



Odisha

**GOVERNMENT OF ODISHA**  
**OFFICE OF THE COLLECTOR & DISTRICT MAGISTRATE: KHORDHA**  
**(ST & SC Development Section)**  
**e-mail:- dwo.khordha@gmail.com**

**Bid Reference No. 1062 / SSD / 2026 Dt. 28.04.2026**

**TENDER NOTICE**

Bids in sealed cover are invited under Two Bid System from reputed and experienced man-power service providers for **ENGAGEMENT OF MANPOWER** on outsourced basis in different Offices, Hostels and other Institutions under the Administrative Control of District Welfare Officer, Khordha in Khordha District. **THE NEWLY SELECTED MAN-POWER SERVICE PROVIDER SHALL ENGAGE THE MANPOWER CURRENTLY WORKING IN SUCH OFFICES, HOSTELS AND OTHER INSTITUTIONS after due consultation with the District Welfare Officer, Khordha.**

The details of the bidding process are as follows

Sl No	Bidding Schedule	Dateline
01	Date of Issue	<b>28.04.2026 [Tuesday]</b>
02	Last Date and Time of Receipt of Bid	<b>19.05.2026 [Tuesday] 5.30 PM</b>
03	Opening of Technical Bid	<b>22.05.2026 [Friday] 11 AM</b>
04	Opening of Financial Bid	<b>TO BE INFORMED AFTER OPENING OF TECHNICAL BID</b>

Bidders are required to submit the Technical and Financial bids separately. The bids in sealed cover-I containing "Technical Bid" and the sealed cover-II containing "Financial Bid" should be placed in a third sealed cover super-scribed "**Bid for engagement of various personnel on outsourced basis in different Offices, Hostels and other Institutions under the Administrative Control of District Welfare Officer, Khordha in Khordha District**". The Bid must reach "**Office of the District Welfare Officer, Khordha, Old Collectorate Building, Khordha**" on or before **19.05.2026 by 5.30 PM** by **Speed Post / Registered Post only**. The Bid documents containing List of Offices, Hostels and Other Institutions, number of manpower to be engaged, eligibility criteria, scope of work, terms and conditions of the tender and draft agreement can be downloaded from the district website [www.khordha.odisha.gov.in](http://www.khordha.odisha.gov.in).

  
**District Welfare Officer, Khordha**

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## SECTION I

### INSTRUCTION TO BIDDERS

A. **General Information:**

The office of the DWO, Khordha requires the service of reputed, well established, financially sound, and registered Service Providers for absorbing the EXISTING MANPOWER engaged on outsourced basis in different Offices, Hostels and other Institutions under the Administrative Control of District Welfare Officer, Khordha in Khordha District. The existing manpower includes **District Scholarship Coordinator, Data Entry Operator, Assistant Superintendents, Office Assistants, Wardens, Cook cum Attendants (CCAs), Security Guards and Sweepers etc.**

Sealed tender is invited under two bid system from reputed Manpower Agencies / Service Providers to provide the services of the above-mentioned manpower for a period of two years w.e.f. the date of execution of agreement and is likely to be extended on yearly basis subject to satisfactory performance of the engaged manpower, mutual agreement, continuation of scheme and availability of funds. The agreement may be extended for the third year subject to fulfilment of the said conditions. However, under no circumstance, the agreement can be extended beyond three years. The authority reserves the right to terminate the contract at any time after giving 30 days' notice to the service provider.

Bidders are required to submit the technical & financial bids separately. The bids in Sealed Cover-I containing 'Technical Bid' and Sealed Cover-II containing 'Financial Bid' should be placed in a Third Sealed Cover Super- Scribed "**Bid for engagement of various personnel engaged on outsourced basis in different Offices, Hostels and other Institutions under the Administrative Control of District Welfare Officer, Khordha in Khordha District**" must reach the undersigned on or before **19.05.2026 by 5.30 P.M.** by **Speed Post / Registered Post** only. **Bids submitted by any means other than Speed Post / Registered Post shall be rejected without assigning any reason thereof.**

**Eligibility Criteria:**

<b>Sl. No.</b>	<b>Eligibility Criteria</b>	<b>Supporting documents to be furnished along with the Technical Bid</b>
1	The bidder should be register under appropriate authority, such as <ul style="list-style-type: none"><li>• Registered under the Companies Act 2013</li><li>• Registered under the Indian Partnership Act 1932</li><li>• Registered under the Limited Liability Partnership Act 2008</li></ul>	Certificate of Incorporation/ Registration Certificate or Commercial Establishment Registration Certificate
2	The bidder must be at least 3 years in business (up to the last date of submission of bid) for providing similar type of services to Offices / Autonomous Bodies / Corporate Bodies under Central / State Government	Copies of the Work Order from the previous authorities, Agreement, and Work Completion Certificate
3	The Registered Office or Branch Office of the Service Provider must be located within the jurisdictional area of the district of Khordha only.	Valid address proof of the office (Copy of the Telephone or Electricity Bill and Rent Agreement)
4	Must have Average Annual Financial Turnover of Rs. 2 Crores during the last 3 consecutive financial years as on 31.03.2025 (2022-23, 2023-24 & 2024-25)	Copies of Audited Income / Expenditure Statement and Balance Sheet for the concerned periods by a Chartered Accountant.
5	Must have its own bank account in any scheduled bank situated in Odisha.	Copies of the six months transaction amount certified by the Manager of the concerned Bank.
6	The agency should not have been blacklisted by any Offices / Autonomous Bodies / Corporate Bodies under Central / State Government as on the date of submission of the bid	An affidavit in Rs. 10/- non-judicial stamp paper to this effect to be furnished by the bidder as per the prescribed format. <b>[Form - T2]</b>
7	Must not have any pending criminal offence against the Proprietor / Director / Persons to be deployed by the Service Provider.	An affidavit in Rs.10/- non-judicial stamp paper to this effect to be furnished by the bidder as per the prescribed format. <b>[Form - T3]</b>

