



**OFFICE OF THE COLLECTOR & DISTRICT MAGISTRATE, KEONJHAR.  
(ST & SC DEV. SECTION) PHONE NO.06766-255476**

**email- [dwokeonjhar@gmail.com](mailto:dwokeonjhar@gmail.com)**

**No. 2443 / Dt. 06/08/2024**

**Open Tender Call Notice.**

Sealed tender are invited from reputed manpower agencies/Service providers to engage the Asst. Superintendents, Warden, Support Staffs/housekeeping support staffs, Cook-cum-Attendants and helpers and security personnel to 2 Nos. of OBC Hostels in Keonjhar District for a period of one year through a suitable placement agency on contract basis for day to day smooth management of hostels.

The detail information for outsourcing the service of aforesaid post has been given in the tender documents which may be downloaded from the website <https://Kendujhar.odisha.gov.in>. The last date of receipt and opening of tender are as follows:-

Beginning of Selling Tender Paper:-07.08.2024 (10:00AM to 5:00PM only working day)

Last date and time of sale of Tender Paper: - 27.08.2024 (5:00PM)

**Date and time of opening tender paper:-**

- i) Technical Bid :- 28.08.2024 (11 AM)
- ii) Financial Bid:- 28.08.2024 (12 Noon)

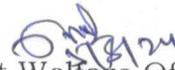
  
District Welfare Officer  
Keonjhar

**Memo No. 2444 Dat: 06/08/2024**

Copy to the District e Governance, Manager Keonjhar for favour of kind information with a request to hoist the Notice in District Web site.

Copy to the Project Administrative, ITDA, Keonjhar/Champua/Sub-Collector Keonjhar/Anandapur/Champua/All the Block Development Officers/District level Officers of Keonjhar for favour of information with a request to display this notice in their office notice board for wide publication.

Copy to Office Notice Board of the Collectorate/DWO, Keonjhar for wide publication.

  
District Welfare Officer  
Keonjhar

**Memo No. 2445 Dat: 06/08/2024**

Copy submitted to Director, OBC, Government of Odisha, ST & SC Development, M & BCW Department for kind information.

  
District Welfare Officer  
Keonjhar



OFFICE OF THE COLLECTOR & DISTRICT MAGISTRATE, KEONJHAR  
(ST & SC DEVELOPMENT SECTION)

**TENDER DOCUMENTS**

FOR

HIRING OF MANPOWER SERVICE PROVIDER FOR PROVIDING  
SERVICE OF ASSISTANT HOSTEL SUPERINTENDENT, HOSTEL  
WARDEN, SUPPORT STAFF/HOUSEKEEPING STAFF, COOK-CUM-  
ATTENDANT & OTHER MANPOWER (HELPER), SECURITY SERVICE  
AND SANITATION SERVICE FOR BOYS' AND GIRLS' OBC HOSTEL  
AT

BODAPALSA UNDER SADAR TAHASIL, KEONJHAR  
TWO HOSTELS,  
(ONE 200 SEATED BOYS' HOSTEL &  
ONE 200 SEATED GIRLS' HOSTEL)

## Section - I

### SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR BIDDERS:

1. The District Welfare Officer, Keonjhar on behalf of Collector & District Magistrate, Keonjhar requires the service of reputed, well established, financially sound and registered Manpower Service Provider to provide services of 21 number of staff for one OBC Boys' and one OBC Girls' hostel(s) i.e. 2 nos. of Asst. Superintendent (one male and one female), 3 nos. of warden (one males and two female), 8 nos. of Supporting staff/housekeeping, 4 nos. of Cook-Cum-Attendant & 4 nos. of Helper and provide Security Personnel (3 nos. for Boys' Hostel & 6 Nos. for Girls' Hostel @ 8 hourly basis), and sanitation service and supplies for sanitation on contract basis for functionalization of OBC Hostel at Bodapalsa under Sadar Tahasil, Keonjhar.
2. The contract for providing the aforesaid manpower will be for a period of one year from the date of effectiveness of contract. The period of the contract may be further extended provided the requirement of the client for manpower persists at that time or may be terminated owing to deficiency in service or because of change in the Department's requirements. The District Welfare Office however, reserves right to terminate this initial contract at any time after giving 15 days' notice to the selected Service Provider.
3. The DWO has the tentative requirements of the manpower as specified below:
  - i. Asst. Superintendent : 2 nos. (One female for girls hostel for 200 boarders and one male for Boys hostel for 200 Boy Boarders)
  - ii. Hostel warden : 03 nos. (Two female for Girls' hostel for 200 Girl Boarders and one male for Boys hostel for 200 Boy Boarders)
  - iii. Support staff/ Housekeeping support staff : Total- 8 nos. (@2 nos. for 100 boarders)
  - iv. The Cook-cum-attendant (4 nos.) & Helper (4 nos.) for Mess management service: 2 nos. Male Cook-cum-attendant for Boys hostel and 2 nos. Female Cook-cum-attendant for Girls hostel & 2 nos. Male Helper for Boys hostel and 2 no female Helper for Girls hostel (Maximum amount per month is Rs.30,000/- for 100 boarder for one CCA & one helper). The said service will be utilized if no catering agency is selected or catering provision can not be made. The requirements may increase/decrease in any/ all the categories. The eligible bidders, those have the capability of providing all types of manpower as per the prescribed technical parameters in the tender document, are allowed to participate in the selection process. Part bids will not be taken into consideration.

