

Tender Call Notice

No. 6694 /

Dt. 05.05.2026

The Collector, Jharsuguda is inviting Tenders from all eligible participants fulfilling the eligibility criteria mentioned in the DTCN for "**Selection of Agency for Operation of Emergency Response Centre established in the Collectorate building with a view to have smooth management of the situation linked to unanticipated eventual accidents and hazards relating to industries and transportation of hazardous Gas, Chemical and Inflammable**". The job will be to run a response center, which will be in the form of an information grid.

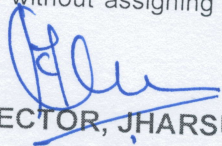
Eligible participants may download the DTCN and submit their proposals through Speed Post/ Normal Post/ Drop Box set up in the office of Collector, Jharsuguda, 1st Floor of Collectorate Building, Jharsuguda-768204 as per the following deadline.

Date of Bid Document Available in the Web Site	10.05.2026 to 17.05.2026 05.00 PM
Last date for receipt of quotation (Sealed Envelope)	28.05.2026 10.00 AM
Date of Opening of Technical and Financial Bid	28.05.2026 11.00 AM, Place - Office Chamber of ADM(Rev)Jharsuguda
Contact Details	Office of Collector Jharsuguda (Emergency Section) 1st Floor of Collectorate Building Jharsuguda-768204 Email: - deocjsg@gmail.com Website: - www.jharsuguda.nic.in For any Query Contact- 9437543016,
Earnest Money Deposit (EMD)/Bid Security	Rs.1,00,000/- (Rupees One Lakhs Only) in favour Collector, Jharsuguda payable at Jharsuguda in shape of DD on any Scheduled Commercial Bank Payable at Jharsuguda.
Tender Fee / Bid Cost	Rs.5,000/- (Rupees Five Thousand Only) in favour Collector, Jharsuguda payable at Jharsuguda in shape of DD on any Scheduled Commercial Bank Payable at Jharsuguda

The Quotation that complies with all of the requirements, meets all the evaluation criteria shall be taken into account for finalize bidding.

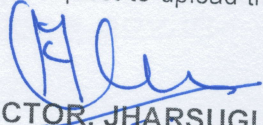
Any clarifications sought for / corrigendum(s) shall be communicated through the website <https://jharsuguda.nic.in/>.

Incomplete and conditional Tender shall be summarily rejected. The Collector, Jharsuguda reserves the right to reject any or all the Tenders, without assigning any reason thereof.


COLLECTOR, JHARSUGUDA

Memo No. 6695 / Date. 05.05.2026

Copy to DIO, NIC, Jharsuguda/ DeGM, Jharsuguda with a request to upload the Notice in the District Web Site for wide publication of this Tender Notice.


COLLECTOR, JHARSUGUDA

**TENDER DOCUMENT
FOR
ENGAGEMENT OF 4 (FOUR)
NOS OF MANPOWER
ON OUTSOURCING BASIS FOR
OPERATION OF EMERGENCY
RESPONSE CENTER
IN COLLECTORATE, JHARSUGUDA**

Collectorate, Jharsuguda
At- Jharsuguda Po- OMP Line, Jharsuguda
Dist -Jharsuguda (768204)
Tel: 06645-270070 | Email:dm-jharsuguda@nic.in |
Website: <http://jharsuguda.odisha.gov.in>

