



**Government of Odisha
Office of Special Relief Commissioner**

QUOTATION

No 4906 /R&DM(DM) Date: 23.08.2022
RDM-RLF-ESTT-0020-2020

Quotation is hereby invited from the registered firms / outsourcing agencies for deployment of manpower in State Emergency Operation Centre as Operator/Supervisor for call tracking & supervising for Extension of Emergency Response Support System (ERSS) (Dial 112) for disaster emergencies in the Special Relief Establishment, Revenue & DM(DM) Department Odisha for a period of 3 year.

The intending firms / outsourcing agencies may submit quotation along with other supporting documents to the Joint Special Relief Commissioner, Office of the Special Relief Commissioner, Rajiv Bhawan, Bhubaneswar latest by date **08.09.2022 (5.00PM)** through registered post / speed post.

The prescribed quotation is available in the website www.odisha.gov.in (link:- <http://odisha.gov.in/tender> & <http://srcodisha.nic.in> (<http://srcodisha.nic.in/tender.php>).

The authority reserves every right to reject all or any of the tender without assigning any reason thereof.


Joint Special Relief Commissioner

Memo No. 4907 / R&DM (DM) Date: 23.08.2022

Copy (both in hard & soft) forwarded to Director, Information & Public Relation Department for kind information and necessary action. It is requested to publish the above quotation notice in two Odia daily news paper for one day and send copy of the publication to the undersigned for reference.


Joint Special Relief Commissioner

Memo No. 4908 / R&DM (DM) Date: 23.08.2022

Copy along with the copy of tender document (softcopy) forwarded to Officer in Charge, State Web Portal for publication of the tender document in the State Web Portal.


Joint Special Relief Commissioner



**Government of Odisha
Office of Special Relief Commissioner**

Tender Call Notice No. 4906 /R & DM (DM) Date: 23.08.2022

Sealed tender is hereby invited from the registered firms / out-sourcing agencies for deployment of following Manpower at State Emergency Operation Centre of Special Relief Establishment, Revenue & DM Department, Rajiv Bhawan, Bhubaneswar as Operator/Supervisor for call tracking & supervising for Extension of Emergency Response Support System (ERSS) (Dial 112) for disaster emergencies project for the State of Odisha for a period of 3 (three) year.

DETAILS OF REQUIRED MANPOWER:

SL No.	Manpower category	Number	Monthly Remuneration
1	Operators	6 (Six)	Rs. 18,000/- (including service charges, EPF/ESI but excluding GST)
2	Supervisor	1 (One)	Rs. 21,000/- (including service charges, EPF/ESI but excluding GST)

ELIGIBILITY CRITERIA:

- I. The agency must have successfully undertaken similar nature of works for at least three years. Similar nature of work means the agency must have deployed above types of manpower to Central Govt./State Govt./Public Sector Undertakings/ Reputed Private Organizations for at least three years during last five years.
- II. The agency ought to have valid EPF Code, ESI in its name issued by RPFC, Odisha Circle, GST registration certificate, ESI Registration Certificate issued by the competent Authority.
- III. Must have provided similar Manpower Support Services to at least three Government/ Semi-Government Public Sector Undertaking clients successfully (uninterrupted/ continuous) for a period of minimum 3 years during the last 5 financial years i.e. 2017-18, 2018-19, 2019-20, 2020-21 & 2021-22. (Self-attested copies of the Service Contracts/Agreements/Work Orders/Completion Certificates/ Performance Certificates from the Employers to be furnished along with the technical proposal).

BID SYSTEM & EVALUATION AND SELECTION:

- a. The bidding will be of two bid system i.e. Technical bid in Part I (ANNEXURE- I) and Financial Bid in Part -II (ANNEXURE- II). **The minimum service charge is Rs. 200/- per person per month in case of Supervisor and Operators.** Bidders are not permitted to quote below this price. However, bidders may quote higher than this.
- b. The minimum qualifying score in technical evaluation shall be 60 marks out of 100 marks and the financial proposals of the bidders who secure minimum 60 marks in technical evaluation shall be opened. The format for the technical evaluation is given at Annexure-III.
- c. Contract shall be awarded to the bidder whose bid will be determined to be substantially responsive, otherwise not defective and who has secured **highest combined technical and lowest rate quoted.** In case two bidders secure the same highest combined score, the bidder with the highest average annual turnover during the last 5 financial years i.e. 2016-17, 2017-18, 2018-19, 2019-20 and 2020-21 will be awarded the contract. In case of further dispute, authority has the power to follow any method, not specified here.

