



Office of the District Social Security Officer
Keonjhar, Odisha

RFP No: 01

Date: 01.01.2026

REQUEST FOR PROPOSAL

SELECTION OF AN AGENCY FOR 'ESTABLISHMENT AND MANAGEMENT OF A 50 SEATED OLD AGE HOME AT JODA MUNICIPALITY' UNDER DISTRICT MINERAL FOUNDATION, KEONJHAR

Office of the Assistant Director of Sericulture, Keonjhar, Government of Odisha, **invites sealed proposals from eligible bidders for** "selection of an agency for 'Establishment and management of a 50 seated Old Age Home at Joda Municipality" under District Mineral Foundation, Keonjhar

Bidders fulfilling the prescribed eligibility criteria of the RFP can access and download the complete RFP Document and other details from <https://kendujhar.odisha.gov.in>.

The major events under the bid process are:

Sr. No.	List of Key Events	Critical Dates
1	Date of Issue of RFP	01.01.2026
2	Deadline for Submission of Pre-Proposal Query	06.01.2026 by email
3	Issue of Pre-proposal Clarifications	10.01.2026 via online mode
4	Last Date for Submission of Bid	21.01.2026 by 05.00 PM
5	Date of Opening of Technical Bid	22.01.2026 at 11.00 AM
6	Date of Technical Presentation	To be intimated to shortlisted bidder in pre-criteria stage bidders at later stage
7	Method of Selection	Quality Based Selection

The proposal complete in all respects must reach the undersigned by **Speed Post/Registered Post** only latest by **21.01.2026 before 5.00 PM** in a sealed envelope clearly mentioning on the top of it "Selection of an Agency for 'Establishment and Management of a 50 seated Old Age Home at Joda Municipality' under District Mineral Foundation, Keonjhar".

The proposals received beyond the last date and time will be rejected. The authority reserves the right to reject any/ all proposals at any stage before awarding of contract without assigning any reason thereof.

Address for Submission of Proposal:

Office of the District Social Security Officer
Collectorate, Keonjhar,
Pin – 758001, Odisha

RFP Number: 01/DSSO

Date: 01/01/2026

REQUEST FOR PROPOSAL
FOR
SELECTION OF AN AGENCY FOR 'ESTABLISHMENT AND MANAGEMENT OF A 50 SEATED OLD AGE HOME AT JODA MUNICIPALITY' UNDER DISTRICT MINERAL FOUNDATION, KEONJHAR

Issuer

District Social Security Officer, Keonjhar
Government of Odisha
Email: dssokeonjhar@gmail.com

Address for Communication and Submission of Documents during Tender Period

District Social Security Officer,
Office of District Social Security, Collectorate Keonjhar
Keonjhar – 758001
Email: dssokeonjhar@gmail.com

DISCLAIMER

The information contained in this Request for Proposal (RFP), hereinafter referred to either as 'Tender' or 'Bid Document' provided to the Bidders, by the Tender Issuing Authority (TIA) which is the District Social Security Officer (DSSO), Keonjhar, on the terms and conditions set out in this Tender document and all other terms and conditions subject to which such information is provided.

The purpose of this Tender document is to provide the Bidder(s) with information to implement the following assignment:

'ESTABLISHMENT AND MANAGEMENT OF A 50 SEATED OLD AGE HOME AT JODA MUNICIPALITY UNDER DISTRICT MINERAL FOUNDATION (DMF), KEONJHAR'.

This Tender document does not purport to contain all the information each Bidder may require. This Tender document may not be appropriate for all persons, and it is not possible for the TIA, or its office staff, employees or advisors to consider the business/investment objectives, financial situation and particular needs of each Bidder who reads or uses this Tender document.

Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability, and completeness of the information in this Tender document and wherever necessary obtain independent advice from appropriate sources. TIA i.e. DSSO, Keonjhar, or its office staff, employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules, or regulations as to the accuracy, reliability, or completeness of the Tender document.

DSSO, Keonjhar may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this TENDER document.

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Section 1: Letter of Invitation

District Social Security Officer (DSSO), Keonjhar
Government of Odisha

Address:

District Social Security Officer (DSSO),
At- Collectorate, Keonjhar
P.O. Keonjhar District, Pin-758001
Email: dssokeonjhar@gmail.com

SUBJECT: Selection of an Agency for 'Establishment and Management of a 50 seated Old Age Home at Joda Municipality' under District Mineral Foundation (DMF), Keonjhar

The District Social Security Officer (DSSO), Keonjhar invites proposals from reputed agencies for 'Establishment and Management of a 50 seated Old Age Home at Joda Municipality' under DMF, Keonjhar.

The Agency will be selected based on Quality Based Selection (QBS) criteria described in this RFP.

The RFP comprises the following sections:

- Section 1 – Letter of Invitation
- Section 2 – Definitions and Acronyms
- Section 3 – Factsheet
- Section 4 – Background and the need for an Old Age Home in Keonjhar
- Section 5 – Terms of Reference
- Section 6 – Instructions to applicant Agencies
- Section 7 – Standard Forms
- Section 8 – Technical Proposal Forms
- Section 9 – Financial Form
- Section 10 – Annexures (I – Draft Performance Guarantee, Annexure II – Budget and Fund Flow)


District Social Security Officer (DSSO),
Keonjhar
District Social Security Officer,
Keonjhar.

Section 2: Definitions and Acronyms

Act	:	Maintenance and Welfare of Parents and Senior Citizens Act, 2007.
Agency	:	Entities or persons that may provide or provides the Services to the Client under the Contract.
APL	:	Above Poverty Line
Assignment / job	:	The work to be performed by the selected Agency pursuant to the Contract.
BPL	:	Below Poverty Line
CDM&PHO	:	Chief District Medical & Public Health Officer
CV	:	Curriculum Vitae
Day	:	Calendar day
DD	:	Demand Draft
DMF, Keonjhar	:	District Mineral Foundation, Keonjhar
DPEP	:	Detailed Project Execution Plan - to be submitted by the selected Agency to DSSO pursuant to the Contract.
DRDA	:	District Rural Development Agency
DSSO/Client	:	District Social Security Officer, Keonjhar, Government of Odisha
EC	:	Evaluation Committee
EMD	:	Earnest Money Deposit
EO	:	Executive Officer
EPIC	:	Electoral Photo Identity Card
FY	:	Financial Year
Indigent	:	Any senior citizen who is not having sufficient means, as determined by the State Government, to maintain oneself.
Inmate	:	A senior citizen duly admitted to reside in the Old Age Home.
Instructions to Applicants/Agencies	:	The document which provides interested Agencies with the information need to prepare their respective Proposals.

LOI	:	Letter of Invitation, (Section 1 of the RFP) means the ‘Letter of Invitation’ being sent by the Client.
OHA	:	Old Age Home, a 50 seated Old Age Home to be established at Joda Municipality, Keonjhar where indigent senior citizens aged 60 and above will live and be cared for lifetime or up to the time they desire to stay.
Personnel	:	Professionals and support staff provided by the selected Agency and assigned to perform the Services or any part thereof.
Proposal	:	Pre-Qualification Documents, Technical Proposal and Financial Proposal.
QBS	:	Quality Based Selection
RFP	:	Request for Proposal circulated by the Client for the selection of an Agency.
TIA	:	Tender Inviting Authority
TOR	:	Information included in the RFP which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Client and the selected Agency.
UN	:	United Nations
WHO	:	World Health Organizations

Section 3: Factsheet

Request for Proposal (RFP) document made available to the applicants	01.01.2026
Last date for receiving queries	06.01.2026
Response to queries	10.01.2026
Last date for receipt of Proposals (Sealed Envelope)	21.01.2026 by 05.00 pm
Opening of Proposals received within the stipulated date	22.01.2026
Address for Opening of Proposals and Pre-qualification check	Zilla Parishad Conference Hall, 2 nd Floor, Zilla Parishad Building, Collectorate, Keonjhar – 758001, Odisha
Technical Presentation	Will be informed separately to shortlisted agency in pre-criteria stage
Address for Technical Presentation	Zilla Parishad Conference Hall, 2 nd Floor, Zilla Parishad Building, Collectorate, Keonjhar – 758001, Odisha
Letter of Award	To be intimated to the selected Agency
Project Start Date	To be intimated to the selected Agency
Cost of Tender / Tender Fees (Demand Draft)	INR 5,000/- (Rupees Five Thousand Only) non-refundable
Earnest Money Deposit (EMD) (Demand Draft)	INR 25,000/- (Rupees Twenty-Five Thousand Only)
Performance Bank Guarantee	3% (Three percent) of the total contract value. Relaxation may be applicable to the agency as per OGFR 2023.
Method of Selection	Quality Based Selection (QBS)
Contact Details	District Social Security Officer, At- Collectorate, Keonjhar P.O. Keonjargarh District- Keonjhar, Pin-758001 Email: dssokeonjhar@gmail.com

Note:

1. The Client reserves the right to change any schedule. Please visit the website www.keonjhar.nic.in regularly for the same.

2. Proposals must be submitted before the date, time and venue mentioned in the Factsheet through Speed/Registered Post or by hand. Proposals that are received after the deadline will not be considered.

Section 4: Instruction to applicant Agencies

1.1 The DSSO, Keonjhar will select an Agency, in accordance with the method of selection specified below:

Name of the Client: District Social Security Officer, Keonjhar

Method of selection: Pre-Qualification of eligible applicant Agencies followed by Quality Based Selection [QBS]

1.2 Name of the Project: Interested applicant Agencies are invited to submit a Proposal, for the Assignment ‘Selection of an Agency for Establishment and Management of a 50 seated Old Age Home at Joda Municipality’ under DMF, Keonjhar.

The detailed scope of the project has been described in the Terms of Reference in Section 5.

1.3 The Proposal submission address is: District Social Security Officer, At- Collectorate, Keonjhar. Keonjhar District, Pin-758001, Email: dssokeonjhar@gmail.com

1.4 Last Date for Submission: The Proposal (comprising of Pre-Qualification documents, Technical Proposal and Financial Proposal) must be submitted by registered/speed post, which should be received by the Client, no later than the 21.01.2026 Time: 05:00 pm

1.5 The Proposal, technical presentation, and any clarifications provided by the applicant Agencies along with the Terms of Reference provided in the RFP will be the basis for selection and ultimately for a signed Contract with the selected Agency.

1.6 Applicant Clarifications:

- a) The Client shall invite queries from applicant Agencies as per the details mentioned in the Fact Sheet of this document.
- b) The Applicants must ensure that their queries should reach DSSO, Keonjhar, on or before last date mentioned in Fact Sheet of this document only through the e-mail of the Client i.e. dssokeonjhar@gmail.com
- c) The queries should necessarily be submitted in the following format:

Section/Page No.	Content of RFP requiring clarification	Change/clarification requested	Remarks

- d) Client shall not be responsible for ensuring that the Applicant's queries have been received by them.
- e) Any requests for clarifications post the indicated date and time may not be entertained by the Client.
- f) The purpose of query clarification is to provide the Applicants with information regarding the RFP, project requirements, and opportunity to seek clarification regarding any aspect of the RFP and the project.
- g) However, the Client reserves the right to hold or re-schedule the process.