- v. Security Personnel: Total- 9 nos.(6 nos. for Girls hostel for 200 Girl Boarders and 3 nos. for Boys hostel for 200 Boy Boarders)
- vi. Sanitation service : 2 no of OBC hostel
4. The interested Manpower Service Providers should submit the **“TENDER DOCUMENTS”** complete in all respects along with Earnest Money Deposit (EMD) of **Rs.50,000/-(Fifty Thousand) Only & Tender paper Cost of Rs. 5,000/-(Rupees Five Thousand)only** in shape of Demand Draft through **Speed Post / Registered Post** only so as to reach **office of the District Welfare Officer, Keonjhar, Pin-758001** by **27.08.2024 (upto 5:30 P.M)**. The authority will not be responsible for any postal delay. Email / Fax / Late Bids will be summarily rejected.
5. The tender has been invited under two bid system i.e. **Technical Bid** and **Financial Bid**. The interested Agencies are advised to submit two separate sealed envelopes superscribing **"Technical Bid for providing Manpower Services to District Welfare Officer, Keonjhar"** and **"Financial Bid for providing Manpower Services to District Welfare Officer, Keonjhar"** Both sealed envelopes must be kept in a sealed third envelope superscribing **"Tender Document for providing Manpower Services to District Welfare Officer, Keonjhar"**.
6. The Tender opening date, time and venue will be on 28.08.2024 at 11:00 AM (Technical Bid) and on 28.08.2024 at 12:30 PM (Financial Bid of eligible Bidders) at office Chamber of District Welfare Officer, Keonjhar, PIN-758001.
7. An Earnest Money Deposit (EMD) of **Rs.50,000/-(Fifty Thousand )Only** refundable (without interest), should necessarily be accompanied with the technical bid of the tender in the form of Demand Draft drawn in favour of **"District Welfare Officer, Keonjhar payable at any of the nationalized bank at Keonjhar"**, failing which the tender application shall be out rightly rejected.
8. The successful bidder will have to deposit a Performance Security Deposit of **10% of the Contract value** in the form of Bank Guarantee from any of the Nationalized Bank in Keonjhar **in favour of "District Welfare Officer, Keonjhar"** covering the period of contract. In case, the contract is further extended beyond the initial period, the Bank Guarantee will have to be accordingly renewed by the successful bidder.
9. The Bidders are required to enclose photocopies of the following documents duly self-attested with seal, along with the Technical Bid, failing which their bids shall be rejected and will not be considered any further:
- Copy of Service Tax Registration certificate of the applicant organization;
  - Copy of PAN card

- c. Copies of EPF and ESI certificates extracts of the Bank Account containing transactions during last three 3 years as on 31.03.2024.
  - d. Audited financial statement for the last three financial years. (2021-22,2022-23, and 2023- 24) copies of the P/L Statement along Balance Sheet for the concerned period).
  - e. Copies of the completed Work Order from the Govt. Agencies for providing manpower services in last three years.
10. The conditional bids shall not be considered and will be out rightly rejected in very first instance.
11. All entries and pages in the tender form should be legible and filled clearly and signed by the authorized representative. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory is to be attached. **No overwriting or cutting is permitted in the Financial Bid Form. In such cases, the concerned bid shall be summarily rejected.** However, the cuttings, if any, in the Technical Bid Application must be initialed by the person authorized to sign the tender.
12. The quoted rates shall not be less than the minimum wage fixed/notified by the Government of Odisha and shall include all statutory obligations. The Service provider shall be liable for all kinds of dues payable in respect of the personnel provided under the contract and the Government shall not be liable for any dues for availing the services of the personnel. The monthly bills will not be released until the service provider produces proof of up-to-date payment of EPF & ESI contribution.
13. Any future clarification and/or corrigendum(s) shall be communicated through Advertisement by DWO, Keonjhar website: [www.kendujhar.odisha.gov.in](http://www.kendujhar.odisha.gov.in)
14. The competent authority or the Collector & District Magistrate, Keonjhar reserves the right to reject all bids / terminate the tender process without assigning any reason thereof.