8	Other Statutory Documents:	Copies of: <ul style="list-style-type: none"> <li>• PAN,</li> <li>• TAN,</li> <li>• GSTIN,</li> <li>• Valid Contract Labor License for the minimum 200 hundred labors in a single order.</li> <li>Valid ISO Certificates i.e.             <ul style="list-style-type: none"> <li>• ISO 9001:2015</li> <li>• ISO 14001:2015</li> <li>• ISO 45001: 2018</li> <li>• ISO 27001:2013</li> <li>• ISO/IEC 20000-1:2018</li> <li>• CMMI MATURITY LEVEL 3</li> </ul> </li> <li>• Copies of EPF &amp; ESI Registration Certificate.</li> <li>• Copy of Commercial Establishment Registration Certificate.</li> <li>• IT returns for the last 3 consecutive financial years as on 31-03-2025.</li> </ul>
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**B. Submission of Bid:**


The proposal, complete in all respect as specified above, must be accompanied with a non-refundable amount Rs. 1,000/- (Rupees one thousand) only towards Bid Processing Fee and EMD of Rs. 2,00,000/- (Rupees Two Lakhs only) in the form of Demand Draft in favour of **DWO, Khordha** drawn in any scheduled commercial bank and payable at Khordha failing which the bid will be outrightly rejected. The relaxation to MSME entities as per Govt. norms is also applicable in this case, subject to submission of relevant certificate / document. The bid should be sent through Speed Post / Registered Post (through Govt. of India, Department of Post) to reach the authority by **19.05.2026 by 5.30 P.M.** in the office of the DWO, Khordha. **Bids submitted by any means other than Speed Post / Registered Post shall be rejected without assigning any reason thereof.**

The authority will not be responsible for any postal delay. Bids without bid processing fees and EMD shall be rejected. Bids submitted after due date & time will be summarily rejected. EMD of unsuccessful bidders will be returned without interest after the award of Contract.

The selected bidder will have to deposit a Performance Security (2% of the annual contract value) in the form of Bank Guarantee / Fixed Deposit / Demand Draft from any scheduled Bank situated within Odisha in favor of DWO, Khordha, as per the prescribed format provided in the tender document at Section-IX for a period of three months beyond the contract period. (i.e. Performance Bank Guarantee must be valid from the date of effectiveness of the contract to a period of three months beyond the contract period) as its commitment to perform services under the contract. Failure to comply with the requirements shall constitute sufficient grounds for forfeiture of the Performance Bank Guarantee. The Performance Bank Guarantee shall be released immediately after three months of expiry of the contract provided there is no breach of contract on the part of the qualified bidder. No interest shall be paid on the Performance Bank Guarantee. In case, the contract is further extended beyond the initial contract period, the Bank Guarantee will have to be accordingly renewed by the deployed service provider as per the existing terms and conditions of the tender.

**C. List of Documents to be submitted**

Bidders are required to furnish the following documents along with the Technical Bid:

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- a) Demand Draft in support of Bid Processing Fee as applicable.
  - b) Demand Draft in support of EMD as applicable.
  - c) Copy of Certificate of Incorporation for Company or Commercial Establishment Registration Certificate for Firm or Agency.
  - d) Copy of GSTIN, 3B latest.
  - e) Copy of PAN and TAN Number.
  - f) Copies of IT returns for the last three consecutive financial years.
  - g) Copies of EPF & ESI Registration Number.
  - h) Copy of Registration Certificate under Private Security Agencies Regulation Act (PSARA), 2005
  - i) Copy of Bank Account details.
  - j) Copies of the Income / Expenditure Statements along with Balance Sheet for the last 3 years.
  - k) Copies of Work Orders, Agreement and Work Completion Certificates from the Previous Authorities.
  - l) Affidavit regarding non-blacklisting (On Stamp Paper)
  - m) Affidavit regarding non-pending of any judicial proceedings (On bidder's Letter Head)
  - n) Valid Contract Labor License for minimum Two hundred labor in Odisha in a single order.
  - o) Valid ISO Certificates i.e. ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, ISO 27001:2013, ISO/IEC 20000-1:2018 & CMMI MATURITY LEVEL 3
  - p) Copies of Bank Statement indicating six months' transactions duly certified by Manager of the concerned Bank.

Any deviation from the prescribed procedures / required information / formats / conditions shall result in out-right rejection of the bid. Any conditional bid shall also be out-rightly rejected. All entries in the pages of the bid document should be neatly computerized, be legible and be signed by the Bidder. If the space for furnishing information is insufficient, a separate sheet duly signed by the Bidder should be attached.

The Technical Bid will be opened on **19.05.2026, 11 AM in the Conference Hall, Collectorate, Khordha** in presence of the Bidders or their Authorized Representatives who wish to be present on the spot at that time. Financial Bid of the technically qualified bidders only will be opened [**on a date to be informed after opening of Technical Bid**] in presence of the bidders or their Authorized Representatives. The EMD shall be forfeited if the successful bidder fails to undertake the work or fails to comply with any of the terms & conditions of bid.

The bid shall be valid for a period of **90 days** from the date of opening of the bids and no request for any variation in quoted rates and / or withdrawal of bids on any ground by the bidder shall be entertained. Validity of the bids can be extended on mutual consent.

The bidder having the lowest evaluated Financial Bid (L-1) would be considered for award of the contract subject to fulfillment of the terms and conditions of the bid documents. In case, the Lowest Bidder (L-1) is disqualified after selection for any reason, then negotiations will be made with the Second Lowest (L-2) Bidder for award of Contract at L-1 price. However, the decision of the authority shall be final during the overall selection process.

