Request for Proposal (RFP)

for

Providing Outsource Services for Odisha Tourism Development Corporation Limited (OTDC)

Quality & Cost Based Selection (QCBS)

February 2024

Managing Director,
O.T.D.C. Ltd.,
Panthanivas Old Block, Lewis Road,
Bhubaneswar-751014.

CONTRACT DATA

A. GENERAL INFORMATIONS

Sl. No.	Item	Details
1.	Name of the Work	Request for Proposal (RFP) for Providing Outsource Services for Odisha Tourism Development Corporation Limited (OTDC)
2.	Employer	Managing Director, OTDC Ltd., Bhubaneshwar
3.	Employer's Representative	Divisional Manager, OTDC Ltd., Bhubaneshwar

B. BID INFORMATION

1.	Bid Processing Fee (Exemption allowed for MSME registered with NSIC)	INR 10,000 + GST (in shape of Demand Draft in favour of the Managing Director, OTDC, Bhubaneswar)
2.	Bid Security (Exemption allowed for MSME registered with NSIC)	INR 5,00,000/- as EMD (in shape of Demand Draft in favour of the Managing Director, OTDC, Bhubaneswar)
3.	Performance security	3% of Agreement amount in the form of Bank Guarantee/ Bank draft/ TDR
4.	Bid validity period	**07 working days**
5.	Currency of Contract	Indian Rupee
6.	Language of Contract	English
7.	Bid documents such as DTCN / BOQ etc. can be seen / downloaded from the Govt. Website i.e. www.odishatourism.gov.in & https://dot.odisha.gov.in	2 Cover Bid System
8.	Bank Details	Account No. 083811011000596 IFSC Code: UBIN0574805 Address: Union Bank, Lewis Road, Bhubaneswar Branch, Khordha-751002.
9.	Date of issue of RFP	22.02.2024 at 10:30 AM
10.	Last date for submission of queries	28.02.2024 by 11:00 AM
11.	Pre-Bid Meeting	28.02.2024 at 12:00 PM
12.	Due date for bid submission	01.03.2024 at 04:00 PM
13.	Opening of the technical bid	02.03.2024 at 11:30 AM
14.	Technical presentation	To be intimated later
15.	Opening of Financial Bid	To be intimated later
16.	Method of Selection	Quality & Cost Based Selection
17.	Signing of Agreement	Within 7 days of acceptance of LOA

Request for Proposal (RFP) for Providing Outsource Services for Odisha Tourism Development Corporation Limited (OTDC)

OFFICE OF THE MANAGING DIRECTOR, ODISHA TOURISM DEVELOPMENT CORPORATION LTD, BHUBANESWAR

RFP No. 842 **Date: 21.02.24**

1. Bids are invited in the prescribed format from reputed, well established and financially sound Agencies for "**Providing Outsource Services for Odisha Tourism Development Corporation Limited (OTDC)"**. The following personnel under the administrative Control of **Managing Director, Odisha Tourism Development Corporation Ltd., Bhubaneswar, Khordha** for a period of 3 years from the date of commencing of the contract.

S.N.	Name of the post	Salary excluding all statutory charges like PF, ESI (Rs. per person/month)	Category
1.	Bakery Chef	22,000	Special Category
2.	Assistant Bakery Chef	20,000	
3.	Asst. Engineer (Civil/ Electrical)	21,100	Officer Category
4.	Junior Engineer (Civil/ Electrical)		
5.	Assistant Manager (Accounts)		
6.	Assistant Manager (Marketing)		
7.	Assistant Manager (Hospitality		
8.	Assistant Manager (House Keeping)		
9.	Assistant Manager (Production)		
10.	Light & Sound Operator		
11.	F&B Executive		
12.	Booking Executive		
13.	Receptionist	13,052	Highly Skilled Labour
14.	Storekeeper		
15.	Stenographer		
16.	Data Entry Operator		
17.	Booking Asst/ Air Ticket Asst/ Booking Clerk/ Office Asst/ Bill Clerk/ Marketing Asst		
18.	Driver/ Junior Driver		
19.	Cook		
20.	Supervisor/ Housekeeping Supervisor		
21.	Electrician		
22.	Plumber		
23.	Bartender		
24.	Despatcher		
25.	F&B Captain		
26.	Guide		
27.	Cook Helper/ Bakery Helper	11,492	Skilled Labour
28.	Khalasi/ Asst. Operator		
29.	Mali/ Gardener	10,192	Semi-Skilled Labour
30.	Bus Helper/ Helper		

S.N.	Name of the post	Salary excluding all statutory charges like PF, ESI (Rs. per person/month)	Category
31.	Utility worker/ Multi Utility worker/ Multipurpose worker		
32.	Waiter/ Waitress		
33.	Room Boy/ Room Attendant		
34.	Dishwasher/ Sweeper	9,152	Unskilled
35.	Peon		
36.	Security Guard/ Watchman		

The details information of services to be provided has been mentioned in the RFP Documents. The RFP document will be available on the official website of OTDC i.e., www.odishatourism.gov.in & https://dot.odisha.gov.in.

Managing Director, OTDC

Memo No._____/Estt, Dt: _____

Copy along with soft copy of notice and documents forwarded to the OTDC for information and necessary action. He is requested to host the bid notice in the official website of OTDC www.odishatourism.gov.in & https://dot.odisha.gov.in for wide publication. Also, to display at OTDC Unit Display Board for information with request to display this RFP in their respective office Notice Board for wide publication.

Copy to Notice Board of Managing Director, OTDC.

Managing Director, OTDC

Request for Proposal (RFP) for Providing Outsource Services for Odisha Tourism Development Corporation Limited (OTDC)

Table of Content

1. Background 6
2. Scope of Work 6
3. Instructions to Bidders 11
4. Deliverables and Timelines 11
5. Minimum Eligibility Criteria 12
6. Submission of Proposal 13
7. Bid Evaluation Criteria 13
8. Selection Process 15
9. Performance Security 17
10. Forfeiting of Bid Security 17
11. Payment Terms 17
12. Conflict of Interest 18
13. Disclosure 18
14. Anti-corruption Measure 18
15. Liquidity Damages / Penalty Clause 19
16. Jurisdiction of Court 20
17. Clarification on Provisions of the RFP Document 20
18. Pre-Bid Conference 20
19. Language of Proposals 20
20. Cost of bidding 20
21. Taxes & Duties 20
22. Submission of Proposal 21
23. Proposal validity 21
24. Format and Signing of Proposals 21
25. Deadline for Submission of Proposals 21
26. Late Proposals 21
27. Presentation 21
28. Signing of Contract 22
29. Specific responsibilities of the Agency 22

Annexure-I DATA SHEET AND CHECK LIST 24
Annexure-II TECHNICAL PROPOSAL SUBMISSION FORWARDING LETTER 26
Annexure-III FINANCIAL PROPOSAL SUBMISSION FORWARDING LETTER 29
Annexure-IV Contents of Standard Form of Contract 31
Annexure-V Invoice Format 32
Annexure-VI Bank Guarantee Format for Performance Security 33
Annexure-VII Format of Pre-Bid Queries 34

Request for Proposal (RFP) for Providing Outsource Services for Odisha Tourism Development Corporation Limited (OTDC)

1. Background

Odisha Tourism Development Corporation (OTDC) is a Government of Odisha undertaking operating the largest chain of hotel popularly known as “Panthanivas” in the state of Odisha. It provides one stop travel solutions to the tourists visiting the state. It is operating 20 hotels inside the state. All its hotels are strategically located, well maintained and are moderately priced. Additionally, OTDC successfully operates restaurants all over the state at prominent tourist destinations.

In order to cater the increasing needs and activities of OTDC and to increase efficiency and productivity of amenities at its different hotels, lodges, restaurants, offices, clubs, tourism centres, transport units etc.

In this context, OTDC intends to engage reputed Firm/ Agency/ Company for outsourcing the required staffs at its different locations.

