

TENDER CALL NOTICE

[TERMS OF REFERENCE FOR PROVIDING AND MANAGING
HUMAN RESOURCES FOR VARIOUS POSITIONS UNDER
SCHOLARSHIP MANAGEMENT UNIT AND SCHOOL AND HOSTEL
MONITORING CELL OF ST & SC DEVELOPMENT DEPARTMENT]

Tender Call Notice No: 19755/SSD

PT1-STSCD-PRMS-PLAN2-0012-2014

Date: 6.10.2015

Sl.	Events	Date, Time
1.	Availability of Tender Document on the Department's Website	8.10.2015, 11.00 hrs.
2.	Pre bid meeting	13.10.2015, 15.00 hrs
3.	Last date and time for Submission of Tender Document	16.11.2015, 14.00 hrs.
4.	Opening of Technical bids	18.11.2015, 16.00 hrs.

N. B. If the last date of submission of tender paper/ opening of technical bid/ opening of price bids falls on government holiday [Central/ State], then that date shall be the next working day of the state.

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TERMS OF REFERENCE FOR SELECTION OF HR AGENCY FOR PROVIDING HUMAN RESOURCES FOR VARIOUS POSITIONS UNDER THE SCHOLARSHIP MANAGEMENT UNIT AND SCHOOL & HOSTEL MONITORING CELL OF THE ST & SC DEVELOPMENT DEPT., GOVT. OF ODISHA

1. Introduction

The Terms of Reference (ToR) serve as a request for proposals from firms/ companies that are interested in providing human resources for the Scholarship Management Unit (SMU) of the ST & SC Development (SSD) Dept., Govt. of Odisha

2. Background

Scholarship is one of the most 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. The increased volume of applications for the Scholarship Schemes over the years is one of the major indicators of genuine interest and requirement of the beneficiaries. 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.

Managing such a large volume programme with limited human-resources poses significant challenges of poor targeting, inadequate monitoring, and slow pace of IT interventions & system reforms. The Department has therefore decided to set up adequately staffed technical team in form of 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, The SSD Department runs 1670 residential Educational Institutions to provide primary, upper primary, secondary and senior secondary education to the children of ST communities and more than 4.3 lakh students study in these schools. Ensuring well-being and safety & security of the boarders, 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 Unit within the Department staffed with contractual technical staffs.

The Dept. is therefore proposing to hire the services of an Agency that will undertake the requisite deployment of professional staff at the State and district levels for Scholarship management Unit and School and Hostel Monitoring Cell.

3. Scope of Work

The Service Provider/HR Agency will be responsible for strategic recruitment, timely placement and management of qualified, experienced professionals as per the criteria/ terms provided in the ToR. Details of the number of personnel to be deployed, the desired qualification, experience for each position and remuneration rates are provided in Annexure-1. The job description for each position has been provided in Annexure-2. However, the job description provided is indicative in nature and may change as per the requirement of the Dept.

The scope of work for the assignment includes the following:

Part A – Recruitment & Deployment

- Invite applications for the various positions through advertisement in leading print and digital media.
- Finalise shortlisting criteria in consultation with the Dept.
- Screen and shortlist applications and issue of letters for written/practical test/interview
- Constitute selection committee and organise interviews and prepare final shortlist with 10% reserves
- Issue offer letters to selected candidates
- Conduct orientation of the candidates in consultation with the Dept. and ensure deployment
- Develop an HR policy for management of the human resources deployed.

Part B – Human Resources Management

- Ensure regular payment of monthly fees
- Provide replacement of personnel in case of vacancies arising during the course of the agreement

4. Key Tasks & Responsibilities

The staff deployed by the selected Agency for the SMU will be dedicated full time staff and will be stationed at State office and District Welfare Officer's (DWO) Office at the district.

The Agency will be required to adopt a transparent and competitive process of recruitment for these purely contractual posts with consolidated fixed remuneration. These posts are not permanent in nature and are liable to be terminated with the end of agreement or earlier at the decision of Director (SC Welfare), SSD Dept., Govt. of Odisha.

