

## BID DOCUMENTS

TENDER FOR PROVIDING SERVICES OF ONE PERSONAL ASSISTANT,  
FOUR LAB TECHNICIANS,SIX DATA ENTRY OPERATOR, ONE  
PHARMACIST, TWO DRIVERS, ONE ATTENDANT AND SIX SECURITY  
GUARDS

ON OUTSOURCING BASIS THROUGH SERVICE PROVIDER

# Indian Red Cross Society, Odisha State Branch

Red Cross Bhawan, Pandit Jawaharlal Nehru Marg, Unit-IX, Bhubaneswar -751022

Ph.no-0674-2392389, website: [www.odisharedcross.org](http://www.odisharedcross.org)

## Tender Notice

Bid Reference No.

Dated

Bids in sealed cover are invited under two-bid system from reputed and experienced service providers for providing services of one Personal Assistant, four Lab Technicians, six Data Entry Operators, one Pharmacist, two Drivers, one Attendant and six Security Guards for Indian Red Cross Society, Odisha State Branch, Bhubaneswar. The details of the bidding process are as follows:

Sl. No	Bidding Schedule	Deadline
1	Date of Issue of tender notice	05.12.2025
2	Due Date and Time for submission of bids	26.12.2025 (up to 5.00 PM)
3	Opening of Technical Bids	26.12.2025 at 5.30pm
4	PPT on credentials of bidders	29.12.2025, 11AM onwards
5	Opening of Financial Bids	29.12.2025 at 05.00 P.M

Bidders are required to submit the technical and 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 superscribed “**Bid for providing manpower outsourcing services**” must reach the Honorary Secretary, Indian Red Cross Society, Odisha State Branch, Red Cross Bhawan, Pandit Jawaharlal Nehru Marg, Unit-IX, Bhubaneswar -751022 on or before **26.12.2025 up to 05.00 PM** by *Speed Post/Registered Post/ Courier*. The bid documents containing eligibility criteria, scope of work, terms and conditions of the tender and draft agreement can be downloaded from the website [www.odisharedcross.org](http://www.odisharedcross.org)

Honorary Secretary

## **DATA SHEET**

<b>Sl. No</b>	<b>Particulars</b>	<b>Details</b>	
01	Name of the client	Indian Red Cross Society, Odisha State Branch, Bhubaneswar	
02	Email:	ircsosb@gmail.com	
03	Date of issue of Tender notice	<b>05.12.2025</b>	
04	Due date of submission of bids	<b>26.12.2025 (up to 5.00 PM)</b>	
05	Opening of Technical bids	<b>26.12.2025 at 5.30 PM</b>	
06	PPT on credentials of bidders	<b>29.12.2025, 11 AM onwards</b>	
07	Opening of Financial bids	<b>29.12.2025 at 05.00 PM</b>	
08	Contact Person	Sri Ashok Kumar Mohanty Mob: 9078963013	Smt. Priyanka Biswal Mob: 9090846041
09	Postal Address for submission of proposal	The Honorary Secretary, Indian Red Cross Society, Odisha State Branch, Red Cross Bhawan, Pandit Jawaharlal Nehru Marg, Unit-IX, Bhubaneswar -751022	
10	Mode of submission of proposal	Speed post/Registered Post/Courier only to the address as specified at Sl.No.09 during the office hour only. Submission of bid through any other mode and late bid will be rejected.	
11	Place of opening of proposal	Conference Hall of Red Cross Bhawan, Indian Red Cross Society, Odisha State Branch, Bhubaneswar.	
12	Website to visit for download of bid document	<a href="http://www.odisharedcross.org">www.odisharedcross.org</a>	

**BID DOCUMENT**  
**TENDER FOR OUTSOURCING**  
**SERVICES**  
**I N D E X**

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# SECTION-I

## Instruction to Bidders

### A. General Information:

The Indian Red Cross Society, Odisha State Branch, Red Cross Bhawan, Pandit Jawaharlal Nehru Marg, Unit-IX, Bhubaneswar -751022 requires the service of reputed, well established, financially sound and registered Service Provider to provide the services of one Personal Assistant, four Lab Technicians, six Data Entry Operators, one Pharmacist, two Drivers, one Attendant and six Security Guards on outsourcing basis through service provider by deploying adequately trained and disciplined manpower as per the requirement.

1. The period of contract for providing the aforesaid service will be ideally 1 Year from the date of effectiveness of the contract. The contract may be further extended for a period up to maximum 3 years, on mutual consent depending upon the performance of the Service Provider and at the discretion of the Authority. The authority reserves the right to terminate the contract at any time after giving 30 days advance notice to the Service Provider.
2. The interested bidders may visit the office on any working day during office hours before preparation and submission of their bid to have a thorough knowledge of the work to be performed.
3. Any form of consortium and joint venture is not allowed under this tender.
4. The competent Authority reserves the rights to reject any/ all bids and cancel the tender process without assigning any reasons thereof.
5. Corrigendum to the tender, if any, will be published on the official website.

