ଓଡ଼ିଶା ଗ୍ରାମ୍ୟ ଉନ୍ନୟନ ଓ ବିପଣନ ସମିତି
ପଞ୍ଚାୟତିରାଜ ଓ ପାନୀୟ ଜଳ ବିଭାଗ, ଓଡ଼ିଶା ସରକାର
Odisha Rural Development & Marketing Society
creating competence and values in rural Odisha
Panchayati Raj & Drinking Water Department, Government of Odisha

ORMAS
SIRD & PR Campus
Unit-VIII, Bhubaneswar
Odisha-751012, India
Tel:0674-2565870/71
Email:ormashq@gmail.com
Website:www.ormas.org

No. 2013 / Date 18/06/2025

ORMAS-SD-SERVC-0001-2021

REQUEST FOR PROPOSAL (RFP)

Selection of Agencies for Establishment and Operation of 2 (Two) Nos. Migration Support Centers (MSCs) under ORMAS

ORMAS under the Panchayati Raj & Drinking Water Department, Government of Odisha (The Client) invites sealed two bid systems from the eligible bidders through e-tender process for **"Selection of Agencies for Establishment and Operation of 2 (two) Nos. Migration Support Centers i.e, Tiruppur and Bengaluru under ORMAS".** Bidders fulfilling the prescribed eligibility criteria of the RFP can access and download the complete RFP Document and other details from www.ormas.org / panchayat.odisha.gov.in/ www.tendersodisha.gov.in.The bid calendar under the end to end process are:

Date of Issue of RFP	Date of Pre-Bid Meeting	Last Date for Submission of Bid	Date of Opening of Technical proposal	Date of Technical presentation and opening of financial proposal	Bid processing fee in Rs.	EMD in Rs.
19.06.2025	26.06.2025 at 11.30 AM	10.07.2025 at 5.30 PM	11.07.2025 at 11.30 AM	15.07.2025 at 11.30 AM & 3.30 PM	5,900/- including GST	50,000/- for each MSC

The bidders must apply their proposal through e-tender process latest by 10.07.2025 at 5.30 PM clearly mentioning "REQUEST FOR PROPOSAL **"Selection of Agencies for Establishment and Operation of 2 (two) Nos. Migration Support Centers i.e, Tiruppur and Bengaluru under ORMAS".** The proposals received beyond the last date and time will be rejected without assigning any reason. In case of any further modification/ alteration/ amendment shall be published on the websites only. The authority reserves all the rights to reject any/ all proposals at any stage without assigning any reason thereof.

Ratna

Chief Executive Officer, ORMAS

Memo No. 2014 **Date:** 18/06/2025

1. Copy to e-Governance Cell, PR&DW Department, Government of Odisha for publication on the website of the Department for wide publicity.
2. Copy to Mr. S.S. Sahoo, Project Executive, ORMAS for publication on the Website and Notice Board of ORMAS without delay for wide publicity.

Ratna 18.6.25

Chief Executive Officer, ORMAS

REQUEST FOR PROPOSAL

Selection of Agencies for Establishment and Operation of 2 (Two) Nos. Migration Support Centers (MSCs) under ORMAS

ORMAS

Odisha Rural Development and Marketing Society

Panchayati Raj & Drinking Water Department,

Government of Odisha

June 2025

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Disclaimer

This Request for Proposal (RFP) is issued by the Odisha Rural Development & Marketing Society (ORMAS), Panchayati Raj & Drinking Water Department, Govt. of Odisha.

While the information in this RFP has been prepared in good faith, it does not support to be comprehensive or to have been independently verified. Neither ORMAS nor any of its officers or employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed assignment, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information contained in this RFP is selective and is subject to updating, expansion, revision and amendment at the sole discretion of the Client. It does not claim to contain all the information that a recipient may require for the purposes for making a decision for participation in this selection process. Each bidder must conduct its own analysis of the information contained in this RFP, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed assignment, the regulatory regime which applies thereto and by and all matters pertinent to the project and to seek its own professional advice on the legal, financial and regulatory consequences of entering into any agreement or arrangement relating to the project.

This RFP includes certain statements, information, projections and forecasts with respect to the proposed assignment. Such statements, information, projections and forecasts reflect various assumptions made by the management, officers and employees of the Client, which (the assumptions and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based and nothing in this RFP is, or should be relied on as, a promise, representation or warranty.

The ORMAS under the Panchayati Raj & Drinking Water Department, Government of Odisha shall be the sole and final authority with respect to selection of a consultant for the purpose through this RFP

1. Data Sheet

Sl.	Particular	Details
1.	Name of the Client	Chief Executive Officer, ORMAS, Panchayati Raj & Drinking Water Department, Government of Odisha
2.	Method of Selection	Quality & Cost Based Selection (QCBS) on 70:30 weightage basis. (Bid Validity -120 days)
3.	Mode of Submission	Online (e-tender) www.tendersodisha.gov.in.
4.	Date of Issue of RFP (e-tender) www.tendersodisha.gov.in	19.06.2025
5.	Last date for submission of Pre-bid queries through email to ormashq@gmail.com	25.06.2025
6.	Date of Pre-Bid Meeting at ORMAS Conference Hall	26.06.2025 at 11.30 AM
7.	Last Date and Time for submission of Bid	10.07.2025 at 5.30 PM through www.tendersodisha.gov.in
8.	Date & Time for opening of Technical Bid	11.07.2025 at 11 .30 AM
9.	Date & Time for Technical Presentation and opening of Financial Proposal	15.07.2025 at 11.30 AM and at 3.30 PM
10.	Tender Processing Fee (Non-Refundable)	5,900/-INR including GST through online mode
11.	Earnest Money Deposit (EMD) (Refundable)	Rs. 50,000/-INR for each MSC proposal through online mode (Exemption is not applicable.)
12.	Performance Security	The selected agency shall furnish 10% of the Contract value in shape of Demand Draft in favour of “ORMAS” drawn in any scheduled commercial bank payable at Bhubaneswar.

13.	Place of Opening of Technical& Financial Bid:	Conference Hall of ORMAS, SIRD & PR Campus, Unit-8, Bhubaneswar
14.	Address of the Client:	Chief Executive Officer, Odisha Rural Development & Marketing Society (ORMAS), SIRD & PR Campus, Unit-8, Bhubaneswar, Odisha, Pin Code: 751012 E-mail:- ormashq@gmail.com Contact person: Omprakash Routray, Dy CEO , ORMAS - 6370296002 and Rajesh Sinha, Expert (Skill Division)- 8984166800
15.	Joint Venture/Consortium/ Franchising, outsourcing, subletting	Not Allowed

NB:

1. Application in Consortium, Franchising, outsourcing, subletting is not allowed for the Bid
2. Exemption of EMD shall not be applicable as per the Odisha govt rules.
3. Submission of more than one bid by the bidder will be entirely rejected.
4. For details, please visit: www.ormas.org / panchayat.odisha.gov.in /www.tendersodisha.gov.in

2. E-Tendering

Procedure for Participation in e-tendering

1. Web address of E-tendering website: https:// www.tendersodisha.gov.in. The Digital Signature enrollment has to be done with the e-token, after logging into the portal. The e-token may be obtained eMudhra CA /GNFC/IDRBT/ Mtnl Trustline/ Safe Scrpt / TCS.
2. Bidder then logs into the portal giving user id / password chosen during enrolment.
3. The e-token that is registered should be used by the bidder and should not be misused by others.
4. DSC once mapped to an account cannot remap to any other account. It can only be inactivated.
5. The Bidders can update well in advance, the documents such as certificates, purchase order details etc., under My Documents option and these can be selected as per tender requirements and then attached along with bid documents during bid submission. This will ensure lesser upload of bid documents.
6. After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document; otherwise, the bid will be rejected.
7. The BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.
8. If there are any clarifications, this may be obtained online through the eProcurement Portal, or through the contact details given in the tender document. Bidder should take into account of the corrigendum published before submitting the bids online.
9. Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in PDF formats. If there is more than one document, they can be clubbed together.
10. Bidder should arrange for the EMD as specified in the tender.
11. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission date and time for the tender.
12. The bidder reads the terms and conditions and accepts the same to proceed further to submit the bids
13. The bidder has to submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process.
14. There is no limit on the size of the file uploaded at the server end. However, the upload is decided on the Memory available at the Client's System as well as the Network bandwidth available at the Client side at that point of time. In order to reduce the file size, bidders are suggested to scan the documents in 75- 100 DPI so that the clarity is maintained and also the size of file also gets reduced. This will help in quick uploading even at very low bandwidth speeds.
15. It is important to note that, the bidder has to Click on the Freeze Bid Button, to ensure that he/she completes the Bid Submission Process. Bids which are not Frozen are considered as Incomplete/Invalid bids and are not considered for evaluation purposes.