In case more than one firm quotes the same price in the Financial Bid, then the L-1 Bidder will be decided as per the highest marks secured by the Bidder in the Technical Bid. In case more than one firm quotes the same price in the Financial Bid and all of them secure equal marks in Technical Bid, then the L-1 Bidder will be decided as per the highest annual average turnover for the last three financial years. In case more than one firm quotes the same price in the Financial Bid, all of them secure equal marks in Technical Bid and all of them have equal annual average turnover for the last three financial years, then the L-1 Bidder will be decided as per Lottery in the presence of the Bidders or their authorized representatives.

The quoted rates shall not be less than the minimum wages fixed / notified by the Government of Odisha from time to time and shall include all statutory obligations.

The service provider shall be liable for all kinds of dues payable in respect of manpower deployed/ provided under the contract and the authority shall not be liable for any dues for availing the services of the personnel. The authority reserves the right to reject any or all the bids and terminate the tender process without assigning any reason.

## SECTION II

### GENERAL INSTRUCTIONS FOR BIDDERS AND SCOPE OF WORK

#### **A GENERAL INSTRUCTIONS:**

- 01 The manpower engaged by the Service Provider shall be required to report for work as per time fixed by Govt. and may also be required to work before or after working hour for which he / she would not be paid any extra remuneration. In case, the person deployed remains absent on a particular day or comes late / leaves early on three occasions, proportionate deduction from the remuneration for one day will be made.
- 02 The manpower engaged for the purpose must have good moral character and cordial attitude and should not reveal the official information to outsiders and must maintain official confidentiality.
- 03 The Service Provider shall nominate a coordinator who shall be responsible for periodic interaction with the Authority so that optimal services of the persons deployed could be availed without any disruption.
- 04 The attendance rolls for the personnel deployed by the Service Provider at the premises of Authority shall be provided by the Manpower Service Provider and it shall be monitored by the Service Provider on regular basis. These attendance rolls shall be signed by the authorized representative of Manpower Service Provider who shall get it verified from the designated office. The entire financial liability in respect of manpower services engaged in the Authority's location shall be that of the Manpower Service Provider and the Authority will in no way be liable for the same. It will be the responsibility of the manpower Service Provider to pay to the person engaged a sum not less than the proposed monthly remuneration as mentioned in the financial bid.
- 05 The Manpower Service Provider shall provide a substitute well in advance if there occurs any probability of the person leaving the job due to his / her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Manpower Service Provider.
- 06 The persons engaged shall, during their work be privy to certain qualified documents and information which they are not supposed to divulge to third parties. In view of this, they shall be required to take oath of confidentiality and breach of this condition shall make the Manpower Service Provider as well as the person engaged liable for penal action under the applicable laws besides, action for breach of contract.

- 07 The Manpower Service Provider shall be responsible for compliance of all statutory provisions relating to minimum wages payable to the persons engaged at the Authority's location. The service provider should ensure regular payment of monthly salary to the personnel engaged by the service provider by 10<sup>th</sup> of the succeeding month after deduction of applicable statutory dues. The service provider should credit the monthly salary of its employees in the respective Bank Account.
- 08 The absorption of outsourced persons shall be purely on contract basis. The Service Provider shall always make it absolutely clear to the outsourced personnel engaged by them. Any outsourced personnel engaged can be removed at any time by giving notice to the Service Provider and the Service Provider will have to provide suitable replacement acceptable to Authority within 3 working days.
- 09 The Manpower Service Provider shall absorb all the existing persons engaged on outsourced basis in different Offices, Hostels and other Institutions under the Administrative Control of District Welfare Officer, Khordha in Khordha District excluding those who will complete 60 years of age as on the date of agreement. An affidavit must be given to this effect in Rs.100/- non-judicial Stamp Paper.
- 10 The manpower to be engaged in the office of the Authorities shall be given assignment as per the requirement of the office work and on due approval of Head of the office.

**B SCOPE OF WORK:**

**01 DISTRICT SCHOLARSHIP COORDINATOR  
(Scholarship Management Unit, District Welfare Office, Khordha)**

**Qualification and Responsibilities**

- (i) She / He must have qualification of Master Degree in Social Science / Social Work / Mass Communication / Humanities with Computer Qualification not below PGDCA
- (ii) She / He shall prepare district activity plan such as awareness generation on schemes, distribution, collection & verification of application forms, data compilation etc. ensuring timely disbursement of scholarship.
- (iii) She / He shall coordinate with DWO and other relevant functionaries for issuance of necessary guidelines, checklists and instructions to block and schools on scholarship related issues.
- (iv) She / He shall coordinate with block personnel and school staff for ensuring timely data collection for all eligible beneficiaries for payment of scholarships.

- (v) She / He shall ensure data compilation and timely submission of details to State Office with proper approval of the District Welfare Officer.
- (vi) She / He shall create a supporting design of an effective communication plan to generate public awareness on the scholarship program and shall conduct orientation and capacity building session at district and block levels.
- (vii) She / He shall ensure timely redressal of complaints regarding non-receipt of scholarship or escalate the complaint to appropriate authority for redressal.
- (viii) She / He shall undertake any other responsibility as assigned by the authority in line with the deliverables and program requirements.

**02 DATA ENTRY OPERATOR  
(Scholarship Management Unit, District Welfare Office, Khordha)**

**Qualification and Responsibilities**

- (i) She / He must have educational qualification of Intermediate with Computer Qualification not below PGDCA.
- (ii) She / He shall prepare and regularly update of master database for schools / institutions covered under Pre MS and Post MS Schemes.
- (iii) She / He shall ensure proper and flawless entry of data received from different schools into the computer with respect to eligible beneficiaries, basic details of the beneficiaries and bank details as per the prescribed format and guidelines under different Scholarship Schemes.
- (iv) She / He shall identify data-gaps in the information provided by the schools / institutions and intimate to the District Scholarship Coordinator for necessary correction.
- (v) She / He shall develop specific templates for data entry to minimize error and to facilitate easy retrieval of information.
- (vi) She / He shall Scan, digitize and preserve various documents relating to scholarship as per the guideline.
- (vii) She / He shall ensure proper storage of application forms in consultation with concerned officials.
- (viii) She / He shall provide customized report to Scholarship Coordinator, whenever required, for analysis and decision making.
- (ix) She / He shall be responsible for day-to-day maintenance of computer and other peripherals.

