

**TENDER DOCUMENT FOR SELECTION OF HR SERVICE
PROVIDER FOR HIRING OF HUMAN RESOURCES UNDER
SCHOLARSHIP MANAGEMENT UNIT AND SCHOOL AND HOSTEL
MONITORING CELL OF THE ST&SC DEVELOPMENT
DEPARTMENT**

Tender Call Notice No: 8779/SSD

PT-2-STSCD-PRMS-PLAN-2-0012-2014

Date: 13.05.2016

ST&SC Development Department,
Govt. of Odisha

Website: www.stscodisha.gov.in

Important Dates

Sl.	Particular	Date
1.	Issuance of Tender Document The Tender document can be downloaded from the ST&SC Development and Minorities & Backward Classes Welfare Department's Website (www.stscodisha.gov.in)	16.05.2016, 11.30 AM onwards
2.	Last Date and Time for Submission of Bids Bids to be submitted at: Odisha Model Tribal Education Society (OMTES) Adivasi Exhibition Ground, Unit - 1, Bhubaneswar.	30.05.2016, 05.00 PM

Section 1 - INTRODUCTION

1.1 ST&SC Development Department and Minorities & Backward Classes Welfare Department:

The Scheduled Tribe & Scheduled Caste Development and Minorities & Backward Classes Welfare Department is the nodal Department of the State Government for the welfare of the ST, SC, Minority and Backward Communities. As education is the strongest medium of empowerment and of reversing the disadvantaged position of these communities, one of the major thrust areas of Department's activities has been the promotion of education among its target communities. The Department runs **1670 schools** to provide primary, upper primary, secondary and senior secondary education to the children of SC and ST communities and more than 4.35 lakh students study in these schools. This apart, extending residential facility to tribal students for accessing education is another major focus of the Department and presently 5146 Hostels are functional in the State providing residential facility to over 4 lakh ST/SC students. The Department also provides Pre and Post Matric Scholarship to ST, SC, OBC & Minority students for pursuing different general and technical courses. The Department has also taken up many several developmental interventions for minorities including construction of hostels, assistance for creation of educational infrastructure and scholarships.

1.2 Background & Purpose

Scholarship is one of the important schemes of the ST & SC Development (SSD) Department aimed at incentivizing the parents of disadvantaged ST, SC, OBC & Minority communities for continuation of the education of their wards and thereby accelerating the educational attainment among these disadvantaged communities. Being the nodal department, SSD Department is implementing different Scholarship Schemes for ST, SC, OBC and Minority students. The scale of the Scholarship Programme is considerably high in the Department with about 20 lakh students being covered under different Pre & Post-matric scholarship schemes.

The Department has decided to set up Scholarship Management Unit to exclusively manage all aspects of Scholarship programme and act as a support unit under the administrative control of the SSD Department.

Further, ensuring well-being and safety & security of the boarder students, especially girls, is one of the significant challenges in front of the Department. For the regular monitoring of these schools and hostels, ST&SC Development Department has taken a decision to constitute a School and Hostel Monitoring Cell within the Department staffed with contractual technical staffs.

Now, with the intent to fulfill the human resource requirement under both the units i.e. Scholarship Management Unit and School & Hostel Monitoring Cell, the Department intends to engage the HR Service Provider, through an open tendering process, which will deploy the qualified and experienced personnel as per the prescribed criteria to these units. While the personnel would be deployed to the Department, the administrative management of the personnel deployed would be the responsibility of the Service Provider.

Section 2 - SCOPE OF WORK

The HR Service Provider will be responsible for recruitment, timely placement and management of the deployed human resources as per the criteria/ terms detailed in this document. Details of the number of personnel to be deployed, the desired qualification, experience and remuneration rate for each position is given at **Annexure A**. The scope of work for the HR Service Provider is as follows:

- I. Recruitment & deployment of human resources for various positions under the Scheme as detailed in **Annexure A**
- II. Payroll Management of Human Resources deployed
- III. All the statutory compliances like TDS, PF, ESIC, Service Tax etc. shall be done by the successful bidder.