16. The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.
17. The bidder may submit the bid documents online only, through this portal. Offline documents will not be handled through this system.
18. At the time of freezing the bid, the eProcurement system will give a successful bid updating message after uploading all the bid documents submitted and then a bid summary will be shown with the bid no, date & time of submission of the bid with all other relevant details. The documents submitted by the bidders will be digitally signed using the e-token of the bidder and then submitted.
19. After the bid submission, the bid summary has to be printed and kept as an acknowledgement as a token of the bidder.
20. The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening event.
21. Successful bid submission from the system means, the bids as uploaded by the bidder is received and stored in the system.
22. System does not certify for its correctness.
23. The bidder should see that the bid documents submitted should be free from virus and if the documents cannot be opened, due to virus, during tender opening, the bid is liable to be rejected
24. The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement portal. The Time followed in this portal is as per Indian Standard Time
25. (IST) which is GMT+5:30. The bidders should adhere to this time during bid submission.
26. All the data being entered by the bidders would be encrypted at the client end and the software uses PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission and not viewable by anyone until the time of bid opening. Overall, the submitted bid documents become readable only after the tender opening by the authorized individual transferred over secured Socket Layer (SSL) with 256-bit encryption technology. Data encryption of sensitive fields is also done.
27. The bidders are requested to submit the bids through online eProcurement system to the TIA well before the bid submission end date and time (as per Server System Clock).

3. SECTION 1: LETTER OF INVITATION

RFP No:- **Dated:-**

Assignment: "Selection of Agencies for Establishment and Operation of 2 (two) Nos. Migration Support Centers i.e, Tiruppur and Bengaluru under ORMAS"

1. **ORMAS under the Panchayati Raj & Drinking Water Department**, Government of Odisha (The Client) invites online Bid from eligible bidders **Selection of Agencies for Establishment and Operation of 2 (two) Nos. Migration Support Centers i.e, Tiruppur and Bengaluru under ORMAS".** More details on the proposed assignment are provided at **Section-3: Scope of Work** of this bid document**.**

2. A bidder will be selected under QCBS Selection (70:30 weightage) procedure as prescribed in the RFP Document in accordance with the policies and procedures accompanying the "Guidelines for Engagement of Consultants and Outsourcing of Services" circulated vide Office Memorandum No. 37323/F, Dated: 30.11.2018 and OGFR 2023 of Finance Department, Govt. of Odisha.

3. The Bid complete in all respect as specified in the RFP document must be accompanied with a one-time **Non-refundable** amount of **Rs. 5,900/-** towards **Tender Processing Fee (including 18% GST)**and a **refundable amount of Rs. 50,000/- for each MSC proposal towards EMD through online mode** failing which the bid will be rejected.

4. The last date and time for submission of Bid complete in all respects is **mentioned as per the data sheet in www.tendersodisha.gov.in** and the date of opening of the technical proposal, Technical Presentation & financial bid in the presence of the bidder's representative at the specified address as mentioned in the Bidder Data Sheet . Representative of the bidder may attend the meeting with due authorization letter on behalf of the bidder.

5. This RFP includes the following sections:

   a. Letter of Invitation **[Section – 1]**
   b. Information to the Bidder **[Section – 2]**
   c. Scope of Work **[Section – 3]**
   d. Technical Bid Submission Forms **[Section – 4]**
   e. Financial Bid Submission Forms **(Section –5]**
   f. Checklist **[Section – 6]**

6. While all information/datas given in the RFP are accurate within the consideration of scope of the proposed assignment to the best of the Client's knowledge, the Client holds no responsibility for accuracy of information, and it is the responsibility of the bidder to check the validity of information/specifications/narrations included in this document. No claim whatsoever shall be admissible for the alleged loss/damage suffered by the bidders on account of such rejection. In case of any dispute/ ambiguity arising in the process relating to documents, the decision of the Tender calling authority shall be final, binding and cannot be challenged.

7. **The Client reserves the right to accept / modify/ reject any/all Bids / cancel the complete tender or part of it at any stage without assigning any reason thereof.**

Chief Executive Officer,

Odisha Rural Development and Marketing Society

Panchayati Raj & DW Department, Govt. of Odisha

4. SECTION 2: INFORMATION TO THE BIDDER

Pre-Qualification/ Eligibility Criteria:

Bidders should confirm the eligibility criteria given below and to this effect must produce the required supportive documents /information as indicated against each as part of their technical Bid:

Sl. No.	Eligibility Criteria	Documents required for pre-qualification
1	The Bidder must be incorporated & registered in India, under the latest Indian Companies Act, / Societies Registration Act/Trust Act/LLP Act/ Partnership firm. The bidder should have minimum of 5 years of operational experience as on bid due date	1. Proof of Certificate of Incorporation / Registration of the Agency 2. Valid GST and PAN Registration.
2	The Agency/Firm must have experience in operating at least one Residential Counselling Support Centre / Migration support Centre/ Labour Workforce Support Centre or equivalent at least a contract value of Rs. 5 Lakhs during the last 5 years as on bid due date. [Extension of the same project will be counted as one Project]	Copy of work order for proof of documents along with year-wise list of works.
3	The agency should have an average annual turnover of **Rs. 50 Lakh** in the last three financial years **(2021-22, 2022-23 & 2023-24).**	Copies of audited balance sheet for the last three financial years and CA certificate **Provisional Audit Report for any of the FYs will not be accepted**.
4	A registered firm must furnish the copy of the IT returns ending on 31.03.2024 and the latest GST return of March 2025.	Copy of the IT returns and latest GST returns to be submitted.
6	The bidder shall not be blacklisted by Central / State Govt/ (Central/State Government and Public Sector).	Self-Declaration from the Bidder as per the format enclosed at Tech-5.
7	One time Bid processing fee and EMD	• Bidder must submit the Refundable EMD (Bid Security) of **Rs. 50,000/-**

		for each MSC proposal and Non-refundable One-time Bid Processing Fees of Rs. Rs.5,900/-.

Documents to be submitted along with TECHNICAL BID (PART-A):

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

- Filled in Bid Submission Check List in Original **(Annexure-A)**
- Covering letter **(TECH – 1)** on bidder's letterhead requesting to participate in the tender process.
- Bid Processing Fee & Earnest Money Deposit (EMD) as applicable.
- Copy of Certificate of Incorporation/ Registration
- Copy of IT returns and GST Return
- Copy of PAN.
- Copy of Goods and Services Tax Identification Number (GSTIN).
- General Details of the Bidder **(TECH – 2)**
- Financial Details of the bidder **(TECH – 3)** along with all the supportive documents such as Balance Sheet and Income/ Expenditure Statement duly signed as per the instruction.
- List of completed/ ongoing assignments of similar nature **(**Past Experience Details, **TECH – 4)** along with copies of contracts / work orders / completion certificate from previous clients.
- Self-Declaration from the Bidder on not blacklisted **(TECH-5)**

NB: Bidders should submit the supporting documents mentioned as above. Bids of agencies not conforming to the eligibility criteria listed above will be summarily rejected. Submission of forged documents will also result in rejection of the bid.

1) **One time Bid Processing Fee (Non-refundable)**

The bidder must furnish as part of technical Bid, the required bid processing fee amounting to **Rs. 5,900/- (including GST)** through online mode. Bids received without bid processing fee will be rejected.

2) **Earnest Money Deposit (EMD): Refundable**

The bidder must furnish, as part of the technical Bid, an Earnest Money Deposit (EMD amounting to **Rs. 50,000/- (Rupees Thirty thousand only) for each MSC separately** through online mode. Bids received without EMD will be rejected.

The EMD of unsuccessful bidders shall be refunded through online mode after finalization of selection process and award of contract. The EMD will be forfeited on account of the following reasons:

- Bidder withdraws its Bid during the bid validity period as specified in RFP
- Bidder has submitted false information in support of its qualification.
- If the bidder fails to
- agree to decisions of the contract negotiation meeting
- sign the contract on time
- Any other circumstance which holds the interest of the Client during the overall selection process.

Sr. No	MSC Locations	Covering State (Cluster Model)	EMD in Rs.	One-time bid processing fee Rs. 5,900/- including GST
1	Tiruppur	Tiruppur (Tamil Nadu and Kerala)	50,000	Rs, 5,900/-
2	Bengaluru	Bengaluru (Karnataka and Telangana)	50,000	

3) **Performance Security: -**

Upon selection, the Agency shall furnish to the Client, a performance security of the amount mentioned above, on or before execution of the Contract to secure the due performance of the obligations of the Agency under the Contract. Exemption of Performance Security is not applicable.

Within 7 days of notifying the acceptance of a proposal for award of contract, each qualified bidder shall have to furnish a Performance Bank Guarantee amounting to 10% of the contract value from a scheduled commercial bank situated in Bhubaneswar in favor of "ORMAS", as per the format at Annexure- **II**, for a period of 12 months beyond the entire contract period (i.e. PBG must be valid for 12 months from the date of effectiveness of the contract and a claim period of 12 months over and above the BG expiry date as its commitment to perform services under the contract. Failure to comply with the requirements shall constitute sufficient grounds for the forfeiture of the PBG. The PBG shall be released immediately after successful completion of contract provided there is no breach of contract on the part of the qualified bidder. No interest shall be paid on the PBG.