## Section – II

### TECHNICAL REQUIREMENTS FOR THE TENDERING MANPOWER SERVICE PROVIDER:

1. The tendering manpower service provider should fulfill the following technical qualifications to participate in the tender process: -

- The registered office of the manpower service provider must be located within the jurisdictional area of Keonjhar District.
- It must have at least five years of past experience (from the last date of submission of tender) in providing manpower to Central / State Government Departments,
- It must have its own Bank Account in any of the nationalized bank.
- It must be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance.
- Must have annual average financial turnover of **Rs.1.0 Crore (Rupee One Crore)** only in last 3 financial years i.e. 2021-22, 2022-23 & 2023-24. (copies of CA certified P/L Statement and Balance Sheet for the concerned period must be provided).
- Tender Cost of **Rs. 5000/- (Rupees Five Thousand)** only to be enclosed in shape of DD in favour of District Welfare Officer, Keonjhar payable at Keonjhar.
- Earnest Money Deposit (EMD) of **Rs.50,000/- (Fifty Thousand )Only** to be enclosed in shape of DD in favour of District Welfare Officer, Keonjhar payable at Keonjhar.

**Technical requirement for Manpower to be engaged by the successful Manpower Service Provider in the District Welfare Officer, Keonjhar.**

Sl. No	Manpower	Requirement	Age	Qualification and Experience	Remuneration inclusive of all taxes like EPF, ESI, Service Tax/charge& GST etc.
1	Asst. Superintendent	02 nos. (1- Male, 1- Female)	Should be within 30-40 years as on 31.03.2024	*Must be Post Graduate or equivalent from a recognized university * PGDCA & well conversant with computers. * 5 years Working experience in Educational Institution. He/She Must have to stay at hostel.	Rs.30,000/- (per person per month)

2	Hostel Warden	3 nos (1- Male, 2- Female)	Should be within 30-40 years as on 31.03.2024	*Graduate in any discipline * PGDCA & well conversant with computers. * 5 years Working experience in Educational Institution. He/She Must have to stay at hostel	Rs.15,000/- (per person per month)
3	Support staff/ Housekeeping staff	Support staff -8 (4- Male, 4- Female)	Should be within 21-40 years as on 31.03.2024	*Must be Graduate in any discipline with computer knowledge. *2 years Working experience	Rs.12,000/- (per person per month)
4	Cook-cum-Attendant and helper for Mess management service	CCA-4 (2- Male, 2- Female) & Helper-4 (2- Male, 2- Female)	Should be within 30-40 years as on 31.03.2024	*Class-VIII He/She Must have to stay at hostel	Rs.30,000/- (one CCA & one helper per month)
5	Security Service for Boys Hostel @8 hourly basis (Provide Service only)	3 nos.	Should be within 30-40 years as on 31.03.2024	*Class-VIII	Rs.15,000/- (one per month)
6	Security Service for Girls Hostel @8 hourly basis (Provide Service only)	6 nos.	Should be within 30-40 years as on 31.03.2024	*Class-VIII	Rs.15,000/- (one per month)
7	Sanitation Service and supplies for sanitation	-	-	-	@ Rs.30000/- per 200 seated hostel

### Section - III

#### APPLICATION: TECHNICAL BID

**For Providing Manpower Services to OBC Hostel at Bodapalsa under SadarTahasil, Keonjhar**

1.	Name of Tendering Manpower Service Provider	
2.	Details of Earnest Money Deposit DD	DD No..
		Date:
		Amount(Rs.)
		Drawn on Bank:
3.	Name of Proprietor /Director:	
4.	Full Address of Registered Office	Postal Address:
		Telephone No..
		FAX No..
		E-Mail Address:
5.	Name & telephone no. of the authorized officer/person to liaise with authority	Name:
		Mobile No..
6.	Bank Name of the Manpower Service Provider	Account Number:
		Bank Name:
		Telephone Number of Bank:
8.	PAN (Attach attested copy)	
9.	Service Tax Registration No.(Attach Xerox copy)	
10.	E.P.F. Registration No. (Attach Xerox copy)	
11.	E.S.I. Registration No. (Attach Xerox copy)	

12. Financial turnover of the tendering Manpower Service Provider for the last 3 financial years.

Financial Year	Turn Over Amount (Rs. in Lakh)	Remarks, if any
2021-22		
2022-23		
2023-24		