2. Scope of Work

The person selected through the successful bidder for these positions will assist OTDC Limited at the state/unit level. OTDC will engage the successful bidder for a period of 3 years. Renewal of contract may be done on requirement of the OTDC, performance of the Agency and mutual consent. The incumbent will directly report to the respective head of the department. The person should have good command on writing and speaking both English and the regional language.

These staffs are required to support OTDC in carrying various functions. The details of manpower to be provided with educational qualifications, experience and competencies are detailed below:

SN	Position	Education and Experience Particulars	Age
1.	Bakery Chef	Diploma in Culinary Art Course from a recognized institute with minimum 5 years of experience in hotel / tourism industries.	Below 45 years
2.	Assistant Bakery Chef	Diploma in Culinary Art Course from a recognized institute with minimum 2 years of experience in hotel / tourism industries.	Below 45 years
3.	Asst. Engineer (Civil/ Electrical)	Degree or above in Civil/ Electrical Engineering with 3 years of experience in respective branch of Engineering in any organisation.	Below 45 years
4.	Junior Engineer (Civil/ Electrical)	Diploma or above in Civil/ Electrical Engineering with 2 years of experience in respective branch of Engineering in any organisation.	Below 45 years
5.	Assistant Manager	B.Com or above with sound knowledge in Computer application and Tally with 2 years of experience.	Below 45
6.	Assistant Manager (Marketing)	3 years Degree / 4 years Degree in Hotel, Hospitality, Tourism, Travel Management, Catering Technology from a recognized institute with 2 years of experience.	Below 45 years
7.	Assistant Manager (Hospitality Services)	3 years Degree / 4 years Degree in Hotel/ Hospitality/ Tourism/ Travel Management/ Catering Technology from a recognized institute with 2 years of experience in hotel line.	Below 45 years
8.	Assistant Manager (House Keeping)	3 years Degree / 4 years Degree in Hotel/ Hospitality/ Tourism/ Travel Management/ Catering Technology from a recognized institute with 2 years of experience in hotel line.	Below 45 years

9.	Assistant Manager (Production)	3 years Degree / 4 years Degree in Hotel, Hospitality, Tourism, Travel Management, Catering Technology from a recognized institute with 2 years of experience.	Below 45 years
10.	Light & Sound Operator	Diploma or above in Electrical/ Electronics Engineering with 2 years of experience in respective branch of Engineering in any organisation.	Below 45 years
11.	F&B Executive	3 years Degree / 4 years Degree in Hotel, Hospitality, Tourism, Travel Management, Catering Technology from a recognized institute with 2 years of experience.	Below 45 years
12.	Booking Executive	Graduate with sound knowledge in Computer application with minimum 2 years of experience in Hotel Sector / Corporate Sector / Other Hospitality Sector.	Below 45 years
13.	Receptionist	Graduate in any Discipline having certificate course in Hotel Front Office / Reception and sound Computer knowledge with minimum 2 years of experience in Hotel / Hospitality Sector.	Below 45 years
14.	Storekeeper	Graduate in any Discipline having certificate course in Store Management and sound Computer knowledge with minimum 2 years of experience in Hotel / Hospitality Sector.	Below 45 years
15.	Stenographer	Graduate with minimum 2 years of experience and speed of 100 characters per minutes with Stenography and sound Computer knowledge.	Below 45 years
16.	Data Entry Operator	12th pass or above with sound knowledge in Computer application minimum 2 years of experience in data entry works.	Below 45 years
17.	Booking Asst/ Air Ticket Asst/ Booking Clerk/ Office Asst/ Bill Clerk/ Marketing Asst.	Graduate with sound knowledge in Computer application with minimum 2 years of experience in Hotel Sector/ Corporate Sector/ Other Hospitality Sector.	Below 45 years
18.	Driver/ Junior Driver	HSC with heavy driving license with minimum 5 years of experience.	Below 45 years
19.	Cook	Craft Course in Food production from a recognized institute with minimum 2 years of experience. Relevant in food preparation in hotel/ tourism industries.	Below 45 years
20.	Supervisor/ Housekeeping Supervisor	Graduate in any Discipline along with certificate course in craft certificate in Restaurant and counter service from a recognized institution and sound Computer knowledge with minimum 2 years of experience in how to keep Hotel/ Hospitality Sector clean, hygiene and comfortable.	Below 45 years
21.	Electrician	ITI certificate as electrician with minimum 2 years of experience or trade certificate of State Government.	Below 45 years
22.	Plumber	ITI in Plumbing with minimum 2 years of experience.	Below 45 years
23.	Bartender	12th pass with minimum 2 years of relevant experience in Hotel Sector / Corporate Sector / Other Hospitality Sector.	Below 45 years

24.	Despatcher	12th pass with minimum 2 years of experience in Hotel Sector / Corporate Sector / Other Hospitality Sector.	Below 45 years
25.	F&B Captain	3 years Degree / 4 years Degree in Hotel, Hospitality, Tourism, Travel Management, Catering Technology from a recognized institute with 2 years of experience.	Below 45 years
26.	Guide	Graduate in History/ Archaeology/ Anthropology/ Travel Management with valid Guide License from Govt. of Odisha / Govt. of India, Tourism Department with minimum 2 years of experience.	Below 45 years
27.	Cook Helper/ Bakery Helper	Craft Course in Food production from a recognized institute with minimum 2 years of experience.	Below 45 years
28.	Khalasi/ Asst. Operator	Class-VII with certificate to drive motor lunch with minimum 2 years of experience.	Below 45 years
29.	Mali/ Gardener	Class-VII pass/ Literate with minimum 2 years of experience in gardening.	Below 45 years
30.	Bus Helper/ Helper	Class-VII or above with knowledge in Vehicle maintenance and repairing.	Below 45 years
31.	Utility worker/ Multi Utility worker/ Multipurpose worker	10th pass with knowledge in cycle and bike riding.	Below 45 years
32.	Waiter/ Waitress	HSC with craft certificate in Restaurant and counter service from a recognized institution with minimum 2 years of experience.	Below 45 years
33.	Room Boy/ Room Attendant	HSC with craft certificate in Restaurant and counter service from a recognized institution with minimum 2 years of experience.	Below 45 years
34.	Dishwasher/ Sweeper	Class-V Literate that can read write speak Odia.	Below 45 years
35.	Peon	Class-VII with knowledge in cycle and bike riding.	Below 45 years
36.	Security Guard/ Watchman	Class-VII with knowledge of bike riding, cycle riding, swimming and must have good physic. Height- not below 167cm. Weight- not below 60kg. Chest- Normal 80cm. Expanded- 85cm. Eyesight- Minimum distant vision of 6/6 and 6/9 of 2 eyes without any correction	Below 45 years

Note:

The selected agency to submit list of proposed outsource Staff within 07 days, from date of issue of Letter of Award (LoA) along with acceptance of LOA. If the agency fails to provide suitable Personnel meeting the requirements beyond 14 days, the same shall be considered as default in

performance of contract and OTDC may take action as per provision of RFP including forfeit performance security and termination. However, decision of OTDC will be final in this regard.