- (x) She / He shall undertake any other responsibility as assigned by the authority in line with deliverables and program requirements.

**03 ASSISTANT SUPERINTENDENT (MALE & FEMALE)  
[ST Boys' Hostel, Kalinga Nagar and ST Girls' Hostel, Pokhariput]**

**Qualification and Responsibilities**

- (i) She / He must have educational qualification of full time MBA (HR) from a recognized university or equivalent and PGDCA.
- (ii) She / He must be well conversant with Computers and have 05 (Five) years of working experience in Educational Institutions.
- (iii) She / He shall assist the Superintendent of the Hostel in all activities of the Hostel including overall administration of the Hostel.
- (iv) She / He shall be responsible for maintain discipline among the boarders and ensure obeyance of rules and regulations of the Hostel by the boarders.
- (v) She / He shall ensure safety and security of the Boarders by utilizing the manpower engaged for that purpose.
- (vi) She / He shall be responsible for proper maintenance of the Hostel Building, Materials and Amenities provided by the Authority.
- (vii) She / He shall intimate about any untoward incident, if happens, to the Superintendent and other Higher Authorities immediately.
- (viii) She / He shall undertake any other responsibility as assigned by the authority in line with deliverables and program requirements.

**04 OFFICE ASSISTANT (MALE & FEMALE)  
[ST Boys' Hostel, Kalinga Nagar and ST Girls' Hostel, Pokhariput]**

**Qualification and Responsibilities**

- (i) She / He must be a Graduate in any discipline with Computer Knowledge.
- (ii) She / He shall assist the Superintendent of the Hostel in all activities of the Hostel including overall administration of the Hostel.
- (iii) She / He shall be responsible for proper maintenance of the Materials and Amenities provided by the Authority. She / He shall maintain all Files, Records, Registers and Documents etc. relating to the Hostel Administration and Management. She / He shall maintain the computer and other peripherals of the Hostel.

- (iv) She / He shall undertake any other responsibility as assigned by the authority in line with deliverables and program requirements.

**05 WARDEN (2 MALE & 2 FEMALE)  
[ST Boys' Hostel, Kalinga Nagar and ST Girls' Hostel, Pokhariput]**

**Qualification and Responsibilities**

- (i) She / He must be a Graduate in any discipline with Computer Knowledge.
- (ii) She / He must have two years of working experience in Educational Institutions
- (iii) She / He shall assist the Superintendent of the Hostel in all activities of the Hostel including overall management of the Hostel.
- (iv) She / He shall be responsible for maintain discipline among the boarders and ensure obedience of rules and regulations of the Hostel by the boarders.
- (v) She / He shall ensure safety and security of the Boarders by utilizing the manpower engaged for that purpose.
- (vi) She / He shall be responsible for proper maintenance of the Materials and Amenities provided by the Authority. She / He shall maintain all Files, Records, Registers and Documents etc. relating to the Hostel Administration and Management. She / He shall maintain the computer and other peripherals of the Hostel.
- (vii) She / He shall intimate about any untoward incident, if happens, to the Assistant Superintendent immediately.
- (viii) She / He shall undertake any other responsibility as assigned by the authority in line with deliverables and program requirements.

**06 SECURITY GUARD (MALE & FEMALE)  
[ST Boys' Hostel, Kalinga Nagar and ST Girls' Hostel, Pokhariput]**

- (i) She / He must be a Matriculate and must be within 21-40 years of age as on 01.01.2026. She / He must have undertaken relevant training required to be a Security Guard. The Service Provider shall furnish relevant certified documents in support of this before execution of agreement.
- (ii) She / He shall manage the entrance, check the IDs of residents, and maintain a visitor register to ensure only authorized individuals to enter the Hostel.

- (iii) She / He shall conduct regular, consistent patrols of the building, including hallways, parking areas, and exterior perimeters to deter crime and identify safety hazards.
- (iv) She / He shall act as first responder to handle emergencies such as fires, injuries, or confrontations, and contacting appropriate authorities when needed.
- (v) She / He shall ensure residents follow safety protocols and hostel policies, such as noise management.
- (vi) She / He shall maintain detailed logs of daily activities, visitors' data, and filling out incident reports for any security breaches, theft, or irregularities.
- (vii) She / He shall ensure all exit doors are secure, windows are locked, and lighting is adequate to maintain a safe environment.

**07 COOK CUM ATTENDANT (CCA) (MALE & FEMALE)**


**[ST Boys' Hostel, Kalinga Nagar, ST Girls' Hostel, Pokhariput and Indira Gandhi ST Women's Hostel, Rama Devi Women's University, Salia Ashram School, Banpur, Talaborei Ashram School, Banpur]**

**Qualification and Responsibilities**

- (i) She / He must have passed Class VIII.
- (ii) She / He must be above 21 years and below 50 years of age.
- (iii) They shall reside 24/7 in the Hostel Premises, cook food in hostel mess and distribute among the boarders.
- (iv) Duty time of the CCAs shall be fixed by the Headmaster of the School or Superintendent or Assistant Superintendent of the Hostel concerned.
- (v) They shall keep the kitchen, dining hall & hostel premises neat & clean, wash the cooking utensils properly and prepare healthy food for the boarders.
- (v) They shall keep tables, chairs, almirah, windows, bookshelves, cubicle and cabin of the Hostels clean and tidy.
- (vi) They shall ensure fans, lights are switched off and doors of the hostel rooms are closed when boarders are in classroom.
- (vii) They shall perform all other duties assigned by the Headmaster of the School or Superintendent or Assistant Superintendent of the Hostel meticulously failing which the Manpower Service Provider shall be asked to replace them by suitable and willing candidates.