### Eligibility criteria:

S. N.	Eligibility Criteria	Supporting documents to be furnished along with the Technical Bid
1	The bidder should be a registered Proprietors hip/Partnership/Company having valid GST registration number.	Certificate of Incorporation/ Registration
2	The bidder must have at least <b>five</b> years in business(up to the last date of submission of bid) for providing similar type of services to Central/State Government/Autonomous bodies/ agencies/societies/corporate bodies.	Copies of the work order from the previous Authorities.
3	The bidder must have quality management system <b>ISO9001:2015</b> Certificate awarded to their company	Copy of the certificate.
4	The bidder must have PSARA license	Copy of the license

5	The Registered Office/ Branch Office of the Service Provider must be located within the jurisdictional area of Bhubaneswar.	Valid address proof of the office (Copy of the Telephone/ Electricity Bill)
6	The bidder must have average annual financial turnover of <b>Rs. 1.00 Cr.</b> during the last five financial years including 2023-24.	Copies of audited balance sheet/ Income Expenditure Statement for last five financial years certified by CA that the firm had an average annual turnover of <b>Rs.1.00 Cr. or above from outsourcing business/ manpower Consulting Services only</b> during the last five financial years.
7	The bidder must have its own bank account in any scheduled bank situated in Bhubaneswar.	Copy of the bank pass book and transaction statement for the last 6 months from the date of issue of the tender.
8	The agency must not have been blacklisted by any Central / State government, or any other public sector undertaking or a corporation as on the date of this RFP.	An undertaking to this effect to be furnished by the bidder on the prescribed format [ <b>Form – T3</b> ]
9	The bidder must not have any pending judicial proceedings for any criminal offence against the proprietor/Director/Persons to be deployed by the Service Provider	An undertaking to this effect to be furnished by the bidder on the prescribed format. [ <b>Form – T4</b> ]
10	Other Statutory Documents:	Copies of: <ul style="list-style-type: none"> <li>• PAN</li> <li>• GSTIN</li> <li>• Copies of EPF &amp; ESI Registration Certificate</li> <li>• Labour Registration</li> <li>• IT return for the last 5 Financial Years along with P/L Account and Balance Sheet</li> </ul>

#### B. Submission of Bid:

The proposal complete in all respect as specified must be accompanied by a Non- refundable amount **of Rs. 3,000/- (Three Thousand only)** towards **Bid Processing Fee** and **EMD of Rs.30,000/- (Rupees Thirty thousand only)** in the form of **Demand Draft** in favour of **Honorary Secretary, Indian Red Cross Society, Odisha State Branch, Red Cross Bhawan, Pandit Jawaharlal Nehru Marg, Unit-IX, Bhubaneswar -751022** drawn in any scheduled commercial bank and payable at Bhubaneswar failing which the bid will be outrightly rejected. The bid should be sent through Speed Post /Register Post/Courier to the **Honorary Secretary, Indian Red Cross Society, Odisha State Branch, Red Cross Bhawan, Pandit Jawaharlal Nehru Marg, Unit-IX, Bhubaneswar -751022** so as to reach the authority by **26.12.2025 up to 05.00 PM.**

The Authority will not be held responsible for any postal delay. Bids without bid processing fee and EMD shall be rejected. Bids submitted after due date will be summarily rejected. EMD of unsuccessful bidders will be returned without interest after the award of Contract and that of the successful bidder will be returned on submission of performance security deposit.

The bid has been invited under two bid systems i.e., Technical Bid and Financial Bid. The bidders are advised to submit two separate envelopes super scribing: **“Technical Bid”** – [Tender for providing services of one Personal Assistant, four Lab Technicians, six Data Entry Operators, one Pharmacist, two Drivers, one Attendant and six Security Guards on outsourcing basis through Service Provider to the **Honorary Secretary, Indian Red Cross Society, Odisha State Branch, Red Cross Bhawan, Pandit Jawaharlal Nehru Marg, Unit-IX, Bhubaneswar -751022** and

**“Financial Bid”** [Tender for providing services of two computer assistants, five peons, three security guards, one driver and one sweeper on outsourcing basis through Service Provider to **Honorary Secretary, Indian Red Cross Society, Odisha State Branch, Red Cross Bhawan, Pandit Jawaharlal Nehru Marg, Unit-IX, Bhubaneswar -751022**].

Both sealed envelopes must be kept in a third sealed envelope superscribing “Bid Document- [one Personal Assistant, four Lab Technicians, six Data Entry Operators, one Pharmacist, two Drivers, one Attendant and six Security Guards].