Responses to Queries and Issue of Corrigendum:

- a) The Authorized Representative of the Client will endeavour to provide timely response to the queries. However, no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does undertake to answer all the queries that have been posed by the Applicants.
- b) At any time prior to the last date for receipt of Proposals, the Client may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Applicant, modify the RFP Document by a corrigendum.
- c) The Corrigendum (if any) and clarifications to the queries from all Applicants will be uploaded on the website <http://kendujhar.nic.in>. Any such corrigendum shall be deemed to be incorporated into this RFP.
- d) In order to provide prospective Applicants reasonable time for taking the corrigendum into account, the Client may discretionally extend the last date for the receipt of Proposals.
- e) The Client's representative is: DSSO Keonjhar.

1.7 Applicant Agencies shall bear all costs associated with the preparation and submission of their proposals and contract negotiation. The Client is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the applicant Agencies.

1.8 Conflict of Interest/ Conflicting Relationships:

- a) Client requires that the selected Agency shall perform the required services, provide professional, objective, and impartial advice and at all times hold the Client's interests paramount, strictly avoid conflicts of interest with other assignments or their own interests and act without any consideration for future work. Without limitation on the generality of the

foregoing, the agencies, and any of their affiliates, shall be considered to have a conflict of interest and shall not be engaged, under any of the circumstances set forth below:

- Applicant Agencies (including its Personnel and Sub-Agencies) that has a business or family relationship with a member of the Client's staff who is directly or indirectly involved in any part of (i) the preparation of the Terms of Reference of the Assignment, (ii) the selection process for such Assignment, or (iii) supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Client throughout the selection process and the execution of the Contract.
- b) Applicant Agencies have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of the Client, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the applicant / selected Agency or the termination of its Contract.
- c) No Agency or current employees of the Client shall work as Agency under their own ministries, departments or agencies.

1.9 Unfair Advantage

If an applicant Agency could derive a competitive advantage from having provided other services related to the assignment in question, the Client shall make available to all other applicant Agencies together with this RFP all information that would in that respect give such applicant Agency any competitive advantage over competing applicant Agencies.

1.10 Fraud and Corruption

It is required that applicant Agencies participating in the project adhere to the highest ethical standards, both during the selection process and throughout the execution of the contract.

The Client:

- a) Defines the terms set forth below as follows:
 - i. “corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official or members of the Evaluation Committee, in the selection process or in contract execution.
 - ii. “fraudulent practice” means a misrepresentation or omission of facts in order to influence a selection process or the execution of a contract.

- iii. “collusive practices” means a scheme or arrangement between two or more applicant Agencies with or without the knowledge of the Client, designed to establish prices at artificial, non-competitive levels.
 - iv. “coercive practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process or affect the execution of a contract.
- b) will reject a proposal for award, if it determines that the Agency recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question.

Applicant Agencies should be aware of the provisions on fraud and corruption stated in the specific clauses in the Contract.

Applicant Agencies shall furnish information on commissions and gratuities, if any, paid or to be paid to agents relating to this proposal and during execution of the assignment if the applicant Agency is awarded the Contract.

1.11 Only one Proposal

An applicant Agency may only submit one proposal. If an applicant Agency submits or participates in more than one proposal, all such proposals shall be disqualified.

1.12 Proposal Validity

Proposals must remain valid for 120 days after the submission date. During this period, applicant Agencies shall maintain the availability of Professional staff nominated in the Proposal and fully commit to their financial proposal, unchanged. The Client will make its best effort to complete negotiations within this period. Should the need arise; however, the Client may request applicant Agencies to extend the validity period of their proposals. Applicant Agencies who agree to such extension shall confirm that they maintain the availability of the Professional staff nominated in the Proposal, unchanged, or in their confirmation of extension of validity of the Proposal, applicant Agencies could submit new staff in replacement, who would be considered in the final evaluation for contract award. Applicant Agencies who do not agree, have the right to refuse to extend the validity of their Proposals, under such circumstances, the Client shall not consider such proposal for further evaluation.

1.13 Preparation of Proposals:

- a) The Proposal as well as all related correspondence exchanged by the applicant Agencies and the Client, shall be written in English.

- b) In preparing their Proposal, applicant Agencies are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal.

The Proposal consists of three parts (i) Pre-Qualification documents (ii) Technical Proposal (iii) Financial Proposal.

1.14 Pre-Qualification Documents

The Technical Proposals of only those applicant Agencies who meet the pre-qualification criteria in the table below will be opened. **Applicant Agencies failing to meet these criteria or not submitting requisite proof for supporting pre-qualification criteria are liable to be rejected summarily.** Applicant Agencies should fill the Pre-Qualification Forms which are included in Section 7 of this RFP. The filled-up Pre-Qualification Form and the supporting documents should be enclosed in a separate envelope marked as '**Pre-Qualification Documents**'.

Sr. No.	Pre-Qualification Criteria	Specific Requirement	Documents Required
1.	Legal Entity	The Agency shall be a not-for-profit organization registered under any of the following: 1. Societies' Registration Act 1860 2. Indian Trust Act 1882 3. Companies Act 1956 4. Any other registration approved by the Indian govt.	Certificate of incorporation Registration Certificate PAN No. GST No. / Form 12 AA Certificate along with 80G Registration certificate of NGO Darpan Portal
2.	Operation	The Agency shall have been in operation for the past three (3) years as on 31/03/2025 and filed ITRs for the last 3 FYs i.e.,2022-23, 2023-24 and 2024-25.	Last three FY's Audited Financial Statement duly signed by a Chartered Accountant for 2022-23, 2023-24 and 2024-25
3.	Financial Capacity	The Agency shall have an average annual turnover of at least Rupees 50 Lakh over the last three FYs 2022-23, 2023-24 and 2024-25. This must be the individual Agency's turnover and not that of group companies/organizations.	Average Annual Turnover Statement
4.	Consortium	No consortium / JVs / associations / subcontracting shall be allowed under this project.	Declaration of submitting as independent Agency from the Authorized Signatory.

5.	Blacklist	The Agency shall not have been blacklisted by any Central / State Government Ministry in India or Public Sector Undertakings or any Government Agencies.	Undertaking by the Authorized Signatory
6.	Experience	<p>The bidder must possess a minimum of one (01) year of proven experience in the management and operation of residential Old Age Home/ Elderly Care Homes or Rehabilitation centres for adults, including structured accommodation, counselling, care, and rehabilitation services.</p> <p>Such experience may include operation of De-addiction Centres, Substance Abuse Rehabilitation Centres, Recovery Homes, as well as residential facilities for Homeless Persons, Disabled Persons (PwDs), Beggar Homes, Maa Gruha, or other similar Government-supported or NGO-run residential rehabilitation institutions for adults, provided the facility involved structured residential care and rehabilitation services.</p>	Copies of Work Orders/ Sanction Orders/ MOUs/ Engagement Letters/ Completion Certificates or equivalent documentary evidence shall be provided as proof. Documents in other languages shall be supplemented by an English translated copy.
7.	Authorized Representative	A Power of Attorney/ Board Resolution in the name of the person signing the proposal.	Original Power of Attorney (notarized on a Rs. 100/- Bond paper)
8.	Cost of Tender/ Tender Fee (Non-refundable)	The Agency shall furnish a Tender Fee of Rs. 5,000.00 (Rupees Five Thousand Only), in the form of Demand Draft in favour of 'The District Social Security Officer, Keonjhar), and payable at Keonjhar.	Original Demand Draft
9.	Earned Money Deposit (EMD)	The Agency shall furnish an EMD of Rs. 25,000.00 (Rupees Twenty-five Thousand Only), in the form of Demand Draft in favour of The District Social Security Officer, Keonjhar, and payable at Keonjhar.	Original Demand Draft

NOTE: The copies of documents submitted towards Pre-qualification criteria are to be substantiated through production of originals, when required.

1.15 Technical Proposal Format and Content

Applicant Agencies are required to fill the **Technical Forms**. The filled-up Tech Forms (in Section 7) should be enclosed in a separate envelope along with all necessary/supporting documents to justify the claims. The supporting documents must be produced in original by the applicant Agencies, when demanded by the Client. Submission of the wrong type of Technical Proposal will result in the Proposal being deemed non-responsive.

The formats of the Technical Proposal (in Section 7) to be submitted are:

- a) Technical Form 1: Technical Evaluation Form
- b) Technical Form 2: Letter of Proposal Submission
- c) Technical Form 3: Applicant Agency's Organization and Experience
- d) Technical Form 4: Description of Approach, Methodology and Work Plan for Performing the Assignment
- e) Technical Form 5: Team Composition and Task Assignments
- f) Technical Form 6: Curriculum Vitae (CV) of proposed staff
- g) Technical Form 7: Undertaking regarding any Conflicting Activities and Declaration thereof

The Technical Proposal shall not include any financial information. A Technical Proposal containing financial information shall be declared nonresponsive.

1.16 Financial Proposals

The Financial Proposal shall be prepared using the attached Financial Form (in Section 9). The financial proposal shall not include any conditions attached to it and any such conditional financial proposal shall be rejected.

1.17 Tender Fee, Earnest Money Deposit (EMD) and Performance Guarantee

Tender Fee

Tender Fee of Rupees Five Thousand (₹5,000), in the form of Demand Draft (DD) drawn in favour of “District Social Security Officer, Keonjhar” and payable at Keonjhar, must be submitted along with the Proposal. Proposals not accompanied by Tender Fee shall be rejected as non-responsive.

Earnest Money Deposit

An Earnest Money Deposit (EMD) of Rupees Twenty-Five Thousand (₹ 25,000), in the form of Demand Draft (DD) drawn in favour of “District Social Security Officer, Keonjhar” and payable at Keonjhar, must be submitted along with the Proposal. Proposals not accompanied by Tender Fee and EMD shall be rejected as non-responsive. No interest shall be payable by the Client for the sum deposited as EMD and no bank guarantee will be accepted in lieu of the EMD. The EMD of the successful and unsuccessful bidders would be returned within one month of signing of the contract.

The EMD shall be forfeited by the applicant Agencies in the following events:

- a) If Proposal is withdrawn during the validity period or any extension agreed by the applicant Agencies thereof.
- b) If the Proposal is varied or modified in a manner not acceptable to the Client after opening of Proposal during the validity period or any extension thereof.
- c) If the applicant Agencies tries to influence the evaluation process.
- d) If the selected Agency withdraws its proposal during negotiations.