**08 SWEEPER (3 MALE & 6 FEMALE)**  
**[ST Boys' Hostel, Kalinga Nagar, ST Girls' Hostel, Pokhariput and Thakarbappa ST Boy's Hostel, Capital High School]**

**Qualification and Responsibilities**

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- (i) She / He must be a literate.
  - (ii) She / He must be above 21 years and below 50 years of age.
  - (iii) She / He shall be responsible for proper cleaning of Bathrooms, Toilets, Corridors and other places, as instructed by the Assistant Superintendent of the Hostel.
  - (iv) The timing and frequency of cleaning shall be decided by the Assistant Superintendent of the Hostel.
  - (v) She / He shall perform all other duties assigned by the Superintendent or Assistant Superintendent of the Hostel meticulously failing the Manpower Service Provider shall be asked to replace them by suitable and willing candidates.

### SECTION III

#### SCHEDULE OF REQUIREMENT

Tentative requirement of Manpower to be deployed for the proposed services is as follows:

Sl. No.	Description	Requirement
1	1 District Scholarship Coordinator 2 Data Entry Operator 3 Assistant Superintendent 4 Office Assistant 5 Warden 6 Security Guard 7 Cook cum Attendant (CCA) 8 Sweeper	<b>As per assessment to be done by the authority</b>

- NB: 01** The number of manpower to be engaged in each of the above-mentioned categories shall be decided as per the assessment done by the authority before execution of the agreement.
- 02** The places of engagement, mentioned in **Part B [Scope of Work] of Section II** may be modified as per the assessment done by the authority before execution of the agreement.

## SECTION IV

### GENERAL TERMS AND CONDITIONS

- 01 For all intents and purposes, the Service Provider shall be the "Employer" within the meaning of different Rules & Acts in respect of persons deployed. The persons engaged by the service provider shall not have any claim whatsoever like employer and employee relationship against the Authority under this agreement. The Service Provider shall make them known about their position in writing before deployment under the required service.
- 02 The Service Provider shall be overall responsible for the engagement of existing manpower for performing the service in different offices / institutions under the administrative control of DWO, Khordha at this point of time. The Authority shall not be responsible for any financial loss or any injury to any person deployed by the Service Provider during their performing the functions / duties, or for payment towards any compensation.
- 03 The Service Provider shall exercise adequate supervision to ensure performance of manpower engaged to provide the services in accordance with the requirements. The Service Provider shall depute one full time supervisor in concerned office of the authority, for overall management of the services to be rendered at the site.
- 04 The Service Provider shall be solely responsible for compliance to the provisions of various Labour and Industrial Laws, such as, wages, allowances, compensation, EPF & ESI, Bonus and Gratuity etc. relating to manpower to be deployed by it at the Authority's location.
- 05 The Service Provider shall maintain complete official records of disbursement of wages / salary showing details of all supporting documents such as ESI, EPF etc. in respect of the manpower deployed for the purpose.
- 06 The Service Provider shall maintain personal file in respect of all the staff those who are engaged by it in office of the authority. The personal file shall invariably consist of personal details such as name, address, date of birth, sex, residential address (temporary / permanent), Bank Account, EPF and ESI details etc.
- 07 The manpower to be engaged by the Service Provider should not have any adverse Police Records / Criminal Cases against them. The Service Provider should make adequate enquiries about the character and antecedents of the persons whom they are engaging. An undertaking to this respect must be provided by the Manpower Service Provider prior to signing of the agreement.

- 08 The Service Provider shall also ensure that the manpower engaged are medically fit and will keep in record a certificate of their medical fitness. The Service Provider shall withdraw such manpower those are not found suitable by this office for any reasons immediately on receipt of such a request.
- 09 The Service Provider shall ensure that the manpower engaged by it are disciplined and do not participate in any activity detrimental to the interest of the Authority.
- 10 The Service Provider shall provide uniform along with Photo ID Card to its personnel engaged at site at its own cost.
- 11 The Authority shall not be liable for any compensation in case of any fatal injury / death caused to any manpower while performing / discharging their duties.
- 12 In case of any theft or pilferages, loss or other offences, the Service Provider shall investigate and submit the report to the Authority and maintain liaison with the police. FIR will be lodged by the Authority, wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility will be fixed.
- 13 In case of any loss caused to the Authority due to lapse on the part of the personnel discharging duties, the same shall be borne by the Service Provider. Authority shall have the right to deduct appropriate amount from the bill of Service Provider. In case of frequent lapses on the part of the personnel deployed by the Service Provider, Authority shall terminate the contract or take any other action without assigning any reason thereof.
- 14 In the event of any personnel being on leave / absent, the Service Provider shall ensure suitable alternative arrangements to make up for such absence. If a person leaves the job for any reason, the Service provider is liable to provide the suitable replacement within 3 working days.
- 15 In case of delay in providing required replacement, the amount of penalty calculated **at the rate of 1%** of the annual contract value per week on account of delay, shall be deducted from the monthly bills in the succeeding month.
- 16 There would be no increase in rates payable to the Service Provider during the Contract period. The service provider will be responsible for deposit of EPF, ESI, GST and other statutory dues as applicable from time to time and submit the proof of deposit to authority for records.

