

**DEPARTMENT OF SOCIAL SECURITY & EPWD
GOVERNMENT OF ODISHA**

Website: ssep.gov.in
FB: www.facebook.com/ssep
Toll free Helpline: 1800-345-7150

Tender

For

Outsourcing Designated Functions of the Department
at the District and Block Levels

For

Department of Social Security & EPWDs

DISCLAIMER

THIS REQUEST FOR TENDER IS NOT AN OFFER BY THE SSEPD, BUT AN INVITATION TO RECEIVE RESPONSE FROM ELIGIBLE INTERESTED BIDDERS FOR EMPANELMENT OF PROFESSIONAL AGENCIES FOR OUTSOURCING DESIGNATED FUNCTIONS OF THE DEPARTMENT AT THE DISTRICT AND BLOCK LEVELS. NO CONTRACTUAL OBLIGATION WHATSOEVER SHALL ARISE FROM THIS PROCESS UNLESS AND UNTIL A FORMAL CONTRACT IS SIGNED AND EXECUTED BY THE SSEPD WITH THE BIDDER. THIS DOCUMENT SHOULD BE READ IN ITS ENTIRETY.

Table of Contents

Sl. No.	Heads	Page No.
1.	<i>About SSEPD</i>	3
2.	<i>Purpose of the tender</i>	5
3.	<i>Eligibility Criteria / Pre-Qualification Criteria</i>	6
4.	<i>Important Dates</i>	6
5.	<i>Bid Document and its Submission</i>	6-7
6.	<i>Applicable Rate for Work</i>	7-8
7.	<i>Opening and Evaluation of Bids</i>	8
8.	<i>Empanelment of Agencies</i>	8-9
9.	<i>Terms of Payment</i>	9
10.	<i>Tender Cancellation</i>	9
11.	<i>Designated Point of Contact</i>	9
12.	<i>Annexure – Response Format for Technical Bid</i>	9-11
13.	<i>DISCLAIMER</i>	11
14.	<i>Cost norms for Training</i>	12-13

1. About SSEPD

Department of SSEPD, Government of Odisha deals with the social security and empowerment of extremely vulnerable sections of the population. The target population includes indigent pensioners, persons with disabilities, senior citizens, transgender persons and victims of substance abuse. For the welfare of the target group the Government operates large number of schemes. There also exists important protective legislation to secure the interest of the target groups. The target groups suffer from educational backwardness and several social disadvantages such as marginalization from society, discrimination, exploitation, abuse, depression, anguish, anxiety and health disorders.

In order to achieve its objectives Government needs to strengthen the delivery system by awareness generation, enhancing people's participation in programme implementation and professional reorientation of its field officials. Considering that the bulk of the target population resides in rural areas, services and deliverables need to reach the stakeholders at grass root level.

At the village, block and the ward levels People's Action Committees are being constituted which will spread awareness about government programmes, conduct survey of the target population, identify suitable beneficiaries, facilitate the supply of benefits under ongoing government programmes and organize periodic meetings to review the implementation of programmes, foster social bonds among all the stakeholders and neutralize vested interest groups. They will act as a link between the administration and the target groups. The designated functions shall involve coordination with stake holders, create awareness about Government Policies and Programs, help and facilitate beneficiaries to get benefits and weed out ineligible beneficiaries.

The following matrix presents the activities in operation at the grass roots level for each target population:-

Sl. No.	Target Population	Activities
1	Persons with disabilities	Survey, registration, UDID certification, early detection and treatment, aids and appliances, BBSA camps, education, scholarships, loans and subsidy for livelihood, SHGs for PWDs, vocational training, marriages, helplines, insurance, health care, pensions, housing, land, care givers training, community based rehabilitation, public employment, fare concessions, awards
2	Pensioners	Survey, identification, preparation of waiting list, social audit, weeding out ineligible

		persons, seeding of aadhaar numbers and digitization of the pensioners database
3	Transgenders	Survey, identification, aadhaar enrolment, electoral photo identity card, ration card, scholarships and vocational training, livelihood, health care, awards, helplines
4	Alcoholics and Drug Addicts	Survey, registration, early detection and treatment, education, scholarships, loans and subsidy for livelihood, vocational training, helplines, awards
5	Senior Citizens	Inculcating values of respect for parents and grandparents, protection of their rights under MWPSA Act, awareness generation, preventing elders abuse, campaign with school children and college students, awards, helplines, police and security of older persons residing alone, old age homes, care givers training, productive ageing, health care

In order to enhance the effectiveness of the aforesaid activities, social mobilization, awareness generation and people's participation are necessary. The size of the target population is estimated to be over one crore. The Department has officials who are directly or indirectly responsible for delivery of services to the target population. It will be useful to have functionaries who can act as eyes and ears of administration and help in survey, identification and rehabilitation of the target population in a manner that none is excluded. For this purpose District Level and Block Level initiatives will facilitate performance of the aforesaid activities by the implementing agencies. Common Service Centers and ICTs will be used to deliver services to the people at their doorsteps and also propagate information about the government programmes. Convergence with all allied programmes will be promoted to maximize social welfare.