13. Give details of the major similar contracts handled by the tendering Manpower Service Provider during the last three years in the following format:

Sl. No.	Name of client, address, telephone & Fax no	Details of Manpower services provided		Amount of contract (Rs. Lakh)	Duration of contract	
		Type of manpower provided	No.		From	To

(Attach separate sheet, if required)

14. Additional information, if any:

**Signature of the Authorized Representative**

**Name:**

**Seal:**

**Date:**

**Place:**

**DECLARATION**

I, Shri/Smt. ....  
Son/Daughter/Wife of Shri..... Proprietor/ Director,  
Competent to sign this declaration and execute this tender Document. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them. The information / documents furnished along with the tender application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my/ our tender at any stage besides liabilities towards prosecution under appropriate law.

**Signature of the Authorized Representative**

Name:

Seal:

Date:

Place:

**Section - IV**

**APPLICATION: FINANCIAL BID**

**For Providing Manpower Services to OBC Hostel Complex at Bodapalsa under Sadar Tahasil, Keonjhar**

1. Name of the tendering manpower Service Provider :
2. Rate per person per month inclusive of all statutory liabilities, Taxes, levies and Cess etc.

Sl. No	Man power type	Base remuneration	Monthly Rate per person in INR.					Total per person/month
			EPF (Employer contribution to EPF @13%)	ESI @ 3.25%	Service charge (not less than 3.85%)	GST		
						SGST @ 9%	CGST @ 9%	
1.	Asst. Superintendent (2 nos.)	2 nos. @ Rs.30000/-						
2.	Hostel warden (3 nos.) out of which 2 nos. for Girls & 1 no. for boys' hostel	3 nos. @ Rs.15000/-						
3.	Support staff/ Housekeeping staff (8 nos.)	8 nos. @ Rs.12000/-						
4.	4 nos. of Cook-cum-Attendant and 4 nos. of Helper for 2 nos. of hostels with 200 seated	8 nos. @ 15000/-						
5.	Security Personnel for boys' hostel 3 nos. and 6 nos. for Girls' hostel @ 8 hourly basis (provide service only)	9 nos. @ Rs.15000/-						
6.	Sanitation service Area is 19643 sq ft(Per 200seated hostel) Max limit Rs30000/- per 200 seated hostel	2 nos.@ 30000/-						

\*Base Remuneration includes Employee's EPF Share(12%) and ESI(0.75%)

\*The agency must not quote their price below the daily wage price as per the state labour commission.

\*\*Service Charge must not be quoted as nil.

**Signature of the Authorized Representative**

**Name:**

**Seal:**

**Date:**

**Place:**

**Notes:**

1. The total rates quoted by the tendering Agency should be inclusive of all statutory/ taxation liabilities in force at the time of entering into the contract & fixed for the period of contract. No escalation shall be allowed under any circumstances.
2. Bidders have to quote for all the positions under this tender and the bid with lowest evaluated monthly charges for the required manpower (from Sl. No. 1 to 3) will be awarded with contract.
3. The payment shall be made on conclusion of the calendar month only on the basis of no. of working days for which duty has been performed by each manpower as per the actual.
4. The employee's share of contribution towards EPF & ESI shall be deducted by the service provider from the minimum take home remuneration of the person engaged. Proof of deposit of the same with the concerned authority must be furnished.