- 17 The Service Provider shall not be allowed to transfer, assign, pledge or subcontract its rights and liabilities under this Agreement to any other agency or organization. Sub-contracting is not allowed under this agreement.
- 18 The Services Provider shall pay the remuneration to the persons deployed by it and thereafter, raise the bill, in triplicate, along with attendance sheet duly verified by the officer concerned in respect of the persons deployed and submit the same to the prescribed authority in the first week of the succeeding month. The reimbursement will be made by the second week of the succeeding month.
- 19 The Service Provider will have to deposit the remuneration of the deployed manpower for the concerned billing period in their respective bank account through online transfer and submit the details to the authority for reimbursement and necessary records.
- 20 In case of dispute resolution relating to rights / liabilities arising out of the agreement, the same shall be disposed of at the level of Administrative Department. All Executive Instructions, issued by the Authority after execution of the agreement, shall be construed as an integral part of the agreement and this shall be binding on the Service Provider.
- 21 In the event of failure of Service Provider to provide Services as per the terms and conditions of the agreement, the Performance Security shall be forfeited. Any violation of instructions / agreement or suppression of facts will attract termination of contract with 1-month prior notice to the Service Provider.
- 22 The Service Provider shall ensure that persons to be engaged are not alcoholic, drug addict and not indulge in any activity prejudicial to the interest of the Authority. If any person, engaged by the Service Provider, is found consuming Alcohol / chewing Pan & Tabacco / smoking Cigarettes, information shall be given to the Service Provider by the Authority, and the Service Provider must replace the person immediately without any delay.
- 23 The Authority reserves the right to withdraw or relax any of the terms and condition mentioned above to overcome the problem encountered at a later stage.
- 24 In the event of any dispute arising in respect of the clause of the agreement, the same shall be resolved through negotiation. Alternatively, the dispute shall be referred to the next higher authority or controlling officer for his decision and the same shall be binding on all parties.
- 25 All disputes shall be under the jurisdiction of the appropriate court.

- 26 The agreement can be terminated by either party by giving one month's notice in advance. If the agency fails to give one month's notice in writing for termination of the agreement, then one month's wages, etc. and any amount due to the service provider will be recovered by forfeiture of performance security.
- 27 The contract is liable to be terminated because of non-performance, deviation of any terms and conditions of agreement, non-payment of remuneration of manpower deployed and non-payment of statutory dues. The Authority will have no liability towards non-payment of remuneration to the persons deployed by the Service Provider and the outstanding statutory dues of the Service Provider to concerned authorities.
- 28 The Manpower Service Provider will be bound by the details furnished to the authority while submitting the tender or at any subsequent stage. Misrepresentation of documents / information will lead to termination of agreement.
- 29 The Manpower Service Provider will supply additional manpower as and when required during the validity period of agreement.

SECTION V

TECHNICAL BID

(BIDDER LETTER HEAD)

**Location:**

**Date:**

**To**

**The District Welfare Officer  
Old Collectorate Building  
Khordha, Odisha**

**Sub:**

**Tender for engagement of District Scholarship Coordinator, Data Entry Operator, Assistant Superintendent, Office Assistant, Warden, Security Guard, Cook cum Attendant and Sweeper on outsourced basis in Office of the District Welfare Officer, Khordha and different Schools and Hostels under the administrative control of DWO, Khordha [Technical Proposal]**

Sir,

I, the undersigned, offer to participate in the tender process to engage **District Scholarship Coordinator, Data Entry Operator, Assistant Superintendent, Office Assistant, Warden, Security Guard, Cook cum Attendant and Sweeper on outsourced basis in Office of the District Welfare Officer, Khordha and different Schools and Hostels under the administrative control of DWO, Khordha** in accordance with your **Tender Notice No. 1062 Dated 28.04.2026**. We are hereby submitting our proposal, which includes Technical Proposal and Financial Proposal sealed in separate envelopes.

I hereby declare that all the information and statements provided in the technical proposal are true and correct and I accept that any misinterpretation contained in it may lead to disqualification of our proposal. Our proposal will be valid for acceptance up to 90 days and I confirm that this proposal 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 tender is found violated, then your office shall have the rights to reject our proposal including forfeiture of the earnest money deposit absolutely.

Yours faithfully,

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

Name and Designation:

Address of the Bidder:

**FORM T 1**

1	Name of the Bidder	
2	Details of Bid Processing Fee and Earnest Money Deposit (Demand Draft Details)	DD No.:
		Date:
		Amount (Rs.):
		Drawn on Bank:
3	Name of the Director / Managing Director	
4	Full Address of Registered Office	Postal Address:
		Telephone No.:
		FAX No.:
		E-Mail Address:
5	Name & telephone number of the authorized person signing the bid	Name and Designation:
		Mobile Number:
6	Bank Name	Account Number:
		Bank and Branch Name:
		IFSC Code:
8	PAN No. (Attach self-attested copy)	
9	GSTIN Attach self-attested copy)	
10	E.P.F. Registration No. (Attach self-attested copy)	
11	E.S.I. Registration No. (Attach self- attested copy.) Attach attested copy)	

12	The Registered Branch Office of the Service Provider must be located within the jurisdictional area of Khordha	
13	Acceptance to all the terms & Conditions of the tender (Yes/No).	
14	Power of Attorney/ authorization letter for signing the of the bid documents.	
15	Please submit an undertaking that no criminal case is pending with the police at the time of submission of bid.	
16	Kindly mention the total number of pages in the tender document.	
17	Valid ISO Certificate: - ISO 9001:2015 ISO 14001:2015 ISO 45001: 2018 ISO 27001:2013 ISO/IEC 20000-1:2018 CMMI MATURITY LEVEL 3	
18	Balance sheet for the last 3 years	
19	Work orders from the previous organizations for providing services during last 3 years <b>W.O No.&amp; Agreement copy</b> a. b. c.	
20	Copies of Work Completion Certificates during last 3 years	

21	Commercial Establishment Registration Certificate	
22	Copy of Registration Certificate under Private Security Agencies Regulation Act (PSARA), 2005	

**Financial Turnover of the bidder for 3 financial years: -**

Financial Year	Turn Over Amount (In INR)	Average Turnover (in INR]
FY 2024-25		
FY 2023-24		
FY 2022-23		

**Details of the similar type of service provided by the bidder in 3 financial years: -**

Sl. No.	Year	Name of Authority with Complete Address with email ID	Type of services provided with details of manpower/ machinery deployed	Contract Amount (in INR)	Duration	
					From	To
1						
2						
3						
4						
5						

## Declaration

I, I, Miss / Smt. / Sri \_\_\_\_\_ Son /

Daughter / Wife of Sri \_\_\_\_\_ Proprietor /

Director / Authorized Signatory of \_\_\_\_\_

(Name of the Service Provider), competent to sign this declaration and execute this tender, do hereby declare that I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them.