Selected bidder will have to deposit a Performance Security (**10% of the annual contract value**) **within 7 working days of the award of contract** in the form of Bank Guarantee/STDR from any scheduled Bank situated within Bhubaneswar in favour of **Honorary Secretary, Indian Red Cross Society, Odisha State Branch, Red Cross Bhawan, Pandit Jawaharlal Nehru Marg, Unit-IX, Bhubaneswar -751022** on the prescribed format provided in the tender document at **Section - VIII** for a period of three months beyond the contract period. (i.e., Performance Bank Guarantee must be valid for a period of three months beyond the contract period from the date of effectiveness of the contract) 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 that 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/STDR 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 for submission**

**Bidders are required to furnish the following documents alongwith the Technical Bid:**

- a. Covering letter along with power of attorney on the bidder’s letter head(**Form- T1**)
- b. Demand Draft in support of Bid processing fee as applicable
- c. Demand Draft in support of EMD as applicable(**Form-T2**)

- d. Copy of Certificate of Incorporation/Registration of the Service Provider
- e. Copy of GSTIN
- f. Copy of PAN
- g. Copies of IT returns for the last five Financial Years
- h. Copies of EPF & ESI Registration Number, copy of Bank Account details
- i. Copies of the Income/Expenditure statements alongwith Balance Sheet for the last financial 5 years.
- j. Copies of work orders from the previous organizations for providing services during last 5 years.
- k. Undertaking regarding non-blacklisting(On stamp paper)(**Form-T3**)
- l. Undertaking regarding non-pending of any judicial proceedings(On bidder's letterhead) (**Form- T4**)
- m. Copy of valid labour license

Any deviation from the prescribed procedures/ required information/ formats/ conditions shall result in outright rejection of the bid. Any conditional bid shall be outrightly rejected.

All entries along with the pages in the bid document should be legible, filled in clearly and signed by the authorized representative. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory should be attached.

The technical Bids will be opened on **26.12.2025** at **5.30 P.M** in presence of the authorised representatives of the bidders who wish to be present on the spot at that time. The PPT on credentials of the bidders shall be taken on **29.11.2025** from **11.00 AM** onwards . Financial bids of the technically qualified bidders shall be opened on **29.12.2025** at **05.00 PM** in presence of the 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 and conditions of the 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/withdrawal of bids on any ground by the bidder shall be entertained.

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 of tie in the financial quote among the multiple qualified bidders, the bidder having higher Technical**

**Score in the technical bid evaluation will be considered for award of contract.**



The Technical bid scoring method is as follows.

Sl.No.	Technical Parameters	Maximum Marks
1	A)Number of years in business for manpower resources deployment service to the Central / State Govt. / Autonomous Bodies / Agencies / Societies / Corporate Bodies = <b>20 Marks</b> 5years=5Marks 5to10years=10Marks Morethan10years=15Marks B)Local office in Bhubaneswar= <b>5Marks</b>	20
2	Numbers of eligible manpower services deployment contracts ( <b>As per the Eligibility condition: Sl. No. 2</b> ) 1 eligible contract = 5 Marks (Maximum4eligiblecontracts)	20
3	Average Annual financial turnover from manpower deployment service contracts during each of the last 3 financial years ( <b>As per the Eligibility condition: Sl. No. 6</b> ) Up to 1.00 Cr INR = 10 Marks 1.00Crto5.00CrINR =15Marks Morethan5.00CrINR =20Marks	20
4	Number of manpower deployed under current payroll (HR certified list of the manpower deployed in different offices alongwith EPF and ESI details to be enclosed along with technical bid) Upto500=10 Marks 500– 1000=15Marks Morethan1000=20Marks	20
5	Presentation in support of Credentials (20Mins) Company Profile, Awards, Certifications such as ISO Under standing the Scope of work and implementation	20
<b>GRANDTOTAL</b>		<b>100</b>

The quoted rates shall not be less than the minimum wages fixed/notified by the Finance Department, Government of Odisha from time to time and as per guide line of G.A. & P.G. Department Resolution No.7982/GAD, Dt.07.03.2024 and shall include all statutory obligations.

The Service Provider shall be liable for all kinds of dues payable in respect of resources 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 accept/reject any or all bids and terminate the tender process without assigning any reason thereof.