Tentative list of outsourcing staffs for OTDC Limited with Designation and Salary/ Wages:

Sl.	Name of position	Tentative no. of Specialist	Salary excluding all statutory charges like PF, ESI (Rs. per person/month)
A	B	C	D
1.	Bakery Chef	01	22,000
2.	Assistant Bakery Chef	01	20,000
3.	Asst. Engineer (Civil/ Electrical)	01	21,100
4.	Junior Engineer (Civil/ Electrical)	06	21,100
5.	Assistant Manager (Accounts)	16	21,100
6.	Assistant Manager (Marketing)	01	21,100
7.	Assistant Manager (Hospitality Services)	01	21,100
8.	Assistant Manager (House Keeping)	02	21,100
9.	Assistant Manager (Production)	01	21,100
10.	Light & Sound Operator	01	21,100
11.	F&B Executive	09	21,100
12.	Booking Executive	02	21,100
13.	Receptionist	17	13,052
14.	Storekeeper	08	13,052
15.	Stenographer	01	13,052
16.	Data Entry Operator	33	13,052
17.	Booking Asst/ Air Ticket Asst/ Booking Clerk/ Office Asst/ Bill Clerk/ Marketing Asst.	26	13,052
18.	Driver/ Junior Driver	36	13,052
19.	Cook	51	13,052
20.	Supervisor/ Housekeeping Supervisor	07	13,052
21.	Electrician	07	13,052
22.	Plumber	03	13,052
23.	Bartender	01	13,052
24.	Despatcher	01	13,052
25.	F&B Captain	01	13,052
26.	Guide	03	13,052
27.	Cook Helper/ Bakery Helper	28	11,492
28.	Khalasi/ Asst. Operator	12	11,492
29.	Mali/ Gardener	22	10,192
30.	Bus Helper/ Helper	11	10,192
31.	Utility worker/ Multi Utility worker/ Multipurpose worker	37	10,192
32.	Waiter/ Waitress	87	10,192
33.	Room Boy/ Room Attendant	40	10,192
34.	Dishwasher/ Sweeper	64	9,152
35.	Peon	16	9,152
36.	Security Guard/ Watchman	68	9,152

Note:

1. The selected bidders have to refer the salary mentioned above and at least the same along PF, ESI etc. (as applicable from time to time) shall be required to be paid to the staff in their respective Bank accounts. The bidder in the financial bid has to quote service charge. The service charges offered by bidder shall be on the above amount to be paid to the outsourced

staff. The competent authority/ OTDC reserves the right to reject financial bids where service charges offered are very less and un-reasonable/ unviable. In other words, the financial cannot be negative or zero percentage of service charge. Price offered not complying to above condition will be rejected.

2. As per Finance Department Office Memorandum No. 19595/F Dtd. 11.07.23, The minimum service charge shall be 3.85% (3% profit plus transaction charge) and maximum charge should not exceed 7%.

3. The salary/ wages for Unskilled, Semi-skilled, Skilled, Highly Skilled is considered as per the calculation i.e., minimum wages per day x for 26 days as per the Labour & ESI Department of Odisha. So that the workmen will be allowed one day rest.

4. In case the work requires for whole month uninterruptedly, the agency shall engage an alternative workman on the weekly holidays or an alternate existing workmen can do the work on rotational basis.

5. GST as applicable from time to time will be paid extra.

6. Office space with necessary table, chair, laptop/computer system with other facilities like internet/printing/copying and all office stationeries etc. will be provided to staffs by OTDC Limited.

7. The numbers of outsource Staff can be increased / decreased based on requirement of OTDC Limited and bidder shall arrange to depute / dis-engage such personnel as per same terms of the contract.

Tentative Place of Deployment:

The of Support Staffs to be deployed at below Locations / Places of OTDC:

Sl. No	Location Name / Units
1.	Air Ticketing BBSR
2.	Aranya Nivas Chandabali
3.	Aranya Nivas, Bhitarkanika
4.	Bhaktaniwas Puri
5.	Building Project Division, BBSR
6.	Cafeteria Blue Flag Beach Puri
7.	Cafeteria Swargadwar
8.	DoT BBSR
9.	DoT Cuttack
10.	DoT Gokarnika
11.	HO BBSR
12.	Panthanivas Barkul
13.	Panthanivas BBSR
14.	Panthanivas Chandaneswar
15.	Panthanivas Chandipur
16.	Panthanivas Cuttack
17.	Panthanivas Gopalpur
18.	Panthanivas Keonjhar
19.	Panthanivas Puri
20.	Panthanivas Rambha
21.	Panthanivas Rourkela
22.	Panthanivas Sambalpur
23.	Panthika Dhauli
24.	Promenade Ramachandi

25.	Restaurant Nandankanan
26.	Silver City Boat Club
27.	Taladanda Food Court
28.	Transport Unit BBSR
29.	Transport Unit Puri
30.	Yatrinivas Konark
31.	Yatrinivas Satapada

3. Instructions to Bidders

a) These instructions should be read in conjunction with information specific to the services contained in the Covering Letter, Data Sheet and accompanying documents.
b) The bidder to submit Technical and Financial Proposal package wise and selection shall be based on Combined QCBS.
c) The Bidder shall bear all costs associated with the preparation and submission of its proposal and contract negotiation.
d) OTDC Limited is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to award of contract without thereby incurring any liability to the bidder.
e) In no case, sub-letting of "overall works" would be accepted.

4. Deliverables and Timelines

The agency is expected to supply manpower to OTDC its different locations within 7 days of obtaining approval from OTDC. Initially the agency needs to submit the list containing details of manpower for each position as per the prescribed qualification details as given in this RFP within 7 days of issue of Letter of Award (LoA).

Sl. No.	Deliverables	Key Timelines	Timeline
1	Letter of acceptance and Submission of List of Manpower	Submission of Letter of Acceptance and proposed list of staffs required for OTDC with their qualification, experience, expertise, competencies, and age.	T* + 7 days
Agency to obtain approval of OTDC for the manpower list			
2	Performance Security and Agreement	Submission of performance security and signing of contract agreement.	$T1^{\#}$
3	Deployment of selected Manpower	Deploying final selected manpower as shortlisted by OTDC at different locations/ units of OTDC.	$T1^{\#}$ + 7 days

T*- Date of issue of Letter of Award (LoA) by OTDC.
$T1^{\#}$- Acceptance received from OTDC on the selected manpower to be deployed.

The Agency is required to deploy the final list of staffs for three years. If agency fails to provide suitable Personnel meeting the requirements beyond 14 days, the same shall be considered as default in performance of contract and OTDC may take action as per provision of contract including forfeit of performance security and termination.

Note:

i. All documents shall be submitted in the form of soft copies. (.doc/ .docx/ .pdf)
ii. The successful bidder will enter into an agreement with the Managing Director, OTDC or his authorised representative for supply of suitable and qualified manpower as per requirement on the above terms and conditions.

5. Minimum Eligibility Criteria

A. General Eligibility

a) The Bidder must only be a Company/ Firm/ Agency registered under the Companies Act, 2013 or Proprietorship Firm registered under Proprietorship Act 1932, or a Limited Liability Partnership registered under the LLP Act, 2008. No other legal entities are allowed to bid. The Bidder must submit a Proof of Registration of the legal entity (Certificate of Incorporation, PAN Card, GSTIN, Udyog Aadhar, etc.).

b) Indian subsidiary of any foreign company registered under the applicable Indian laws fulfilling eligibility conditions are also eligible to participate. Indian Start Up Company / Firm also eligible to participate without turnover and experience and also eligible for payment of EMD / Bid Security and Bid Processing Fee.

a) Bidder/ prospective bidder convicted by any court of law OR who have criminal cases pending adjudication before any Court of law against them; and/or whose contracts have been terminated OR bids have been disqualified/ have been rejected due to violations of bid conditions, either prior to or subsequent to bid finalization by Central Government or any State Government or any Government Agencies in past 5 years (from the date of publication of this RFP) shall not be eligible.An undertaking to this effect should be submitted.

B. Technical Eligibility

a) The bidders must have at least 100 persons in their payroll as full time/ contractual employees as on 31st January 2024. Self-declaration on company / agency letter head to be submitted. ECR, Challan, Payment confirmation copy must submit with tender for the current month.

b) The agency should have at least 5 years of experience of providing similar services in the context of providing Manpower supply to Government Departments/ Govt. Institutes/ public sector undertakings/ Corporate clients. Documentary proof (copy of Agreement/ Work Order/ Completion Certificate etc. of related projects) with project citation to substantiate the claims.

c) Minimum Average Annual turnover of INR 2.50 Crore in last 3 (three) financial years i.e., FY 2020-21, FY 2021-22, FY 2022-23. CA certified average annual turnover certificate for the last 3 years to be submitted.

d) The firm should submit valid Security License.