The detailed terms of reference for the HR Service Provider can be broadly categorized into following two parts:

Part A - Recruitment & Deployment

- Invite applications for the various positions through advertisement in leading print media.
- Finalize the selection process and short listing criteria in consultation with the Nodal Officer of ST&SC Development Department.
- Screen and shortlist applications and issue of letters for written/practical test/interview as per the agreed selection process
- Constitute selection committee with representatives from the Department and organize selection process
- Finalize list of candidates with approval of selection committee and Issue offer letters to selected candidates. The list of waitlisted candidates shall also be maintained by the HR Service Provider
- Ensure checking of the veracity and authenticity of information furnished by the selected candidates. The HR Service Provider should also ensure that the candidates identified should not have any police record/criminal record against them.
- Conduct orientation of the candidates in consultation with the Dept. and ensure deployment
- Develop an HR policy for management of the human resources deployed.
- The HR Service Provider shall provide the required quality human resources within 45 days from the date of issue of award letter for placement of personnel.

Part B - Human Resources Management

- Ensure regular payment of monthly remuneration to deployed personnel through NEFT transfer/cheque, as per the rates mentioned. Except the statutory deductions like TDS, no other amount shall be deducted from the fixed remuneration.
- Ensure statutory compliance like EPF, Gratuity, TDS deduction etc. as required by the prevailing norms.
- Provide replacement of personnel in case of vacancies arising during the course of the agreement, from the waitlisted candidates.

Other conditions:

- The day to day work to the deployed personnel will be assigned by the designated officer of the Department and all the monitoring and reporting aspects of the deployed personnel will be under the control and supervision of the designated officer.
- The Department shall have the right to verify the actual payment made and may request the HR Service Provider to provide excerpts of the bank statement of the payments made as the proof of payment and if not satisfied shall withhold the payments due to the HR Service Provider in addition to other legal action.
- In case the Dept. is not satisfied with the performance of the deployed personnel or because of indiscipline, may ask the HR Service Provider in writing, providing the reasons thereof, to withdraw the personnel and provide a replacement.

Section 3 - ELIGIBILITY/ QUALIFYING CRITERIA FOR THE HR SERVICE PROVIDER

Following are the essential qualifying criteria for the HR Service Provider to technically qualify for the assignment:

1. The bidder should be incorporated or registered as a Partnership Firms, Private Limited Company, Public Limited Company, or Society/ trust since last 5 years. Incorporation/Registration certificate should be furnished as documentary proof.
2. The bidder should have been a HR Service Provider for at least 3 years. A list of clients being served or served in by the bidder must be provided with the Technical Bid in the prescribed format along with documentary proof.
3. The bidder should have valid registration under Service Tax Rules, Income Tax, EPFO, ESI Corporation and under Labour Act. The copies of Service Tax Registration Certificate, Permanent Account Number (PAN), Labour registration certificate, EPF registration certificate and ESI registration certificate should be furnished as documentary proof.
4. The average annual turnover of the bidder for the past 3 years should not be less than Rs. 1 Crore annum. A copy of the Audited Balance Sheet must be submitted with the Technical Bid.
5. The HR Service Provider must have filed income tax returns for the financial years 2012-13, 2013-14 and 2014-15. Copy of Income Tax Return should be furnished as documentary proof.
6. The bidder should have registered in India, with an office in Odisha.
7. The bidder should not have been black listed by any State Government or Central Government. A self-declaration to this effect shall be submitted by the bidder in the prescribe format.

Section 4 - GENERAL TERMS AND CONDITIONS

4.1 Cost of Tender Document & Earnest Money Deposit

- a. **Tender Document Fee** - Tender document can be downloaded from <http://stscodisha.gov.in> The bidders are required to submit the non-refundable tender document Fee of Rs.1,000/- in shape of an account payee Demand Draft in favour of Under Secretary (DDO), ST&SC Development Department and payable at Bhubaneswar from any of the nationalized bank along with the Tender Paper. Proposals received without or with inadequate fees shall be rejected.
- b. **Earnest Money Deposit** - Bidders shall submit, along with their Technical Bids, EMD of Rs. 20,000/- only, in the shape of an account payee Demand Draft issued by any nationalized bank in favour of Under Secretary (DDO), ST&SC Development Department payable at Bhubaneswar, and shall be valid for 90 days from the due date of the tender/ tender paper.
 - i. EMD of all unsuccessful bidders would be refunded by SSD Department within 180 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would adjusted as a part of the Performance Guarantee during the period of the contract.
 - ii. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
 - iii. The tender paper submitted without EMD, mentioned above, will be summarily rejected.
 - iv. The EMD may be forfeited:
 - a. If a bidder withdraws its bid during the period of bid validity.
 - b. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this tender paper.
 - c. If found to have a record of poor performance such as having abandoned work, having been black-listed, having inordinately delayed completion and having faced Commercial failures etc.

