for spent funds.
- 8. Periodic Appraisal:**
  - i. **Undertake periodic appraisals of project execution status.**
  - ii. **Take/suggest corrective steps or mid-course corrections as needed.**
- 9. Identify and Recommend Improvements:**
  - i. Identify critical gaps in existing social security systems.
  - ii. Recommend improvements or additions to amplify the impact of the project.
- 10. Meeting Attendance:**
  - i. Attend all meetings as required by the office of the DSSO related to progress and assessment of the program.
- 11. Feedback Mechanism:**
  - i. Establish a feedback mechanism, gathering input from beneficiaries, patients, relatives, and staff.
  - ii. Act on complaints/feedback received and implement corrective measures.
- 12. Infrastructure Requirements:**
  - i. Provide residential facilities ensuring a dignified standard of living for beneficiaries.
  - ii. Ensure a minimum of 80 sq ft per inmate excluding common space.
  - iii. Establish the Shelter Home in a rented/leased house of a minimum of 10,000 sq ft.
- 13. Additional Services as Directed:**
  - i. Undertake any other relevant work as directed by the Client, adhering to relevant legal guidelines and schemes.

## **5. Types of Beneficiaries for Admission to the Shelter Home**

- 1. Homeless Persons/ Destitutes with mental illness (HPMI), who can be rehabilitated and mainstreamed / re-integrated into the society.
- 2. Severe Mentally ill patients whose families have no regular means of income / livelihood, who require life-long institutional care.
- 3. Persons with mental illness living below the poverty line whether in possession of a below poverty line (BPL) card, or who are destitute or homeless.

## **6. Process of Admission**

- 1. Identification and Rescue:**
  - i. Trained Social Workers and Counsellors conduct house-hold surveys, referrals from government officials, and gather information from verified government departments.
  - ii. Identify and rescue HPMI of all genders, including juvenile destitutes and severe mentally ill patients.
- 2. Transport to Healthcare Facilities:**
  - i. Social Workers, Counsellors, facilitate the transportation of identified HPMI and Patients to the nearest healthcare facility.
- 3. Eligibility Assessment:**

- i. Medical Officer/MOIC/Specialist Doctor at CHC/SDH/DHH assesses patients for eligibility for admission in the Shelter Home.
  - ii. If eligible, the assessing MOIC/Medical Officer/Specialist Doctor formally refers HPMI and patients to the Shelter Home.
- 4. Training for Streamlining Admission:**
- i. Psychiatrist/Mental Health Specialist at DHH Jharsuguda provides training to Medical Officer/MOIC, General Duty Medical Officers (GDMO)/Specialist Doctors at PHCs, CHCs, SDHs, DHH, and the Shelter Home.
  - ii. Focus on efficient assessment and identification of patients and beneficiaries eligible for Shelter Home admission.

## 7. Team Composition

Following is the minimum team deployment: Details in Annexure -III

<b>Team Composition for Mission Ashra-I (125 seated)</b>			
<b>Sl No</b>	<b>Name of the Post</b>	<b>No of post</b>	<b>Remarks</b>
1	Project Co-ordinator	1	
2	Account -cum-Office Assistance	1	
3	Medical Officer	1	(Part time) two mandatory visit per week
4	Psychiatrist	1	(Part time) two mandatory visit per week
5	Psychologist/ Counsellor	2	
6	Occupational Therapist/ Physiotherapist	2	
7	Social worker / Outreach Community worker	5	
8	Nurse	3	
9	Pharmacist	1	
10	Vocational instructor	2	
11	Chowkidar/ Security guard	4	
12	Cook	1	
13	Housekeeping staff	5	
14	Multipurpose worker / Ward boy/ Attendant	10	
15	Ambulance driver	1	
		<b>40</b>	

<b>Team Composition for Mission Ashra-II(90 seated)</b>			
<b>Sl No</b>	<b>Name of the Post</b>	<b>No of post</b>	<b>Remarks</b>
1	Project Co-ordinator	1	
2	Account -cum-Office Assistance	1	
3	Medical Officer	1	(Part time) two mandatory visit per week
4	Psychiatrist	1	(Part time) two mandatory visit per week
5	Psychologist/ Counsellor	2	
6	Occupational Therapist/ Physiotherapist	2	
7	Social worker / Outreach Community worker	4	
8	Nurse	3	
9	Pharmacist	1	
10	Vocational instructor	2	
11	Chowkidar/ Security guard	3	
12	Cook	1	
13	Housekeeping staff	4	
14	Multipurpose worker / Ward boy/ Attendant	6	
15	Ambulance driver	1	
		<b>33</b>	

<b>Team Composition for Mission Ashalok-I (125 seated)</b>			
<b>Sl No</b>	<b>Name of the Post</b>	<b>No of post</b>	<b>Remarks</b>
1	Project Co-ordinator	1	
2	Account -cum-Office Assistance	1	
3	Medical Officer	1	(Part time) two mandatory visit per week
4	Psychiatrist	1	(Part time) two mandatory visit per week
5	Psychologist/ Counsellor	2	
6	Occupational Therapist/ Physiotherapist	2	
7	Social worker / Outreach Community worker	5	
8	Nurse	3	
9	Pharmacist	1	
10	Vocational instructor	2	
11	Chowkidar/ Security guard	4	
12	Cook	1	
13	Housekeeping staff	5	
14	Multipurpose worker / Ward boy/ Attendant	10	
15	Ambulance driver	1	
		<b>40</b>	

<b>Team Composition for Mission Ashalok-II (50 seated)</b>			
<b>Sl No</b>	<b>Name of the Post</b>	<b>No of post</b>	<b>Remarks</b>
1	Project Co-ordinator	1	
2	Account -cum-Office Assistance	1	
3	Medical Officer	1	(Part time) two mandatory visit per week
4	Psychiatrist	1	(Part time) two mandatory visit per week
5	Psychologist/ Counsellor	1	
6	Occupational Therapist/ Physiotherapist	1	
7	Social worker / Outreach Community worker	2	
8	Nurse	3	
9	Pharmacist	1	
10	Vocational instructor	1	
11	Chowkidar/ Security guard	2	
12	Cook	1	
13	Housekeeping staff	2	
14	Multipurpose worker / Ward boy/ Attendant	4	
15	Ambulance driver	1	
		<b>23</b>	

## **8. Steps in Project Implementation**

<b>Sr. No.</b>	<b>Step</b>	<b>Responsibility</b>	<b>Timeline for Completion</b>
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

## **9. Role and Responsibilities of Client**

### **A. Responsibility of DSSO:**

RFP for Operation and Management of 4 nos of Shelter Home for HPMI under DMF Jharsuguda