The Agency will be responsible for carrying out the following tasks:

- The Agency will design the advertisement for inviting applications for the various positions and submit the same to Dept. for approval of the content. Also provide a list of leading local daily newspapers (Odia and English) and digital media along with a cost estimate for publishing the same. Once the content and cost has been approved, publish the same in the approved media. The cost of notification of advertisement will be reimbursed to the Agency on actuals.
- The applications will be sought in a prescribed format as agreed with the Dept. Applications will be sought online and accordingly system should be in place before release of the advertisement.
- After receiving applications and preliminary screening, the Agency will provide a brief summary of the personnel, in a prescribed format, along with the CVs of the candidates for their capability assessment by the committee constituted by the SSD Dept. for sending letters for appearing for written test/practical test/interview to the candidates.
- The Agency will design the question papers and evaluate the answer sheets. All the documents should be retained by the Agency in safe custody and produced for verification whenever called for.

- The Agency should ensure that the candidates identified should not have any police record/criminal record against them. The Agency should ensure that the candidates are medically fit and certificate of their medical fitness is to be provided, whenever called for.
- The Agency will be accountable for checking the veracity and authenticity of information furnished by the selected candidates. The liabilities in respect of the authenticity of information about the selected candidates will extend beyond the contract period. Hence the Agency will be liable to compensate any liability arising out of the performance of this contract either during or up to 1 year from the expiry of the contract.
- To ensure quality and sustainability of the human resources, the Agency shall develop and follow an exclusive HR Policy, describing standards and guidelines for managing the human resource deployed for the purpose, subject to approval by the SSD Dept. The Policy will broadly provide guidance on the contracting, performance appraisal system, attendance and leave, contract termination and other key elements as per the statutory requirements.
- Fixed remuneration will be paid to the contracted personnel on monthly basis as per the rates mentioned in the ToR or as intimated by the SSD Dept.
- The day to day work to the deployed personnel will be assigned by the Director (SC Welfare) or any other officer(s) designated by him for this purpose. All the monitoring and reporting aspects of the deployed personnel will be under the control and supervision of Director (SC Welfare).
- The hired Agency will develop a recruitment plan, clearly listing out the activities involved in hiring process along with associated timeline for each activity.
- The selected Agency will provide the services of only those persons who fulfil the eligibility criteria prescribed.
- The Dept. has right to reject the list of candidates provided by the Agency in case they are not found suitable as per criteria.
- In case the Dept. is not satisfied with the performance of the deployed personnel or because of indiscipline, may ask the Agency in writing, providing the reasons thereof, to withdraw the personnel and provide a replacement.
- The Agency will replace with a suitable candidate free of cost, within 30 days, if the deployed candidate leaves within 6 months of joining or is asked to be withdrawn due to non-performance or on disciplinary grounds or adverse background verification.
- For replacement candidates the CV of the person will be shared with the Dept. and if required a personal interview will have to be arranged. Once approval has been given by the Dept. the candidate will be deployed.
- Travel claims, related to official travel of the deployed staff will be required to be paid by the Agency after the claim has been approved by the designated authority.
- Submit monthly claims against the payment made to the deployed personnel. Payments to the deployed personnel would be made after the monthly activities conducted by them are approved by the designated supervising authority, in the prescribed format. The duly approved forms would be submitted by the Agency along with their claim.
- To ensure timely placement and quality of human resources, the Agency shall develop a time bound recruitment plan and exclusive HR Policy.
- All payments by the agency to the deployed staff will be made through account payee cheque only. The Department shall have the right to verify the actual payment made and may request the 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 service provider in addition to other legal action.

- The Agency shall provide information and prepare answers for any recruitment related questions asked under Right to Information Act as per the rules and regulations of Government of India and/or decision of Hon'ble High Court/ Supreme Court.

5. Deliverables

Sl.	Deliverable	Timelines
1	Report on Recruitment Plan	7 days from the date of signing of contract
2	Shortlist of candidates in prescribed format for sending interview letters	30 days from the date of signing of contract
3	HR Policy	15 days from the date of signing of contract
4	Conduct of Interviews and final list of candidates to be deployed	Within 45 days from the date of signing of contract
5	Contractual human resource on board	Within 1 month from the date of approval of candidature.
6	Quarterly Reports	After completion of 3 months from the date of signing of contract and every 3 months thereafter to the Director (SC Welfare), SSD Dept., Govt. of Odisha

6. Reporting

For the purpose of execution of assignment, the Agency will be reporting to the Director (SC Welfare), SSD Dept., Govt. of Odisha and respective DWOs at district level or any nominated authority by SSD Dept.