Note:

i. Work orders and completion certificates for ongoing projects or completed projects to be furnished to OTDC.
ii. In case the agency is a manpower supply agency, the details of existing employees/ associates/ consultants to be shared to OTDC.

C. Financial Eligibility

In order to be eligible for participating in the RFP, the bidder must have:

a) Experience of successfully executing at least 2 (two) similar projects of at least 1 (one) year duration in providing manpower supply with annual contract value of each project being not less than INR 20 lakhs in last 5 years. Agencies which are not having experience in handling similar assignments CAN NOT participate in the bidding process.
b) The firm should be registered under Income Tax and GST. (PAN card and GST certificate should be furnished).

6. Submission of Proposal

The submission of the proposal shall be done as followed:

The Technical Proposal (Part A) and Financial Proposal (Part B) must be inserted in separate sealed envelopes, along with applicant's name and address in the left hand corner of the envelope and super scribed in the following manner. Part A - Technical Proposal as per the Format attached in the Annexure-II of this RFP Part B - Properly sealed Financial Proposal in the specified format as per the attached Annexures-III of this RFP The Technical proposal (Part A) and Financial Proposal (Part B) must be inserted in separate sealed envelopes, along with bidder's name and address on the envelope and clearly marked as follow:

Part A

TECHNICAL PROPOSAL
"RFP for Providing Outsource Services for Odisha Tourism Development Corporation Limited (OTDC)"

and

Part B

FINANCIAL PROPOSAL
"RFP for Providing Outsource Services for Odisha Tourism Development Corporation Limited (OTDC)"

Both the envelopes i.e., envelope for Part A and Envelope for Part B must be packed in a separate sealed outer cover and clearly super scribed with the following:

Proposal for
"RFP for Providing Outsource Services for Odisha Tourism Development Corporation Limited (OTDC))

Note:

i The proposals shall be signed by the authorized signatory of the bidding agency.
ii Any interlineations, erasures or overwriting shall not be valid.

7. Bid Evaluation Criteria

Only those Bidders who meet the minimum eligibility criteria as per Clause-5 shall qualify for evaluation of their Technical and Financial Bids. Evaluation of the Technical and Financial proposals will be based on Quality cum Cost Based Selection (QCBS) mode with weightage of 70% and 30% for Technical and Financial Proposals, respectively. The Bidder should take enough care to submit all the information sought by OTDC in the desired formats. The bids are liable to be rejected, if information is not provided in the desired formats, however OTDC reserves right to seek any clarification from any bidder if it so desires.

The evaluation of the proposal will be completed in 2 steps.

- Step-1 Technical Proposal
- Step-2 Financial Proposal

Step-1: Technical Proposal

The interested agencies must submit the following with the technical proposal.

- Details of Agency.
- Details of similar executed projects as mentioned in technical eligibility criteria.
- Plan and methodology for the proposed assignment.

The Technical evaluation will include the evaluation of the Technical Proposal followed by Presentation, as specified below:

SN	Main Criteria and Weights out of Total 100 marks	Sub Criteria	Maximum Marks
1.	Financial Strength – **15 Marks**	Turnover (average of last 3 financial years) Upto Rs. 2.5 Crore – 5 Marks. Above Rs. 2.5 Crore – 5 Marks extra	10
		Positive Net Worth as on 31.03.2023 – 2.5 mark New Worth above Rs. 1 crore – additional 2.5 mark.	05
2.	Institutional Strength – **20 Marks**	No. of years existence in providing Manpower services to Govt. Departments/ Govt. Institutes / Public Sector Undertaking corporate clients. For 5 years – 5 marks. For every additional 1 year – 1 mark each subject to a maximum of 5 marks.	10
		Total No. of Personnel in the Payroll of the Firm/ Agency. For 100 persons – 5 marks. For every additional 50 persons – 5 marks	10
3.	Similar experience of providing manpower with contract value above INR 20 Lakh for minimum 1 year duration in last 5 years up to 31st March 2023) – **15 Marks**	For a minimum of 2 Projects – 10 Marks. For every additional project – 1 mark each subject to a maximum of 5 Marks.	15
4.	Similar experience in Odisha in providing manpower with contract value of at least INR 10 lakh in last 5 years up to 31st March 2023) – **10 Marks**	For a minimum of 1 Project – 5 Marks. For additional project – 5 marks	10
5.	ISO Certification– 05 **Marks**	For ISO certificate subject to ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, ISO 27001:2013, ISO 22000:2018 SA-8000:2014; each certificate carries 1 mark.	05
6.	Methodology including Management Plan – **30 Marks**	Appreciation of the project and response to the ToR.	10
		Methodology including work plan and proposed management plan.	10
		Proposed value additions to the assignment	10
7.	Work awarded through QCBS method– **05 Marks**	The bidder should have experience in any work allotted through QCBS method	05
Total Technical Marks			**100**

Note:

i. The bidders with technical score of minimum 70% (i.e., 70 out of 100 marks) and above will be considered technically qualified for further process.
ii. The eligible agencies may be called for a technical presentation of the concept plan submitted.
iii. The price bids of technically qualified bidders will only be opened for financial evaluation.

Step-2: Financial Proposal

The financial bids of shortlisted agency's scoring at least 70% marks in the technical proposal. While preparing the financial proposal, the agencies are expected to consider the requirements and conditions as per the bid document.

1. The financial proposal shall be quoted in lump sum amount (project cost including charges for the said work shall be submitted in the given format of list provided on https://dot.odisha.gov.in & www.odishatourism.gov.in.
2. The price bid where Salary component offered is less than Salary mentioned at the RFP will be rejected. Service charges offered very less or unreasonable/ unviable shall also be rejected. As per Finance Department Office Memorandum No. 19595/F Dtd. 11.07.23, The minimum service charge shall be 3.85% (3% profit plus transaction charge) and maximum charge should not exceed 7%.
3. All taxes and surcharges as applicable shall be paid by the selected agency. OTDC will only reimburse the GST as applicable. The financial proposal shall separately mention the GST amount.
4. Final quote should be inclusive of out of pocket/ reimbursable expenses.

8. Selection Process

Quality and Cost Based Selection (QCBS) method will be followed during the overall selection process. Based on the evaluation of technical proposal, Technical Score **(Ts)**will be awarded to each bidder in accordance with the marks obtained during the technical evaluation stage. There shall be **70% weightage** to technical score and **30% weightage** to financial score.

The individual bidder's financial score **(Fs)** will be evaluated as per the formula given below:

Fs= [Fm / Fb] x 100 (rounded off to 2 decimal places)

Where,

Fs= Financial score of the bidder
Fm = Minimum financial quote among the technically qualified bidders
Fb = Financial quote of the bidder under consideration

Combined Score (S) = Ts x 0.7 + Fs x 0.3

Where Ts = Technical Score secured by the bidder. Where Fs = Financial Score secured by the bidder. The bidder securing the highest evaluated **Combined Score(s)** will be declared as the preferred bidder.

Selection of Agency

The Agency securing the highest combined score would be the Selected Agency. The Second and third Ranked Agency shall be kept in reserve and may be invited for negotiations in case the first ranked Agencies withdraws or fails to comply with the requirements specified in the RFP document.

