



**DIRECTORATE OF TECHNICAL EDUCATION AND TRAINING
(DTE&T), ODISHA**

Killa Maidan, Buxi Bazar, Kataka-753001
Phone No-0671(2301061), Fax-0671(2301961)



NIT No. DTET/2025-26/8628

Date: 24.07.2026

REQUEST FOR PROPOSAL

**Selection of a Professional Service Provider for supply of services on outsourcing basis at
Directorate of Technical Education & Training (DTE&T), Odisha.**

DTE&T under the administrative control of Skill Development & Technical Education Department, Government of Odisha (the Client) invites sealed proposals from eligible bidders for the **“Selection of a Professional Service Provider for supply of services on outsourcing basis at Directorate of Technical Education & Training (DTE&T), Odisha”**. Bidders fulfilling the prescribed eligibility criteria of the RFP can access and download the complete RFP Document and other details from www.dtet.odisha.gov.in/www.tendersodisha.gov.in

The bid calendars under the end-to-end process are:

Sr. No.	List of Key Events	Critical Dates
1	Date of Issue of RFP	27.07.2026
2	Last Date for Submission of Bid	11.08.2026 (5.00 Pm)
3	Date of Opening of Technical Bid	12.08.2026 (11.00 Am)
4	Date of Technical Presentation	To be intimated latter through E-Mail
5	Date of Opening of Financial Bid	To be intimated latter through E-Mail

The proposals complete in all respect must be applied through e-tender process latest by **11.08.2026 (before 5:00 PM)** clearly mentioning **“Selection of a Professional Service Provider for supply of services on outsourcing basis at Directorate of Technical Education & Training (DTE&T), Odisha”**. The proposals received beyond the last date and time will be rejected without assigning any reason. In case of any further modification/ alteration/ amendment shall be published in the websites only. The authority reserves all the rights to reject any/ all proposals at any stage without assigning any reason thereof.

Director, DTE&T, Odisha

Memo No.

Date:

1. Copy to e-Governance Cell, SD&TE Department, Government of Odisha for publication in the website of the Department for wide publicity.
2. Copy to Dr. Shradhananda Beura / P. Dash, O/O DTE & T, Odisha for publication on the Website and Notice Board of DTE&T for wide publicity.

Director, DTE&T, Odisha



Request for Proposal

“Selection of a Professional Service Provider for supply of services on outsourcing basis at Directorate of Technical Education & Training (DTE&T), Odisha”

Directorate of Technical Education and Training, Odisha

Killa Maidan, Buxi Bazar,

Kataka-753001

Phone No-0671(2301061),

Fax-0671(2301961)

[Email: dtetorissa@gmail.com](mailto:dtetorissa@gmail.com); dtetodisha.procurement@gmail.com

July 2026

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DISCLAIMER

This Request for Proposal (RFP) is issued by the Directorate of Technical Education & Training (DTE&T), Government of Odisha, for the purpose of selection of a competent Agency for providing Outsourcing Services.

This RFP contains information intended to assist interested bidders in preparing and submitting their proposals. It is not an agreement or an offer by DTE&T to prospective bidders or any other person. The purpose of this RFP is to provide bidders with information that may be useful in formulating their proposals.

While adequate care has been taken in preparing this RFP, the information contained herein is provided in good faith and is believed to be true and correct. However, DTE&T does not make any representation or warranty, express or implied, as to the completeness, accuracy, reliability or adequacy of the information contained in this RFP.

Each bidder shall conduct its own investigations and analysis and shall verify the accuracy, adequacy and completeness of the information before submitting its proposal. The bidder shall bear all costs associated with the preparation and submission of its proposal.

DTE&T reserves the right to amend, modify, cancel, suspend or withdraw this RFP, wholly or partly, at any stage without assigning any reason whatsoever and without incurring any liability to the bidders.

The issue of this RFP does not imply that DTE&T is bound to select a bidder or award the Contract. DTE&T reserves the right to reject any or all proposals without assigning any reason thereof.

This RFP shall be governed by the applicable laws of India and the State of Odisha.

Abbreviation	Description
DTE&T	Directorate of Technical Education & Training
SD&TE	Skill Development & Technical Education Department
GoO	Government of Odisha
Gol	Government of India
RFP	Request for Proposal
LoI	Letter of Invitation
LoA	Letter of Award
ITB	Instructions to Bidders
ToR	Terms of Reference
GCC	General Conditions of Contract
SLA	Service Level Agreement
KPI	Key Performance Indicator
LCS	Least Cost Selection
EMD	Earnest Money Deposit
PBG	Performance Bank Guarantee
GST	Goods and Services Tax
EPF	Employees' Provident Fund
ESIC	Employees' State Insurance Corporation
PAN	Permanent Account Number
TDS	Tax Deducted at Source
MIS	Management Information System
BOQ	Bill of Quantities

1. Section I- Letter of Invitation (Lol)

The Directorate of Technical Education & Training (DTE&T), Government of Odisha, invites sealed online proposals from eligible and experienced Agencies for providing **Outsourcing Services** at DTE&T Headquarters and other offices/institutions under its administrative control, as may be specified by the Client during the Contract Period.

The selected Agency shall provide trained and competent Services for delivery of the following services:

- Front Desk Management Services
- Reporting & Complaint Management Services
- Driver Services
- Watch & Ward Services
- Gardener Services
- Sweeping Services

The selection of the Agency shall be carried out through the **Least Cost Selection (LCS)** method in accordance with the provisions of this RFP.

Interested Agencies meeting the prescribed eligibility criteria may submit their Technical and Financial Proposals through the designated e-Procurement Portal within the timelines specified in this RFP.

Detailed information regarding eligibility criteria, evaluation methodology, scope of work, proposal submission procedure, and contractual terms is contained in the subsequent sections of this RFP.

The Director, DTE&T reserves the right to accept or reject any or all proposals, or to annul the bidding process at any stage without assigning any reason and without incurring any liability to the bidders.

1.1. Data Sheet

Particular	Details
Name of the Client	Directorate of Technical Education & Training (DTE&T), Odisha
Name of the Assignment	Selection of an Agency for Providing Outsourcing Services
Procuring Authority	Director, DTE&T, Odisha
Selection Method	Least Cost Selection (LCS)
Type of Contract	Service Contract
Contract Period	One (01) Year (Extendable based on satisfactory performance and approval of the Competent Authority)
Bid Validity	180 Days from the last date of submission of bids
Mode of Submission	Online through Government of Odisha e-Procurement Portal
Language of Proposal	English
Currency	Indian Rupees (INR)
Bid Processing Fee (Non Refundable)	Rs. 10,000+GST 18% = Rs. 11,800.00 (Rupees Eleven Thousand Eight Hundred) Only
Earnest Money Deposit (EMD) (Refundable)	As specified in the Bid Schedule-Rs.50,000/-(Rupees Fifty Thousand only)
Performance Security	As per RFP provisions
Technical Proposal	To be submitted online
Financial Proposal	To be submitted online in the prescribed BOQ format
Opening of Technical Proposals	As notified in the Bid Schedule
Opening of Financial Proposals	Only of technically qualified bidders

Address for Communication	Director, Directorate of Technical Education & Training (DTE&T), Killa Maidan, Buxi Bazar, Kataka – 753001
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Notes

1. The Agency shall quote rates strictly in accordance with the prescribed Financial Proposal format.
2. The Contract may be extended subject to satisfactory performance, mutual agreement, and approval of the Competent Authority.
3. The Client reserves the right to increase or decrease the number of personnel or locations during the Contract Period.
4. The successful bidder shall comply with all applicable labour laws, statutory provisions, and Government notifications in force during the Contract Period.

2. Section II- Instructions To Bidders (ITB)

2.1. Introduction

The Directorate of Technical Education & Training (DTE&T), Odisha invites proposals from eligible Agencies for providing **Outsourcing Services** comprising Front Desk Management services, Reporting & Complaint Management Services, Driver Services, Watch & Ward Services, Gardener Services and Sweeping Services.

The selected Agency shall provide the required Services in accordance with the Scope of Work specified in this RFP and shall ensure efficient, uninterrupted and professional service delivery throughout the Contract Period.

The selection of the Agency shall be carried out through the **Least Cost Selection (LCS)** method.

2.2. Definitions

Unless the context otherwise requires:

Term	Meaning
Agency/Bidder	The Firm/Company/Organization submitting the Proposal.
Client	Directorate of Technical Education & Training (DTE&T), Odisha.
Contract	Agreement executed between DTE&T and the Successful Bidder.
Proposal	Technical Proposal and Financial Proposal submitted by the Bidder.
Services	Outsourcing Services comprising Front Desk Management Services, Reporting & Complaint Management Services, Driver Services, Watch & Ward Services, Gardener Services and Sweeping Services.
Successful Bidder	The Bidder selected under the Least Cost Selection (LCS) method.
RFP	This Request for Proposal including amendments and corrigenda.

2.3. Eligible Bidders

The Bidder shall satisfy all eligibility criteria specified in this RFP and shall possess the technical capability, financial capacity and statutory registrations necessary for execution of the Contract.

The Bidder shall be solely responsible for the performance of the Contract.

2.4. Cost of Bidding

The Bidder shall bear all costs associated with preparation and submission of the Proposal. DTE&T shall not be responsible or liable for any such costs irrespective of the outcome of the bidding process.

2.5. Clarification of RFP

A Bidder requiring any clarification regarding the RFP may submit its queries in writing through the mode prescribed in the Data Sheet within the stipulated timeline. DTE&T may issue clarifications or corrigenda which shall form an integral part of the RFP.

2.6. Amendment of RFP

At any time before the deadline for submission of Proposals, DTE&T may amend the RFP by issuing Corrigenda/Addenda. Such Corrigenda/Addenda shall form part of the RFP and shall be binding upon all Bidders. If necessary, DTE&T may extend the proposal submission deadline.

2.7. Language

The Proposal and all correspondence shall be written in **English**. Supporting documents in another language shall be accompanied by an authenticated English translation.

2.8. Proposal Validity

The Proposal shall remain valid for a period of **180 days** from the last date of submission.

DTE&T may request extension of validity.

A Bidder may refuse such extension without forfeiture of its Bid Security, if applicable.

2.9. Preparation of Proposal

The Proposal shall consist of:

A. Technical Proposal- Containing all documents prescribed in Section V.

B. Financial Proposal- Containing the BOQ and Financial Proposal formats prescribed in Section VI.

The Financial Proposal shall not be included with the Technical Proposal.

2.10.Submission of Proposal

The Proposal shall be submitted online through the Government of Odisha e-Procurement Portal before the prescribed deadline. Late submissions shall not be considered.

2.11.Modification and Withdrawal

The Bidder may modify or withdraw its Proposal before the submission deadline through the e-Procurement Portal. No modification shall be permitted after the deadline.

2.12.Bid Opening

The Technical Proposals shall be opened on the date specified in the Bid Schedule. Financial Proposals shall be opened only for those Bidders who qualify in the Technical Evaluation.

2.13.Evaluation Methodology

The evaluation shall be carried out in following stages:

Stage I- Preliminary scrutiny of submitted documents.

Stage II- Technical Evaluation of eligible Bidders. Only those Bidders obtaining the minimum qualifying Technical Score prescribed in this RFP shall be considered technically qualified.

Stage III- Opening of Financial Proposals of technically qualified Bidders.

Stage IV- Selection of the Successful Bidder under the **Least Cost Selection (LCS)** method.

2.14.Proposal Rejection

The Proposal may be rejected if:

- It is incomplete.
- It is submitted after the deadline.
- It does not meet eligibility requirements.
- False information is furnished.
- Required documents are not submitted.
- Material deviations from the RFP are observed.
- The Bidder attempts to influence the evaluation process.

2.15.Confidentiality

Information relating to the examination, evaluation and recommendation shall not be disclosed to any person until publication of the award.

Any attempt by a Bidder to influence the evaluation process may lead to rejection of the Proposal.

2.16. Award of Contract

The Contract shall be awarded to the technically qualified Bidder quoting the **Lowest Evaluated Financial Proposal** under the **Least Cost Selection (LCS)** method, subject to fulfillment of all eligibility criteria and submission of the required Performance Security.

2.17.Performance Security

The Successful Bidder shall furnish the Performance Security within the period specified in the Letter of Award. Failure to furnish the Performance Security may result in cancellation of the award.

2.18.Signing of Agreement

The Successful Bidder shall execute the Agreement within the time specified by DTE&T after issuance of the Letter of Award.

2.19.Fraud and Corrupt Practices

The Bidder shall observe the highest standards of ethics.

Any Bidder found to have engaged in fraud, corruption, collusion, coercion or misrepresentation shall be liable for rejection of the Proposal, forfeiture of Performance Security and any other action as deemed appropriate by DTE&T.

2.20.Conflict of Interest

The Bidder shall not have any conflict of interest that may affect the fairness of the procurement process or execution of the Contract.

Any actual or potential conflict shall be disclosed immediately to DTE&T.

2.21.Right of the Client

DTE&T reserves the right to:

- accept or reject any Proposal;
- annul the bidding process;
- cancel the RFP;
- increase or decrease the scope of work;
- increase or decrease the Services requirement;
- extend the Contract;
- issue Corrigenda or Addenda at any stage,

without assigning any reason and without incurring any liability to the Bidders.

2.22.Important Instructions

1. The Bidder shall carefully examine all instructions and requirements before submission of the Proposal.
2. Failure to furnish complete information may result in rejection of the Proposal.
3. All pages of the Proposal shall be signed by the Authorized Signatory.
4. Overwriting, alterations or unauthenticated corrections shall not be accepted.
5. Conditional proposals shall be treated as non-responsive.
6. The Bidder shall comply with all applicable Central and State Government laws, labour laws, taxation laws and statutory requirements during execution of the Contract.

3. SECTION III- TERMS OF REFERENCE (ToR)

3.1. Background

The Directorate of Technical Education & Training (DTE&T), Odisha functions under the Skill Development & Technical Education Department, Government of Odisha, and is responsible for administration, monitoring and development of Technical Education and Skill Development Institutions across the State.

For efficient day-to-day functioning of the Directorate and its offices, DTE&T intends to engage a professional Agency for providing **Outsourcing Services** comprising Front Desk Management Services, Reporting & Complaint Management Services, Driver Services, Watch & Ward Services, Gardener Services and Sweeping Services.

The selected Agency shall deploy qualified and experienced Services to ensure efficient service delivery in accordance with the terms and conditions specified in this RFP. There will be no employee-employer relationship between the service provider entity and DTE&T, Odisha.

3.2. Objectives

The objectives of this assignment are to:

- Provide efficient and professional outsourced Services services.
- Ensure smooth functioning of office operations through deployment of trained personnel.
- Maintain cleanliness, security and upkeep of office premises.
- Provide safe and efficient driving services for official vehicles.
- Improve visitor management and complaint handling.
- Ensure compliance with applicable statutory provisions and labour laws.

3.3. Scope of Work

The selected Agency shall provide Services for the following services.

- The engagement shall be treated strictly as outsourcing of services and not manpower, and a comprehensive service contract with fixed tenure shall be executed with the service-providing agency.
- Billing by the outsourcing agency shall be made on the basis of man days/person-days and not by individual names, so as to obviate any future claims relating to regularization of services.

A. Front Desk Management Services

The deployed Front Desk Executive(s) shall:

- Receive and guide visitors.
- Maintain visitor registers.
- Handle telephone calls and official enquiries.
- Provide information regarding office procedures.
- Coordinate with different Sections/Officers.
- Maintain proper office decorum.
- Main responses database.
- Assist officers in preparation of reports and official records.
- Perform any other duties assigned by DTE&T.

B. Reporting & Complaint Management Services

The deployed personnel shall:

- Register complaints received physically, telephonically or electronically.
- Maintain complaint registers and records.
- Forward complaints to the concerned Sections.
- Monitor complaint status.
- Prepare periodic reports and MIS.
- Maintain complaint database.
- Assist officers in preparation of reports and official records.
- Perform any other related duties assigned by DTE&T.

C. Driver Services

The deployed Driver(s) shall:

- Operate Government vehicles safely and efficiently.
- Possess a valid Driving Licence for the assigned category of vehicle.
- Maintain log books and vehicle movement registers.
- Ensure cleanliness and routine upkeep of vehicles.
- Report any mechanical defects immediately.
- Follow traffic rules and Government instructions.
- Perform any other duties assigned by DTE&T.

D. Watch & Ward Services

The deployed Watch & Ward Personnel shall:

- Safeguard Government property and office premises.
- Regulate entry and exit of visitors.
- Maintain visitor and security registers.
- Monitor office premises during office and non-office hours, as required.
- Report security breaches, emergencies or suspicious activities immediately.
- Assist in emergency situations.
- Perform any other duties assigned by DTE&T.

E. Gardener Services

The deployed Gardener(s) shall:

- Maintain lawns, gardens and green areas.
- Water plants regularly.
- Carry out pruning, trimming and weeding.
- Apply manure and fertilizers, as required.
- Maintain potted plants and landscaped areas.
- Ensure cleanliness of garden areas.
- Perform any other duties assigned by DTE&T.

F. Sweeping Services

The deployed Sweeping Personnel shall:

- Sweep and clean office rooms, corridors and staircases.
- Clean toilets and washrooms.
- Dust office furniture and equipment.
- Collect and dispose of waste in designated locations.
- Maintain cleanliness of surrounding office premises.
- Ensure hygienic conditions within office buildings.
- Perform any other duties assigned by DTE&T.

3.4. Services Requirement

The Services requirement indicated below is tentative and may be increased or decreased during the Contract Period based on the operational requirements of DTE&T.

Sl. No.	Category of Services	Skill Category	Req. Services in Nos.	Minimum Qualification
1	Front Desk Executive	Skilled		Graduate with basic computer knowledge and communication skills
2	Reporting & Complaint Management Executive	Skilled		Graduate with basic computer knowledge
3	Driver	Semi-Skilled		Minimum 10th Pass with valid Driving License in Light Motor Vehicle and Minimum 5 Years of driving experience
4	Watch & Ward Personnel	Unskilled		Minimum 7th Pass and physically fit
5	Gardener	Unskilled		Minimum 7th Pass with basic knowledge of gardening
6	Sweeping Personnel	Unskilled		Minimum 7th Pass with knowledge of cleaning and sanitation

Note: The personnel deployed under this contract shall be **more than 18 years of age and less than 60 years of age** as on the date of deployment. The service provider shall ensure compliance with this requirement throughout the contract period.

3.5. Deployment of Services

The Agency shall deploy suitable Services as per the requirement communicated by DTE&T from time to time.

The deployed personnel shall:

- Report for duty as per office timings or as directed by DTE&T.
- Wear proper uniform and identity card, wherever applicable.

- Maintain discipline and professional conduct.
- Follow all instructions issued by the competent authority.
- Not leave the assigned place of duty without prior permission.

3.6. Replacement of Personnel

The Agency shall replace any deployed personnel immediately, if:

- the personnel remains absent;
- the performance is found unsatisfactory;
- the personnel is involved in misconduct or indiscipline;
- the personnel becomes unavailable; or
- DTE&T requests replacement for administrative reasons.

The replacement shall be made without any additional financial implication to DTE&T.

3.7. Statutory Compliance

The Agency shall comply with all applicable Central and State Government laws, including but not limited to:

- Minimum Wages Act and applicable Government wage notifications of Labour & ESI Department, Odisha.
- Employees' Provident Fund (EPF) provisions;
- Employees' State Insurance (ESI) provisions;
- Contract Labour (Regulation and Abolition) Act, where applicable;
- Payment of Wages Act;
- Goods and Services Tax (GST) Act; and
- Any other applicable statutory provisions.

The Agency shall be solely responsible for payment of wages and statutory dues to the deployed personnel.

3.8. Reporting

The Agency shall submit periodic reports as prescribed by DTE&T, including:

- Monthly attendance report;
- Wages disbursement details;
- EPF and ESI contribution details;
- Monthly deployment status;
- Complaint status reports (where applicable); and
- Any other report required by DTE&T.

3.9. Performance Monitoring

The performance of the Agency shall be monitored by DTE&T based on:

- Timely deployment of Services;
- Attendance and punctuality;
- Quality of services;
- Compliance with statutory requirements;
- Timely submission of reports; and

- Overall performance during the Contract Period.

Unsatisfactory performance may attract penalties or termination of the Contract as per the provisions of this RFP.

4. SECTION IV- ELIGIBILITY CRITERIA & EVALUATION METHODOLOGY

4.1. General

The Agency shall fulfill all the eligibility criteria prescribed in this RFP. Failure to furnish complete and satisfactory documentary evidence in support of the eligibility criteria may result in rejection of the Proposal.

The Technical Proposal shall be evaluated first. Only those Bidders who qualify the Technical Evaluation shall be considered for opening of the Financial Proposal.

The Contract shall be awarded through the **Least Cost Selection (LCS)** method.

4.2. Pre-Qualification (Eligibility) Criteria

Sl. No.	Eligibility Criteria	Supporting Documents
1	The Bidder shall be a Company registered under the Companies Act, 2013/1956 or a Partnership Firm registered under the Indian Partnership Act, 1932 or LLP registered under the LLP Act, 2008 or Society registered under the Societies Registration Act, 1860.	Certificate of Incorporation / Registration Certificate
2	The Bidder shall have been in operation for at least three (03) years as on the date of publication of the RFP.	Certificate of Incorporation / Registration
3	The Bidder shall have a valid PAN, GST Registration and Labour Registration/License (where applicable).	Self-attested copies
4	The Bidder shall have valid EPF and ESIC Registration.	Registration Certificates
5	The Bidder shall have an average annual turnover of not less than ₹ 2 crore during the last three financial years.	CA Certificate / Audited Financial Statements
6	The Bidder shall have experience in providing outsourcing/Services services to Government Departments/Organizations, PSUs, Autonomous Bodies or reputed private organizations during the last three years.	Work Orders / Agreements / Completion Certificates
7	The Bidder shall not have been blacklisted/debarred by any Central Government, State Government, PSU or statutory authority.	Self-Declaration
8	The Bidder shall have filed Income Tax Returns for the last three assessment years.	ITR Acknowledgements
9	The Bidder shall submit an undertaking regarding compliance with all statutory labour laws.	Undertaking

4.3. Technical Evaluation

Only those Bidders meeting all the eligibility criteria shall be considered for Technical Evaluation.

The Technical Proposal shall be evaluated on the basis of the criteria specified below.

Technical Evaluation Criteria

Sl. No.	Evaluation Criteria	Maximum Marks	Mark Distribution	Supporting Documents
1	Organizational Experience in	15	3–5 Years = 5 Marks	Certificate of

	providing Outsourcing Services		5–7 Years = 10 Marks More than 7 Years = 15 Marks	Incorporation/Registration Certificate
2	Experience in Similar Assignments with Government Departments/PSUs/Autonomous Bodies	30	2–3 Work Orders = 10 Marks 4–5 Work Orders = 20 Marks More than 5 Work Orders = 30 Marks	Work Orders/Agreements/Completion Certificates
3	Average Annual Turnover during the Last Three Financial Years	15	Minimum ₹2 Cr = 5 Marks Above ₹2 Cr to ₹5 Cr = 10 Marks Above ₹5 Cr = 15 Marks	Audited Financial Statements/CA Certificate
4	Technical Approach & Methodology	15	Understanding of Assignment = 3 Marks Deployment Plan = 3 Marks Attendance & Supervision = 3 Marks Replacement Mechanism = 3 Marks Reporting & Compliance = 3 Marks	Technical Write-up
5	Presentation before Technical Evaluation Committee	25	Understanding of Assignment = 10 Marks Deployment Strategy = 10 Marks Quality Assurance & Risk Mitigation = 5 Marks	Presentation
	Total	100		

4.4. Minimum Qualifying Score

A Bidder shall secure a minimum of **70 marks out of 100** in the Technical Evaluation to qualify for opening of the Financial Proposal.

Bidders securing less than the prescribed qualifying marks shall be declared technically non-responsive, and their Financial Proposals shall not be opened.

4.5. Financial Evaluation

The Financial Proposals of only those Bidders who qualify the Technical Evaluation shall be opened. The Financial Proposal shall be evaluated based on the total quoted price in the prescribed Financial Proposal Format. Arithmetic errors, if any, shall be corrected by the Evaluation Committee in accordance with the provisions of the RFP. The Financial Proposals of technically qualified bidders shall be evaluated under the **Least Cost Selection (LCS)** method.

The bidder quoting the **Lowest Evaluated Financial Proposal (L1)** shall be declared the Successful Bidder, subject to fulfillment of all requirements of the RFP.

In case of a tie, the bidder having higher technical score will be considered the preferred bidder.

4.6. Selection Method

The selection of the Agency shall be made through the **Least Cost Selection (LCS)** method.

Among the technically qualified Bidders, the Bidder quoting the **Lowest Evaluated Financial Proposal** shall be declared the Successful Bidder, subject to fulfillment of all eligibility requirements and acceptance of the terms and conditions of the RFP.

4.7. Clarification of Proposals

During evaluation, DTE&T may seek written clarifications from any Bidder regarding its Proposal. The Bidder shall furnish the required clarification within the time specified by DTE&T. No change in the quoted Financial Proposal shall be permitted.

4.8. Right to Accept or Reject

DTE&T reserves the right to:

- accept or reject any Proposal;
- reject all Proposals;
- cancel or withdraw the RFP at any stage;
- seek additional information or clarification from the Bidders;
- verify the information furnished by the Bidder; and
- annul the procurement process without assigning any reason.

4.9. Award of Contract

The Contract shall be awarded to the Bidder who:

- satisfies all eligibility criteria;
- secures the minimum qualifying Technical Score;
- submits the Lowest Evaluated Financial Proposal under the LCS method; and
- furnishes the Performance Security within the prescribed time.

In case the selected Bidder fails to comply with the conditions of award, DTE&T reserves the right to cancel the award and proceed in accordance with the provisions of the RFP.

5. SECTION V- TECHNICAL PROPOSAL SUBMISSION FORMS

The Technical Proposal shall comprise the following Forms duly completed and signed by the Authorized Signatory of the Bidder.

Form No.	Description
TECH-1	Covering Letter
TECH-2	Bidder's Particulars
TECH-3	Power of Attorney / Authorization Letter
TECH-4	Bidder's Experience
TECH-5	Financial Capacity
TECH-6	Approach and Methodology
TECH-7	Declaration regarding Blacklisting
TECH-8	Checklist of Documents

TECH-1

Covering Letter

(On the Bidder's Letter Head)

Date: _____

To

The Director,

Directorate of Technical Education & Training (DTE&T), Odisha

Kataka – 753001

Subject:

Submission of Technical Proposal for Selection of an Agency for Providing Outsourcing Services

Sir,

Having examined the Request for Proposal (RFP), we hereby submit our Technical Proposal for providing Outsourcing Services comprising Front Desk Management Services, Reporting & Complaint Management Services, Driver Services, Watch & Ward Services, Gardener Services and Sweeping Services.

We confirm that:

- We have carefully examined all terms and conditions of the RFP.
- We agree to abide by all provisions contained therein.
- All information furnished in our Proposal is true and correct.
- We understand that any false information may result in rejection of our Proposal.
- We undertake to provide the services as per the Scope of Work and other provisions of the RFP.

We hereby authorize DTE&T to verify the information furnished in this Proposal.

Yours faithfully,

Authorized Signatory

(Name)

Designation

Seal

TECH-2

Bidder's Particulars

Particular	Details
Name of Agency	
Registered Address	
Correspondence Address	
Name of Authorized Signatory	
Designation	
Telephone	
Mobile	
Email	
Website	
PAN	
GSTIN	
EPF Registration No.	
ESIC Registration No.	

Labour License No.	
Year of Incorporation	

TECH-3

Power of Attorney / Authorization Letter

The Bidder shall submit a Power of Attorney or Board Resolution authorizing the signatory to sign the Proposal and execute the Contract on behalf of the Bidder.

TECH-4

Experience of the Bidder

Sl. No.	Name of Client	Nature of Assignment	Contract Period	Contract Value (₹)	Supporting Document
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Attach copies of Work Orders / Agreements / Completion Certificates.

TECH-5

Financial Capacity

Average Annual Turnover during the last three Financial Years

Financial Year	Annual Turnover (₹)
Year 1	
Year 2	
Year 3	

Average Annual Turnover:

Certified by Chartered Accountant

(Signature & Seal)

TECH-6

Approach & Methodology

The Bidder shall briefly describe its proposed approach for providing Outsourcing Services, including:

- Deployment methodology.
- Recruitment and mobilization process.
- Supervision mechanism.
- Attendance monitoring.
- Replacement mechanism.
- Statutory compliance.
- Reporting and MIS.
- Grievance handling.
- Quality assurance mechanism.

The write-up shall preferably not exceed **5 pages**.

TECH-7

Declaration Regarding Blacklisting

(On Letter Head)

I/We hereby declare that our organization has not been blacklisted, debarred or declared ineligible by any Central Government, State Government, PSU, Autonomous Body or Statutory Authority as on the date of submission of this Proposal.

If any information furnished above is found to be false, DTE&T shall have the right to reject our Proposal and take appropriate action as deemed fit.

Date:

Place:

Authorized Signatory

Seal

TECH-8

Checklist of Documents

Sl. No.	Document	Submitted (Yes/No)
1	Covering Letter	
2	Certificate of Incorporation/Registration	
3	PAN	
4	GST Registration	
5	EPF Registration	
6	ESIC Registration	
7	Labour License (where applicable)	
8	Audited Financial Statements / CA Certificate	
9	Work Orders / Completion Certificates	
10	Power of Attorney / Authorization	
11	Declaration regarding Blacklisting	
12	Any other document specified in the RFP	

Authorized Signatory

(Name & Signature)

Date:

Place:

6. SECTION VI- FINANCIAL PROPOSAL

FIN-1

Financial Proposal Submission Form

(On the Letter Head of the Bidder)

Date: _____

To

The Director,

Directorate of Technical Education & Training (DTE&T), Odisha

Kataka – 753001

Subject:

Financial Proposal for Selection of an Agency for Providing Outsourcing Services

Sir,

We, the undersigned, having examined the Request for Proposal (RFP) and understood its contents, hereby submit our Financial Proposal for providing Outsourcing Services comprising Front Desk Management Services, Reporting & Complaint Management Services, Driver Services, Watch & Ward Services, Gardener Services and Sweeping Services.

We agree to provide the Services in accordance with the requirements of the RFP for the prices quoted in the Financial Proposal.

We understand that:

This Financial Proposal shall remain valid for the period specified in the RFP.

The quoted rates are inclusive of all costs required for successful execution of the assignment except GST, wherever applicable.

We accept all terms and conditions of the RFP.

Yours faithfully,

Authorized Signatory

(Name)

Designation

Seal

FIN-2

Price Bid

The Bidder shall quote the **Service Charge (%)** over and above the statutory Services cost as prescribed by the Government of Odisha from time to time.

The statutory Services cost shall include:

- Minimum Wages
- EPF Contribution
- ESI Contribution
- Bonus (where applicable)
- Leave Wages (where applicable)
- Any other statutory liability notified by Government
- GST shall be payable as applicable.

FIN-3

Financial Bid Format

Sl. No.	Category of Services	Skill Category	Estimated No. of Personnel	Service Charge (%)
1	Front Desk Executive	Skilled	As per Requirement	
2	Reporting & Complaint Management Executive	Skilled	As per Requirement	
3	Driver	Semi-Skilled	As per Requirement	
4	Watch & Ward Personnel	Unskilled	As per Requirement	
5	Gardener	Unskilled	As per Requirement	
6	Sweeping Personnel	Unskilled	As per Requirement	

Important Notes

- The Bidder shall quote only the **Service Charge (%)** in the Financial Proposal.
- Minimum wages shall be paid strictly as per the latest notification of the Labour & ESI Department, Government of Odisha.
- EPF, ESI, Bonus and other statutory payments shall be made as per applicable laws.
- GST shall be paid extra as applicable.
- Any quote with **zero or negative Service Charge**, if prohibited by the applicable Government instructions, shall be treated in accordance with those instructions.
- The quoted Service Charge shall remain valid during the Contract Period unless otherwise permitted under the Contract.

FIN-4

Financial Declaration

We certify that:

We have quoted the Service Charge after taking into account all obligations under the Contract.

We shall comply with all statutory requirements relating to payment of wages, EPF, ESI, Bonus, Labour Welfare Fund and other applicable laws.

We understand that no additional payment other than those admissible under the Contract shall be claimed.

Authorized Signatory

(Name)

Designation

Seal

7. SECTION VII- GENERAL CONDITIONS OF CONTRACT (GCC)

7.1 General

The selected Agency shall provide Outsourcing Services in accordance with the provisions of this RFP, the Letter of Award (LoA), and the Agreement executed with DTE&T.

The Agency shall ensure uninterrupted, efficient and satisfactory delivery of the Services throughout the Contract Period.

7.2 Commencement of Services

The Agency shall commence the Services within the period specified in the Letter of Award or Work Order issued by DTE&T.

Failure to commence the Services within the stipulated period may result in cancellation of the award and forfeiture of the Performance Security, as applicable.

7.3 Contract Period

The Contract shall remain valid for a period of **Two (02) years** from the date of commencement of Services unless terminated earlier in accordance with the provisions of the Contract.

The Contract may be extended for a further period of Maximum One (01) year on satisfactory performance, mutual agreement of both Parties, and approval of the Competent Authority.

7.4 Deployment of Services

The Agency shall deploy the required Services in the categories specified by DTE&T, including:

- Front Desk Executives
- Reporting & Complaint Management Executives
- Drivers
- Watch & Ward Personnel
- Gardeners
- Sweeping Personnel

The number of personnel may be increased or decreased by DTE&T during the Contract Period depending on administrative requirements.

7.5 Qualification and Skill Level

The Agency shall deploy personnel possessing the prescribed qualifications and skill level.

Category	Skill Level
Front Desk Executive	Skilled
Reporting & Complaint Management Executive	Skilled
Driver	Semi-Skilled
Watch & Ward Personnel	Unskilled
Gardener	Unskilled
Sweeping Personnel	Unskilled

7.6 Identity Card and Uniform

The Agency shall issue Identity Cards to all deployed personnel.

Where prescribed by DTE&T, personnel shall wear proper uniform while on duty.

7.7 Working Hours

The deployed personnel shall observe the working hours prescribed by DTE&T.

Whenever required, personnel may be deployed beyond normal office hours, on holidays or during special events, as per the requirements of DTE&T and in accordance with applicable labour laws.

7.8 Replacement of Personnel

The Agency shall immediately replace any deployed personnel who:

- remains absent;
- is found unsuitable;
- is involved in misconduct;
- fails to perform assigned duties satisfactorily; or
- is requested to be replaced by DTE&T for administrative reasons.

Such replacement shall be made without additional financial implication to DTE&T.

7.9 Payment of Wages

The Agency shall ensure timely payment of wages to all deployed personnel in accordance with the latest Government of Odisha minimum wage notifications and applicable labour laws.

Documentary proof of wages disbursement shall be submitted along with the monthly bill.

7.10 Statutory Compliance

The Agency shall comply with all applicable statutory provisions relating to:

- Minimum Wages;
- Employees' Provident Fund (EPF);
- Employees' State Insurance (ESI);
- Bonus, where applicable;
- Labour Welfare Fund, where applicable;
- GST; and
- any other applicable Central or State Government laws.

Any liability arising from non-compliance shall be the sole responsibility of the Agency.

7.11 Attendance and Supervision

The Agency shall maintain attendance records of all deployed personnel in the format prescribed by DTE&T.

DTE&T shall have the right to verify attendance and deployment at any time.

7.12 Confidentiality

The Agency and its personnel shall maintain strict confidentiality of all official records, documents, information and data accessed during execution of the Contract.

No information shall be disclosed to any third party without prior written approval of DTE&T.

7.13 Conduct of Personnel

The deployed personnel shall:

- maintain discipline and professional behaviour;
- follow lawful instructions issued by DTE&T;
- maintain courteous conduct with officers and visitors;
- refrain from any misconduct within office premises.

7.14 Inspection and Monitoring

DTE&T or its authorized representatives may inspect the performance of the Agency at any time. The Agency shall extend full cooperation during such inspections.

7.15 Payment

Monthly payment shall be released subject to:

- satisfactory deployment of Services;
- verification of attendance;
- submission of invoice;
- proof of wages payment;
- EPF and ESI remittance records;
- GST invoice, wherever applicable; and
- other documents prescribed by DTE&T.

7.16 Penalty

In the event of non-performance, short deployment, absence of personnel, violation of statutory provisions or breach of contractual obligations, DTE&T may impose penalties in accordance with **Section VIII – Service Level Agreement (SLA), KPIs & Penalty Matrix**.

7.17 Termination

DTE&T may terminate the Contract by giving **30 days' written notice** in the event of:

- persistent poor performance;
- failure to deploy Services;
- breach of Contract;
- submission of false information;
- non-compliance with statutory obligations;
- blacklisting by any Government authority; or
- any other material breach of the Contract.

DTE&T may terminate the Contract with immediate effect in cases involving fraud, corruption, criminal misconduct or actions prejudicial to public interest.

7.18 Force Majeure

Neither Party shall be liable for failure or delay in performance due to events beyond its reasonable control, including natural calamities, war, civil unrest, epidemic, pandemic or Government restrictions. The affected Party shall notify the other Party in writing within seven (7) days of the occurrence of such event.

7.19 Dispute Resolution

Any dispute arising out of the Contract shall first be resolved through mutual discussions.

If the dispute remains unresolved, it shall be referred to arbitration under the provisions of the **Arbitration and Conciliation Act, 1996**, as amended from time to time.

The seat of arbitration shall be **Kataka, Odisha**.

7.20 Governing Law and Jurisdiction

The Contract shall be governed by the laws of India and the State of Odisha.
Subject to arbitration, the Courts at **Kataka, Odisha** shall have exclusive jurisdiction.

8. SECTION VIII- SERVICE LEVEL AGREEMENT (SLA), KEY PERFORMANCE INDICATORS (KPIs) & PENALTY

8.1. Service Level Agreement (SLA)

The selected Agency shall ensure efficient, uninterrupted and satisfactory delivery of the Services throughout the Contract Period.

The performance of the Agency shall be monitored by DTE&T based on the Service Levels specified in this Section.

Failure to meet the prescribed Service Levels may attract penalties as specified herein.

8.2. General Service Levels

The Agency shall ensure that:

- Required Services is deployed as per the approved deployment plan.
- Personnel report for duty on time.
- Services are delivered efficiently and professionally.
- Personnel maintain proper conduct and discipline.
- Statutory compliances are fulfilled.
- Reports and records are submitted within the prescribed timelines.
- Immediate replacement is provided whenever required by DTE&T.

8.3. Service Level Indicators

A. Front Desk Management Services

Sl. No.	Service Level Indicator	Performance Standard
1	Deployment of Front Desk Executive	100% deployment as per approved requirement
2	Attendance	Minimum 95% attendance
3	Visitor Handling	Courteous and timely assistance
4	Maintenance of Visitor Register	Daily
5	Reporting to Officer	Immediate

B. Reporting & Complaint Management Services

Sl. No.	Service Level Indicator	Performance Standard
1	Complaint Registration	Same day
2	Complaint Forwarding	Within prescribed timeline
3	Maintenance of Complaint Register	Daily
4	MIS Submission	Monthly or as directed
5	Record Maintenance	Accurate and updated

C. Driver Services

Sl. No.	Service Level Indicator	Performance Standard
1	Driver Availability	100% deployment
2	Vehicle Log Book	Updated daily

3	Safe Driving	No avoidable violations
4	Vehicle Cleanliness	Daily
5	Reporting Vehicle Defects	Immediate

D. Watch & Ward Services

Sl. No.	Service Level Indicator	Performance Standard
1	Security Coverage	100% deployment
2	Visitor Entry Register	Maintained daily
3	Reporting of Security Incidents	Immediate
4	Attendance	Minimum 95%
5	Vigilance	Continuous during duty hours

E. Gardener Services

Sl. No.	Service Level Indicator	Performance Standard
1	Watering of Plants	As scheduled
2	Lawn Maintenance	Regular
3	Pruning & Weeding	As required
4	Cleanliness of Garden Area	Daily
5	Maintenance of Plants	Satisfactory

F. Sweeping Services

Sl. No.	Service Level Indicator	Performance Standard
1	Cleaning of Office Premises	Daily
2	Cleaning of Toilets	Daily / As required
3	Waste Collection & Disposal	Daily
4	Dusting	Daily
5	Hygiene Standards	Satisfactory

8.4. Performance Monitoring

The performance of the Agency shall be monitored by DTE&T through:

- Physical verification of deployed personnel.
- Attendance records.
- Inspection of work performed.
- Review of reports and registers.
- Feedback from concerned officers.
- Periodic performance review meetings.

8.5. Penalty

Where the Agency fails to meet the prescribed Service Levels, DTE&T may impose penalties in accordance with the following matrix.

Penalty Matrix

Sl. No.	Default	Penalty

1	Failure to deploy Services as per approved requirement	Deduction on a pro-rata basis for the period of short deployment and additional penalty, if considered necessary by DTE&T
2	Unauthorized absence of deployed personnel	Pro-rata deduction for the period of absence
3	Failure to replace absent or unsuitable personnel within the stipulated time	Penalty as decided by DTE&T, in addition to pro-rata deduction
4	Delay in payment of wages to deployed personnel	Action as per Contract, including penalty and recovery, if applicable
5	Non-remittance of EPF/ESI or other statutory dues	Recovery of dues, penalty, and any action permissible under the Contract
6	Submission of false records or certificates	Termination of Contract and other action as deemed appropriate
7	Poor performance or repeated deficiencies	Penalty and/or termination as per the Contract

8.6. Review of Performance

The performance of the Agency shall be reviewed periodically by DTE&T.

Where deficiencies are observed, DTE&T may issue written instructions for corrective action.

Failure to implement corrective measures within the stipulated period may result in penalties or termination of the Contract.

8.7. Statutory Compliance

Compliance with labour laws and statutory obligations shall form an essential component of the performance assessment.

Any violation shall be treated as a material breach of the Contract.

8.8. Decision of DTE&T

The decision of DTE&T regarding assessment of performance, imposition of penalties and evaluation of service levels shall be final and binding on the Agency.

9. SECTION IX- ANNEXURES

The following Annexures form an integral part of this Request for Proposal (RFP). The Bidders shall use the prescribed formats wherever applicable.

Annexure No.	Description
Annexure-I	Indicative Services Requirement
Annexure-II	Qualification & Skill Matrix
Annexure-III	Monthly Attendance Format
Annexure-IV	Monthly Deployment Report
Annexure-V	Wages Disbursement Certificate
Annexure-VI	EPF & ESIC Compliance Certificate
Annexure-VII	Monthly Performance Report
Annexure-VIII	Undertaking for Statutory Compliance
Annexure-IX	List of Office Locations (if applicable)

ANNEXURE-I

Indicative Services Requirement

Sl. No.	Category of Services	Skill Category	Indicative Requirement*
1	Front Desk Executive	Skilled	As per DTE&T requirement
2	Reporting & Complaint Management Executive	Skilled	As per DTE&T requirement
3	Driver	Semi-Skilled	As per DTE&T requirement
4	Watch & Ward Personnel	Unskilled	As per DTE&T requirement
5	Gardener	Unskilled	As per DTE&T requirement
6	Sweeping Personnel	Unskilled	As per DTE&T requirement

Note: The above requirement is indicative. DTE&T reserves the right to increase or decrease the number of personnel during the Contract Period.

ANNEXURE-II

Qualification & Skill Matrix

Category	Skill Level	Minimum Qualification
Front Desk Executive	Skilled	Graduate with computer knowledge and communication skills
Reporting & Complaint Management Executive	Skilled	Graduate with computer knowledge
Driver	Semi-Skilled	Minimum 10th Pass with valid Driving Licence and relevant experience
Watch & Ward Personnel	Unskilled	Minimum 7th Pass and physically fit
Gardener	Unskilled	Minimum 7th Pass with basic knowledge of gardening
Sweeping Personnel	Unskilled	Minimum 7th Pass with knowledge of cleaning and sanitation

ANNEXURE-III

Monthly Attendance Format

Sl. No.	Name	Designation	Month	Attendance (Days)	Leave	Signature
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ANNEXURE-IV

Monthly Deployment Report

Sl. No.	Category	Required	Deployed	Short Deployment	Remarks
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ANNEXURE-V

Wages Disbursement Certificate Certificate

This is to certify that wages for the month of _____ have been paid to all deployed personnel engaged under the Contract in accordance with the applicable Government wage notification and statutory provisions.

Sl. No.	Category	No. of Personnel	Wages Paid (Yes/No)
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Certified by:

Authorized Signatory

(Name & Seal)

ANNEXURE-VI

EPF & ESIC Compliance Certificate

The Agency shall certify that:

- EPF contributions have been deposited.
- ESIC contributions have been deposited.
- Challans are enclosed.
- All statutory obligations have been complied with.

Authorized Signatory

Seal

ANNEXURE-VII

Monthly Performance Report

Sl. No.	Particular	Status/Remarks
1	Services Deployment	
2	Attendance	
3	Wages Payment	
4	EPF Compliance	
5	ESIC Compliance	
6	Complaint Handling	
7	Security & Watch & Ward	
8	Gardening Services	
9	Sweeping & Cleaning Services	
10	Issues, if any	

ANNEXURE-VIII

Undertaking for Statutory Compliance

(On the Agency's Letter Head)

I/We hereby undertake that our Agency shall comply with all applicable labour laws, statutory provisions and Government notifications relating to payment of wages, EPF, ESIC, Bonus, GST and other applicable enactments during the Contract Period.

We further undertake that any liability arising out of non-compliance shall be borne entirely by us.

Authorized Signatory

(Name)

Seal

ANNEXURE-IX

List of Office Locations

DTE&T shall provide the list of offices/institutions where Services is required through the Work Order or subsequent communication.

The number of personnel and locations may be revised during the Contract Period based on administrative requirements.