4.2 Submission of Bids

Sealed cover containing the Technical and Financial Bid/Proposal separately with caption "***Selection of HR Service Provider for hiring manpower under Scholarship Management Unit and School and Hostel Monitoring Cell of the ST&SC Development Department, Govt. of Odisha***" should be addressed to:

Director, SC Welfare,
ST&SC Development Department,
Odisha Model Tribal Education Society Office,
Adivasi Exhibition Ground, Unit -I,
Bhubaneswar.

- a. The bids should be submitted so as to reach latest by 05:00 PM (IST) of 30/05/2016. The bidders shall submit their tender paper as per the prescribed format given in this tender paper in the following manner
 - Envelope 1: Original Hard copy of Technical Proposal with EMD Draft [Form 1 to Form 4]
 - Envelop 2: Original Hard copy of Financial proposal Bid [Form 5 & 6]
- b. The Technical Proposal and Financial Proposal should be covered in separate sealed envelopes super-scribing "Technical Bid" and "Financial Bid" respectively.
- c. Please Note that Prices shall not be indicated in the Technical Proposal but shall only be indicated in the Financial Proposal.
- d. The two envelopes containing copies of Technical Proposal and Financial Proposal shall be put in another single sealed envelope clearly marked with caption "Selection of HR Service Providers for hiring manpower under Scholarship Management Unit and Schools and Hostels Monitoring Cell of the ST&SC Development Department, Govt. of Odisha".
- e. The outer envelope shall clearly indicate the name, address, telephone number, E-mail ID and fax number of the bidder.
- f. All the pages of the Technical Proposal must be sequentially numbered and must contain the list of contents with page numbers.
- g. The proposal shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialed by the person (or persons) who sign(s) the tender paper.
- h. All pages of the proposal shall be initialed and stamped by the person or persons who sign the bid.

4.3 Completeness of the Bid

- a) Submission of the proposals shall be deemed to have been done after careful study and examination of the tender paper document with full understanding of its implications.
- b) Bid document incomplete in any respect will be summarily rejected.
- c) Bid document has to be submitted only in the prescribed format with all relevant supporting documents.

4.4 Late Bid

- a. Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall be rejected.
- b. SSD Department shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.
- c. SSD Department reserves reserve the right to modify and amend any of the stipulated condition/criterion.

4.5 Language of the Bid

The Proposal should be filled by the Bidder in English language only.

4.6 Validity period of the Bid

The offer submitted by the Bidders should be valid for minimum period of 180 days from the date of last date of submission of Tender Paper.

4.7 Currency of the Proposal/ Bid Document

The currency (ies) of the Proposal offer and the transaction details provided in the Proposal/ Bid Document should be in Indian Rupees (INR).

4.8 Authentication of the Proposal/ Bid Document

The Proposal/ Bid Document should be accompanied by a Letter of Authorization in the name of the signatory of the proposal/ Bid document who can bind the Firm/ Company.

4.9 RIGHT TO TERMINATE THE PROCESS

- a. SSD Department may terminate the Tender process at any time and without assigning any reason thereof. SSD Department makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b. The submission of tender paper does not constitute an offer by SSD Department. The bidder's participation in this process may result in selecting the bidder to engage towards execution of the contract.

Section 5 - GUIDELINES FOR SUBMISSION OF TECHNICAL AND FINANCIAL PROPOSAL

5.1 TECHNICAL PROPOSAL

Bidders are required to submit the Technical Proposal in the prescribed format only. The technical proposal should accordingly include the following:

1. Technical Bid Cover Letter [Form-1]
2. Profile of the Bidder [Form-2]
3. Document Checklist [Form-3]
4. Self-declaration of not being ineligible/ blacklisted [Form 4]
5. All Documentary Evidences as required in the tender document (please refer Document Checklist [Form-3])

5.2 FINANCIAL PROPOSAL

The Financial Proposal is to be submitted in prescribed formats as provided in form 5 & 6.