RIGHT TO REJECTION:

- a. The agency is expected to quote competitive rate for monthly remuneration of above manpower after careful analysis and the rate of service charges. In case it is noticed that the rates quoted by the agency for any category is unusually high, it will be a sufficient cause for rejection of the quotation unless Special Relief Commissioner is convinced about the reason of the rates on analysis of such rate.
- b. The Special Relief Commissioner reserves the right to reject any or all the quotations received without assigning any reason thereof and the agency shall not be entitled to get any cost, charges or expenses incidental to or connected with preparation and submission of its quotation documents.
- c. Canvassing in connection with quotation/documents containing uncalled for remarks are liable to be rejected.
- d. Quotation with any modification(s) and/or special condition(s) of the agencies or with any rider is liable to rejection.

WITHDRAWAL OR MODIFICATION OF QUOTATIONS:

No request for withdrawal or modification will be entertained after the last date of submission of Quotation.

EMD:

- a. The technical bid must be accompanied with an EMD of Rs.30,000.00 (Rupees Thirty thousand) only as per quotation notice in shape of Bank Draft drawn in favour of The Special Relief Commissioner payable at Bhubaneswar. No interest will accrue on the Earnest Money.
- b. Quotation without prescribed earnest money will be rejected.
- c. The earnest money will be refunded in case the quotation process is cancelled by the Special Relief Commissioner.



- d. The earnest money deposit of successful agency, if awarded with work, will be kept with the Special Relief Commissioner till the term of the agreement and will be refunded within 30 days from the termination of the Contract Agreement.
- e. The earnest money deposit of the un-successful agencies will be refunded immediately without interest after the execution of the Contract Agreement with the selected agency.
- f. The EMD will be forfeited if the Agency refuses to take up the work at the quoted price.
- g. If any Agency is selected for award of the contract after evaluation of Bid and the firm is exempted for submission of EMD by any law, then Security money equal to the amount of EMD should be furnished by the Agency for awarding the contract.

AGREEMENT:

It shall be the responsibility of the successful agency to submit the signed copies of the agreement to the Special Relief Commissioner within 10 days of issue of letter of intent work order.

SUB-LETTING OF WORK IN WHOLE OR PART

The agency shall not assign the job or any part thereof, any share of interest therein, or money due there under, or sub-let the work/job or a portion thereof, in any manner whatsoever. The contract is liable to be rejected at the option of Special Relief Commissioner in such case.

SUPERVISION OF WORK BY AGENCY:

It shall also be obligatory on the part of the agency to deploy qualified personnel for the job.

SCOPE OF WORKS:

The agency shall be responsible for the following works, the scope of which are given below.

A. Supervisor:

The following Personnel shall be provided by the Agency –

Sl. No.	Category	No.	Qualification & Experience
1.	Supervisor	01	<p>Age Limit: Minimum 21 years & Maximum 40 years as on 01.01.2022</p> <p>Educational Qualification :</p> <p>1. Minimum qualification will be Graduate in any stream from a recognized university with Post Graduate Diploma in Computer Application.</p>

			<p>2. Must have good Communication Skill in Odia, English & Hindi</p> <p>3. He/ She must be ready to work round the clock in shifts as the ERSS for Disaster Emergencies project will function on 24x7 basis</p> <p>Working Hours: 8 hours</p>
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The Supervisor shall be responsible for the following tasks-

- a. To oversee all the communication related to ERSS project.
- b. Remaining alert on Dial-112 ERSS Helpline to SEOC (1070) during emergencies.
- c. To stay up to date about the data collected / communicated.