4) **Validity of the Proposal:**

Proposals remain valid for a period of 120 (One Hundred Twenty Days) from the date of opening of the technical proposal. The Client reserves the rights to reject a proposal valid for a shorter period as non-responsive and will make the best efforts to finalize the selection process and award of the contract within the bid validity period. The bid validity period may be extended on mutual consent.

5) **<u>Pre Bid Meeting</u>:**

A Pre-Bid meeting will be organized by ORMAS to address the queries relating to the overall selection process and scope of the work. The **Pre-Bid meeting will be held as mentioned in the Data Sheet** at ORMAS Conference Hall, SIRD & PR Campus, Unit-8, Bhubaneswar. The client will address the queries submitted by the bidders. Representatives (Maximum 2 members from each bidder) with a due letter of authorization are allowed to attend the meeting. The Bidder may request clarification of any part of the RFP prior to the last date for submission of queries through email, as indicated in the Bidder's Data Sheet. The Client's responses to Bidder queries will be made available to all Bidders and shall be uploaded on the Client's website. It shall be the Bidder's responsibility to check the Client's website for the responses to the queries or requests for clarification. The bidder shall submit their queries in the following format.

Sl	**Page No and RFP Clause reference.**	**RFP Reference**	**Queries**

6) **<u>Submission of Bid</u>:**

The bid should be submitted through Online mode only in www.tendersodisha.gov.in. The bidder shall propose their bid for both the MSCs. The bidder is required to submit their technical bid once even for both MSCs. The bidder will quote their price for the interested MSC in the prescribed format. In case the bidder is interested in both the MSCs, they shall quote in both price formats for both the MSCs.

7) **<u>Process of the Bid:</u>**

A THREE stage process will be adopted as explained below for evaluation of the Bids.

Pre-qualification (1st Stage): In addition to the above the bidders have to furnish the following documents along with the pre-qualification Bid:

1. Bid Processing Fee & Earnest Money Deposit (EMD) as applicable
2. Copy of Certificate of Incorporation/ Registration
3. Copy of PAN
4. Copy of IT returns and GST Return
5. Copy of Goods and Services Tax Identification Number (GSTIN).
6. Experience of having successfully completed/ ongoing similar works during the last three years as bid due date. A long list of similar assignments may also be submitted for evaluation purposes.
7. Financial Statement of last three years ending on 31.03.2024 and the agency must have an average annual turnover as mentioned in the eligibility criteria. Provisional Audit Report for any FYs will not be accepted.

Non-submission of any one of the above documents along with pre-qualification Bid, leads to outright rejection of the Bid.

Technical Evaluation (2nd Stage): Technical Bid will be opened and evaluated. The Bids will be evaluated as per the following parameters:

Sl. No.	Technical Parameters	Max Marks	Marks
A	**Firm Qualification and Experience…………………………………… (60 marks)**		
1	The Agency/ Firm should have a minimum average annual turnover of Rs 50 Lakhs in these last financial years as on 31-03-2024 (2021-22, 2022-23 & 2023-24)	10	More than Rs.50 Lakhs: 5 marks More than INR 100 lakhs: 10 marks.
2	The Agency must have experience in Operating Migration Support Center/ residential counseling support Center / Labour workforce support centre/ rehabilitation center or equivalent. The project cost must be above 5 lakhs.	25	1 project = 5 marks Maximum 25 marks
3	Experience of setting up and operating Labour / Employment Candidate related / Migration related centers.	15	1 Projects-7.5 marks Maximum 15 marks
4	Establishment & Operational Presence in last 5 years in the concerned State (Karnataka and Tamil Nadu)	10	5 Marks for each state; Max 10 marks
5	Technical Presentation Overall Approach, Adequacy-20 marks Work plan and Staff – 10 marks Best practice on successful implementation of MSC or equivalent project-10 Marks	40	Total 40 Marks
Total mark			100 Marks

Bidders who secure above 70 marks from the total (100 marks) in the technical proposal will be considered for next round of financial evaluation.

- Similar Assignment: operation and management / Management of Counseling Support Centre / Migration support Centre/ Labour Workforce Support Centre shall be considered.

- Establishment & Operational Presence in last 5 years in the concerned State (Karnataka and Tamilnadu).
- The bids found insufficient/ unsatisfactory/ indicative proof of documents during scrutiny shall be rejected. No clarification shall be sought from the Client in this regard for any addition or deletion.
- The Work Order/ Agreement/ Contract in form of LoA/ LOI/ Consent Letter/ Offer letter needs to be provided for all assignments with Contract value Absence of adequate proof may lead to disqualification of the marks under the evaluation process.

The objective of the presentation is to enable the Client to evaluate the bidders about their understanding and preparedness for the proposed assignment. Hence, the bidder should make themselves available for the same.

The Financial Bids shall be opened in the presence of the committee members and bidders' representatives who choose to attend. The name of the firm along with the secured technical scores, and the proposed package price for the respective packages shall be read and recorded accordingly. **Quality & Cost Based Selection (QCBS)** will be followed during the selection process as per the guideline of Finance Department, GoO.

FINANCIAL EVALUATION (3rdStage): The financial Bids of the technically qualified bidders only shall be opened at this stage in the presence of the bidder's representative. The Financial Bids in respect of the selected agency in achieving the benchmark score above 70 marks in **"Technical Bid"** would be opened on the scheduled date & time.

8) **Evaluation of the Proposals:**

The mode of evaluation is Quality cum Cost Basis selection (QCBS). In the Tender, the technical proposal carries **70 % weightage, and the financial proposal carries 30 % weightage**.

I. Technical:

The bidder scoring above 70 marks out of 100 marks will be eligible and the secured mark will be assigned as Technical Quote (TQ). Then the Technical Score (TS) will arrive as follows:

$$TS = \frac{TQ \times 70}{100}$$

II. Financial

The bidder quoting the lowest price will be assigned as the Lowest Financial Quote (LFQ). Then the price of other financial bids quoted by other different bidders will be assigned as Financial Quote (FQ). The Financial Score (FS) will be arrived as follows:

$$FS = \frac{LFQ \times 30}{FQ}$$

The agency having a maximum total score of the Technical Score (TS) and the Financial Score (FS) combine together will be selected.

The weights given to the Technical (T) and Financial (P)

Proposals are:

- T = 0.70 and
- P= 0.30
- Proposals are ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T+ P = 1) as following: S = St x T% + Sf x P%.

9) **Negotiations:**

- Negotiations (if required) will be held at the address indicated in the Data Sheet. The aim shall be to reach an agreement before issuance of the work order.
- Representatives conducting negotiations on behalf of the bidder must have written authority to negotiate and conclude a contract. Negotiation will be carried out covering technical and financial aspects, if any, and availability of proposed professionals etc.
- If negotiations fail, the ORMAS will invite the firm whose proposal received the second highest score to negotiate a Contract.

10) **Award of Contract:**

After completion of the contract negotiation stage, the Client will notify the successful bidder in writing by issuing an offer letter for signing the contract and promptly notifying all other bidders about the result of the selection process. The successful bidders will be asked to sign the contract after fulfilling all formalities within 15 days of issuance of the offer letter. After signing the contract, no variation or modification of the terms of the contract shall be made except by written amendment signed by both the parties. The contract will be valid for 1 year from the date of effectiveness of the contract and will be extended on mutual consent.

11) **Conflict of Interest:**

Conflict of interest exists in the event of:

i. Conflicting assignments, typically environmental assessment of the same project by the eligible bidder.
ii. Practices prohibited under the anti-corruption policy of the Government of India and Government of Odisha. The bidders are to be careful so as not to give rise to a situation where there will be any conflict of interest with the Client as this would amount to their disqualification and breach of contract.

12) **<u>Disclosure:</u>**

a. Bidders have an obligation to disclose any actual or potential conflict of interest. Failure to do so may lead to disqualification of the bidder or termination of its contract.

b. Bidders must disclose if they are subject of any proceedings (such as blacklisting) or other arrangements relating to bankruptcy, insolvency, or the financial standing of the Bidder, including but not limited to appointment of any officer such as a receiver in relation to the Bidder's personal or business matters or an arrangement with creditors, or of any other similar proceedings on date of bid submission.

c. Bidders must disclose if they have been convicted of, or are the subject of any proceedings relating to the following as on the date of bid submission:

(i) a criminal offence or other serious offence punishable under the law of the land, or where they have been found by any regulator or professional body to have committed professional misconduct.

(ii) corruption including the offer or receipt of an inducement of any kind in relation to obtaining any contract.

(iii) failure to fulfil any obligations in any jurisdiction relating to the payment of taxes or social security contributions.

