

**Department of Social Security and Empowerment of Persons with Disabilities, Bhubaneswar**

**Expression of Interest**

**for providing/managing services for Virtual Learning Resource & Counselling Centre at SIDR, Bhubaneswar**

**No. 2361**

**Date: 28.03.2022**

The EOI aims to select successful agency to act as Programme Implementing Agency (PIA) that will be responsible to provide/manage services as outlined at scope of work. The details of scope of work, eligibility criteria and submission of details can be downloaded from website <http://www.ssepd.gov.in> Last date and time for submission of the EOI documents by speed post/ Registered post / courier/ hand in all working days up to **Dt.18.04.2022.**

This Eoi does not entail any commitment on the part of SSEPD Deptt, Govt. of Odisha either financial or otherwise. SSSEPD reserves the right to accept or reject any or all without incurring any obligation to inform the affected applicant/s of the grounds. The EOI will be evaluated based on the information provided.

**Sd/-  
Director, SSEPD**

# EOI DOCUMENT FOR

Providing/managing services for Virtual Learning Resource & Counselling Centre,  
Bhubaneswar

## IMPORTANT INFORMATION TO THE BIDDER

Sl. No.	Item	Description
1	Availability of EOI document	SSEPD web site <a href="http://www.ssepd.gov.in">www.ssepd.gov.in</a>
2	Date and time for submission of the EOI documents by speed post / Registered post / courier/ hand	In all working days up to <b><u>Dt. 18.04.2022</u></b>
3	Indenting Authority	Director, SSEPD
4	Expected date of starting of outsourcing of all intended services	Within 30 days from the date of agreement.

## EOI FOR SELECTION OF PIA TO PROVIDE/MANAGE SERVICES FOR VIRTUAL LEARNING RESOURCE & COUNSELING CENTRE AT SIDR, BHUBANESWAR

Social Security & Empowerment of PwDs Department (SSEPD), Government of Odisha invites Expression of Interest (EOI) from the registered and experienced agencies to provide/manage services for Virtual Learning Resource & Counselling Centre, Bhubaneswar. The EOI aims to select successful agency to act as Programme Implementing Agency (PIA) that will be responsible to provide/manage services as outlined at scope of work.

### 1. SCOPE OF WORK AND GENERAL INSTRUCTION FOR BIDDERS

- a. **Scope of Work:** Social Security and Empowerment of Persons with Disabilities (SSEPD) Department, Government of Odisha proposes to start following services at Virtual Learning Resource & Counselling Centre at SIDR, Bhubaneswar.
  - a) Production of Drug De-addiction education materials
  - b) Counselling Services for affected people of Drug abuse and trafficking and their families
  - c) Training Programmes for field officials and NGO activists
  - d) Online Training Programme for Teachers and Service Providers & other stake holders
  - e) Call Centre services for all type of queries related to Drug Addiction

- f) Such other services as may be assigned from time to time

SSEPD Department envisages the responsibilities of implementation of above proposed programmes under supervision of SIDR, Bhubaneswar. Now the department aims to select a Programme Implementing Agency (PIA) to run and manage the above mentioned VLRCC at SIDR, Bhubaneswar.

**b. Need of the Programme:**

1. **Safety:** With the on-going pandemic, VLRCC is prioritized with the safety of its clients and staff. Avoiding the unnecessary exposure risk by giving individual and group sessions produces a highly valued sense of safety in clients and staff. This sense of safety is derived from both the avoidance of exposure risk, and the ability to receive much needed addiction counselling remotely by way of a virtual medium.
2. **Security:** It is a 100% secure gateway. This platform will provide the health security standards, so clients can rest assured that the care they receive is confidential. All the private information is encrypted, and calls and video sessions are not stored. At VLRCC, the protection of client's privacy is of the utmost importance.
3. **No Additional Cost** With the help of establishing VLRCC, the Department of Social Security and Empowerment of Persons with Disability is pleased to offer free service to public suffering from Alcohol and Drug Abuse with the primary goal of making care more accessible.

**c. Programme Component:**

- a) Design and production of resource materials
- b) Online training Programme
- c) Online Counselling
- d) Call Centre services
- e) Coordination with Drug De-addiction Centres
- f) Awareness and Publicity activities
- g) Any other issues as may be assigned

**d. Preventive and Awareness Campaign:**

- a) The project shall have a component of preventive awareness and sensitization program.
- b) Developing programmes for preventive education to control the incidence and spread information about the ill-effects of substance and drug abuse
- c) **Target Group:** School and college students, public and private professional institutions and slum dwellers etc.