- i. Selection of agency for project implementation through this RFP.
- ii. Sign the MoU with the selected Agency.
- iii. Ensure the availability 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 Mission Ashra-I & II and Mission Ashalok-I & II
- vi. Discuss and prepare SOP for the operations Mission Ashra-I & II and Mission Ashalok-I & II with the selected Agency.
- vii. Ensure that the inmates are admitted to the Mission Ashra-I & II and Mission Ashalok-I & II after due procedure and approval.
- viii. Conduct review and evaluation of the project (mid-term, end-term, etc.) and suggest course correction.
- ix. Coordinate with DMF and line departments in conjunction with the Project co-ordinator of the Mission Ashra-I & II and Mission Ashalok-I & II
- x. Inform the Agency, Executive Committee, and Collector cum Managing Trustee DMF for non-compliance or poor performance of the Agency.
- xi. Verify and forward bills that are submitted by the selected Agency to DMF for release of funds for payment to the Agency in a timely manner.
- xii. Attend quarterly and yearly review meetings with Collector cum Managing Trustee DMF for overall assessment of the performance of the Agency.

**B. Responsibility of CDM & PHO**

- i. Ensure that a monthly check-up of all the inmates is provided by a Psychiatric Doctor working at DHH.

**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. Responsibilities of DMF Jharsuguda**

- i. Administratively approve the project proposal as received from DSSO Jharsuguda.
- ii. Participate in quarterly and yearly review meetings conducted by the Collector and Managing Trustee DMF Jharsuguda for performance assessment of the Agency.
- iii. Take necessary action as per the information received from DSSO Jharsuguda during review of the concerned Agency as per instructions of Collector and Managing Trustee DFM Jharsuguda.
- iv. Scrutiny and release of funds to the DSSO Jharsuguda as per actual bills submitted and stipulated norms.

**E. Responsibility of Governing Committee**

- i. The 4 nos of Selter Home for HPMI (i.e. Mission Ashar-I &II, Mission Ashalock -I&II) will be regulated overall by the Governing Committee comprising of the CDO-cum- CEO DMF (Chairperson), District Social Security Officer (Convenor), CDM &PHO (Member), Psychiatric of DHH (Member)
- ii. The Governing Committee will finalise the acceptance/rejection of applications for admission to the Mission Ashar-I &II, Mission Ashalock -I&II

**F. Responsibility of Executive Committee**

- i. The operation of the 4 nos of Selter Home for HPMI will be overseen by an Executive Committee comprising of DSSO (Chairperson), Project Coordinator of Mission Ashar-I &II, Mission Ashalock -I&II (Member-Convenor), Psychologist/ Counsellor, 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 mentally retired male & female will be monitored by the Committee.
- iii. All social events, visits of students, etc. at .e. Mission Ashar-I &II, Mission Ashalock -I&II) the shall be undertaken after written approval of the Committee.

**10. Monitoring and Evaluation**

1. Regular review meetings shall be conducted by the office of the DSSO to monitor the implementation of the project. The selected Agency shall submit the progress report on monthly basis in the desired format as per given schedule to the office of the DSSO, Jharsuguda. This monthly progress report shall be verified and submitted by the DSSO to the office of DMF Jharsuguda on a regular basis.
2. Yearly review (atleast one per year) shall be conducted by a team nominated by the Collector-cum-Chairperson and Managing Trustee, DMF along with DSSO to assess the services provided and the compliance of the selected Agency to the Scope of Work.
3. DSSO shall undertake an 'Inspection' for evaluation of the Centre and submit the report to Collector-cum-Chairperson and Managing Trustee, DMF. The Inspection shall be carried out after the end of each year (after project initiation) and shall take feedback from the patients of the Centre; inspect the Centre for cleanliness and security; check the geo-tagged attendance of the staffs; inspect the video recording of the CCTV cameras; financial assessments for reconciliation of funds received/expenditure incurred and other related tasks.
4. The selected Agency shall onboard an 'Impact Evaluation Agency' at the start of the project itself. The Impact Evaluation Agency shall carry out a Baseline Evaluation, Midline Evaluation (at various intervals as fixed by the Agency in consultation with the Client), as well as the Final Evaluation. All the reports of the evaluations carried out by the Impact Evaluation Agency shall

be submitted by the selected Agency to the office of DSSO Jharsuguda and CEO DMF Jharsuguda. The 'Final Evaluation' shall be carried out by this 'Third Party / Impact Evaluation Agency' at the end of the project (i.e., 3 years) and will consider the following aspects in addition to those addressed in the in every evaluation:

- i. The project's achievement with respect to the objectives.
  - ii. The effectiveness of the Centre for service delivery as envisioned.
  - iii. Suitability of the Agency, regarding extension of the contract.
  - iv. Impact generated, opportunities of improvements, and recommendations etc.
5. 'Annual Financial Audit' shall be carried out by the selected agency through an independent auditor and the report shall be submitted to DSSO Jharsuguda and CEO DMF Jharsuguda within three months of completion of a Financial Year.
  6. No additional funds shall be provided for these audits and evaluations.
  7. 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.

## 11. Abstract of Budget

### 1. Abstract of Budget for Mission Ashra-I

<b>Operation &amp; Management Cost of Mission Aashra -1, 125Beds Shelter Home for Mentally-Ill and Destitute Persons (Female)</b>					
<b>(Over Three Years)</b>					
<b>Sr. No.</b>	<b>Item</b>	<b>Costs in 1st Year (in Rs.)</b>	<b>Cost in 2nd Year (in Rs.)</b>	<b>Cost in 3rd Year (in Rs.)</b>	<b>Remarks</b>
2	Personnel Cost	67,71,840.00	71,10,432.00	74,65,953.60	5% increment in subsequent year (as per NHM norms)
3	Recurring Cost	80,10,000.00	83,30,400.00	86,63,616.00	4% increment in subsequent year (considering avg. 3.86% inflation in last three years)
4	Management Fee*	7,39,092.00	7,72,041.60	8,06,478.48	5 % of (Personnel Cost + Recurring i.e., Running Cost)
<b>Total</b>		<b>1,55,20,932.00</b>	<b>1,62,12,873.60</b>	<b>1,69,36,048.08</b>	
		<b>4,86,69,853.68</b>			
*The detailed work plan to be undertaken by the agency using the management fees shall be discussed post selection of agency and be put forth in the MoU detailing out roles and responsibilities.					