B. Operator:

The following Personnel shall be provided by the Agency –

Sl. No.	Category	No.	Qualification & Experience
1.	Operator	06	<p>Age Limit: Minimum 21 years & Maximum 40 years as on 01.01.2022</p> <p>Educational Qualification:</p> <ol style="list-style-type: none"> 1. Minimum qualification will be Graduate in any stream from a recognized university with Diploma in Computer Application. 2. Must have good Communication Skill in Odia, English & Hindi 3. He/ She must ready to work round the clock in shifts as the ERSS for Disaster Emergencies project will function on 24x7 basis <p>Working Hours: 8 hours</p>

The Operator shall be responsible for the following tasks-

1.
 - a. To receive & track the call
 - b. Basic knowledge in internet services and networking.
 - c. Holding hand in Microsoft Word, Excel, Power point



- d. Passing of information to / Communicating with District Emergency Officers & Departmental Nodal Officer during emergencies
- e. To enter day to day data to update records.
- f. Typing official letters and other documents.
- g. Handling existing data and editing current information.
- h. To keep Office Records up to date.
- i. Handling inward and outward dispatch of mails .
- j. Handling the fax, Internet and e-mail messages.
- k. To take back up of Data at regular intervals and storage of Data.
- a. To take printouts as required.
- j. Movement and maintenance of files.
- k. Delivering and filing of papers.
- l. Operations of various office equipment like photocopier, fax, telephone, printer, EPABX, etc. Inventory control of office stationeries.
- m. Keeping records of office assets, staff records, etc.
- n. To provide a variety of secretarial and administrative support.
- o. Office management work.
- p. To perform special assignments as instructed from time to time.

INSPECTION OF WORKS:

Special Relief Commissioner or other officers who are specifically authorized in this regard will have full power and authority to inspect the work of the above personnel. The proprietor / representative of the agency / firm will meet the authorized officer in this office once a month i.e. 1st Monday- 11.30 hrs. for review of performance of above personnel.

INSTRUCTION FOR SUBMISSION OF QUOTATION WITH REQUIRED DOCUMENTS:

- a. The quotation shall be submitted with EMD in Part-I i.e. Technical Bid (ANNEXURE-I) and Part-II i.e. Financial Bid (ANNEXURE-II) in two separate sealed envelopes super scribed with technical and financial bid as the case may be and name and address of the quotationer. Both the envelopes i.e. Part-I and Part-II envelopes along with EMD shall be put in another envelope, which shall be super scribed with "Quotation for supply of Manpower for SEOC ERSS project" along with name and address of the agency and should bear the address of Special Relief Commissioner, Revenue & Disaster Management Department (Disaster Management), Rajiv Bhawan, Bhubaneswar-751001. The agency should mention its complete



postal address and telephone number, fax number, e-mail address etc. on the bottom left hand side of the envelope. The agency may submit any other details that he may like to furnish.

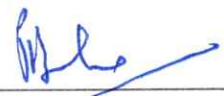
- b. Quotation received after the due date and time shall not be entertained.
- c. Both the bids completed in all respects (Technical & Financial) should reach the undersigned on Registered Post/ Speed Post/ Courier **on or before 5.00 P.M.** dated **08.09.2022**. The technical bid shall be opened on **12.09.2022 at 12.00 P.M.** The date of opening of the financial bids shall be intimated to those firms who shall qualify the technical bid.
- d. The Special Relief Commissioner, Revenue & Disaster Management Department (Disaster Management), Rajiv Bhawan, Bhubaneswar shall not be liable for any delay in receipt of the Bid by the agencies and no extension of time to the date of quotation opening shall be given for this reason.
- e. The Agency failing to submit all the specified documents shall be summarily rejected.

DOCUMENTS TO BE SUBMITTED:

1. Valid EPF Code,
2. ESI registration Certificate issued by RPFC, Odisha with latest deposit challan copy, either of original or true copy along with the quotation document.
3. Firm Registration Certificate.
4. Valid Labour License
5. Photocopy of PAN Card along with copies of the acknowledgement of Annual I.T. return of the firm for the last three financial years.
6. GST Registration Certificate issued by the competent Authority along with copy of last return filed in this regard.
7. An undertaking that the agency will be able to deploy the requisite man power immediately after execution of the contract agreement should be enclosed in the technical bid.
8. An undertaking to the effect that the manpower that the agency is going to provide to this office, if selected, is not in relation with any of the staff of this office.
9. A Declaration to the effect that the agency have not been blacklisted by any Govt./ Semi-Govt./ PSU/ Undertaking/ Office / Organization.
10. Supporting documents like Govt. Certificate/ EPF document etc. showing total no. of persons engaged so far by the Service Provider must be submitted.