## SECTION - II

### SCOPE OF THE WORK

1. **Honorary Secretary, Indian Red Cross Society, Odisha State Branch, Red Cross Bhawan, Pandit Jawaharlal Nehru Marg, Unit-IX, Bhubaneswar -751022** invites sealed bids from the eligible service providers for providing services of one Personal Assistant, four Lab Technicians, six Data Entry Operators, one Pharmacist, two Drivers, one Attendant and six Security Guards. If the requirement of manpower increases or decreases during the period of contract ,the service provider has to supply or withdraw manpower accordingly.
2. The Service Provider should be managed by trained support staff to execute and perform the job and work assignment of such nature efficiently. The resources to be deployed for this purpose should be registered under the Service Provider and must have the required qualifications, experience & relevant knowledge to perform the required services as per the job description mentioned at **Section-III: Schedule of Requirement**.
3. It shall be the responsibility of the Service Provider to verify the qualification and experience of the outsourced resources. Candidates will be liable for performing the defined responsibilities assigned by the Authority from time to time. The Authority reserves the right to verify and check the credentials and qualification of the outsourced resources. If during the course of engagement of any outsourced resources, it comes to notice of Authority that he/she has misrepresented the fact about his/her qualification/experience, the Service Provider will have to terminate the service of such resource immediately.
4. The Service Provider should have an empanelled list of trained/experienced computer assistants, peons, security guards, driver and sweepers so that uninterrupted and continued services can be provided during the period of contract. The manpower requirement of Authority may increase or decrease during the period of contract and the Service Provider has to supply or withdraw manpower as per requirement of the Authority under the same terms and conditions.
5. The Agreement may be extended, on the same terms and conditions or with some modifications, for a further specific period mutually agreed upon by the Service Provider and the **Honorary Secretary, Indian Red Cross Society, Odisha State Branch, Red Cross Bhawan, Pandit Jawaharlal Nehru Marg, Unit-IX, Bhubaneswar -751022**.
6. The resources deployed by the Service Provide shall be required to report for work as per the necessity of the organization. In case, the resource 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.
7. The resources deployed for the purpose must have good moral character and cordial attitude and should not reveal the official information to outsiders and must maintain confidentiality.
8. The Service Provider shall nominate a coordinator who shall be responsible for periodic interaction with the Authority so that optimal services of the resources deployed could be availed without any disruption.

9. The attendance rolls for the resources deployed by the Service Provider at the premises of Authority shall be provided by the 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 Service Provider who shall get it verified from the designated officer of the **Indian Red Cross Society, Odisha State Branch, Red Cross Bhawan, Pandit Jawaharlal Nehru Marg, Unit-IX, Bhubaneswar - 751022.**
10. The entire financial liability in respect of resources deployed at the Authority's location shall be that of the Service Provider and the Authority will in no way be liable for the same. It will be the responsibility of the Service Provider to pay to the resources deployed a sum not less than the proposed monthly remuneration as mentioned in the financial bid.
11. The Service Provider shall provide a substitute well in advance if there occurs any probability of the resources 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 Service Provider.
12. The resources shall, during the course of their work be privy to certain qualified documents and information which they are not supposed to divulge to third parties. In view of this, they shall be required to take oath of confidentiality and breach of this condition shall make the Service Provider as well as the resources liable for penal action under applicable laws besides, action for breach of contract.
13. The Service Provider shall be responsible for compliance of all statutory provisions relating to minimum wages payable to the resources at the Authority's location. The Service Provider should ensure regular payment of monthly salary to the resources engaged by the Service Provider by 7th of the succeeding month after deduction of applicable statutory dues. The Service Provider should credit the monthly salary of its employees in their respective Bank Account.
14. The engagement of outsourced resources shall be purely on contract basis. The Service Provider shall at all times make it absolutely clear to the outsourced resources hired through them. Any outsourced resources deputed can be removed anytime by giving notice to the Service Provider and the Service Provider will have to provide suitable replacement acceptable to the Authority within 3 working days.

## SECTION-III

### Schedule of Requirement:

#### Prescribed Qualification & Experience of the Manpower

S.N .	Description of Resources for providing required services	Age Limit as on 01.01. 2025.	Qualification	Work Experience (Desirable)	Remunerat ion	Job Description
1	01 Personal Assistant	60 years & above	Graduate (Retired Group-A officer of the State Govt.)	She/he should be a Retired Person having Sound knowledge in MSOffice (Word,Excel, Power Point, Internet)	As per G.A. & P.G. Dept. Notification No.7982/GAD ,Dt. 07.03.2024	Carrying out all administrative requirements of the Authority like day-to-day official work Management of daily official work and logistics support to the officials and other staff.  Any other work assigned by Authority.
02	01 Pharmacist	18 to 45 years	B.Pharm	Having at least 03 years experience		To work in the Jana Aushadhi Store
2	04 Lab Technician	18 to 45 years				Responsible for carrying out all technical requirements in the laboratory of the RCRBC ,Bhubaneswar and any other work assigned by Authority.
3	06 Data Entry Operators	18 to 45 years	Graduate with PGDCA	She/he should have preferably3-4 years post		Making copies. Typing of Odia and English. Carrying out all administrative requirements of the

				- qualification working experience. Sound knowledge in MS Office (Word, Excel, Power Point, Internet, LAN function along with Odia typewriting.		Authority like day-to-day official work Management of daily official work and logistics support to the officials and other staff.  Any other work assigned by Authority.
3	06 Security Guards	18 to 45	10 <sup>th</sup> pass	Having at least 03 years experience in Security Services		Responsible for carrying out watch and ward duties .All administrative requirements of the Authority like day-to-day official work.  Any other work assigned by Authority.
4	01 Attendant	18 to 45 years	10 <sup>th</sup> Pass	She/he should have 1 to 3 years post-qualification working experience.	As per G.A.&P.G. Department Notification 07.03.2024	Sweeping and cleaning of office .Responsible for carrying out all administrative requirements of the Authority like day-to-day official work. Any other work assigned by Authority.
5	Driver (02)	18 to 50 years	10 <sup>th</sup> pass	Having 5 to 10 years of driving experience in any office		Driving of vehicle meant for office . . Any other work assigned by Authority.