Performance Bank Guarantee

The selected Agency shall be required to furnish a Performance Bank Guarantee of INR 3% of the total contract value in the form of an unconditional and irrevocable bank guarantee from a Nationalized/Scheduled bank in India in favour of “District Social Security Officer, Keonjhar” for the entire period of contract with 90 days claim period. The bank guarantee must be submitted after award of contract but before signing of contract. The successful bidder must renew the bank guarantee on same terms and conditions for the period up to contract including extension period, if any. Performance Bank Guarantee would be returned only after successful completion of tasks assigned to them and only after adjusting/recovering any dues recoverable/payable from/by the selected Agency on any account under the

contract. On submission of this performance guarantee and after signing of the contract, demand draft submitted towards EMD would be returned in original. The format for the Performance Bank Guarantee is provided in Annexure I.

1.18 Submission, Receipt and Opening of Proposals

- a) The Proposals (Pre-Qualification, Technical Proposal and Financial Proposal) shall contain no interlineations or overwriting, except as necessary to correct errors made by the applicant Agencies themselves. The under-signee person for the proposal must provide his initial beside such corrections. Submission letters for the Technical Proposal and Financial Proposals should respectively be in the format specified.
- b) An authorized representative of the applicant Agency shall initial all pages of the original Pre-Qualification, Technical and Financial Proposals. The authorization shall be in the form of a written power of attorney accompanying the Technical and Financial Proposals or in any other form demonstrating that the representative has been duly authorized to sign.
- c) The Pre-Qualification forms and all documents (as listed in listed in 1.14 of Section 6 and Section 7, 8 and 9) including the Tender Fee, EMD, declaration of submission as independent agency and power of attorney shall be placed in a separate sealed envelope clearly marked “PRE-QUALIFICATION DOCUMENTS”. The Technical Proposal including all the Technical Forms and supporting documents (listed in 1.15 of Section 6 and Section 7) shall be placed in a separate sealed envelope clearly marked “TECHNICAL PROPOSAL”. Similarly, the Financial Proposal including the Financial Form (described in 1.16 of Section 6 and in Section 9) shall be placed in a separate sealed envelope clearly marked “FINANCIAL PROPOSAL” All the three sealed envelopes shall be placed in an outer envelope and sealed. This outer envelope shall bear the submission address and shall be clearly marked “DO NOT OPEN, EXCEPT IN PRESENCE OF THE OFFICIAL APPOINTED, BEFORE 11:00 am ON 16.10.2025”. The Client shall not be responsible for misplacement, loss, or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may also be deemed as fit case for Proposal rejection. If the Proposal is not submitted in separate sealed envelopes duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive.
- d) The Proposals must be sent to the address indicated and received by the Client no later than the time and the date of submission, or any extension to this date in accordance with corrigendum. Any proposal received by the Client after the deadline for submission shall be returned unopened.

- e) From the time the Proposals are opened to the time the Contract is awarded, the applicant Agencies should not contact the Client on any matter related to its Technical and/or Financial Proposal. Any effort by applicant Agencies to influence the Client in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the applicant Agencies' Proposal.

1.19 Evaluation of Technical Proposal

- a) An Evaluation Committee (EC) will be constituted by the Client for the purpose of evaluating the proposals.
- b) In the first stage of evaluation, only responsive proposals which satisfy the Pre-Qualification Criteria shall be further taken up for evaluation. A Proposal shall be rejected if it is found deficient as per the requirements indicated.
- c) The EC shall then evaluate the Technical Proposals based on their responsiveness to the Terms of Reference and by applying the evaluation criteria, sub-criteria specified in the Table below.
- d) The Evaluation Committee while evaluating the Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded, and the competent authority accepts the recommendation.
- e) Agencies shall also make a presentation before the Evaluation Committee, which will be evaluated.
- f) Each responsive Proposal will be given a technical score.
- g) A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP and particularly the Terms of Reference or if it fails to achieve the minimum technical score indicated below.

Criteria, sub-criteria, and points system for the Evaluation of Technical Proposals:

Sl.	Evaluation Criteria	Supporting Form	Max. Marks
1.	Turnover	Average Annual	5
1.1	Average annual turnover of the last three financial years, i.e., 2022-23, 2023-24 and 2024-25 <u>Scoring criteria</u> 1. Rs. 30.00 lakhs – Rs. 34.99 lakhs: 1 mark 2. Rs. 35.00 lakhs – Rs. 39.99 lakhs: 2 marks 3. Rs. 40.00 lakhs – Rs. 44.99 lakhs: 3 marks 4. Rs. 45.00 lakhs – Rs. 49.99 lakhs: 4 marks 5. Rs. 50.00 lakhs – Rs. 70.00 lakhs: 5 marks	Turnover Statement	5
2.	Experience		20

Sl.	Evaluation Criteria	Supporting Form	Max. Marks
2.1	The bidder must possess at least five (05) years' experience in social sector and presently active and operational.	Technical Form 3	5
2.2	The bidder must be a locally registered agency having an established office in Keonjhar District.		5
2.3	<p>The bidder must possess a minimum of one (01) year of proven experience in the management and operation of residential Old Age Home/ Elderly Care Homes or Rehabilitation centres for adults, including structured accommodation, counselling, care, and rehabilitation services.</p> <p>Such experience may include operation of De-addiction Centres, Substance Abuse Rehabilitation Centres, Recovery Homes, as well as residential facilities for Homeless Persons, Disabled Persons (PwDs), Beggar Homes, Maa Gruha, or other similar Government-supported or NGO-run residential rehabilitation institutions for adults, provided the facility involved structured residential care and rehabilitation services.</p> <p>1. Up to 1 year: 0 marks 2. More than 1 year up to 2 years: 2 marks 3. More than 2 years up to 3 years: 4 marks 4. More than 3 years up to 5 years: 6 marks 5. More than 5 years: 10 marks</p>		10
3	Personnel*	Technical Form 5 and Technical Form 6	10
3.1	Project Co-Ordinator-cum-Center Head (1) Matching appropriate educational criteria and requisite work experience		4
3.2	In charge Medical Officer/Doctor (1) Matching appropriate educational criteria and requisite work experience		3
3.3	Counsellor/Psychologists (1) Matching appropriate educational criteria and requisite work experience		3
4	Presentation of Approach, Methodology and Work Plan before the evaluation committee	Technical Form 4	15
Total Marks =			50

* Experiences till 31stDecember 2025 only will be considered for evaluation.

Note: The minimum qualifying mark is: 30 (60 %).

1.20 Evaluation of Financial Proposal

- a) The Financial Proposal is only a declaration of acceptance of the proposed budget (including Management Fee) by the applicant Agencies and is non-evaluative in nature.
- b) Financial Proposals of only those applicant Agencies who are technically qualified (i.e. obtain minimum 60 % in Technical Evaluation) shall be opened.

1.21 Final Selection of Agency

All applicant Agencies who are technically qualified (i.e. obtain minimum 60 % in Technical Evaluation) shall be ranked based on marks obtained in the Technical Evaluation and the Agency scoring the highest marks will be selected by the Client.

1.22 Expected date and address for contract negotiations

Date to be communicated later.

Address:

District Social Security Officer,
At- Collectorate, Keonjhar
P.O. Keonjhar District, Pin-758001
Email: dssokeonjhar@gmail.com

Expected date and place for commencement of services

To be communicated later.

1.23 Negotiations

Negotiations will be held at the address indicated above. The invited Agency will, as a pre-requisite for attendance at the negotiations, confirm availability of all Professional staff. Failure in satisfying such requirements may result in the Client proceeding to negotiate with the next-ranked Agency. Representatives conducting negotiations on behalf of the Agency must have written authority to negotiate and conclude a Contract.

- a) **Technical Negotiations:** Negotiations will include a discussion of the Technical Proposal including the proposed technical approach and methodology, work plan, organization and staffing, and any suggestions made by the selected Agency to improve the Terms of Reference. The Client and the selected Agency will finalize the Terms of Reference, staffing schedule, work schedule, and reporting. These documents will then be incorporated in the Contract as “Description of Services”. Special attention will be paid to clearly defining the inputs and facilities required from the Client to ensure satisfactory implementation of the assignment. The Client shall prepare minutes of negotiations which will be signed by the Client and the selected Agency.
- b) **Financial Negotiations:** After the technical negotiations are over, financial negotiations will be carried out in order to discuss any changes in financials due to change in scope of work or due to clarification on any aspect of the technical proposal during the technical negotiations. Under ordinary circumstances, the financial negotiation shall not result in any increase in the proposed budget. However, in case of exceptional reasons/circumstances, the client may consider an increase/modification in the budget.
- c) **Conclusions of Negotiations:** Negotiations will conclude with a review of the draft Contract. To complete negotiations the Client and the selected Agency will initial the agreed Contract. If negotiations fail, the Client will invite the next-ranked Agency to negotiate a Contract.

1.24 Award of Contract

- a) After completing negotiations, the Client shall issue a Letter of Intent to the selected Agency, and promptly notify all applicant Agencies who have submitted proposals about the decision taken.

- b) The selected Agency will sign the contract after fulfilling all the formalities/pre-conditions including submission of the Performance Bank Guarantee within seven (7) working days of issuance of the Letter of Intent.

1.25 Confidentiality

Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the applicant Agencies who submitted the Proposals or to other persons not officially concerned with the process, until the publication of the award of Contract. The undue use by any Agency of confidential information related to the process may result in the rejection of its Proposal.

Section 5: Background and the need for an Old Age Home in Keonjhar

Population growth and the exponential increase in the number of elderly people is a global phenomenon resulting from declining fertility rate, increasing life expectancy at birth and at older ages and shifting of the leading causes of death and illness from infectious and parasitic diseases to non-communicable diseases and chronic conditions.

According to an UN report (2015) titled '*World Population Ageing*' the number of people in the world aged 60 years or over is projected to grow by 56 per cent, from 901 million to 1.4 billion, and by 2050, the global population of older persons is projected to more than double its size in 2015, reaching nearly 2.1 billion. According to a WHO study (2011) titled '*Global Health and Ageing*' India's older population – those aged over 65 years – will likely swell to 227 million by 2050 from 60 million today, which is an increase of nearly 280 per cent from what it is today.

It is projected that the geriatric population of India aged sixty and over will rise from 7.5% in 2010 to 11.1 % in 2025. It is expected that, a sizeable section of the people will be at the risk of developing chronic diseases, ill-health and dependence that often accompany old age. With the increasing number of elderly people, the concern for their holistic care is expected from the government and society. In this emerging scenario, the primary task is to address geriatric care considering the demographic transition.