<b>A Personal Cost /HR Cost</b>						
<b>Sl No</b>	<b>Name of the Post</b>	<b>No of post</b>	<b>Salary per Month per person (in Rs.)</b>	<b>Monthly Salary (In Rs)</b>	<b>Salary per Annum ( In Rs.)</b>	<b>Remarks</b>
1	Project Co-ordinator	1	30,000.00	30,000.00	3,60,000.00	
2	Account -cum-Office Assistance	1	13,260.00	13,260.00	1,59,120.00	
3	Medical Officer	1	40,000.00	40,000.00	4,80,000.00	(Part time) @Rs. 5000/- per visit with two mandatory visit per week
4	Psychiatrist	1	40,000.00	40,000.00	4,80,000.00	(Part time) @Rs. 5000/- per visit with two mandatory visit per week
5	Psychologist/ Counsellor	2	15,060.00	30,120.00	3,61,440.00	
6	Occupational Therapist/ Physiotherapist	2	15,060.00	30,120.00	3,61,440.00	
7	Social worker / Outreach Community worker	5	13,260.00	66,300.00	7,95,600.00	
8	Nurse	3	15,060.00	45,180.00	5,42,160.00	
9	Pharmacist	1	15,060.00	15,060.00	1,80,720.00	
10	Vocational instructor	2	13,260.00	26,520.00	3,18,240.00	
11	Chowkidar/ Security guard	4	11,760.00	47,040.00	5,64,480.00	
12	Cook	1	10,560.00	10,560.00	1,26,720.00	
13	Housekeeping staff	5	10,560.00	52,800.00	6,33,600.00	
14	Multipurpose worker / Ward boy/ Attendant	10	10,560.00	1,05,600.00	12,67,200.00	
15	Ambulance driver	1	11,760.00	11,760.00	1,41,120.00	
<b>Sub Total</b>		<b>40</b>		<b>5,64,320.00</b>	<b>67,71,840.00</b>	



<b>B</b>	<b>Recurring / Operational Cost</b>		
<b>SI No</b>	<b>Particulars</b>	<b>Expenditure per Month (in Rs.)</b>	<b>Expenditure per Annum (in Rs.)</b>
1	House Rent per month	90,000.00	10,80,000.00
2	Fooding @Rs.110 per inmates per day	4,12,500.00	49,50,000.00
3	Consumable & Medicine @Rs.1000 per inmate per month	1,25,000.00	15,00,000.00
4	Contingencies (Stationary, Water, Electricity Bill, Postage, Telephone, Maintenance, replacement of bed items etc)	40,000.00	4,80,000.00
<b>Sub Total</b>			<b>80,10,000.00</b>

## 2. Abstract of Budget for Mission Ashra-II

<b>Operation &amp; Management Cost of Mission Ashra -II, 90 Beds Shelter Home for Mentally-Ill and Destitute Persons (Female)</b>					
<b>(Over Three Years)</b>					
<b>Sr. No.</b>	<b>Item</b>	<b>Costs in 1st Year (in Rs.)</b>	<b>Cost in 2nd Year (in Rs.)</b>	<b>Cost in 3rd Year (in Rs.)</b>	<b>Remarks</b>
2	Personnel Cost	<b>58,38,000.00</b>	61,29,900.00	64,36,395.00	5% increment in subsequent year (as per NHM norms)
3	Recurring Cost	<b>60,24,000.00</b>	62,64,960.00	65,15,558.40	4% increment in subsequent year (considering avg. 3.86% inflation in last three years)
4	Management Fee*	<b>5,93,100.00</b>	6,19,743.00	6,47,597.67	5 % of (Personnel Cost + Recurring i.e., Running Cost)
<b>Total</b>		<b>1,24,55,100.00</b>	<b>1,30,14,603.00</b>	<b>1,35,99,551.07</b>	
		<b>3,90,69,254.07</b>			
*The detailed work plan to be undertaken by the agency using the management fees shall be discussed post selection of agency and be put forth in the MoU detailing out roles and responsibilities.					

<b>A Personal Cost /HR Cost</b>						
<b>Sl No</b>	<b>Name of the Post</b>	<b>No of post</b>	<b>Salary per Month per person (in Rs.)</b>	<b>Monthly Salary (In Rs)</b>	<b>Salary per Annum ( In Rs.)</b>	<b>Remarks</b>
1	Project Co-ordinator	1	30,000.00	30,000.00	3,60,000.00	
2	Account -cum-Office Assistance	1	13,260.00	13,260.00	1,59,120.00	
3	Medical Officer	1	40,000.00	40,000.00	4,80,000.00	(Part time) @Rs. 5000/- per visit with two mandatory visit per week
4	Psychiatrist	1	40,000.00	40,000.00	4,80,000.00	(Part time) @Rs. 5000/- per visit with two mandatory visit per week
5	Psychologist/ Counsellor	2	15,060.00	30,120.00	3,61,440.00	
6	Occupational Therapist/ Physiotherapist	2	15,060.00	30,120.00	3,61,440.00	
7	Social worker / Outreach Community worker	4	13,260.00	53,040.00	6,36,480.00	
8	Nurse	3	15,060.00	45,180.00	5,42,160.00	
9	Pharmacist	1	15,060.00	15,060.00	1,80,720.00	
10	Vocational instructor	2	13,260.00	26,520.00	3,18,240.00	
11	Chowkidar/ Security guard	3	11,760.00	35,280.00	4,23,360.00	
12	Cook	1	10,560.00	10,560.00	1,26,720.00	
13	Housekeeping staff	4	10,560.00	42,240.00	5,06,880.00	
14	Multipurpose worker / Ward boy/ Attendant	6	10,560.00	63,360.00	7,60,320.00	
15	Ambulance driver	1	11,760.00	11,760.00	1,41,120.00	
<b>Sub Total</b>		<b>33</b>		<b>4,86,500.00</b>	<b>58,38,000.00</b>	

<b>B. Recurring / Operational Cost</b>			
<b>Sl No</b>	<b>Particulars</b>	<b>Expenditure per Month (in Rs.)</b>	<b>Expenditure per Annum (in Rs.)</b>
1	House Rent per month	80,000.00	9,60,000.00
2	Fooding @Rs.110 per inmates per day	2,97,000.00	35,64,000.00
3	Consumable & Medicine, @Rs.1000 per inmate per month	90,000.00	10,80,000.00
4	Contingencies (Stationary, Water, Electricity Bill, Postage, Telephone,	35,000.00	4,20,000.00

Maintenance, replacement of bed items etc)		
<b>Sub Total</b>	<b>5,02,000.00</b>	<b>60,24,000.00</b>