SCOPE OF WORK

- i. To ensure the provision of High-quality performance by the team so that the objective of the ERC shall be fulfilled on priority basis.
- ii. To deal with emergency incidents that may happened due to various reasons in the District DAJ intends to provide a 24x7x365 during Emergency situation.
- iii. For reporting of Emergency and other issues happened in the district a dedicated Phone Number / Mobile Number /Toll Free Number shall be operated by the Emergency Response Centre.
- iv. On any emergency situation, receiving calls from the public, the ER Co-Ordinator will alert the designated departments /offices /institutions / staffs depending on the need.
- v. The services shall be provided in English, Hindi and Odia languages and the following access channels will be utilised as per requirement of DAJ:
 - a. Inbound channels: Mobile phone, Landline phone, e-mail, SMS, Mobile App, WhatsApp
 - b. Outbound channels: Mobile phone, Landline phone, e-mail, SMS, Mobile App, WhatsApp
- vi. The service provider will be responsible for providing manpower for the ERC and any other required skilled manpower for operations and maintenance of the ERC as per requirement of DAJ. The minimum qualification required for manpower deployed by the Service Provider should be as per specification.
- vii. The security of the entire Emergency Response Center Infrastructure (i. e. equipment, buildings and manpower etc.), will be the responsibility of Service Provider; DAJ will not be responsible for any damage or loss to the same.
- viii. DAJ may review and take final interview of all the manpower engaged in the ERC. DAJ have rights to reject or accept any profile of any manpower resource.
- ix. DAJ will review performance of entire manpower engaged in the ERC and if found performance of any deployed resource is not satisfactory, in that case Service Provider has to provide suitable replacement within 20 days of any communication from DAJ in this regard.
- x. The Service provider will be solely responsible to fulfill all the minimum wages and labour law and other statutory compliances.
- xi. Overall responsible of ERC to act as hub for co-ordination among line departments, stakeholders, members of DCG, Industries of the District and District Administration i.e District Collector, Superintendent of Police, DFO, CDO cum EO ZP, ADM, Sub Collector, Emergency Officer, Tahasildar, BDOs, SDPO, IIC, Fire Department, DPO OSDMA, Fire

Station Officer, TPWODL, RO SPCB, CDM & PHO, ADF&B, DDF&B and nearby industries of the district and its neighbors etc. for preparation action during on time disaster & restoration post occurrence.

- xii. Receipt and recording of updated information during and after emergency from the emergency spot and compilation of the same for preparation of the offsite emergency report.
- xiii. Monitoring, maintaining and sharing of updated information on status of availability of firefighting and other emergency resources with ODRAF, different Fire Stations, Police Stations, Offices of Electricity department, other related departments, Industries of the District, and neighboring District and States.
- xiv. Maintenance of daily information sheet on movement of hazardous chemicals throughout the district and on inventory of hazardous substances maintained in factories of the district and updation of the same, as per online entries made by the concerned stakeholders in Google Form/web-platform.
- xv. Compilation of vital and critical information on Chemical disasters, Emergency scenario, emergency mitigation & response procedure, recent development & up gradation thereof, across the Globe and sharing of the same with the members of the District Administration & other Stakeholders under regular intervals.

OPERATIONAL REQUIREMENT

Emergency Call Handling

- i. The service provider should provide a web-based software for smooth operation of the Emergency Response Centre for attending all calls received from the public or caller.
 - ii. The service provider should ensure installation of the same within the desired time period in the ERC with its all Equipment required for the operation of the web-based software.
 - iii. The service provider shall handle emergency and non-emergency calls/issues, with complete information and categories.
 - iv. The Service Provider should make outbound calls to the appropriate agency for further closure of incident/issues.
- i. Examples of Emergency & works:
 - **Emergency Calls:**
 - Accident caused by Industrial Vehicles.
 - Any other life threatening/emergency situation.
 - Accident caused due to Leakage of toxic gases, steam,

- hot water etc.
 - Accident caused due to Explosion due to entrapping of water in molten metal.
 - Accident caused due to Explosion and fire due to gas, coke, pitch and inflammable oils.
 - Accident caused due to Leakage and spillage of chemicals.
 - Accident caused due to Electrocution.
 - Accident caused due to Collapse of structure.
 - Accident caused due to Breach of the Ash dyke.
 - Any Emergency situation formed by the Natural/artificial means.
- ii. Every call received through various in-bound channels like Landline phone/mobile phone/Mobile App on the dedicated number should be answered within 6 second.
 - i. In Emergency calls, the service provider should identify and verify the incident location by asking the detail of incidents to the caller.
 - ii. All Emergency Calls need to be forwarded to concern stake holders through email on bi hourly basis or a time line decided by DAJ, necessary daily follow ups and reminder email to concern stake holders.
 - iii. Upon receipt of resolution update from concern stake holders against forwarded emergency calls via email, Service provider have to authenticate the resolution and have update in the complaint data base.
 - iv. Before closure of complaint, Service Provider needs to give update about the resolution to complainants through outbound calls. If complainant is not satisfied with provided resolution, then service provider has to rework/re assign to concern stake holders. SOP need to be followed for closure of all emergency calls in database for all calls.
 - v. Receipt of emergency call, Emergency Response Co-Ordinator will identify the same and forward it to the concerned response team for further handling as per the process manual & SOP developed by the service provider for emergency & accident calls.
 - vi. Accidental calls need to gather all the relevant information from ambulance staff or caller/victim about medical assistance provided to the victim. In case of hospitalization, Hospital name, telephone number, IPD number/admission detail and have to capture in the database.
 - vii. Outbound call needs to be made to collect more detail from caller, take follow ups with nearby toll plaza team, staff of Ambulance, highway patrol vehicle and tow way vehicle deployed by NHAI.
 - viii. Outbound calls to callers for confirmation of closure for issue