- The amount to be charged by the HR Service Provider shall be expressed in lump sum as fees/service charges against each of the position.
- The fees/service charges quoted for each category of position shall be exclusive of the applicable service tax, if any, but shall be inclusive of all other costs.
- No deductions, other than statutory deduction of TDS, shall be made by the HR agency from the remuneration fixed for each of the position.
- In case of any discrepancy between figures and words in the financial proposal, the one described in words shall be adopted.
- Employer's share of EPF/ ESI where ever applicable, shall be paid to the HR Service Provider as per actual and the costs towards this is not required to be reflected as part of the Financial Proposal.

The financial proposal should accordingly include the following:

1. Financial Bid Cover Letter (Form 5)
2. Financial Bid Submission Format (Form 6)

Section 6 - EVALUATION PROCESS

In the first stage, the technical proposals will be scrutinized as per the Eligibility criteria and completeness of the documents as prescribed in the tender document.

The bids qualifying the Eligibility criteria and complete in respect to the availability of the documents will be considered for Financial Evaluation. The bidder quoting the lowest '**Overall Total Service Charges per month**' shall be considered for award of contract.

Section 7 - AWARD OF CONTRACT

ST & SC Development Department will award the Contract to the successful bidder qualifying in the Technical Bid and thereafter quoting the lowest '**Overall Total Service Charges per month**' in the Financial Proposal.

7.1 NOTIFICATION OF AWARD

SSD Department will notify the successful bidder in writing or by fax or email, that its proposal has been accepted.

7.2 SIGNING OF THE CONTRACT

After the SSD Department notifies the successful bidder that its proposal has been accepted, SSD Department shall enter into a contract, incorporating all clauses and the proposal of the bidder between SSD Department and the successful bidder.

7.3 PERFORMANCE GUARANTEE

- a. The Successful Bidder shall submit Performance Bank Guarantee of Rs. 50,000/- in favor of the Under Secretary (DDO), ST&SC Development Department before execution of the agreement.
- b. The Bank guarantee shall be valid for a period of 24 months from the date of intimation to the selected bidder for execution of the agreement.
- c. Agreement shall be executed on confirmation of the Performance Bank Guarantee from the Concerned Bank.
- d. The Performance Guarantee amount is interest free and will be refunded to bidder within six months of the completion of the contract without any accrued interest on it.
- e. The Performance Guarantee amount may be forfeited:
 - a. If a bidder is unable to deliver the outputs specified in the Scope of work of the tender documents.
 - b. If found to be indulging in malpractices, poor performance such as having abandoned work, having inordinately delayed completion of outputs etc.

7.4 FAILURE TO AGREE WITH TERMS AND CONDITIONS OF THE TENDER PAPER

Failure of the successful bidder to agree with the Legal Agreement and Terms & Conditions of the tender paper shall constitute sufficient grounds for the annulment of the award, in which event SSD Department may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, the SSD Department shall forfeit the Performance Guarantee of the successful bidder.

7.5 TERM OF THE AWARD

The period of contract shall be for a period of 1 (one) year from the date of execution of agreement. The period may be extended for further periods on mutual agreement by both the parties on similar terms and conditions.

Section 8 - PAYMENT TERMS & CONDITION

The payment to the selected Agency will be made as per the following terms:

- The Service Provider will raise the monthly claims/ invoice inclusive of applicable taxes & management cost (service charges) of Service Provider by 2nd of every succeeding month. SSD Department will ensure the reimbursement payment to HR Agency within 15 days of receiving the invoice.
- The payment shall be made subject to deduction of applicable taxes.