According to the 2011 Census, 9.49 % of Odisha's population consists of the elderly, which is higher than the national average of 8.58 %. Out of the total persons aged 60 years and above, about 32 percent of males and 77 per cent of females in the rural areas of Odisha are fully dependent (economically) on others. The same figure is 33 per cent and 80 per cent in urban areas of Odisha. Out of the total elderly population in Odisha, about 3.3 percent are living alone, while 11.9 per cent are living with their spouses only. About 15.2 per cent of the elderly persons are not living with children, relatives or non-relatives. Hence, they might be in immediate need of geriatric care.

In pursuance of the Maintenance and Welfare of Parents and Senior Citizens Act, 2007, the Government of Odisha have framed the Odisha Maintenance of Parents and Welfare of Senior Citizens Rules, 2009 to provide secured and quality life to the elderly population.

In 2011, Keonjhar which is an administrative district of Odisha state had about 1,43,972 elderly citizens, out of which 9666 suffered from various disabilities. The district comprises of 5.3 per cent of Odisha's landmass with about 4.24 per cent of the population of the state. The district has abundant mineral resources and large forest reserves. Despite the vast natural resources, the district continues to be socio-

economically backward. The poverty Head Count Ratio (HCR) of the district is 47 percent. More than 85 percent of the population of the district live in rural areas. The district has high proportion of Scheduled Caste (SC) and Scheduled Tribe (ST) population, of which SC accounts for 11.6 per cent and ST accounts for 45.5 per cent (2011 Census).

In the context of Keonjhar, given the travails associated with the mining economy, elderly abuse and abandonment has become more pronounced. Therefore, it is imperative that an Old Age Home is established to ensure the wellbeing, respect and dignity of the elderly who are homeless, abandoned, and destitute.

Under point (vi) of sub-section (A) of Section 10 of Odisha District Mineral Foundation Rules, 2015, special programs such as an Old Age Home can be taken up for the welfare of the elderly. DSSO, Keonjhar endeavors to adopt a just, humane, and sensitive approach to ensure that the elderly who are in difficult circumstances can access shelter and other allied services to safeguard their right to life and dignity. The Old age Home thus established shall be funded by District Mineral Foundation, Keonjhar.

Section 5: Terms of Reference

1. Definition

The Old Age Home will be a place where indigent senior citizens of the age of 60 and above live and are cared for lifetime or up to the time they desire to stay. The facility will be open to all indigent senior citizens irrespective of their place of origin. It will be 24 hours, 365 days a year residential housing facility where food, clothing, healthcare, recreation activities and other necessities are provided.

2. Project Introduction

Currently, there is no operational government-run Old Age Home in the district. However, an infrastructure shown below has been created in Joda Municipality, where the Old Age Home is proposed to be established. It will presently house 25 male inmates, and 25 female inmates. Provisions for joined stay of indigent married couples will be made subsequently based on need.



In this regard, a reputed and credible agency is sought to be enlisted to establish and manage the above shown infrastructure for the best interest of indigent senior citizens.

3. Project Objectives

- A. To ensure the wellbeing of the homeless, destitute, and abandoned elderly people.
- B. To provide them adequate and nutritious food and a permanent shelter to live in.
- C. To provide them necessary health care.

- D. To engage them in recreational and other suitable activities.
- E. To ensure their citizenship rights through welfare schemes.
- F. To ensure their identity and dignity in life and death.

4. Project Description

A. Services to be provided at the Old Age Home

- i. 24*7 residential shelter.
- ii. Nutritious and wholesome diet.
- iii. Adequate clothing for the inmates.
- iv. Adequate arrangements for sanitation, hygiene, recreation, and security.
- v. Arrangements for medical care.
- vi. Link to all welfare schemes of the governments like pensions and insurance etc.

B. Infrastructure to be made available to the Selected Agency

Two buildings of about 3,600 square feet of floor area has already been constructed, with all modern facilities of drinking water, toilets, kitchen, dining hall, pleasant landscaping etc. in a campus of about 2 acres, which is within the urban areas of Joda Municipality.

This infrastructure is proposed to be sufficient for about 50 inmates (25 male and 25 female). However, based on need the additional infrastructure can be constructed subsequently.

C. Eligibility criteria for admission to the Old Age Home

The indigent senior citizen should be of **Sixty (60) years** of age or above and fulfill any of the criteria mentioned below:

- i. Destitute i.e. those who cannot provide for themselves and have nobody to look after.
- ii. Those who suffer from neglect within the family or have been abandoned by families, and the case is under consideration of the maintenance tribunal mandated under the Odisha Maintenance of Parents and Senior Citizens Rules, 2009.
- iii. Those who are living alone and cannot support themselves.
- iv. Those who are transferred from identical institutions.

D. Process of admission to the Old Age Home

- i. An indigent senior citizen fulfilling the eligibility criteria may either self-apply or be referred by any ¹stakeholders.
- ii. The application can be on a plain white paper citing the reason and addressed to the DSSO, Keonjhar.
- iii. In case of referral, a letter signed by the referee shall be attached with the application form citing the reason thereof.
- iv. Upon receipt of any application, DSSO will mandatorily undertake a social enquiry by its district officials and facilitate a medical examination by a government health practitioner for both physical, mental check-up, age proof, hospitalization, etc. as the need may be. Any senior citizens found suffering from contagious diseases and/or fully bedridden and/or of unsound mind, will not be considered fit for admission to the Old Age Home.
- v. In case of violation of the Act, DSSO shall pursue the case according to the Act's provisions.
- vi. Applications received by the DSSO shall also be sent to the jurisdictional Police for background enquiry and possible repatriation.
- vii. Upon the receipt of the Medical Certificate and the Social Enquiry Report, the DSSO will allow the applicant for interim stay in the OAH, for which documentary consent will be taken from the applicant.
- viii. Upon receipt of the Police Report, the Governing Committee will provide a final decision of acceptance / rejection of the application. If the application is rejected, the interim stay order will be cancelled.

E. Other considerations for admissions

- i. The priority in admission will be given to senior citizens from mining affected areas of Keonjhar district. Senior citizens from the rest of the district may be given second priority. Residents of other districts may be allowed to stay temporarily until suitable arrangement for repatriation is made.
- ii. In no case the number of admissions shall exceed the number of beds available. However, no inmate of the OAH will be removed solely to accommodate a fresh inmate.

¹It can be a concerned citizen, public representatives, NGOs, Police, Courts and other government agencies.

- iii. Where the number of applications exceeds the number of beds available, priority for admission shall be given based on the socio-economic factors.
- iv. No discrimination shall be made based on religion, place of origin, caste, race, creed, language, etc. among indigent senior citizens seeking admission into the OAH.

5. Documents required for admission

The following documents are required at the time of admission to the OAH. These will be kept in the Inmate Personal File:

- A. If available, any government issued identity proof such as Aadhaar, Electoral Photo Identity Card (EPIC), Ration Card/ BPL/APL card or any other documents issued by the Central/State government. However, providing such a document should not be mandatory.
- B. Application form signed by the inmate citing the reason for taking admission.
- C. Medical Certificate from the jurisdictional Medical Officer. In cases where there is uncertainty regarding the age of the applicant, and no government issued identify proof is available, estimated age by a Registered Government Medical Practitioner should be considered.
- D. Police Verification Report (for background check or in case of missing report filed against the applicant).
- E. In case of referral, letter from the referring entity will also be kept.
- F. Interim/Final Approval from the DSSO/Governing Committee.
- G. Orders from court/statutory bodies, if available.

6. Functioning of the Old Age Home

- A. The Old Age Home shall operate round-the-clock i.e. 24 hours, 365 days a year.
- B. The home shall mandatorily provide separate lodging for male and female inmates unless they are a married couple.
- C. The inmates shall be served with hot cooked meals three times a day (breakfast, lunch, and dinner). Tea and snacks will also be provided every morning and evening.
- D. Emphasis should be given on maintaining proper hygiene, both by the staff and inmates.
- E. The inmates should be encouraged to participate in the day to day activities of the OAH which may be organising social events for celebrating various festivals, developing kitchen gardens, etc.

- F. Neither the inmates nor any person shall be permitted entry/exit from the OAH campus without the approval of the Superintendent of the OAH. Biometrics attendance of all the inmates shall be taken daily twice (morning and at night) and systems put in place for computerized reports to be generated.
- G. The inmates may be taken on an excursion once every two months to nearby picnic spots.
- H. Volunteers, especially students from nearby colleges may be encouraged to interact and help the inmates in their day to day activities as an empathy building exercise. Physical presence of the Superintendent is mandatory during such sessions. However, such activities shall be done in a planned manner with prior written approval of the Executive Committee.

7. Standards of the Old Age Home

- A. There shall be separate dormitories for male and female inmates.
- B. If possible, separate compartments shall be made available for married couples within the dormitory to ensure privacy.
- C. There should be enough space between beds for free movement of wheelchairs.
- D. Each inmate should be provided with a shelf / secured box for keeping personal belongings.
- E. Each bed shall be provided with a mosquito net. The doors and windows shall also be fixed with mosquito nets.
- F. There should be emergency calling bell/alarm/whistle near the bedside.
- G. Dormitories, compartments, and beds should be properly numbered.
- H. Fire extinguishers shall be provided in every dormitory.
- I. Smoking, consumption and storage of alcohol, tobacco, drugs, or intoxicants are forbidden on the OAH premises.
- J. Inmates should only be allowed access to their respective compartments, dormitories of same gender and common areas of the OAH.
- K. Dressing room for female inmates.
- L. CCTV cameras in the male dormitory area, female dormitory area, office room, outside the building, and in common areas, stored locally for a minimum of 90 days and available for viewing to authorized representative of the selected Agency/client only.
- M. Under no condition, should the inmates be allowed to use a common area to stay.
- N. There should be separate bathrooms and toilets for male and female inmates.
- O. The clothes of the inmates shall be washed in mechanized laundry using washing machines. Schedule for the laundry shall be drawn up.

- P. Space for the machines and drying clothes should be identified.
- Q. Nutrition – adequate quantity, good quality, variety in food stuff (as per local conditions) containing an average of 1700 calories and 50 grams protein to be provided to the beneficiaries, every day. The food timings and the menu shall be prominently displayed in the dining hall.
- R. Medical facilities/ Medicare- The project should have first aid kit (as advised by Doctor), glucometer, BP monitoring machine, weighing machine, oxygen concentrators, massager/pain relieve devices, and medicines etc., as prescribed by a Doctor. As far as possible, the residence of the Doctor should be near the OAH. Regular Health Camps to be organized in coordination with the CDM&PHO / MOIC Joda. In case of emergency situations, arrangement for prompt referral of inmates to CHC Joda shall be made.
- S. Recreation – Books/Novels, 3-4 Magazines, 2-3 newspapers (in regional/ local language) should be available in the OAH. Excursions / Outings at nearby places (once every two months) to religious / cultural nearby places to be undertaken. Games like caroms, chess, cards etc., to be provided in the OAH.TV with cable connection, and one computer with internet connection to be allocated for inmates use.
- T. Proper waste disposal using separate dustbins for wet and dry waste should be ensured. The wet waste shall be used to generate compost for the kitchen garden while the dry waste shall be collected by the Municipality.
- U. Inmates' belongings shall be catalogued/recorded in the Inmate Personal File, stored safely at the time of admission.
- V. A vehicle may be hired on need basis as per the vehicle policy decided by the office of the DSSO.
- W. Public phone facility can be made available in the OAH
- X. It is imperative that the elderly inmates are treated with respect, empathy, and affection and in no case shall harsh language or abusive behavior be used. Any violation shall be treated as professional misconduct and invite serious action against the concerned person.