GENERAL CONDITIONS:

- a. No personnel deployed by the Agency shall be paid less than the wages fixed or prescribed by Govt. prevalent at the time of finalization of the bid.
- b. Statutory dues at appropriate rate as per rules etc. shall be given to each personnel by the Agency.
- c. The Special Relief Commissioner, Odisha will make monthly payment to the Agency for the services rendered and the Agency will bear/pay all other benefits/statutory dues etc.



- d. The agency will submit the copy of last challan in support of deposit of ESI and EPF in favour of deployed personnel positively along with the monthly bill submitted for payment.
- e. The bidder shall submit valid Labour License.
- f. The monthly remuneration should be paid to the personnel deployed by the agency on 1st day of next month after receipt of absent/ present statement without awaiting the payment from Office of the Special Relief Commissioner, Revenue & Disaster Management Department (Disaster Management), Rajiv Bhawan, Bhubaneswar.
- g. There will be performance review of the manpower deployed as well as of the agency/ service provider in every 6 months by this office.
- h. The authority reserves the right to withdraw or relax any of the terms and conditions mentioned in this tender notice so as to overcome any problem that may be encountered at a later stage.

NOTICE AND COMMUNICATION:

- a. The Agency is required to state its correct full address in the document. All notices, communications to any agency by the Special Relief Commissioner, Odisha shall be deemed to have been sent or served if delivered or left at or posted to the agency and shall be deemed to have been so performed on the day on which these were so delivered or left.
- b. All notices and communications addressed by the Special Relief Commissioner, Odisha to the Agency, or by the Agency to the Special Relief Commissioner, Odisha concerning the work to be executed under the contract shall be in writing.

Sd/-



Joint Special Relief Commissioner

(Disaster Management)

6. Whether having GSTIN Certificate

(Xerox copies of Certificate to be enclosed)

(Copy of last return should be enclosed)

7. Whether having valid ESI Registration (Enclose challan copies of latest deposits)

8. Whether the undertaking to the effect that the

Agency shall deploy the requisite man-power

at the Office of Special Relief Commissioner, Odisha

within 10 days of execution of Agreement

9. Experience Certificate of last three years as mentioned in the eligibility criteria

10. Other documents as at Clause (e) of "Instruction for Submission of Quotation with Required Documents" should be furnished.

11. CERTIFICATE TO BE GIVEN BY THE QUOTATIONER

Certified that, the above mentioned particulars are correct and true to the best of my / our knowledge. In case any statement made above is found not correct, my/ our quotation may be rejected by the Special Relief Commissioner, Odisha.

My/Our price is based on the basis of our full understanding about the job.

It is to confirm that our offers shall be valid for 90 days from the date of opening of the qualifying bid.

I/We also authorize the Special Relief Commissioner, Odisha to forfeit my earnest money in case I/We fail to execute the job for whatever reason, if my/our quotation is accepted.

SIGNATURE OF THE
QUOTATIONER WITH SEAL

PART-II

FINANCIAL BID

FOR DEPLOYMENT OF MANPOWER IN STATE EMERGENCY OPERATION CENTRE:

1. Name of the Agency/Firm:-
2. Monthly remuneration per month for each personnel (excluding service charges and any other applicable taxes):-
3. Amount of service charges per person payable :- (To be mentioned in figure and Words)
4. PAN No.:-
5. GST No.:-
6. Details of breakup of monthly remuneration per person per month:

Type of Man Power	No. of person	Basic Wage per person	Service Charges	EPF @ 26% *	ESI @ 3.25 %	Total per person per month	GST @ 18 %	Grand Total per person per month
		A	B	C (on A)	D (on A)	E (A+B+C+D)	F	G (E+F)
Operator for SEOC	6					Rs. 18,000/-	Rs. 3240/-	Rs. 21,240/-
Supervisor for SEOC	1					Rs. 21,000/-	Rs. 3780/-	Rs. 24,780/-

* EPF : Employee Share @13% and Employer Share 13%

Place :

Date:

SIGNATURE OF THE

QUOTATIONER WITH SEAL