ANNEXURE A - DETAILS OF HR POSITIONS, JOB-DESCRIPTION AND REMUNERATION

HR POSITIONS, MINIMUM QUALIFICATIONS & EXPERIENCE AND REMUNERATION

Position for Scholarship Management Unit	No. of posts	Minimum Qualification	Experience	Rate of monthly Remuneration (Rs.)
State Level				
Senior Consultant - Planning & Monitoring	1	Masters Degree or equivalent in Social Sciences/ Social Work/ Rural Management	8-10 yrs	50,000
Programmer-cum-MIS Manager	2	Graduate + Diploma in Computer Applications	3-5 yrs	20,000
Finance Executive	2	Graduate with familiarity of Computer Usage	3-5 yrs	12,000
District Level				
Scholarship Coordinator	30	Masters in Social Sciences/ Social Sciences/ Social Work/Mass. Comm./ Humanities	3-5 yrs	30,000
Data Entry Operator	30	Intermediate with familiarity with MS office	3-5 yrs	5,200

Position for School and Hostel Monitoring Cell	No. of posts	Minimum Qualification	Experience	Rate of monthly Remuneration (Rs.)
State Level				
Senior Consultant - Planning & Monitoring	1	Masters Degree or equivalent in Social Sciences/ Social Work/ Rural Management	8-10 yrs	50,000
Data Analyst	2	Graduate + Diploma in Computer Applications	3-5 yrs	20,000
Helpline Executive	2	Graduate with familiarity of Computer Usage	3-5 yrs	12,000

JOB-DESCRIPTION OF DIFFERENT POSITIONS

1. Job Description for Positions for the Scholarship Management Unit

Name of the Position : **Senior Consultant – Planning & Monitoring**

Location : **Bhubaneswar, Odisha**

- Develop the work plan for data collection, monitoring mechanisms, reporting system, etc. for timely disbursement of various scholarships.
- Support in the development of guidelines and communication to be sent to districts officers and other stakeholders, such as, banks, etc.
- Ensure that the timeline and the mandated scholarship disbursement process is followed.
- Coordinate timely printing and distribution of scholarship application forms/ website updation for on-line application and keep a follow-up with districts to ensure that the application process is completed within the time frame.
- Act as the nodal person to coordinate between the Central Ministries, State Departments and District teams for issues related to scholarship disbursement
- Provide technical assistance in designing and development of effective communication materials for awareness generation and publicity of the scholarship schemes
- Support effective qualitative reporting and need based production of reports, briefs, fact sheets, background papers and other documents related to the programme
- Ensure proper and timely redressal of scholarship related grievances
- Provide research assistance to the Secretary-cum-Commissioner and Directors of the department, as per needs of the programme
- Any other responsibility as assigned by the supervisor in line with the programme requirements

Name of the Position : **Programmer-cum-MIS Manager**

Location : **Bhubaneswar, Odisha**

- Support in creation and regular updating of the beneficiary database across 30 districts in close coordination with the Department
- Carry out orientation of the field team for database creation, regular updation and management of data-files
- Carry out basic checks on account details received from districts through use of PFMS or other platforms and methodologies to ensure data quality and to remove incorrect/ erroneous data before processing for payment
- Preparation of payment files based on the data received from districts as per the scheme guidelines
- Ensure maintenance of databases and management information systems for efficient reporting and retrieval of information
- Coordinate with technical team, treasury team to resolve system/ software related problems/issues
- Regular monitoring and follow-up for ensuring quality and timeliness of data collection from the field office.
- Preparation of details of error data/ failed transactions for sharing with districts; follow up on timely receipt of the corrected information.
- Any other responsibility as assigned by the supervisor in line with the deliverables and programme requirements

Name of the Position : Finance Executive

Location : Bhubaneswar, Odisha

- Support in preparation of sanction orders for scholarship disbursement
- Support in bill preparation, writing of book of drawal, etc. for submission of scholarship bills to Treasury
- Coordinating with the Directorate of Treasuries for ensuring timely submission of scholarship bills.
- Supporting in preparation and submission of Utilization Certificates (UCs) to Central Ministries/ External Donar Agency
- Support in procurement, vendor selection, negotiations, developing agreements, etc.
- Ensure tracking of fund utilization as per the laid out financial plan
- Ensuring processing of monthly fees and reimbursement of expenses to contractual staff of SMU
- Any other responsibility as assigned by the supervisor in line with the deliverables and programme requirements

Name of the Position : Scholarship Coordinator

Location : District Headquarter (30 districts)