### 3. Abstract of Budget for Mission Ashalok-I

<b>Operation &amp; Management Cost of Mission Ashalok -1, 125Beds Shelter Home for Mentally-Ill and Destitute Persons (Male)</b>					
<b>(Over Three Years)</b>					
<b>Sr. No.</b>	<b>Item</b>	<b>Costs in 1st Year (in Rs.)</b>	<b>Cost in 2nd Year (in Rs.)</b>	<b>Cost in 3rd Year (in Rs.)</b>	<b>Remarks</b>
2	Personnel Cost	67,71,840.00	71,10,432.00	74,65,953.60	5% increment in subsequent year (as per NHM norms)
3	Recurring Cost	80,10,000.00	83,30,400.00	86,63,616.00	4% increment in subsequent year (considering avg. 3.86% inflation in last three years)
4	Management Fee*	7,39,092.00	7,72,041.60	8,06,478.48	5 % of (Personnel Cost + Recurring i.e., Running Cost)
<b>Total</b>		<b>1,55,20,932.00</b>	<b>1,62,12,873.60</b>	<b>1,69,36,048.08</b>	
		<b>4,86,69,853.68</b>			
*The detailed work plan to be undertaken by the agency using the management fees shall be discussed post selection of agency and be put forth in the MoU detailing out roles and responsibilities.					

<b>A</b>	<b>Personal Cost /HR Cost</b>					
<b>Sl No</b>	<b>Name of the Post</b>	<b>No of post</b>	<b>Salary per Month per person (in Rs.)</b>	<b>Monthly Salary (In Rs)</b>	<b>Salary per Annum ( In Rs.)</b>	<b>Remarks</b>
1	Project Co-ordinator	1	30,000.00	30,000.00	3,60,000.00	
2	Account -cum-Office Assistance	1	13,260.00	13,260.00	1,59,120.00	
3	Medical Officer	1	40,000.00	40,000.00	4,80,000.00	(Part time) @Rs. 5000/- per visit with two mandatory visit per week

4	Psychiatrist	1	40,000.00	40,000.00	4,80,000.00	(Part time) @Rs. 5000/- per visit with two mandatory visit per week
5	Psychologist/ Counsellor	2	15,060.00	30,120.00	3,61,440.00	
6	Occupational Therapist/ Physiotherapist	2	15,060.00	30,120.00	3,61,440.00	
7	Social worker / Outreach Community worker	5	13,260.00	66,300.00	7,95,600.00	
8	Nurse	3	15,060.00	45,180.00	5,42,160.00	
9	Phramcist	1	15,060.00	15,060.00	1,80,720.00	
10	Vocational instructor	2	13,260.00	26,520.00	3,18,240.00	
11	Chowkidar/ Security guard	4	11,760.00	47,040.00	5,64,480.00	
12	Cook	1	10,560.00	10,560.00	1,26,720.00	
13	Housekeeping staff	5	10,560.00	52,800.00	6,33,600.00	
14	Multipurpose worker / Ward boy/ Attendant	10	10,560.00	1,05,600.00	12,67,200.00	
15	Ambulance driver	1	11,760.00	11,760.00	1,41,120.00	

<b>B Recurring / Operational Cost</b>			
<b>Sl No</b>	<b>Particulars</b>	<b>Expenditure per Month (in Rs.)</b>	<b>Expenditure per Annum (in Rs.)</b>
1	House Rent per month	90,000.00	10,80,000.00
2	Fooding @Rs.110 per inmates per day	4,12,500.00	49,50,000.00
3	Consumable & Medicine @Rs.1000 per inmate per month	1,25,000.00	15,00,000.00
4	Contingencies (Stationary, Water, Electricity Bill, Postage, Telephone, Maintenance, replacement of bed items etc)	40,000.00	4,80,000.00
<b>Sub Total</b>			<b>80,10,000.00</b>

**4. Abstract of Budget for Mission Ashalok-II**

<b>Operation &amp; Management Cost of Mission Ashalok-2, 50 Beds Shelter Home for Mentally-Ill and Destitute Persons (Female) (Over Three Years)</b>					
<b>Sr. No.</b>	<b>Item</b>	<b>Costs in 1st Year (in Rs.)</b>	<b>Cost in 2nd Year (in Rs.)</b>	<b>Cost in 3rd Year (in Rs.)</b>	<b>Remarks</b>
2	Personnel Cost	39,67,200.00	41,65,560.00	43,73,838.00	5% increment in subsequent year (as per NHM norms)
3	Recurring Cost	34,20,000.00	35,56,800.00	36,99,072.00	4% increment in subsequent year (considering avg. 3.86% inflation in last three years)
4	Management Fee*	3,69,360.00	3,86,118.00	4,03,645.50	5 % of (Personnel Cost + Recurring i.e., Running Cost)
<b>Total</b>		<b>77,56,560.00</b>	<b>81,08,478.00</b>	<b>84,76,555.50</b>	
		<b>2,43,41,593.50</b>			
*The detailed work plan to be undertaken by the agency using the management fees shall be discussed post selection of agency and be put forth in the MoU detailing out roles and responsibilities.					

<b>A</b>	<b>Personal Cost /HR Cost</b>					<b>Remarks</b>
<b>Sl No</b>	<b>Name of the Post</b>	<b>No of post</b>	<b>Salary per Month per person (in Rs.)</b>	<b>Monthly Salary (In Rs)</b>	<b>Salary per Annum (In Rs.)</b>	
1	Project Co-ordinator	1	30,000.00	30,000.00	3,60,000.00	
2	Account -cum-Office Assistance	1	13,260.00	13,260.00	1,59,120.00	
3	Medical Officer	1	24,000.00	24,000.00	2,88,000.00	(Part time) @Rs. 3000/- per visit with two mandatory visit per week
4	Psychiatrist	1	24,000.00	24,000.00	2,88,000.00	(Part time) @Rs. 3000/- per visit with two mandatory visit per week
5	Psychologist/ Counsellor	1	15,060.00	15,060.00	1,80,720.00	
6	Occupational Therapist/ Physiotherapist	1	15,060.00	15,060.00	1,80,720.00	
7	Social worker / Outreach Community worker	2	13,260.00	26,520.00	3,18,240.00	

8	Nurse	3	15,060.00	45,180.00	5,42,160.00	
9	Pharmacist	1	15,060.00	15,060.00	1,80,720.00	
10	Vocational instructor	1	13,260.00	13,260.00	1,59,120.00	
11	Chowkidar/ Security guard	2	11,760.00	23,520.00	2,82,240.00	
12	Cook	1	10,560.00	10,560.00	1,26,720.00	
13	Housekeeping staff	2	10,560.00	21,120.00	2,53,440.00	
14	Multipurpose worker / Ward boy/ Attendant	4	10,560.00	42,240.00	5,06,880.00	
15	Ambulance driver	1	11,760.00	11,760.00	1,41,120.00	
<b>Sub Total</b>		<b>23</b>		<b>3,30,600.00</b>	<b>39,67,200.00</b>	