8. Scope of Work

- A. Ensure that all the 'Project Objectives', 'Services to be provided', and 'Functioning of the OAH' as mentioned in Section 3, Section 4(A) and Section 6 are met.
- B. Formulate a Detailed Project Execution Plan (DPEP) for the establishment and operationalization of the OAH. The DPEP should include details regarding:

- i. Recruitment of OAH staff.
 - ii. Training modules and plan for training the OAH staff.
 - iii. Standard Operating Procedures (SOP) for day to day operation to ensure proper functioning of the OAH.
 - iv. SOP for different emergency scenarios.
 - v. Copy of approvals / permissions required under relevant statutes and rules.
 - vi. Formats for registers, MIS, and other related documentation. The format, content, frequency, and circulation of the MIS should be decided in consultation with the office of the DSSO.
 - vii. Implementation schedules for placement of personnel, adoption/development of MIS, and other deliverables under this project.
- C. Execute the approved DPEP.
 - D. Maintain and enforce a geo-tagged attendance system for all the personnel hired under this project.
 - E. Provide regular updates to the Client through the assigned point of contact in the office of the DSSO.
 - F. Ensure proper documentation and record keeping of the inmates in the OAH, including the Inmate Personal File.
 - G. Undertake annual financial planning of the project, submit necessary bills for release of funds and submit Utilization Certificates for the fund spent.
 - H. Submit monthly, quarterly, and annual Progress Reports to the office of the DSSO.
 - I. Undertake periodic appraisal of the project execution status and take/suggest corrective steps
 - J. Identify critical gaps in existing social security systems and recommend any improvements/additions required to amplify the impact of the project to the client.
 - K. Attend all meetings as required by the office of the DSSO related to progress and assessment of the program.
 - L. Take feedback from the inmates, act on the complaints/feedback received and take corrective measures.
 - M. Any other relevant work as directed by the Client.

9. Steps in Project Implementation

Sr. No.	Step	Responsibility	Timeline for Completion
1	Approval for project initiation	DSSO	Within 15 working days of finalization of the Agency
2	Preparation of DPEP	Agency	Within 30 working days of receiving Work Order
3	Procurement of necessary equipment, furniture, etc. by the Agency on due approval of DSSO following due process	Agency	Within 45 working days of receiving Work Order
4	Installation of equipment, furniture, etc.	Agency	Within 45 working days of receiving Work Order
5	Execution of the project	Agency	Within 45 to 60 working days of receiving Work Order
6	Fund release to the selected Agency on submission of bills (monthly)	DSSO	Within 15 working days of receiving of bills from the Agency
7	Supervision, Monitoring and Review of the project (monthly)	DSSO	By 20 th of every month

10. Project Duration

The duration of the contract will be for **Three (3)** years and may be subsequently extended for period of **Two (2)** years at a time, subject to satisfactory performance as determined by the Client.

11. Role and Responsibilities of Stakeholders

A. Responsibility of DSSO:

- i. Selection of agency for project implementation through this RFP.
- ii. Sign the MoU with the selected Agency.
- iii. Ensure the availability of OAH building and infrastructure, as per standards.
- iv. Ensure that all procurement is done as per applicable rules and standards.
- v. Supervise, monitor, and review the functioning of the OAH.
- vi. Discuss and prepare SOP for the operations of OAH with the selected Agency.

- vii. Ensure that the inmates are admitted to the OAH after due procedure and approval.
- viii. Responsible for the overall well-being of the inmates of the OAH.
- ix. Ensure the inmates avail the benefits of all government welfare schemes such as Assistive Devices under Rashtriya Vayoshree Yojana, pensions, Health Insurance, Baristha Nagarika Tirtha Yatra Yojana, Mahaprayan, Harishchandra Yojana, etc.
- x. Scrutiny and release of funds to the agency as per actual bills and stipulated norms.
- xi. Approve the estimates/release the bills of repairs, changes in the OAH infrastructure as per requirement, as and when necessary to EO Joda in a timely manner.
- xii. Conduct review and evaluation of the project (mid-term, end-term, etc.) and suggest course correction.
- xiii. Coordinate with DMF and line departments in conjunction with the Superintendent of the OAH.
- xiv. Formulate a written vehicle use policy and supervise its compliance.

B. Responsibility of CDM & PHO

- i. Ensure the Medical Reports of the applicants are prepared and sent to the DSSO.
- ii. Ensure the applicants or inmates are provided with hospitalisation and proper treatment as per geriatric norms of the government.
- iii. Ensure that a weekly check-up of all the inmates is provided through Mobile Health Unit/ Mobile Health Team.
- iv. Ensure that correct and timely referral services is provided to every inmate, in suitable government health facility.

C. Responsibility of Police

- i. Carry out enquiry of the applicants (for background check or in case of missing report filed against them) and their possible repatriation.
- ii. Prepare and send the Police Verification Reports to the DSSO.

D. Responsibility of EO, Joda Municipality

- i. Make available the OAH building and infrastructure as per applicable standards for access friendly and elderly care.
- ii. Execute the maintenance and repairs, changes in the OAH infrastructure, as and when necessary, after due process and approvals from the office of DSSO Keonjhar/Governing Committee.

- iii. Empanel at least 2-3 plumbers, electricians, fire safety technician etc for sending to OAH on -call as and when need arises.

E. Responsibility of Governing Committee

- i. The OAH will be regulated overall by the Governing Committee comprising of the CEO, DMF and District Social Security Officer (Convenor).
- ii. The Governing Committee will finalise the acceptance/rejection of applications for admission to the OAH.

F. Responsibility of Executive Committee

- i. The operation of the OAH will be overseen by an Executive Committee comprising of DSSO (Chairperson), OAH Superintendent (Member-Convener), OAH Counsellor, EO, Joda (invitee), IIC Joda PS (invitee), one male and one female inmate (members) and any other member as approved by the District Collector cum Managing Trustees DMF Keonjhar.
- ii. The process of admission and moving out of the senior citizens will be monitored by the Committee.
- iii. All social events, visits of students, etc. at the OAH shall be undertaken after written approval of the Committee.

G. Responsibility of Inmates

- i. The inmates shall abide by the rules and regulations of the OAH.
- ii. The inmates shall maintain hygiene and keep their beds and immediate surroundings clean.
- iii. With a view of maintaining an active lifestyle, the inmates may wash their plates/cups, dry their clothes, cultivate kitchen gardens, assist in distribution of food and other general activities of the OAH.

12. Monitoring and Evaluation

Review meetings shall be conducted by the office of the DSSO to monitor the implementation of the project. The selected agency should submit the progress report on monthly basis in the desired format as per given schedule to the office of the DSSO.

Quarterly review will be held in the Old Age Home at Joda Municipality by a team nominated by the Collector-cum-Chairperson and Managing Trustee, DMF to assess the services provided at the OAH, and the compliance of the selected Agency to the Scope of Work.

Yearly Audit will be conducted in order to monitor and evaluate the OAH. The Audit will be carried out after the end of each year (after project initiation). The audit should take feedback from the inmates in the OAH, inspect the OAH for cleanliness and security; check the geo-tagged attendance of the staffs, inspect the video recording of the CCTV cameras, financial audits for reconciliation of funds received/expenditure incurred and other related tasks.

The final evaluation will be carried out at the end of the project (i.e. 3 years) and will consider the following aspects in addition to those addressed in the yearly audit:

- A. The project's achievement with respect to the objectives.
- B. The effectiveness of the OAH for service delivery as envisioned.
- C. Suitability of the Agency, regarding extension of the contract.
- D. Lessons learned and recommendations.

The yearly audit and final evaluation will be carried out by a committee constituted for the purpose by the District Collector cum Managing Trustee of DMF Keonjhar.

Note:

All assets, equipment and tools procured under the project will be property of the office of the DSSO, Keonjhar and the Agency will have no right over it.

13. Team Composition

Following is the minimum team deployment for the project:

Sr. No.	Post	Quantity	Shift	Reliver	Total Number of Staff	Remarks
1	Project Co-ordinator	1	1	0	1	General shift, available for 24 hours
3	Counsellor/Social Worker	1	1	0	1	General shift, available for 24 hours
4	Staff Nurses	4	3	1	4	7 am to 3 pm, 3 pm to 11 pm, 11 pm to 7 am
5	Cook**	3	2	1	3	7 am to 3 pm, 2 pm to 10 pm

6	Sanitary Worker**	9	2	1	9	7 am to 7 pm, 7 pm to 7 am, at least one male and one female in each shift should be available
7	Multi-purpose Worker	6	3	1	6	7 am to 3 pm, 3 pm to 11 pm, 11 pm to 7 am, at least one male and one female in each shift should be available
8	Security Guards**	3	2	1	3	7 am to 7 pm, 7 pm to 7 am, at least one male and one female in each shift should be available
Total Resources*					27	

*Apart from above full-time personnel, following should be made available on a part time basis as mentioned below:

- Doctor (MBBS/ BAMS/ BHMS): Doctor shall visit the OAH at least twice a week for health check-up of all the beneficiaries. The doctor is bound to attend the beneficiaries in emergency. As far as possible Doctor residing near the centre should be engaged.
- Yoga Therapist (Diploma in Yoga from a recognized Institute): Yoga therapist should visit the OAH at least three times in a week for a minimum one hour per day.
- Physiotherapist/Occupational Therapist (B.P.Th./ B.O.Th.): Physiotherapist/Occupational Therapist should visit the OAH at least three times in a week for a minimum one hour per day for providing exercises and rehabilitation as per the requirement of the OAH residents in consultation with the Doctor of OAH and team of Doctors, Specialists, Physiotherapists etc available with CDM&PHO Keonjhar.
- Accountant/Clerk (B.Com. with knowledge of computers and Tally): Compilation of accounts, book-keeping, computerizing collected database & information, maintaining records & files, maintaining bills, vouchers etc as per provisions of the project.

** Security services, Food & Beverage/Cooking and Cleaning/Housekeeping services may be outsourced to professional agencies providing these services. Nevertheless, the above number of personnel (minimum) should be deployed for avoiding any hinderances in quality services provisions.