- Prepare district activity plan such as awareness generation on schemes, distribution, collection & verification of application forms, data compilation etc. for ensuring timely disbursement of scholarship.
- Coordinate with DWO and other relevant functionaries for issuance of necessary guidelines, checklists and instructions to block and schools for scholarship related issues
- Coordinate with block personnel and school staff for ensuring timely data collection for all eligible beneficiaries for payment of scholarship
- Ensure data compilation and timely submission of details to State Office with proper approval of the District Welfare Officer.
- Support design of an effective communications plan to generate public awareness on the stipend programme. Conduct orientation and capacity building session at district & block levels
- Ensure timely redress of complaints with regard to non-receipt of scholarship or escalate the complaint to appropriate authority for redressal
- Any other responsibility as assigned by the supervisor in line with the deliverables and programme requirements

Name of the Position : Data Entry Operator

Location : District Headquarter (30 districts)

- Preparation and regular updation of master data-base for schools/ institutions covered under Pre and Post matric Scholarship Schemes.
- Proper entry of data received from different schools into the computer with respect to eligible beneficiaries, basic details of the beneficiaries and bank-details as per the prescribed format and guidelines under different Scholarship Schemes
- Identify data-gaps in the information provided by the schools/ institutions and intimate to the District Scholarship Coordinator for necessary corrections
- Developing specific templates for data entry to minimize error and to facilitate easy retrieval of information.
- Scanning, digitization and preserving various documents related to scholarship as per the guideline
- Coordinating for proper storage of application forms in consultation with concerned officials

- Providing customized report to Scholarship Coordinator, whenever required, for analysis and decision making
- Day to day maintenance of computer and other peripherals
- Any other responsibility as assigned by the supervisor in line with the deliverables and programme requirements

2. Job Description for Positions for the School and Hostel Monitoring Cell

Name of the Position : Senior Consultant

Location : Bhubaneswar, Odisha

- Review & analyse reports submitted by the monitoring officials based on the inspection plan & prescribed monitoring indicators developed by the Department and generate reports for taking decisions.
- Collate information & generate report based on the visual evidences from schools & hostel for the wellbeing of boarders.
- Ensure that the timeline and the mandated reporting mechanism /process is followed by the monitoring officials
- Edit the translated verbatim Oriya transcripts of registered queries /complaints submitted by the Helpline Executives prior to submitting to concerned authority
- Scrutinize the complaints/queries and categorise/sub categorise complaint and further assign the complaints to the concerned officers with an appropriate dead line
- Support in the development of guidelines and communication to be sent to districts officers and other stakeholders for ensuring safety & security of boarders especially girls & reduction of mismanagement of schools & hostels.
- Act as the nodal person to coordinate between the Department and District functionaries for addressing issues related to safety & security of boarders and other hostel management related issue.
- Provide technical assistance in designing and development of effective communication materials on Legal Provisions/Child Rights /Code of conduct of staff & students for awareness generation and publicity especially amongst boarder girls.
- Bringing urgent issues emerging from the district reports to the knowledge of the Reporting Authority.
- Ensure proper & timely follow up & strengthening of grievance redressal system
- Support effective qualitative reporting and need based production of reports, briefs, fact sheets, background papers and other documents related to effective management of school & hostels.
- Any other responsibility as assigned by the supervisor in line with the deliverables and programme requirements

Name of the Position : Data Analyst

Location : Bhubaneswar, Odisha

- Regular tracking of report flow from district officials of 1670 no. of schools and more than 4000 hostels under the SSD department.
- Compilation of the data received from the district officials of prescribed monitoring indicators and analysing the same.
- District wise report generation and comparative analysis of the monitoring indicators.
- Regular reporting and presentation of the status to the state level officials.
- Bringing urgent issues emerging from the district reports to the knowledge of the Reporting Authority.
- Any other work as and when assigned by the Reporting Authority