7. Duration of the Assignment

The Agency will be hired for a period of one (01) year. This duration may further be extended on requirement and performance basis with mutual consent. The agreed tasks are expected to be completed within the prescribed time. Any extension or change in deadline will be subject to the consent of the SSD Dept.

8. Facilities to be made available by the Department to the HR Agency

The Department will provide the facility of working space and logistics to the deployed personnel for performance of duties assigned. However, the HR Agency will work from their own office and will be provided necessary information required to carry out the assignment.

9. Key Staff Requirement of the HR Agency

HR Agency should have adequate number of professionals and support staff for carrying out the assignment in their Agency for at least last 3 years. However, CVs of senior management (maximum of 4 members) will be evaluated:

Team Leader – Should be at least Post Graduate in any discipline with minimum 08 years relevant experience.

HR Manager – Should be at least an MBA with specialization in HR & minimum 05 years relevant experience.

Finance Manager – Should be at least Post Graduate in Commerce/CA/MBA with specialization in finance and minimum 5 years relevant experience.

MIS Manager – Should be at least Post Graduate diploma / Masters in Computer Science, M.Sc. (computer science), B. Tech (computer science) or MCA from government recognized institute / university and minimum 5 years relevant experience.

10. Eligibility Criteria

Following are the eligibility criteria for the HR Agency to technically qualify for the assignment:

- The Agency should have been in existence for minimum of last 5 years continuously and should have at least 3 years of experience in providing human resources and similar services to Government Department/Public Sector Undertaking/Autonomous bodies.
- The Agency should have registered office in India and an office in Bhubaneswar/Cuttack or alternatively give an undertaking at the time of submitting the proposal that it would setup an office in Bhubaneswar within one month of award of contract to them.
- The Agency must be incorporated or registered as a partnership firms, private limited company, public limited company, or trust.
- The Agency must be registered with the Labour Department under Labour act 1970 as a service provider and the registration of the Agency must be at least 03 years old.
- Agency should have minimum average annual turnover of Rs. 3 Crores for last 3 financial years (i.e. 2012-2013, 2013-2014, & 2014-2015) for similar assignment (deployment of HR to Public/Private Sector). Audited balance sheet and profit & loss a/c should be furnished along with proposal.
- The Agency must be registered under income tax, service tax, PF authority under Labour Department and any other statutory authority required for this purpose.
- The Agency should not have been blacklisted or debarred by any Govt./PSU, etc. The Agency will have to furnish an undertaking to this effect on the letter head duly signed by authorized person of the Agency.
- The Agency should provide documentary proof and a certificate of satisfactory services duly issued by at least 2 concerned institutions /organizations.
- The Agency will be required to provide documentary evidence for fulfilling above mentioned criteria. The documents related to evidences will be certified by an authorized signatory of the Agency. The above mentioned documents must be submitted with technical proposal.

11. Management Cost Payable to the HR Agency for the Assignment

The amount to be charged by the HR Agency for the assignment will be expressed in percentage as service charges out of payable remuneration fixed for each type of position to be deployed on monthly basis. The agreement will be executed between the selected Agency and Director (SC Welfare), SSD Dept., Govt. of Odisha

12. Payment Terms

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

For Part A

- i. 100% of the payment for the positions that have been filled shall be made once the deployed candidates have completed at least 1 month of service, subject to the condition that at least 50% of the total number of positions have been filled. No payment will be released for vacant positions.
- ii. Billing should be done after the end of each month. Multiple bills during a month will not be entertained.

For Part B

For the monthly claims, the HR Agency will ensure payment to the deployed personnel on monthly basis by 5th of every month and submit a claim for the payments made by raising monthly invoices inclusive of applicable taxes & management cost (service/ overhead charges) of HR Agency by the 7th working day of every month to the ST & SC Development Dept. The Dept. will ensure the payment to HR Agency within 15 days of receiving the invoice.

Payment shall be made against the invoices raised by the Agency on achievement of aforesaid milestones. The payment shall be made subject to deduction of applicable taxes.