- d) Large scale seminars/workshops should be organized through these forums, universities and colleges can mutually enrich their instruction, research and extension programs as they contribute to implementing the mission of the project to broaden the outreach of its initiatives
- e) Updation of information and establishment of appropriate database and monitoring systems
- f) Development of linkages, facilitating advocacy, and promoting networking arrangements in the field of substance demand reduction at local, regional, national and international levels

e. **Outreach Activities:**

- a) The Agency will ensure proper visibility of the programme on various social media platforms including Twitter, Facebook etc.
- b) The existing media houses (both Print and Electronic) would be roped in to extend their support specially in public awareness at regular interval through bringing out success stories, intervention highlights, community events and public perception, periodic advertisement, telecast on various roles played by cross sections of society and specially bringing in a sense confidence among all sections living in the city of Bhubaneswar towards a coordinated effort to address the issue and its impact.
- c) The outreach activities should be led by someone who is experience in handling the social media, print and electronic media campaigns. Agency should have a computerized Information Management System for the recording and reporting of all operation. The accountability system includes the production of monthly activity progress reports, quarterly variance reports derived from monthly management accounts that show planned expenditure, actual expenditure, utilization levels and variances.

f. **Stakeholders:**

- a) Umbrella Agency (Selected Agency)
- b) IRCAs
- c) Drug Addicts & their Family
- d) Teachers
- e) NGOs
- f) School/ College/ Universities
- g) Govt. Officials
- h) PRI Members

**g. Responsibilities of PIA:**

- a) PIA should sign MOU with Director, SSEPD. The MOU should be valid for one year and may be extended for another year.
- b) PIA should submit SOP before executing MOU.
- c) PIA should engage Counsellors, Trainers, System Manager, Data Management Person/Call centre manager and other support staffs & attendants.
- d) PIA should be responsible for housekeeping, up keeping, security etc. of the premises.
- e) PIA should be responsible for proper & effective use and maintenance of equipment.
- f) PIA should be responsible for reception, counselling to addicts, effective service delivery, satisfaction of beneficiaries, discipline & cleanliness etc.
- g) PIA should submit monthly reports and other reports as asked by SSEPD Deptt. or any competent authority.
- h) PIA should deliver the services as per SOP. Any deviation in the service must be reported to SSEPD.

**h. Responsibility of SIDR:**

- a) SIDR should provide the premises. All infrastructures, electrical appliances, ACs, water & sanitations fitting etc. at the premises should be provided by SIDR.
- b) SIDR should procure and install equipment required for Counselling, assessment, etc. to run the centre and implement the programmes.
- c) SIDR should provide required furniture, modifications if any required for running the centre and implementing the programmes.
- d) SIDR should provide agreed price per month to the selected PIA to run the centre and implement the programmes. PIA should submit the bills at the end of every month to General Manager, SIDR for its scrutiny and payments.
- e) Any alteration, modifications etc. in the SOP and service delivery systems will be done mutually between SSEPD and PIA subject to the approval of Govt.
- f) If service is found unsatisfactory, SSEPD may cancel the MOU and debar the PIA to run the centre.

**2. Eligibility Criteria:**

- a. The agency should be registered Society/ Trust/ Company and must have registered with appropriate registration authority.

- b. Must have a PAN and 12AA registration under Income Tax Act and or GST and should furnish the copy of returns filed before competent authorities.
- c. Must have adequate numbers of Counsellors, Trainers, System Manager and Data Management Person/Call centre manager.
- d. Must have adequate numbers of personnel to manage housekeeping, upkeeping, security etc. in its pay roll.
- e. The agency should be working in similar and allied fields with proficiency and understanding of different programmes. The agency should also have expertise and manpower in providing services.
- f. The bidder is required to furnish the audited balance sheet, Income & Expenditure Account statement of the last three financial years duly signed by a Chartered accountant.
- g. Should not have any track record of contract termination of the previous assignments or any adverse report of performance or blacklisted by any state Govt. / Central Govt. Organization.

### 3. **Application Procedure:**

- a. The interested Bidders may submit the EOI document complete in all respects and other requisite documents on or before **Dt. 18.04.2022** addressed to Director, SSEPD Department, Lokseva Bhaban, Bhubaneswar by registered Post/ Speed Post/ Courier/ hand. SSEPD shall not hold responsible for any postal delay.
- b. The Authority may, at its discretion extend the dateline for submission of EOI by amending the EOI documents in which case all rights and obligation rest on the authority.
- c. Late Bidders: Any bid received by the authority after the prescribed time and dateline for submission of bids will not be opened and considered. Thus the same is deemed to be rejected.

### 4. **Evaluation of BID & award of Contract.**

- a. The Evaluation Committee of SSEPD will evaluate the Bid and documents submitted by the agencies. Firstly, the document/papers asked in bid will be evaluated. There after the qualified bidders will be short listed and called for presentation before the committee.
- b. Presentation by shortlisted agencies: The shortlisted agencies are required to present their case before Evaluation Committee. Basing on presentations by agencies, the Evaluation Committee will select the agency/agencies.

**5. Signing of MOU:**

- a. Director, SSEPD will sign and execute the MOU. The successful bidder/s whose bid has been accepted will sign an MOU with the concerned within 15 (fifteen) days of issue of the order and commence programmes and services within 30 (thirty) days from signing of MOU.
- b. Failure by the bidder to comply with the requirement of above mentioned clause, the offer shall be rejected and the bidder shall have no claim further.
- c. The awardee shall have to fulfil the terms & conditions as laid down in EOI.

**6. Acceptance or Rejection of the Bids:**

- a. Authority reserves the right to accept or reject any bid and to reject all bids at any time without assigning any reason thereof.
- b. Any bid with incomplete information is liable for rejection.

7. **Bid validity period:** The bid validity period is 90 days from the date of opening of the bid. Accordingly the bidder shall submit the Bid.

8. The Authority reserves the right to modify any term in the bid document at the time of execution of contract, if felt necessary.

9. Corrigendum/Addendum, if any, will be uploaded in the website of SSEPD Deptt. [www.ssepd.gov.in](http://www.ssepd.gov.in)

10. No advance payment will be made to the successful bidder.

11. SSEPD Department will regularly monitor & supervise the services provided by the selected bidder.

12. This is not a bid for any appointment or recruitment to any post.

13. All disputes relating to the contract is subject to the jurisdiction of the Court at Bhubaneswar.

**14. Documents to be submitted with bid :**

- i. Registration certificate under Societies Registration Act 1860/India Trust Act, 1882/Indian Companies Act/Any other appropriate Act.
- ii. PAN Card and 12A(A) registration under Income Tax Act 1961 and or GST.
- iii. Income Tax/GST returns of last year.
- iv. EPF Challan/Document in proof of adequate numbers of medical specialists, rehabilitation professionals and other support staffs in its pay roll.

- v. EPF Challan/Document in proof of adequate numbers of personnel to manage housekeeping, upkeep, security etc. in its pay roll.
- vi. Audited Statement of accounts duly certified by CA (Balance Sheet, Income Expenditure A/c) for the last three financial years.
- vii. Annual Reports for the last three years.
- viii. Filled up Format-A along with documents duly signed and sealed by the authorized person of the bidder in and each page as a token of acceptance of all terms and conditions of the Bid.
- ix. Declaration as per format B.
- x. Detailed Work Plan & methodology along with estimated budget requirement. (please enclose Programme component wise separately)
- xi. Order/agreement/document in support of previous contract/project from Govt. Department /PSU/ Autonomous body etc. if any.
- xii. Power of attorney in case of authorized signatory.

**APPLICATION FORM****FOR PROVIDING/MANAGING SERVICES FOR VIRTUAL LEARNING RESOURCE & COUNSELLING  
CENTRE, SIDR, BHUBANESWAR**

1. Name of Bidder Agency: \_\_\_\_\_

2. Name of Secretary/ Chairman / Director: \_\_\_\_\_

3. Full Address of Registered Office: \_\_\_\_\_

Telephone/Mobile No. : \_\_\_\_\_ Fax No.: \_\_\_\_\_ E-Mail Address : \_\_\_\_\_

4. Name &amp; Mobile No. of Authorized Person: \_\_\_\_\_

**Document Check List**

<b>Sl. No</b>	<b>Name of the document /papers</b>	<b>Status (Submitted/ not submitted)</b>	<b>Page no (if submitted)</b>
1	Registration certificate under Societies Registration Act 1860/India Trust Act, 1882/Indian Companies Act/Any other appropriate Act		
2	PAN Card and 12A(A) registration under Income Tax Act 1961 and or GST		
3	Income Tax /GST return of last year		
4	EPF Challan/Document in proof of adequate numbers of medical specialists, rehabilitation professionals and other support staffs in its pay roll		
5	EPF Challan/Document in proof of adequate numbers of personnel to manage housekeeping, upkeeping, security etc. in its pay roll		
6	Audited Statement of accounts duly certified by CA (Balance Sheet, Income Expenditure A/c) for the last three Financial year		
7	Annual Reports for the last three years		
8	Document duly signed and sealed by the authorized person of the bidder in each page as a token of acceptance of all terms and conditions of the Bid		

9	Declaration as per format B		
10	Detailed Work Plan, methodology & estimated budget		
11	Order/agreement/document in support of previous contract/project from Govt. Department /PSU/ Autonomous body etc. if any		
12	Power of attorney in case of authorized signatory		

Declaration: - We,..... (The name of agency), are agreed to work as per the terms & conditions of SSEPD, Bhubaneswar.

**Place:**

**Date:**

**BIDDER'S OFFICIAL SIGNATORY**

**Name & Designation with Rubber Stamp/**

**Official Seal of the Firm**

**Declaration**

I, \_\_\_\_\_, Secretary/Proprietor / Director/ Authorized Signatory of the bidder, am competent to sign this declaration and execute this EOI document;

2. I have carefully read and understood all the terms and conditions of the EOI and undertake to abide by them,

3. The information / documents/papers furnished along with the above application are true and authentic to the best of my knowledge and belief. I /We, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my bid at any stage besides liabilities towards prosecution under appropriate law.

4. I also certify that our firm has not been black listed by Central / State Government / PSUs / Boards / Corporations / autonomous body under administrative control of Central or State Govt. etc.

8. This is also certified that neither myself nor my organization will be indulged in any corrupt practices so far as this bidding is concerned.

**Place:**

**BIDDER'S OFFICIAL SIGNATORY**

**Date:**

**Name & Designation with Rubber Stamp/**

**Official Seal of the agency**