Important –

This tender is issued specifically to empanel agency/ agencies to deliver the functions and objectives. SSEPD Department shall not recruit any person and the tender is not for any recruitment or employment.

2. Purpose of the tender

The tender aims to empanel successful agencies that will be responsible for the following activities: (List is illustrative not exhaustive)

Sl. No	Objectives		Actions to be taken
1	Pensions		
		i	No. of applications processed through nsap.nic.in portal for sanction, rejection or return, disbursement
		ii	Aadhaar seeding for NSAP
		iii	Aadhar verification for NSAP
		iv	Aadhaar seeding for MBPY
		v	Aadhaar verification for MBPY
		vi	Discontinuation of dead or ineligible pensioners in NSAP MIS
		vii	Migration on account of change of age or other status
		viii	No of applications disposed through Common Application Portal (CAP) (lokaseba-odisha.in) for Pensions
		a	IGNDP
		b	IGNOAP
		c	IGNWP
		d	MBPY
		e	NFBS
2	Community Mobilization and Service Delivery	i	Every month one GP to be saturated with BNVs. Registration of new BNVs @ 1 per 10 HHs on the website of <u>www.ruraldiksha.nic.in</u> Uploading of new BNVs details on the website
		ii	Training of BNVs Use of Mobile app, Facebook and Dept. helpline
		iii	Survey of alcoholics/drug addicts through BNVs
		iv	Survey of PwDs, TGs and detection of left out cases of eligible pensioners and their coverage for grant of house site, housing, vocational training, DRI/CMRF assistance, aids and appliances, scholarship, school admission, home based rehabilitation,

			marriage incentives, awards, etc
3	Use of SECC	i.	Every month 20 PwDs to be identified from SECC database for providing scheme benefits
4	BBSA	i	One GP in inaccessible location to be identified and taking up BBSA activities (as per Guidelines) in that GP with the help of Sarapanch, Samiti Member, BNVs, SHG Members, ASHA workers, AWW, etc.
		ii	BBSA camp details to be uploaded in the website
		iii	Collection of information on PwDs and providing them all benefits- UDID Scheme
		iv	Collection of information on PwDs and providing them all benefits: pensions
		v	Collection of information on PwDs and providing them all benefits: School Enrolment
		vi	Scholarships
		vii	Vocational Training
		viii	House site
		ix	Housing
		x	DRI/CMRF Assistance
		xi.	Aids and Appliances
		xii.	Community Rehabilitation
		xiii.	PWD SHG formation/activation
5	Special Schools	i	Details of staff of all special schools to be entered
		ii	Details of all students of all special schools to be entered
		iii	Expenditure incurred of all special schools to be entered
		iv	Assets and other prescribed details of all special schools to be entered
6	Use of Face book, website, Mobile App, Helpline	i	Daily review of website for new information
		ii	Post development with photos on Facebook
		iii	Download mobile app for monitoring of all schemes
		iv	Wall painting of helpline in all GPs
		v	Use of Whatsapp by all related staff

7	Model Gram Panchayat	i	One GP to be identified for development of Model GP with the help of BDO and all line departments
		ii	Survey of PwDs, TGs and detection of left out cases of eligible pensioners and their coverage for grant of house site, housing, vocational training, DRI/CMRF assistance, aids and appliances, scholarship, school admission, home based rehabilitation, marriage incentives, awards, etc
		iii	Collection of information on PwDs and providing them all benefits- UDID Scheme
		iv	Collection of information on PwDs and providing them all benefits: pensions
		v	Collection of information on PwDs and providing them all benefits: School Enrolment
		vi	Scholarships
		vii	Vocational Training
		viii	House site
		ix	Housing
		x	DRI/CMRF Assistance
		xi	Aids and Appliances
		xii	Community Rehabilitation
		xiii	PWD SHG formation/activation
		xiv	In model GP achieve ODF, survey of social security beneficiaries and supply of scheme information and benefits to them, 100 days of MGNREGA work by taking up nursery
		xv	Vermicomposting
		xvi	Land Development
		xvii	Farm Ponds
		xviii	Dug wells
		xix	Fruit Plantation
		xx	DRI and CMRF assistance
		xxi	Coverage of left out pensioners
		xxii	Activation of Gaon Kalyan Samiti
		xxiii	Supply of free medicines to the sick
		xxiv	Early detection of Disability
		xxv	Health Insurance
		xxix	Construction of Check Dams
		xxx	Activation of Farmers Interest Groups

8	Online MPR	i	MPR to be uploaded through online from April-2016 by 2nd of every month
		ii	Removal of discrepancies with offline data
9	Survey of Beggars/Leprosy	i	Visit temples and enumerate the beggars with photographs and rehabilitation
		ii	Survey of persons affected by leprosy and their rehabilitation
10	Media Reports	i	Number of media reports scanned and enquired by the BSSOs/ PAs and report sent through Whatsapp on the same day
11	UDID	i	OldPwD certificates converted into UDID
		ii	Awareness about implementation of UDID
12	Awards		Outstanding performers details to be intimated (both organizational & individual) for welfare of
		i	PwDs
		ii	Senior Citizens
		iii	Drug addicts
		iv	TGs
		v	Beggars
		vi	Persons affected with Leprosy
13	Study of guidelines issued by the Government	i	All scheme guidelines should be studied properly and understood by the Outsourcing Agencies.
		ii	Information about schemes and other general knowledge should be developed through use of Google search.
		iii	Guidelines on administrative Expenditure of NSAP should be read thoroughly and applied for incurring admissible expenditure.
		iv	Study "Schemes at a Glance" to know about schemes.
14	Any other Activities		As entrusted from time to time.

In addition to this, monitoring and supervision of functions and activities shall also be essential.

The payment for the jobs/activities assigned to an agency will be made at reasonable rates fixed by Government in SSEPD Department through this bidding process.

3. Eligibility Criteria / Pre-Qualification Criteria

- 3.1 Experience:** The agency must have their Office/Branch in Bhubaneswar and having experience of working with Government Organization and at least 7 years' experience in providing support for Government program and organization of training programmes.
- 3.2 Net worth:** In case of a corporate applicant, the agency preferably should have a minimum net worth of Rs. 10 lakh to be considered.
Net worth means the excess of the book value of assets (other than fixed assets) of an enterprise over its liabilities. It would be calculated as sum of the paid up equity and free reserves minus accumulated losses, if any, in the company. The applicant shall furnish a proof of its net worth certified by a statutory auditor/chartered accountant. Net worth will be calculated at the closing of the financial year immediately preceding the year of application.
- 3.3 Income-Expenditure Statement:** An audited income-expenditure statement for the last three years should be submitted in case the applicant is not a company. The statement should support the claims of activities undertaken by the applicant.
- 3.4 Earnest Money:** A Demand Draft / Banker Cheque of Rs. 50,000/- (Rupees Fifty Thousand only) drawn in favour of Joint Secretary, SSEPD payable at BHUBNESWAR as Earnest Money Deposit (EMD) to be submitted in a separate envelope.

4. Important Dates

Sl. No.	Event	Schedule Date
1	Release of tender	28.07.2017
2	Pre-bid briefing	11.08.2017
3	Due date for Receipt of Responses to tender	21.08.2017
4	Opening of the Bids	22.08.2017
5	Technical presentation by the successful bidders	29.08.2017
6	Opening of Financial Bid	04.09.2017

5. Bid Document and its Submission

- 5.1** The tender is being invited in the form of Technical Bid super scribed as ["Tender for empanelment of Outsourcing Agencies"]. Technical Evaluation of only such bidders shall be taken up which fulfill the basic eligibility criteria.

Technical Bid must include a general background of the respondent contractor, with information on the contact person for matters relating to this tender. This part must include a letter indicating the interest of the agency in providing the services as they relate to the tender. The letter must be on the

respondent agency letterhead, signed by an official who is authorized to respond to the tender on behalf of the contractor.

This part must also include a clear and concise summary of the respondent's experience as they relate to the tender. Information should include the following: core business and years in business; qualifications and experience of key personnel; description of similar work with client contact information in the formats given in **Annexure**.

5.2 The Bid document submitted by the bidder must be accompanied by the following document in a separate sealed envelope:

(i) Earnest Money Deposit (EMD): EMD of Rs. 50,000/- (Rupees Fifty Thousand only) in the form of DD/Banker Cheque drawn in favour of Joint Secretary, SSEPD payable at Bhubaneswar.

5.3 Copies of Response:

Respondents must submit one hard copy and online submission of their response to this tender to the designated point of contact by the date and time specified in this tender.

5.4 Validity of Bid:

The bids submitted by the bidders should be valid for twelve months from the date of submission.

5.5 Response Date:

Responses to this tender are due on the date specified in the table above before 17:00 hours. The last date of submission of tender is 21.08.2017. The Envelopes of EMD and Technical Bid should be kept in a bigger envelop super scribed as "Tender for empanelment of Outsourcing Agency" and must be submitted to the designated point of contact- Joint Secretary, SSEPD.

6. Applicable Rate for Work:

The payment for the work shall be made at the rate selected by the Committee constituted under Rule 12(3) of the Delegation of the Financial Power Rules.

7. Opening and Evaluation of Bids:

7.1 The Bids will be opened on 22th August 2017 at 11:00 A.M in the presence of bidders who choose to remain present on the production of authorization letter.

7.2 Evaluation Criteria:

Technical Bid

The technical bids will be analyzed based on the eligibility criteria. Thereafter, the qualified bidders in pre-qualification criteria will be called for making a presentation. The presentation and weightage shall be as follows:

Sl. No.	Evaluation Criteria	Maximum Marks
1.	Statement of Purpose	10
2.	Past experience of working with Government/Government agency	5
3.	Sample works attached with the Bid	20
4.	Qualification and Experience of the key personnel to be deployed for the proposed work of SSEPD	30
5.	Quality and technical capability of contractor	15
6.	Presentation by the contractor	20
Total		100

Bidders, scoring 80 marks and above will be declared technically qualified for empanelment.

8. Purpose of the Tender and Empanelment of the Agencies

8.1 The purpose of the tender is to empanel eligible agencies for outsourcing of services at negotiated rate (if necessary) of the quoted L-I price as per Finance Department Office Memorandum No. 42284/F Dt. 26.09.2011 to avoid gaps in coverage of the entire state of Odisha.

8.2 (i) SSEPD shall empanel only those agencies who will qualify in the Technical Bid. The size of Panel will be decided by SSEPD.

(ii) Financial Bid shall be considered only for the successful vendors who qualify in the Technical Bid.

8.3 EMD submitted at the time of submission of the bid will be returned after the preparation of Panel.

8.4 The successful bidder/s will have to enter into an agreement with SSEPD comprising the clauses as per parameters mentioned in this tender. Suitable and mandatory changes will also be added in the agreement for smooth execution of the contract.

9. Terms of Payment:

Payment shall be made as per the rates finalized by the Department after the process.

10. Tender Cancellation:

SSEPD reserves the right to withdraw this tender at any stage if SSEPD determines that such action is in the best interest of the SSEPD.

11. Designated Point of Contact

SSEPD's official single point of contact for this tender and the delivery point for responses and correspondence is:
Joint Secretary, SSEPD, Bhubaneswar 751001.

12. Annexure - Response Format for the Technical Bid

Form I - General Information of the Respondent

I. General Information	
Particulars	Details to be Furnished
Details of the Respondent	
Name	
Address	
Incorporation of company/organization Date:	
Commencement of Functions Date: ROC Ref:	
Status (Public Ltd., Pvt. Ltd/ NGO, etc.)	

Telephone including Mobile no.		Fax	
E-mail		Website	
Details of the Contact Person			
Name			
Designation			
Address			
Telephone including mobile no.		Email	

Form II - Financial Details of the Respondent

II. Financial Details	
Income-Expenditure / Net Worth as on 31st March, 2017 as evidenced by audited financial statements	
Net Worth as on 31.03.2017 (in case of corporate applicants) Expenditure as on 31.3.2017 (in case of non-corporate applicants)	

Form III- Relevant Experience

III. Relevant work experience (in the last 3 years)		
S. No.	Item	Details to be furnished
General Information		
1.	Title of the Work with description	
2.	Client for which the work was executed	
3.	Name and contact details of the client	
4.	Type of contract	
5.	Total cost of the work	
6.	Period of execution (Specify in terms of date/year)	

Form IV: Summary of the Respondent's Qualifications and Experience

This part should include a clear and concise summary of the respondent's qualifications and experience as they relate to the tender. Information should include the following: core business and years in business; qualifications and experience of key personnel. A Statement of Purpose for working with SSEPD in 2000 words may be attached separately

Form V- Details of the Resources of Block

Sr. No.	Resource	Unit	Details	Duration (months)	Amount (in Rupees) per Block
1.					
2.					
3.					
4.					
5.					
6.					
7.					

Declaration: - We,.....(the name of agency), are agreed to work at rates bid by us and approved by SSEPD Department.

Date: Authorized Signatory

Place: Seal of Organization

13. DISCLAIMER

1. The information submitted in response to this tender may be subject to public release (as per RTI norms). Therefore, do not include proprietary or confidential business information in your response. Vendors responding to this notice assume the risk of public disclosure if confidential information is included.
2. This notice is not to be construed as a commitment by the SSEPD to contract for services. Please be advised that the SSEPD will not pay for any information provided as a result of this notice and will not recognize or reimburse any cost associated with submission of the tender.