<b>B. Recurring / Operational Cost</b>			
<b>Sl No</b>	<b>Particulars</b>	<b>Expenditure per Month (in Rs.)</b>	<b>Expenditure per Annum (in Rs.)</b>
1	House Rent per month	40,000.00	4,80,000.00
2	Fooding @Rs.110 per inmates per day	1,65,000.00	19,80,000.00
3	Consumable & Medicine, @Rs.1000 per inmate per month	50,000.00	6,00,000.00
4	Contingencies ( Stationary, Water, Electricity Bill, Postage, Telephone, Maintenance, replacement of bed items etc)	30,000.00	3,60,000.00
<b>Sub Total</b>		<b>2,85,000.00</b>	<b>34,20,000.00</b>

## Section IV: Technical Proposal Submission Forms

### TECH - 1 Covering Letter

(On Bidder's Letter Head)

[Location, Date]

To,  
**District Social Security Officer,**  
**At- Collectorate, Jharsuguda**  
**P.O. Jharsuguda District, Pin-768204**

**Subject: Selection of Agency for Establishment and Management of 4 nos of Shelter Home for Homeless People / Destitute with Mentally Illness (HPMI) ( Mission Ashra-I&II (Female), Mission Ashalok-I&II(Male)), 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>	
<p><b>* Provisional audited statement shall not be considered.</b></p> <p><b>Supporting Documents:</b>                      Audited certified financial statements for the last three FYs (Submission of copies of Income &amp; 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.</p>				

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 :**

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### TECH 5: Bidders Past Experience Details

1. Experience of managing residential accommodation facilities for adults, like Shelter Home for Mentally-ill Person/ Urban Homeless Centers / Rehabilitation centers / homeless / disabled persons / Beggar home, etc or any other residential setups with minimum 100 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/Y YYYY***	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 :** \_\_\_\_\_

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

**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:

Maximum Number of Slides	Slide Heading	Maximum Marks (40)	Maximum Time for Presentation
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

Month	1	2	3	4
Sequence of Activities / Sub Activities				
↓				

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

### TECH 13: Curriculum Vitae (CV) for Proposed Key Professional

<b>1.</b>	<b>Proposed Position</b>			
<b>2.</b>	<b>Name of Agency</b>			
<b>3.</b>	<b>Name of Staff</b>			
<b>4.</b>	<b>Date of Birth</b>			
<b>5.</b>	<b>Education</b>			
	<b>Name of Institution</b>	<b>Degree(s) or Diploma(s) obtained:</b>	<b>Date/Year of Qualifying</b>	
<b>6.</b>	<b>Membership in Professional Associations/ Trainings attended</b>			
<b>7.</b>	<b>Languages</b>			
	<b>Language</b>	<b>Reading</b>	<b>Speaking</b>	<b>Writing</b>
	<b>English</b>			
	<b>Odia</b>			
	<b>Hindi</b>			
	<b>Any other</b>			
<b>8.</b>	<b>Employment Record</b>			
	<b>From</b>		<b>To</b>	
	<b>Employer</b>			
	<b>Position/s held</b>			
	<b>Responsibilities/ Activities performed:</b>			
	<b>From</b>		<b>To</b>	
	<b>Employer</b>			
	<b>Position/s held</b>			
	<b>Responsibilities/ Activities performed</b>			
	<b>From</b>		<b>To</b>	
	<b>Employer</b>			
	<b>Position/s held</b>			
<b>9.</b>	<b>Work Undertaken that Best Illustrates Capacity to Handle the Tasks Assigned</b>			
	<b>Name of assignment or project</b>			
	<b>Year</b>			
	<b>Location</b>			
	<b>Client</b>			
	<b>Main project features:</b>			
	•			
	<b>Position/s held</b>			
	<b>Responsibilities/Activities performed</b>			

	•
	<b>Name of assignment or project</b>
	<b>Year</b>
	<b>Location</b>
	<b>Client</b>
	<b>Main project features</b>
	•
	<b>Position/s held</b>
	<b>Responsibilities/Activities performed</b>
	•
<b>10.</b>	<b>Certification</b>
	<p><b>I, the undersigned, certify that to the best of my knowledge and belief that this CV correctly describes my qualifications and past experiences. I will undertake this assignment for the full project duration in terms of roles and responsibilities assigned in the technical proposal or any agreed extension of activities thereof. I understand that any misstatement herein leads to my disqualification or dismissal, if engaged</b></p> <p><b>Signature of Key Professional</b></p> <p><b>Date</b></p>

**Name of Key Professional:** \_\_\_\_\_  
**Authorized Signatory [In full and initials]:** \_\_\_\_\_  
**Name and Designation of Authorized Person:** \_\_\_\_\_  
**Date and Seal:** \_\_\_\_\_  
**Contact Number of Bidder:** \_\_\_\_\_  
**Email id of Bidder:** \_\_\_\_\_  
**Address of the Bidder:** \_\_\_\_\_

**Note:**

1. CV writeup restricted to 3 pages only with quality information relevant to the key professional requirements. The CVs needs to be jointly signed by the proposed professional and the authorized representative of the Bidder.
2. Information provided in the form shall correspond to the Key Personnel Criteria of the Technical Qualification form.
3. All the claims shall be mandatorily substantiated via production of the supporting documents by attaching photocopies of educational documents and experience certificates along with the technical proposal.
4. CVs submitted as a part of the RFP Bid submission are expected to be deployed full-time for a period of 3 years.

**Section V: Financial Proposal Submission Forms**

**Fin 1: Covering Letter for Financial Proposal**  
(On Bidders Letter Head)

[Location, Date]

**To,**  
**District Social Security Officer,**  
**At- Collectorate, Jharsuguda**  
**P.O. Jharsuguda District, Pin-768204**

**Dear Sir/ Madam,**

We, the undersigned, offer to provide services for the assignment **Selection of Agency for Operation and Management of 4 nos of Shelter Home(Mission Ashra-I & II for female and Mission Ashalok -I & II for Male ) for Homeless People / Destitute with Mentally Illness (HPMI), under District Mineral Foundation Jharsuguda.**

in accordance with your Request for Proposal (RFP) dated \_\_\_\_\_ and our Technical Proposal.

We fully accept the proposed budget (including the Management Fee) in the RFP. The proposed budget (including the Management Fee) shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act, 1988".