- reported by callers.
- ix. Call Centre service shall be operational on 24x7x365 basis and it should be operated in 3 working shifts.
 - x. The Service Provider, should maintain map/ data of the all Departments/Industries /Health Institutions / toll plazas or check points functioning in the district and operated by different concessionaries of NHAI / Ministry of Road Transport and Highways and Ambulance Service/ Trauma Centre/ Police Patrol/ Control Room/RTO/Fire Office and other emergency centers of the district.
 - xi. The Service Provider is responsible to develop an eco-system and arrange dispatch management for all emergency calls such as transfer of information to the rescue team/response team and their concerned officials.
 - xii. The Service Provider should store the recordings for all In-bound and Out-bound calls for at least 180 days or till settlement of bill for the respective period, whichever is later.
 - xiii. The Service Provider is responsible for providing SMS-based closure confirmation to callers for all the complaints registered with ERC. All SMS gateway related charges, cost, etc shall be borne by the Service Provider. The SMS should also contain a link for providing feedback from the complainant/caller on the service.
 - xiv. The feedback received from the users shall be compiled and analyzed by the Service provider and submit to DAJ in form of report/MIS on a monthly basis.
 - xv. The service provider shall also be responsible for any other activities relating to call service allocated by the DAJ as per the requirement.

Confidentiality of Information:

The Service Provider shall keep all information collected from an accident victim/ user/ volunteers/ paramedics/ Police staff during the course of providing any service under this Agreement completely confidential. No information, in whole or in part, recorded under this Agreement can be shared by the service provider, a sub-contractor or an employee or any person who is not directly concerned with providing services to an accident victim/User under this Agreement. It is hereby clarified that the service provider shall not be permitted to keep any duplicate copies in print, electronic or any other form of the information collected and recorded after the expiry of the Term. At the end of the Term, the Service Provider shall ensure that all information that is collected and recorded including any duplicate copies made of such information under this Agreement is handed/ transferred to DAJ in accordance with the terms and conditions of this Agreement.

Reporting

- i. The complete reporting/MIS system for the ERC will be based on CRM data base. MIS system shall have capability to capture all call log details and provide the following detailed reports:
 - a) Inbound call detail
 - b) Outbound call detail
 - c) Ticket Report
 - d) Call Audit Report
 - e) Hourly Report
 - f) Call Summary Report
 - g) Ticket Summary Report
 - h) Analytical Reports
 - i) Call/Complaint category wise report
 - j) Resolution Report
- xvi. The reports should highlight stretches where higher numbers of critical incidents are reported. Analytical reports indicating region wise / State wise volume of calls / nature of calls, Nature of incidents, etc. should also be made available.
- xvii. Service provider is responsible to provide any additional data and MIS reports required by DAJ for 360-degree review of complete Emergency Response Center operations within 24 hours of any intimation from DAJ.

Assignment

- i. The activities / services / infrastructure and / or any obligations in whole or in part under this contract may not be assigned/ subcontracted/ outsourced by the service provider without prior approval of DAJ.
- ii. DAJ reserves the right to modify the Scope of Work for proper conduct of services and is responsible to restructure the Emergency Response Center as per revised Scope of Work with no additional cost to DAJ.
- iii. The Service Provider shall provide maintenance, update and support all components (including IT and non IT) of this ERC from time to time as per the need.
- iv. The Service Provider shall have the complete responsibility of data security for this ERC.
- v. The Service Provider would ensure that all laws, rules and guidelines governing the operation of Calls
- vi. The Service Provider shall handover the infrastructure built for the project to DAJ at the end of project period or the time mutually agreed between DAJ and Agency or at the termination of the contract.