Eligibility criteria

Sl. No.	Eligibility Criteria	Supporting documents to be furnished along with the Technical Bid

1.	The bidder should be registered under appropriate authority, such as a. Registered under the Companies Act 2013 b. Registered under the Indian Partnership Act 1932 or Proprietorship Firm. c. Registered under the Indian Trusts Act 1882 d. Registered under the Societies Registration Act 1860. e. Registered under the Limited Liability Partnership Act2008.	Certificate of Incorporation or Registration Certificate or Commercial Establishment under Registration Khordha, Bhubaneswar or MSME registration or NSIC Registration or Udyam Registration.
2.	The bidder must have at least five years in business (up to the last date of submission of bid) for providing similar type of services to Central/ State Government/ Autonomous bodies/ corporate bodies.	Copies of the work order from the previous authorities.
3.	The Registered Office / Branch Office of the Service Provider must be located within the jurisdictional area of Odisha.	Valid address proof of the office (Copy of the Telephone Bill or Electricity Bill or Agreement of House or any legal documents in this address)
4.	Must have average annual financial turnover of Rs. 2.5 Crores during the last five financial years as on Dt. 31.03.2023.	Copies of audited Income/ Expenditure Statement and Balance sheet for the concerned period.
5.	Must have its own bank account in any scheduled bank situated in Odisha.	Copies of the last months bank transaction amount certified by Manager of the Bankers.
6.	The agency should not have been blacklisted by any Central/ State government, or any other public sector undertaking or a corporation as on the date of this RFP	An undertaking to this effect to be furnished by the bidder letter head.
7.	Must not have any pending judicial proceedings for any criminal offence against the proprietor/ Director/ Persons to be deployed by the Service Provider	An undertaking to this effect to be furnished by the bidder as per the prescribed format.

8.	Other Statutory Documents:	Copies of: a. PAN b. GSTIN and GST R-9 latest annual Return c. Net worth with CA Certificate. d. Valid Labour License. e. Valid ISO Certificates i.e. ISO 9001:2015, ISO 14001:2015, ISO45001:2018, SA-8000:2014, ISO 27001:2013 and ISO 22000;2018 f. Copies of EPF & ESI Registration Certificate with latest ECR. g. Copy of Commercial Establishment Registration Certificate. under Bhubaneswar, Khordha. h. Copy of Bank solvency Certificate. i. IT return for the last 5 Assessment years. j. Valid License under PSARA **(Private Security Agencies Regulation Act.2005)**

9. Performance Security

Within 7 days of receipt of the approval of the list of manpower by OTDC, the successful Agency shall deliver to the Employer a Performance Security for an amount equivalent to **3% of the Contract price** in the form of Bank Guarantee from a Nationalized Bank of India / Bank draft / TDR duly pledged in favor of **Managing Director, OTDC Ltd.** The performance security will be released after successful completion of project and tenure of deployment.

10.Forfeiting of Bid Security

Failure to drawl of agreement after issuance of LOA or misleading the authority by false statement at any stage, there will be forfeiture of the Bid Security.

11.Payment Terms

A. PAYMENT AND REPORTING SCHEDULE

a) All manpower/ support Staffs are to report to OTDC Ltd. which in turn deploy them to different units as per the requirements. Bidders to raise their invoice on monthly basis to OTDC Ltd. based on attendance certificates of manpower/ support staff duly certified by respective Reporting Authorities as to be determined by OTDC and should also submit details of payment details made to Staff. Payment to bidders shall be released by OTDC Ltd. within 15 days of submission of Invoice along with above details. Further bidder shall submit monthly progress report indicating activities performed.

b) The Agency shall raise the bill, in triplicate along with attendance sheet from offices under the OTDC in respect of the persons deployed to different office and submit the same to the prescribed authority within the 5th day of the succeeding month.

c) The Agency should raise the bill only after making payments to the concerned outsourced staffs as per the minimum salary/ wages mentioned in RFP. The proof of payment to be attached with the invoice to be raised.

d) The claims in bills regarding Employees State Insurance, Provident Fund and Service Tax etc., should be necessarily accompanied with documentary proof pertaining to the concerned bill month. A requisite portion of the bill or whole of the bill amount shall be held up if any discrepancy found.

e) The Agency shall be responsible for compliance of all statutory provisions to minimum wages payable to worker in respect of the persons deployed by it. The salary of manpower based on the minimum wages will be revised in time to time as per the circular from Labour Commissioner, Odisha.
f) Service Provider to ensure payment to outsourced staffs are made as per the minimum rates fixed in RFP and service provider shall not demand any deposit/ payment from personnel for the above deployment. If during contract period, it is found that Agency is resorting to above, the same shall be considered as breach of contract along with termination of agreement and forfeiture of performance security.

B. VARIATION OF NUMBER OF PERSONNEL AND REQUIREMENT OF STAFFS

The numbers of manpower/ support staff can be Increased/ Reduced based on requirement of OTDC and Bidder shall arrange to depute/ dis-engage such personnel as per same existing terms of the contract. Accordingly, the payment to the agency will be calculated on pro-rata basis for the manpower supplied from time to time.

12. Conflict of Interest

Conflict of interest exists in the event of:
(i) Agencies who have a business or family relation with the Client directly or indirectly.
(ii) practices prohibited under the anti-corruption policy of the Government of India and Government of Odisha.

13. 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.
ii. 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.
iii. Bidders must disclose if they have been convicted of, or are the subject of any proceedings relating to:
    a) a criminal offence or other serious offence involving the activities of a criminal organization, or where they have been found by any regulator or professional body to have committed professional misconduct;
    b) corruption including the offer or receipt of an inducement of any kind in relation to obtaining any contract;
    c) failure to fulfill any obligations in any jurisdiction relating to the payment of taxes or social security contributions.

14. Anti-corruption Measure

Any effort by Bidder(s) to influence OTDC in the evaluation and ranking of technical Proposals, and recommendation for award **of Contract, may result in the rejection of the** Proposal.

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, OTDC shall blacklist the Bidder either indefinitely or for a stated period of time, disqualifying it from participating in any OTDC related bidding for the said period.

15.Liquidity Damages / Penalty Clause

15.1 In case of loss due to lapse on the part of manpower resources deployed by the Service provider

In case of any loss that might be caused to OTDC, due to lapse on the part of the manpower resources discharging their responsibilities, such loss will be borne by the Agency and in this connection, OTDC shall have the right to recover the loss by deducting appropriate amount from the invoice of Service provider to make good such loss to OTDC besides imposition of penalty. In case of frequent lapses on the part of the manpower resources deployed by the Service provider, OTDC shall be within its right to terminate the contract forthwith along with forfeiture of performance security or take any other action without assigning any reason whatsoever.

15.2 In case of any loss/ theft

In case of any loss/ theft, the concerned officer from OTDC will consider the circumstances leading to the loss/ theft and submit a report to OTDC and for fixing responsibility. If the responsibility is fixed upon the Service provider Agency or its staffs deployed, the cost shall be made from the following month's invoice.

15.3 Liquidated Damages / Penalty Clause in case of lapses in duty and breach of contract

For any breach of contract, violation, or contravention of any of the terms and conditions OTDC shall be entitled to impose a penalty to the extent of 5% on the monthly service charge of the Service provider herein. The decision of OTDC in this regard shall be final and binding upon this RFP. Some of the instances, in which penalty shall be imposed, are enumerated below. The list is illustrative and non-exhaustive.

a. If the Agency is not able to provide the required number and quality of manpower resources, a penalty for shortage of attendance will be imposed. The shortage, and the resultant penalty will be considered against the required number and quality of manpower resources as per the requisition given by OTDC to the Agency.
b. If the behavior of the manpower resources is found to be discourteous/ disrespectful.
c. If any manpower resource found not performing duty.
d. If the manpower resources are found indulging in unlawful activities.

Moreover, penalty shall be imposed on the Service provider in case of the below deviations:

a. Service cost is not paid in time to the manpower resources.
b. Salary Slip not issued to the manpower resources deployed by the Service provider.
c. Payment to manpower resources is made in Cash or by Cheque.

OTDC shall issue show cause notice to the agency for violation of any of the terms and conditions of the contract. If no remedial action is taken by the agency, then this shall lead to deduction from the total amount of invoice for the month upto a maximum of 10% of the total amount of invoice for the month. When the maximum limit of deduction is reached, OTDC at its discretion, may also terminate the contract, by issuing a notice 30 days prior to such termination. However, the Service provider can appeal for waiver of penalty to OTDC.