Where a person is deployed for part of month then the service charges shall be paid on pro-rata basis based on the number of days for which the person has been deployed during the month.

13. Proposal Submission Guidelines

The Proposal shall be submitted in two parts -

Part I – Technical Proposal

Part II – Financial Proposal

The proposal must be typed or written in indelible ink and must be signed by the person(s) duly authorized.

14. Technical Proposal Submission Guidelines

In the Technical Proposal, the Agency should include details of professional competence, past experience of assignments of similar nature, approach, methodology, work plan and schedules for completing the assignment along with supporting documents in this regard. The technical proposal should accordingly include the following:

1. Cover Letter
2. Organisation profile
3. Previous experience of the firm in successfully executing similar types of assignments during last three years
4. Detailed Curriculum Vitae (CV) of proposed consultants for the assignment
5. Approach, Methodology, Work Plan and Schedules for the assignment
6. Documentary Evidences as listed in the next section

Documents to be Submitted

The following documents must be submitted along with the Technical Proposal failing which the proposal may be treated as invalid:

- i. Bid Security amount/EMD of Rs. 20,000/- (Rs. Twenty Thousand Only) in shape of Demand Draft/Pay order from any scheduled commercial bank drawn in favour of Under Secretary (DDO), ST&SC Development Department payable at Bhubaneswar.
- ii. Proof of Incorporation
- iii. Proof of registration with the Labour Dept.
- iv. Copy of Permanent Account Number (PAN) issued by Income Tax Dept.
- v. Copy of Service Tax registration certificate, if applicable
- vi. Copy of service tax returns for last 3 years (2011-12, 2012-13, 2013-14), if filed
- vii. Copy of audited balance sheets for last 3 years (2011-12, 2012-13, 2013-14) authenticated by the Statutory auditor or firm of Chartered Accountants
- viii. Copy of Income Tax return for last 3 years (2011-12, 2012-13, 2013-14)
- ix. Undertaking on the letter head duly signed by the authorised signatory stating that the Agency has not been blacklisted or debarred by Central or any State Govt. or PSU, etc.

15. Financial Proposal Submission Guidelines

- I. The amount to be charged by the HR Agency for the Part B will be expressed in lump sum percentage as fees/service charges out of payable remuneration fixed for the personnel to be deployed on monthly basis.
- II. No deductions, other than statutory deduction of TDS, shall be made by the HR agency from the remuneration fixed for each of the position.
- III. Separate fees/service charges may be quoted for each category of position, exclusive of the applicable service tax but inclusive of all other costs.
- IV. The formats provided in Annexure 3 are to be used for submission of the financial proposal.
- V. In case of any discrepancy between figures and words in the financial proposal, the one described in words shall be adopted.

16. Validity of bids

The Proposal shall indicate that it would remain valid for a period not less than one hundred and twenty (120) days from the Proposal Due Date. Prior to expiry of the original Proposal Validity Period, the Dept. may request that the Bidders to extend the period of validity for a specified additional period. A Bidder may refuse the request without forfeiting its Bid Security. A Bidder agreeing to the request will not be allowed to modify its Proposal, but would be required to extend the validity of its Bid Security for the period of extension and comply with Clause mentioned in this document in all respects.

17. Evaluation of Proposals

Bidding will be carried out under single stage two envelope (technical and price bid) system as per terms specified in the RFP document.

The bids will be opened at the time, date and venue mentioned in the bid document. Bidder's representative may attend the opening at the venue mentioned.

ii. In Stage I of Proposal Evaluation, EMD submitted by the agencies will be opened and checked for its validity.

In stage II – Technical Proposal of the Bid shall be examined. The Dept. reserves the right to reject the Proposal of a Bidder without opening the Technical Proposal.