## Section - V

### TERMS AND CONDITIONS

**For Providing Manpower Services to OBC Boys' & Girls' Hostel at Bodapalsa under Sadar Tahasil.**

#### GENERAL:

1. The agreement shall commence from the date of effectiveness of the contract and will be valid for a period of one year unless it is curtailed or terminated by the authority owing to deficiency of service, sub-standard quality of manpower deployed, breach of contract etc. or change in requirements. The contract shall be renewed on yearly basis on successful execution of Contract.
2. The Contract shall automatically expire on completion of three years unless extended further by the mutual consent of the Manpower Service Provider and the District Welfare Officer, Keonjhar. The contract shall be renewed on yearly basis on successful execution of Contract.
3. The Agreement may be extended, on the same terms and conditions or with some additions / deletions / modifications, for a further specific period mutually agreed upon by the Manpower Service Provider and the District Welfare Officer, Keonjhar.
4. The Manpower Service Provider shall not be allowed to transfer, assign, pledge or subcontract its rights and liabilities under this Agreement to any other agency or organization by whatever name be called without the prior written consent of the District Welfare Officer, Keonjhar.
5. The requirement of manpower may further increase or decrease, during the period of initial contract also and the qualified bidder would have to provide additional manpower services, if required, on the same terms and conditions.
6. The Manpower Service Provider will be bound by the details furnished by it to the authority while submitting the tender or at subsequent stage. In case, any of such documents furnished by it is found to be false at any stage, it would be deemed to be a breach of terms of Agreement making it liable for legal action besides termination of the Agreement.
7. The Collector & District Magistrate, Keonjhar reserves the right to terminate the Contract during initial period also after giving **15 days notice** to the Manpower Service Provider.
8. The Assistant Superintendents, Hostel Wardens, Cook-cum-Attendants have to stay in the hostel building during day and night and the support staff/housekeeping staff shall be required to report every day to discharge duty at 10.00 AM and would leave office at 5.30 P.M. and may also be required to work beyond 5.30 PM and for which he would not be paid any extra remuneration. In case, the person deployed remains absent on a particular day or comes late / leaves early on three occasions, proportionate deduction from the remuneration for one day will be made.
9. The Manpower Service Provider shall nominate a coordinator who shall be responsible for immediate interaction with the District Welfare Officer, Keonjhar or Superintendent of the Hostel so that optimal services of the persons deployed could be availed without any disruption.
10. The entire financial liability in respect of manpower services deployed in the OBC Hostel Complex at Bodapalsa shall be the Manpower Service Provider. The District Welfare Officer, Keonjhar will in no way be liable. It will be the responsibility of the Manpower Service Provider to pay to the person deployed a sum not less than the minimum rate quoted in the financial bid.

11. For all intents and purposes, the Manpower Service Provider shall be the " **Employer**" within the meaning of different Rules & Acts in respect of manpower so deployed. The persons deployed by the Manpower Service Provider shall not have any claim whatsoever like employer and employee relationship against the OBC Hostel Authorities of Bodapalsa under Sadar Tahasil, Keonjhar.
12. The Manpower Service Provider shall be solely responsible for the redressal of grievances or resolution of disputes relating to persons deployed. The Hostel Authorities shall, in no way, be responsible for settlement of such issues whatsoever. In case the grievances of the deployed person are not attended to by the Manpower Service Provider, the deployed person can place their grievance before a Joint Committee consisting of a representative of said Hostel Authorities and an authorized representative of the Manpower Service Provider.
13. The Hostel Authorities shall not be responsible for any financial loss or any injury to any person deployed by the Manpower Service Provider in the course of their performing the functions/duties, or for payment towards any compensation.
14. The persons deployed by the Manpower Service Provider shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular / confirmed employees during the current or after expiry of the Agreement.
15. In case of termination of this Agreement on its expiry or otherwise, the persons deployed by the Manpower Service Provider shall not be entitled to and shall have no claim for any absorption in regular or other capacity.
16. The person deployed shall not claim any benefit or compensation or absorption or regularization of deployment with office under the provision of rules and Acts. Undertaking from the person deployed to this effect shall be required to be submitted by the Manpower Service Provider.
17. The Manpower Service Provider must be registered with the concerned Govt. Authorities, i.e. Labour Commissioner, Provident Fund Authorities, Employees State Insurance Corporation etc., and a copy of the registration should be submitted.
18. The Manpower Service Provider shall provide a substitute well in advance if there occurs any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Manpower Service Provider. The Manpower Service Provider shall be responsible for contributions towards Provident Fund and Employees State Insurance and other statutory dues, wherever applicable.
19. The persons deployed by the Manpower Service Provider should have good police records and no criminal case should be pending against them.
20. The persons deployed should be polite, cordial and efficient while handling the assigned work and their actions should promote good will and enhance the image of the Department or office concerned. The Manpower Service Provider shall be responsible for any act of indiscipline on the part of the persons deployed.