15.4 In the event of delay in manpower deployment

a. In the event, required manpower(s) is/are not deployed within 14 days from getting written intimation from OTDC; OTDC at its discretion can issue "Show Cause Notice" and after non-compliance by Agency, OTDC may terminate the contract, alongside forfeiture of the Agency's Performance Security.
b. Liquidated damages/ Penalty shall be levied with applicable GST. Invoice for such damages/ penalty recovered shall be issued by OTDC.

15.5 In case the Agency fails to comply with any liability under appropriate law and as a result thereof, this office is put to any loss/ obligation, monetary or otherwise, the Managing Director, OTDC or his Authorised Representative will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Manpower Service Provider, to the extent of the loss or obligation in monetary terms.

16. Jurisdiction of Court

The courts at Bhubaneswar shall have the exclusive jurisdiction to try all the cases arising out of this RFP document.

17. Clarification on Provisions of the RFP Document

i. Interested Bidders may seek clarification on any of the provisions in the RFP document in the pre-bid meeting conference.
ii. At any time before submission of Proposals, OTDC may amend the RFP by issuing an corrigendum/ addendum by web hosting in www.odishatourism.gov.in & https://dot.odisha.gov.in. Any such corrigendum / addendum will be binding on all the Bidders.
iii. All correspondence for clarifications should be submitted in writing by the Bidder as per the format attached at 'Annexure-VII' to OTDC. However, OTDC reserves the right not to respond to any query or provide any clarification, in its sole discretion, and nothing in this clause shall be taken as compelling or requiring OTDC to respond to any query or to provide any clarification.
iv. If no intimation is received within the last date for submission of Pre-Bid queries, it shall be considered that the RFP Documents received by the Bidder is complete in all respects and that the bidder is fully satisfied with the RFP Documents.

18. Pre-Bid Conference

i. Interested bidders can clarify their queries by participating in the pre-bid meeting at Conference Hall of OTDC HQ, Bhubaneswar. OTDC shall organize a Pre-Bid Conference as per the Bid Information Sheet.
ii. The purpose of the Pre-Bid Meeting is to clarify and discuss issues with respect to the Project, the RFP document, or any other related issues.
iii. The Bidder's designated representatives are invited to attend the Pre-Bid Meeting at their own cost, to be held on the specified date as mentioned in the Schedule of the RFP.
iv. Pre-bid meeting may happen through hybrid mode i.e., video conferencing and physical mode.

19. Language of Proposals

The Proposal and all related correspondence exchanged between the Bidder and OTDC shall be written in the English language. Supporting documents, 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.

20. Cost of bidding

The Bidder shall bear all costs associated with the preparation and submission of its Proposal. OTDC shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

21. Taxes & Duties

i. The Bidder agrees to all payable taxes (such as: GST, Income tax, duties, charges, levies etc.) on amounts payable by OTDC under the Contract, which are to be borne by the bidder. However, Service Tax/ GST as applicable rate shall be payable extra at Actual. In case any new, increased or decreased applicable taxes under any statute, rules, regulations, notifications, etc. of any Authority, the impact shall be to the account of OTDC subject to submission of documentary evidence to the satisfaction of OTDC.
ii. The agency has to comply with all the Provisions of GST Acts, Rules and Notifications issued there under.
iii. The agency has to comply with the "Anti profiteering Measure" as required under Section 171 of the CGST Act.
iv. The agency hereby undertakes to indemnify OTDC, from any liabilities arising in future due to noncompliance by the Firm/ Agency of the GST Acts, Rules, and any other Acts currently in force and applicable to the Service provider in relation to the job assigned to the Firm/ Agency by OTDC.
v. TDS as applicable shall be deducted under Income Tax Act, 1961 and certificate of deduction shall be provided by OTDC to the Service provider Agency in accordance with the provisions of Income Tax Act, 1961.

22.Submission of Proposal

i. Proposals must be received before the deadline specified in the Data Sheet.
ii. Proposals must be submitted to the address specified on the Data Sheet and delivered on or before the time specified in the Data Sheet.

23.Proposal validity

Proposals shall remain valid for the period specified in the Bid Information Sheet/ Data Sheet commencing with the deadline for submission of Technical Proposals as prescribed by OTDC.

24.Format and Signing of Proposals

i. A Technical and Financial Proposal (original) for each package as mentioned in the Data Sheet shall be submitted in the prescribed format attached with this RFP document.
ii. The original Proposal shall be signed by a person duly authorized to sign on behalf of the Bidder. The name and position of the person signing the authorization must be typed or printed below the signature. All pages of the Proposal shall be signed by the person signing the Proposal.
iii. Any interlineations, erasures, or overwriting shall be valid only if signed or initialised by the person signing the Proposal. v

25.Deadline for Submission of Proposals

OTDC may, at its discretion, extend the deadline for the submission of Proposal by amending the RFP, in which case all rights and obligations of OTDC and Bidders subject to the previous deadline shall thereafter be subject to the deadline as extended.

26.Late Proposals

OTDC will not consider any Proposal that arrives after the deadline prescribed by OTDC for submission of Proposals. Any Proposal received after the respective deadline for submission shall be declared late, rejected, and returned unopened to the Bidder.

27.Presentation

The consultant will have to make a presentation to OTDC. The presentation shall cover sufficient detail of the appreciation of the project, proposed organizational structure, work program, implementation strategy, and provisions to secure and retain professionals. The objective of presentation is to enable OTDC to evaluate the consultant regarding their understanding and preparedness for the assignment. Clarifications, if any, as required by OTDC will also be discussed. The date and venue of presentation will be decided by OTDC and intimated on the day of opening of bid or otherwise at least one week in advance.

28.Signing of Contract

After notification, OTDC shall communicate to the successful Bidder to sign the Contract. Standard Contract Document Content as per Annexure-IV.

Pursuant to negotiations, the successful Bidder shall sign, date, and return the contract, along with necessary supporting documents, to the OTDC.

All formalities of negotiation and signing of contract will be completed within Seven (7) days of notification of award.

29.Specific responsibilities of the Agency

The present RFP is only for providing manpower/ support staff to OTDC. The Scope, Requirement of manpower been indicated in the RFP for information to bidder as the required manpower/ support staff to OTDC Ltd.

The specific responsibilities of agency shall be:

i. Procure and retain quality manpower in specified domain areas to support OTDC Ltd.

ii. Provide technical and managerial support to OTDC Ltd. to ensure effective implementation of duty & responsibilities in designated properties / locations.

iii. Report on progress of activities and coordinate closely with OTDC in the discharge of the roles and responsibilities specified for various staffs.

iv. The agency shall ensure that all the manpower/ Support Staff deployed in OTDC are paid their salary/ fee on or before 5th day of every succeeding month.

v. The manpower deployed by the agency for OTDC will be dedicated full time staff. To ensure quality, the agency will develop and follow an exclusive HR policy describing the standards and guidelines for managing the manpower deployed. The manpower deployed should be in accordance with the service requirement of OTDC for which they are being appointed.

vi. The agency will ensure the selection of only those candidates who fulfil the eligibility criteria prescribed. Under no circumstances, should the selection and recruitment process be diluted.

vii. The agency will ensure that in case a person on the team leaves, a replacement is made available in the shortest possible time. For the period of absence of a Personnel/ Professional/ support staff in OTDC, the agency will not claim the remuneration against the Support Staffs concerned for that period of absence or non-engagement of such professionals.

viii. The persons deployed by the agency shall not claim nor shall be entitled to pay and other facilities admissible to regular/ confirmed employees during the contract period or after expiry of the Agreement.

ix. The person deployed shall not claim any benefit or compensation or absorption or regularization of deployment with OTDC in future. Undertaking from the person deployed to this effect shall be required to be submitted by the Agency at the time of commencement of such deployment.

Note: All the monitoring aspects of this assignment will be under the control of OTDC.