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**TECHNICAL REQUIREMENTS FOR THE TENDERING MAN POWER
THROUGH SERVICE PROVIDER**
* * * *

The tendering manpower service provider agencies should fulfill the following technical specifications:

- (a) The registered office of the manpower service provider agency should be located within the State of Odisha.
 - (b) The agency should have been registered with the appropriate registering authority.
 - (c) The agency should have at least "three years" experience in providing manpower.
 - (d) The agency should have own Bank Account.
 - (e) The agency should be registered with Income Tax and Service Tax (GST) department.
 - (f) The agency should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts.
 - (g) The agency should have any other regulatory clearance (to be specified by the user Department) that may be required for providing man power services.
 - (h) The agency should not have any criminal antecedent/ previous unsatisfactory service report/ previously black listed by any organization.
- **ERC should fulfill below eligibility criteria:**
 - i. Qualification – Graduation (Any stream)
 - ii. Computer Skill - DCA/ PGDCA
 - iii. Minimum Age – 22 Years
 - iv. Resident- Odisha (Jharsuguda preferable)

Experience - The Emergency Response Center coordinators shall have proficiency in dialects and communication skills so that they are able to communicate with and understand the caller. Fluency in Odia, English and Hindi is mandatory to handle. Candidate should be capable to handle Emergency calls by providing necessary resolution and having at least 2 years of experience in relevant field.

- They must not have any criminal antecedent. Each manpower, at the time of his engagement, shall furnish a self-declaration of not having any criminal antecedent duly verified and certified by the Agency to the Authority.

BID Submission Check List (Annexure-1)

Sr. No.	Description	Submitted (Yes/No)	Page No.
Technical Proposal			
1	Filled in Bid Submission Check List (Annexure-1)		
2	Covering Letter (Annexure-2)		
3	Bid Processing Fee of Rs.5,000/- in form of DD		
4	Copy of Certificate of Incorporation / Registration of the Bidder		
5	Copy of PAN		
6	Copy of Goods and Services Tax Identification Number (GSTIN)		
7	Copies of IT Returns for the last 3 FYs		
8	Undertaking (Annexure-3)		
9	Power of Attorney/Letter of Authorization (Annexure-4)		
10	Experience In Call Centre Services (Annexure-5)		
11	General Details of the Bidder (Annexure-6)		
FINANCIAL PROPOSAL			
1	Financial Bid Covering Letter (Annexure-8)		
2	Financial Bid (Annexure-7)		

Bid Covering Letter (Annexure-2)

(In the letterhead of the Bidder)

To
The District Magistrate & Collector,
Jharsuguda

Subject: _____

Ref. No. RFP. No. _____ dated _____ -Sir,

1. I/We, the undersigned, have carefully examined the contents of the document including amendments/ addendums (if any) thereof and undertake to fully comply and abide by the terms and conditions specified therein and hereby submit our application. Our application is unconditional and unqualified.

2. I/We undertake that, in competing for (and, if the award is made to us), for executing the above contract, we will strictly observe the laws against fraud and corruption in force in India.

3. I/We understand that:

- a. this Bid/Proposal, if found incomplete in any respect and/ or if found with conditional compliance or not accompanied with the requisite application fee and/ or prescribed supporting document shall be summarily rejected.
- b. if at any time, any averments made or information furnished as part of this application is found incorrect, then the application will be rejected
- c. DAJ is not bound to accept any/ all Bid (s) it will receive.

4. I/We declare that:

- a) I/We understand that you may cancel the Bidding Process at any time and that you are neither bound to accept any Proposal that you may receive nor to invite the Bidders to submit Proposals for RFP Name ____, without incurring any liability to the Bidders, in accordance with relevant clause of the RFP Document
- b) We undertake that in case, due to any change in facts or circumstances during the Bidding Process, we become liable to be disqualified in terms of the provisions of disqualification, we shall intimate DAJ of the same immediately.
- c) We agree and understand that the Proposal is subject to the provisions of the Bidding Documents. In no case, we shall have any claim or right of whatsoever nature if the contract is not awarded to us or our Proposal is

not opened.