13) **<u>Anti-corruption Measure:</u>**

d. Any effort by Bidder(s) to influence the Client in the evaluation and ranking of financial Bids, and recommendation for award of contract, will result in the rejection of the Bid.

e. A recommendation for award of Contract shall be rejected if it is determined that the recommended bidder has directly, or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question. In such cases, the Client shall blacklist the bidder either indefinitely or for a stated period of time, disqualifying it from participating in any related bidding process for the said period.

14) **<u>Language of Proposals:</u>**

The proposal and all related correspondence exchanged between the bidder and the Client shall be written in the English language.

15) **<u>Legal Jurisdiction:</u>**

All legal disputes are subject to the jurisdiction of the competent court of Bhubaneswar only.

16) **<u>Governing Law and Penalty Clause:</u>**

The schedule given for delivery is to be strictly adhered to in view of the strict time schedule. Any unjustified and unacceptable delay in delivery shall render the bidder liable for liquidated damages and thereafter the Client holds the option for cancellation of the contract for pending activities and complete the same from any other agency. The Client may deduct such sum from any money from their hands due or become due to bidder. The payment or deduction of such sums shall not relieve the bidder from his obligations and liabilities under the contract. The rights and obligations of the Client and the bidder under this contract will be governed by the prevailing laws of Govt of India/ Odisha. Failure on bidder's part to furnish the deliverables as per the agreed timeline will enforce a penalty @ 1% per week subject to maximum of 5% of the total contract value. The amount will be deducted from the subsequent payment. In addition, the PBG amount shall also be forfeited. The decision of the authority placing the contract, whether the delay in development has taken place on account of reasons attributed to the bidder shall be final.

17) **Client's right to accept any Bid, and to reject any or all Bid/s**

The Client reserves the right to accept or reject any Bid, and to annul or amend the bidding / selection / evaluation process and reject all Bids at any time prior to award of contract award, without assigning any reason there of and thereby incurring any liability to the bidders. Misrepresentation/improper response/ by the bidder may lead to the disqualification of the bid. If such disqualification/rejection occurs after the Bids have been opened and the highest-ranking bidder gets disqualified/rejected, then the client reserves the right to consider the next best bidder, or take any other measure as may be deemed fit in the sole discretion of the Client, including annulment of the selection Process.

18) **Number of Bids:**

Each Bidder shall submit only one (1) Bid, in response to this RFP. Any Bidder who submits or participates in more than one Bid shall be disqualified. The Bidder shall be responsible for all costs associated with the preparation of its Bid and its participation in the bidding process.

19) **Amendment of the RFP Document:**

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

20) **Confidentiality:**

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

21) **Force Majeure:**

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

22) **Settlement of Disputes:**

The Client and the agency shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or arising from or in connection with the Contract within thirty (30) days from the commencement of such informal negotiation. In case any dispute will arise between the parties, the same shall be resolved mutually and in case the disputes further subside, the same shall be referred to the Commissioner-cum-Secretary to Government, PR &DW Dept. Govt of Odisha whose decision shall be treated **as final and binding** on the parties.

23) **Limitation of Liability –**

In no event shall either party be liable for consequential, incidental, indirect, or punitive loss, damage or expenses (including lost profits). Either party shall not be liable to the other hereunder or in relation hereto (whether in contract, tort, strict liability or otherwise) for more than the value of the fees to be paid (including any amounts invoiced but not yet paid) under the Contract.

24) **Indemnification:**

Both parties shall indemnify, defend and hold harmless during the term of the Agreement from and against all liabilities, damages, losses, expenses, deaths, demands, actions, proceedings, costs and claims of any nature whatsoever, including without limitation legal fee and expenses, suffered as a result of or arising out of or in any way connected with the acts, omissions, negligence, nuisance, breach of this Agreement and failure to perform obligations hereunder of or by the licensee and its employees, agents, representatives and contractors, including the use or violation of any copyright work or literary property or patented invention, article or appliance, except to the extent that such injury, damage or loss is attributable to a negligent or wilful act or omission of either of the parties.

25) **Review & Monitoring Mechanism**

A Consultant Evaluation Committee (CEC): The constituted committee shall review the work of the agency. After signing of Contract, the Agency shall submit a draft Annual Work Plan on monthly basis which shall be approved/ agreed by the both the parties. The agency shall work out their deliverables throughout the year as per agreed work plan. The work plan may be modified/ amended by the Client as per the need of the organization. Agency must submit Quarterly Progress Report (QPR) within 15 days, after completion of each quarter. ORMAS will validate/Review/ Examine the report & submit the observation if any, within 7 working days afterwards. Again, agency has to resubmit the compliances of the observation within 3 working days since the observation submitted by ORMAS. ORMAS reserve final right to accept/ reject the compliances within the last date of the month.

Apart from QPR report agency must update the Google sheet/ any of the platforms which will be intimated to the agency time to time on monthly basis & any of the report required at ORMAS end, the agency has to send it on demand basis unfailingly.

26) **Payment Modalities**

The agency shall raise invoice quarterly on the basis of approved annual action plan agreed by both parties. The payment shall be made on quarterly basis towards completion of target in numbers on pro-rata basis against each activity and on recommendation of the review committee.

27) **Penalty**

Delay in achieving target as per the approved action plan and its timeline will lead to penal imposition 0.5% of contract value per week up to maximum of 10% of contract value. If the penalty reaches 10% of contract value, the contract will suo-moto be terminated or as decided by CEO-ORMAS which will be accepted by both the parties. The penalty shall be imposed from the Performance security deposited by the agency.

28) **Duration of the Assignment: -**

The project cycle period shall be maximum 3 three years. Annual Contract period shall be renewed every year based on the requirement and performance.

29) **Type of Contract:**

This is an activity based/ Time Based Contract. The agency shall accomplish their task as per the agreed work plan and the payment shall be made against the completed activities.

30) **Intellectual Property:**

ORMAS shall be entitled to all intellectual property and other proprietary rights including but not limited to patents, copyrights and trademarks, with regard to documents and other materials which bear a direct relation to or are prepared or collected in consequence or in the course of the execution of this contract.

31) **Disqualification of Proposal:**

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

- Proposal submitted without Bid Processing Fee and EMD as applicable.
- Proposal not submitted in accordance with the procedure and formats as prescribed in the RFP during validity of the proposal, or its extended period, if any, the bidder increases the quoted prices.
- Proposal is received in incomplete form.

- Proposal is not conforming to the requirement of the scope of the work of the assignment. Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process.
- If, any of the technical bid documents excluding the commercial bid, submitted by the bidder is found to contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bid.
- Bidders or any person acting on its behalf indulges in corrupt and fraudulent practices
- Any other condition / situation which holds the paramount interest of the Client during the overall selection process.

32) **Other Terms and Conditions**

a. In case the bidders found tie up between the bidders in the combined score, the bidder's having highest marks in the technical evaluation score shall be considered. In case the 2nd tie up, the highest number of similar assignments as mentioned in the eligibility criteria shall be considered

b. The bidders are requested to provide the long list of the previous assignment for evaluation purpose.

c. After selection of the agency, the Contract will be executed between ORMAS and Selected agency. The clauses of the Contract will be binding on the parties.

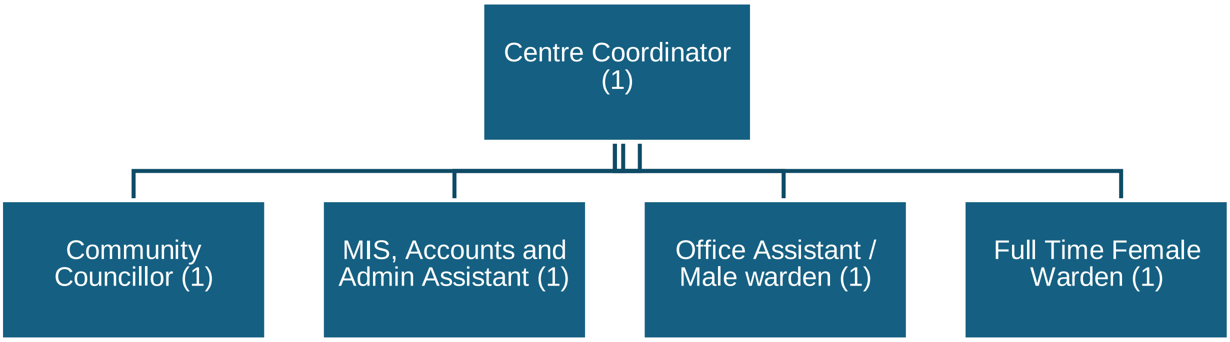
d. Amendment: The Amendment will be affected after the execution of Contract by both the parties. In this case, 30 days written notice will be served by any of the party to the other party.

e. Termination Notice: In case of termination of Contract, 30 days written notice will be served by any of the party to the other party. The ORMAS has sole discretion to terminate with immediate effect without giving notice depending upon the gravity of the lapses of the organization.

f. The agency shall use the service of quality resources in this assignment for implementation of the project.

g. Additional Scope: As per the need, the Client may assign additional scope at any point of time during the period of Contract or after closure of the Contract as the case may be. The cost of the additional scope shall be determined separately by the approval of the competent Authority.