**LEGAL :**

21. The persons deployed shall, during the course of their work be privy to certain qualified documents and information which they are not supposed to divulge to third parties. In view of this they shall be required to take oath of confidentiality and breach of this condition shall make the Manpower Service Provider as well as the person deployed liable for penal action under the applicable laws besides, action for breach of contract.
22. The Manpower Service Provider shall be responsible for compliance of all statutory provisions relating to minimum wages payable to different types of workers in respect of the persons deployed by it in the OBC Hostel Complex at Bodapalasa under Sadar Tahasil, Keonjhar. The OBC Hostel Complex at Bodapalasa under Sadar Tahasil, Keonjhar shall have no liability in this regard.
23. The Manpower Service Provider shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to the OBC Hostel Complex at Bodapalasa under Sadar Tahasil, Keonjhar to the concerned tax collection authorities, from time to time, as per the rules and regulations in the matter. Attested xerox copies of such documents shall be furnished to the District Welfare Officer, Keonjhar.
24. The Manpower Service Provider shall maintain all statutory registers under the Law and shall produce the same, on demand, to the authority of the OBC Hostel Complex at Bodapalasa under Sadar Tahasil, Keonjhar or any other authority under Law.
25. The Tax deduction at Source (T.D.S.) shall be done as per the provisions of Income Tax Act/ Rules, as amended, from time to time and a certificate to this effect shall be provided by the Department or office concerned.
26. In case, the Manpower Service Provider fails to comply with any liability under appropriate law, and as a result thereof, the Authority of OBC Hostel Complex at Bodapalasa under Sadar Tahasil, Keonjhar is put to any loss / obligation, monetary or otherwise, the Authority of OBC Hostel Complex at Bodapalasa under Sadar Tahasil, Keonjhar 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.
27. The Agreement is liable to be terminated because of non-performance, deviation of terms and conditions of contract, non-payment of remuneration of employed persons and non-payment of statutory dues. The Authorities of OBC Hostel Complex at Bodapalasa under Sadar Tahasil, Keonjhar Complex will have no liability towards non-payment of remuneration to the persons employed by the Manpower Service Provider and the outstanding statutory dues of the service provider to statutory authorities. If any loss or damage is caused to the OBC Hostel Complex at Bodapalasa under Sadar Tahasil, Keonjhar by the persons deployed, the same shall be recovered from the unpaid bills or adjusted from the Performance Security Deposit.

**FINANCIAL:**

28. The Technical Bid must be accompanied with an Earnest Money Deposit (EMD), **Rs.50,000/- (Fifty Thousand) Only** (refundable without interest) in the form of Demand Draft drawn in favour of **District Welfare Officer, Keonjhar** payable at Keonjhar failing which the tender shall be rejected out rightly.
29. The Earnest Money Deposit (EMD) in respect of the agencies which does not qualify for opening of Financial Bid (Second competitive stage) shall be returned to them without any interest. In case of successful bidder, if the agency fails to deploy therequired manpower against the initial requirement within 30 days from date of placing the order, the EMD shall stand forfeited without giving any further notice.
30. The successful bidder will have to deposit a Performance Security Deposit 10 % of contract Value only in the form of Bank Guarantee from only Nationalized Bank drawn in favour of **District Welfare Officer, Keonjhar**, covering the period of the contract. In case, the contract is further extended beyond the initial period, the Bank guarantee will have to be accordingly renewed by the successful bidder. The amount of performance security deposit is to be determined by the Authority taking into account the contractual obligation of the manpower service provider.
31. In case of breach of any terms and conditions attached to this agreement, the Performance Security Deposit of the Manpower Service Provider shall be liable to be forfeited besides annulment of the Agreement.
32. The Manpower Service Provider shall raise the bill, in triplicate, along with attendance sheet duly verified by **Hostel Superintendent** in respect of the persons deployed and submit the same to the prescribed authority in the first week of the succeeding month. As far as possible the payment will be released by the second week of the succeeding month.
33. 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 till such proof is furnished, at the discretion of the Authorities of OBC Hostel Complex at Bodapalasa under Sadar Tahasil, Keonjhar.
34. The amount of penalty calculated @ **Rs.100 per day** on account of delay, if any, in providing a suitable substitute for the period beyond **three working days** by the Manpower Service Provider shall be deducted from its monthly bills in the succeeding month.
35. In the event of any dispute arising in respect of the clauses of the agreement the same shall be resolved through negotiation. Alternatively, the dispute shall be referred to the next higher Authority or Controlling Officer for his decision and the same shall be binding on all parties.
36. All disputes shall be under the jurisdiction of the court at the Keonjhar.
37. The successful bidder will enter into an agreement with District Welfare Officer, Keonjhar for supply of suitable and qualified manpower as per requirement, terms and conditions.

## Section - VI

### DOCUMENTS TO BE PROVIDED WITH THE TECHNICAL BID

1. Attested copy of Registration Certificate of the bidder
2. Certified copy of the statement of bank account of bidder for the last three years;
3. Attested copy of PAN
4. Attested copy of Service Tax registration certificate;
5. Attested copy of the P.F. registration letter / certificate;
6. Certified copy of the E.S.I. registration letter / certificate;
7. Certified documents in support of the Financial turnover of the bidder for the last three years;
8. Copies of the completed work Order from last 5 years as on 31.07.2024.
9. Tender Cost of Rs. 5000/- to be enclosed in shape of DD in favour of District Welfare Officer, Keonjhar payable at Keonjhar.
10. EMD of Rs. 50000/- to be enclosed in shape of DD in favour of District Welfare Officer, Keonjhar, payable at Keonjhar.