A. Project Co-ordinator

Deployment: Full time and Residential

Minimum Qualification: Master in Public Health/ PGD (Post Graduate Diploma) in Hospital and Health Management/ Diploma in Gerontology with Graduation/ PGD in Geriatric Care/

Certificate Course in Geriatric Care with Graduation/ PGD in Health and Social Gerontology and Post-Graduation in Social Sciences/ Social Work. At least 5 years of work experience in project planning, implementation, and management. Candidates with 2 or more years of experience in running and managing Old Age Homes will be preferred.

Other Requirements:

- i. The candidate should be less than 45 years of age.
- ii. Good knowledge and experience of participatory approaches in Government Programme implementation.
- iii. Must have good communication skills in Odia i.e. to read, write and speak.
- iv. Knowledge of tribal language(s) will be an advantage.
- v. Excellent interpersonal verbal and written skills including presentation skills.
- vi. Should have proficiency in Microsoft office suits and Internet Browsing.

Key Roles and Responsibilities

- i. Responsible for overall functioning and management of the OAH.
- ii. Ensure that the “Project Objectives”, “Services to be provided in the Old Age Home” and other deliverables under the “Scope of Work” as mentioned in Section 3, Section 4 (A), and Section (6) are satisfied in a timely manner.
- iii. Ensure the applicants are admitted following due procedure and proper documentation.
- iv. After approval from the DSSO, formally induct the applicant and explain to them their rights, duties, facilities provided and the rules of the OAH.
- v. Actively coordinate between the Client, line departments, OAH staff and Executive Committee, take necessary steps to resolve issues and represent the OAH at meetings.
- vi. Follow instructions on matters relating to the administration, running and management of the OAH given by the Client.
- vii. Supervise the work of other staff and ensure that they are fulfilling their responsibilities.
- viii. Ensure supplies and other logistics as per the procurement rules and standards.
- ix. Ensure that procured items are properly recorded in the Stock Register.
- x. Supervise and ensure that the inmates are provided with all their welfare and government entitlements and it is recorded in the specified register.

- xi. Ensure that the unused and un-repairable items are auctioned and remit their value to DMF as per the rules and norms set by the DSSO.
- xii. Coordinate and arrange health camps for regular checkup of the inmates.
- xiii. Ensure proper in-home treatment and take steps for admission of the patient in the hospital as advised by the OAH doctor.
- xiv. Ensure that the inmates' belongings are properly recorded, stored in safe custody, and handed over to them with defined procedures as and when required.
- xv. Open bank accounts in the name of the inmates and help them in their pensions deposited/withdrawn.
- xvi. Preparation of Annual Report, progress reports, process documents and other reports in a time bound manner and submit the same to DSSO.
- xvii. Organize monthly and other meetings of the OAH and other related agencies as per schedule and follow recommendations/suggestions/orders as mentioned in the minutes of the Executive Committee meeting.
- xviii. Inform the DSSO in case of personal and professional misconduct of the staff and take necessary and immediate action against them as per written direction.
- xix. Inform the DSSO in case of violation of rules and regulations by the inmates and take necessary and immediate action against them as per written direction.
- xx. Hold responsibility as the Public Relation Officer of the OAH.
- xxi. Day to day correspondence.
- xxii. Proper maintenance of various files related to records of the inmate(s), staff, stock, finance, assets, etc.
- xxiii. Preparation of Annual Budget and everyday financial management of the OAH.
- xxiv. Encourage and conduct training programs and capacity building activities for volunteers / staff / stakeholders as per the instructions of the Executive Committee.
- xxv. Any other relevant work that may be included during the negotiations or as directed by the DSSO.

B. Counsellor / Social Worker

Deployment: Full -time and Non-Residential

Minimum Qualification: A Master's Degree in Counselling/Psychology with a Diploma in Counselling from a government approved university with at least three or more years of experience in counselling practice. Counsellor with one or more years of counselling experience in Old Age Homes will be preferred.

Other Requirements:

- i. Must have good communication skills in Odia i.e. to read, write and speak.
- ii. Knowledge of tribal language(s) will be an advantage.
- iii. Excellent observation and listening skills; empathy, patience, tolerance, sensitivity, and an appreciation for confidentiality issues.
- iv. Excellent interpersonal skills such as active listening, clarification, reflection, and effective interpretation skill.

Key Role and Responsibilities:

- a. Understand the behavior patterns, attitude, capabilities, and limitations of newly admitted inmates and record them in the Inmate Medical File.
- b. Prepare an effective and practical care plan for the inmate in the light of the information collected through observation, enquiries, and medical report.
- c. Implement the care plan with the aim of helping the inmate adapt to the OAH environment.
- d. Give individual or group counseling to inmates with mental strain and psychological problems.
- e. Attend concerned meetings, training and capacity building activities organized by the OAH.
- f. Any other relevant work that may be included during the negotiations or as directed by the Client.

C. Staff Nurse**Deployment: Full time and non-Residential**

Minimum Qualification: Diploma in General Nursing & Midwifery/ BSc. Nursing from a recognized institution approved by the Indian Nursing Council. The candidate must have been registered with the Odisha Nursing Council and have at least 1 year of work experience in hospitals. Candidates work experience in geriatric care or in Old Age Homes will be preferred.

Other Requirements

- i. The candidate must be in the age group of 25-45 years.
- ii. Must have good communication skills in Odia i.e. to read, write and speak.
- iii. Knowledge of tribal language(s) will be an advantage.

Key Roles and Responsibilities

- i. Administer medicines, provide first aid, and perform regular tests of blood pressure level, diabetes, etc. for the inmates as prescribed by the doctor.
- ii. In cases of medical emergency, stabilize the condition of the inmates and assist in admitting them to the hospital.
- iii. Make all the related entries in the medical records of the inmates and ensure their safety.
- iv. Store the medicines and medical equipment's in the designated places and maintain their records in the concerned registers.
- v. Assist the doctor while attending to the inmates.
- vi. Ensure personal hygiene is maintained by the inmates.
- vii. Ensure the inmates are provided food as per the diet chart prescribed by the doctor.
- viii. Attend concerned meetings, training and capacity building activities organized by the OAH.
- ix. Ensure that the inmates use clean clothes, bed sheets and pillow cover etc.
- x. Any other relevant work that may be included during the negotiations or as directed by the Client.

D. Cook

Deployment: Full time and residential

Requirements

- i. Primary education.
- ii. Good communication skills in Odia.

Key Role and Responsibilities

- i. Should cook and serve fresh food for approximately 50 inmates thrice per day.
- ii. Should prepare food, tea, and snacks for inmates as per the diet rule prescribed by the doctor.
- iii. Prepare food, tea, snacks, etc. and serve it to the inmates at fixed timings.
- iv. Assist in procurement of food items and other materials.
- v. Keep the food items safely in clean and airtight containers with labels.
- vi. Should maintain absolute cleanliness in the kitchen, dining hall and stores.
- vii. Wash the utensils/cutlery and ensure they are clean for reuse.
- viii. Should ensure that the waste from the kitchen and dining are segregated into wet and dry waste and disposed properly.

- ix. Should maintain the kitchen stock register and prepare the required item list to be procured.
- x. Any other relevant work that may be included during the negotiations or as directed by the Client.

E. Multi-Purpose Worker

Deployment: Full time and residential

Requirements

- i. Primary education.
- ii. Good communication skills in Odia.

Key Role and Responsibilities

- i. Assist the cook in preparing and serving the food.
- ii. Assist the cook in washing the utensils/cutlery.
- iii. Assist the staff in office work of the OAH as and when required.
- iv. Assist in procurement and purchase of the required materials for the OAH.
- v. Assist in the disposal of waste, through composting and other means.
- vi. Any other relevant work that may be included during the negotiations or as directed by the Client.

F. Sanitary Worker

Deployment: Full time and non-residential

Key Role and Responsibilities

- i. Maintaining clean and hygienic environment in the OAH.
- ii. Sweep and mopping the OAH at least twice daily with appropriate disinfectant.
- iii. Clean and disinfect the toilets at least thrice daily with 0.5 % active chlorine solution.
- iv. Take the soiled clothes, used bed sheets and pillow covers from the inmates for washing in the laundry.
- v. After washing, assist the inmates in sun drying the clothes and make sure the inmates get their clothes and bed materials back.
- vi. Any other relevant work that may be included during the negotiations or as directed by the Client.

14. Leaves for Staff / Personnel Hired in the Project

The staff/personnel hired under this project are expected to be self-motivated to achieve the objectives of the project. Considering the criticality and nature of the services provided, and to ensure that essential healthcare delivery system is not affected / disrupted, the leaves granted to the staff/personnel in this project should be accordingly regulated with the following considerations:

- i. The selected agency will ensure full functioning of the OAH, 365 days a year including government holidays, national/state/local holidays, and religious/cultural holidays.
- ii. The staff may avail of Casual Leave (CL) of up to 12 days per year as per policy of 'Odisha State Health & Family Welfare Society, Govt. of Odisha'. A replacement staff must be on duty in case of absence of any staff member, so as not to hamper any work in the OAH.
- iii. If the Superintendent is on leave, then the Coordinator/Counsellor should be made the Incharge- Superintendent for that period with prior information to the DSSO Keonjhar.

15. Hiring of Outsourcing Agencies

Security services, Food & Beverage/Cooking and Cleaning/Housekeeping service may be outsourced to professional agencies providing these services.

Section 7: Standard Forms

Pre-Qualification Form 1

S. No	Basic Requirement	Specific Requirement	Documents Required	Document Submitted (Yes/No)
1.	Legal Entity	The Agency shall be a not-for-profit organization registered under any of the following: <ol style="list-style-type: none"> 1. Societies' Registration Act 1860 2. Indian Trust Act 1882 3. Companies Act 1956 4. Any other registration approved by the Indian govt. 	Certificate of incorporation Registration Certificate PAN No. GST No. / Form 12 AA Certificate along with 80G Registration certificate of NGO Darpan Portal	
2.	Operation	The Agency shall have been in operation for the past three (3) years as on 31/03/2025 and filed ITRs for the last 3 FYs i.e.,2022-23, 2023-24 and 2024-25.	Last three FY's Audited Financial Statement duly signed by a Chartered Accountant for 2022-23, 2023-24 and 2024-25	
3.	Financial Capacity	The Agency shall have an average annual turnover of at least Rupees 50 Lakh over the last three FYs 2022-23, 2023-24 and 2024-25. This must be the individual Agency's turnover and not that of group companies/organizations.	Average Annual Turnover Statement	
4.	Consortium	No consortium / JVs / associations / subcontracting shall be allowed under this project.	Declaration of submitting as independent Agency from the Authorized Signatory.	
5.	Blacklist	The Agency shall not have been blacklisted by any Central / State Government Ministry in India or Public Sector Undertakings or any Government Agencies.	Undertaking by the Authorized Signatory	
6.	Experience	The bidder must possess a minimum of one (01) year of proven experience in the management and operation of residential Old Age Home/ Elderly Care Homes or Rehabilitation centres for	Copies of Work Orders/ Sanction Orders/ MOUs/ Engagement Letters/ Completion Certificates or equivalent documentary evidence shall be provided as	

		<p>adults, including structured accommodation, counselling, care, and rehabilitation services.</p> <p>Such experience may include operation of De-addiction Centres, Substance Abuse Rehabilitation Centres, Recovery Homes, as well as residential facilities for Homeless Persons, Disabled Persons (PwDs), Beggar Homes, Maa Gruha, or other similar Government-supported or NGO-run residential rehabilitation institutions for adults, provided the facility involved structured residential care and rehabilitation services.</p>	<p>proof. Documents in other languages shall be supplemented by an English translated copy.</p>	
7.	Authorized Representative	A Power of Attorney/ Board Resolution in the name of the person signing the proposal.	Original Power of Attorney (notarized on a Rs. 100/- Bond paper)	
8.	Cost of Tender/ Tender Fee (Non-refundable)	The Agency shall furnish a Tender Fee of Rs. 5,000.00 (Rupees Five Thousand Only), in the form of Demand Draft in favour of 'The District Social Security Officer, Keonjhar), and payable at Keonjhar.	Original Demand Draft	
9.	Earned Money Deposit (EMD)	The Agency shall furnish an EMD of Rs. 25,000.00 (Rupees Twenty-five Thousand Only), in the form of Demand Draft in favour of The District Social Security Officer, Keonjhar, and payable at Keonjhar.	Original Demand Draft	

Note: All claims should be substantiated through production of supporting documents. All supporting documents should have the period of execution, along with details of the project components, partners, etc. clearly highlighted.