Name

Designation/ Title of the Authorized Signatory.....

Undertaking (Annexure 3)
(In the letterhead of the Bidder)

To
The District Magistrate & Collector,
Jharsuguda

Subject: _____

Sir,

1. I, the undersigned, do hereby certify that all the statements made in the required attachments are true and correct.
2. The undersigned also hereby certifies that neither our Company/firm M/s _____ have black listed or debarred by any Central Govt/ State Govt/PSU during last five years prior to the date of this bid.
3. The undersigned understands and agrees that DAJ may ask for further qualifying information, and agrees to furnish any such information at the request of DAJ.
4. We confirm that no criminal proceeding is pending against our company/firm or any of its Directors/ Partners in any court of law.
5. We also confirm that we have not been convicted by any court of law for any of the offences under any Indian laws

(Signed by an Authorized Officer of the bidder)

Title of Officer

Name of bidder

DATE

Power of Attorney/Letter of Authorization (Annexure 4)

Know all men by these presents, we, M/s (Name of NGO/Firm/ Company and address of the registered office) do hereby constitute, nominate, appoint and authorize Mr./ Ms..... son/daughter/wife ofan d presently residing at, who is presently employed with us and holding the position of..... as our true and lawful attorney (hereinafter referred to as the “**Authorized Signatory or Attorney**”) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our quotation for empanelment as the agency for, proposed by District Magistrate & Collector, Jharsuguda., including but not limited to signing and submission of all applications, proposals and other documents and writings, and providing information/ responses to DAJ, representing us in all matters before DAJ, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with DAJ in all matters in connection with or relating to or arising out of our proposal for the said assignment and/or upon award thereof to us.

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorized Signatory or Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Authorized Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE,THE ABOVE-NAMED PRINCIPAL HAVE PURSUANT TO THE RESOLUTION DATED OF THE BOARD OF DIRECTORS IN THAT BEHALF CAUSED ITS COMMON SEAL, EXECUTED THIS

POWER OF ATTORNEY ON THIS DAY OF, 2023

For
(Signature, name, designation and address)

Witnesses:

1.

2.

(Signature, name, designation and address of the Attorney)

Summary of Project Experience Submitted by Bidder (Annexure 5)

Name of Bidder - _____

EXPERIENCE IN CALL CENTRE SERVICES

S. No.	Name of the Client	Contract Value	Start Date	End Date (Leave blank)	Brief Scope of Work	Seat capacity (Inbound calls)	Seat capacity (Outbound calls)	Whether Copies of Purchase Orders / Contracts from the Client attached? (Yes/No)	Contact Detail of Client (Name, Address, Contact Number, Emailids)

We are attaching the required copies of the Purchase Orders / Contracts/ testimonials from the respective client Organizations.

Authorized Signatory:

Name & Title of Signatory:

Name of Bidder

Important Notes Please mention the experience in above table in decreasing order of project/contract cos

Bidder's Organization (General Details) (Annexure-6)

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

Authorized Signatory [In full and initials]:

Name and Designation with Date and Seal:

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.

**FINANCIAL BID
(Annexure -7)**

SI No	Subject	@ Per Day	Per Month
01	01 Manpower	Rs 512	Rs 13,312/- (26 days)
02	EPF @ 12 %	Rs 1597	
03	EDLI @ 0.75%	Rs 99.84	
04	Employer contribution (PF) @13%		Rs 1730
05	ESI Contribution @ 3.25%		Rs 432.64
06	Service Charge @ 3.85%		Rs 512
07	Gross Salary		Rs 15,986/-
	Net Salary		Rs 11,615/-

Total Cost of Hiring One Manpower per month = Rs 15,986/-

Applicable CGST & SGST @ 9% each = Rs 18,864/-

For 04 numbers of Manpower per month = Rs 18,864/- X 04 = Rs 75,456/-

For One Year = Rs 75,456/- X 12 = Rs 9,05,472/-

Total including Maintenance Cost @ 5% = Rs 9,50,746/-

For Three Years = Rs 28,52,238/-