The information and documents furnished along with the tender are true and authentic to the best of my knowledge and belief. I know furnishing of any false information/ fabricated document would lead to rejection of our tender at any stage besides liabilities towards prosecution under appropriate law.



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

Place:

Date:

### Enclosures:

1. Bid Processing Fee in the form of Demand Draft in Original
2. EMD in the form of Demand Draft in Original
3. Copy of tender document (each page must be signed and sealed by the Bidder)
4. Duly filled Technical Bid and Financial Bid
5. List of Documents as applicable

**FORM T 2**

**AFFIDAVIT**

**[On Rs.10/- Non-judicial Stamp Paper in shape of affidavit from the Notary regarding non-blacklisting]**

I, Miss / Smt. / Sri \_\_\_\_\_ Son /

Daughter / Wife of Sri \_\_\_\_\_ Proprietor /

Director / Authorized Signatory of \_\_\_\_\_ (Name

of the Service Provider), competent to sign this declaration and execute this

tender, do hereby undertake that our organization has not been debarred by any

of the Central / State Government Department / Office or by any Public Sector

Undertaking (PSUs) and has not been blacklisted by any authority at any point of

time.

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

Name and Designation of the Signatory:

Name of the Bidder and Address:

**FORM T 3**

**AFFIDAVIT**

**[On Rs.10/- Non-judicial Stamp Paper in shape of affidavit from the Notary regarding not having any pending judicial proceeding for any criminal offences]**

I, Miss / Smt. / Sri \_\_\_\_\_ Son /

Daughter / Wife of Sri \_\_\_\_\_ Proprietor /

Director / Authorized Signatory of \_\_\_\_\_ (Name

of the Service Provider), competent to sign this declaration and execute this

tender, do hereby undertake that there is no criminal case pending in any Court

of Law against our company or against the Proprietor or Director or Persons to be

deployed by our company.

I further certify that Proprietor/Director/Persons to be deployed by

our / my company have not been convicted of any offence in any Court in

India during the recent past. I understand that I am fully responsible for the

contents of this undertaking and its truthfulness.

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

**Name and Designation of the Signatory:**

**Name of the Bidder and Address:**

**Section VI**

**FINANCIAL BID**

**(BIDDER LETTER HEAD)**

**Location:**

**Date:**

**To**

**The District Welfare Officer  
Old Collectorate Building  
Khordha, Odisha**

**Sub:**

**Tender for engagement of District Scholarship Coordinator, Data Entry Operator, Assistant Superintendent, Office Assistant, Warden, Security Guard, Cook cum Attendant and Sweeper on outsourced basis in Office of the District Welfare Officer, Khordha and different Schools and Hostels under the administrative control of DWO, Khordha [Financial Proposal]**

Sir,

I, the undersigned, offer to participate in the tender process to engage **District Scholarship Coordinator, Data Entry Operator, Assistant Superintendent, Office Assistant, Warden, Security Guard, Cook cum Attendant and Sweeper on outsourced basis in Office of the District Welfare Officer, Khordha and different Schools and Hostels under the administrative control of DWO, Khordha** in accordance with your **Tender Notice No. 1062 Dated 28.04.2026**. Our attached financial price is **[Insert amount(s) in words and figures]** for the proposed service. This amount is inclusive of the all statutory dues and 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 tender document.

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal of 90 days. I have carefully read and understood the terms and conditions of the tender to provide the services accordingly.

I understand that you are not bound to accept any proposal you receive.

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

**Name and Designation of the Signatory  
with Date and Seal:  
Address of the Bidder:**

**FORM F 1****ADMINISTRATIVE CHARGES****APPLICATION: FINANCIAL BID****FOR PROVIDING MANPOWER SERVICE TO DIFFERENT OFFICES, HOSTELS AND OTHER INSTITUTIONS UNDER THE ADMINISTRATIVE CONTROL OF DISTRICT WELFARE OFFICER, KHORDHA**

Name of tendering Manpower Service Provider:

Rate per person per month inclusive of all statutory liabilities, taxes, levies, cess etc as mentioned in the table below:

Sl No	Manpower Type	Basic Amount per Month inclusive of Employee's Share of EPF & ESI	EPF 13% (Employer Share)	ESI 3.25% (Employer Share)	Total	Service Charge on Col 6 (3.85%)	Total	GST on Col 8 (18%)	Grand Total per Person (8+9)
1	2	3	4	5	6	7	8	9	
					(3+4+5)		(6+7)		
01	District Scholarship Coordinator	35000							
02	Data Entry Operator	11100							
03	Assistant Superintendent (Urban Hostels)	40000							
04	Office Assistant (Urban Hostels)	15000							
05	Warden (Urban Hostels)	25000							
06	CCA (Urban & Other Hostels)	14500							
07	Security Guard (Urban Hostels) (SEMISKILLED)								
08	Sweeper (Urban & Other Hostels) (UNSKILLED)								

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

Place:

Full Name:

Seal:

**Notes:**

- A) It is clarified by the Government vide letter No. ME-1-IM-12/2014/14507 Dt.03.06.2014 that tender quoting zero or negligible service charges will not be taken into consideration and will be summarily rejected as zero or negligible service charges are against fair play and suspected with hidden cost.
- B) The tendering agency has to explain in details the means they will adopt to utilize their service charge to meet all the contingencies in accordance with the Labour Law presently in vogue required for their outsourcing service.
- C) It is obligatory on the part of outsourcing agency to manage duties of their manpower on off days and to follow all labour laws as applicable to them and that will be verified from time to time by the authority.
- D) Outsourced personnel are to be engaged by the service provider. Authority / Government will not be liable for giving them contractual / permanent service in future. Such engagement by the service provider is absolutely temporary in nature and can be terminated at any point of time if deemed fit by the authority. False propaganda should not be spread by anybody that after a stipulated time these outsourced personnel will be made contractual, temporary, permanent employee of the DWO Khordha.
- E) The total rates quoted by the tendering agency should be inclusive of all statutory / taxation liabilities in force at the time of entering into the contract.
- F) The payment shall be made on conclusion of the calendar month only on the basis of number of working days for which duty has been performed by each manpower. The Agency shall release the wages to the employees within 3 days from the date of issue of the Absentee Statement from the Authority and then submit the Bills for reimbursement. The Agency can not delay the payments citing non receipt of wages from the Authority.