## Section VII

### Roles and responsibilities of the Human Resources engaged in the Hostels:

#### a. Assistant Superintendent:

Assistant Superintendent shall be in overall charge of the hostel and will be accountable for efficient and effective management of the hostel. She/he will report to the Welfare Extension Officer (WEO). She/he will stay in the hostel and dine with the boarders and should discharge the following responsibilities:

- I. Maintenance of hostel building and surrounding: (She/he should ensure that building is in good condition, the water supply in the hostel is regular and hygienic, the electrification is in proper condition without posing any danger to the boarders, there is proper drainage of water from bath room and kitchen without any waterlogging inside the hostel, and the surrounding of the hostel remains neat, clean and hygienic. She/he should identify infrastructural gaps, if any, and bring the same to the notice of the appropriate authorities (WEO/DWO) and get it redressed in a prompt manner.
- II. Conduct the admission process and allot rooms to the applicants in the hostel under the direct guidance of the Hostel superintendent. At the time of admission to the hostel, he should obtain personal data of the students in a prescribed format containing, inter alia, address, and phone number of parents, Aadhaar Number of the students and an undertaking from the parents/Guardian to the effect that they as well as the boarders shall abide by the rules and regulations of the hostel.
- III. Proper Mess management
- IV. Maintenance of Cleanliness of the hostel and ensuring health & Hygiene of the boarders
- V. Attend to the sick boarders and refer seriously ill students to the hospital for treatment. Under no circumstances the boarders should be sent home in ailing condition. In case of hospitalization the parents/local guardians maybe informed immediately about the treatment of the boarders and be intimated to remain present at the hospital.
- VI. To ensure proper health screening of all the boarders for fever, malaria, diarrhoea, chicken pox, acute respiratory infections and such others including adolescent reproductive & sexual health issues (ARSH) by ANMs/mobile health camp organized by the local Medical Authority on a regular basis.
- VII. To ensure Safety and Security of the boarders
- VIII. Timely Distribution of Toiletries to Housekeeping staff for cleaning of toilets etc.

- IX. Diligent maintenance of prescribed Records (Admission Records, Boarder Attendance register, BPL rice procurement Register, Consumption Register, Stock & Issue Register, Record of PMS, Amenities/cosmetics distribution Register, Sick Register, Red Register, Gate Book, Incoming & Outgoing Register, Visit Register, Cash Book, Advance Register, Allotment Register, Guard File for keeping all hostel notices, Department circulars etc. and keeping them up to date along with supportive vouchers. All expenses to be incurred following due procedure and exercising financial prudence.
- X. To distribute work among Subordinate staffs (warden, Support Staff, CCA etc), and monitor their performance. (Undertake weekly reviews).
- XI. To sensitize all staff about the rules and regulations, quality management and implications of non-adherence of the same.
- XII. Issue Unique Identification Number/Identity Cards to all staff.
- XIII. Obtain police verification reports of all the staff.
- XIV. To meet the student's inmates from time to time on daily basis to know and solve their problems. Ensure that the boarders do not indulge in undesirable activities such as ragging, physical assault, damage to hostel property, causing inconvenience to other inmates etc., and make them aware that non-compliance of any of the rules and regulation of the hostel may lead to punishment like expulsion from the hostel. (Take regular updates).
- XV. Engage Peer Leaders/Room Monitors.
- XVI. To ensure an atmosphere in the hostel conducive to study as well as development of extra-curricular activities of boarders.
- XVII. Must act as a role model for the boarders and endeavor to inculcate high moral values among them.
- XVIII. In case of any untoward incident /case of sexual abuse/ teenage pregnancy or any other related matter s/he should act promptly and adopt protocols/mechanisms shared by Department and share information/report to the supervisory officer within the specified timeline.
- XIX. Give permission to the Guests (parents of the boarders/inspecting officials) to meet the student inmates in the hostel on the request of the boarders/authorities on case-to-case basis.
- XX. To address grievances of parents in accordance with the Rules and regulations of the hostel.
- XXI. Cooperate with Officials who are authorized to make monitoring/surprise visits to the hostels,

- XXII. Display school/college/institutions wise daily student/boarder information at office, menu chart in dining area and important phone numbers at conspicuous places from where it can be accessed by all.
- XXIII. Place a complaint/suggestion box and institute a mechanism to redress grievance of the boarders in an efficient manner.
- XXIV. Ensure proper functioning of Hotline Phone/CCTVs wherever installed with due adherence to SOPs.
- XXV. Attend different meetings and capacity building programs organized by the Department/SCSTRTI for effective and efficient management of the hostel.