33) **Team Structure:**



Designation	Key Roles & Responsibilities	Qualification
Centre Coordinator	• Management, Coordination, and operationalization of the Centre's activities • Formulation of plans and targets for the team and their supervision • Liaison with local stakeholders in the Government, local authority, employers, banks, hospitals, etc. • Liaison with external support agency, other partners and other centres • Periodic (monthly, half-yearly, annually) reporting of Centre's activities to senior management/ external support agency (if any) • Undertaking household listing exercise and surveys, research studies, impact assessment, and report writing • Organizing capacity building activities for different team members, as well as beneficiaries • Engaging with external resources and vendors to deliver key services • Providing strategic and administrative oversight • Networking and partnering with support institutions like NGOs, CSOs, Foundations, etc. • Ensuring overall compliance with Programme Guidelines and prescriptions • Reporting to HPSRLM as per the mandate • Ensuring social and gender safeguards as per appropriate State and National legislations	Educational Qualifications: At least a graduate in Sociology, Social Work, Management, or other relevant fields, with 3-5 years of relevant experience in social work. Technical Skills/Aptitude: Adept at using MS Office, team Management, planning, reporting, advocacy and liaison skills and familiarity with research, two-wheeler driving

	• Reviewing and responding to escalated complaints and grievances • Organizing monthly team meetings and regular reflection workshop	
Community Counsellor	• Outreach, establishing contacts, and rapport building with migrant workers and their families • Organizing labour meetings and workshops • Building awareness on issues of migration and services at the community level • Undertaking registration and issuing ID cards, providing legal assistance, legal literacy meetings, financial literacy meetings, post-training follow-ups of trainees, and linkages with social security and all other Centre's services • Interacting with important stakeholders such as bank officials, contractors, employers, hospital officials, government officials, etc. • Conducting surveys and data collection related to profiling of workers and documenting the Centre's effectiveness and impact of services • Providing work counselling to candidates	Qualifications: Graduate with relevant years of experience. Technical/Educational Skills/Aptitude: Community mobilization, rapport building, and ability to work in a team
MIS, Accounts and Admin Assistant	• Management of all service-related documentation at the centre level • Management of programme MIS and its sharing with senior management/external support agency • Administrative and logistical support to MSC program team • Reception of workers walking into the centre and maintaining required records • Book-keeping of all transactions and settlement of accounts at the centre level • Ensuring necessary documentation, fulfilling IT statutory requirements, and providing audit support • Assistance in undertaking activities related to Centre's administration	Educational Qualifications: Graduate (B.Com preferable) with at least 2 years' relevant work experience Technical Skills: Conversant with MS Office, Accounts management, and office administration.

Office Assistant / Male warden	• Management of office - its furniture and assets, and daily cleanliness • Receiving workers and other guests visiting the centre • Providing requisite hospitality support - cooking, preparation of tea, serving water, etc.	Educational Qualifications: 12th pass; Technical Qualification: Conversant with MS Office (Word, Excel, and PowerPoint);
Full Time Female Warden	• Overall responsibility for candidates residing at MSC • Proper maintenance of movement registers • Candidates allotted hostels shall at all times observe the code of conduct and MSC rules and regulations • Food to be taken only in the assigned MSC mess • In case of ill health of any candidate, the warden should call for a doctor immediately	Qualifications: 12th pass; with minimum 2 years' experience in a related field

5. SECTION 3: Terms of Reference (ToR)

Selection of Agencies for Establishment and Operation of 2 Nos. Migration Support Centers at Tiruppur and Bengaluru under ORMAS

1. Introduction:

ORMAS is established in the year 1991 and started its functioning from 1994 in the State. The organization is having its experience and expertise for providing livelihoods marketing and skill support to the rural households through individual to SHG and SHG to Institution approach of Government. Under NRLM, ORMAS has formed 3812 Producer Groups and 23 Producer Companies and also formed 25 Farmers Producer Organizations under "10K FPO" scheme by covering 7.60 lakhs of HHs. Under State Budget it is proposed to provide input support to the Household through skill development and value addition in the chain of production and provide suitable marketing facility so that the targeted poor households could get remunerative return from the activity and became self-reliant. ORMAS has been actively promoting rural livelihoods and enterprise development for over 30 years.

ORMAS has been successfully implementing the Skill Development Training programmes for the past decade, including the DDU-GKY a placement-linked skill development programme of MoRD, Govt. of India.

ORMAS is implementing Sagarmala scheme aims at bringing in its skilling expertise to provide skilling for the coastal communities, thereby preparing them to take advantage of the job opportunities that are expected to come up in the maritime sector following port led development under Ministry of Shipping & Port, Government of India.

ORMAS has introduced a new scheme under its State Scheme to enhance the relevance of existing skill development programs by engaging the Sector Skill Councils, Employers & Industries. The scheme will work towards addressing the scarcity of skilled human resources in emerging trades by offering high-quality training, fostering industry linkages, and enhancing employability skills.

ORMAS is the nodal agency in the state of Odisha to ensure organization of skill training programs for the rural and urban poor/ unemployed youth through nationally accredited training partners. It integrates the efforts of various departments and public and private stakeholders engaged in skilling the youth of the state, through 'Deen Dayal Upadhyaya Grameen Kaushalya Yojana' (DDU-GKY) with the vision to transform rural poor youth into an economically independent and globally relevant workforce.

2. Objective of ORMAS:-

ORMAS has been instrumental in the field of skill development of rural youths of Odisha and it has been following certain mandates in order to ensure successful implementation of the programme:

- Mobilization of Rural Youth
- Skill Enhancement of rural youth
- Policy framing and advocacy for Skill Development Programmes
- Capacity Building of project implementing Agencies (PIAs) and Skill Development Cell

- Designing skill development promotional strategies
- Documentation of best practices on pilot basis and scaling up
- Placement and Post placement Tracking

3. Need for Migration Support/Post placement Support Centres:

Deen Dayal Upadhyaya Grameen Kaushalya Yojana (DDU-GKY) is the placement and career progression-oriented skilling initiative of the Ministry of Rural Development, Government of India (MoRD). The programme has its origins in the special projects component of the Swarnajayanti Gram Swarozgar Yojana (SGSY) and Aajeevika Skills Development Programme (ASDP) which provided time-bound skill training and economic empowerment of BPL families. It is an important part of the current National Skill Development Policy and serves as one of the strategic interventions of National Rural Livelihoods Mission (NRLM). The programme aims to bring about rapid economic and social transformation among rural youth by linking them with formal wage employment and career progression opportunities. The focus of the initiative is on skill development enabling employment and career progression opportunities for the rural poor, especially the ones with limited access to decent employment.

In its conceptualization DDU-GKY and State-run skill development programme recognized the imperative of migration among youth that have received new employable skills and are in search for employment opportunities. In several cases the beneficiaries have to relocate from their native districts and/or states for work after being skilled through the programme. New to the city, confronted with lifestyle and cultural shocks and unfamiliar with the norms and demands of urban labour markets, most alumni face problems in adapting to the urban environment. Attrition among migrant alumni placed in far-off cities is high as they find it difficult to cope up with the isolation, regimented work conditions, high costs of living and return home early unable to integrate with the urban milieu.

Carrying the similar vision ORMAS (Odisha Rural Development and marketing Society) the SRLM at Odisha under Panchayati Raj Department, Government of Odisha which is the nodal agency for implementing the DDU-GKY and state-run skilling programme in the state has initiated the process of establishing Migration Support Centres/Post placement Support Centres in the locations where it has maximum concentration of the students placed through the programme. The State has been immensely working towards successful accomplishment of the programme. In due course of its implementation, the state has successfully completed training of more than 40000 candidates and placed around 20000 students both within and outside the state.

With this view, ORMAS has planned to establish Migration Support Centres at two locations namely Tiruppur, Bengaluru, where maximum numbers of its trained candidates are placed.

Migration Support Centers:

The following are the MSC centers and locations to be implemented by the agency.

Sr. No	MSC Locations	Covering State (Cluster Model)	Indicative nos. of Candidates placed (in no.)	Tentative Target to be achieved (in no.)
1	Tiruppur	Tiruppur (Tamil Nadu and Kerala)	6041	800
2	Bengaluru	Bengaluru (Karnataka and Telengana)	6462	800

Migration Support Centers (MSCs) are conceptualized as walk-in resource centers for successful trainees of DDUGKY or State-run placement linked skill centre displaced from their native places in search of better employment prospects. MSCs are designed to offer counseling, access to information, acclimatization support and targeted services to vulnerable displaced workers.

In stage I, it is proposed to set up MSCs in the cities that receive large number of migrant youths. Creation of support centers at source locations of skilled trainees would be undertaken in second phase.