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

**Authorized Signatory with** :  
**Date and Seal**

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

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

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

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

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

## Section VI: 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)		
20	Format for Curriculum Vitae (CV) for Proposed Key Professional (TECH-13)		
21	Covering Letter for Financial Proposal (FIN 1)		

**Undertaking:**

- All the information has been submitted as per the prescribed format and procedure.
- 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.
- All pages of the proposal have been sealed and signed by the authorized representative.

RFP for Operation and Management of 4 nos of Shelter Home for HPMI under DMF Jharsuguda

**Authorized Signatory with** :  
**Date and Seal**  
**Name** : \_\_\_\_\_  
**Designation** : \_\_\_\_\_  
**Address of Bidder** : \_\_\_\_\_  
**Contact Number of Bidder** : \_\_\_\_\_  
**Email id of Bidder** : \_\_\_\_\_



**Annexure II: Performance Bank Guarantee Format**

[Location, Date]

To,  
**District Social Security Officer,**  
**At- Collectorate, Jharsuguda**  
**P.O. Jharsuguda District, Pin-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 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 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: Details of Personnel

Sr. No.	Name of Post and Minimum Qualification	Responsibilities
1	<p>General Duty Medical Officer/Doctor</p> <ul style="list-style-type: none"> <li>• Completed MBBS from a recognized institute.</li> <li>• Hold a Training Certificate in Mental Rehabilitation Sciences from a either institute of repute like NIMHANS / IHBAS, New Delhi etc (preferred).</li> <li>• Atleast three years clinical work experience in an in-patient hospital facility.</li> <li>• Should have knowledge of English and Odiya language.</li> </ul>	<ul style="list-style-type: none"> <li>• Assessing patients/inmates about their physical / mental conditions.</li> <li>• ‘History taking’, complete examination, complete documentation of medical records etc for all the patients.</li> <li>• Presentation of the case findings and discussion of further plan of medications and treatment with the In-house Psychiatrist / Mental Health Specialist at DHH Jharsuguda.</li> <li>• Carrying out the treatment plan as per case discussions.</li> <li>• Follow the instructions of specialists for their treatment specific regime for each individual patient.</li> <li>• Documentation of case history, symptoms, assessment, and evaluation finding, treatment prescribed, tests results etc for complete medical record management.</li> <li>• Monitoring of drug administration by the staff nurses and treatment provisions.</li> <li>• Respond immediately to the clinical emergency and be available for 24 hours on call.</li> <li>• Coordinating with the counsellors to plan the treatment and recovery of individual inmates.</li> <li>• Preparing discharge summary, follow-up schedule in consultation with the multi-disciplinary team and explain the medications which are to be continued after re-union with family members / discharge.</li> <li>• Liaison with specialists in psychiatry, internal medicine, neurology, pathology, biochemistry etc for referral in case of further treatment.</li> </ul>
2	<p>Counsellor /Psychologist*</p> <ul style="list-style-type: none"> <li>• Master’s Degree in Counselling/Psychology with a Diploma in Counselling from a government approved university.</li> </ul>	<ul style="list-style-type: none"> <li>• Assessment of patients/inmate individually as well as along with the clinical team.</li> <li>• Understand the behaviour patterns, attitude, capabilities, and limitations of newly admitted inmates and record them in the Medical File.</li> <li>• Maintaining individual case records of inmates.</li> </ul>

	<ul style="list-style-type: none"> <li>• Atleast four years of experience in counselling practice.</li> <li>• Hold a Training Certificate in Mental Rehabilitation Sciences from a either institute of repute like NIMHANS / IHBAS, New Delhi etc (preferred).</li> <li>• Should have knowledge of English and Odiya language.</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare an effective and practical care plan for the inmate in the light of the information collected through observation, enquiries, and medical reports.</li> <li>• Recording and documentation of the inmate’s treatment processes.</li> <li>• Providing motivation, counselling clients, families and significant others and planning treatment strategies from admission to treatment, to follow-up after re-union with family.</li> <li>• Conducting re-educative classes, individual / group therapy, participation in awareness programmes in the community etc.</li> <li>• Functioning in a team to coordinate activities and receive feedback from other members of the team.</li> <li>• Visiting and networking with governmental and non-governmental agencies to support the inmates in treatment and escorting / guiding inmates for admission to other organisations.</li> <li>• Attend concerned meetings, training and capacity building activities organized as necessary and any other relevant work that may be included during the negotiations or as directed by the Client.</li> </ul>
3	<p>Staff Nurse*</p> <ul style="list-style-type: none"> <li>• General Nursing Midwifery (GNM) from recognized medical institution.</li> <li>• Registered in State Nursing Council.</li> <li>• Atleast two years’ experience in hospital.</li> </ul>	<ul style="list-style-type: none"> <li>• Assisting with history taking on admission assessment, daily rounds.</li> <li>• Dealing with emergencies and assisting the Medical Officer/doctor on duty.</li> <li>• Administering medication, injections etc and monitoring for any adverse drug reaction, following doctors’ orders etc.</li> <li>• Informing the doctor of any pertinent clinical issue noted during the drug administration or routine monitoring.</li> <li>• Maintaining all registers and records of inmates (e.g., blood pressure and urine sugar etc).</li> <li>• Ensuring continuous availability of medicines and keeping the doctor and centre head informed, well in advance in case of less medicine stock.</li> <li>• Ensuring safekeeping of medication.</li> <li>• Ensuring adequate dispensing procedure: confirming inmates’ status, identity, dose, current prescription, dispensing medications in directly observed manner and ensuring that no diversion happen.</li> <li>• Ensuring adequate record keeping for the medicine and other consumables and stock.</li> </ul>

		<ul style="list-style-type: none"> <li>• Ensure that the inmates' belongings are properly recorded, stored in safe custody, and handed over to them with defined procedures as and when required.</li> <li>• Supervising the functioning of ward boys, sweepers.</li> </ul>
4	<p>Project Coordinator cum Centre Head and Project Incharge *</p> <ul style="list-style-type: none"> <li>• Master's Degree in Social Work / Social Sciences / Bachelors in Hospital Management &amp; Administration.</li> <li>• Experience of managing similar centres for a minimum period of four years or work experience in project planning, implementation, and management.</li> <li>• Good knowledge and experience of participatory approaches in program implementation.</li> <li>• Demonstrable capability for running such centres and having working knowledge of computers.</li> </ul>	<ul style="list-style-type: none"> <li>• Responsible for overall functioning, coordinating administrative responsibilities, and managing the day to activities of the Centre.</li> <li>• Ensure that all the project objectives are met and the Centre functions as per standards mentioned in the RFP.</li> <li>• Warrant that the inmates are admitted following due procedure and proper documentation.</li> <li>• Actively coordinate between the Client, Line departments, Centre staff, and Executive Committee, take necessary steps to resolve issues and represent the Centre at meetings.</li> <li>• Follow instructions on matters relating to the administration, running and management of the Centre given by the Client.</li> <li>• Supervise the work of other staff and ensure that they are fulfilling their responsibilities.</li> <li>• Liaison with Sakhi Cell in DHH / DCPO / DWO / DSWO / Police department and other appropriate administrative authorities in case of legal compliances pertaining to the admission and treatment of juvenile inmates, etc to the Centre.</li> <li>• 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.</li> <li>• 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.</li> <li>• Preparation of Annual Report, progress reports, process documents, regulating the legal and statutory compliances, and other reports in a time bound manner and submit the same to DSSO.</li> <li>• Organize monthly and other meetings of the Centre and other related agencies as per schedule and follow recommendations/suggestions/orders as mentioned in the minutes of the Executive Committee meeting.</li> <li>• 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.</li> </ul>