Name of the Position : **Helpline Executive**

Location : **Bhubaneswar, Odisha**

- The prime responsibility is to listen & record all incoming calls/enquiries as required and coordinate with the Technical Consultant in responding to complaints and queries.
- Ensuring that confidential records of enquiries are kept and maintenance of the MIS on complaints redress status.
- Translate the verbatim Oriya transcripts to English and enter it in the register and take it to the Technical Consultant prior to submission to concerned authority for immediate follow up actions.
- Provide a complaint number against every complaint received.
- Ensure digitization of all complaints by the data analyst for enabling to take appropriate action.
- Provide feedback on redressal of complaints - list Action Taken Reports (ATRs) and segregate data for system upload.
- Carry out any other duties as requested in relation to the effective development of the helpline services.
- Any other responsibility as assigned by the supervisor in line with the deliverables and programme requirements

FORMATS FOR SUBMISSION OF TECHNICAL AND FINANCIAL PROPOSAL

FORMATS FOR TECHNICAL PROPOSAL

Form 1: Cover Letter (Technical Bid)

Tender Call Notice No: _____, Date: _____

<Location, Date>

To

**Director, SC Welfare,
ST&SC Development Department,
Odisha Model Tribal Education Society Office,
Adivasi Exhibition Ground, Unit –I,
Bhubaneswar.**

Subject: Submission of the Technical bid for selection of HR Service Provider for hiring manpower under Scholarship Management Unit and Schools and Hostels Monitoring Cell of the ST&SC Development Department, Govt. of Odisha

Dear Sir/Madam,

We, the undersigned, offer to provide our services to the ST&SC Development Department, Govt. of Odisha on your Tender Call Notice vide no <insert tender no> dated <insert date>. We are hereby submitting our Proposal, which includes this Technical bid and the Financial Bid sealed in separate envelopes.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We agree to abide by all the terms and conditions of the tender document. We would hold the terms of our bid valid for 180 days as stipulated in the tender paper document.

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

Yours sincerely,

Authorized Signature [*In full and initials*]:
Name and Designation of Signatory:
Name of Firm:
Address:

Location:

Date:

Company Seal

Form 2: Particulars of the Bidder

Tender Call Notice No: _____, Date: _____

1. Name of the Organisation:		
2. Legal Status of Organisation		
3. Address of Corporate/ National Office		
4. Address of Office in Odisha		
5. Telephone No. Fax No.		
6. Email Address		
7. Website		
8. Registration No. of Certificate of Incorporation & Date		
9. No. of years organization has been in existence (as on 1 st April 2016)		
10. Service Tax Registration No. & Date of Registration		
11. Permanent Account Number of Income Tax & Date of Regn.		
12. Registration No. of Labour Regn. Certificate & Date of Regn.		
13. Registration No. of EPF Regn. Certificate & Date of Regn.		
14. Registration No. of ESI Regn. Certificate & Date of Regn.		
15. No. of years of experience as HR service provider (as on 1 st April 2016)		
16. Date of first assignment as HR service provider (dd/mm/yyyy)		
17. Date of first assignment as HR service provider for Govt. Dept. (dd/mm/yyyy)		

18. Annual Turnover (Rs.) for 3 years as below:

Year	Total Turnover
2012-2013	
2013-2014	
2014-2015	
Average Annual Turnover	

19. Details of experience of carrying out assignments as HR service provider in Govt. Sector/
Public Sector Undertaking/ Autonomous Bodies in chronological order since inception.

Sl.	Financial Year	Description of Assignment as per Work Order	Name of Issuing Authority	Duration of Assignment			Value of Assignment (Rs.)	Work Order attached (Page no.)
				Start Date	End Date	Total Duration of Assignment in Months		

Note: The information provided in the above table must be supported by relevant work order copy.

Signature of the Tenderer
Date:
Place:

Company Seal

Form 3: Document Checklist for Technical Bid

Sl.	Eligibility Compliance Document	Provided (Yes/ No)	Page No in the Technical Bid
1	Letter of Authorization in the name of the signatory of the proposal/ Bid document		
2	Copy of Certificate of Incorporation / Registration/ Partnership Deed, MoA/ Bye-laws, etc.		
3	Copy of Service Tax Registration Certificate		
4	Copy of Income Tax PAN		
5	Copy of Labour Registration Certificate		
6	Copy of EPF Registration Certificate		
7	Copy of ESI Registration Certificate		
8	Copy of Audited Balance sheet and Profit & Loss Account as proof of Annual Turnover for the financial years 2012-13, 2013-14 and 2014-15		
9	Copy of Income Tax Return for the financial years 2012-13, 2013-14 and 2014-15		
10	Copy of Service Tax Return for the financial years 2012-13, 2013-14 and 2014-15		
11	Copy of work orders from the client		
12	Tender Paper Cost (DD No.:, Amount:, Bank:, Date:))		
13	Earnest Money (DD No.:, Amount:, Bank.:, Date:))		