A collection of services meant to reduce the hardships of young skilled workers coming to cities and enable greater returns from the urban labour markets are termed as migration services. Migration Support Services are proposed to be offered through a network of walk-in resource centers catering to the requirements, and exigencies faced by workers and their families. The Core Migration Support Services include –

- Registration of workers migrated out of their home (native) locations and facilitating access to identity related documents
- Access to basic social services: housing-related, schools, hospitals, etc.
- Access to basic Government services, social programmes / schemes, etc.
- Financial inclusion, bank linkages, salary remittance from remote locations, financial counseling, and linkages to social security
- Healthcare counseling, health education and linkages with formal institutions/schemes
- Legal education, mediation and counseling services for workers facing disputes at work

[Note: Given that, DDU-GKY enables identity creation within the trainee enrolment process with due linkages to Aadhar Card, there will be limited identity related support requirements for an alumnus of DDU-GKY]

4. Scope of Work

The primary objective of this RFP is selection of Agencies for Establishment and Operation of Migration Support Centre Providers as per the norms and guidelines and operate and maintain the same till the end of the contract period. The role of the MSCs, as detailed in this RFP is primarily for post-placement support services and related monitoring feedback to the State and its stakeholders.

The role of MSCs under this RFP is that of a service provider.

4.1 Physical Infrastructure Requirement:

The overall space of the Migration Support Centre shall be a minimum of 2000 - 3500 sq. ft. including the following physical infrastructure: -

- Dormitory facilities: a dorm for 20 occupants (separate and isolated for 10 male & 10 female) as transit accommodation with separate bedding and storage space for everyone, that can be used as the first destination for incoming migrant rural youth trained for an initial period of 30 days. Per occupant space provided would be around 25 Sq. Ft. On every 100 Sq. Ft. there should be a fan and tube light. There should be provision of fresh air ventilation and light as per DDU-GKY guidelines.
- A common room with LED TV that can be used a multi-purpose hall, the size of which could range between 600 and 1000 sq.ft.
- Two or Three rooms to serve as office and reception space which should be fully furnished with adequate power supply. One as a Counselling room or Interview room with adequate seating for 4 and a Guest room can be used by the Training Service Provider (TSP)/ DDUGKY Representative during night-halts on payable basis, subject to availability. The guest room should consist of two single beds with coir mattresses and attached toilet.
- The MSC should have 2-3 computers with basic accessories like scanner, UPS, printer, internet connection etc.
- There should be a provision for power backup such as generator or inverter.
- Agency must install at least 4 Nos CCTV Camera with backup facility in the MSC center for watch and ward surveillance purpose with 24X7 Security Guard.
- The Agency must set up its staff to have a minimum of 2 staff who are conversant with Odiya language for each MSC center.
- Kitchen to supply three-time meals per candidate. Food Menu will be provided by ORMAS and monitored by the ORMAS/ MoRD officials.
- Toilets cum bathrooms (separate for men and women).
- The centre and rooms should be disabled friendly to the extent feasible
- Safe drinking water facility — RO+UV and Sanitary Napkins vending
- Dustbin with disposable bags in every room

4.2 Key considerations of MSC:

1. Approachability & Accessibility — The MSC should be conveniently located where it is easy for workers to reach preferably close to public spots, e.g. bus stand/ station/ market/ work site.
2. The MSC closing/ opening times shall be as per the convenience of migrant population, matching Duty / Work time.
3. The basic services of MSC will be providing lodging & boarding and counselling services to migrant trainees taking placements.

4.3 Core Services

The services to be provided by a MSC are divided into **'Core Services'** and **'Value Added Services'**. The indicative set of services are based on the key challenges faced by migrant workers. Key deliverables and Outcome of Migration Support Centre (MSC) shall also be treated as part of Core Services.

4.3.1 PPS (Post Placement Support) Services

The primary role that a MSC is expected to fulfill is to create a supporting infrastructure and environment for the migrant workers separately for male & female trainees/candidates. The objective is to support and guide the migrant workers who are new to location, provide information, provide appropriate link-up services, provide various support services and track them to ensure outcomes. The Head of the MSC centre should act as a friend, partner and guide the migrants and support them in socio-economic integration.

Help-Line Services and Dedicated Call Center

1. A dedicated two-seat call center, equipped with comprehensive software support and bilingual communication capabilities. This facility is intended to assist migrating students by addressing their inquiries and providing clear, accurate information to facilitate their transition.
2. Provide on-site information services related to all aspects of services of the MSC as a post-placement support service (PPS)

4.3.2 Post Placement Service - Housing and Accommodation Services

The MSC shall provide the following basic amenities services. DDUGKY will pay for these services:

1. Initial Accommodation & Food — Provide accommodation for a defined period (7 days) to support the migrant workers coming in for work along with food. After 7 days MSC will charge pro rata basis as per the contract.
2. The MSC shall keep records of all referrals and process documents for housing and accommodation services.

4.3.3 PPS Health Services

1) Basic preventive Health Workshops - MSCs shall organize preventive health workshops and health awareness events for various groups of migrant workers on the following topics, as an initial baseline service and weekly.
    a. Health Screening and Nutrition
    b. Family planning and birth control
    c. Cleanliness, hygiene and work safety
    d. Awareness generation among migrants on Sexually Transmitted Diseases (STD)
    e. Prevention of HIV/AIDS; Information on confidential testing centres & helplines
2) Enrolment into Government based health insurance services, if not enrolled.
3) Doctor on Call Facility -The MSC should engage the services of Male and Female General MBBS Physician Practitioner to provide health checkup as per requirement.

4.3.4 PPS legal Services:

The MSC is expected to provide at least the following legal support services:

1) **Legal Literacy Event** - Building the awareness of the migrant worker about the legal support services offered by the MSC, as well as the various legal provisions available for securing their employment.
2) **Compliant Registration Service** — Registration of complaints of migrant workers
3) **Basic Legal Counselling and Dispute Resolution Service** —Provide counseling, arbitration and dispute resolution service for workers and employers
4) **Organizing Legal Clinic** -- The MSC is expected to organize visit twice in each quarter from the labour department on specific days dedicated to the redressal of work-related disputes. The MSC shall maintain a physical record in detail.

4.3.5 PPS Financial Support Services

Most DDUGKY skilled youth are in the age group of 18-35 years, which is a time when a wide range of financial services are essential for securing their financial future. Several of them are even individuals who have just entered the labor market and are the primary bread earners for their family. Financial services for this group shall therefore be able to address a broad spectrum of needs.

Key financial services should include **Financial Literacy Session** once a month - The objective of the meeting is not only to disseminate information on the service, but more importantly to ensure that the participants understand the need for such a service for the economic wellbeing of their household. Such meetings shall cover a wide range of topics including Enrolment into various saving and insurance programs and services provided by the Government like - **Pradhan Mantri Jan Dhan Yojana, Atal Pension Yojana, Jeevan Jyoti Bima Yojana etc**. The services will not be limited to enrolment but will also cover guidance on access , usage and updating the documents.

This shall be paid services and prices will be established during contracting. This shall be paid services and prices will be established during contracting.

The MSC provider is required to keep track of all such schemes, ensure enrolment and record the same for MIS report.

1) Calculation of piecemeal work payments, treatment of loans & advances, overtime
2) Understanding basics of salary components - i.e. Basic, HRA, DA, EPF etc. (applicable for alumni in salaried formal sector jobs) Goal setting, financial planning, income-expense budgeting
3) Managing Cash flows i.e. managing cash coming in and going out to ensure that one always has money to pay for expenses when they are due.
4) Managing various risks such as death, disability, illness and old age
5) Product knowledge i.e. functions, terms and conditions of various financial products such as credit, insurance, pension etc.
6) Information on investment opportunities with their associated risks
7) Basic banking how-to use offline Banking — deposit and withdrawal slips, passbook, cheque books, use of ATMs, and identifying fake notes. Exposure on online banking tool.
8) Investment products provided by the banks or large fund companies
9) The MSCPs may also enrol as banking correspondent and provide credit linkage and linkages to banks/ institutions providing credit to entrepreneurs/ innovator from poor background.

MSCP will organize these sessions under the supervision of a financial expert.

4.3.6 PPS Identity Services

The MSC may provide the following services with respect to identity services. It is expected to have proper ID cards as employee, migrated from state.

1) **Registration service & Photo ID services including ADHAR updation** — Provide registration of migrant workers, registering their details in the system and generating a photo ID signed by appropriate authority.
2) **Enable Stakeholder support -** The registration and Photo ID service requires the support of local Government officers like the District Labour Officer (DLO), Block Development Officer (BDO), SDM etc. in order to authenticate the ID card. The MSC, along with SSM, shall co-opt the support of relevant authorities to support identity generation and validation.

These services will be carried under Centre Manager’s supervision.

4.3.7 PPS MIS Services:

Maintenance of a MIS system with ORMAS intervention for monitoring and recording of activities performed by an MSC is critical for providing support and follow-up to the migrants, recording their details and also to provide regular reports to the ORMAS. This MIS should be developed in sync of portal of ORMAS.