The bids that will achieve a minimum technical score of 60 in the evaluation of the technical proposal shall qualify. The technical proposal will be evaluated on the basis of its meeting the evaluation parameters as follows:

Sl.	Criteria	Max Marks	Evaluation Criteria
I. Past Experience of agency			
1	Number of years in existence as HR service provider	20	>3 & ≤ 5 Years - 05 Marks >5 & ≤ 10 Years -10 Marks >10 Years -20 Marks
2	Past experience of carrying out assignments in Government sector	30	>3 & ≤ 4 Years - 10 Marks >4 & ≤ 7 Years - 20 Marks >7 Years - 30 Marks
II. Experience of Senior Management (maximum of 4 members)			
3	Relevant experience of Senior Management (4 members) of agency	20	>10 & ≤ 15 Years - 05 Marks >16 & ≤ 20 Years - 10 Marks >20 Years - 20 Marks
III. Financial Performance of agency			
4	Average audited annual turnover of last 3 financial years	20	>10 & <12 Crore - 10 Marks >12 & <15 Crore - 15 Marks >15 Crore - 20 Marks
IV. Understanding of the Assignment		30	Approach & methodology – 10 marks; Work plan -10 marks; and implementation timeline – 10 marks
Total Marks		100	

The commercial bid for those who fail to qualify will not be opened.

After evaluating the Technical Proposals, the Dept. shall notify the qualifying agencies, indicating the date, time and place for opening of the Financial Proposals. Bidder's representative (one only) may attend the commercial bid opening. The Bidders' representatives who choose to be present shall be required to sign and record their attendance. Representatives should come with an authorization letter on their company's letter head along with a valid identity proof. Representative should also bring seal of their company along with them.

The financial evaluation shall be on L1 basis and the evaluation for PART – I and PART – II shall be done separately. The Dept. reserves the right to select two separate agencies for assigning work under Part-I and Part-II.

Financial bid will be opened in presence of all the technically qualified bidders, who chose to attend.

The bidder who has quoted lowest cost (L-1), shall be chosen. L-2, L-3, L-4 bidders having a higher technical score may be invited to match the L-1 price

(ii) In case of any discrepancy regarding financial bid between words and numbers, the amount quoted in words shall be taken as final bid for evaluation.

In the event of two or more Bidders bidding the same amount, the Dept. may:

(a) invite fresh Proposals from the Bidders;

OR

(b) take any such measure as may be deemed fit in its sole discretion or annulment of the bidding process.

The contract will be awarded to the Proposer based on the assessment of the Proposal Evaluation Committee. The decisions of the Evaluation Committee in the evaluation of proposals shall be final. No correspondence will be entertained outside the process of negotiation / discussion with the Committee.

Annexure 1

Position for Scholarship Management Unit	No. of posts	Minimum Qualification	Experience	Rate of monthly Remuneration (Rs.)
State Level				
Technical 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				
Technical 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

Annexure 2

Job Description for Positions for the Scholarship Management Unit

Name of the Position : **Technical 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 Commissioner-cum-Secretary 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 Donor 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

Job Description for Positions for the School and Hostel Monitoring Cell

Name of the Position : **Technical 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

Annexure 3

Format for Submission of Financial BID for providing manpower for the below mentioned posts for Scholarship Management Unit and School & Hostel Monitoring Cell of the SC & ST Development Department of Odisha

For Part A

Position	Fees/ Charges	Service Tax (as per applicable rates), if any	Total Payment including Service Tax
	A	B	(A+B)
Invite applications for the various positions through advertisement in leading print and digital media.			
Screen and shortlist applications and issue of letters for written/practical test/interview			
Constitute selection committee, organise interviews, prepare selection list with 10% reserves and deployment			
Conduct basic orientation of the candidates in consultation with the Dept.			
Develop an HR policy for management of the human resources deployed			
Grand Total (Rs.)			

Amount in Words:

For Part B

Position	No. of posts	Monthly Remuneration per person	Monthly Service Charge per Position	Total to be paid towards Remuneration & Service Charges per month for all positions	Service Tax * (as per applicable rates), if any	Total Monthly Payment including Service Tax
A	B	C	D	E=(B x (C+D))	F	(E + F)
Scholarship Management Unit						
State Level						
Technical Consultant – Planning & monitoring	1	50,000				
Programmer-cum-MIS Manager	2	20,000				
Finance Executive	2	12,000				
District Level						
Scholarship Coordinator	30	30,000				
Data Entry Operator	30	5,200				
School and Hostel Monitoring Cell						
State Level						
Technical Consultant - Planning & Monitoring	1	50,000				
Data Analyst	2	20,000				
Helpline Executive	2	12,000				
Grand Total (Rs.)						

* Note: Service tax will be applicable only on the service charge component.

Amount in Words: