



Bhubaneswar Municipal Corporation

Notice No. **35751**
File No. **XXIII(General-Misc) 24/12**

Date: **12/06/2026**

REQUEST FOR PROPOSAL FOR
SELECTION OF AGENCY FOR DEPLOYMENT OF BACK-OFFICE EXECUTIVES CUM DATA
ENTRY OPERATORS (DEOS) IN BHUBANESWAR MUNICIPAL CORPORATION (BMC)

Bhubaneswar Municipal Corporation (BMC) invites proposals from reputed and experienced agencies for providing Back-Office Executives cum Data Entry Operators (DEOs) for BMC. Interested agencies fulfilling the prescribed eligibility criteria may participate in this tender process and submit their proposals. The detailed **Request for Proposal (RFP)** document can be downloaded from the BMC website: www.bmc.gov.in from **05:30 PM of 12.06.2026 to 03:00 PM of 30.06.2026**. Further details can be seen from the e-Procurement portal www.tendersodisha.gov.in , <https://www.tendersodisha.gov.in>. Any addendum/corrigendum/cancellation of tender can also be seen in the said website.

The **last date of receipt of technical and financial bids is 30.06.2026 up to 03:00 PM**, and the **bids will be opened on the same day at 04:00 PM**. A **Pre-Bid Meeting** will be held on **19.06.2026 at 04:00 PM** in the **4th Floor, Conference Hall of BMC Office, Bhubaneswar**. Further details, including any **addendum, corrigendum, or cancellation notice**, shall be available only on the **BMC website (www.bmc.gov.in)**.

BMC reserves the right to cancel this invitation and/or issue a fresh RFP with or without amendments, without any liability or obligation and without assigning any reason thereof. BMC also reserves the right to accept or reject any or all proposals without assigning any reason whatsoever.

Sd/-
Deputy Commissioner (IT)
Bhubaneswar Municipal Corporation

Memo No. **35752 / Dt. 12/06/2026**

Copy forwarded to the Director, Information & Public Relation Deptt. Odisha, Bhubaneswar/**Asst. Commissioner (PR & Communication), BMC** with a request to get it published in One English Newspaper in addition to One leading Oriya Daily Newspapers on or before **13/06/2026** for wide circulation. The enclosed complimentary copy of the Newspapers connecting to the tender Call Notice may be sent to this office for reference & record. The cost of Advertisement will be borne by our office.

Sd/-
Deputy Commissioner (IT)
Bhubaneswar Municipal Corporation

Memo No 35753 / Dt. 12/06/2026

Copy submitted to PA to Hon'ble Mayor / PA to Commissioner for kind information of Hon'ble Mayor and Commissioner, BMC.

Sd/-
Deputy Commissioner (IT)
Bhubaneswar Municipal Corporation

Memo No 35754 / Dt. 12/06/2026

Copy submitted to PA to Additional Commissioner-I, ADC-II, ADC-III/ PA to Chief Finance Officer/ for kind information of ADC-I, ADC-II, ADC-III, and CFO.

Sd/-
Deputy Commissioner (IT)
Bhubaneswar Municipal Corporation

Memo No 35755 / Dt. 12/06/2026

Copy to Manager (IT),BMC for information and instructed to upload in the BMC website.

Sd/-
Deputy Commissioner (IT)
Bhubaneswar Municipal Corporation

Memo No 35756 / Dt. 12/06/2026

Copy to ZDC (North),ZDC (SW) ZDC (SE),BMC for information.

Sd/-
Deputy Commissioner (IT)
Bhubaneswar Municipal Corporation

Memo No 35757 / Dt. 12/06/2026

Copy to Office Notice Board for Publication.

Sd/-
Deputy Commissioner (IT)
Bhubaneswar Municipal Corporation



RFP No.- 35751

Date: 12/06/2026

**REQUEST FOR PROPOSAL
FOR
SELECTION OF AGENCY FOR DEPLOYMENT OF BACK-
OFFICE EXECUTIVES CUM DATA ENTRY OPERATORS (DEOs)
IN BHUBANESWAR MUNICIPAL CORPORATION (BMC)**

Tender ID- 2026_ORULB_132045

BHUBANESWAR MUNICIPAL CORPORATION

ICOMC Tower, Unit-IX

Janpath, Bhubaneswar

Website- bmc.gov.in

DISCLAIMER

The information contained in this Request for Proposal document ("RFP") or any other information subsequently provided to Bidders, whether verbally or in documentary or any other form by or on behalf of the Authority or any of its employees or advisers, is provided to the Bidders on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor invitation by the Authority to the prospective Bidders or any other person. The purpose of this RFP is to provide interested Bidders with information that may be useful to them in the formulation of their Proposals pursuant to the RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the Authority in relation to the Services. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the Authority, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

The Authority, its employees and advisers make no representation or warranty and shall have no liability to any person including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense, which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this selection process.

The Authority also accepts no liability of any nature whether resulting from negligence or otherwise however caused or arising from reliance of any Bidder upon the statements contained in

this RFP.

The Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.

The issue of this RFP does not imply that the Authority is bound to select a Bidder or to appoint the selected Agency, as the case maybe, to provide the Services and the Authority reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Bidder and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Proposal, regardless of the conduct or outcome of the selection process.

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DATA SHEET

Sl.No	Particulars	Details
1.	Name of the Authority	Deputy Commissioner (IT) Bhubaneswar Municipal Corporation (BMC), ICOMC Tower, Unit-9, Janpath, Bhubaneswar- 751022, Odisha
2.	Method of Selection	The Agency shall be selected on the basis of Lowest Financial Bid (L1) among the technically qualified
3.	Mode	Through E-Tender www.tendersodisha.gov.in .
4.	Proposal Validity	180 Days
5.	Publication of RFP	12/06/2026
6.	Deadline for Submission of Pre-Proposal / Pre-Bid Queries	Pre-bid queries shall be sent by 18/06/2020 till 05:00 03:00 PM
7.	Pre-bid meeting	The pre-bid meeting shall be held on 19/06/2026 04:00 P.M at Conference Hall, 4 th Floor, Bhubaneswar Municipal Corporation (BMC), ICOMC Tower, Unit-9, Janpath, Bhubaneswar- 751022, Odisha
8.	Last date & time for submission of RFP document	30/06/2026, 03:00 P.M through online/ Through E-Tender www.tendersodisha.gov.in
9.	Date of opening of Technical Proposal	30/06/2026, 04:00 P.M
10.	Date of opening of Financial Proposal	To be intimated later
11.	Bid Processing Fee (Non-Refundable)	Rs. 11,800/- (Rupees Eleven Thousand and Eight Hundred Only)- including GST) through online mode
12.	Earnest Money Deposit (EMD)	Rs.2,00,000/- (Rupees Two Lakh Only) through online mode
13.	Performance Bank Guarantee (PBG)	5 % of the contract agreement amount
14.	Contact Person	Deputy Commissioner (IT) Bhubaneswar Municipal Corporation
15.	Place of Opening of Proposal:	Venue: Conference Hall, Bhubaneswar Municipal Corporation, ICOMC Tower, Unit-9, Janpath, Bhubaneswar- 751022, Odisha,

1. RFP can be downloaded from : www.bmc.gov.in
2. Subsequent corrigendum, if required, shall appear in this website or BMC website

ABBREVIATIONS:

BMC	Bhubaneswar Municipal Corporation
EMD	Earnest Money Deposit
FY	Financial Year
GST	Goods and Services Tax
PAN	Permanent Account Number
GSTIN	GST Identification Number
JV	Joint Venture
LOA	Letter of Award
RFP	Request for Proposal

SECTION: 1

LETTER OF INVITATION

LETTER OF INVITATION

Name of the Assignment: Selection of Agency for Deployment of Back-Office Executives cum Data Entry Operators (DEOs) in Bhubaneswar Municipal Corporation (BMC).

1. Bhubaneswar Municipal Corporation (BMC), (the “**Authority**”) invites proposal from reputed agencies for providing Back-Office Executives cum Data Entry Operators (DEOs) of Bhubaneswar Municipal Corporation (BMC).
2. The bidder shall be selected under the Lowest Cost Selection (L1) method as prescribed in the RFP Document and in accordance with the applicable provisions, rules, and procedures of the Finance Department, Government of Odisha.
3. This is an e-tendering process by Bhubaneswar Municipal Corporation (BMC). The proposal must be submitted through online only. In online mode, the electronic files are to be uploaded on the tender Portal www.tendersodisha.gov.in.
4. The initial contract period of the assignment will be for 36 Months. The contract can be further renewed for depending on the performance of the Agency. The terms and conditions during renewal of contract shall be mutually decided by both the parties.
5. Selection will be done on the basis of 2-stage process. In the 1st stage, Preliminary evaluation of the proposals will be done to determine whether the requisite documents / information have been properly furnished by the bidder or not (as per Clause 1 of ITB). The technical proposal is required to be submitted in hard bound/ Spiral form exactly as per submission made with all pages numbered serially along with an index of submission. (Hard bound implies binding between two cover through stitching or otherwise where by it may not be possible to replace any paper without disturbing the documents) loose form, etc. will not be accepted. The Bids which meets all the compliances will only be considered as responsive. In the 2nd stage, Financial Proposals of those Agencies whose bids are found responsive will be opened. Interested consulting firms are requested to submit the documents in separate sealed covers: 1. General Eligibility and Compliances & 2. Financial Proposal. Proposals shall finally be ranked according to their financial quote. The award of work shall be done on least cost basis (Cost Based Selection approach) among the qualifying Agencies.
6. The proposal, complete in all respect as specified in the RFP Document, must be accompanied with a **Non-refundable** amount of **Rs.11,800/- (Rupees Eleven Thousand eight hundred only)** towards **Bid Processing Fee** and **Rs.2,00,000/- (Rupees Two Lakh Only)** towards **Bid Security/ EMD** in the form as prescribed in the RFP failing which the bid will be rejected.
 1. The Agency must possess compatible Digital Signature Certificate (DSC). The online bidding procedure is indicated in the Section-7 of the RFP document.
 2. The last date and time for submission of proposal, date of opening of technical proposal as mentioned in the Bidder Data Sheet.
 3. This RFP includes following sections:

- a) Letter of Invitation [**Section – 1**]
 - b) Information to the Bidder [**Section – 2**]
 - c) Terms of Reference [**Section – 3**]
 - d) Technical Proposal Submission Forms [**Section – 4**]
 - e) Financial Proposal [**Section –5**]
 - f) Bid Submission Checklist & Performance Bank Guarantee Format provided [**Section –6**]
 - g) Procedure under e-Tendering [**Section-7**]
4. While all information/data given in the RFP are accurate within the consideration of scope of the proposed assignment to the best of the Authority's knowledge, the Authority holds no responsibility for accuracy of information, and it is the responsibility of the bidder to check the validity of information/data included in this RFP. The Authority reserves the right to accept / reject any / all proposals / cancel the entire selection process at any stage without assigning any reason thereof.

Sd-

Deputy Commissioner (IT)
On behalf of Commissioner
Bhubaneswar Municipal Corporation

SECTION: 2

INSTRUCTION TO BIDDERS

1. Pre-Qualification Criteria:

Prior to the evaluation of the Qualification Proposals, each Bidder's Eligibility Proposal will be assessed based on the following Eligibility Criteria (**Eligibility Criteria**). Each Bidder is required to provide copies of the following supporting documents/information as part of its Eligibility Proposal failing which the Proposal will be rejected.

SI No.	Description	Supporting Document
1.	The Applicant/Bidder shall be a Private Limited Company incorporated under the Companies Act, or a Limited Liability Partnership (LLP), or a Partnership Firm registered in India, or a Proprietorship Firm, duly constituted under the laws in force in India.	Documentary evidence shall have to be submitted along with the Proposal. (Copies of Incorporation/ Registration certificate to be enclosed).
2.	The Agency must have a minimum of three (03) years' experience in providing manpower services to State Government / Central Government / PSU or Corporations for a minimum period of one (01) year supported by copies of valid Experience Certificates issued by the respective client(s).	Copy of Work orders/Agreement along with the completion/ experienced certificate as per Form TECH-5 .
3.	The Bidder shall have experience in providing a minimum of forty (40) numbers of Professional / Human Resources / Highly Skilled/ Skilled Professional/ Technical/ Administrative/ Back-Office/ Data Entry operators/ Engineers in any one year during the last five (5) years preceding the bid due date to any Government Department, State Government, Central Government Department, Government Corporation, Public Sector Undertaking (PSU), including Central PSUs, for a minimum continuous period of one (1) year.	Copy of Work orders/ Agreement along with the completion certificate/ CA Certificate as per Form TECH-5 .
4.	Agency must have atleast 500 nos. manpower of various categories on its payroll as on date.	Copy of ESI & EPF
5.	The bidder should have a minimum average annual turnover of Rs. 15.00 Crore during the last three (3) financial years, i.e., FY 2022–23, FY 2023–24, and FY 2024–25.	Statutory Auditor certificate along with Balance Sheet and Profit & Loss Statement as per Form TECH-3
6.	The bidder must have a registered office or functional establishment within the jurisdiction of Bhubaneswar.	As proof of the registered or operational office in Bhubaneswar, the bidder shall submit any one of the following valid documents along with the technical bid: <ul style="list-style-type: none"> • Copy of valid Trade License issued by Bhubaneswar Municipal Corporation (BMC); or • Copy of Rent / Lease Agreement or

		Ownership Document of the office premises; or <ul style="list-style-type: none"> Valid GST Registration Certificate indicating the office address within Bhubaneswar; or
7.	Bidder must not have been barred or blacklisted by the GoI, any state government, or any of its organisations from participating in any project or being awarded any contract and the bar subsists on the Proposal Due Date.	Undertaking as per Form TECH-7 on stamp paper of appropriate value.
8.	A Bidder shall not have a Conflict of Interest. A Bidder shall be considered to have a Conflict of Interest if any of the conditions set out in Clause 13 of this RFP apply to the Bidder.	Self-Declaration from the Bidder as per Form TECH-6

Please note - For the purposes of this RFP, consortium / JV is not allowed.

1.1 Documents / Formats need to be submitted along with TECHNICAL PROPOSAL:

The bidders have to furnish the following documents duly signed in along with their Technical Proposal:

- Filled in Bid Submission Check List in Original (**Annexure-I**)
- Covering letter (TECH– 1) on Bidder’s letterhead.
- Bid Processing Fee & Earnest Money Deposit (EMD) as applicable
- General Details of the Bidder (TECH – 2)
- Financial Capacity of the Bidder (TECH – 3)
- Power of Attorney (TECH – 4) in favour of the person signing the Proposal on behalf of the Bidder.
- Project Experience of the bidder (TECH – 5)
- Undertaking regarding Conflict of Interest (TECH - 6)
- Undertaking for Non-Blacklisting (TECH-7)
- Approach, Methodology & Work Plan to undertake the assignment (TECH - 8)
- PAN, GST & Incorporation Certificate
- EFP/ ESI Registration Certificate
- The bidder should have experience in deployment/provision of professional manpower services, including skilled, highly skilled, technical, administrative, back-office, data entry, or similar categories of manpower, and should have such manpower on its payroll. The bidder shall submit supporting documents such as employee details, salary/wage records, EPF/ESI records, deployment certificates, or any other relevant documentary evidence in support of the same.

Bidders should submit the required supporting documents as mentioned above. Bids not conforming to the eligibility criteria and non-submission of required documents as listed above may lead to rejection of the bid. Submission of forged documents will also result in rejection of the bid. Bidders are advised to study all instructions, forms, terms & conditions

and other important information as mentioned in the RFP Document. The proposal must be complete in all respect and indexed. Each page should be numbered and signed by the authorized representative.

2. Bid Processing Fee:

The bidder must furnish as part of technical proposal, the required bid processing fee amounting to **Rs. 11,800/- (Rupees Eleven Thousand and Eight Hundred Only)** through online mode of transaction as prescribed in the RFP failing which the bid will be rejected.

3. Earnest Money Deposit/ Bid Security:

The Bidder shall furnish as part of its Proposal, a bid security of **Rs.2,00,000/- (Rupees Two Lakh only)** through online mode of transaction as prescribed in the RFP failing which the bid will be rejected (the "Bid Security"), returnable not later than 180 days from Proposal Due Date. In the event that the first ranked Bidder commences the assignment, the second ranked Bidder, whose proposal has been kept in reserve, shall be returned forthwith, but in no case not later than 180). In case successful bidder is announced, the Bid Security of all unsuccessful bidders shall be returned, while the Bid Security of the successful bidder shall continue to be effective until the successful bidder furnishes the Performance Bank Guarantee (as per the provisions of this RFP). The Bid Security shall be forfeited if (a) a successful bidder fails to sign the Agreement for whatever reason, or (b) the bidder withdraws the tender during the validity period of tender.

4. Validity of the Proposal:

Proposals shall remain valid for a period of 180 (One hundred and eighty) days from the date of opening of the technical proposal. The Authority reserves the rights to reject a proposal valid for a shorter period as non-responsive and will make the best efforts to finalize the selection process and award of the contract within the bid validity period. The bid validity period may be extended on mutual consent.

5. Pre -bid Queries/ Pre-bid Meeting:

- a) Bidders are allowed to submit their queries in respect of the RFP and other details if any to BMC through e-mail to dc-it@bmc.gov.in till the timeline as per Bidder Data Sheet. Clarifications to the above will be either uploaded on the BMC Website or uploaded on the tender portal of Government of Odisha www.tendersodisha.gov.in
- b) The pre-bid meeting shall be held as per schedule mentioned in the bidder data sheet.
- c) If any information about the subject is required by the prospective bidder prior to 3 (three) days from the last date of bid submission, the same can be obtained from:
Deputy Commissioner (IT)
Bhubaneswar Municipal Corporation (BMC),
ICOMC Tower, Unit-9, Janpath,
Bhubaneswar- 751022, Odisha,
- d) BMC reserves the right not to offer clarifications on any issue or if it perceives that the clarifications can only be made at a later stage, it can do so at a later date.

- e) No extension of any deadline will be granted on the basis or grounds that BMC have not responded to any question or not provided any clarification.

6. Submission of Proposals Packing, Sealing and Marking of Proposals

6.1 Documents Comprising the Bid

Detail RFP may be downloaded from www.tendersodisha.gov.in and the Application should be submitted online only. The procedure for E-Tendering is enclosed in this RFP at Section 8.

The following shall be the form of various documents in the Application:

Part 1- Technical Proposal [Only Electronic Form (to be uploaded on the Tender Portal)]

Part 1- Technical Proposal

Part 1, the “**Technical Proposal**” should have the following documents.

- i. Filled in Bid Submission Check List in Original (Annexure-I)
- ii. Covering letter (TECH– 1) on Bidder’s letterhead.
- iii. Bid Processing Fee & Earnest Money Deposit (EMD) as applicable
- iv. General Details of the Bidder (TECH – 2)
- v. Financial Capacity of the Bidder (TECH – 3)
- vi. Power of Attorney (TECH – 4) in favour of the person signing the Proposal on behalf of the Bidder.
- vii. Project Experience of the bidder (TECH – 5)
- viii. Undertaking for Non-Blacklisting (TECH-7)
- ix. Undertaking regarding Conflict of Interest (TECH - 6)
- x. Approach, Methodology & Work Plan to undertake the assignment (TECH - 8)
- xi. PAN, GST & Incorporation Certificate
- xii. EFP/ ESI Registration Certificate
- xiii. Professional / Technical / Back-Office Executives / Data Entry Operators (DEOs) or similar categories of manpower on its payroll, with supporting documents such as employee list, salary records, EPF/ESI records, or any other relevant proof.
- xiv. RFP Document duly signed by Bidder’s Authorized Signatory.

Part 2- Financial Proposal

The Part 2, the “**Financial Proposal**” should be submitted as per the format for Financial Bid given in **Section 5**. inclusive of all statutory taxes but excluding GST.

- i. The Applicant shall upload scanned copies of the Technical Proposal as specified above on the Tender Portal by the Proposal Submission due date and time as specified in Data Sheet. Financial Proposal as specified in clause 6.2 is to be submitted online only & no hard copy is to be submitted.
- ii. It may be noted that the scanned copies can be prepared in PDF file format for Technical Proposal and in excel format for Financial Proposal, uploaded by the Authority in the designated locations

- iii. Each page of the two parts should be page numbered and in conformation to the eligibility qualifications and clearly indicated using an index page. The Client will not consider any proposal that arrives after the deadline as prescribed in the Bidder Data Sheet. Any Proposal received after the deadline will be outrightly rejected by the Client.

6.2 Submission of Bids

Each page of the Technical Bid shall be page numbered and submitted in conformity with the eligibility criteria and requirements specified in this RFP. The Bidder shall upload all required documents through the e-Procurement Portal.

The Bid shall be submitted **online only** through the Government of Odisha e-Procurement Portal www.tendersodisha.gov.in within the date and time specified in the Bidder Data Sheet. No physical submission of bids shall be accepted.

The Bid shall comprise the following two parts:

Part-A: Technical Proposal

Technical Proposal for:

“Selection of Agency for Deployment of Back-Office Executives cum Data Entry Operators (DEOs) in Bhubaneswar Municipal Corporation (BMC)”

Part-B: Financial Proposal

Financial Proposal for:

“Selection of Agency for Deployment of Back-Office Executives cum Data Entry Operators (DEOs) in Bhubaneswar Municipal Corporation (BMC)”

The Technical Proposal and Financial Proposal shall be uploaded separately in the respective covers/sections provided in the e-Procurement Portal.

Any Bid submitted after the prescribed deadline shall not be considered and shall be automatically rejected by the e-Procurement system.

The complete procedure for e-Tendering, including registration, preparation of bids, digital signature requirements, uploading of documents, and submission process, is provided in **Section 8 of this RFP**. Bidders are advised to carefully follow the instructions contained therein.

Note:

- a. Bids shall be submitted only through the e-Procurement Portal www.tendersodisha.gov.in. No hard copy, fax, telex, cable, e-mail, or any other mode of submission shall be accepted.
- b. BMC shall not be responsible for any delay in online submission due to internet connectivity issues, technical problems at the bidder's end, or any other circumstances beyond its control. Bidders are advised to submit their bids well before the prescribed deadline.
- c. The Scope of Work to be carried out by the Selected Agency is detailed in this tender in scope part. The Bidders are required to quote for the entire scope of work detailed therein, failing which the Bid shall not be considered for evaluation.

Any deviation from the prescribed procedures / information / formats / conditions shall result in out-right rejection of the proposal. All the pages of the proposal have to be signed by the authorized representative of the bidder. Bids with any conditional offer shall be out rightly rejected. All pages of the proposal must have to be sealed and signed by the authorized representative of the bidder. Any conditional bids will be rejected

7. Bid Due Date

- i. The Bids in the prescribed form as mentioned above must be delivered and received at the address mentioned above on or before the scheduled date and time of submission of bid as stated in the schedule of bidding process. Bids submitted by fax transmission /e-mail shall not be accepted
- ii. Proposals received without requisite tender document cost and EMD shall be summarily rejected.
- iii. BMC may, in exceptional circumstances and its sole discretion, extend the Bid Due Date by issuing an Addendum uniformly for all bidders only on its website.

8. Late Bids:

Bids received by the BMC after the specified date and time as mentioned in the schedule of bidding process shall not be eligible for consideration and shall be summarily rejected

9. Acknowledgement by the Bidder:

- i. It would be deemed that by submitting the proposal, the Bidder has:
 - a) Made a complete and careful examination of the RFP document;
 - b) Received all relevant information requested from the BMC ;
 - c) Accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the BMC ;
 - d) agreed to be bound by the undertakings provided by it under and in terms hereof; and
 - e) Independently verified all information received from the BMC .
- ii. BMC shall not be liable for any omission, mistake or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to the RFP or the Selection Process, including any error or mistake therein or in any information or data given by the BMC.
- iii. BMC shall not be liable for any mistake or error on the part of the Bidder in respect of the above

10. Opening of the proposal:

- i. Completed proposals must be **submitted on or before the time and date** specified in the Data Sheet of this RFP.
- ii. Opening of Proposals will be done through online.
- iii. For participating in the tender, the authorized signatory holding Power of Attorney shall be the Digital Signatory.
- iv. The Financial Proposal will be opened for the shortlisted applicants who qualify for financial opening as per RFP. The date of opening of Financial Proposal will be notified later.

11. Evaluation of Proposal:

A **three-step evaluation process** based on the **Lowest Cost Selection (L1) method** shall be adopted for evaluation of proposals, as detailed below:

11.1 Preliminary Evaluation (1st Stage):

- i. BMC constituted "Tender Evaluation Committee" shall be responsible for evaluation of proposals received based on the responsiveness of the Bidder to the terms & conditions using the eligibility criteria as specified in this RFP.
- ii. Preliminary evaluation of the proposals will be done to determine whether the proposal complies with the prescribed eligibility condition (*pre-qualification criteria as mentioned in Sl. 1, Section-2*) and the requisite documents / information (as per Clause 6.1) have been properly furnished by the bidder or not.

*** Bids not complying with any of the above requirements will be outrightly rejected at the discretion of the authority.**

Only those bidders meeting both the following capability criteria will be "Technically Qualified" for the project.

11.2 Technical Capability: Technical evaluation will be done only for those applicants who clear the requirements set in the 'Pre-Qualification Criteria'. The Technical eligibility of the candidate shall be assessed based on the following criteria:

S. N.	Evaluation Criteria	Maximum Marks	Relevant Technical Form
1	<p>The Bidder must have a minimum of three (03) years' experience in providing professional / technical / administrative / back-office / data entry / skilled / highly skilled or similar categories of manpower services to any State Government / Central Government Department / PSU / Government Corporation for a minimum continuous period of one (01) year, supported by valid Experience Certificates / Work Orders issued by the respective client(s).</p> <ul style="list-style-type: none"> • Minimum Three (03) years up to Five (05) years = 05 Marks • More than Five (05) years up to Ten (10) years = 10 Marks • More than 10 years = 15 Marks 	15	TECH-5
2	<p>Average Annual Turnover of the bidder in the last 3 Financial Years (FY 2022-23, FY 2023-24, FY 2024-25)</p> <ul style="list-style-type: none"> • Average Annual Turnover greater than INR 15 Crores and up to INR 30 Crores – (5 Marks) • Average Annual Turnover greater than INR 30 Crores and up to INR 60 Crores – (10 Marks) • Average Annual Turnover greater than INR 60– (15 Marks) 	15	TECH-3
3	<p>The Bidder shall have experience in providing a minimum of forty (40) numbers of Professional / Human Resources / Highly Skilled/ Skilled Professional/ Technical/ Administrative/ Back-Office/ Data Entry operators in any one year during the last five (5) years preceding the bid due date to any Government Department, State Government, Central Government Department, Government Corporation, Public</p>	15	TECH-5

RFP for Selection of Agency for Deployment of Back-Office Executives cum Data Entry Operators (DEOs) in Bhubaneswar Municipal Corporation (BMC).

	<p>Sector Undertaking (PSU), including Central PSUs, for a minimum continuous period of one (1) year.</p> <ul style="list-style-type: none"> • For 40 nos. of professionals as per above criteria - 10 marks • For each additional 10 nos. of professionals as per above criteria - 1 marks each 		
4	<p>Manpower Strength on Payroll</p> <p>Availability of Personnels on the Agency's payroll as on the date of bid submission.</p> <ul style="list-style-type: none"> • Five Hundred (500) to One Thousand (1000) personnel = 10 Marks • More than One Thousand (1000) personnel = 15 Marks 	15	
5	<p>Technical Presentation (Approach & Methodology)</p> <p>Quality of the presentation – the presentation should contain.</p> <ol style="list-style-type: none"> a. Company profile, Differentiating factors & Similar work experience b. Deployment strategy, monitoring & supervision mechanism c. Approach & methodology for service delivery, reporting & grievance handling d. Statutory compliance mechanism including EPF, ESI, labour law compliance & HR systems e. Quality of presentation, clarity of approach and responsiveness to committee queries. 	40	
	Total	100	

In the first stage, the Technical Proposal shall be evaluated based on the parameters specified in this RFP, including marks obtained in the Technical Presentation. The maximum marks for Technical Evaluation shall be **100 marks, and only those bidders securing minimum 80 (Eighty) marks** out of 100 after aggregate evaluation of all technical parameters including Technical Presentation shall be declared technically qualified and eligible for opening of the Financial Bid.

11.3 FINANCIAL EVALUATION (3rd Stage) : The Financial Bids of only those bidders who qualify in the Technical Evaluation (2nd Stage) by securing the minimum qualifying marks as prescribed in this RFP shall be opened in the presence of the bidder's authorized representatives who wish to attend the meeting with proper authorization letter. The name of the bidder and the quoted Service Charge percentage (%) in the Financial Bid shall be announced during the financial bid opening process. The bidder quoting the lowest Service Charge percentage (%) over and above the applicable manpower cost and statutory liabilities shall be declared as the Lowest Bidder (L1).

The Financial Proposal shall be submitted strictly in the prescribed format provided in the RFP document. Any conditional financial bid or inclusion of additional items/conditions not specified in the prescribed format may lead to rejection of the bid.

The quoted Service Charge shall be inclusive of all administrative overheads, supervision charges, profit, training cost, replacement cost, and all incidental expenses of the Agency excluding statutory taxes and statutory liabilities payable as per applicable Government norms.

GST and other applicable statutory taxes/levies, if admissible, shall be paid separately as per prevailing Government rules and shall not be considered for determination of L1.

The decision of Bhubaneswar Municipal Corporation (BMC) regarding Financial Evaluation and determination of the Lowest Bidder (L1) shall be final and binding on all bidders.

12. Contract Negotiation

Contract negotiation, if required will be held at a date, time and address as intimated to the selected bidder/s. The bidder will as a pre-requisite for attendance at the negotiations, confirm availability of all the proposed staff for the assignment. Representative conducting negotiations on behalf of the bidder must have written authority to negotiate and conclude a contract. Negotiation will be performed covering technical and financial aspects, if any and scope of work.

13. Award of Contract:

Upon completion of the evaluation and contract negotiation process, the Bhubaneswar Municipal Corporation (BMC) shall issue a Letter of Award (LoA) to the successful bidder, notifying them of their selection for providing manpower on a contractual basis as per the terms of this RFP. The Letter of Award (LoA) shall be issued within seven (7) days of the finalization of negotiations. The successful bidder shall be required to sign the Contract Agreement within fifteen (15) days from the date of receipt of the LoA, subject to submission of the Performance Bank Guarantee (PBG) as stipulated in this RFP. In case of any delay, BMC, at its sole discretion, may grant an extension of time for the issuance of the LoA or execution of the Contract Agreement, based on the justification provided and the circumstances of the delay. Such extensions shall be duly communicated in writing to the concerned bidder. Failure of the successful bidder to sign the contract within the stipulated period, without prior approval or an extension granted by BMC, shall result in forfeiture of the Bid Security / Earnest Money Deposit (EMD) and/or cancellation of the award, at the sole discretion of BMC.

14. Performance Bank Guarantee (PBG):

The successful bidder shall furnish a Performance Bank Guarantee (PBG) amounting to ten percent (5%) of the total contract value in the prescribed format, issued by a nationalized or scheduled commercial bank, in favor of the "Commissioner, Bhubaneswar Municipal Corporation", payable at Bhubaneswar. The PBG must be submitted prior to the signing of the Contract Agreement. The Performance Bank Guarantee shall remain valid for the entire duration of the contract, including any extension period, and shall cover the bidder's performance obligations, warranty, and defect liability period, as specified in the contract. The PBG shall be released only after the successful completion of all contractual obligations to the satisfaction of BMC and upon issuance of the Final Completion Certificate by the competent authority of BMC. In the event of non-performance, breach of contract, or failure to fulfill contractual obligations, BMC reserves the right to invoke the PBG, either in full or in part, without prejudice to any other remedies available under the contract or applicable law.

15. Conflict of Interest:

Conflict of interest exists in the event of:

- (i). Conflicting assignments, typically monitoring and evaluation of the same project by the empaneled bidder;
- (ii). Agency, agencies or institutions (individuals or organizations) who have a business or family relation with the Authority directly or indirectly; and
- (iii). Practices prohibited under the anti-corruption policy of the Government of India and Government of Odisha. The bidders are to be careful so as not to give rise to a situation where there will be any conflict of interest with the Authority as this would amount to their disqualification and breach of contract.
- (iv). Has participated directly or through an Associate as a consultant or advisor in the preparation of the design of or technical specifications for the Project.

16. Disclosure:

- (i). Bidders have an obligation to disclose any actual or potential conflict of interest. Failure to do so may lead to disqualification of the bidder or termination of its contract.
 - Bidders must disclose if they are or have been the subject of any proceedings (such as blacklisting) or other arrangements relating to bankruptcy, insolvency or the financial standing of the Bidder, including but not limited to appointment of any officer such as a receiver in relation to the Bidder's personal or business matters or an arrangement with creditors, or of any other similar proceedings.
- (ii). Bidders must disclose if they have been convicted of, or are the subject of any proceedings relating to:
 - a criminal offence or other serious offence punishable under the law of the land, or where they have been found by any regulator or professional body to have committed professional misconduct;
 - corruption including the offer or receipt of an inducement of any kind in relation to obtaining any contract;
 - failure to fulfill any obligations in any jurisdiction relating to the payment of taxes or social security contributions.

17. Anti-corruption Measure:

- (i). Any effort by Bidder(s) to influence the Authority in the evaluation and ranking of financial proposals, and recommendation for award of contract, will result in the rejection of the proposal.
- (ii). A recommendation for award of Contract shall be rejected if it is determined that the recommended bidder has directly, or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question. In such cases, the Authority shall blacklist the bidder either indefinitely or for a stated period of time, disqualifying it from participating in any related bidding process for the said period.

18. Language of Proposals:

The proposal and all related correspondence exchanged between the bidder and the Authority shall be written in the English language. Supporting documents and printed literature that are part of the proposal may be in another language provided they are accompanied by an accurate translation of the relevant passages in English with self-certification for accuracy, in which case, for the purposes of interpretation of the Proposal, the translated version shall govern.

19. Cost of Bidding:

The Bidder shall bear all costs associated with the preparation and submission of its proposal. The Authority shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. A bidder is not allowed to submit more than one proposal under the selection process. Alternate bids are also not allowed.

20. Legal Jurisdiction:

All legal disputes are subject to the jurisdiction of civil court of Bhubaneswar only within Odisha.

21. Governing Law and Penalty Clause:

22.1 Governing Law:

This Tender / Agreement shall be governed by and construed in accordance with the laws of India. Any dispute, difference, or claim arising out of or in connection with this Tender / Agreement shall be subject to the exclusive jurisdiction of the competent courts at Bhubaneswar, Odisha.

22.2 Penalty Clause:

To ensure continuous, efficient, disciplined, and quality manpower service delivery for day-to-day official and administrative works under Bhubaneswar Municipal Corporation (BMC), the following penalties shall be levied on the selected Agency for non-compliance with the terms and conditions, deployment obligations, service requirements, or performance standards specified in this Tender Document:

I. Non-deployment / Short Deployment:

- a. For **non-deployment or short deployment** of manpower against the approved requirement for any month, a **penalty equivalent to ₹500 per person per day or actual loss incurred**, whichever is higher, shall be levied.
- b. Continued short deployment for more than **seven (07) consecutive days** shall be treated as a **material breach of contract**.

II. Deployment of Unqualified / Unsuitable Manpower:

- a. If any deployed manpower is found to be **not meeting the prescribed qualification, technical competency, or suitability for related work**, a penalty of **₹1,000 per person per instance** shall be imposed.
- b. The agency shall **replace such manpower within 48 hours**, failing which additional penalties shall apply.

III. Absenteeism / Unauthorized Leave

- a. For **unauthorized absence** of deployed manpower, a penalty of **₹500 per person per day** shall be imposed in addition to deduction of wages for the absent period.
- b. Repeated absenteeism shall attract replacement at no extra cost.

IV. Delay or Failure in Wage Payment:

- a. Any delay in payment of wages or statutory dues to manpower shall attract a **penalty of ₹500 per day per instance**, apart from statutory consequences.
- b. The Authority reserves the right to **withhold payments** due to the agency until compliance is ensured.

V. Non-compliance with Statutory Obligations

- a. Failure to comply with labour laws, EPF, ESI, minimum wages, insurance, or other statutory provisions shall result in:
 - Immediate penalty as deemed fit by the Authority
 - Recovery of any financial liability arising therefrom
 - Possible termination of contract

VI. Termination for Repeated Default :

In case of repeated or continuous defaults, the Authority shall have the right to:

- a. Terminate the contract without assigning any reason
- b. Forfeit the Performance Security
- c. Blacklist the agency for a period as deemed appropriate.

VII. Unsatisfactory Performance / Negligence of Duties:

- a. In case of repeated complaints, negligence, poor performance, misconduct, or failure in assigned duties by any deployed manpower, BMC may issue written warnings to the Agency.
- b. Upon receipt of three (03) written complaints/warnings against the same manpower, the Agency shall replace such personnel within fifteen (15) days.
- c. Failure to replace within the prescribed time shall lead to **₹500 per day penalty** and may result in contract termination.

VIII. Misconduct, Indiscipline, or Violation of Code of Conduct

- c. Any misbehavior, rude conduct, or misconduct by deployed staff shall attract a penalty of **₹1,000 per incident**, along with **immediate replacement** of the concerned individual.
- d. Use of intoxicants or smoking during duty hours shall lead to **₹1,000 penalty per incident** and replacement.
- e. Repeated violations shall result in **suspension or termination** of the contract and **forfeiture of the PBG**.

IX. Submission of False or Misleading Information:

If at any stage it is found that the Agency has submitted false, fabricated, or misleading information/documentation related to manpower, experience, or compliance, the Authority reserves the right to:

- a. Forfeit the Performance Security (PBG);
- b. Terminate the contract immediately; and
- c. Blacklist the Agency for a period of **three (3) years** from participating in any BMC tenders.

X. Recovery of Penalties:

- d. All penalties and deductions shall be recovered from the Agency's pending bills or Performance Security deposit.
- e. If the total penalty exceeds available dues, BMC reserves the right to initiate legal or financial recovery proceedings as per applicable law.

XI. Right of Termination:

In case of repeated default, persistent non-performance, breach of contractual obligations, or failure to maintain service standards, BMC reserves the right to terminate the Agreement at any time without assigning any reason, in addition to forfeiture of Performance Security and initiation of further action as deemed appropriate.

22. Confidentiality:

Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the bidders who submitted the proposals or to other persons not officially concerned with the process, until the publication of the award of contract. The undue use by any Agency of confidential information related to the process may result in rejection of its proposal and may be subject to the provisions of the Authority's antifraud and corruption policy. During the execution of the assignment except with prior written consent of the Authority, the agency or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the contract.

23. Amendment of the RFP Document:

At any time before submission of proposals, the Authority may amend the RFP by issuing an addendum either at www.bmc.gov.in only. Any such addendum will be binding on all the bidders. To give bidders reasonable time in which to take an addendum into account in preparing their proposals, the Authority may, at its discretion, extend the deadline for the submission of the proposals.

24. Single Application Eligibility:

Each applicant is eligible to submit only one application. It is imperative that applicants carefully review and consolidate all relevant information and details into a single, comprehensive application. This policy ensures fairness in the application process, allowing each applicant an equal opportunity to present their qualifications and proposals. Multiple applications from the same applicant will not be considered, and only the first received application will be evaluated.

25. Authority's right to accept any proposal and to reject any or all proposal(s):

The Authority reserves the right to accept or reject any proposal, and to annul or amend the bidding / selection / evaluation process and reject all proposals at any time prior to award of contract award, without assigning any reason there of and thereby incurring any liability to the bidders.

26. Copyright, Patents and Other Proprietary Rights:

BMC shall be entitled to all intellectual property and other proprietary rights including but not limited to patents, copyrights and trademarks, with regard to documents and other materials which bear a direct

relation to or are prepared or collected in consequence or in the course of the execution of this contract. At the Authority's request, the Agency shall take all necessary steps to submit them to the Authority in compliance with the requirements of the contract.

27. Force Majeure:

For purpose of this clause, "Force Majeure" means an event beyond the control of the Agency and not involving the Agency's fault or negligence and not foreseeable. Such events may include, but are not restricted, wars or revolutions, fires, floods, riots, civil commotion, earthquake, epidemics or other natural disasters and restriction imposed by the Government or other bodies, which are beyond the control of the Agency, which prevents or delays the execution of the work. If a force Majeure situation arises, the Agency shall promptly notify Authority in writing of such condition, the cause thereof and the change that is necessitated due to the condition. Until and unless otherwise directed by the Authority in writing, the Agency shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The Agency shall advise Authority in writing, the beginning and the end of the above causes of delay, within seven days of the occurrence and cessation of the Force Majeure condition. In the event of a delay lasting for more than 15 days, if arising out of causes of Force Majeure, Authority reserve the right to cancel the contract without any obligation to compensate the Agency in any manner for whatsoever reason.

28. Settlement of Dispute:

In the case of dispute arising upon or in relation to or in connection with the contract between the Authority and the Agency, which has not been settled amicably, the same shall be resolved or settled by way of arbitration by the sole arbitrator to be appointed by Commissioner, BMC and the decision of the arbitrator shall be final & binding on both the parties. The arbitration shall be held in accordance to the provisions of Arbitration and Conciliation Act 1996 and the place of arbitration shall be only at Bhubaneswar.

29. Disqualification of Proposal:

The proposal is liable to be disqualified in the following cases as listed below:

- Proposal submitted without Bid Processing Fee & EMD as applicable.
- Proposal not submitted in accordance with the procedure and formats as prescribed in the RFP
- During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices.
- Proposal is received in incomplete form.
- Proposal is received after due date and time for submission of bid.
- Proposal is not accompanied by all the requisite documents / information.
- A commercial bid submitted with assumptions, conditions or uncertainty.
- Bids with any conditional technical and financial offer.
- If the bidder provides any assumptions in the financial proposal or qualifies the commercial proposal with its own conditions, such proposals will be rejected even if the commercial value of such proposals is the lowest / best value.
- Proposal is not properly signed.

- Proposal is not conforming to the requirement of the scope of the work of the assignment.
- Bidder tries to influence the proposal evaluation process by unlawful/corrupt/ fraudulent means at any point of time during the bid process..
- If, any of the bid documents (including but not limited to the hard and soft/electronic copies of the same, clarifications provided by the bidder), excluding the commercial bid, submitted by the bidder is found to contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bid;
 - Bidders or any person acting on its behalf indulges in corrupt and fraudulent practices

30. Liability:

The Liability of the selected Agency under this agreement in any case shall not be beyond the amount of fees payable to the selected Agency under this agreement.

31. Indemnity:

Selected Agency shall at its expense and to the maximum extent permitted by law, will indemnify, defend and hold harmless BMC from all claims, judgements, actions or suits, proceedings, demands, liabilities, costs, losses damages and expenses arising out of or relating to (a) any negligent act or omission or intentional wrongdoing of the Selected Agency or its representatives; (b) any claim that the provision or utilisation of services or any portion thereof is not in compliance applicable laws, rules, regulations, orders of any governmental agency; (c) for injuries or damages to persons or property sustained by or claimed to have been sustained by anyone whomsoever by reason of the works undertaken by the Agency.

SECTION: 3

TERMS OF REFERENCE (TOR)

Terms of Reference (ToR)

1. Background

Bhubaneswar Municipal Corporation (BMC), the largest Urban Local Body (ULB) in the State of Odisha, is responsible for providing various municipal services and carrying out administrative, developmental, revenue, engineering, sanitation, public grievance, establishment, accounts, project monitoring, and citizen-centric functions across the city of Bhubaneswar.

In order to ensure smooth functioning of various offices, sections, zonal establishments, and departmental activities under BMC, there is a continuous requirement for skilled manpower support for handling day-to-day official works including data entry, office assistance, documentation, file processing, record maintenance, correspondence, report preparation, digital data management, MIS updation, and other allied administrative activities.

Considering the increasing volume of administrative and e-governance related works, BMC proposes to engage a competent and experienced manpower service provider agency for deployment of forty-two (42) nos. of Data Entry Operators (DEOs) on contractual basis for supporting different Sections/Wings/Offices of BMC in efficient discharge of day-to-day official and administrative functions.

The deployed manpower shall assist various departments of BMC in ensuring timely data processing, digital record management, office coordination, documentation support, citizen service assistance, and smooth functioning of routine municipal operations.

2. Vision

To strengthen the administrative and operational efficiency of Bhubaneswar Municipal Corporation through deployment of skilled, disciplined, and accountable Data Entry Operators for supporting day-to-day official functions and digital governance systems across various Sections/Wings of BMC.

The broader vision is to:

- Strengthen the operational and administrative capacity of various Wings/Sections of BMC through deployment of professional manpower support.
- Ensure efficient handling of office records, files, correspondence, data entry, and digital documentation works.
- Support smooth implementation of e-Governance initiatives, MIS reporting systems, and online service delivery mechanisms.
- Facilitate timely processing and maintenance of official data, records, and reports across different departments.
- Improve overall efficiency, responsiveness, and coordination in municipal administration and citizen service delivery.
- Establish a professional, accountable, and performance-oriented manpower support system for day-to-day official operations within BMC.

3. Overview:

Bhubaneswar Municipal Corporation (BMC) proposes to engage a professional manpower service provider agency for deployment of forty-two (42) nos. of Data Entry Operators (DEOs) for supporting day-

to-day official and administrative works in various Sections/Wings/Offices under BMC jurisdiction.

The selected agency shall be responsible for:

- Recruitment, verification, and deployment of qualified and experienced Data Entry Operators in accordance with the eligibility and qualification criteria specified in this RFP.
- Deployment of manpower in different Sections/Wings/Zonal Offices of BMC as per requirement and instructions issued by the Competent Authority.
- Ensuring regular attendance, discipline, efficiency, and satisfactory performance of deployed personnel in day-to-day office operations.
- Assisting in data entry, documentation, file processing, office correspondence, digital record maintenance, MIS updation, report generation, and other allied administrative works.
- Providing timely replacement of manpower in cases of absenteeism, resignation, withdrawal, or unsatisfactory performance within the stipulated timeframe without any additional financial implication to BMC.
- Ensuring compliance with all applicable statutory obligations including EPF, ESI, minimum wages, labour laws, insurance, and other statutory requirements applicable to contractual manpower deployment.
- Maintaining proper coordination, supervision, reporting, and communication with designated officers of BMC for smooth execution of manpower services.

Through this initiative, BMC aims to strengthen institutional efficiency, improve administrative support systems, ensure timely disposal of official works, and enhance overall effectiveness of municipal governance and citizen service delivery within Bhubaneswar city.

4. Scope of Services

The selected Agency shall provide qualified, trained, and competent Data Entry Operators (DEOs) to Bhubaneswar Municipal Corporation (BMC) for assisting various Sections/Wings/Offices of BMC in day-to-day official, administrative, documentation, and data management related works as per operational requirements from time to time. The deployed personnel shall support BMC in smooth functioning of office operations and assist in timely processing of official works including data entry, file processing, record maintenance, preparation of reports, correspondence, MIS updation, digital documentation, office coordination, citizen service support, and other allied administrative activities in accordance with instructions issued by the competent authority of BMC.

The scope of services shall broadly include, but not be limited to, the following:

- Data entry and updating of records in departmental software, portals, MIS systems, spreadsheets, and official databases.
- Maintenance and digitization of office records, files, registers, reports, and official documents.
- Assistance in preparation, compilation, scanning, printing, and processing of official correspondence and reports.
- Support in handling e-office works, online submissions, departmental communications, and office coordination activities.
- Assistance in citizen service delivery, grievance-related data handling, and administrative support functions.
- Maintenance of confidentiality, accuracy, and security of official data and records.

- Any other office-related or administrative work assigned by the concerned Section/Wing/Competent Authority of BMC from time to time.

The Agency shall ensure that deployed manpower remains disciplined, efficient, professionally conduct themselves, and perform assigned duties satisfactorily throughout the contract period.

4.1 Deployment of Manpower :

The selected Agency shall provide qualified, trained, and competent Data Entry Operators (DEOs) to Bhubaneswar Municipal Corporation (BMC) for assisting various Sections/Wings/Offices of BMC in day-to-day official, administrative, documentation, and data management related works.

4.2 Area of Operation:

- i. The Data Entry Operators (DEOs) shall be deployed in different Sections, Wings, Zonal Offices, Project Offices, Establishment Sections, Revenue Sections, Engineering Sections, Health & Sanitation Wings, Accounts Sections, Stores & Procurement Sections, Public Grievance Cells, and other offices under the jurisdiction of BMC.
- ii. Deployment of manpower shall be made section-wise, office-wise, zone-wise, or roster-wise as decided by BMC.
- iii. Allocation, transfer, and reassignment of manpower and place of deployment shall be solely at the discretion of BMC based on administrative and operational requirements.
- iv. The Agency shall have no claim or objection regarding change in place of deployment, work location, or nature of assigned duties as directed by BMC.

4.3 Office & Administrative Support Services:

The deployed Data Entry Operators shall assist BMC in day-to-day official and administrative functions including but not limited to the following:

- i. Data entry and updation of records in departmental software, portals, MIS systems, spreadsheets, and official databases.
- ii. Maintenance, digitization, scanning, and organization of official files, records, registers, reports, and office documents.
- iii. Preparation, typing, compilation, printing, and processing of official correspondence, letters, reports, and statements.
- iv. Assistance in e-Office works, online submissions, departmental communications, and digital documentation.
- v. Support in handling citizen service-related data, grievance records, and office coordination activities.
- vi. Assistance in maintaining inward/outward records, dispatch works, and office registers.
- vii. Any other office-related or administrative work assigned by the Competent Authority of BMC from time to time.

4.4 Reporting & Data Management:

- i. The deployed manpower shall maintain proper records, data entries, reports, and documentation assigned by the concerned Sections/Wings of BMC.
- ii. The Agency shall ensure timely submission of attendance records, deployment details, salary payment records, EPF/ESI compliance documents, and other reports as required by BMC.

- iii. The deployed personnel shall ensure accuracy, confidentiality, and proper maintenance of official data and records handled during the course of deployment.
- iv. All records, documents, reports, and data generated during the assignment shall remain the property of Bhubaneswar Municipal Corporation.

4.5 Replacement & Availability of Manpower:

- i. The Agency shall ensure regular attendance, discipline, punctuality, and satisfactory performance of deployed manpower.
- ii. In case of absenteeism, resignation, misconduct, withdrawal, or unsatisfactory performance of any deployed manpower, the Agency shall provide suitable replacement within the timeframe prescribed by BMC without any additional cost implication.
- iii. The Agency shall ensure availability of manpower during office hours, special drives, urgent official works, holidays, or extended working hours as required by BMC.

4.6 Statutory Compliance:

- i. The Agency shall comply with all applicable statutory obligations including EPF, ESI, Minimum Wages Act, Labour Laws, Insurance, and other applicable rules and regulations.
- ii. The Agency shall be solely responsible for payment of wages/salaries and statutory dues of deployed manpower within prescribed timelines.
- iii. BMC shall not have any employer-employee relationship with the manpower deployed by the Agency.

4.7 Deployment Strength & Flexibility:

- i. The Agency shall initially deploy forty-two (42) nos. of Data Entry Operators (DEOs) fulfilling the eligibility and qualification criteria specified in this RFP.
- ii. The deployment strength may be increased or decreased by BMC at any time depending upon administrative and operational requirements without altering the terms and conditions of the contract.
- iii. The Agency shall ensure uninterrupted manpower deployment throughout the contract period as per instructions of BMC.

4.8 Reporting, Documentation & Data Management:

The deployed Data Entry Operators (DEOs) shall be responsible for systematic data entry, documentation, maintenance of office records, and reporting related to day-to-day official and administrative works assigned by various Sections/Wings of Bhubaneswar Municipal Corporation (BMC). The scope shall include, but not be limited to, the following:

- i. Collection, compilation, updating, and maintenance of office-related data, records, departmental information, official files, reports, and administrative documents in physical and digital formats.
- ii. Maintenance of structured databases, registers, spreadsheets, MIS records, e-office files, and departmental records in formats prescribed by BMC.
- iii. Data entry and regular updation of records in departmental software, online portals, digital platforms, e-Governance systems, and official databases used by BMC.
- iv. Preparation, typing, scanning, printing, digitization, and maintenance of official correspondence, letters, reports, statements, office orders, and administrative records.
- v. Preparation and submission of daily, weekly, monthly, or any other periodic reports as required by the concerned Sections/Wings of BMC.
- vi. Maintenance of inward/outward records, dispatch registers, grievance records, attendance records, and other office documentation as assigned by BMC.

- vii. Ensuring accuracy, confidentiality, security, and timely updation of official data and records handled during the course of deployment.
- viii. Prompt reporting of discrepancies, missing records, technical issues, data mismatches, or operational difficulties to the concerned officers of BMC for necessary action.
- ix. Assistance in implementation of digital office systems, e-Governance initiatives, document archival, and office automation processes.
- x. Coordination with concerned officers and staff of BMC for timely submission, compilation, and maintenance of records and reports.

All records, documents, reports, databases, and information generated during the assignment shall remain the property of Bhubaneswar Municipal Corporation and shall be maintained and submitted in a timely, accurate, and verifiable manner as directed by the Competent Authority.

4.9 Coordination with Sections / Wings / Offices of BMC:

The deployed Data Entry Operators (DEOs) shall coordinate with various Sections, Wings, Zonal Offices, Project Offices, and other establishments under Bhubaneswar Municipal Corporation (BMC) for smooth execution of day-to-day official and administrative works. The scope of coordination shall include, but not be limited to, the following:

- i. Coordination with officers and staff of different Sections/Wings for data entry, documentation, office correspondence, report preparation, and record maintenance activities.
- ii. Assistance in maintaining proper communication and workflow coordination among various departments and offices of BMC.
- iii. Support in handling office files, official communications, e-office records, online submissions, and departmental data management activities.
- iv. Assistance in timely updating and submission of departmental records, reports, and administrative documents as required by the concerned authorities.
- v. Reporting of operational issues, record discrepancies, pending works, or technical difficulties to the designated officers of BMC for necessary action.
- vi. Assistance in citizen service-related data handling, grievance-related documentation, and other administrative support functions assigned by BMC.
- vii. The deployed manpower shall function strictly under the supervision and control of the concerned officers of BMC and shall not exercise any administrative, financial, or decision-making authority on behalf of BMC.

4.10 Code of Conduct, Workplace Discipline & POSH Compliance:

- i. The deployed manpower shall maintain proper office discipline, professional conduct, and decorum during the course of duty at all offices and workplaces under Bhubaneswar Municipal Corporation (BMC).
- ii. Any involvement in gossiping, spreading rumours, workplace harassment, misconduct, abusive behaviour, creation of disturbance, indiscipline, or any activity affecting official work environment and office decorum shall be viewed seriously by BMC.
- iii. BMC reserves the right to recommend disciplinary action, removal, replacement, or debarment of the concerned deployed personnel found involved in such activities.
- iv. The Agency shall immediately replace any manpower against whom complaints relating to misconduct, indiscipline, inappropriate behaviour, or violation of office ethics are received from BMC.
- v. The Agency shall ensure that all deployed manpower strictly comply with workplace ethics, official confidentiality, and behavioural standards prescribed by BMC from time to time.

- vi. The Agency shall mandatorily conduct awareness and sensitization training for all deployed manpower regarding the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH Act).
- vii. The Agency shall ensure that all deployed personnel are properly informed about workplace conduct, gender sensitivity, prevention of sexual harassment, and professional behaviour in office premises.
- viii. The Agency shall be responsible for ensuring compliance with POSH-related guidelines, policies, and directions issued by BMC and applicable statutory authorities from time to time.

4.11 Replacement of Manpower:

- i. Any act of non-performance, negligence, indiscipline, misconduct, unauthorized absence, breach of confidentiality, involvement in workplace gossiping affecting office decorum, or inability to perform assigned official and digital office-related works shall be treated as unsatisfactory performance.
- ii. Upon written instruction from BMC, the Agency shall replace such manpower within fifteen (15) days with a suitable candidate possessing equal or higher qualification and competency.
- iii. In case of resignation, prolonged absence, medical unfitness, transfer, withdrawal, or discontinuation of any deployed manpower, the Agency shall provide immediate replacement within the stipulated timeframe to ensure uninterrupted office functioning.
- iv. Failure to replace manpower within the prescribed period shall attract penalties as per the Penalty Clause of this RFP/Agreement.

5. Reporting Structure:

- i. All deployed Data Entry Operators (DEOs) shall function under the administrative and operational control of the respective Sections/Wings/Offices of Bhubaneswar Municipal Corporation (BMC) where they are deployed.
- ii. The deployed manpower shall report on a day-to-day basis to the designated officer(s) or controlling authority of the concerned Section/Wing/Office of BMC or any other officer authorized by BMC from time to time.
- iii. All reports, records, data entries, office files, documentation, and progress updates shall be maintained and submitted through prescribed reporting channels and formats as directed by BMC.
- iv. The Agency shall designate a nodal representative/coordinator for liaison with BMC, who shall be responsible for addressing deployment-related issues, attendance, replacements, salary disbursement, statutory compliance, and other manpower-related matters.
- v. The Agency's nodal representative shall not interfere in day-to-day office functioning and operational supervision, which shall remain exclusively under the control of BMC.
- vi. Any issues related to performance, absenteeism, indiscipline, misconduct, non-compliance, confidentiality breach, or unsatisfactory work of deployed manpower shall be reported by BMC to the Agency for immediate corrective action and replacement, if required.
- vii. BMC shall have the authority to review, monitor, assess, and evaluate the performance of deployed manpower at any time and issue necessary directions accordingly.
- viii. All deployed manpower shall strictly adhere to the reporting hierarchy, office discipline, confidentiality requirements, and instructions issued by the authorized officers of Bhubaneswar Municipal Corporation from time to time.

All deployed manpower shall strictly adhere to the reporting hierarchy and instructions issued by the authorized officers of Bhubaneswar Municipal Corporation.

6. Manpower Deployment:

The selected Agency shall submit a comprehensive Manpower Deployment Plan within seven (07) days from the date of issue of the Work Order. The Deployment Plan shall clearly outline the methodology, timelines, and systems proposed for recruitment, selection, deployment, supervision, monitoring, attendance management, and performance tracking of the deployed Data Entry Operators (DEOs) for various Sections/Wings/Offices under Bhubaneswar Municipal Corporation (BMC).

a. Hiring Procedure

- i. The Agency shall follow a transparent, merit-based, and professional recruitment process for selection of manpower.
- ii. Only candidates having adequate knowledge of computers, office applications, data entry operations, digital office systems, and administrative work shall be considered for deployment.
- iii. Verification of educational qualifications, computer proficiency, identity proof, and technical competency shall be mandatory prior to deployment.

b. Selection Procedure:

The Agency shall conduct preliminary screening of candidates through:

- Personal interviews;
- Computer skill assessments; and/or
- Practical evaluation related to office and digital applications.

Candidates shall be assessed based on:

- Written and verbal communication skills;
- Knowledge of MS Word, MS Excel, MS PowerPoint, email handling, internet usage, and office software;
- Ability to handle digital records, MIS systems, and e-office works;
- Prior experience in Government Offices / ULBs / PSUs / administrative establishments, which shall be given preference.

Only suitable candidates shortlisted by the Agency shall be considered for deployment before BMC.

c. Selection Procedure:

- i. The Agency shall submit minimum three (03) CVs for each position, if required by BMC, for scrutiny and approval.
- ii. BMC reserves the right to conduct interviews, computer tests, skill assessments, or verification of shortlisted candidates at its discretion.
- iii. Final approval and deployment of manpower shall rest solely with BMC.
- iv. Deployment shall be made only after approval of the candidates by the Competent Authority of BMC.

d. Antecedent Verification:

The Agency shall carry out proper antecedent verification of all deployed manpower including:

- Police verification and verification of criminal antecedents;
- Verification of educational and technical qualifications;
- Verification of previous employment records and references.

A verification undertaking confirming completion of the above formalities shall be submitted to BMC prior to deployment.

e. Training & Orientation:

The Agency shall provide orientation and basic training to deployed manpower regarding:

- Office procedures and professional conduct;
- Data confidentiality and official secrecy;
- Usage of computers, e-office systems, MIS platforms, and digital applications;
- Workplace discipline and code of conduct;
- POSH (Prevention of Sexual Harassment) awareness and workplace sensitization.

Refresher training and awareness sessions shall be organized periodically as required by BMC.

f. Emergency Deployment

- The Agency shall maintain standby manpower and ensure deployment of suitable replacement personnel within forty-eight (48) hours in case of:
 - Emergency office requirements;
 - Sudden absenteeism;
 - Resignation or withdrawal of manpower;
 - Non-performance or disciplinary removal.

g. Statutory Compliance

- i. The Agency shall ensure full compliance with EPF, ESI, Minimum Wages Act, insurance requirements, labour laws, and all other applicable statutory provisions.
- ii. All statutory liabilities and obligations in respect of deployed manpower shall be the sole responsibility of the Agency.

h. Documentation & MIS

The Agency shall maintain proper records including:

- Attendance records;
- Wage/salary disbursement records;
- EPF/ESI and statutory compliance records;
- Deployment records and performance details.

A Monthly MIS Report covering deployment status, attendance, replacements, statutory compliance, and performance of manpower shall be submitted to BMC.

i. Reporting & Review:

- i. The Agency shall submit monthly and quarterly performance/compliance reports as required by BMC.
- ii. Authorized representatives of the Agency shall attend review meetings convened by BMC from time to time.

j. Feedback & Corrective Action:

The Agency shall take immediate corrective action on any complaint, feedback, deficiency, misconduct, or instruction communicated by BMC regarding deployed manpower or service delivery.

k. Miscellaneous Provisions:

- i. The deployed manpower shall perform any official or administrative work assigned by BMC in connection with office functioning and municipal administration.
- ii. The engagement shall be purely contractual in nature and shall not confer any claim for regular appointment or continuation beyond the contract period.
- iii. No claim for extension, regularization, or permanent employment by the deployed manpower or the Agency shall be entertained by BMC under any circumstances.

7. Performance Evaluation & Key Performance Indicators (KPIs):

The performance of the deployed Data Entry Operators (DEOs) shall be continuously monitored and evaluated by Bhubaneswar Municipal Corporation (BMC) through the concerned Sections/Wings/Offices to ensure efficient discharge of official duties, timely data management, office discipline, and proper administrative support.

Key Performance Indicators (KPIs)

Performance evaluation shall be based on, but not limited to, the following indicators:

A. For Data Entry Operators (DEOs):

- i. Regular attendance, punctuality, office discipline, and adherence to assigned duty schedules.
- ii. Accuracy, quality, and timeliness of data entry, record maintenance, file processing and documentation works.
- iii. Efficiency in handling office software, digital applications, MIS systems, e-office platforms and departmental databases.
- iv. Timely preparation, updation, compilation, and submission of reports, records, statements and official documents.
- v. Responsiveness in handling assigned administrative works, office coordination and support functions.
- vi. Proper maintenance, confidentiality, and security of official records, files, data, and office documents.
- vii. Ability to coordinate effectively with officers, staff, and different Sections/Wings of BMC for smooth office functioning.
- viii. Compliance with office procedures, instructions, workplace discipline, code of conduct, and directions issued by BMC from time to time.
- ix. Professional behaviour, communication skills, workplace ethics, and adherence to POSH guidelines and office decorum.
- x. Ability to handle workload efficiently during urgent assignments, special drives, review meetings, and extended office requirements.

B. Performance Review & Corrective Measures:

- i. BMC shall conduct periodic review and assessment of the performance of deployed manpower based on the above Key Performance Indicators (KPIs).
- ii. In case of unsatisfactory performance, negligence, misconduct, absenteeism, breach of confidentiality, involvement in workplace gossiping affecting office environment, or repeated non-compliance, BMC may direct the Agency to take corrective measures including counselling, retraining, warning, or replacement of manpower without any additional cost to BMC.

- iii. Persistent failure to maintain required performance standards or compliance requirements may attract penalties and other actions as per the terms and conditions of the Agreement.
- iv. BMC reserves the right to recommend immediate removal or replacement of any deployed manpower found unsuitable for official work or violating office discipline and conduct rules.
- v. Performance evaluation under this assignment shall be transparent, performance-oriented, and aligned with the objective of ensuring efficient administrative support and smooth functioning of various offices and Sections under Bhubaneswar Municipal Corporation.

8. Penalty & Liquidated Damages Clause:

A. Failure in Deployment:

- i. In case of failure to deploy the required manpower as per the deployment schedule and instructions issued by Bhubaneswar Municipal Corporation (BMC), a penalty of ₹500/- per manpower per day may be imposed for non-deployment or partial deployment.
- ii. For any deployed manpower found absent without prior approval or intimation, proportionate deduction for the period of absence shall be made from the monthly bill in addition to applicable penalties.
- iii. Continuous shortage or non-deployment of manpower beyond seven (07) consecutive days may be treated as a material breach of contract.

B. Replacement of Personnel:

- i. If any deployed manpower is found underperforming, negligent, indisciplined, involved in workplace gossiping affecting office environment, misconduct, breach of confidentiality, or otherwise unsuitable for official work, BMC shall have the right to direct immediate replacement of such manpower.
- ii. Failure to replace such manpower within the stipulated timeframe prescribed by BMC shall attract a penalty of ₹500/- per day per manpower until replacement is made.
- iii. Repeated complaints against the same manpower may result in permanent removal from deployment under BMC.

C. Non-Performance & Service Deficiencies:

- i. Repeated deficiencies such as inaccurate data entry, delayed reporting, improper record maintenance, non-compliance with office instructions, poor office coordination, negligence in official duties, or inability to handle digital applications shall be treated as non-performance.
- ii. Failure in maintaining office discipline, confidentiality of official records, or proper conduct during duty hours shall also be treated as service deficiency.
- iii. In such cases, BMC may impose liquidated damages and other penalties as deemed appropriate by the Competent Authority without prejudice to any other contractual remedies.

D. Statutory Non-Compliance:

- i. Any non-compliance related to statutory obligations such as EPF, ESI, Minimum Wages Act, labour laws, insurance requirements, or other applicable statutory provisions shall attract penalties and recovery of dues as applicable.
- ii. BMC shall not be responsible for any statutory liability arising out of default, omission, or non-compliance by the Agency.

- iii. Failure to submit statutory compliance documents within prescribed timelines may lead to withholding of bills and other contractual actions.

E. Misconduct & Violation of Office Discipline:

- i. Any act of misconduct, rude behaviour, indiscipline, workplace harassment, spreading rumours, gossiping affecting office decorum, use of abusive language, smoking/intoxication during office hours, or violation of office discipline by deployed manpower shall attract disciplinary action and penalties as deemed fit by BMC.
- ii. BMC reserves the right to recommend immediate removal/replacement of such manpower from deployment.
- iii. Repeated incidents may lead to deduction from bills, blacklisting recommendations, or termination of the contract.

F. POSH Compliance & Workplace Behaviour:

- i. The Agency shall ensure mandatory POSH (Prevention of Sexual Harassment) awareness and sensitization training for all deployed manpower.
- ii. Any complaint relating to sexual harassment, inappropriate workplace behaviour, or violation of POSH guidelines shall be treated seriously and appropriate action shall be taken as per applicable rules and directions of BMC.
- iii. Failure of the Agency to comply with POSH-related obligations may attract penalties and other contractual actions.

G. Submission of False Information:

Submission of false, misleading, fabricated, or manipulated records, attendance data, reports, deployment details, compliance documents, or any other information shall be treated as a serious breach of contract and may result in:

- Imposition of penalty;
- Recovery of payments;
- Forfeiture of Performance Security Deposit;
- Termination of contract; and/or
- Blacklisting of the Agency.

H. Right of BMC:

- i. BMC reserves the right to deduct penalties and liquidated damages directly from the Agency's pending bills, Performance Security Deposit, or any other dues payable to the Agency.
- ii. In the event of continued non-performance, breach of contract, or failure to maintain required service standards, BMC may terminate the Agreement without any financial or legal liability.
- iii. The decision of Bhubaneswar Municipal Corporation regarding imposition of penalties, recovery of damages, replacement of manpower, and assessment of performance shall be final and binding on the Agency.

9. Confidentiality & Data Ownership:

- i. The Agency and all deployed Data Entry Operators (DEOs) shall maintain strict confidentiality of all official information, records, files, reports, databases, documents, correspondence, digital records, passwords, login credentials, office communications, and any other information accessed, handled, processed, or generated during the course of deployment under Bhubaneswar Municipal Corporation (BMC).
- ii. All records, reports, files, databases, digital data, office documents, MIS records, correspondence, scanned copies, software entries, and any other information prepared, processed, maintained, or generated under this assignment shall remain the sole and exclusive property of Bhubaneswar Municipal Corporation (BMC).
- iii. The Agency shall ensure that no official information, office records, departmental data, login credentials, internal communications, citizen-related information, or confidential documents of BMC are copied, disclosed, shared, published, circulated, transferred, or used for any purpose other than execution of official duties without prior written approval of BMC.
- iv. The deployed manpower shall maintain complete confidentiality and secrecy regarding all official matters handled during the course of deployment and shall comply with all data security and office confidentiality requirements prescribed by BMC.
- v. The confidentiality obligation shall remain valid and binding during the entire contract period and shall continue even after completion, expiry, or termination of the Agreement.
- vi. In case of breach of confidentiality, unauthorized disclosure, data leakage, misuse of official records, tampering of documents, or unauthorized sharing of information, BMC shall have the right to initiate appropriate action including:
 - Imposition of penalties;
 - Immediate removal/replacement of manpower;
 - Recovery of losses/damages;
 - Termination of contract; and/or
 - Initiation of legal proceedings as per applicable law.
- vii. The Agency shall ensure that all deployed manpower sign confidentiality and non-disclosure undertakings, if required by BMC, prior to deployment.
- viii. The Agency shall also ensure responsible usage of office computers, official email systems, digital platforms, software applications, and internet facilities provided during the course of deployment and shall prevent any unauthorized access or misuse of official systems and data.

10. Overall Role of the Selected Agency:

The selected Agency shall be responsible for providing, managing, supervising, and supporting qualified Data Entry Operators (DEOs) to Bhubaneswar Municipal Corporation (BMC) for smooth functioning of day-to-day official, administrative, documentation, and data management related works across various Sections/Wings/Offices of BMC. The overall role and responsibilities of the Agency shall include, but not be limited to, the following:

A. Manpower Deployment & Management:

- i. Recruitment, verification, and deployment of qualified, skilled, and competent Data Entry Operators (DEOs) strictly in accordance with the eligibility criteria, qualifications, and requirements specified in the RFP.

- ii. Ensuring timely deployment and continuous availability of required manpower as per instructions and operational requirements of BMC.
- iii. Providing immediate replacement of manpower in cases of absenteeism, resignation, withdrawal, medical unfitness, misconduct, non-performance, or unsatisfactory behaviour without any additional cost implication to BMC.
- iv. Ensuring that deployed manpower possess adequate knowledge of computers, office software, digital office systems, MIS platforms, and data management works.

B. Statutory & Legal Compliance:

- i. Ensuring full compliance with all applicable statutory provisions including EPF, ESI, Minimum Wages Act, labour laws, insurance requirements, and other applicable Government rules and regulations.
- ii. Ensuring timely payment of wages/salaries and statutory dues to deployed manpower within prescribed timelines.
- iii. Submission of statutory compliance records, attendance details, wage payment records, EPF/ESI documents, and other compliance-related documents to BMC as and when required.

C. Operational Support:

- i. Ensuring that deployed manpower perform assigned duties diligently, efficiently, and professionally in accordance with instructions issued by authorized officers of BMC.
- ii. Ensuring proper office discipline, punctuality, confidentiality, professional behaviour, and adherence to office procedures by deployed manpower.
- iii. Facilitating coordination between deployed manpower and officers/staff of various Sections/Wings of BMC without interfering in day-to-day administrative and operational control, which shall remain exclusively with BMC.
- iv. Ensuring that deployed manpower comply with office ethics, workplace discipline, confidentiality requirements, and code of conduct prescribed by BMC.

D. Supervision Coordination & Reporting:

- i. Designation of a nodal officer/coordinator for liaison and coordination with BMC regarding deployment, attendance, replacements, salary disbursement, grievances, statutory compliance, and related matters.
- ii. Ensuring timely submission of attendance records, deployment status, performance details, statutory compliance documents, MIS reports, and any other information required by BMC.
- iii. Attending review meetings and coordination meetings convened by BMC from time to time.

E. Performance & Accountability:

- i. Ensuring adherence to prescribed performance standards, office discipline, and Key Performance Indicators (KPIs) by deployed manpower.
- ii. Taking immediate corrective measures in cases of negligence, misconduct, absenteeism, poor performance, breach of confidentiality, workplace gossiping affecting office environment, or violation of office rules as reported by BMC.
- iii. Ensuring immediate replacement, counselling, retraining, or disciplinary action against manpower as directed by BMC.

F. Confidentiality, Data Protection & Compliance :

- i. Ensuring confidentiality and security of all official records, data, files, documents, reports, digital information, and office communications related to BMC.
- ii. Acknowledging that all records, documents, reports, databases, digital files, and information generated during the assignment shall remain the sole property of Bhubaneswar Municipal Corporation.
- iii. Ensuring responsible usage of office computers, digital systems, software applications, and internet facilities by deployed manpower
- iv. Conducting mandatory POSH (Prevention of Sexual Harassment) awareness and sensitization training for all deployed manpower and ensuring compliance with workplace conduct and behavioural norms.

v. Contractual Obligations:

- i. Complying with all terms, conditions, instructions, and obligations specified in the Tender Document and Agreement.
- ii. Ensuring uninterrupted manpower services throughout the contract period as per requirements of BMC.
- iii. Acknowledging that deployment under this contract is purely contractual in nature and shall not confer any claim for permanent employment, regularization, or continuation beyond the contract period.

11. Team Composition and Remuneration Structure:

The following are the tentative requirements of Data Entry Operators (DEOs) for various Sections/Wings/Offices under Bhubaneswar Municipal Corporation (BMC). The actual requirement of manpower may increase or decrease depending upon administrative, operational, project-related, or office requirements from time to time.

In case of any variation in manpower requirement in a particular month, Bhubaneswar Municipal Corporation (BMC) shall inform the selected Agency in writing regarding the revised manpower requirement for the succeeding period as per operational necessity.

The minimum wages payable to the deployed Data Entry Operators (DEOs) categorized under Skilled manpower category shall be as per the latest notification issued by the Office of the Labour Commissioner, **Odisha vide Notification No. 2683/LC dated 01.04.2025** or any subsequent amendment/revision issued by the Government from time to time.

The present minimum wage applicable for Skilled category manpower is **₹562/- per day** or as revised by the Government from time to time.

During the currency of the Agreement, if there is any revision in minimum wages or any addition, deletion, modification, enhancement, or reduction in statutory taxes, contributions, or levies by the Central Government or State Government including EPF, ESI, GST, Labour Cess, or any other statutory components, the same shall be automatically applicable from the effective date of such notification/order.

The revised wages/statutory dues shall be paid by the Agency to the deployed manpower accordingly, and corresponding payment adjustment shall be made by BMC on actual basis subject to submission of documentary proof and approval of the Compete.

Tentative Deployment Requirement

Sl. No.	Category of Manpower	Proposed Deployment Strength	Category under Labour Notification
1	Data Entry Operator (DEO)	42 Nos.	Skilled

BMC reserves the right to increase, decrease, redistribute, or reassign the manpower deployment requirement during the contract period depending upon administrative and operational requirements.

12. Qualification and Job Description of Back Office Executive cum Data Entry Operator (DEO):

Sl. No.	Designation	Educational Qualification	Job Description
1	Back Office Executive cum Data Entry Operator (DEO)	<ul style="list-style-type: none"> a. Graduate with PGDCA/MCA. b. Must have completed one-year Diploma / Certificate in Computer Application / Information Technology / Data Entry Operations from any recognized Government / Private Institution. c. Must possess minimum typing speed of 40 WPM in English and 30 WPM in Odia d. Must be within the age group of 21 years to 50 years as on the date of advertisement/notification. e. Knowledge of Odia language, i.e., ability to read, write, and speak Odia, is essential. f. Should have minimum one (01) year experience in Data Entry, MIS handling, e-Office, digital documentation, or computer-based office work in any Government Department / Government Organization / PSU / ULB / reputed Private Organization. Preference shall be given to candidates having experience in Government organizations. 	<ul style="list-style-type: none"> a. Enter, update, maintain, and verify electronic data, office records, MIS reports, files, and registers accurately and in a timely manner. b. Assist in preparation and compilation of daily, weekly, monthly, and periodic reports as required by BMC authorities. c. Maintain digital records, office databases, files, scanned documents, and backups in proper formats. d. Assist officers and staff in documentation, file processing, office correspondence, and data compilation related to departmental works and Government schemes/projects. e. Handle online portals, dashboards, e-office systems, email communications, Government reporting systems, and digital applications as assigned. f. Ensure confidentiality, accuracy, integrity, and security of official records and digital data handled during the course of work. g. Provide clerical, administrative, and computer-related support during meetings, special drives, surveys, inspections, camps, review meetings, and office activities. h. Maintain office discipline, punctuality, and professional conduct while performing assigned duties. i. Perform any other official, administrative, computer-

			related, or office support work assigned by the Competent Authority / Section Officer / BMC from time to time.
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13. Contract Period:

The Contract with the selected Agency shall initially be valid for a period of **Three (03) years** from the date of execution of the Contract Agreement, unless terminated earlier in accordance with the terms and conditions of the Agreement.

The performance of the Agency shall be reviewed periodically, including **quarterly and annual** performance reviews, by Bhubaneswar Municipal Corporation (BMC). Subject to satisfactory performance and compliance with all contractual obligations, the Agency shall be permitted to continue providing services during the initial contract period at the same rates as quoted in the Financial Bid.

Upon completion of the initial contract period of Three (03) years, and subject to satisfactory performance as assessed through periodic and annual performance reviews, and upon approval of the Competent Authority, the Contract may be extended for an additional period, on the same terms and conditions, including the same rates as quoted in the Financial Bid.

Bhubaneswar Municipal Corporation reserves the right to terminate the Agreement, in whole or in part, at any time during the contract period or extended period, by giving One (01) month’s prior written notice to the Agency, without assigning any reason, and without prejudice to any other rights or remedies available to BMC under the Agreement or under applicable law.

The decision of Bhubaneswar Municipal Corporation regarding continuation, renewal, or extension of the Contract shall be final and binding, and the Agency shall have no vested right to claim extension or continuation beyond the initial or extended contract period.

14. General Terms and Conditions:

- i. The Back Office Executives cum Data Entry Operators (DEOs) deployed under this Contract shall remain employees of the Agency, and all statutory liabilities including EPF, ESI, GST, Workmen Compensation, Minimum Wages, insurance, and any other applicable statutory dues shall be borne and paid solely by the Agency.
- ii. The Agency shall maintain its own establishment, internal management, supervision, monitoring, and training mechanisms to ensure proper performance of duties by the deployed manpower.
- iii. The Agency shall ensure health, safety, welfare, and proper working conditions of all deployed manpower during the course of their duties.
- iv. BMC reserves the right to verify credentials, qualification, skill competency, and conduct of deployed personnel at any stage during the contract period.
- v. The Agency shall deploy only such personnel whose antecedents and character have been duly verified, including police verification wherever required. The Agency shall remain fully responsible for conduct, discipline, integrity, and behaviour of deployed manpower.
- vi. The Agency shall indemnify and keep Bhubaneswar Municipal Corporation (BMC) fully indemnified against all claims, damages, penalties, compensation, legal disputes, or liabilities arising under labour laws or due to acts/omissions of the Agency or its deployed manpower.

- vii. The deployed manpower shall not claim any right of absorption, regularization, permanent employment, or continuation under BMC or Government. The Agency shall obtain an undertaking from each deployed manpower confirming the same and submit it to BMC if required.
- viii. In case of revision of minimum wages, statutory taxes, EPF, ESI, GST, or any other statutory charges during the contract period, the same shall be complied with by the Agency strictly in accordance with applicable laws and Government notifications.
- ix. The deployed manpower may be required to work beyond office hours, during holidays, weekends, review meetings, special drives, or urgent official assignments as per administrative requirements of BMC.
- x. All liabilities arising out of accident, injury, disability, or death of any deployed manpower during the course of duty shall be borne entirely by the Agency and BMC shall not be liable in any manner whatsoever.
- xi. The Agency shall provide adequate supervision and monitoring to ensure efficient, disciplined, and satisfactory performance of office and administrative support services.
- xii. The Agency and deployed manpower shall take all reasonable precautions to prevent loss, misuse, leakage, tampering, or damage to official records, computers, software systems, office equipment, files, digital databases, and municipal property.
- xiii. Any loss or damage caused to municipal property, records, computers, office systems, or documents due to negligence or misconduct of the Agency or its manpower shall be recoverable from the Agency and the decision of BMC in this regard shall be final and binding.
- xiv. The Agency shall ensure protection, confidentiality, and safekeeping of all official records, files, documents, databases, passwords, login credentials, and digital systems handled during the assignment.
- xv. Any misconduct, negligence, indiscipline, breach of confidentiality, workplace harassment, gossiping affecting office decorum, misuse of office systems, or dereliction of duty by deployed manpower shall invite disciplinary action including removal/replacement of manpower.
- xvi. In case of breach or violation of contract terms by the Agency, the Performance Security Deposit (PBG) shall be liable for forfeiture in addition to other actions permissible under the Contract.
- xvii. Any litigation, legal liability, or court case arising due to acts or omissions of the Agency or deployed manpower shall be borne entirely by the Agency including associated costs, penalties, and legal proceedings.
- xviii. The deployed manpower shall not participate in any union, association, strike, agitation, or collective activities relating to BMC staff or offices.
- xix. BMC shall not provide residential accommodation, transport, food, or any additional facilities to deployed manpower unless specifically approved.
- xx. Any overpayment or underpayment detected during audit, verification, or scrutiny shall be recovered from or adjusted against the Agency's bills.
- xxi. The Agency shall provide attendance records, deployment details, wage payment records, statutory compliance documents, performance reports, and any other information whenever required by BMC.
- xxii. The Agency shall submit periodic reports, deployment status, MIS details, compliance documents, and other information as prescribed by BMC and participate in review meetings whenever required.

- xxiii. The Agency and deployed manpower shall maintain strict confidentiality of all municipal records, official documents, digital information, office communications, passwords, citizen data, and administrative records and shall not misuse or disclose such information.
- xxiv. The Agency shall not assign, transfer, sublet, or outsource the Contract or any part thereof to any third party without prior written approval of BMC. Violation of this condition shall lead to termination of Contract and forfeiture of Performance Security.
- xxv. The Agency shall ensure strict office discipline, professional behaviour, dress code, workplace ethics, and proper conduct among deployed manpower and shall prohibit smoking, intoxication, gambling, abusive behaviour, workplace harassment, or any disorderly conduct during duty hours.
- xxvi. If BMC directs replacement of any deployed manpower, the Agency shall provide suitable replacement having equal or higher qualification and competency within fifteen (15) days or within such time as directed by BMC.
- xxvii. The manpower requirement indicated in the RFP is tentative and may be increased, decreased, redistributed, or reassigned by BMC depending upon administrative and operational requirements.
- xxviii. The Agency shall ensure that:
 - a. Deployed manpower perform duties diligently, efficiently, and responsibly;
 - b. Office discipline, punctuality, and professional conduct are maintained;
 - c. Adequate manpower is available as per deployment instructions issued by BMC;
 - d. Immediate replacement is provided in cases of absenteeism, resignation, or unsatisfactory performance;
 - e. Deployed manpower comply with office procedures, confidentiality requirements, and instructions issued by BMC.
- xxix. The Agency shall conduct periodic orientation, refresher training, computer skill enhancement, POSH awareness training, and workplace sensitization programmes for deployed manpower.
- xxx. The Agency shall be fully responsible for negligence, misconduct, indiscipline, breach of confidentiality, or non-performance by its manpower and shall take immediate corrective measures including replacement whenever required.
- xxxi. The Agency shall comply with all additional instructions, office procedures, and administrative directions issued by BMC from time to time in the interest of smooth office functioning and efficient municipal administration.
- xxxii. The engagement of manpower under this Contract shall be purely temporary, contractual, and requirement-based in nature and neither the Agency nor the deployed manpower shall have any claim or right for regularization, permanent absorption, or continuation of employment under Bhubaneswar Municipal Corporation (BMC).

15. Payment Schedule:

- A. The Agency shall submit its monthly tax invoice/bill to Bhubaneswar Municipal Corporation (BMC) on or before the 7th (seventh) day of the succeeding month for the manpower services rendered during the preceding month.
- B. The invoice shall be prepared strictly in accordance with the approved rates for deployment of Back Office Executive cum Data Entry Operators (DEOs) and the service charges quoted and accepted by BMC under this RFP / Agreement. The monthly invoice/bill shall be accompanied by a Work Performance Certificate duly certified by the concerned Section/Wing/Controlling Officer of the

respective deployed DEO confirming satisfactory performance and attendance during the billing period.

- C. Each monthly bill shall be accompanied by the following **mandatory supporting documents**:
- Attendance sheets of deployed personnel, duly certified by the designated officer of the Environment Wing, BMC;
 - Wage/salary sheets of all deployed personnel for the billing month;
 - EPF, ESI, and GST challans along with employee-wise deduction details for the preceding month;
 - Proof of salary disbursement through **bank transfer** to deployed personnel (bank statements / salary slips);
 - Deployment details and attendance summary;
 - Any other document as may be reasonably required by BMC for verification, scrutiny, or audit.
- D. The submitted bill, complete in all respects, shall be verified and countersigned by the designated officer(s) of the Environment Wing, BMC, and thereafter processed for approval by the **Competent Authority of Bhubaneswar Municipal Corporation**.
- E. Payment to the Agency shall be released only after due verification and approval by BMC and shall be subject to:
- Satisfactory performance of deployed manpower;
 - Proper attendance and deployment of manpower;
 - Full compliance with all applicable statutory obligations under labour laws;
 - Non-violation of any terms and conditions of the Contract;
 - Submission of all required documents in complete, correct, and verifiable form.
- F. **Goods and Services Tax (GST)**, as applicable and legally admissible, shall be paid extra over and above the approved rates upon submission of a valid GST-compliant tax invoice.
- G. **No advance payment** shall be made under this Contract under any circumstances.
- H. In the event of any discrepancy, deficiency, or non-compliance in the bill or supporting documents, BMC reserves the right to withhold or defer payment until such issues are rectified to the satisfaction of BMC.
- I. BMC reserves the right to deduct statutory dues, penalties, recoveries, or any other amounts payable by the Agency under this RFP / Agreement from the monthly bill(s).
- J. The Agency shall ensure timely payment of wages/salaries to all deployed personnel on or before the 7th day of every month, irrespective of receipt of payment from BMC. Failure to do so shall attract penalties and/or termination of the Contract, as per the terms and conditions of this RFP.
- K. BMC reserves the right to conduct audit, inspection, or verification of the Agency's financial records, statutory compliance documents, and related registers pertaining to this Contract at any time during the contract period or thereafter, to ensure compliance with contractual and statutory obligations
- L. The Agency shall maintain complete transparency in wage payment, statutory deductions, and deployment records and shall provide necessary clarification/documents whenever sought by BMC or any authorized audit/statutory authority.

SECTION : 4

TECHNICAL PROPOSAL SUBMISSION FORMS

TECH -1

COVERING LETTER

(ON BIDDER'S LETTER HEAD)

[Location, Date]

To,

The Deputy Commissioner (IT)

Bhubaneswar Municipal Corporation

ICOMC Tower

Janpath, Unit-9

Bhubaneswar - 751022, Odisha

Subject: RFP for Selection of Agency for Deployment of Back-Office Executives cum Data Entry Operators (DEOs) in Bhubaneswar Municipal Corporation (BMC).

Dear Sir,

1. With reference to your RFP document no. _____, dated _____, I/We, having examined the RFP Documents and understood their contents, hereby submit my/our proposal for the aforesaid Project. The Proposal is unconditional and unqualified.
2. I acknowledge that the Authority will be relying on the information provided in the Proposal and the documents accompanying the proposal for selection of the Agency for the aforesaid Project, and we certify that all information provided in the proposal and its Annexures along with the supporting documents are true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying the proposal are true copies of their respective originals.
3. I shall make available to the Authority any additional information it may find necessary or require to supplement or authenticate the BID.
4. I acknowledge the right of the Authority to reject our BID without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.
5. I certify that in the last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.
6. I declare that:

- (a) I have examined and have no reservations to the Bidding Documents, including any Addendum issued by the Authority; and
 - (b) I have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in the RFP document, in respect of any tender or request for proposal issued by or any Agreement entered into with the Authority or any other public sector enterprise or any government, Central or State; and
 - (c) I hereby certify that we have taken steps to ensure that in conformity with the provisions of the RFP, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice; and
 - (e) the undertakings given by us along with the Application in response to the RFP for the Project were true and correct as on the date of making the Application and are also true and correct as on the BID Due Date and I shall continue to abide by them.
7. I understand that you may cancel the Bidding Process at any time and that you are neither bound to accept any BID that you may receive nor to invite the Bidders to BID for the Project, without incurring any liability to the Bidders, in accordance with the RFP document.
8. I certify that in regard to matters other than security and integrity of the country, we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.
9. I undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of the guidelines referred to above, we shall intimate the Authority of the same immediately.
10. I further acknowledge and agree that in the event such change in control occurs after signing of the Agreement up to its validity, it would, notwithstanding anything to the contrary contained in the Agreement, be deemed a breach thereof, and the Agreement shall be liable to be terminated without the Authority being liable to us in any manner whatsoever.
11. I hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the selection of the Bidder, or in connection with the Bidding Process itself, in respect of the above mentioned Project and the terms and implementation thereof.
12. In the event of i/we were declared as the Selected Bidder, I/we agree to enter into an Agreement in accordance with the draft that has been provided to me/us prior to the BID Due Date. We agree not to seek any changes in the aforesaid draft and agree to abide by the same.
13. I have studied all the Bidding Documents carefully. We understand that except to the extent as expressly set forth in the Agreement, we shall have no claim, right or title arising out of any documents or information provided to us by the Authority or in respect of any matter arising out of or relating to the Bidding Process including the award of Agreement.
14. The BID Security/EMD is attached.

15. The documents accompanying the Technical Bid, as specified in the RFP, have been submitted in separate files.
17. I agree and understand that the BID is subject to the provisions of the Bidding Documents. In no case, I shall have any claim or right of whatsoever nature if the Project / Contract is not awarded to me or our BID is not opened or rejected.
18. The BID Price has been quoted by me after taking into consideration all the terms and conditions stated in the RFP, draft Agreement, our own estimates of costs and after a careful assessment of the site and all the conditions that may affect the project cost and implementation of the project.
19. I agree and undertake to abide by all the terms and conditions of the RFP document.
20. I shall keep this offer valid for 180 (one hundred and eighty) days from the BID Due Date specified in the RFP.
21. I hereby submit our BID and offer a BID Price as indicated in Financial Bid for undertaking the aforesaid Project in accordance with the Bidding Documents and the Agreement.

In witness thereof, I submit this BID under and in accordance with the terms of the RFP document.

Yours faithfully,

Authorized Signatory with Date and Seal:

Name and Designation: _____

Address of Bidder: _____

TECH -2

Bidder's Organization (General Detail)

Sl. No.	Description	Full Details
1	Name of the Bidder	
2	Address for communication: Tel : Fax: Email id:	
3	Name of the authorized person signing & submitting the bid on behalf of the Bidder: Mobile No. : Email id :	
4	Registration / Incorporation Details Registration No: Date & Year. :	
5	Local office in Odisha If Yes, Please furnish contact details	Yes / No
6	Bid Processing Fee Details Amount: Online reference No. : Date: Name of the Bank:	

RFP for Selection of Agency for Deployment of Back-Office Executives cum Data Entry Operators (DEOs) in Bhubaneswar Municipal Corporation (BMC).

7	EMD Details Amount : Online reference No.: Date: Name of the Bank:	
8	PAN Number	
9	Goods and Services Tax Identification Number (GSTIN)	
10	Willing to carry out assignments as per the scope of work of the RFP	YES
11	Willing to accept all the terms and conditions as specified in the RFP	YES

Authorized Signatory [In full and initials]: __

Name and Designation with Date and Seal: .

TECH -3

Bidder Organization (Financial Details)

Financial Information in INR				
Details	FY <u>22-23</u>	FY <u>23-24</u>	FY <u>24-25</u>	Average
Average Annual Turnover (in Crore).				
Supporting Documents: Audited certified financial statements for the last Three FYs (preceding the Financial year in which the proposal is due) (Submission of copies of Income & Expenditure Statement and Balance Sheet for the respective financial years is mandatory along with this form).. <i>Filled in information in this format must have to be jointly certified and sealed by the CA and the authorized representative of the bidder and to be furnished in original along with the technical proposal failing which the proposal will be out rightly rejected. No scanned copy will be entertained.</i>				

Signature and Seal of the Company Auditor with Date in original

Authorized Signatory [In full initials with Date and Seal]: _

Communication Address of the Bidder: ____

[NB: No Scanned Signature will be entertained]

TECH -4

FORMAT FOR POWER OF ATTORNEY

(On Stamp Paper)

Know all men by these presents, We [name of the company/firm/trust/organization/agency and address of the registered office] do hereby irrevocably constitute, nominate, appoint and authorize Mr./ Ms. (name),and presently residing at, who is presently employed with us, as our true and lawful attorney (hereinafter referred to as the **Attorney**) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal for providing _____ Services to **BMC**), including but not limited to signing and submission of all Proposal documents and other documents and writings, participate in investor consultations and other conferences and providing information/responses to BMC, representing us in all matters before BMC, signing and execution of all contracts including undertakings consequent to acceptance of our Proposal, and generally dealing with BMC in all matters in connection with or relating to or arising out of our Proposal and/or upon award of the Project to us and/or till the entering into of the service agreement with BMC.

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

IN WITNESS WHEREOF WE,, THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF, 20.....

For

.....

(Signature, name, designation and address)

Witnesses:

1.

2.

(Notarized)

Accepted

.....

(Signature)

(Name, Title and Address of the Attorney)

TECH -5

(BIDDER'S PAST EXPERIENCE DETAILS)

Details of the similar assignments undertaken / completed during the last Five years:

S. No.	Name of Project	Name of Client with address and contact numbers	Date of Award of Contract	Date of completion of assignment (for both completed and ongoing projects)	Period of Service	Description of project area	Contract Value (in INR)	Description of services provided
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)

Authorized Signatory [In full and initials]: _____

Name and Designation with Date and Seal: _____

Note: Bidders are requested to furnish the list of assignments of similar nature undertaken during the last 5 Years (preceding the Proposal Due Date) as per the above prescribed format only. Information not conforming to the above format will be treated as non-responsive. Copies of the Work order / Contract Document and Completion Certificate from the previous Clients need to be furnished along with the above information..

TECH -6

INFORMATION REGARDING ANY CONFLICTING ACTIVITIES AND DECLARATION THEREOF

Are there any activities carried out by your Agency which are of conflicting nature as mentioned in Section 2: [Information to the Bidder] under Eligibility Criteria: Clause 1, Point (8). If yes, please furnish details of any such activities.

If no, please certify,

IN BIDDER' S LETTER HEAD

I, hereby declare that our Agency _____ as Individual is not indulged in any such activities which can be termed as the conflicting activities as mentioned in **Section 2: [Information to the Bidder] under Eligibility Criteria: Clause 1, Point (8)**.

I, also acknowledge that in case of misrepresentation of any of the information, our proposal / contract shall be rejected / terminated by the Authority which shall be binding on us.

Authorized Signatory [In full initials with Date and Seal]: _

Communication Address of the Bidder: ____

TECH -7

Undertaking for Non-Blacklisting on Stamp Paper

[On the Stamp Paper of appropriate value in shape of a notarized affidavit]

I/we, hereby undertake that, our organization has not been blacklisted / debarred by any of the Central / State Government Ministry / Department/ Office or by any Public Sector Undertaking (PSUs) and I/we are not blacklisted by any authority and that no debarment/blacklisting subsists as on the Proposal Due Date.

Yours sincerely,

Authorized Signature

[In full and initials]: _____

Name and Designation of the Signatory:

Name of the Bidder and Address

(TECH-8)

DESCRIPTION OF APPROACH, METHODOLOGY & WORK PLAN TO UNDERTAKE THE ASSIGNMENT

[Technical approach, methodology and work plan are key components of the Technical Proposal. In this Section, bidder should explain his understanding of the scope and objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. Further, he should highlight the problems being addressed and their importance and explain the technical approach to be adopted to address them. It is suggested to present the required information divided into following four sections]

A. Understanding of Scope, Objectives and Completeness of response

Please explain your understanding of the scope and objectives of the assignment based on the scope of work, the technical approach, and the proposed methodology adopted for implementation of the tasks and activities to deliver the expected output(s), and the degree of detail of such output. ***Please do not repeat/ copy the ToR here.***

B. Company profile & Differentiating factors.

C. Similar work experience.

D. The bidder must provide detailed catalogs of the proposed supply furniture.

SECTION: 5

FINANCIAL PROPOSAL SUBMISSION FORMS

(As per attached BoQ. Financial Proposal (www.tender.odisha.gov.in))

SECTION 6

BID SUBMISSION CHECK LIST

Annexure – I

Sl. No.	Description	Submitted (Yes/No)	Page No.
TECHNICAL PROPOSAL			
1	Filled in Bid Submission Check List (ANNEXURE-I)		
2	Covering Letter (TECH -1)		
3	Bid Processing Fee of Rs. ___/- in form of DD/BG		
4	Bid Security/ EMD		
5	General Details of the Bidder (TECH - 2)		
6	Financial Details of the Bidder (TECH - 3)		
7	Power of Attorney (TECH - 4) in favour of the person signing the bid on behalf of the bidder.		
8	Similar Project Experience of the Bidder (TECH - 5)		
9	Self-Declaration on Potential Conflict of Interest (TECH - 6)		
10	Undertaking for Non-Blacklisting on Stamp Paper (TECH – 7)		
11	Financial Bid (TECH-8) (Separately sealed)		
12	EFP/ ESI Registration Certificate		
13	The bidder must have a minimum of 500 personnel on its payroll, with supporting documents such as employee list, salary records, or any other relevant proof.		
14	The bidder must have a registered office or functional establishment within the jurisdiction of Bhubaneswar, Odisha		
15	PAN , GST, Incorporation certificate		
16	RFP Document duly signed by Bidder"s Authorized Signatory.		

Undertaking:

- *All the information have been submitted as per the prescribed format and procedure.*
- *Each part has been separately bound with no loose sheets and each page of all the two parts are page numbered along with Index Page.*
- *All pages of the proposal have been sealed and signed by the authorized representative.*

Authorized Signatory [In full and initials]: _____

Name and Designation with Date and Seal: _____

Section 7

Procedure under E-Tendering

DEFINITIONS

- a) **Tender portal:** The E-Procurement Portal of Government of Odisha introduced for the process of E-Tendering which can be accessed on <https://www.tendersodisha.gov.in>
- b) Use of valid Digital Signature Certificate of appropriate class (Class II or class III) issued from registered certifying authorities (CA) as stipulated by Controller of Certifying Authorities (CCA), Government of India such as [n-Code](#), Sify, [TCS](#), [MTNL](#), [e-Mudhra](#) is mandatory for all users.
- c) For all purpose, the server time displayed in the e-Procurement portal shall be the time to be followed by all the users.
- d) Words in capital and not defined in this document shall have the same meaning as in the Request for Proposal (“RFP”).

1. PARTICIPATION IN BID:

- 1.1 **PORTAL REGISTRATION:** The Contractor/Bidder intending to participate in the bid is required to register in the portal using his/her active personal/official e-mail ID as his/her Login ID and attach his/her valid Digital signature certificate (DSC) to his/her unique Login ID. He/She has to submit the relevant information as asked for about the firm/contractor. The portal registration of the bidder/firm is to be authenticated by the State Procurement Cell after verification of original valid certificates/documents such as (i) PAN and (ii) Registration Certificate (RC) / GSTIN. The time period of validity in the portal is at per with validity of RC/GSTIN. Any change of information by the bidder is to be re-authenticated by the State Procurement Cell. After successful authentication bidder can participate in the online bidding process.
- 1.2 Bidders participating through Joint Venture shall declare the authorised signatory through Memorandum of Understanding duly registered and enroll in the portal in the name and style of the Joint venture Company. It is mandatory that the DSC issued in the name of the authorised signatory is used in the portal. For participating in the tender, the authorized signatory holding Power of Attorney shall be the Digital Signatory. In case the authorized signatory holding Power of Attorney and Digital Signatory are not the same, the bid shall be considered non-responsive.
- 1.3 Any third party/company/person under a service contract for operation of e-Procurement system in the State or his/their subsidiaries or their parent companies shall be ineligible to participate in the procurement process that are undertaken through the e-Procurement system irrespective of who operates the system.

2. LOGGING TO THE PORTAL:

The Contractor/Bidder is required to type his/her *Login ID* and password. *The system will again ask to select the DSC and confirm it with the password of DSC as a second stage authentication.* For each login, a user's DSC will be validated against its date of validity and also against the Certificate Revocation List (CRL) of respective CAs stored in system database. The

system checks the unique Login ID, password and DSC combination and authenticates the login process for use of portal.

3. DOWNLOADING OF BID:

The tender documents uploaded by the Tender Inviting Officer in the website <https://tendersodisha.gov.in> will appear in “Latest Active Tender” Section of the homepage. The publication of the tender will be for specific period of time till the last date of submission of bids after which the same will be removed from the list of Active Tenders. The bidder can download the tender of his choice and save it in his system and undertake the necessary preparatory work off-line and upload the completed tender at his convenience before the closing date and time of submission.

4. CLARIFICATION ON BID:

The bidder may ask question related to tender online in the e-procurement portal within the period of seeking clarification. The Officer inviting the bid / Procurement Officer-Publisher will clarify queries related to the tender. The clarification to the queries will be hoisted in the tender portal.

5. PREPARATION & SUBMISSION OF BID:

- 5.1 Detailed RFP may be downloaded from Tender Portal for detail study and preparation of bid. The bidder shall carefully go through the RFP document & prepare the required documents for Technical Proposal & Financial Proposal as specified in Cl.No.4.1 of Section-2 & upload the scanned copies of Technical proposal documents in PDF format & Financial proposal in excel format template uploaded by the Authority.
- 5.2 The bidders should check the system generated confirmation statement on the status of the submission.
- 5.3 The bidder shall log on to the portal with his /her DSC and move to the desired tender for uploading the documents in appropriate place one by one simultaneously checking the documents.
- 5.4 Bids cannot be submitted after due date and time. The bids once submitted cannot be viewed, retrieved or corrected. The Bidder should ensure correctness of the bid prior to uploading and take print out of the system generated summary of submission to confirm successful uploading of bid. The bids cannot be opened even by the OIT or the Procurement Officer Publisher/ opener before the due date and time of opening.
- 5.5 Each process in the e-procurement is time stamped and the system can detect the time of log in of each user including the Bidder.
- 5.6 The Bidder should ensure clarity/legibility of the document uploaded by him to the portal.
- 5.7 The system shall require all the mandatory forms and fields filled up by the bidder during the process of submission of the bid/tender
- 5.8 The Bidder should upload sufficiently ahead of the bid closure time to avoid traffic rush and failure in the network.

- 5.9 The tender inviting officer is not responsible for any failure, malfunction or breakdown of the electronic system used during the e-procurement process.
- 5.10 The Bidder is required to upload documents related to his eligibility criteria and qualification information and Financial Proposal template duly filled in.
- 5.11 The Bidder will not be able to submit his bid after expire of the date and time of submission of bid (server time). The date and time of bid submission shall remain unaltered even if the specified date for the submission of bids declared as a holiday for the Officer Inviting the Bid.

6. SIGNING OF BID:

The 'online bidder' shall digitally sign on all statements, documents, certificates uploaded by him, owning responsibility for their correctness / authenticity as per IT ACT 2000. If any of the information furnished by the bidder is found to be false / fabricated / bogus, his EMD/Bid Security shall stand forfeited & his name shall be recommended for blocking of portal registration and the bidder is liable to be blacklisted.

7. SECURITY OF BID SUBMISSION:

- 7.1 All bid uploaded by the Bidder to the portal will be encrypted.
- 7.2 The encrypted Bid can only be decrypted / opened by the authorised openers on or after the due date and time.

8. RESUBMISSION AND WITHDRAWAL OF BIDS:

- 8.1 Resubmission of bid by the bidders for any number of times before the final date and time of submission is allowed.
- 8.2 Resubmission of bid shall require uploading of all documents including price bid a fresh.
- 8.3 If the bidder fails to submit his modified bids within the pre-defined time of receipt, the system shall consider only the last bid submitted.
- 8.4 The bidder should avoid submission of bid at the last moment to avoid system failure or malfunction of internet or traffic jam or power failure etc.
- 8.5 The Bidder can withdraw his bid before the closure date and time of receipt of the bid by uploading scanned copy of a letter addressing to the Procurement Officer Publisher (Officer Inviting Tender) citing reasons for withdrawal. The system shall not allow any withdrawal after expiry of the closure time of the bid.

9. OPENING OF THE BID:

- 9.1 Bid opening date and time is specified during tender creation or can be extended through corrigendum / addendum. Bids cannot be opened before the specified date & time.
- 9.2 The bidders & guest users can view the summary of opening of bids from any system. Contractors are not required to be present during the bid opening at the opening location if they so desire.

9.3 In the event of the specified date of bid opening being declared a holiday for the Officer inviting the Bid, the bids will be opened at the appointed time on the next working day.

10. EVALUATION OF BIDS:

10.1 All the opened bids shall be downloaded and printed for taking up evaluation. The officer authorized to open the tender shall sign and number on each page of the documents downloaded and furnish a certificate that “the documents as available in the portal containing 99nos of pages”.

10.2 The bidder may be asked in writing/ online to clarify on the uploaded documents provided in the Technical Bid, if necessary, with respect to any doubts or illegible documents. The officer inviting tender may ask for any other document of historical nature during Technical evaluation of the tender. Provided in all such cases, furnishing of any document in no way alters the Bidder’s price bid. Non submission of legible documents may render the bid non-responsive.

10.3 The bidders will respond in not more than 7 days of issue of the clarification letter, failing which the bid of the bidder will be evaluated on its own merit.

10.4 The Technical evaluation of all the bids shall be carried out as per information furnished by Bidders.

10.5 The Procurement Officer-Evaluators; will evaluate bid and finalize list of responsive bidders.

10.6 The financial bids of the technically responsive bidders shall be opened on the due date of opening. The Procurement Officer-Openers shall log on to the system in sequence and open the financial bids.

10.7 The Financial Bid will be opened on the notified date & time in the presence of bidders or their authorised representative who wish to be present.

10.8 At the time of opening of “Financial Bid”, bidders whose technical bids were found responsive will be opened.

10.9 The responsive bidders’ name, bid prices will be announced.

10.10 Procurement Officer-Openers shall sign on each page of the downloaded Financial Proposal and the Comparative Statement and furnish a certificate to that respect.

10.11 Bidder can witness the principal activities and view the documents/summary reports for that particular work by logging on to the portal with his DSC from anywhere.

10.12 System provides an option to Procurement Officer Publisher for reconsidering the rejected bid with the approval of concern Executive Engineer / Head of Department

DISCLAIMER

SECTION 6

BID SUBMISSION CHECK LIST

Annexure – I

Sl. No.	Description	Submitted (Yes/No)	Page No.
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8	Similar Project Experience of the Bidder (TECH - 5)		
9	Self-Declaration on Potential Conflict of Interest (TECH - 6)		
10	Undertaking for Non-Blacklisting on Stamp Paper (TECH – 7)		
11	Approach, Methodology & Work Plan to undertake the assignment (TECH - 8)		
12	EFP/ ESI Registration Certificate		
13	The bidder must have a minimum of 500 personnel on its payroll, with supporting documents such as employee list, salary records, or any other relevant proof.		
14	The bidder must have a registered office or functional establishment within the jurisdiction of Bhubaneswar, Odisha		
15	PAN , GST, Incorporation certificate		
16	RFP Document duly signed by Bidder's Authorized Signatory.		

Undertaking:

- *All the information have been submitted as per the prescribed format and procedure.*
- *Each part has been separately bound with no loose sheets and each page of all the two parts are page numbered along with Index Page.*
- *All pages of the proposal have been sealed and signed by the authorized representative.*

Authorized Signatory [In full and initials]:_____

Name and Designation with Date and Seal: _____