The MSCs must:

1) Establish and sustain suitable MIS including no. of work days, salary transfer, Over time, leaves etc. and ensure that information is shared with all relevant stakeholders of the MSCs
2) The MSCP shall maintain case file document on each migrant attached to the centre.
3) The prospective bidder may refer to the Migration Support Centre — Reference Framework document for additional MIS requirements, reporting requirements and informational requirements
4) Coordinate with Migration Cell and Key Department of home state of migrant in case of any emergency for providing rescue support and addressing migration issues and labour related grievance.

These services will be carried under Centre Manager’s supervision.

4.4 Value added services of MSC

In addition to the core services, the MSC should provide the following value-added services. A summary list of value-added services to be provided is given below:

1) **Counselling needs assessment & Work Counselling:** Provide preventive counselling services to reduce drop-out rates. This will be performed by Professional Counsellor hired by MSC time to time.
2) **Follow-up intervention visits** — The MSC shall do follow-up interventions on the counselling done to ensure the issues are resolved. These visits will be performed by Centre Head and his subordinates.
3) **Access to further education opportunities —** Provide information, direction and enablement for upskilling and education opportunities. This will be performed by Counsellor and may invite educationists from time to time.
4) **Legislative Advisory Services/Legal Support -** Provide information on employee rights, important legislations and laws and connect with legal help if necessary. This will be performed by an advocate under the supervision of Centre Manager for facilitating the registration on state and national labour benefits portal.

Payment Terms:

The deliverables and Payment Schedule will be as follows:

Instalment	Time	Target	Percentage or Contract value
1st	After signing of Contract	On submission of Performance Bank Guarantee	**10%**
2nd	After 1st Quarter and on submission of All monthly and quarterly assignments	Minimum 25% of the total Candidate target at proposed location.	**20%**
3rd	After 2nd Quarter and on submission of All monthly and quarterly assignments	Minimum 25% of the total Candidate target at proposed location.	**20%**
4th	After 3rd Quarter and on submission of All monthly and quarterly assignments	Minimum 25% of the total Candidate target at proposed location.	**25%**
5th	After 4th Quarter and on submission of All monthly and quarterly assignments	Minimum 25% of the total Candidate target at proposed location.	**25%**

Second and Third Year:

Instalment	Time	Condition	Percentage or Contract value
1st	After 1st Quarter and on submission of All monthly and quarterly assignments	Minimum 25% of the total Candidate target at proposed location.	**25%**
2nd	After 2nd Quarter and on submission of All monthly and quarterly assignments	Minimum 25% of the total Candidate target at proposed location.	**25%**
3rd	After 3rd Quarter and on submission of All monthly and quarterly assignments	Minimum 25% of the total Candidate target at proposed location.	**25%**
4th	After 4th Quarter and on submission of All monthly and quarterly assignments	Minimum 25% of the total Candidate target at proposed location.	**25%**

Note — The Payment will be made against the bill raised by the agency on achieving deliverables as per scope of work after duly verification and subsequent deduction on pro rata basis by the competent authority.

Scope of Activities for MSC Services with Tentative Target for each of the 2 MSC:

Sr. No	Proposed Intervention	Activity	Target
A	**Youth registration**	**A-1.** Registering Migrant DDU-GKY Alumni for providing MSC Services.	All DDU-GKY Candidates of concern territory
		A-2. Maintain Comprehensive databases for all working DDU-GKY Alumni in the region	
		A-3. Linkages to Government IDs-Aadhaar	
B	**Youth counseling and post-placement services and acclimatisation support**	**B-1** Post Placement Services Tracking to the registered youth	All DDU-GKY Candidates of concern territory
		B-2 Acclimatisation support	
		B-3 Helpline Services (One Toll Free No.)	
C	**Counselling & Other Services**	**C-1** Financial services – Financial inclusion & awareness. (Modules to be vetted by ORMAS)	Candidates staying in MSC
		C-2 Legal Services – dispute resolution service, basic legal counseling	
		C-3 Occupational Health Hazard.	
D	**Career Progression**	**D-1** Linkages to Open Schooling and Access to further education opportunities through NIOS or any other government distance education institution. (100 candidate enrollments per year).	As per requirement
		D-2 Facilitating in re-joining of placement drop out candidates.	
E	**Annual/Other Program**	**E-1.** Alumni Meet - Separate budget will be provided for any specific program or higher participant proposed by ORMAS or the agency.	2 per year with a minimum of 100 candidate each
		E-2. Partner Meet (2 per year/ 10 partner each).	2 per year with a minimum of 10 partner each
		E-3. Facilitating the district team of ORMAS in Parents Exposure Meet.	As per requirement
		E-4. Handholding support and orientation of candidates & familiarizing them with geography of location, Important social norms, common phrases in local language, familiarization with local areas, Omiya food, ESIC hospitals, banks, ATMs, nearest police station, PGs etc, and receiving & welcoming candidates at railway station.	All DDU-GKY Candidates of concern territory

Sr. No	Proposed Intervention	Activity	Target
		E-5 Respond to emergency case including any kind of disputes at work place.	As per requirement
		E-6 Documentation on MSC Services (1-MSC Booklet & 1- Video Documents) on submission of the final quarter report.	All DDU-GKY Candidates of concern territory

5. Data/support to be provided for the Study by ORMAS:

For the purpose of this assignment, ORMAS will provide the Consultants relevant support in stakeholder consultations. ORMAS will also provide relevant inputs on aspects such as job role definitions, skills training and certification processes, the role of various institutions in standards development and placement, bilateral ties, state skill development missions etc. ORMAS shall provide introductory letter to the consultancy to help access to government departments and industries.

6. Insurance: Insurance to be Taken out by the Consultant/Agency:

The selected Consultant/Agency shall maintain, at its own cost and expense, appropriate and sufficient insurance coverage for the duration of the assignment. This shall include, but not be limited to, professional liability insurance, commercial general liability insurance, and workers' compensation insurance (if applicable), with limits adequate to cover any claims arising from errors, omissions, or negligence in the performance of services under this assignment. The Client reserves the right to review and approve the adequacy of the insurance coverage. The Consultant is responsible take the insurance from the all damages goods, services and employees during the contract period.

6. SECTION 4: Technical Bid Submission Forms

TECH -1

COVERING LETTER

(ON BIDDERS LETTER HEAD)

[Location, Date]

To:

The Chief Executive Officer

Odisha Rural Development and Marketing Society,

Panchayati Raj & Drinking Water Department

Bhubaneswar - 751001

Sub: Selection of Agencies for Establishment and Operation of 2 Nos. Migration Support Centers at Tiruppur and Bengaluru under ORMAS. [TECHNICAL BID]

Dear Sir,

I, the undersigned, offer to participate in the selection process for_________________________ in accordance with your RFP No.: _________________, dated___________________. We are hereby submitting our Bid, which includes Technical Bid and Financial Bid (separately).

I hereby declare that all the information and statements made in this Technical Bid and Financial Bid are true and correct and I accept that any misinterpretation contained in it may lead to disqualification of our Bid. I confirm that this Bid will remain binding upon us and may be accepted by you at any time before the validity of the bid.

I hereby unconditionally undertake to accept all the terms and conditions as stipulated in the RFP document. In case any provision of this RFP are found violated, then your department shall without prejudice to any other right or remedy be at liberty to reject our Bid including forfeiture of the full said earnest money deposit absolutely.

I remain,

Yours faithfully,

Authorized *Signatory with Date and Seal*:

Name and Designation: ______________________________________

Address of the Bidder: ___________________________________

TECH -2

Bidder's Organisation (General Details)

Sl No.	Description	Full Details
1	**Name of the Bidder**	
2	**Address for communication:** Tel : Fax: Email id :	
3	**Name of the authorized person signing & submitting the bid on behalf of the Bidder:** Mobile No. : Email id :	
4	**Registration / Incorporation Details** Registration No: Date & Year. :	
5	**Local office in Bhubaneswar** **If Yes, Please furnish contact details**	Yes / No
6	**Bid Processing Fee Details** Amount :	
7	**EMD Details** Amount :	
8	PAN Number	
9	Goods and Services Tax Identification Number (GSTIN)	
10	Willing to carry out the assignment as per the scope of work of RFP	**YES**
11	Accept all the terms and conditions as specified in the RFP	**YES**

Authorized Signatory [*In full and initials*]: ____

Name and Designation with Date and Seal: __________________________________

TECH - 3

Bidder Organisation (Financial Details)

Financial Information in INR			
Details	**FY 2021-22**	**FY 2022-23**	**FY 2023-24**
Annual Turnover in INR			

Supporting Documents:

Audited certified financial statements for the last three (Submission of copies of Income & Expenditure Statement and Balance Sheet for the respective financial years is mandatory along with this form). Provisional Audit report for any of the FYs is not acceptable.

Filled in information in this format must have to be jointly certified and sealed by the CA and the authorized representative of the bidder and to be furnished in original along with the technical Bid failing which the Bid will be out rightly rejected.

____

Signature and Seal of the Chartered Accountant with Date in original .