## **SECTION-IV**

### **GENERAL TERMS AND CONDITIONS**

1. For all intents and purposes, the Service Provider shall be the “Employer” within the meaning of different Rules & Acts in respect of resources. The resources 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 this agreement.
2. Resources to be deployed by the Service Provider for providing services of one Personal Assistant, four Lab Technicians, six Data Entry Operators, one Pharmacist, two Drivers, one Attendant and six Security Guards, who are physically sound to perform their duties.
3. The Service Provider will be overall responsible for the resources deployed for performing the service. The Authority shall not be responsible for any financial loss or any injury to any resources by the Service Provider in the course of their performing the functions/ duties, or for payment towards any compensation.
4. The Service Provider shall exercise adequate supervision to ensure performance of resources deployed to provide the services in accordance with the requirements. The Service Provider shall depute one supervisor in concerned office of the authority, for overall management of the services to be rendered at the site.
5. 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, etc. relating to resources to be deployed by it at Authority’s location.
6. 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 resources deployed for the purpose.
7. The Service Provider shall maintain personal file in respect of all the staff who are deployed 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/ESI Details ,etc.
8. The resources to be deployed by the Service Provider should not have any adverse Police records/criminal cases against them. The agency should make adequate inquiries about the character and antecedents of the persons whom they are recommending. An undertaking to this effect must be provided by the resources Service Provider prior to signing of the agreement.
9. The Service Provider will also ensure that the resources are medically fit and will keep in record a certificate of their medical fitness. The Service Provider shall withdraw such manpower who is not found suitable by this office for any reasons immediately on receipt of such a request.
10. The Service Provider shall ensure that the resources provided by it are disciplined and do not participate in any activity detrimental to the interest of the Authority.

11. The Service Provider shall provide uniform along with Photo ID Card to its resources at the site at its own cost.
12. The Authority shall not be liable for any compensation in case of any fatal injury/death caused to any resources while performing/discharging their duties/ for inspection or otherwise.
13. In case of any theft or pilferages, loss or other offences, the service provider will 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 inquiry comprising both the parties shall be conducted and responsibility will be fixed.
14. In case of any loss caused to the Authority due to lapse on the part of the resources 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 resources by the Service Provider, Authority shall be within its right to terminate the contract or take any other action without assigning any reason whatsoever.
15. In the event of any resources being on leave/absent, the service provider shall ensure suitable alternative arrangements to make up for such absence. If a resource leaves the job for any reason, the Service provider is liable to provide the suitable replacement within 3 working days.
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 organisation. Sub-contracting is not allowed under this agreement.
18. **The Service Provider shall raise the bill, in triplicate, alongwith attendance sheet duly verified by the officer concerned in respect of the resources and submit the same to the prescribed authority in the last week of succeeding month. The payment will be released by the first week of the succeeding month.**
19. The Service Provider will have to deposit the remuneration of the resources for the concerned billing period in their respective bank account through online transfer and submit the details to the Authority for 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 the authority.
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 one month prior notice to the Service Provider.
22. The Service provider should ensure that resources are not alcoholic, drug addict and not indulged in any activity prejudicial to the interest of the Authority.

23. The Authority reserves the right to withdraw or relax any of the terms and conditions mentioned above so as to overcome the problem encountered at a later stage.
24. In the event of any dispute arising in respect of the clauses of the agreement, the same shall be resolved through negotiation. Alternatively the dispute shall be referred to the next higher Authority or controlling officer for his decision and the same shall be binding on all parties.
25. All disputes shall be under the jurisdiction of the court at **Bhubaneswar**.
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 resources and non-payment of statutory dues. The Authority will have no liability towards non-payment of remuneration provided to the resources by the Service Provider and the outstanding statutory dues of the Service Provider to concerned Authorities.
28. The 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, leads to termination of agreement.

### **Mode of Payment**

The Service Provider will open/ provide a specific bank account for receipt of payment from the client towards the service performed by the agency. The Service Provider will furnish the details of the Bank Account to the Authority within 7 days of the signing of the contract.



**SECTION – V**  
**TECHNICAL BID**  
**COVERING**  
**LETTER (BIDDER**  
**LETTER HEAD)**

*[Location, Date]*

To

The  
Honorary Secretary,  
Indian Red Cross Society  
Odisha State Branch  
Red Cross Bhawan  
Pandit Jawaharlal Nehru Marg.  
Unit-IX, Bhubaneswar-751022

**Sub:** Tender for Outsourcing two computer assistants, five peons, three security guards, one driver and one Sweeper.

Dear Sir,

I, the undersigned, offer to participate in the tender process to provide services for one Personal Assistant, four Lab Technicians, six Data Entry Operators, one Pharmacist, two Drivers, one Attendant and six Security Guards in accordance with your Tender Notice No.: \_\_\_\_\_, Dated \_\_\_\_\_. 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 Tender 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 with Date and Seal*

Name and Designation: \_\_\_\_\_

Address of the Bidder : \_\_\_\_\_

**(FORM-T1)**

**(General Details of the Bidder)**

1.	Name of the Bidder	
2.	Details of Bid Processing Fee: (Demand Draft Details)	D DNo.: Date: Amount(Rs.) Drawn on Bank:
3.	Details of Earnest Money Deposit:(Demand Draft Details)	D DNo.: Date: Amount(Rs.) Drawn on Bank:
4.	Name of the Director/Partner/ Proprietor	
5.	Full Address of Registered Office	Postal Address: Telephone No.: E-Mail Address:
6.	Name & telephone number of the authorized person signing the bid	Name and Designation: Mobile Number:
7.	Bank Name (Attach cancelled cheque /Bank Statement)	Account Number: Bank and Branch Name: IFS 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)	
12.	Labour License No. (Attach self-attested copy)	
13.	Acceptance to all the terms & Conditions of the tender (Yes/No)	
14.	Power of Attorney/authorization letter for Signing of the bid documents	
15.	Submission of 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. Financial Turnover of the bidder for the last 5 financial years (upto 2023-24).

Financial Year	Turn Over Amount (In INR)	Average Turnover (in INR)
FY(2019-20)		
FY(2020-21)		
FY(2021-22)		
FY(2022-23)		
FY(2023-24)		

18. Details of the similar type service provided by the bidder in last 5 years:

S.N.	Period	Name of Authority with Complete Address	Type of services provided with details of manpower/machinery deployed	Contract Amount (in INR)	Duration	
					From	To
1						
2						
3						
4						
5						

## **DECLARATION**

I, Son/Daughter/Wife of Shri/\_\_\_\_\_, Proprietor/  
Director/Authorized signatory of \_\_\_\_\_ (Name of the Service  
Provider), competent to sign this declaration and execute this tender;

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 am well aware of the fact that, furnishing  
of any false information / fabricated document would lead to rejection of our tender at any  
stage besides liabilities towards prosecution under appropriate law.

**(Signature of Authorised Representative with seal)**

**Name**

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 the tender document(each page must be signed and sealed)
4. Duly filled in Technical Bid and Financial Bid
5. List of required documents as applicable

## **Form-T2**

### **Bid Security Declaration Form** ***(BIDDER LETTER HEAD)***

**Bid Notice No.**

**Date:**

**To**

**The Honorary Secretary,  
Indian Red Cross Society, Odisha State Branch,  
Bhubaneswar-751022.**

I, \_\_\_\_\_, the \_\_\_\_\_ (Designation) of  
(Name of the organisation) in witness whereof agree to submit this Bid Security Declaration  
Form as part of Technical Proposal. We understand that we shall be liable under this  
declaration to comply with all terms and conditions of the tender document. This declaration  
shall be in force, until the selected Bidder is announced by the Authority or in case we are  
declared as the selected Bidder, this declaration shall be in force till we submit the  
performance Bank Guarantee as per the provisions of the tender document.

While this declaration is in force, we understand that the Authority may reject our  
proposal and/or blacklist us from participating in any further tendering process for a period  
of three years as may be deemed fit under the following reasons:

1. We withdraw our proposal during the bid validity period as specified in the tender document.
2. We do not respond to requests for clarification on our proposal.
3. We fail to provide required information during the evaluation process or are found to be non-responsive or have provided false information in support of our qualification.
4. If we fail to:
  - a) Provide any clarification to the Authority.
  - b) Agree to the decisions taken during any contract negotiations.
  - c) Sign the services agreement within the prescribed time period(15days)
  - d) Furnish the required Performance Bank Guarantee/STDR in time
5. Any other circumstance which holds the interest of the Authority during the overall tender process.

**Name of the Authorised Representative:**

**Signature of the Authorised Representative  
with Date and Seal**

**Address of the Bidder:**

**FORM-T3**

**UNDERTAKI**

**NG**

*[On the Stamp Paper of appropriate value in shape of affidavit from the Notary regarding non-blacklisting]*

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

Yours sincerely,

*Authorized Signatory*

*[In full and initials]*

**Name and Designation of the Signatory :**

**Name of the Bidder and Address:**

**FORM-T4**

**UNDERTAKI**

**NG**

***[On the Bidder's Letter head regarding not having any pending judicial proceedings for any criminal offences]***

I, hereby undertake that there is no criminal case pending in any Court of Law against our organisation or against the Proprietor/Director/Persons to be deployed by your organisation.

I/we further certify that Proprietor/Director/Persons to be deployed by our organisation have not been convicted of any offence in any Court in Odisha/India during the recent past. I understand that I am fully responsible for the contents of this undertaking and its truthfulness.

Yours sincerely,

***Authorized Signatory***

***[In full and initials]***

**Name and Designation of the Signatory :**

**Name of the Bidder and Address:**

## **TECHNICAL BID EVALUATION**

Technical evaluation of the bids will be done to determine whether the bids complied to the prescribed eligibility condition and the requisite documents / information have been properly furnished by the bidder or not. Bids qualified for the technical evaluation stage will be considered for opening of the financial bids. The financial bids shall be opened in presence of the tender committee and bidders' representatives who choose to attend. **Least Cost Selection Method** will be followed during the tender process to determine the selected bidder. The tender inviting Authority will award the contract to the bidder whose bid has been determined as the *lowest and competitive evaluated bid price*. 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 as L-1 price. However, the decision of the Authority shall be final during the overall selection process. *In case of tie in financial quote from among the multiple qualified bidders, the bidder having highest technical score during the technical bid evaluation, will be considered for award of contract.*



**SECTION – VI**  
**FINANCIAL BID**  
**COVERING LETTER**  
***(BIDDER LETTERHEAD)***

To  
The Honorary Secretary,  
Indian Red Cross Society  
Odisha State Branch  
Bhubaneswar-751022.

*[Location,Date]*

**Sub :Tender for providing services** of one Personal Assistant, four Lab Technicians, six Data Entry Operators, one Pharmacist, two Drivers, one Attendant and six Security Guards on outsourcing basis through service providing agency to **Honorary Secretary, Indian Red Cross Society, Odisha State Branch** [Financial BID]

Sir,

I, the undersigned, offer to provide the services of one Personal Assistant, four Lab Technicians, six Data Entry Operators, one Pharmacist, two Drivers, one Attendant and six Security Guards on outsourcing basis through service providing agency to **Honorary Secretary, Indian Red Cross Society, Odisha State Branch** in accordance with your Tender No.\_\_\_\_\_, Dated:\_\_\_\_. We have attached the financial bid for the proposed service. I do here by 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 **90days**. 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.

Yours faithfully,

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

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

**FINANCIAL BID**  
**(FORM –F1)**  
**(QUOTED PRICE)**

Manpower Details					
Sl. No.	Type of Manpower	Requirement in Nos.	Remuneration as per GA & PG Dept. Resolution No.7982/GAD, Dt.07.03.2024 (INR) per month per person (in Rs.)	EPF (in Rs.)	ESI (in Rs.)
1	2	3	4	5	6
1	Personal Assistant	01	30,000/-		
2	Pharmacist	01	Rs.562.00 per day	EPF as applicable, no amount should be quoted by service provider	ESI as applicable, no amount should be quoted by service provider
3	Lab Technicians	03	Rs.562.00 per day	--do-	--do-
4	Data Entry Operator	06	Rs.562.00 per day	--do-	--do-
5	Driver	02	Rs.562.00 per day	--do-	--do-
6	Attendant	01	Rs.462.00 per day	--do-	--do-
7	Security Guard	06	Rs.502.00 per day	--do-	--do-

\* The quoted service charge is .....(in percentage) [This needs to be filled in with quoted service charge].

- *The bids with “Nil” or very abnormally low quoted service charges will be treated as “Non responsive” and will be rejected at the financial evaluation stage. The minimum rate of service charge shall be 3.85% (3% profit plus transaction charges) as per Rule 264 (iv) of OGFR, 2023.*
- *The bid is to be evaluated on the basis of service charge quoted in percentage along with expenses to be incurred towards use of materials in housekeeping (as narrated below).*
- *GST, as applicable is to be reimbursed on submission of proof of deposit of GST.*
- EPF &ESI will be paid by hiring agency & resource person as applicable. No amount should be quoted by service provider for EPF & ESI .
- *The employee share of contribution towards EPF and ESI shall be deducted by the Service Provider from the remuneration of the resources deployed. Copies of EPF & ESI deposit challan must be furnished to the Authority at the time of monthly bill processing.*
  - Place: .....
  - Date: .....

(Sign and Seal of Authorised Representative)

**SECTION-VII**  
**BID SUBMISSION CHECK LIST**

S. N.	Description	Submitted (Yes/No)	Page No.
<b>TECHNICAL BID (ORIGINAL)</b>			
1	Covering letter in bidder's letter head and general details of the bidder		
2	Bid Processing Fee		
3	EMD		
4	Copy of Incorporation/Registration Certificate of the bidder		
5	Copy of PAN		
6	Copy of GSTIN		
7	Copies of Income Tax Return for the last five Financial Years		
8	Copy of valid EPF & ESI Certificate		
9	Copy of valid Labour License		
10	TECHNICAL BID duly filled in ( <b>Covering Letter, FORM-T1, T2</b> )		
11	Financial details of the bidder along with all the supportive documents such as copies of Income/Expenditure Statement and Balance Sheet For the last 5 years		
12	Power of Attorney in favour of the person signing the bid on behalf of The bidder.		
13	List of completed/on-going assignments of similar nature (Past Experience Details) alongwith the copies of work orders for the Respective assignments from the Authorities		
14	Undertaking towards not have been blacklisted by any Central / State Govt./any Autonomous bodies during the recent past ( <b>FORM- T3</b> )		
15	Undertaking towards not having any police case pending against the bidder ( <b>FORM- T4</b> )		
<b>FINANCIAL BID (ORIGINAL)</b>			
1	Covering letter in bidder's letterhead		
2	Duly filled in Financial Bid ( <b>FORM- F1</b> )		

It is to be ensured that:

*All information has been submitted as per the prescribed format only.*

- *Each part has been separately bound with no loose sheets and each page of all the three parts is page-numbered along with Index Page.*
- *All pages of the proposal need to be sealed and signed by the authorized representative.*

**Authorized Signatory**

**[In full and initials]**

Name and Designation with Date and Seal: \_\_\_\_\_

## **SERVICE AGREEMENT**

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

This **SERVICE AGREEMENT** is made on \_\_\_\_\_ between, \_\_\_\_\_  
\_\_\_\_\_(here in after called as the “**Authority**”) of the 1<sup>st</sup> part and,  
\_\_\_\_\_. Its principal place of business at  
\_\_\_\_\_(here in after called the “**Service Provider**” of 2<sup>nd</sup> Part.)

### ***WHEREAS***

(a) the “Service Provider, having represented to the “Authority” that he has the required resources, has offered to provide the service in response to the Tender Notice No. \_\_\_\_ Dated \_\_\_\_ issued by the Authority;

(b) the “Authority” has accepted the offer of the Service Provider to provide the required services as per the terms and conditions set forth in this Service Agreement.

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

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

**Appendix A: The General Conditions of Agreement;**

**Appendix B : The Scope of Work;**

**Appendix C: Agreement Price and Payment Term.**

2. The mutual rights and obligations of the Authority and the Service Provider shall be as set forth in the Agreement, in particular:

(a) The Service Provider shall carry out the service in accordance with the provisions of the Agreement; and

(b) The Certificate on the satisfactory performance of the services by the Service Provider shall be issued by an officer authorized by the Authority and in consideration of the Certificate of the satisfactory performance of Service Provider, the Authority shall make such payments and in such a manner as is provided in the Agreement.

### **3. Mode of Payment**

The Service Provider will communicate its Bank account number to the Authority for payment of due amount to the Service Provider. The Service provider will pay the deployed

persons by account transfer only and furnish the proof of payment to the Authority on demand.

**4. Now this agreement witness as below:**

(a) That in consideration of the payment to be made by the “Authority” to the “Service Provider”, the “Service Provider” here by agrees with the “Authority” to provide resources to be engaged in the [Insert the location] in conformity with the provisions of the terms and conditions of the Agreement.

(b) That the “Authority” hereby further agrees to pay the “Service Provider” the Agreement price at the time and in the manner prescribed in the said terms and conditions.

(c) Financial limit under this Agreement varies with changes in statutory dues and government taxes as applicable from time to time.

(d) That in the event of any dispute that may arise, it shall be settled as per the terms and conditions of the Agreement.

(e) That this agreement is valid upto \_\_\_\_\_

For and on behalf of [**Authority**]

\_\_\_\_\_

Witness1:

Witness2:

For and on behalf of [**Service Provider**]

\_\_\_\_\_

[**Name and Designation of the Representative with seal**]

Witness 1 :

Witness2:

## **SECTION – VIII**

### **PERFORMANCE BANK GUARANTEE FORMAT**

To

The Honorary Secretary,  
Indian Red Cross Society, Odisha State Branch  
Bhubaneswar-751022

**WHEREAS** \_\_\_\_\_ (Name and address of the Service Provider) (hereinafter called the 'Service Provider') has undertaken, in pursuance of Contract No. \_\_\_\_\_, dated \_\_\_\_\_ to undertake the service ..... (description of services) (here in after called "**Contract**").

**AND WHEREAS** it has been stipulated by \_\_\_\_\_ (Name of the Authority) in the said contract that the Service Provider shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

**AND WHEREAS** we have agreed to give the Service Provider such a bank guarantee;

**NOW THEREFORE** we hereby affirm that we are guarantors and responsible to you, on behalf of the Service Provider up to a total of \_\_\_\_\_ (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Service Provider to be in default under the contract and without cavil or argument, any sum(s) within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Service Provider before presenting us with the demand.

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

This performance bank guarantee shall be valid until the \_\_\_\_\_ day of \_\_\_\_\_ month \_\_\_\_\_ year. Our branch at \_\_\_\_\_ (Name & Address of the Bank) is liable to pay the guaranteed amount depending on the filing of claim and any part thereof under this Bank Guarantee only and only if you serve up on us at our \_\_\_\_\_ branch a written claim or demand and received by us at our \_\_\_\_\_ branch on or before Dt. \_\_\_\_\_, otherwise bank shall be discharged of all liabilities under this guarantee thereafter.

(Signature of the authorized officer of the Bank)

-----  
Name and designation of the Officer

Seal, name & address of the Bank & Branch