**b. Warden:**

- I. The role of the Warden in the hostel is to assist the Assistant Superintendent in day to day functioning of the hostel.
- II. The Warden is to stay inside the hostel in a room earmarked for him/her.
- III. To ensure cleanliness of dormitory, toilet, bathroom, hostel surroundings taking the aid of LCCAs.
- IV. Check entry of any unauthorized person, into the hostel premises.
- V. To Liaison with ailing girl boarders and ANM. If need arises inform Asst Supt/Superintendent for immediate shifting of sick boarders to local Government Hospital for higher treatment.
- VI. To take personal care of the ailing boarders for treatment.
- VII. To ensure that boarders don't remain in hostel during school/college hours and shall attend to girls who are sick/return to hostel.
- VIII. To ensure that Hostel rooms should be locked during normal college/school time
- IX. Maintain a first aid kit to address to emergency health problems of the boarders for treatment.
- X. Will accompany sick boarders to hospital.
- XI. Ensure regular health screening of the boarders and maintain the health card of each of the boarders with the help of ANM/mobile health unit of local Health Authority.
- XII. During night after closure of the day's business monitor the presence of each of the boarders by making personal round to the hostel rooms.
- XIII. He/She will keep the keys of the hostel with her.
- XIV. Keep a record of the absentee boarders.
- XV. She/He will maintain inventory stock register and will periodically check the furniture, cots, lights, water points, bathing spots, kitchen rooms, damaged electrical wiring, roof leakage etc. and bring to the notice of the superintendent if there is anything wrong.

- XVI. Immediately report if there is sudden behavioral changes of inmates especially if one is upset emotionally/subjected to depression.
- XVII. Supervise student's arrival and departure.
- XVIII. Ensure proper storage of necessary items/assets of the hostels.
- XIX. Ensure privacy of the girls' students residing in Girl's hostels.
- XX. Ensure adolescent boarders staying in Girl's hostels use incinerators/ or properly dispose of sanitary napkins.
- XXI. Ensure locking of the hostel gate by security personnel at night and keep proper vigil over boarders (surprise checks)
- XXII. Ensure proper upkeep of Hotline Phone, CCTV, RO/Aqua guard, TV, and other assets and items installed/provided in the hostels.

**c. Support Staff:**

- I. The role of a support staff in the hostel is to assist the Assistant Superintendent & Warden in day to day functioning of the hostel
- II. To supervise and ensure cleanliness in and around kitchen, dining area dormitory, toilet, bathroom, corridor and hostel campus.
- III. Assist the Warden in locking the rooms of the boarders during college time.
- IV. Bring to the notice of Warden, if there is anything wrong with the furniture, cots, lights, water points, bathing spots, kitchen rooms, electrical wiring, roof etc. and supervise student's arrival and departure and maintain in and out register.
- V. To have close watch over persons coming and going out of the hostel. Should neither allow any unauthorized person to enter into the hostel nor entertain any outsider inside the hostel campus.
- VI. Facilitate boarders to meet their parents/guardians only on the days specified by the Superintendent only with the written permission of the Asst. Superintendent or Warden.
- VII. Should take special effort to see that boarders don't use gutka, pan masala or things of the like in the hostel campus,
- VIII. Immediately report to the Asst. Superintendent or Warden if sudden behavioural change is noticed in any of the boarders especially if one is upset emotionally or subjected to depression.
- IX. To ensure privacy of the girls' students.
- X. To ensure proper upkeep of Hotline Phone, CCTV, RO/ Water Purifier, TV, washing machine and other assets and items installed in hostels.

**d. Cook-cum- Attendant:**

CCA shall perform the following duties.

- I. Receive ration (Grocery and Vegetables) for cooking on daily basis from the Assistant superintendent.
- II. Cook food as per the menu in time.
- III. Serve the food on time to boarders
- IV. Leftover food is not to be kept in kitchen or hostel premises and served to the students again. She/he should bury the waste food at a distance place away from the cooking place and living area. Wastes like vegetable peels, rice starch etc. can be used to make bio-fertilizer for kitchen garden of the hostel.
- V. Maintain a kitchen garden and water them regularly.
- VI. Wash the utensils used for cooking properly before next use.
- VII. Maintain personal hygiene (fingernails regularly trimmed/hair combed and properly tied/Must not chew tobacco, betel, khaini etc.) during preparatory work, cooking and serving. Should use apron, cap and mask while cooking and serving.

**e. Security Staff:**

- i. Security Staff shall perform the following duties.
- ii. To ensure that outsiders, dogs, cows, kittens do not enter in to the campus.
- iii. In shifts one has to be at the main gate and maintain the gate entry-exit book.
- iv. To stay inside the hostel 24x7 days during their duty hour.

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