Signature of witness

Date:

Place:

Signature of the Tenderer

Date:

Place:

Company Seal

Form 4: Self declaration of not being ineligible

(On the Letter Head of the organization)

I, Sri/Smt. _____ aged about _____ years
S/o/D/o/W/o _____ Proprietor/Partner/ Director of
M/s _____ At- _____ Po- _____,
PS _____, District _____ do hereby solemnly declare as
follows:

- 1) That pursuant to the tender call notice dt. _____ of SSD Department for selection of HR Service Providers for hiring manpower under Scholarship Management Unit and Schools and Hostels Monitoring Cell of the ST&SC Development Department, Govt. of Odisha, I/my firm/company am/is an intended bidder to participate in the said tender process.
- 2) That as per terms & conditions of the tender documents, I am to declare that, I/my firm/company have not been blacklisted by any Central/State Govt. Organisation or by any Public Sector undertakings of the State/Central Govt.
- 3) That neither any criminal case nor any vigilance case is pending against me/my firm/company before any forum.
- 4) That the facts stated above are true to the best of my knowledge and belief.

Signature of the Tenderer
Date:
Place:

Company Seal

Form 5: Cover Letter (Financial Bid)

<Location, Date>

To

**Director, SC Welfare,
ST&SC Development Department,
Odisha Model Tribal Education Society Office,
Adivasi Exhibition Ground, Unit –I,
Bhubaneswar.**

Subject: Submission of the Financial Proposal for selection of HR Service Provider for hiring manpower under Scholarship Management Unit and Schools and Hostels Monitoring Cell of the ST&SC Development Department, Govt. of Odisha

Dear Sir/Madam,

We, the undersigned, offer to provide our services for selection of HR Service Providers for hiring manpower under Scholarship Management Unit and Schools and Hostels Monitoring Cell of the ST&SC Development Department, Govt. of Odisha in accordance with your Tender Document <<tender paper No. >> dated <<Date>> and our Financial Bid is attached in Form 6.

All the prices mentioned in our Tender are in accordance with the terms as specified in the tender paper documents. We declare that our Bid Price is for the entire scope of the work as specified in the appropriate section in the tender paper. All the prices and other terms and conditions of this Bid are valid minimum for a period 180 days from the date of opening of the Bid. Subject to further extended period as mutually agreed upon.

We hereby confirm that our prices do not include any taxes and duties.

We understand that the actual payment would be made as per the existing tax rates during the time of payment.

We hereby declare that the information contained in the Tender is true and correct to the best of our knowledge and belief.

Thanking you,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Company Seal

Form 6: Financial Bid Submission Format

Tender Call Notice No: _____, Date: _____

Unit Rate/ Value must be quoted below exclusive of any taxes and duties. The Financial Bid will be evaluated as per Total Value of the bid exclusive of taxes & duties.

Position	No. of posts	Monthly Remuneration per person	Value of Service Charge per position/ per month (in INR)	Total Service Charges per month for all positions
A	B	C	D	E=(B x D)
Senior Consultant - Planning & Monitoring – Scholarship Management Unit	1	50,000		
Senior Consultant - Planning & Monitoring – School & Hostel Monitoring Cell	1	50,000		
Programmer-cum-MIS Manager - Scholarship Management Unit	2	20,000		
Finance Executive - Scholarship Management Unit	2	12,000		
Scholarship Coordinators - Scholarship Management Unit	30	30,000		
Data-entry Operators - Scholarship Management Unit	30	5,200		
Data Analysts - School & Hostel Monitoring Cell	2	20,000		
Helpline Executives - School & Hostel Monitoring Cell	2	12,000		
Overall Total Service Charges per month for all positions				

Overall Total Service Charges per month for all positions in Words:

Signature of witness

Date:

Place:

Signature of the Tenderer

Date:

Place:

Company Seal