Pre-Qualification Form 2

AVERAGE ANNUAL TURNOVER STATEMENT

The Average Annual Turnover statement of<name of the organisation>, at<address of the organisation>, for the last three financial year are given below and certified that the statement is true and correct.

Sl. No.	Financial Year	Turnover in lakhs (₹)
1	2022-23	
2	2023-24	
3	2024-25	
4	Average annual turnover statement	

Date:

Signature of Chartered Accountants

Place:

Seal:

Membership No:

Note:

1. To be issued in the letter head of the Chartered Accountant
2. The annual average turnover statement will be invalid without the membership number of the Chartered Accountant

Pre-Qualification Form 3

NON-CONSORTIUM DECLARATION

We,<name of the Organisation>, having our registered office at , <HQ address of the Organisation> hereby declare that we are submitting this proposal in reference to the Request for Proposal for the “Selection of an Agency for ‘Establishment and Management of 50 seated Old Age Home at Joda Municipality’ under District Mineral Foundation (DMF), Keonjhar.

We declare that we are submitting this proposal as an independent agency, and not as a part of any consortium/Joint Venture/Associations.

We also acknowledge that in case of misrepresentation of the information, our proposal / contract shall be rejected / terminated at any stage by the client, which shall be binding on us. Any loss or damage to the client, on this count will be compensated by us.

Date:

Authorised Signature

Place:

Name and Title of Signatory

Seal:

Note:

1. To be issued in the letter head of the Organisation

Pre-Qualification Form 4

NON-BLACKLIST UNDERTAKING

We,<Name of the Organisation>, having our registered office at , <HQ address of the Organisation> hereby declare that we are submitting this proposal in reference to the Request for Proposal for the “Selection of an Agency for ‘Establishment and Management of 50 seated Old Age Home at Joda Municipality’ under District Mineral Foundation (DMF), Keonjhar.

We declare that we have not been blacklisted by any Ministry / Department / Public Sector Undertaking or any other agency of the Central/State Government.

We declare that there are no proceedings, disputes or enquiries pending against us in connection with cheating, misappropriation of funds or exploitation of beneficiary.

We also acknowledge that in case of misrepresentation of the information, our proposal / contract shall be rejected / terminated at any stage by the client, which shall be binding on us. Any loss or damage to the client, on this count will be compensated by us.

Date:

Authorised Signature

Place:

Name and Title of Signatory

Seal:

Note:

1. To be issued on the letter head of the Organisation

Section 8: Technical Proposal Forms

Tech Form 1: Technical Evaluation Form

Sr. No.	Evaluation Criteria	Supporting Technical Form		
1.	Turnover	Average Annual		
1.1	<p>Average annual turnover of the last three financial years, i.e., 2022-23, 2023-24 and 2024-25</p> <p><u>Scoring criteria</u></p> <p>1. Rs. 30.00 lakhs – Rs. 34.99 lakhs: 1 mark 2. Rs. 35.00 lakhs – Rs. 39.99 lakhs: 2 marks 3. Rs. 40.00 lakhs – Rs. 44.99 lakhs: 3 marks 4. Rs. 45.00 lakhs – Rs. 49.99 lakhs: 4 marks 5. Rs. 50.00 lakhs – Rs. 70.00 lakhs: 5 marks</p>	Turnover Statement as mentioned in Pre-Qualification Form 2	<i>[Provide average annual turnover for the last three financial years]</i>	
2.	Experience	Tech Form 3		
2.1	<p>The bidder must possess at least five (05) years' experience in social sector and presently active and operational.</p> <p>(Marks awarded will be dependent on the summation of number of such projects, i.e., $P = P1 + P2 + P3 + \dots + Pn$)</p> <p><u>Scoring criteria</u></p> <p>Project less than 1 = 0 marks 1 Project to 3 Projects = 1 marks 3 Projects to 5 Projects = 5 marks More than 5 Projects = 7 marks</p>		<i>Name of Drug De-addiction and Rehabilitation Centre Home</i>	<i>No. of Inmates</i>
			<i>Project 1-P (1)</i>	<i>N (1)</i>
			<i>Project 2-P (2)</i>	<i>N (2)</i>
			<i>Project 3-P (3)</i>	<i>N (3)</i>
		
2.2	The bidder must be a locally registered agency having an established office in Keonjhar District.			
2.3	<p>Experience in the management and operation of residential Old Age Home/ Elderly Care Homes or Rehabilitation centres for adults, including structured accommodation, counselling, care, and rehabilitation services.</p> <p>Such experience may include operation of De-</p>		<i>Project name</i>	<i>No. of Years</i>
			<i>Project 1</i>	<i>Y1</i>
			<i>Project 2</i>	<i>Y2</i>

Sr. No.	Evaluation Criteria	Supporting Technical Form		
	<p>addiction Centres, Substance Abuse Rehabilitation Centres, Recovery Homes, as well as residential facilities for Homeless Persons, Disabled Persons (PwDs), Beggar Homes, Maa Gruha, or other similar Government-supported or NGO-run residential rehabilitation institutions for adults, provided the facility involved structured residential care and rehabilitation services.</p> <p>(Marks awarded will be dependent on the summation of years of experience in individual projects, i.e., $Y = Y1 + Y2 + Y3 + \dots + Yn$)</p> <p><u>Scoring criteria</u></p> <p>6. Up to 1 year: 0 marks 7. More than 1 year up to 2 years: 2 marks 8. More than 2 years up to 3 years: 4 marks 9. More than 3 years up to 5 years: 6 marks 10. More than 5 years: 10 marks</p>		<i>Project 3</i>	<i>Y3</i>
		
			<i>Project (n)</i>	<i>Y(n)</i>
3	Personnel*	Technical Form 5 and Technical Form 6		
3.1	Project Coordinator cum Center Head (1) Matching appropriate educational criteria and requisite work experience = 4 marks		<i>CV attached? (Yes/No)</i>	
3.2	Incharge Medical Officer/Doctor (1) Matching appropriate educational criteria and requisite work experience = 3 marks		<i>CV attached? (Yes/No)</i>	
3.3	Counsellor / Psychologist (1) Matching appropriate educational criteria and requisite work experience = 3 marks		<i>CV attached? (Yes/No)</i>	
4	Presentation of Approach, Methodology and Work Plan before the evaluation committee Total 15 Marks	Technical Form 4		

* Experiences between 1stApril 2015 to 31stMarch 2025 only will be entertained.

Note: All claims should be substantiated through production of supporting documents. All supporting documents should have the period of execution, along with details of the project components clearly highlighted.

Technical Form 2: Letter of Proposal Submission

To,
District Social Security Officer,
At- Collectorate, Keonjhar
P.O. Keonjhar District, Pin-758001

Dear Sir,

We, the undersigned, offer to execute the assignment - '**Establishment and Management of 50 seated Old Age Home at Joda Municipality**' under District Mineral Foundation (DMF), Keonjhar in accordance with your Request for Proposal dated _____. We are hereby submitting our Proposal, which includes the Pre-Qualification Documents, Technical Proposal and Financial Proposal, sealed in separate envelopes.

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. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We undertake, if our Proposal is accepted, to initiate the services related to the assignment not later than the date indicated.

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 Agency: _____

Address: _____

Location: _____ Date: _____

Technical Form 3 – Applicant Agency’s Organization and Experience

A – Agency’s Organization

[Provide here a brief description of the Agency’s background including ownership details, date and place of registration, objectives, etc. Provide an outline of experience/assignments of similar nature including name of assignment, duration, contract amount, client details, staff involved, tasks carried out, etc. Apart from this, also provide details and supporting information/documents under the Pre-qualification criteria and Evaluation criteria].

Note 1: Information provided in this form should sufficiently support/justify the criteria of the Technical Qualification Form.

Note 2: All the claims should be substantiated through production of supporting documents. All supporting documents should have the period of execution, along with details of the project components clearly highlighted.

Technical Form 4 – Description of Approach, Methodology and Work Plan for Performing the Assignment

[Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal divided into the following three chapters:

a) Technical Approach and Methodology,

b) Work Plan

c) Organization and Staffing

- a) **Technical Approach and Methodology:** In this chapter, you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance and explain the technical approach you should adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.
- b) **Work Plan:** In this chapter, you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates. The proposed work plan should be consistent with the technical approach and methodology, **showing understanding of the TOR** and ability to translate and implement **each of the objectives, services and care to be provided, and scope of work** into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. The work plan should be consistent with the Work Schedule.
- c) **Organization and Staffing:** In this chapter, you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed staff. The details of these resources shall be given in Technical Form – 4.
- d) **Challenges Envisaged:** In this chapter, you should list out some major challenges that could arise while implementation of the project. Also, the proposed action plan/road map and quality control mechanisms that you shall contemplate to follow while overcoming these challenges.

Note 1: Information provided in the form should correspond to the Technical Presentation.

Note 2: All the claims should be substantiated through production of supporting documents.

Technical Form 5 – Team Composition and Task Assignments

Professional Staff			
Name of Staff	Area of Expertise	Position Assigned	Task Assigned

Note:

1. Information provided in the form should correspond to Key Personnel criteria of the Technical Qualification form.
2. All the claims should be substantiated through production of supporting documents.
3. Experiences between 1st April 2015 to 31st March 2025 only will be entertained.