Annexure-I DATA SHEET AND CHECK LIST

A. Data Sheet:

1.	Title of Service: Providing Outsource Services for OTDC including its Units, Head office, and corporate office in Odisha for a period of three years and extendable for further years based on performance.
2.	Name of the Client: Odisha Tourism Development Corporation Limited
3.	Method of selection: Combined Quality and Cost Based Selection (QCBS) through bids from Firms/ agencies/Companies.
4.	Selection of Firm/ Agency: The bidders have to submit the Technical Proposal giving their credentials, experience, financial status as per Technical Proposal form given at Annexure-II & Financial Proposal asper Annexure-III. The evaluation shall be made as per evaluation criteria specified at Bid Evaluation Process Clause.
5.	List of the manpower/ staff are to be placed are as per the Scope of Work Clause.
6.	Technical proposal to be submitted: YES. as per firm given at Annexure-II along with all Supporting documents.
7.	Financial proposal to be submitted: YES, As per form given at Annexure-III. The salary payable to manpower/ Staff and carry out activities as per the Scope of Work Clause. The bidders have to submit the financial proposal indicating the Service Charge which is the bidding parameter.
8.	Address for submission of Proposals: The Managing Director, Odisha Tourism Development Corporation Limited, Lewis Road, Bhubaneswar, Odisha-751014.
9.	A pre-bid conference to be held: YES Date: 28.02.2024 Time: 12:00 PM Place: Conference Hall of OTDC HQ, Bhubaneswar
10.	Address: The Managing Director, Odisha Tourism Development Corporation Limited, Lewis Road, Bhubaneswar, Odisha-751014.
11.	Proposals shall remain valid for 07 working days after the submission date indicating in this data sheet and Bid Information Sheet.
12.	Clarifications may be requested as per the bidding information and schedule.
13.	The bidder is requested is include with its proposal written confirmation of authorization to its representative to sign on behalf of the bidder: YES
14.	Joint Venture or Consortium offer: NOT permissible
15.	Bidders Eligibility Criteria: Applicable As specified at Minimum Eligibility Criteria Clause
16.	Bid Processing fee must be deposited: YES Bid Processing fee of Rs. 10,000 + GST (non-refundable) to be deposited. Earnest Money Deposit (EMD) to be submitted: YES EMD of Rs. 5 Lakh (Refundable) to be deposited.
17.	The outer envelope must be labelled with: a) Title: “Request for Proposal (RFP) for Providing Outsource Services for Odisha Tourism Development Corporation Limited (OTDC)” b) RFP Number: _____ c) Last date of bid Submission: _____ d) Full address of bid submission authority on the right: _____ e) Full address of the Bidder with contact no and email on the left: _____ f) On the envelope clear write / print in bold capital letters "DO NOT OPEN EXCEPT IN THE PRESENCE Of OTDC".
18.	If any envelope not sealed and marked as instructed, OTDC will assume no

	responsibility for the misplacement or premature opening of envelopes leading to disqualification of the Bidder from the bidding Process.
19.	Form for Tender Fee & Earnest Money will be in shape of D.D. in favour of MD, OTDC LTD payable at Bhubaneswar. Bids not accompanied by tender fees and EMD shall stand rejected.
20.	A Performance Security in the form of Bank Guarantee is to be submitted by the winning bidder upon signing of contract: YES The performance security amount will be 3 percent of the total contract value; the same will be provided in the form of a Bank Guarantee (BG) as per format given in Annexure-VI valid till completion of contract. Bank Guarantee will be made in the name of the Managing Director, OTDC Ltd. on submission of above BG, the EMD submitted is to be refunded.
21.	Proposal must be submitted no later than the following date and time as per Bid Information Table
22.	Date and timing for public opening of the technical proposal as per the Bid Information Table and time of opening of financial proposal will be communicated later to eligible bidders.

B. Check List:

The bidders are requested to check the following points before submitting the bids:

i)	1.	Whether the Technical Proposals have been properly marked, superscripted, labeled and sealed, as required?
	2.	Whether each proposal has been ink-signed by the appropriate authority? Have all the pages of the proposal been ink-signed?
	3.	Whether the Audited balance sheet for last three years been submitted along with the proposal and chartered accountants' certificate for turnover?
	4.	Have the Bid Processing Fee and EMD been enclosed with the Technical Proposal?
	5.	Whether the number of pages of the proposal properly indexed?
ii)		All the bidders should send:
		a) Agency's consent letter
		b) Brief Profile of the Agency
		c) Experience of successfully executing at least Two similar project for minimum period of 1 year in last 5 years with total contract value of the project awarded being not less than Rs. 20 Lakh - copy of work order/ certificate to be enclosed.
		d) Self-certificate by Director/ Owner of the bidder's firm regarding the no. of persons employed in roll of company as on 31.03.2023.
		e) Similar project(s) in Odisha
		f) Proof of agency having at least 5 years of experience of providing similar services in the context of providing Manpower supply.

Annexure-II TECHNICAL PROPOSAL SUBMISSION FORWARDING LETTER

Letter No.: Date:

From:

[Name of firm with
Complete Address of Communication]

To:

The Managing Director
Odisha Tourism Development Corporation Limited,
Panthanivas Old Block, Lewis Road,
Bhubaneswar, Pin: 751014

Subject: RFP for Providing Outsource Service for Odisha Tourism Development Corporation Limited (Technical Proposal)

Sir,

We, the undersigned, offer to provide the services for the above in accordance with your Request for Proposal dated 21.02.2024. We are hereby submitting our Technical Proposal.

We have examined the information provided in your Request for Proposal (RFP) and offer to undertake the work described in accordance with requirements and as per fee payable specified in RFP. This proposal is valid for acceptance for 07 working days, and we confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.

We accept that any contract that may result will comprise the contract documents issued with the RFP and be based up on the documents submitted as part of our proposal; and placed by the ***(Name of the agency/ institution)***. The Proposal has been arrived at independently and without consultation, communication, agreement or understanding (for the purpose of restricting competition) with any other party invited to bid for this contract.

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

I confirm that I have the authority of ***(Name of the agency/ institution***) to submit proposals/ bids and to clarify any details on its behalf.

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

Yours sincerely,

Signature [In full and initials]:
Name and Title of Signatory:
Name of Firm:
Address:

Enclose: Technical Proposal

TECHNICAL PROPOSAL FORMAT

A. General Details:

SN	Name of the Organization/ Firm	
1.	**Permanent Address** Tel: Fax: Email id:	
2.	**Name of the Authorized person for submitting proposal:** Mobile No.: Email id: (*Attach Authorization letter of Competent Authority*)	
3.	**Bid Processing fee** Amount: Issuing Date: Name of the Bank:	
4.	**Details OF EMD** Amount: Issuing Date: Name of the Bank:	
5.	Disclosure information as per Clause	
6.	**Whether the Agency was ever blacklisted**: Y/N If yes whether that blacklisting was not cancelled: Y/N (If yes, attach copy of same and the affidavit)	
7.	**Brief professional background of the organization**	
8.	**Confirm to carry assignment as per Scope of RFP**	**YES / NO**
9.	**Confirm to accept all term & conditions specified in RFQ documents**	**YES / NO**
10.	Proof of agency having at least 5 years of experience of providing manpower service to Govt. Departments/ Govt. Institutes/ public sector undertaking companies/ MNC (Private)	

B. Financial Details:

Sl No	Year	Turnover	Net Worth as on 31.03.2023
1.	2020-21		
2.	2021-22		
3.	2022-23		
	Avg. for three years		

(Certificate from Chartered Accountant for the turnover and net worth to be enclosed along with the copies of balance sheets.)