		<ul style="list-style-type: none"> <li>• Hold responsibility as the Public Relation Officer of the Centre and manage day to day correspondence.</li> <li>• Proper maintenance of various files related to records of the inmate(s), staff, stock, finance, assets, etc.</li> <li>• Encourage and conduct training programs and capacity building activities for volunteers / staff / stakeholders as per the instructions of the Executive Committee.</li> <li>• Any other relevant work that may be included during the negotiations or as directed by the DSSO.</li> <li>• Liaison with government and non-governmental organisations working in the field of de-addiction.</li> </ul>
5	<p>Outreach Worker/Social Worker*</p> <ul style="list-style-type: none"> <li>• Master's in Social Work / Social Sciences.</li> <li>• Certificate Course in Rehabilitation Sciences (preferred).</li> <li>• Atleast two years of work experience in awareness / outreach activities planning, implementation, and management.</li> </ul>	<ul style="list-style-type: none"> <li>• Plan, coordinate and carry out the outreach, awareness activities, services, and campaign in coordination with relevant government departments and non-governmental organizations.</li> <li>• Providing routine information and services of the Centre for creating awareness in the masses and public, keep a lookout for inmates suitable for admission in the Centre.</li> <li>• Identification and rescue of potential inmates to be admitted, particularly the vulnerable locations i.e., hutting's, mining areas, open spaces such as pavements, under flyovers and staircases, places of worship, or railway platforms. etc and pursue their admission in the Centre with due procedure.</li> <li>• Maintain a database directory of various NGOs, chalk out outreach services and collaborative initiatives for sensitization of masses about the mental health care requirement of the homeless persons and targeted interventions.</li> <li>• Reporting regularly to the team at Centre for planning further awareness and outreach activities and multidisciplinary treatment approach for the patients/clients.</li> <li>• Planning of Outreach services—such as Health Initiative Group for the Homeless (a joint initiative of Aashray Adhikar Abhiyan)</li> <li>• Regular follow-up with inmates and their family members for increasing the impact of Centre for Care, Rehabilitation services provided to the inmates/patient and prevention of relapses.</li> </ul>
6	<p>Vocational Rehabilitation Counsellor</p> <ul style="list-style-type: none"> <li>• Master's in Social Work / Social Sciences / Psychology / Rehabilitation Counselling.</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluate inmates by studying their qualifications, strengths, and weaknesses to help determine suitable education and employment for them.</li> </ul>

	<ul style="list-style-type: none"> <li>• Atleast two years' experience of counselling is essential.</li> <li>• Candidates with certificate in Career Counselling and atleast one years' experience in vocational skill development / counselling / rehabilitation of mental health patients / persons with disabilities / patients with vocational disabilities etc will be preferred.</li> </ul>	<ul style="list-style-type: none"> <li>• Interview and assess inmates to determine their employment readiness and the type of work that best suits their skills and qualifications.</li> <li>• Assess inmates' skills and viability for the workforce to determine if they are ready for part-time or full-time employment positions.</li> <li>• Provide vocational counselling and assistance for employability.</li> <li>• Engage the inmates in activities which shall enhance skill learning of the commonly employable traits. Ex: Tailoring, Weaving, Candle making, envelope making, saal leaves plate making, paper plates making, typing and basic computer skills, DTP, painting, cooking, gardening, beauty parlour / barber shops, telephone operators, tele-callers, leather goods maker, etc.</li> <li>• Follow up with inmates and record and add notes to their files to maintain a current record after every session with the patients/inmates and provide group and individual job counselling.</li> <li>• Liaison with District Employment Exchange/Vocational development centres/skill training institutes/ ITI's etc for referring the ex-addicts for imparting skills for vocational habilitation and livelihood support by industry specific skill training.</li> <li>• Assist for livelihood support of recovered inmates by effective networking with employable agencies, schemes, programs, contractors, institutions etc.</li> <li>• Assist in availing financial assistance for livelihood generation by utilizing the services available through various Centrally and State sponsored schemes/programmes.</li> <li>• Maintain a network directory of the specialized vocational skill imparting institutions as well employment exchange agencies and organizations.</li> <li>• In case of homeless juveniles with mentally illness, liaison with IIC / DCPO / DEO / DWO / DSWO etc as applicable for enrolment in age-appropriate educational intuitions / LINK centre / schools etc.</li> <li>• In consultation with counsellors, social worker/outreach worker maintain appropriate follow-up for sustained education, vocation, livelihood etc.</li> </ul>
7	Physiotherapist/Occupational Therapist <ul style="list-style-type: none"> <li>• Degree in Bachelors in Physiotherapy (B.P. Th) /</li> </ul>	<ul style="list-style-type: none"> <li>• Visit the Centre every-day for a minimum two hours per day for providing physical exercises and mental rehabilitation activities in consultation with the treating specialists as per the treatment plan</li> </ul>