1 Authorized Signatory [*In full initials with Date and Seal*]: _________________________

Communication Address of the Bidder: _____________________________________

TECH - 4

(BIDDER'S PAST EXPERIENCE DETAILS)

(List of completed assignments only of similar nature during last 5 years)

Ending on 31.03.2024

Sl.	Name of the Assignment with details there of	Types of Service Provided	Name of the Client with complete address	Duration of the Assignment	Contract Value (in INR)	Period	Status (Completed/ Ongoing/ etc.)
A	B	C	D	E	F	G	H
1							
2							
3							
4							
5							

The bidder may enlist their Govt experience in last 5 years for technical marking purpose. Supporting documents must be attached.

Note: Information not conforming to the above format will be treated as non-responsive. Copies of the Work order / Contract Document / Completion Certificate from the previous Clients need to be furnished along with the above information.

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

Communication Address of the Bidder: ____

TECH - 5

UNDERTAKING

(In Bidders Letter Head)

I, hereby undertake that, our organization has not been blacklisted / debarred by any of the Central / State Government Department/ Office or by any Public Sector Undertaking (PSUs) and not blacklisted by any authority during the recent past.

Yours sincerely,

Authorized Signature [In full and initials]

Name and Designation of the Signatory: Name of the Bidder and Address:

7. SECTION 5: Financial Bid

COVERING LETTER (In Bidders Letter Head)

[Location, Date]

To,

Chief Executive Officer
Odisha Rural Development and Marketing Society,
Panchayati Raj & Drinking Water Department,
Government of Odisha, Bhubaneswar, 751012

Sub: Selection of Agencies for Establishment and Operation of 2 Nos. Migration Support Centers at Tiruppur and Bengaluru under ORMAS

Sir,

I, the undersigned, offer to provide the consulting services for [*Insert title of assignment*] in accordance with your RFP No.____________, Dated:__________________. Our attached Financial Bid is for the sum of **[*Insert amount(s) in words and figures**].** This amount is excluding of the taxes applicable as per GST Act. I do hereby undertake that, in the event of acceptance of our bid, the services shall be provided in respect to the terms and conditions as stipulated in the RFP document. Segment wise rate as per format given in the RFP documents are given below:

1. For Tiruppur Migration Support Centers Tentative target and cost per intervention:

Sr. No	Proposed Intervention	Activity	Target	Unit Cost per candidate/ meet (excl. GST)	Total price excluding tax
A	**Youth registration**	**A-1.** Registering Migrant DDU-GKY Alumni for providing MSC Services.	All DDU-GKY Candidates of concern territory		
		A-2. Maintain Comprehensive databases for all working DDU-GKY Alumni in the region			
		A-3. Linkages to Government IDs- Aadhaar			
B	**Youth counseling and post-placement services and acclimatisation support**	**B-1** Post Placement Services Tracking to the registered youth	All DDU-GKY Candidates of concern territory		
		B-2 Acclimatisation support			
		B-3 Helpline Services (One Toll Free No.)			
C	**Counselling & Other Services**	**C-1** Financial services – Financial inclusion & awareness.	Candidates staying in MSC		

Sr. No	Proposed Intervention	Activity	Target	Unit Cost per candidate/ meet (excl. GST)	Total price excluding tax
		(Modules to be vetted by ORMAS)			
		C-2 Legal Services – dispute resolution service, basic legal counseling	All DDU-GKY placed candidates of concern territory		
		C-3 Occupational Health Hazard.			
D	**Career Progression**	**D-1** Linkages to Open Schooling and Access to further education opportunities through NIOS or any other government distance education institution. (100 candidate enrollments per year).	As per requirement		
		D-2 Facilitating in re-joining of placement drop out candidates.			
E	**Annual/Other Program**	**E-1.** Alumni Meet - Separate budget will be provided for any specific program or higher participant proposed by ORMAS or the agency.	2 per year with a minimum of 100 candidate each		
		E-2. Partner Meet (2 per year/ 10 partner each).	2 per year with a minimum of 10 partner each		
		E-3. Facilitating the district team of ORMAS in Parents Exposure Meet.	As per requirement		
		E-4. Handholding support and orientation of candidates & familiarizing them with geography of location, Important social norms, common phrases in local language, familiarization with local areas, Omiya food, ESIC hospitals, banks, ATMs, nearest police station, PGs etc, and receiving & welcoming candidates at railway station.	All DDU-GKY Candidates of concern territory		
		E-5 Respond to emergency case including any kind of disputes at work place.	As per requirement		
		E-6 Documentation on MSC Services (1-MSC Booklet & 1-Video Documents) on submission of the final quarter report.	All DDU-GKY Candidates of concern territory		

2. For Bengaluru Migration Support Centers Tentative target and cost per intervention:

Sr. No	Proposed Intervention	Activity	Target	Unit Cost per candidate/ meet (excl. GST)	Total price excluding tax
A	**Youth registration**	**A-1.** Registering Migrant DDU-GKY Alumni for providing MSC Services.	All DDU-GKY Candidates of concern territory		
		A-2. Maintain Comprehensive databases for all working DDU-GKY Alumni in the region			
		A-3. Linkages to Government IDs- Aadhaar			
B	**Youth counseling and post-placement services and acclimatisation support**	**B-1** Post Placement Services Tracking to the registered youth	All DDU-GKY Candidates of concern territory		
		B-2 Acclimatisation support			
		B-3 Helpline Services (One Toll Free No.)			
C	**Counselling & Other Services**	**C-1** Financial services – Financial inclusion & awareness. (Modules to be vetted by ORMAS)	Candidates staying in MSC		
		C-2 Legal Services – dispute resolution service, basic legal counseling	All DDU-GKY placed candidates of concern territory		
		C-3 Occupational Health Hazard.			
D	**Career Progression**	**D-1** Linkages to Open Schooling and Access to further education opportunities through NIOS or any other government distance education institution. (100 candidate enrollments per year).	As per requirement		
		D-2 Facilitating in re-joining of placement drop out candidates.			
E	**Annual/Other Program**	**E-1.** Alumni Meet - Separate budget will be provided for any specific program or higher participant proposed by ORMAS or the agency.	2 per year with a minimum of 100 candidate each		
		E-2. Partner Meet (2 per year/ 10 partner each).	2 per year with a minimum of 10 partner each		
		E-3. Facilitating the district team of ORMAS in Parents Exposure Meet.	As per requirement		

Sr. No	Proposed Intervention	Activity	Target	Unit Cost per candidate/ meet (excl. GST)	Total price excluding tax
		E-4. Handholding support and orientation of candidates & familiarizing them with geography of location, Important social norms, common phrases in local language, familiarization with local areas, Omiya food, ESIC hospitals, banks, ATMs, nearest police station, PGs etc, and receiving & welcoming candidates at railway station.	All DDU-GKY Candidates of concern territory		
		E-5 Respond to emergency case including any kind of disputes at work place.	As per requirement		
		E-6 Documentation on MSC Services (1-MSC Booklet & 1-Video Documents) on submission of the final quarter report.	All DDU-GKY Candidates of concern territory		

Yours faithfully,

Authorized Signatory [In full and initials]:

Name and Designation of Signatory with Date and Seal:

NB: The bid should be submitted through Online mode only in www.tendersodisha.gov.in. The bidder shall propose their bid for both the MSCs . The bidder is required to submit their technical bid once even for both MSCs. The bidder will quote their price for the interested MSC in the prescribed format. In case the bidder is interested for both the MSCs, they shall quote in both price format for both the MSCs. Bidder may ignore the price format either of the MSC in case of single MSC.

8. SECTION 6: Bid Submission Check List

Sl no	Description	Submitted (Yes/No)	Page No.
TECHNICAL BID			
(PART – A) (ORIGINAL)			
1	Filled in Bid Submission Check List **(SECTION-6)**		
2	Covering Letter **(TECH -1)**		
3	One time Bid Processing Fee of **Rs. 5,900**/- **/-** (date and online number) for both the MSC. s		
4	EMD of **Rs. 50,,000/-** (date and online number) for each MSCs		
5	Copy of Certificate of Incorporation / Registration of the Bidder		
6	Copy of PAN		
7	Copy of Goods and Services Tax Identification Number (GSTIN)		
9	General Details of the Bidder **(TECH - 2)**		
10	Financial details (Turnover) of the bidder **(TECH – 3)** along with all the supportive documents such as copies of Income-Expenditure Statement and Balance Sheet for the concerned period		
11	List of completed assignments of similar nature (Past Experience Details) **(TECH – 4)** along with the copies of work orders for the respective assignments		
12	Undertaking for not have been black-listed by any Central / State Government/any Autonomous bodies during its business career. **(Tech-5)**		
FINANCIAL BID			

1	Covering Letter **(Section-5)**		

Undertaking:

- *All the information have been submitted as per the prescribed format and procedure.*

Authorized Signatory [*In full and initials*]:____

Name and Designation with Date and Seal: ____

Signature: ____

******* End of the Document*******