Technical Form 6 - Curriculum Vitae (CV) of Proposed Staff

1.	Proposed Position			
2.	Name of Agency			
3.	Name of Staff			
4.	Date of Birth			
5.	Education			
	Name of Institution	Degree(s) or Diploma(s) obtained:	Date/Year of Qualifying	
6.	Membership in Professional Associations/ Trainings attended			
7.	Languages			
	Language	Reading	Speaking	Writing
	English			
	Odia			
	Hindi			
	Any other			
8.	Employment Record			
	From		To	
	Employer			
	Position/s held			
	Responsibilities/ Activities performed:			
	From		To	
	Employer			
	Position/s held			
	Responsibilities/ Activities performed			
	From		To	
	Employer			
	Position/s held			
9.	Work Undertaken that Best Illustrates Capacity to Handle the Tasks Assigned			
	Name of assignment or project			
	Year			
	Location			
	Client			

	Main project features:	
	•	
	Position/s held	
	Responsibilities/Activities performed	
	•	
	Name of assignment or project	
	Year	
	Location	
	Client	
	Main project features	
	•	
	Position/s held	
	Responsibilities/Activities performed	
	•	
10.	Certification	
	<p>I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.</p>	
	Signature	

Note:

1. Information provided in the form should correspond to the Key Personnel Criteria of the Technical Qualification form.
2. All the claims should be substantiated through production of supporting documents.
3. Experiences between 1stApril 2015 to 31stMarch2025 only will be entertained.

**Technical Form7 – Undertaking Regarding any Conflicting Activities and
Declaration Thereof**

Are there any activities carried out by your Agency which are of conflicting nature as mentioned in para 1.8 of Section 6. If yes, please furnish details of any such activities.

If no, please certify,

[We hereby declare that our Agency has not indulged in any such activities which can be termed as the conflicting activities under para 1.8 of the section 6. We also acknowledge that in case of misrepresentation of the information, our proposals /contract shall be rejected / terminated by the Client which shall be binding on us.]

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Agency:

Address:

Section 9: Financial Form

[Location, Date]

To,
District Social Security Officer,
At- Collectorate, Keonjhar
P.O. Keonjhar District, Pin-758001

Dear Sir,

We, the undersigned, offer to provide services for the assignment '**Establishment and Management of 50 seated Old Age Home at Joda Municipality' under District Mineral Foundation (DMF), Keonjhar**' in accordance with your Request for Proposal (RFP) dated _____ and our Technical Proposal.

We fully accept the proposed budget (including the Management Fee) in the RFP. The proposed budget (including the Management Fee) shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

We understand that the management fee will be released on the yearly audit as specified in Section 5 (O) of the RFP documents.

We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act, 1988".

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 Agency: _____

Address: _____

Section 10: Annexures

Annexure- I: Draft Performance Bank Guarantee

(To be issued by a Bank _____)

This deed of Guarantee executed at _____ by _____ (Name of the Bank) having its Head/Registered Office at _____ (hereinafter referred to as “the Guarantor”) which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors and assigns.

In favor of **District Security Social Officer, Keonjhar** having its office at (Keonjhar) (hereinafter called DSSO, Keonjhar, which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors and assigns);

Whereas _____, an organization registered/formed under _____ (specify the applicable law) and having its registered office at _____ (hereinafter referred to as the Agency) has been, consequent to conduct and completion of a competitive bidding process in accordance with the Request for Proposal (RFP) document No. ___ dated _____ issued by **District Social Security Officer (DSSO), Keonjhar**, selected for the Agreement by Collector & Chairperson cum Managing Trustee, DMF Keonjhar as more specifically defined in the aforementioned Document including statement of work and the Agreement executed between the **DSSO, Keonjhar** and Agency .

The Agreement requires the Agency to furnish an unconditional and irrevocable Bank Guarantee for an amount of ₹ _____ /- Rupees _____ only) by way of security for guaranteeing the due and faithful compliance of its obligations under the Agreement.

Whereas, the Agency approached the Guarantor and the Guarantor has agreed to provide a Guarantee being these presents.

Now this Deed witnessed that in consideration of the premises, we, _____ Bank hereby guarantee as follows:

1. The Agency shall implement the project– ‘**Establishment and Management of 50 seated Old Age Home at Joda Municipality under District Mineral Foundation (DMF), Keonjhar**’ in accordance with the term and subject to the conditions of the Agreement and fulfil its obligations there under
2. We, the Guarantor, shall, without demur, pay to **DSSO, Keonjhar** an amount not exceeding ₹ _____ (Rupees _____ only) within 7(seven) days of receipt of a written demand from **DSSO, Keonjhar** stating that the Agency has failed to fulfil its obligations as stated in Clause 1 above.
3. The above payment shall be made by us without any reference to the Agency or any other person and irrespective of whether the claim of the **DSSO, Keonjhar** is disputed by the Agency or not.

Annexure- II: Budget and Fund Flow

1. Abstract of Budget

Cost of operationalizing Old Age Home (Over Three Years) - 50 Person					
Sr. No.	Item	Costs in 1st Year (in Rs.)	Cost in 2nd Year (in Rs.)	Cost in 3rd Year (in Rs.)	Remarks
1	Capital Cost	300000			One time as per
2	Personnel Cost	4620000	4851000	5093550	5% increment in subsequent year (as per NHM norms)
3	Recurring Cost	4030000	4231500	4443075	
4	Management Fee**	432500	454125	476831.25	5 % of (Personnel Cost + Recurring i.e., Running Cost)
Total		9382500	9536625	10013456.25	
		28932581.25			

2. Capital Cost

Sl. No.	Item	Quantity	Price/Unit	Total Cost	Remarks
1	Bed	5.00	5000.00	25000.00	
2	Mattress	25.00	1500.00	37500.00	
3	Macintosh	10.00	1500.00	15000.00	
4	Pillow	50.00	300.00	15000.00	
5	Bed sheet	50.00	500.00	25000.00	
6	Pillow cover	50.00	100.00	5000.00	
7	Mosquito nets	50.00	400.00	20000.00	
10	RO filter	2.00	15500.00	31000.00	
12	Fans	5.00	1500.00	7500.00	
13	LED Lights	20.00	100.00	2000.00	
14	Steel Bucket and Mug (Medium Size)	15.00	500.00	7500.00	
15	Steel Bucket and Mug (Large Size)	10.00	700.00	7000.00	
16	Patla /stool for bathroom (will depend on no of bathrooms)	0.00		0.00	

17	Combination of Bucket/Balti 15.0 Litre, Plastic Tub 20.0 Litre, Small Balti 5.0 Litres, Round Waste Container 7.0 Litre with Lid, 2 pcs of Mug 1.0 Litre, Soap Dish, Comfort Stool, Cutlery Stand and dustpan	0.00		0.00	Depends on number of bathrooms
18	Plastic Bucket 25 Litres and Mug	0.00	0.00	0.00	Depend on number of bathrooms
19	Plastic Dustbins	25.00	300.00	7500.00	
20	First Aid Kit	5.00	1000.00	5000.00	
21	Laptop	0.00		0.00	
22	Table	0.00		0.00	
23	Chairs	10.00	500.00	5000.00	
24	Printer cum Scanner	0.00	0.00	0.00	
25	Fire Extinguisher	1.00	5000.00	5000.00	
26	Washing Machine (8 kg, Automatic)	1.00	20000.00	20000.00	
27	Medical equipment's	1.00	20000.00	20000.00	List of essential medicines and equipment's to be decided by CDM & PHO
28	Television with DTH Connection	0.00		0.00	
29	Music System	0.00		0.00	
30	Books and bookshelves	0.00		0.00	
31	Indoor and Outdoor Play equipment's (Carrom boards, Ludo sets, chess, badminton, etc.)	2.00	10000.00	20000.00	
32	Geysers (depending on number of bathrooms)	2.00	10000.00	20000.00	
33	Diesel Generator	0.00	0.00	0.00	
34	Biometrics	0.00		0.00	
Total				300000.00	

3. Detailed Personnel Cost

Sr. No.	Item	No. of staff	Cost per person per month (in ₹)	Cost Estimate per month (in ₹)	Annual Costs (in ₹)	Remarks
1	Project Co-Ordinator-cum- center Head (1)	1	40000	40000	480000	General shift
2	Counsellor (1)	1	35000	35000	420000	General shift
3	Staff Nurse (4)	4	20000	80000	960000	In three shifts
4	Cook (3)	3	10000	30000	360000	In two shifts
5	Sanitary Worker (9)	9	10000	90000	1080000	In three shifts
6	Multi-purpose Worker (8)	8	10000	80000	960000	In three shifts
7	Security Guards (3)	3	10000	30000	360000	In three shifts
Total		29	135000	385000	4620000	

4. Detailed Running/Recurring Cost

Sr. No.	Item	Cost Estimate Per Month	Annual Costs (in ₹)
1	Cooking allowance (@ ₹ 150/attendant – 50 nos.)	225000.00	2700000.00
2	Consumables (medicines, toiletries, detergents, etc.)	50000.00	600000.00
3	Newspapers and periodicals	2500.00	30000.00
4	Contingency (travel, electricity, DTH, doctor fees, therapist's fees, ambulance, maintenance, etc.)	50000.00	600000.00
5	Annual Maintenance Cost	0.00	100000.00
Total		327500.00	3930000.00

Note:

- i. Management fee will be based on actual expenditure incurred each month on personnel and running cost.

- ii. Under Capital Cost head, flexibility is provided to the agency to adjust the cost of individual items, subject to not exceeding the total budget mentioned in Capital Cost for 1st year (which is ₹3,00,000.00).
- iii. In case of demise of any inmate, funeral expenses @ Rs. 10,000/- per person or the actual expenses incurred, whichever is less, shall be reimbursed to the organization. The funeral should be carried out only after due process of intimation to EO - Joda, IIC Joda (PS), CDM&PHO/MOIC at CHC Joda. The death certificate issued for the inmates shall be filed properly in the inmate's personal record file and a photocopy maintained in appropriate office files.
- iv. Personnel cost shall be calculated on the reports generated from biometric system for staff as per their attendance in the particular month.
- v. Running/Recurring Cost shall be reimbursed to the agency after submission of original bill, vouchers etc from the office of DSSO Keonjhar.
- vi. In case Security services, Food & Beverage/Cooking and, Cleaning/Housekeeping services are outsourced; the expenses incurred for monthly payments, shall be reimbursed to the agency after submission of original bill, vouchers etc from the office of DSSO Keonjhar.
- vii. The Client can request for any other provisions, services as mentioned in 'Atal Vayo Abhyuday Yojana (AVYAY) floated by Ministry of Social Justice and Empowerment, Govt. of India, for the Financial Year: 2021-22'. And these guidelines shall be binding for the operations of the OAH.

4. Fund Flow Mechanism