C. Number of years of Work Experience of the Bidder

Year	Year of execution of assignment	Name of Project & Client Address	Contract copy page no
1			
2			
3			

(Add rows if required)

D. Total Number of personnel in payroll as of 31st March 2023

E. Experience in Similar Projects up to 31/03/2023 with Contract value above Rs. 20 Lakh for minimum period of 1 year in last 5 years

SN	Client Name and Address	Project details in last 5 year	Duration of project in years	Value of Contract in INR	Work order issued/ MoA signed on (date) (Attach documents)	Status of Implementation

(ADD ROWS IF REQUIRED)

F. Experience in Similar Projects in Odisha up to 31.03.2023 with contract value more than Rs. 10 Lakh in last 5 years

SN	Client and Address	Project details in last 5 year	Duration of project in Years	Value of fee in INR	Work order issued/ MoA signed on date (Attach document	Status of implementation

(ADD ROWS IF REQUIRED)

G. Methodology including Management Plan

A detailed write-up under the following heads to be submitted along with this offer.

i. Appreciation of the project and response to the Scope of Work.
ii. Methodology including work plan and proposed management plan.
iii. Provisions to secure and retain professionals.

H. For ISO certificate subject to

Sl. No.	Certificates	Yes / No
1.	ISO 9001:2015	
2.	ISO 14001:2015	
3.	ISO 45001:2018	
4.	ISO 27001:2013	
5.	ISO 22000:2018 SA-8000:2014	

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

Annexure-III FINANCIAL PROPOSAL SUBMISSION FORWARDING LETTER

Letter No.: Date:

To

The Managing Director
Odisha Tourism Development Corporation Limited
Panthanivas Old Block, Lewis Road,
Bhubaneswar, PIN: 751014

Subject: RFP for Providing Outsource Service for Odisha Tourism Development Corporation Limited (Financial Proposal)

Dear Sir,

We, the undersigned, offer for Providing of manpower/ support Staff to OTDC Ltd. in Odisha for a period of Three years in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal. Our attached Financial Proposal is for the sum of [Insert amount(s) in words and figures]. This amount is exclusive of the Domestic tax (GST). We hereby confirm that the financial proposal is unconditional, and we acknowledge that any condition attached to financial proposal shall result in reject of our financial proposal.

Total Amount Per Month as per Enclosed _____

(In words.....)

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, upto expiration of the validity period of the Proposal.

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

We remain,

Yours sincerely,

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

Enclose: Financial proposal

Format for Financial Proposal

Work Name: Request for Proposal (RFP) for Providing Outsource Services for Odisha Tourism Development Corporation Limited (OTDC)

Sl. No.	OUTSOURCE CATEGORY	Nos.	SALARY PER MONTH	EMPLOYER'S SHARE EPF @ 13%	EMPLOYER'S SHARE ESIC @ 3.25%	TOTAL AMOUNT PER MONTH PER PERSON
		a	b	c = b x 13% (Limit Rs. 15, 000/-)	d = b x 3.25%	e = b+c+d
1	Special Category-A	1	22,000.00	1,950.00	0.00	23,950.00
2	Special Category-B	1	20,000.00	1,950.00	650.00	22,600.00
3	Officer Category	1	21,100.00	1,950.00	0.00	23,050.00
4	Highly Skilled Labour	1	13,052.00	1,696.76	424.19	15,172.95
5	Skilled Labour	1	11,492.00	1,493.96	373.49	13,359.45
6	Semi-Skilled Labour	1	10,192.00	1,324.96	331.24	11,848.20
7	Unskilled Labour	1	9,152.00	1,189.76	297.44	10,639.20
8	**For each category Total Outsource Services Cost Per Person Per Month:**					**120,619.80**
9	The minimum service charge shall be 3.85% (3% profit plus transaction charge) and maximum charge should not exceed 7%. (Put only Service Charge Amount in figure)					
10	Hiring charges towards supply of 25 nos. industrial high pressure water jet machine for hygienic cleaning work at all unit (each one)					
11	Hiring charges towards supply of 25 nos. heavy duty lawn mower for garden maintenance work at all unit (each one)					
	Total Amount Per Month: (Sum of Sl. No. 8 +9 + 10 + 11)					

(Total Amount in words ……)

Note: GST @ 18% will be charge extra as per Govt. norms.

Annexure-IV Contents of Standard Form of Contract

CONTENTS

I. Form of Contract

II. General Conditions of Contract

1. General Provisions
2. Commencement, Completion, Modification and Termination of Contract
3. Obligations of the Firm/ Agency
4. Firm/ Agency's Personnel and Sub- firm/ agencies
5. Obligations of the Client
6. Payments to the Firm/ Agency
7. Fairness and Good Faith
8. Settlement of Disputes
9. Liquidated Damages
10. Miscellaneous Provisions

III. Special Conditions of Contract

IV. Appendices

Appendix A- Description of Services

Appendix B- Reporting Requirements

Appendix C- Staffing Schedule

Appendix D- Cost Estimates

Appendix E- Duties of the Client

Appendix F- Duties of the Firm/ Agency

Annexure-V Invoice Format

Invoice No.: Invoice Date:
Service Tax
Registration No. PAN Number

To
The Managing Director
OTDC Ltd, Bhubaneswar

Subject: RFP for Providing Outsource Service for Odisha Tourism Development Corporation Limited

Period of:	Start Date_____	End Date_____
Invoice for supply of Manpower service to OTDC Ltd		

Contract For:_____

Contract No.: _____

Maximum Contract Value: _____ Total Amount Received _____

Claims made Amount:	Date	Invoice No.	Date Received
Amount:	Date	Invoice No.	Date Received
Amount:	Date	Invoice No.	Date Received

Particulars of current claim made should be mentioned here	Amount	Tax if any
Invoice Total		

PLEASE MAKE PAYMENT TO:

Bank Account: _____ Bank SWIFT ID: _____

Account Number: _____ IFSC Code: _____

This invoice is in respect of a supply of services to the Client, and is addressed to the Client, purely for payment purposes. I certify that the amounts claimed in this invoice have been wholly and necessarily incurred for the purpose of the engagement and have not been claimed before.

_____
Signature of Bidder

Annexure-VI Bank Guarantee Format for Performance Security

To
The Managing Director
Odisha Tourism Development Corporation Limited
Panthanivas Old Block, Lewis Road, Bhubaneswar-751014

WHEREAS……. (name and address of the Firm/ Agency) (hereinafter called "the Firm/ Agency") has undertaken, in pursuance of contract no ……dated……. to provide service of …….. (description of services) (herein after called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the Firm/ Agency shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the Firm/ Agency such a bank guarantee;

NOW THEREFORE whereby affirm that we are guarantors and responsible to you, on behalf of the Firm/ Agency, upto a total of……. (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Firm/ Agency to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Firm/ Agency before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed thereunder or of any of the contract documents which may be made between you and the Firm/ Agency shall in any way release us from any liability under this guarantee and whereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the ..... day of ..... 20.....

Our…… branch at……* (Name & Address of the ……..……* branch) is liable to pay the guaranteed amount depending on the filing of claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our ……* branch a written claim or demand and received by us at our …… branch on or before Dt …….. Otherwise, bank shall be discharged of all liabilities under this guarantee thereafter.

……..……...
(Signature of the authorized officer of the Bank)

……..
Name and designation of the officer

……..
Seal, name & address of the Bank and address of the Branch

**Preferably at Bhubaneswar*

Note: The non-judicial stamp paper of worth Rs.100/- shall be purchased in the name of the bank, which has issued the bank guarantee.

Annexure-VII Format of Pre-Bid Queries

To
The Managing Director
Odisha Tourism Development Corporation Limited
Panthanivas Old Block, Lewis Road, Bhubaneswar-751014

Sub: RFP for Providing Outsourced Support Staff for Odisha Tourism Development Corporation Limited (OTDC)

Ref: RFP No. .....

Dear Sir,

We request you to provide Clarifications and Comments for the Terms and Conditions and Scope of Work for the subject RFP.

Sl. No.	Clause No. and Page reference	RFP text	Query
1			
2			
3			

(ADD ROWS IF REQUIRED)

Yours faithfully,

Authorized Signatory
(Name, Designation, Contact no. and Seal)
Note: On the Letterhead of the Bidder