**Section VII**

**BID SUBMISSION CHECK LIST**

Sl. No	Description	Submitted (Yes/No)	Page No.
<b>TECHNICAL BID (ORIGINAL)</b>			
1	Forwarding Letter in Bidders Letter Head		
2	Bid Processing Fee		
3	EMD		
4	Copy of Incorporation or Registration Certificate of the Bidder or Commercial Establishment Registration.		
5	Copy of PAN & TAN		
6	Copy of GSTIN & 3b		
7	Copies of Income Tax Clearance Certificate for the last three Assessment years		
8	Copy of Valid EPF & ESI Certificate, ISO Certificates		
9	Copy of valid Labor License		
10	Copy of Registration Certificate under Private Security Agencies Regulation Act (PSARA), 2005		
11	TECHNICAL BID duly filled in <b>(Forwarding Letter, FORM TI, T2 and T3)</b>		
12	Financial details of the bidder along with all the supportive documents such as copies of Income / Expenditure Statement and Balance Sheet for the last 3 years, and Banker transaction certificate last six month		
13	Power of Attorney in favor of the person signing the bid on behalf of the bidder in letter pad		
14	List of completed / on-going assignments of similar nature (Past Experience Details) along with the copies of work orders for the respective assignments from the authorities		
15	Affidavit for not having been black-listed by any Central / State Govt / any Autonomous bodies during the recent past <b>(FORM T2)</b>		
16	Affidavit for not having any police case pending against the bidder <b>(FORM T3)</b>		
<b>FINANCIAL BID (ORIGINAL)</b>			
1	Forwarding Letter in Bidders Letter Head		
2	Duly Filled in Financial Bid <b>(FORM F1)</b>		

Authorized Signatory [In full and initials]  
Name and Designation with Date and Seal

It is to be ensured that:

- 
- 01 All information have been submitted as per the prescribed format only.
  - 02 Each part has been separately bound with no loose sheets and each page of all the three parts are page numbered along with Index Page.
  - 03 All pages of the proposal need to be sealed and signed by the authorized signatory only.

## Section VIII

### SERVICE AGREEMENT

**(To be made on Rs.100.00 Non-Judicial Stamp Paper)**

This **SERVICE AGREEMENT** is made on . . . . . 2026 between District Welfare Officer, Khordha (hereinafter called as the AUTHORITY) of the First Part and \_\_\_\_\_ (hereinafter called the SERVICE PROVIDER) of the Second Part.

**WHEREAS**, the “**Service Provider**”, having represented to the “**Authority**” that he is willing to engage District Scholarship Coordinator, Data Entry Operator, Assistant Superintendent, Office Assistant, Warden, Security Guard, Cook cum Attendant and Sweeper on outsourced basis in Office of the District Welfare Officer, Khordha and different Schools and Hostels under the administrative control of DWO, Khordha under ST & SC Development M&BCW Department in Khordha District in response to the Tender Notice No. 1062 Dated 28.04.2026 issued by the Authority;

**AND WHEREAS**, the “**Authority**” has accepted the offer of the Service Provider to provide the required services of the manpower as per the terms and conditions as set forth in this Service Agreement.

**NOW, THEREFORE, IT IS HEREBY AGREED** between the two parties as follows:

The following documents attached hereto shall be deemed to form an integral part of this Contract:

**Appendix A: General Terms and Conditions**

**Appendix B: Scope of Work**

**Appendix C: Contract Price and Payment Terms**

**01** The mutual rights and obligations of the Authority and the Service Provider shall be as set forth in the Contract, in particular:

- (i) The Service Provider shall carry out the service in accordance with the provisions of the Agreement; and
- (ii) The Certificate on the satisfactory performance of services by the Agency shall be issued by an Officer authorized by the Authority and in consideration of the Certificate of Satisfactory Performance of Services Provider, the Authority shall make such payments and in such a manner as is provided in the Agreement.

**Mode of Payment**

## Mode of Payment

The Service Provider will open a specific Bank Account for payment by the Authority in the beneficiary account towards the Service performed by the service provider. The Service Provider will furnish the details of the Bank Account to the Authority within 7days of the signing of the contract.

This Contract constitutes the agreement between two parties in respect to obligations and supersedes all previous communications between the Parties.

Now this agreement witnesses as below: -

- (i) That in consideration of the payment to be made by the "**Authority**" to the "**Service Provider**", the "**Service Provider**" hereby agrees with the "**Authority**" to provide manpower resources to be engaged in the [*Insert the location*] in conformity with the provisions of the terms and conditions of the contract.
- (ii) That the "**Authority**" hereby further agrees to pay the "**Service Provider**" the contract price at the time and in the manner prescribed in the said terms and conditions.
- (iii) That Financial limit under this Contract varies with changes in statutory dues and government taxes as applicable from time to time.
- (iv) That in the event of any dispute that may arise it shall be settled as per the terms and conditions of the contract.
- (v) That this agreement is valid up to . . . . .2027.

For and on behalf of  
**Tender Inviting Authority**

For and on behalf of  
**Service Provider**

Signature & Seal

Signature & Seal

Witness 1

Witness 1

Witness 2

Witness 2