	<p>Bachelor's in Occupational Therapy (B.O. Th).</p> <ul style="list-style-type: none"> <li>• Experience of three years' work in hospital / healthcare institute.</li> <li>• Work experience in Mental Health institutions / Special Schools etc (Preferred).</li> </ul>	<p>chalked out for each inmate, enabling independence in Activities of Daily Living (ADL) etc.</p> <ul style="list-style-type: none"> <li>• Evaluate the patient's ability to function, help them set short- and long-term goals, and evaluate their likelihood for rehabilitation into the society.</li> <li>• Engage each inmate in activities which will help patients to achieve mental stability, re-establish the roles and identities most meaningful to them.</li> <li>• Use techniques of 'Behavioural Change Therapy', address various issues such as development of coping strategies, rebuilding roles, balancing responsibilities, managing money, effectively communicating with others, and developing stress management skills etc.</li> <li>• Participate in multi-disciplinary team approach for sustaining recovery via stress and anger management, modifications to social behaviour, occupational exploration, and development of life skills which will ultimately help in improvements in occupational performance, improve the quality of life, enhance and sustain recovery, and prevent relapse into mental imbalance etc.</li> <li>• Participate in Family Counselling sessions, convalesce therapy, as well as in awareness camps and outreach activities.</li> </ul>
8	<p>Pharmacist</p> <ul style="list-style-type: none"> <li>• B-Pharma/D-Pharma form a recognized institution/University</li> <li>• Registered in Odisha Pharmacy Council</li> <li>• At least two years' experience in their relative field</li> </ul>	<ul style="list-style-type: none"> <li>• Dispatching medicine as per the prescribed prescription</li> <li>• Store the medicines and medical equipment in the designated places and maintain their records in the concerned registers</li> <li>• Any other relevant work that may be included during the negotiations or as directed by the Client</li> </ul>
9	<p>Multi-purpose Worker / Ward Boy /Attendant</p> <ul style="list-style-type: none"> <li>• 10<sup>th</sup> Class pass preferably experienced in such centres.</li> <li>• Ward Boy shall undergo training by either institute of repute like NIMHANS / IHBAS, New Delhi / National Institute of Social Defence (NISD).</li> </ul>	<ul style="list-style-type: none"> <li>• Assisting the clinical team in the treatment procedures.</li> <li>• Attending to the personal hygiene of bed- ridden inmates.</li> <li>• Escorting the inmates to labs / other specialists / referred hospitals etc.</li> <li>• Monitoring the visitors and checking inmates for possession of drugs/any harmful items etc.</li> <li>• Assist in conducting physical exercises of the inmates.</li> <li>• Assist the staff in office work of the Centre as and when required.</li> <li>• Assist in procurement and purchase of the required materials for the Centre.</li> </ul>

		<ul style="list-style-type: none"> <li>Assist in the disposal of waste, through composting and other means.</li> </ul>
10	<p>Sanitary Worker / Housekeeping Staff</p> <ul style="list-style-type: none"> <li>10<sup>th</sup> Class pass preferably experienced in such centres.</li> </ul>	<ul style="list-style-type: none"> <li>Cleaning of the entire centre including toilets and bathrooms.</li> <li>Maintaining the garden or space available around the Centre.</li> <li>Maintaining clean and hygienic environment.</li> <li>Sweep and mopping the Centre atleast twice daily with appropriate disinfectant.</li> <li>Clean and disinfect the toilets atleast thrice daily with 0.5 % active chlorine solution.</li> <li>Take the soiled clothes, used bed sheets and pillow covers from the inmates for washing in the laundry.</li> <li>After washing, assist the inmates in sun drying the clothes and make sure the inmates get their clothes and bed materials back.</li> <li>Any other relevant work that may be included during the negotiations or as directed by the Client.</li> </ul>
11	<p>Accountant-cum-Office Assistance</p> <ul style="list-style-type: none"> <li>B. Com with knowledge of Computers, MS-Office, and Tally.</li> <li>Working Experience of one year preferred.</li> </ul>	<ul style="list-style-type: none"> <li>Compilation of accounts, book-keeping, computerizing collected database &amp; information, maintaining records &amp; files, maintaining bills, vouchers etc as per provisions of the project.</li> <li>Writing main account / petty cash account and preparing monthly expenditure statement.</li> <li>Ensure supplies and other logistics as per the procurement rules and standards.</li> <li>Ensure that procured items are properly recorded in the Stock Register.</li> <li>Disbursement of cash for salaries and incidental expenditure.</li> </ul>
<p>* Must have good communication skills in Odia i.e., to read, write and speak.</p> <p>** Security services, Food &amp; Beverage/Cooking and Cleaning/Housekeeping services may be outsourced to professional agencies providing these services. Nevertheless, the minimum number of personnel/staffs as mentioned in Annexure III.3, shall be deployed for avoiding any hinderances in quality-of-service provision.</p>		



### Annexure IV: Definitions and Acronyms

1	Act	:	Mental Healthcare Act (MHCA), 2017
2	ADL	:	Activities of Daily Living
3	Agency / Bidder	:	Entities or persons that may provide or provides the Services to the Client under the Contract.
4	AIIMS	:	All India Institute of Medical Sciences
6	Assignment / job	:	The work to be performed by the selected Agency pursuant to the Contract.
7	CDM&PHO	:	Chief District Medical & Public Health Officer
8	Centre/Shelter Home for Homeless Persons with Mental Illness	:	A health establishment/Centre where homeless / destitute persons with mental illness are identified, admitted, cared for during convalescence, provided treatment, and rehabilitation etc, for either temporary period or otherwise.
9	CV	:	Curriculum Vitae
10	Day	:	Calendar day
11	DD	:	Demand Draft
12	DMF, Jharsuguda	:	District Mineral Foundation, Jharsuguda
13	DPEP	:	Detailed Project Execution Plan to be submitted by the selected Agency to DSSO pursuant to the Contract.
14	DSSO/Client	:	District Social Security Officer, Jharsuguda, Government of Odisha
15	DWO	:	District Welfare Officer
16	EC	:	Evaluation Committee
17	EMD	:	Earnest Money Deposit
18	EO	:	Executive Officer
19	FY	:	Financial Year
20	Homelessness	:	Homelessness, defined as house-less-ness (Census India, 2011), is a state in which persons live in places other than a house with a roof. (As per <a href="https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6482680/">https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6482680/</a> )
21	HPMI	:	Homeless Persons with Mental Illness
21	IHBAS	:	Institute of Human Behaviour and Allied Sciences, New Delhi
23	IIC	:	Inspector Incharge
24	Inmate	:	Resident of the Shelter Home / Centre
25	IRCA	:	Integrated Rehabilitation Centre for Addicts
26	LOI	:	Letter of Invitation, (Section 1 of the RFP) means the 'Letter of Invitation' being sent by the Client.
27	MHCA	:	Mental Healthcare Act
28	MHE	:	Mental Health Establishment
29	MIS	:	Management Information System
30	NGO	:	Non-Governmental Organization
31	NIMHANS	:	National Institute of Mental Health and Neurosciences, Bangalore
31	NISD	:	National Institute of Social Défense
32	NR	:	Nominated Representative
33	Personnel	:	Professionals and support staff provided by the selected Agency and assigned to perform the Services or any part thereof.
34	Proposal	:	Pre-Qualification Documents, Technical Proposal and Financial Proposal.
35	PWDs	:	Persons with Disabilities
36	QBS	:	Quality Based Selection
37	RFP	:	Request for Proposal, circulated by the Client for the selection of an Agency.
38	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.