10. SECTION X- DRAFT AGREEMENT

AGREEMENT FOR PROVIDING OUTSOURCING SERVICES

This Agreement is made on this ____ day of _____, 20.

BETWEEN

The Director, Directorate of Technical Education & Training (DTE&T), Odisha, Killa Maidan, Buxi Bazar, Kataka – 753001 (hereinafter referred to as the **"Client"**, which expression shall, unless repugnant to the context, include its successors and permitted assigns);

AND

M/s. _____, a Company/Firm/LLP/Society registered under the applicable laws of India, having its Registered Office at _____ (hereinafter referred to as the **"Service Provider"**, which expression shall, unless repugnant to the context, include its successors and permitted assigns).

The Client and the Service Provider are individually referred to as a **"Party"** and collectively as the **"Parties."**

10.1.Purpose

The Client has selected the Service Provider through the Request for Proposal (RFP) process for providing **Outsourcing Services** comprising:

- Front Desk Management Services
- Reporting & Complaint Management Services
- Driver Services
- Watch & Ward Services
- Gardener Services
- Sweeping Services

The Service Provider agrees to provide the above Services in accordance with the provisions of this Agreement and the RFP.

10.2.Contract Documents

The following documents shall constitute and form an integral part of this Agreement:

1. Request for Proposal (RFP).
2. Corrigenda/Addenda, if any.
3. Letter of Award (LoA)/Work Order.
4. Technical Proposal of the Successful Bidder.
5. Financial Proposal of the Successful Bidder.
6. Performance Security.
7. This Agreement.
8. Annexures forming part of the RFP.

In case of any inconsistency, the order of precedence shall be as listed above.

10.3.Scope of Services

- The Service Provider shall provide the Services specified in Section III (Terms of Reference) of the RFP.
- The Client may increase or decrease the Services requirement during the Contract Period depending upon administrative requirements.
- The engagement shall be treated strictly as outsourcing of services and not manpower, and a comprehensive service contract with fixed tenure shall be executed with the service-providing agency.

- Billing by the outsourcing agency shall be made on the basis of man days/person-days and not by individual names, so as to obviate any future claims relating to regularization of services.

10.4.Contract Period

This Agreement shall remain valid for **Two (02) years** from the date of commencement of Services.

The Contract may be extended for a further period of maximum one (01) year on satisfactory performance and approval of the Competent Authority.

10.5.Deployment of Services

The Service Provider shall deploy qualified Services in the categories specified by the Client.

All personnel shall:

- possess the prescribed qualifications;
- be physically fit;
- maintain discipline;
- carry valid identity cards;
- comply with lawful instructions issued by the Client.

10.6.Payment

Payment shall be released monthly based on:

- certified attendance;
- satisfactory deployment;
- submission of invoice;
- wages disbursement proof;
- EPF and ESIC remittance proof;
- statutory compliance documents.

Applicable deductions shall be made as per law.

10.7.Obligations of the Service Provider

The Service Provider shall:

- deploy adequate Services;
- ensure timely replacement of personnel;
- supervise deployed personnel;
- pay wages within the prescribed timeline;
- comply with all statutory obligations;
- maintain confidentiality;
- submit prescribed reports;
- ensure uninterrupted service delivery.

10.8.Obligations of the Client

The Client shall:

- provide work allocation;
- verify attendance;
- monitor performance;
- process eligible payments;
- issue necessary instructions for execution of the Contract.

10.9. Statutory Compliance

The Service Provider shall comply with all applicable labour laws and statutory provisions, including:

- Minimum Wages;
- EPF;
- ESI;
- GST;
- Bonus, where applicable;
- Labour Welfare Fund, where applicable;
- other applicable laws.

Failure to comply shall be treated as a breach of Contract.

10.10. Confidentiality

The Service Provider shall maintain strict confidentiality regarding all information, records, files and documents obtained during execution of the Contract.

The obligation of confidentiality shall survive expiry or termination of this Agreement.

10.11. Inspection

The Client or any authorized authority may inspect:

- attendance records;
- wage payment records;
- statutory records;
- deployment records;
- reports submitted under the Contract.

The Service Provider shall extend full cooperation during such inspections.

10.12. Performance Monitoring

Performance shall be monitored in accordance with **Section VIII (Service Level Agreement)** of the RFP.

Repeated deficiencies may attract penalties or termination.

10.13. Penalty

Penalties shall be imposed as per the SLA and Penalty provisions contained in the RFP.

10.14. Termination

The Client may terminate this Agreement by giving **30 days' written notice** if the Service Provider:

- fails to deploy Services;
- repeatedly violates Contract provisions;
- fails to comply with statutory requirements;
- furnishes false information;
- is blacklisted by any Government authority;
- commits fraud or misconduct.

Immediate termination may be effected in cases involving fraud, corruption or actions prejudicial to public interest.

10.15. Force Majeure

Neither Party shall be liable for delay or failure caused by events beyond reasonable control, including natural calamities, war, civil unrest, epidemic, pandemic or Government restrictions.

The affected Party shall notify the other Party in writing within seven (7) days.

10.16. Indemnity

The Service Provider shall indemnify and keep indemnified the Client against all claims, losses, damages, liabilities and expenses arising from:

- breach of Contract;
- negligence;
- statutory violations;
- acts or omissions of deployed personnel.

10.17. Dispute Resolution

Any dispute arising out of this Agreement shall first be resolved amicably through mutual discussion.

Failing such resolution, the dispute shall be referred to arbitration under the provisions of the **Arbitration and Conciliation Act, 1996**, as amended.

The place of arbitration shall be **Kataka, Odisha**.

10.18. Governing Law

This Agreement shall be governed by the laws of India and Govt. of Odisha.

Subject to arbitration, the Courts at Kataka shall have exclusive jurisdiction.

10.19. Amendment

No amendment to this Agreement shall be valid unless made in writing and signed by both Parties.

10.20. Assignment

The Service Provider shall not assign or subcontract the Contract, wholly or partly, without prior written approval of the Client.

10.21. Entire Agreement

This Agreement, together with the RFP and other Contract Documents, constitutes the entire agreement between the Parties.

10.22. Notices

Any notice under this Agreement shall be in writing and shall be delivered by hand, registered post, speed post or email to the addresses notified by the Parties.

10.23. Execution

IN WITNESS WHEREOF, the Parties have executed this Agreement on the date first written above.

For the Client

Director

Directorate of Technical Education & Training (DTE&T), Odisha

Signature: _____

Date: _____

Official Seal

For the Service Provider

Authorized Signatory

Name: _____

Designation: _____

Organization: _____

Signature: _____

Date: _____

Official Seal

Witnesses

Witness – 1

Name:

Address:

Signature:

Witness – 2

Name:

Address:

Signature: