



FOOD, SUPPLIES & CONSUMER WELFARE DEPARTMENT
GOVERNMENT OF ODISHA

Request For Proposal

For Supply of Qualified Data Entry Operators

For

Smooth Functioning of 375

RCMS Centers at Block/ULB Level

&

30 Centers at DGRO Offices

RFP No. 02/FS&CW/2018 18-06-2018

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List of Abbreviations used in this document

AAY :	Antyodaya Anna Yojana
ANP :	Annapurna
BMC :	Bhubaneswar Municipal Corporation
DGRO :	District Grievance Redressal Officer
DB :	Database
DBMS:	Database Management System
DSC :	Departmental Storage Centre
DPL :	Draft Priority List
EMD	Earnest Money Deposit
FS&CW Department:	Food Supplies and Consumer Welfare department
FPS :	Fair Price Shop
FPL :	Final Priority List
GoI :	Government of India
GoO :	Government of Odisha
GP :	Gram Panchayat
GUI :	Graphical User Interface
MC :	Municipal Corporation
MIS :	Management Information System
MSDG :	Mobile Service Delivery Gateway
MPL :	Municipality
NFSA :	National Food Security Act
NIC :	National Informatics Centre
OEM :	Original Equipment Manufacturer
OSCSC :	Odisha State Civil Supplies Corporation Limited
OTP :	One Time Pin
PMU :	Project Management Unit
PoS :	Point of Sale
PD-DRDA :	Project Director-District Rural Development Agency
RC :	Ration Card
RCMS:	Ration Card Management System
SCMS :	Supply Chain Management System
SDC :	State Data Centre
SHG :	Self Help Group
SLA :	Service Level Agreement
STQC :	Standardization Testing and Quality Certification
SP :	Service Provider
TPDS :	Targeted Public Distribution System
UAT :	User Acceptance Test
UIDAI :	Unique Identification Authority of India
ULB :	Urban Local Body

1. Introduction

1.1 Objective of the RFP

The objective of the RFP is to solicit bids from interested parties for providing services of data entry operators to handle day to day activities in Ration Card Management System (RCMS) centers located at Block headquarters and Urban Local Bodies (Municipal Corporation and Municipal Areas) & Setting up of one center at each district office of PD-DRDA for smooth functioning of DGRO, as identified by the state of Odisha. RCMS centers' daily activities include but are not limited to updating and maintaining ration card beneficiary database using online RCMS application as per the guidelines and rules laid down by the Government of Odisha (GoO) from time to time.

Govt. of Odisha has issued ration cards to the beneficiaries identified based on the principle of exclusion and auto-inclusion under the National Food Security Act 2013 (NFSA). Since NFSA database would be a dynamic database, the requirement is to set up and run RCMS centers through which the dynamic database can be maintained. Thus, any modification or deletion or addition in the ration card database shall be possible only after due process of enquiry and as per written orders of the appropriate local authorities. The RCMS web application facilitates, online data update, entry of applicant's demographic details, generation of new and re-generation of modified ration cards by the authorised users at the Block and ULB level.

This document contains information on topics relevant for the project including detailed information on the day to day activities, tasks to be completed by the vendor and capacity in which data entry operators would be required to be providing service at each RCMS center. The bidders are expected to examine all instructions, terms, project requirements and other information in the RFP and respond to the requirements as completely and in as much relevant detail as possible with focus on demonstrating bidder's suitability to become the implementation partner of OSCSC Limited and FS&CW Dept, Government of Odisha.

1.2 Schedule for the bid process

SI No.	Information	Details
1	RFP No. and Date	RFP NO 02/FS&CW/2018, dated 18-06-2018
2	Bid validity period	180 days from the last date (deadline) for submission of proposals.
3	Pre-Bid Conference	Date 25-06-2018 at 1500 Hours at Conference Hall of OSCSC Ltd.

SI No.	Information	Details
4	Last date (deadline) for submission of bids	Date 11-07-2018 at 1700 Hours
4	Opening of Technical Bid	Date 12-07-2018 at 1530 Hours at Conference Hall of OSCSC Ltd.
5	Technical Bid Presentation by the Bidders	Date 17-07-2018 at 1530 Hours Communication shall be issued by mail to those bidders who qualify in Pre-Qualification Criteria.
6	Time and Date of opening of Financial proposals.	Date 21-07-2018 at 1530 Hours at Conference Hall of OSCSC Ltd. Communication shall be issued by mail to those bidders who qualify in Technical bid.
7	Contact person for proposal submission and address for correspondence for all purposes in relation to this RFP.	Managing Director , Odisha State Civil Supplies Corporation Limited (OSCSC), Head Office, C/2 Nayapalli, Bhubaneswar - 751012 EPBX - (0674) 2395391/2394956 Fax - (0674) 2395291/2390199 Email: madoscsc@gmail.com

1.3 Fact Sheet

Clause Reference	Topic
	The scope of this RFP is to solicit bids from interested parties for setting up RCMS centres for performing and managing day to day activities as per rules and orders laid down by GoO under NFSA.
4.12	<p>The method of selection is: [Least Cost Basis after Technical evaluation method]</p> <p>Least Cost Basis after Technical evaluation method shall be used to select the agency for setting up RCMS centres at Block/ULB Level & managing day to day activities at DGRO office at district level.</p> <p>Financial bid of only those bidders who qualify in Technical Bid by scoring 70% or above shall be evaluated. Lowest bid among opened Financial bids will be awarded the contract.</p> <p>No sub-contracting is allowed and violation of this may lead to disqualification.</p>

Clause Reference	Topic
4.4.2	RFP document can be downloaded from the websites www.foododisha.in, www.oscsc.in, www.odisha.gov.in. The bidders are required to submit the document Fee (non-refundable) of Rs.10,000/- (Rupees Ten Thousand Only) by Demand Draft in favour of “ Odisha State Civil Supplies Corporation Ltd. (OSCSC) “ and payable at Bhubaneswar from any of the scheduled bank along with the Proposal. Proposals received without or with inadequate RFP Document fees shall be rejected.
4.4.3	Bidders shall submit, along with their Bids, EMD of Rs 5.00 Lakh (Rupees Five Lakhs only), in the form of a Demand Draft issued by any nationalized bank in favour “Odisha State Civil Supplies Corporation Ltd. (OSCSC)”and payable at Bhubaneswar, and should be valid for 90 days from the due date of the RFP.
2.1	Total project period is for Two Year. Period of contract may be further extended by one year provided the department requires so on the basis of performance of the Service Provider. The effective date may be after 31st of August 2018.
4.17	The Selected Bidder must handover all deliverables to the “Managing Director, OSCSC Ltd”. Do proper knowledge transfer and exit successfully within stipulated time.
4.7.2	The Proposal should be filled by the Bidder in English language only.
4.12	The bidder should quote price in Indian Rupees only. The offered price must be inclusive of taxes. Tax component should be mentioned separately.
4.8.2	Proposals/ Bids must remain valid for a period of 180 days after the last date of submission of bid.
4.5	Bidders must submit one original copy duly spirally binded & serially numbered on each page along with one copy in a non-editable CD for & Technical Proposal (including the Prequalification sheet). Only one original copy of the Commercial Proposal should be submitted.
4.7.3	The proposal submission address is: - Managing Director Odisha State Civil Supplies Corporation (OSCSC), Head Office, C/2 Nayapalli, Bhubaneswar - 751012 EPBX - (0674) 2395391/2394956 Fax - (0674) 2395291/2390199
4.7.3	Proposals must be submitted on or before dated 11-07-2018 by 1700 hours . Proposal received after the date & time prescribed shall be rejected.

1.4 Overview of the RCMS centre and its function

The regular task of the RCMS center is to provide various core services to the citizens for ration card generation and update details in existing ration cards. All the activities (entries, digitization & updates) in RCMS web-application will only be carried out with respect to orders of the authorised Government officials (to be notified from time to time) in each case. All new

applicants who are eligible for a NFSA ration card will be enlisted in the Final Priority List (FPL) for Ration Card generation. Prerequisite for enlisting into the FPL is that the verification or field enquiry of the applicant is completed and speaking order has been passed by the appropriate authority before digitization of the new application form at the RCMS centre. The accurate beneficiary details needs to be updated or corrected in the existing ration cards using RCMS web-application at these centers by following the instructions laid down by the GoO. The purpose of this RFP is to identify potential vendor(s) who can manage and take complete responsibility of the operationalization of the RCMS centers and DGRO centers across the State. All the 30 districts of the State have been grouped into 10 units and each unit consists of 3 districts, one each from every RDC Zone. **The bidder may apply for a minimum of two units and Maximum of five units. The bid applied by any bidder for less than two units or more than five units shall be summarily rejected.** The authority reserves the rights to increase or decrease allotment of such units to the selected bidder as deemed appropriate. The authority reserves the rights to cancel any or the entire tender process without assigning any reason thereof.

2. Scope of Work

2.1 Scope of Work

One RCMS centre will function in each of the Blocks in the State. For each Municipality, there would be one RCMS Centre whereas for each Municipal Corporation, there would be two RCMS centers except in case of Bhubaneswar Municipal Corporation (BMC) for which four RCMS centers will be in place. The number of RCMS center as indicated above are subject to change depending upon requirement. The Municipal Corporations shall assign wards to respective RCMS Centres and publicize the same for the convenience of general public. The district-wise location of RCMS centre is given at Appendix - A.

The operationalization of RCMS Centers will be for an initial period of **two year**. Such period may be extended for **one more year** basing upon the performances of the previous contract period with the same cost as agreed during the selection process of the bidder.

The RCMS centre shall be made functional at each Block/ULB (Municipality/Municipal corporation) of the State for management of the new ration cards, additions, deletions, modifications and mutations in the existing ration cards along with issue of duplicate and new ration cards, deletion of existing ineligible cards and other services on a continuous basis and as per the requirement of the beneficiaries. The indicative lists of services which are to be provided through RCMS are as under.

Table: 1

SI No	Services Category	Service Sub Category
1	Core Services	Issuance of new ration card/duplicate ration card Voluntary surrender of ration card Correction of names of members Change/Correction of present address Change/Correction of FPS Change of entitlements Addition/Deletion of new member in the ration card Splitting of family members Deletion of family from PHH Change of status of family (AAY to PHH & vice versa) Correction/Change of relationship of the family members Effecting any change in any of the fields of the ration card/ration card database
2	Non-Core Services	Entry of new mobile number Entry of e-mail ID Entry of DoB Entry of Bank account Entry/Correction of LPG consumer number/Agency Entry of Electricity Consumer number, Company (OMC) & Division Entry of Aadhaar Number, Correction of Electricity Consumer number, Company (DISCOM) & Division
3	Status Update Service	Status of Application (For the services under Core & Non-Core category)
4	Functioning of DGRO office	Setting up of one center at each district office of PD-DRDA for smooth functioning of DGRO. Such DEO shall work under the disposal of DGROs for maintaining day to day case records and other office related works.

Allocation of units would be done with minimum of two units and maximum of five units per bidder, where each unit would have 3 districts, please refer Appendix-B for the information of districts, blocks and MC/MPL in each unit along with total number of RCMS centers. **The bid applied by any bidder for less than two units or more than five units shall be summarily rejected.**

RCMS centers will function in a room provided by Block/ULB on all working days during office hours. All the updates and changes in the RCMS system would be processed by the Inspector of Supplies/Marketing Inspector/ACSO of the concerned Block/ULB for approval by the competent authority. IS/MI/ACSO concerned would be overall coordinator of all functions of RCMS at the Block/ULB.

The bidder would be responsible for providing only one qualified data entry operator at Block/ULB level RCMS Centre & at DGRO office (with Odia and English typing skills), for handle RCMS software. Data entry operators shall be responsible for creating, updating RCMS records including but not limited to following tasks as authorised by competent officials through office orders.

Desktop, Laser Printer, Electricity, data connectivity, and consumables, such as, printing paper and print cartridges would be made available by respective Block/ULB/DRDA authorities.

Additional tasks include but not limited to following activities shall be carried out at the RCMS center.

Additional Tasks

- a) Updating the entries of Draft Priority List (DPL) and Final Priority List (FPL).
- b) Shifting of ineligible beneficiaries from FPL.
- c) Deletion of a particular ineligible member of a household instead of entire family.
- d) Gap filling of incomplete applications in on-hold list and movement to FPL or suspect lists on merit.
- e) Bringing back DPL beneficiaries who have been wrongly deleted under Voluntary Withdrawal category.
- f) Exclusion of ineligible families from FPL which were verified in Suspect List as 'Confirmed' but wrongly retained in FPL and
- g) Inclusion of eligible families in DPL which were verified in Suspect List as 'Not Confirmed' but wrongly moved to Suspect List-4 etc.
- h) Seeding of Aadhaar, mobile number & Bank accounts etc. with Ration Card.

Routine Tasks

The core services under Routine Task has been illustrated in detail in the user manual which may be referred to while delivering services under RCMS. These core services are as follows-

- a) Issue of new ration card – data entry after receipt of official orders from appropriate authority.
- b) Issue of duplicate ration card.
- c) Correction or change of information in any field of entry in the ration card.
- d) Deletion and addition of the members from/to the beneficiary family.
- e) Shifting of family from one location to another.
- f) Splitting of family in the ration card.

- g) Change of status of beneficiary family [AAY to PHH, etc].
- h) None-core Services under RCMS etc.
- i) Any other activity that may be assigned from time to time for smooth functioning of RCMS and for resolution of issues related to beneficiary and ration card

Detailed steps to perform each of the above activities are available in RCMS user manual placed on GoO website www.foododisha.in.

Records & Registers

The DEO will maintain records and registers both at RCMS centers & at DGRO office and ensure timely reporting as prescribed by Government from time to time.

2.2 Deployment plan for Data Entry Operators

For deployment of DEOs by the vendor, all the 30 districts are divided into 10 units and each unit would consist of three districts. A vendor can take up work in minimum of two units and maximum of five units. Commercial proposal should be submitted on the basis of unit(s) of districts. The number of units applied for need to be indicated in the General and Technical Bids. Please refer Appendix-A for the combination of Districts.

The Selected Bidder would commence operations in allotted units of the districts. In response to this RFP, the bidders have to bid for the units of the districts.

2.3 Manpower requirements

The Selected Bidder would need to provide one data entry operator for each RCMS centre & at DGRO office as will be allotted. Bidder should make sure that data entry operator is available during office hours on all working days. In case data entry operator is on leave, the bidder would have to provide a suitable replacement for duration of the leave. The data entry operator would be reporting to the BDO of Block or the Municipal Commissioner of Municipal Corporation /Executive Officer of Municipality & PD, DRDA at DGRO offices.

Each data entry operator employed by the vendor should comply to the requirements mentioned below.

- a) She/he should be the age of 18 or above.
- b) The minimum education qualification for data entry operator will be graduation in any discipline.
- c) The data entry operator should have a speed of 166 characters in English per minute and should be well conversant with computers and essentially trained in MS office, internet and LAN function.

2.4 Information Security Management

The Selected Bidder shall ensure that adequate measures are taken to ensure confidentiality and integrity to maintain the secrecy of the information available with them. Below is an indicative list of the guidelines (but not exhaustive) that the Selected Bidder must adhere to while implementing and executing the process-

- a) The Selected Bidder should provide security including identification, authentication, authorization, access control, administration and audit for all personnel and data.
- b) The bidder shall ensure that all aspects of security such as physical and environmental security, human resources security, backup and recovery, access control, incident management, business continuity management etc. are maintained and adhered to.

3. Overall Guidelines for Infrastructure Requirements

3.1. The required infrastructure like Desktop, Laser Printer, Electricity, data connectivity, and consumables, such as, printing paper and print cartridges would be made available by respective Block/ULB/DRDA authorities for smooth functioning of the RCMS Centers.

4. Instructions to the Bidders

4.1 General Instructions

While every effort has been made to provide comprehensive and accurate background information, requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may consult their own legal advisers in relation to this RFP.

All information supplied by the bidders may be treated as contractually binding on the bidders, on successful award of the assignment by the FS&CW department /OSCSC Ltd on the basis of this RFP.

No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the FS&CW Department/OSCSC Ltd. Any notification of preferred bidder status by the FS&CW Department/OSCSC shall not give rise to any enforceable rights to the Bidder. The FS&CW Department/OSCSC may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the FS&CW Department/OSCSC Ltd.

This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

4.2 Compliant Proposals / Completeness of Response

4.2.1 Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have

been done after careful study and examination of the RFP document with full understanding of its implications.

4.2.2 Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected.

4.2.3 Bidders must: -

- a) Include all documentation as specified in this RFP;
- b) Follow the format of this RFP and respond to each element in the order as set out in this RFP;
- c) Comply with all the requirements as set out in this RFP. The documents once submitted by the bidder in sealed cover along with the tender paper are final. No further document or communication will be entertained once the tender is opened.

4.3 Pre-Bid Conference

- a) There shall be pre-bid conference under this request for proposal. Therefore, it is essential for the interested bidders to carefully read, interpret and understand the clauses as given in this RFP document and submit their relevant queries through mail mdoscsc@gmail.com on or before **23-06-2018 till 1500 Hours**. Any such queries beyond this schedule date & time shall not be entertained for discussion during the pre-bid conference. The pre-bid conference shall be held on date **25-06-2018 at 1500 Hours** at OSCSC. Only one authorised person from each interested bidding company shall remain present in the meeting.
- b) The queries should necessarily be submitted in the word or excel file in the following format:

Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification
1.			
2.			

- c) FS&CW department or OSCSC shall not be responsible for ensuring that the bidders' queries have been received by them.
- d) Responses to Pre-Bid Queries and Issue of Corrigendum/Addendum (if any)
 - The Nodal Officer notified by the FS&CW department or OSCSC will endeavor to provide timely response to all queries. However, FS&CW/OSCSC department makes neither representation nor warranty as to the completeness or accuracy of any response made in good faith, nor does FS&CW department or OSCSC undertake to

answer all the queries that have been posed by the bidders. At any time prior to the last date for receipt of bids, FS&CW department or OSCSC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum or addendum.

- The Corrigendum/Addendum (if any) & clarifications to the queries from all bidders will be posted on the website **www.foododisha.in, www.oscsc.in, www.odisha.gov.in**.
- Any such corrigendum/Addendum shall be deemed to be incorporated into this RFP.
- The bidders while submitting the proposal should submit duly signed copy of corrigendum/addendum along with it.

In order to provide prospective Bidders reasonable time for taking the corrigendum/addendum into account, FS&CW department or OSCSC may, at its discretion, extend the last date for the receipt of Proposals.

4.4 Key Requirements of the Bid

4.4.1 Right to Terminate the Process

- a) FS&CW Department /OSCSC Ltd may terminate the RFP process at any time and without assigning any reason. FS&CW Department /OSCSC Ltd makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) This RFP does not constitute an offer by FS&CW Department /OSCSC Ltd. The bidder's participation in this process may result FS&CW Department /OSCSC Ltd selecting the bidder to engage towards execution of the contract.

4.4.2 RFP Document Fees

RFP document can be downloaded from the website www.foododisha.in, www.oscsc.in, www.odisha.gov.in. The bidders are required to submit the document Fee (non-refundable) of Rs.10,000/- (Rupees Ten Thousand Only) by Demand Draft in favour of "Odisha State Civil Supplies Corporation Ltd. (OSCSC) " and payable at Bhubaneswar from any of the scheduled bank along with the Proposal. Proposals received without or with inadequate RFP Document fees shall be rejected.

4.4.3 Earnest Money Deposit (EMD)

Bidders shall submit, along with their Bids, EMD of Rs 5.00 Lakh (Rupees Five Lakh only), in the form of a Demand Draft issued by any of the scheduled bank in favour "Odisha State Civil Supplies Corporation Ltd. (OSCSC), payable at Bhubaneswar", and should be valid for **90 days** from the due date of the RFP.

- a) EMD of all unsuccessful bidders would be returned/refunded by FS&CW Department/OSCSC Ltd within 1 month of declaration of the successful bidder. The EMD for the amount mentioned above, of successful bidder would be returned upon submission of Performance security.
- b) The EMD amount is interest free and will be returned/ refundable to the unsuccessful bidders without any accrued interest on it.
- c) The bid / proposal submitted without EMD, mentioned above, will be summarily rejected. The EMD may be forfeited: If a bidder withdraws its bid during the period of bid validity.
- d) In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP, the EMD will be forfeited.

4.5 Submission of Proposals

The bidders should submit their responses as per the format given in this RFP in the following manner.

- a) **Technical Proposal** - (1 Original copy+ 1 non-editable CD) in first envelope. The technical Proposal should include details of “Bidder’s Profile, Pre-qualification Criteria, Technical Evaluation Criteria, Supporting Documents & the copy for presentation of Proposed Methodology and Team Structure”, in 1st envelope
- b) **Commercial Proposal** - (1 Original copy) in 2nd envelope

Please submit a documented Technical Proposal which should include:-

- a) An outline of the approach which the firm intends to adopt, including a detailed service(s) description.
- b) Time required setting up RCMS centre(s), preferably within 15 days from the date of issue of work order to the party.
- c) A detailed statement of the way in which the work would be undertaken showing, inter alia, the scheduling of the personnel services during the period of contract;
- d) An indication of the type of staff to be deployed and their academic backgrounds and practical experience in digitisation related projects.
- e) A statement of suitability indicating experiences in similar projects including the year in which it was undertaken and details of the clients served.

Note: Any financial information contained in the technical proposal will invalidate the proposal.

- a) The proposal should be according to the format as mentioned in this RFP. While preparing the proposal the following points should be kept in mind-
- b) The offer should remain valid for acceptance for 180 days from the date of closing

- c) The proposals shall address all the requirement of this tender and must be submitted in the English language.
- d) The response to Technical Proposal (including Pre-Qualification criterion) and Commercial Proposal (As mentioned in previous paragraph) should be covered in separate sealed envelopes super-scribing "Technical Proposal" and "Commercial Proposal" respectively. Each copy of each bid should also be marked as "Original" as the case may be.
- e) Please note that prices should not be indicated in the Technical Proposal but should only be indicated in the Commercial Proposal.
- f) These two envelopes containing copies of Technical Proposal (including the Pre-qualification Proposal) , and Commercial Proposal should be put in single sealed envelope clearly marked "Response to RFP for Setting of RCMS Centre > and the wordings "DO NOT OPEN BEFORE < Date and Time >"
- g) The outer envelope should also indicate clearly the name, address, telephone number, E-mail ID and fax number of the bidder to enable the Bid to be returned unopened in case it is declared "Late".
- h) All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- i) The original proposal/bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialed by the person (or persons) who sign(s) the proposals.
- j) All pages of the bid including the duplicate copies, shall be duly signed and stamped by the authorized person or persons who sign the bid.
- k) Bidder must ensure that the information furnished by him in respective CDs is identical to that submitted by him in the original paper bid document. In case of any discrepancy observed by FS&CW Department/OSCSC Ltd in the contents of the CDs and original paper bid documents, the information furnished on original paper bid document will prevail over the soft copy.
- l) The bid should be submitted by speed post/registered post/courier only. No hand receipt of the bid shall be entertained.

4.6 Authentication of Bids

A Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal.

4.7 Preparation and Submission of Proposal

4.7.1 Proposal Preparation Costs

A bidder can submit only one proposal at a time. Bidder submitting more than one proposal shall be rejected. The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by FS&CW department /OSCSC Ltd to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

FS&CW Department /OSCSC Ltd will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

4.7.2 Language

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

4.7.3 Venue & Deadline for Submission of Proposals

Proposals, in its complete form in all respects as specified in the RFP, must be submitted to at the address specified below. All submissions must be to OSCSC through the registered post/Speed post/Courier only.

FSCW Dept/OSCSC Ltd would not be responsible for any delays caused by the registered post/speed-post/ courier agency in this matter.

Addressed To	Managing Director
Name	Odisha State Civil Supplies Corporation Ltd. (OSCSC)
Address	Head Office C/2 Nayapalli , Bhubaneswar - 751012
Telephone	(0674) 2395391/2394956
Fax No:-	(0674) 2395291/2390199
Last Date & Time of Submission	11-07-2018 at 1700 hrs.

4.7.4 Late Bids

- a) Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.
- b) The bids submitted by telex/telegram/fax/e-mail etc. shall not be entertained. No correspondence will be entertained on this matter.
- c) FS&CW Department /OSCSC Ltd shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.
- d) FS&CW Department /OSCSC Ltd. reserve the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

4.8 Evaluation Process

- a) FS&CW Department /OSCSC Ltd will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders.
- b) The Proposal Evaluation Committee constituted by the FS&CW Department /OSCSC Ltd will evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.
- c) The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
- d) The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals
- e) The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- f) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

4.8.1 Tender Opening

The proposals submitted up to **11-07-2018 at 1700 hours** will be opened at **12-07-2018 at 1530 Hours** by the Managing Director, OSCSC Ltd. or any other officer authorized by FS&CW Department / OSCSC Ltd, in the presence of such Bidders or their duly authorized representatives.

The representatives of the bidders are advised to carry the identity card or a letter of authority from the tendering firms to identify their bonafides for attending the opening of the proposal.

4.8.2 Tender Validity

The offer submitted by the Bidders should be valid for minimum period of **180** days from the last date of submission of bid.

4.8.3 Tender Evaluation

a) Initial scrutiny of the bid shall be done and the proposal shall be treated as non-responsive if found incongruous in terms of:-

- a) having been not submitted in the format as specified in the RFP document.
- b) received without the Letter of Authorization (Power of Attorney).
- c) found with suppression of details.
- d) submitted without the documents requested in the checklist.
- e) having incomplete information, subjective, conditional offers and partial offers submitted.
- f) having non-compliance of any of the clauses stipulated in the RFP.
- g) having lesser validity period.

b) All responsive bids will be considered for further processing as per the steps given below.

- a) First the Pre-Qualification Proposal will be evaluated and only those bidders who qualify the requirements will be eligible for next set of evaluations. Technical Proposal and Commercial Proposal (without opening) of Bidders who do not meet the Pre-Qualification criteria will be returned.
- b) The technical score of all the bidders would be calculated as per the criteria mentioned below. All the bidders who achieve at least 70 % in the technical evaluation would be eligible for Financial Bid opening and comparison.
- c) Lowest bid among financial bid will be awarded the contract.
- d) Proposals of bidders would be evaluated as per Technical Evaluation Criteria and financial evaluation criteria. Agencies / firms should clearly indicate, giving explicit supporting documentary evidence, with respect to the above, in absence of which their proposals will be rejected summarily at the qualification stage itself.
- e) The submission of tender fees & EMD is mandatory for all interested bidders & is applicable for units covered under MSMEs.

4.9 Site Visit

The bidder may wish to visit and examine the site(s) of the project, at its own responsibility and risk, and obtain all information that may be necessary for preparing the bid and entering into the contract. The cost of visiting the site(s) shall be borne by the bidder.

4.10. Prequalification Evaluation

The evaluation committee will carry out a detailed evaluation of only those bids which satisfy the pre-qualification criteria defined below.

Sr. No.	Basic Requirements	Specific Requirements	Documents/Information to be provided in the submitted proposal
1	Legal Entity	The Company should be incorporated under Indian Companies Act 1956 or any other legal entity registered in India. The firm/company must have been registered for a minimum period of five years ending with 31 st March 2018.	Certificate of incorporation
			Registration Certificate
			PAN Card Copy
			IT Returns for the last 3 consecutive financial year (up to date 31 st March 2017)
			GST Registration Certificate
			EPF Registration Certificate
			ESI Registration Certificate
2	Geographical Presence	The bidder must have its office located in Odisha for a minimum period of one year.	Address Proof
3	Blacklisting	The Company should not have been blacklisted by the Government or Government Entity in the last 3 years ending with 31 st March 2018 & till the date of submission of the Bid.	The organization will have to submit a self declaration in the Company Letter Pad with following clauses:-
			1. It has not been blacklisted by any Government Organization
			2. The organization does not have any legal suit / criminal case pending against it for violation of EPF /ESI/ Minimum Wages Act or any other law.
4	Annual Turnover	The company must have an average annual turnover of Rs 1 Crore in last 3 years but with minimum of Rs 60 Lakh in each year for per unit bidding. In case the bidder is bidding for more units, the annual turnover will be in multiples thereof.	Audited Balance of last three financial Years (FY 2014-15, FY 2015-16 and FY 2016-17).
			The bidder should submit the Chartered Accountant certificate specifically on the average annual turnover.
5	Technical Capability	The bidder should have successfully provided services of data entry operators to at least one project of Data digitization of amount INR 1 crore in India in the last 3 years ending with FY2017-18	Work Order + Work Completion Certificates of the bidder

Sr. No.	Basic Requirements	Specific Requirements	Documents/Information to be provided in the submitted proposal
6	Manpower Strength	The vendor should have at least 50 professional Data Entry Operators (DEOs) on its roll to be eligible to bid in the Project. Note: For bidding of each unit minimum of 50 numbers of DEOs are required. In case the bidder is bidding for more units, the declared manpower should be in multiples thereof (i.e. the bidder must have 100 Nos of DEOs for applying minimum two units).	Self-Certification in Excel format (In Company Letter PAD) by the authorized signatory with clear declaration of staff (Name, Father's Name, address, educational qualification, Mobile No & AADHAR No.), duly accompanied with ECR Challan Copy of March-2018. The bidder has to submit EPF/ESI/Employee ID/Bank account detail. This is to be given by bidders for evaluation at pre-qualification stage.
7	Fees	The Bidder must have submitted Rs. 10,000/- (Rupees Ten Thousand Only) towards the cost of the Tender Document. The Bidder must have furnished the EMD of Rs 5.00 Lakh (Rupees Five Lakh only).	DD from any of the scheduled Bank payable at Bhubaneswar.

4.11 Technical Evaluation

The proposals submitted by the prime bidder will be evaluated on three broad parameters as described in the table below. The bidder must get at least 70% of the maximum possible score in the technical section in order to qualify for opening of the commercial/financial evaluation.

Sl. No.	Criteria	Description	Marks
1	Relevant Experience	<p>The bidder must provide details on past projects of similar nature. Different weights will be assigned to different levels of experience based on number of projects, scale of project, status of project and also the type of project.</p> <p>In case the bidder submits the experience certificate of similar type of project taken from any private companies/PSU who have been awarded the project by any State/the central government, the proof of award of such work order from the concerned State/the central government is to be submitted by the bidder for evaluation.</p> <p>The bidder need to attach a self certificate mentioning the details of such experience (both for Completed Project & On-going projects) in a tabular format showing the <u>name of the project</u>, <u>Project period</u> & <u>project value</u> and <u>the page number reference</u> of the supporting documents attached for evaluation process.</p>	70

Sl. No.	Criteria	Description	Marks
2	Proposed Methodology and Team Structure	The bidder must invest effort in the training for DEOs, team management structure and business continuity plans to ensure that there are no problems in fulfilling their responsibilities. Soft Copy of the presentation may be enclosed with two set of CD/DVDs & one hard copy in the Technical BID envelope.	30
Total			100

The bidder submitting the continuation of one project in multiple years shall be construed as one project only and the technical evaluation shall be made accordingly.

Detailed breakups of each of the criteria on essential components of the technical bid are provided below:-

Serial No	Criteria	Sub-Criteria	Basis of Evaluation	Maximum Marks	Supporting doc
1	Relevant Experience in Similar completed Projects	No. and size of completed project: - Experience in data entry or digitization of manual forms. The work order should have been issued in last 3 years, as on 31st March 2018.	1 project worth Rs 30 Lakh = 5 Marks	40	Work Order + Project Completion Certificate from the Client.
			1 project worth Rs 31 to Rs 60 Lakh = 10 Marks		
			1 project worth Rs 61 Lakh to Rs 1.2 Crore = 15 Marks		
			1 project worth Rs 1.21 Crore and above= 20 Marks		
			Cap of max 40 marks .		
			Note- The marks to be multiplied with number of projects.		
2	Relevant Experience in Similar on-going Projects	Ongoing- project:- Experience in handing similar type of projects in data entry or digitization of manual forms.	project worth Rs 30 Lakh = 2.5 Marks	15	Work Order + Project Continuity Certificate from the Client
			1 project worth Rs 31 to Rs 60 Lakh = 5 Marks		
			1 project worth Rs 61 Lakh to Rs 1.2 Crore = 7.5 Marks		
			1 project worth Rs 1.21 Crore and above= 10 Marks		
			Cap of max 15 marks .		
			Note- The marks to be multiplied with number of projects.		
3	Average Annual Turnover of the Bidding Company	Average Annual Turnover of the last three Financial Year i.e FY-2014-15, FY-2015-16 & 2016-17 (Minimum of Rs.1.00 Crore as pre-qualification Criteria)	More Than one Crore Less Than equal to Two Crore – 5 Marks	15	The bidder should submit the Chartered Accountant certificate specifically on the average annual turnover.
			More Than Two Crore Less Than equal to Three Crore – 10 Marks		
			More Than 03 Crore- 15 Marks		
			Cap of max 15 marks .		

Serial No	Criteria	Sub-Criteria	Basis of Evaluation	Maximum Marks	Supporting doc
4	Proposed Methodology and Team Structure	1. Approach and methodology for resource management. 2. Feedback mechanism 3. Number of DEO's available with the firm/Company	Qualitative assessment based on 1. Team structure & availability of DEO and reporting mechanism- 10marks 2. Risk mitigation (contingency plan) and exception handling- 10 marks 3. Bidders (if Any) having experience in the same RCMS project earlier- 5 Marks 3. SLA management- 5 marks	30	
Grant Total of Marks				100	

4.12 Financial evaluation

The bid price should include service cost for deployment of human resources provided to RCMS centre & centre at DGRO, taxes and levies. The bidder should give a reasonable bid. The commercial bids submitted will be checked against following parameters:-

- a) Only fixed price financial bids indicating total price for all the deliverables and services specified in the RFP will be considered.
- b) The bid price should include all taxes and levies and should be expressed in Indian rupees.
- c) The Bid Price should include service cost of deployment of human resources to be provided to the RCMS centre/ centre at DGRO.
- d) Any conditional bid will not be accepted.
- e) Lowest bid among financial bid will win the bid.
- f) In case of discrepancies between unit price & total price, the total price will be calculated on the basis of unit price.
- g) In case of a tie, the bidder with higher technical score will be awarded the contract.
- h) The bidder needs to reflect the Cost and Tax figure separately in the commercial bid. In case of differential tax structure, the cost figure exclusive of Tax shall be taken into account for evaluation of lowest bid.

4.13 Award of contract

4.13.1 Right to Accept Any Proposal and To Reject Any or All Proposal(s)

The FSCW Dept/OSCSC Ltd reserves the right to accept or reject any proposal, and to annul the tendering process / public procurement process and reject all proposals at any time prior

to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for GoO action.

4.13.2 Notification of Award

- a) FSCW Dept/OSCSC Ltd will notify the successful bidder within 180 days of receiving proposals in writing or by fax or email. In case the tendering process is not completed within the stipulated period, FS&CW Department/ OSCSC Ltd., may request the bidders to extend the validity period of the bid beyond 180 days.
- b) The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of performance security, FSCW Dept/OSCSC Ltd will notify each unsuccessful bidder and return their EMD.

4.13.3 Contract Finalization and Award

- a) FS&CW Department/ OSCSC Ltd. shall reserve the right to negotiate with the bidder(s) whose proposal has been most responsive. On this basis the draft contract agreement would be finalized for award & signing.
- b) FS&CW Department/ OSCSC Ltd. may also decrease or increase the quantity of any item in the Scope of Work defined in the RFP. Accordingly total contract value may be changed on the basis of the rates defined in the financial proposal.
- c) FS&CW Department/ OSCSC Ltd. reserves the right to make necessary negotiations, as deemed appropriate, with the selected bidders for amicable distribution of Units (If any unit left un-bided or otherwise) depending upon the project priorities and to safe guard the public interest there upon.

4.13.4 Performance Security

The selected bidder would be required to provide a Performance Security either in form of Demand Draft from any Nationalised Bank or in form of Performance Bank Guarantee from any Nationalised Bank, within 15 days from the notification of award, for a value equivalent to @10% of the total work order. The performance security should be valid for a period of 60 days beyond the period of contractual obligations (including warranty period). The selected bidder shall be responsible for extending the validity date of the performance security as and when it is due on account of non-completion of the project and warranty period. In case the selected bidder fails to submit performance security within the stipulated time, the FSCW Dept/OSCSC Ltd at its discretion may cancel the order placed on the selected bidder without giving any notice. The FSCW Dept/OSCSC Ltd shall invoke the performance security in case the selected vendor fails to discharge their contractual obligations during the period or GoO

incurs any loss due to vendor's negligence in carrying out the project as per the agreed terms and conditions.

MSME units applying for the bid and if awarded for the bid after due selection, have to deposit the performance security deposit within the time schedule.

4.13.5 Signing of Contract

After FSCW Dept/OSCSC Ltd notifies the successful bidder that its proposal has been accepted, the two parties shall enter into a contract, incorporating all clauses of pre-bid clarifications and the proposal of the bidder between FSCW Dept/OSCSC Ltd and the successful bidder.

4.13.6 Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful Bidder to agree with the Terms and Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event FSCW Dept/OSCSC Ltd may award the contract to the next best value bidder to award in L1 rate or call for new bids.

4.14 Dispute Resolution Mechanism

The Bidder and OSCSC Ltd shall endeavour their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:-

- a) The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within **seven (7) days** of receipt of the notice.
- b) The matter will be referred for negotiation between OSCSC Ltd and the Authorized Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of **15 days**.
- c) In case it is not resolved between OSCSC Ltd and the bidder, it will be referred to the Commissioner-cum-Secretary, FS & CW Department for negotiation and his decision will be final and binding on both the parties.

4.15 Notices

Notice or other communications given or required to be given under the contract shall be in writing and shall be faxed/e-mailed/hand-delivery with acknowledgement thereof, or transmitted by pre-paid registered post or courier.

4.16 Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or OSCSC as the case may be which they could not foresee or with a reasonable

amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

- a) Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
- b) Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos.
- c) Terrorist attack, public unrest in work area provided either party shall within **10 days** from occurrence of such a cause, notifies the other in writing of such causes. The bidder or OSCSC Ltd shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract.

4.17 Exit Plan

The selected Bidder will provide systematic exit plan and conduct proper knowledge transfer process to handover operations to team/vendor appointed by FSCW Dept/OSCSC Ltd before project closure.

4.18 Fraud and Corrupt Practices

- a) The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, OSCSC Ltd shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, OSCSC Ltd shall, without prejudice to its any other rights or remedies, forfeit and appropriate the bid security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder s Proposal.
- b) Without prejudice to the rights of OSCSC Ltd under Clause above and the rights and remedies which OSCSC Ltd may have under the LOI or the Agreement, if a bidder is found by OSCSC Ltd to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the selection process, or after the issue of the Work Order or the execution of the agreement, such Bidder shall be ineligible to

participate in any tender or RFP issued by FSCW Dept/OSCSC Ltd, any Department of State Govt. during a period of 2 (two) years from the date of such Bid.

- c) For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:-
- d) “corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the selection process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of OSCSC who is or has been associated in any manner, directly or indirectly with the Selection Process.
- e) “fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- f) “coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person s participation or action in the Selection Process;
- g) “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by OSCSC with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- h) “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

5. Payment Schedule

Payment will be made on conclusion of **bi-monthly** basis of number of working days for which duty has been performed by manpower, where vendor shall raise the bill, in triplicate and submit the same to the concerned authority in the first week of the succeeding month of the completion of every two months. As far as possible the payment will be released by second week of the succeeding month of the submission of invoice.

5.1 Terms & Conditions

- a) The payment shall be released on bi-monthly basis i.e. within 15 days of completion of every of two months.
- b) The invoice shall be considered for sanction while payment proportionately on the basis of actual district work certificate & actual date of functioning of RCMS centre.
- c) The invoice for payment shall be submitted along with all such supporting documents as will be required during the release of payment. The EPF/ESIC of the vendor’s

employees for this project would be mandatory and payment to be done through bank account.

- d) In case of reduced services/quantities, the invoice shall be raised based on actual.
- e) The Tax shall be paid on actual prevailing rate at the time of release of payment (On actual bill amount only) as per the prevailing rate as per Income Tax Act.
- f) Each such supporting document as will be needed to substantiate the expenditure incurred shall be submitted along with the invoice copy.
- g) The proof copy of the depositing the tax amount along with periodic filing statement copy of the taxes raised in the invoice shall be submitted by the contract holder.
- h) TDS shall be applicable at the prevailing rate as per the Income Tax Act at time of release of actual payment.
- i) It is required to ensure that all deliverables are of high quality and have undergone sufficient internal review process before being shared with the department. Any risks, dependencies, limitations, additions, deletions etc. shall be flagged at least 10 days in advance to the MD, OSCSC Ltd to ensure necessary mitigation action.

6. Terms and Conditions

6.1 Implementation

- a) The contract for providing the service would be for duration of two year. The period of contract may be further extended beyond 1 year provided there is requirement at that time.
- b) The persons deployed are required to report for duty as per office hour fixed by GoO.
- c) The person deployed may be called to attend duty on holidays or at any other time beyond office hour as per the workload.
- d) It is the look out of the vendor to finish the job at the earliest without any extra cost.
- e) The bidder shall nominate a coordinator who shall be responsible for immediate interaction with the FSCW Dept/OSCSC Ltd so that optimal services of the persons deployed could be availed without any disruption. No extra cost will be paid for co-ordinator.
- f) The entire financial liability in respect of manpower services deployed in the RCMS centre shall be that of the vendor and the FSCW Dept/OSCSC Ltd will in no way be liable. It will be the responsibility of the vendor to pay to the person deployed.
- g) For all intents and purposes, vendor shall be the "Employer" within the meaning of different Rules & Acts in respect of manpower so deployed. The persons deployed by

the vendor shall not have any claim whatsoever like employer and employee relationship against the FSCW Dept/OSCSC Ltd or office concerned.

- h) The vendor shall be solely responsible for the redressal of grievances or resolution of disputes relating to persons deployed. The FSCW Dept/OSCSC Ltd shall, in no way be responsible for settlement of such issues whatsoever.
- i) The FSCW Dept/OSCSC Ltd shall not be responsible for any financial loss or any injury to any person deployed by the vendor in the course of their performing the functions/duties, or for payment towards any compensation.
- j) The persons deployed by the vendor shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular and confirmed employees during the currency or after expiry of the agreement.
- k) In case of termination of this agreement on its expiry or otherwise, the persons deployed by the vendor shall not be entitled to and shall have no claim for any absorption in regular or other capacity.
- l) The person deployed shall not claim any benefit or compensation or absorption or regularization of deployment with office under the provision of Rules and Acts.
- m) The vendor 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 vendor.
- n) The vendor shall be responsible for contributions towards Provident Fund and Employees State Insurance, wherever applicable.
- o) The persons deployed by the vendor should have good police records and no criminal case should be pending against them.
- p) The persons deployed should be polite, cordial and efficient while handling the assigned work and their actions should promote good will and enhance the image of the FSCW Dept/OSCSC Ltd. The vendor shall be responsible for any act of indiscipline on the part of the persons deployed.

6.1.1 Legal

- a) The persons deployed 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 vendor as well as the person deployed liable for penal action under the applicable laws besides, action for breach of contract.
- b) The vendor shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to the FSCW Dept/OSCSC Ltd to the concerned tax collection authorities, from time to time, as per the rules and regulations in the matter. Attested Xerox copies of such documents shall be furnished to the FSCW Dept/OSCSC Ltd.
 - c) The vendor shall maintain all statutory registers under the Law and shall produce the same, on demand, to the authority of the FSCW Dept/OSCSC Ltd or any other authority under Law.
 - d) The Tax deduction at Source (T.D.S.) shall be done as per the provisions of Income Tax Act/ Rules, as amended, from time to time and a certificate to this effect shall be provided by the FSCW Dept/OSCSC Ltd.
 - e) In case, the vendor fails to comply with any liability under appropriate law, and as a result thereof, the FSCW Dept/OSCSC Ltd is put to any loss / obligation, monetary or otherwise, the FSCW Dept/OSCSC Ltd will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the vendor, to the extent of the loss or obligation in monetary terms.
 - f) The Agreement is liable to be terminated because of non-performance, deviation of terms and conditions of contract. The FSCW Dept/OSCSC Ltd will have no liability towards non-payment of remuneration to the persons employed by the vendor and the outstanding statutory dues of the vendor to statutory authorities.
 - g) If any loss or damage is caused by the persons deployed to FSCW Dept/OSCSC Ltd, the same shall be recovered from the unpaid bills or adjusted from the Performance Security Deposit.
 - h) **Personnel:-** SP shall bear sole responsibility for payment of its Personnel performing the Services under this assignment. The OSCSC LTD, in no way be responsible for any claims, rights of any of SP 's personnel/employees deployed under this agreement. In respect of any of SP employees/personnel, SP will bear exclusive responsibility for the payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including Minimum Wages Act, Employees provident fund, ESI Act etc. and all taxes including but not limited to income tax, National Insurance or social security contributions within any relevant jurisdiction, pension benefits, any health or other welfare benefits, and any other liability, deduction, contribution, assessment or claim

arising from or made in connection with payments made by OSCSC LTD to SP. SP may agree that it will defend, indemnify and hold harmless OSCSC LTD, and its officers, employees, successors and assigns against any Claims made by a relevant tax authority relating to SP 's fees, tax, insurance or benefits arising out of or in connection with SP 's performance of this assignment.

- i) Liquidated Damages:- In case of any failure on the part of SP to provide requisite manpower or infrastructure as detailed in the Work Order copy, even after repeated reminder to SP, OSCSC/FSCW Deptt may authorise the district administration to take immediate measure to address the issue at district level and the cost as deemed appropriate shall be deducted from the payment of the SP and may reimburse the expenditure to the district authority. In the event of delay in execution of work, specified in this Contract / furnishing of deliverables, FS&CW Department /OSCSC shall be at liberty either to levy penalty as deemed appropriate (i:e a penalty at @5% of the value of work order in respective phases, for delay of every two-week up to a maximum of @10% of the value of work order) or may deduct amount as deemed appropriate from the part or whole claim amount or may cancel the award of contract at any moment of time. For the purpose of this clause, part of a month shall be considered to be a full month.
- j) Compensation for Termination of Contract : If the bidder fails to carry out the award / work order in terms of this document within the stipulated period or any extension thereof, as may be allowed by FS&CW Department /OSCSC without any valid reasons acceptable to FS&CW Department /OSCSC, FS&CW Department /OSCSC may terminate the contract after giving 1 months' notice, and the decision of FS&CW Department /OSCSC on the matter shall be final and binding on the bidder. Upon termination of the contract, FS&CW Department /OSCSC shall be at liberty to get the work done at the risk and expense of the bidder through any other agency, and to recover from the bidder compensation or damages.
- k) Action for Breach of Contract: It is the responsibility of the Service Provider to ensure performance of all the provisions of the contract as well as the terms & conditions as laid down in the RFP to the full satisfaction of the OSCSC Ltd. In the event of non-performance or violation of any provision of the contract by the service provider, his security deposit shall be forfeited and the balance work would be done as his risk and cost. He shall also be black listed and debarred from participating in the future tender of the OSCSC Ltd. the decision of the Managing Director would be final and binding on the Parties.

6.1.2 Financial

- a) The Earnest Money Deposit in respect of the agencies which do not qualify the Technical Bid (First Stage) / Financial Bid (Second competitive stage) shall be returned to them without any interest. In case of successful tenderer, if the agency fails to deploy the required manpower against the initial requirement within 15 days from date of placing the work order the EMD shall stand forfeited without giving any further notice.
- b) The successful Tenderer will have to deposit a Performance Security Deposit of @10% of the Work Order Value either in form of Demand Draft from any Nationalised Bank or in form of Performance Bank Guarantee from any Nationalised Bank drawn in favour Managing Director, OSCSC Ltd. covering the period of contract. In case, the contract is further extended beyond the initial period, the performance security will have to be accordingly renewed by the successful tenders. The amount of performance security deposit is to be determined by the Authority taking into account the contractual obligation of the vendor.
- c) In case of breach of any terms and conditions, the Performance Security Deposit of the vendor shall be liable to be forfeited besides annulment of the agreement.
- d) The Authority reserves the right to withdraw or relax any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage.
- e) 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.
- f) All disputes shall be under the jurisdiction of the court at the place where the headquarters of OSCSC Ltd is located, i.e. Bhubaneswar. The successful bidder will enter into an agreement with OSCSC Ltd/ FSCW Department for supply of qualified manpower as per the requirement of the FSCW Dept/OSCSC Ltd on above terms and conditions.

6.2 Bidder's Profile

Particulars of the Bidder (The bidder need to fill up the table below and to submit in the Printed Format in the Company Letter PAD)

Sl. No.	Information Sought	Details to be Furnished	Page No. Reference of the Supporting Documents attached by the Bidder
A	Name of the Company Registered Office Address Correspondence address		
B	Incorporation status of the firm/Company (public limited / private limited, etc.)		
C	Date of Registration		
D	ROC Reference No.		
E	Details of the Contact Person Name E-mail ID, Phone nos. / Mobile Number		
F	PAN Number		
G	GST No.		
H	EPF/ESI Registration No.		
Details to be given for Pre-Qualification Evaluation Criteria			
J	Legal Entity (Year of establishment/ Date of registration)	Certificate of Incorporation	
K	Bidder should possess minimum ISO 9001:2008 certification.	Certificate for possessing minimum ISO 9001:2008	
L	Geographical Presence	Address Proof of the Company/Agency justifying the establishment for a minimum period of one year	
M	Declaration on Black listing	Self Declaration in Company Letter Pad	
N	Average Annual Turnover	Charter Accountant Certificate	
O	Technical Capability	Copies of Work Order & Work Completion Certificate & Submission of a self certificate on Technical Capability	
P	Manpower Strength	Self certificate on the number of DEOs on its roll with prescribed details to be submitted along with the ECR Challan copy for the month of March-2018.	

Sl. No.	Information Sought	Details to be Furnished	Page No. Reference of the Supporting Documents attached by the Bidder
Q	Fees (Details of Tender Fees of Rs.10000 + EMD of Rs.5.00 Lakhs need to be submitted)	D.D No. for Tender Fee : D.D No. of EMD:	
R	Power of Attorney	Copy of power-of-attorney in the name of the signatory of the Proposal to be submitted	

6.3 Checklist for Pre-qualification Criteria

- a) Certificate of Incorporation
- b) Certificate for possessing minimum ISO 9001:2008 certification along with the copy of same having validity on the date of submission.
- c) Registration Certificate
- d) Chartered Accountant Certificate for Average Annual Turnover.
- e) Project Citation Format (Refer to section 6.4.3)
- f) Self declaration stating that the bidder has not abandoned work and is not blacklisted by any State government or Government of India as per the format of the responding firm or section 6.4.8.
- g) Payment for RFP Document (Demand Draft for Rs. 10,000/- (Rupees Ten Thousand Only), Payment for EMD [Demand Draft of Rs 5.00 Lakh (Rupees Five Lakhs only)] by the bidder.

6.4 Submission templates

6.4.1 Technical Bid Checklist

Activity	Sub-section
Covering Letter for Technical Proposal	Letter of Proposal
Relevant Experience	Relevant Experience/Work Orders for Ongoing projects Relevant Experience/Work Oder completion certificates
Proposed Methodology and Team Structure	Methodology and Team Structure Proposed Team structure Proposed methodology for continuous support - Risk Mitigation plans/contingency plan Implementation team structure and qualifications § Details of team structure, no of team members, qualifications, roles and responsibilities
Any other	Any other supporting documents

6.4.2 Letter of Proposal

<Location, Date>

To:

Managing Director
Odisha State Civil Supplies Corporation Ltd. (OSCSC)
Head Office C/2 Nayapalli, Bhubaneswar - 751012
EPBX - (0674) 2395391/2394956 Fax - (0674) 2395291/2390199

Subject: Submission of the Technical bid (Including the details of Pre-qualification Criteria) for
<Name of the assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide solutions to the OSCSC on <Name of the engagement> with your Request for Proposal dated <insert date> and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid (Including the details of Pre-qualification Criteria) in one envelope and the Financial Bid sealed in a another envelope. We hereby declare that all the information and statements made in this Technical bid (Including the details of Pre-qualification Criteria) are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet. We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 days as stipulated in the RFP document.

We hereby declare that we are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended and we are not the subject of legal proceedings for any of the foregoing.

The copy of this RFP duly signed and affixed with official seal on its each page is submitted along with the Technical Bid document.

This is to certify that _____Nos (_____In Words) of pages including the cover page have been submitted in the Technical Bid. This is to declare that the Company/Firm is interested in bidding in _____numbers of Units such as Unit No._____,_____,_____,_____&_____.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm/Company:

Address: Location: Date:

6.4.3 Project Citation Format

(*Giving the Page No reference of the Work order Copy is Mandatory)

Relevant project experience of last 3 years ending 31 March 2018		Page No Reference of the Supporting Documents attached by the Bidder
General Information		
Name of the project		
Client for which the project was executed		
Name and contact details of the client		
Project Details Description of the project		
Scope of services Service levels being offered/ Quality of service (QOS)		
Technologies used Outcomes of the project		
Other Details Total cost of the project		
Total cost of the services provided by the respondent		
Duration of the project (no. of months, start date, completion date, current status)		
Other Relevant Information Letter from the client to indicate the successful completion / continuation of the projects		
Copy of Work Order		

Authorized Signature [In full and initials]:

6.4.4 Template for Manpower (DEOs) deployment declaration

Please provide a separate table for project management and services etc.

Sl. No.	Name of Staff with qualification and experience	Project Name	EPF/ESI & AADHAR Number of the Staff	Position Assigned & Task Assigned	Time committed for the project
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					
24					
25					
26					
27					
28					
29					
30					
31					
32					
33					
34					
35					
36					
37					
38					
39					
40					
41					
42					
43					
44					
45					
46					
47					
48					
49					
50					

N:B : This is to declare that the detail list of Manpower given above are in tallied with the number of manpower as per ECR(EPF) Copy enclosed.

Authorized Signature with official Seal:

Business Address:

6.4.5 Commercial Bid

Financial Proposal (Overall Cost)

The following tables should be used to quote the cost of operationalization of RCMS centre per month which shall be inclusive of all cost. The **least unit cost quoted by the bidder shall be treated as L1 bidder** for that particular unit. In case of any differential tax structure the rate per unit (exclusive of tax) of a particular unit shall be taken in to consideration for selection of L1 bidder. In case any increase or decrease in units shall be rated as proportionately on the basis of L1 rate. The financial proposal should be submitted in the prescribed Commercial Bid Format as given in the Commercial Proposal-6.4.6 (in the Company Letter Pad Only).

The bidder needs to read carefully the followings while bidding:

1. Under no circumstances the wage will be less than Minimum wage.
2. The cost of the manpower per month shall be paid as fixed as per the minimum wages Act i:e the DEOs may be treated as “skilled labour” and the rate for skilled labour shall be taken into account for payment (@240 X 26 days + Cost of Employer share of EPF@12%/ESI@4.75%). The employee’s share of EPF@12%/ESI@1.75% may be deducted from the monthly payment to DEOs. The administrative charges shall be reimbursed by OSCSC on actual basis.
3. In case of any enhancement of wages by the Government during the tenure of the contract, the enhanced rate shall be paid to these DEOs by the SP from the effective date and the same shall be recouped by the OSCSC/FS&CW Department.
4. The DEOs shall be paid monthly basis, on actual days of working as per the respective District work certificate. No overtime charges will be entertained.
5. The monthly acquaintance roll along with the bank account transfer copy for payment to these DEOs need to be submitted.
6. No TA/DA shall be either quoted/paid over & above the amount mentioned above.
7. The bidder shall quote rate for service charges in column No F of the commercial bid format.
8. The rate should not be quoted by the bidder in any decimal point or in paisa.
9. The Bidder has to quote a **single rate for a unit as a whole** and the least unit cost quoted by the bidder shall be treated as L1 Bidder.
10. The Bidder has to quote for a minimum of two units and maximum of five units in this commercial BID.

6.4.6 Commercial proposal Covering letter

<Location, Date>

To:

Managing Director
Odisha State Civil Supplies Corporation Ltd. (OSCSC)
Head Office C/2 Nayapalli, Bhubaneswar - 751012
EPBX - (0674) 2395391/2394956
Fax - (0674) 2395291/2390199

Subject: Submission of the Financial bid for <Provide Name of the Implementation Assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide the Implementation services for < Title of Implementation Services> in accordance with your Request for Proposal dated < Date> and our Proposal (Technical and Financial Proposals). The Financial Proposal as given below is for the sum of < Amount in words and figures>. This amount is inclusive of the local taxes. The details of financial proposal is given below.

Commercial Bid Format							
Unit No.	Name of the Districts	No of RCMS Centers tagged in these Districts	No of DGRO Center (One Center Per District)	Total Number of Centers to be Operated By the Bidder	Rate of Service Charges per manpower per Month Rs.	GST @ _____%	Total Cost of Service Charges per Manpower per Month inclusive of GST Rs
A	B	C	D	E=C+D	F	G=F*GST	H=F+G
Unit- —							
Unit- —							

N: B: The bidder shall quote rate for service charges in column No F. Also the rate should not be quoted by the bidder in any decimal point or in paise. The Bidder has to quote a **single rate for a unit as a whole** and the least unit cost quoted by the bidder shall be treated as L1 Bidder. The Bidder has to quote for a minimum of two units and maximum of five units in this commercial BID.

Date :
Place :

Authorised Signature of the Bidder (Affix the Official Seal)

1. Price and Validity

- a) All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 180 calendar days from the date of opening of the Bid.
- b) We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections.
- c) We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

2. Unit Rate

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase / decrease from the scope of work under the contract.

3. Deviations

We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations and deviations, all of which have been detailed out exhaustively in the following statement, irrespective of whatever has been stated to the contrary anywhere else in our bid.

Further we agree that additional conditions, if any, found in the Tender documents, other than those stated in deviation schedule, shall not be given effect to.

4. Tender Pricing

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

5. Qualifying Data

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

6. Bid Price

We declare that our Bid Price is for the entire scope of the work as specified in the RFP. These prices are indicated Commercial Bid attached with our Tender as part of the Tender.

7. Performance Security

We hereby declare that in case the contract is awarded to us, we shall submit the Performance security in form of Demand Draft or Performance Bank guarantee from a nationalized bank.

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, i.e., [Date].

We understand you are not bound to accept any Proposal you receive.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you,

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm/Company:

Address:

6.4.7 Form for Undertaking on Total Responsibility

Date:

To:

Managing Director
Odisha State Civil Supplies Corporation Ltd. (OSCSC)
Head Office C/2 Nayapalli, Bhubaneswar - 751012
EPBX - (0674) 2395391/2394956
Fax - (0674) 2395291/2390199

Sub: Self-certificate regarding Total Responsibility

Ref : RFP No-02/FSCW/2018 Date 18.06.2018

Dear Sir,

This is to certify that we undertake total responsibility for the successful and defect free operation of the proposed Project solution, as per the requirements of the RFP No-02/FSCW/2018 Date 18.06.2018.

Thanking you,
Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name:

Designation:

Date:

Time:

Seal:

Business Address:

6.4.8 Form for declaration of not been Blacklisted

{Place}

{Date}

To,

Managing Director
Odisha State Civil Supplies Corporation Ltd. (OSCSC)
Head Office C/2 Nayapalli, Bhubaneswar - 751012
EPBX - (0674) 2395391/2394956
Fax - (0674) 2395291/2390199

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

Subject: Self-Declaration of not been Blacklisted in response to the RFP for Selection of Selected Bidder for RCMS operation.

Dear Sir,

We confirm that our company, M/s _____, is not blacklisted in any manner whatsoever by any of the State/UT and/or central government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice. Also there is no legal suit /criminal case pending against the Company/Firm for violation of EPF/ESI/Minimum wages Act or any other law.

Place:

Date:

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Note: The Bidder shall necessarily provide a copy of 'Power of Attorney' authorizing the signatory for signing the Bid on behalf of the Bidder in its Pre-Qualification Bid.

6.4.9 Template for Rollout Plan for RCMS Centres

Unit No.	District	No of RCMS centers at Block/ULB & at DGRO office	No. of personnel for deployment	Date
1				
2				
3				
4				
5				

6.4.10 Performance Bank Guarantee

PERFORMANCE SECURITY:

<Name>
<Designation>
<Address>
<Phone Nos.>
<Fax Nos.>
<Email id>

Whereas, <name of the supplier and address> (hereinafter called “the bidder”) has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Implementation services for <name of the assignment> to OSCSC (hereinafter called “the beneficiary”)

And whereas it has been stipulated by in the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, **<Name of Bank>** a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of **Rs.<Insert Value> (Rupees <Insert Value in Words> only)** and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. **<Insert Value> (Rupees <Insert Value in Words> only)** 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 bidder 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 Bidder 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 Guarantee shall be valid until *<Insert Date>*)

Notwithstanding anything contained herein:

I. Our liability under this bank guarantee shall not exceed **Rs. <Insert Value> (Rupees <Insert Value in Words> only).**

II. This bank guarantee shall be valid up to *<Insert Expiry Date>*)

III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before *<Insert Expiry Date>*) failing which our liability under the guarantee will automatically cease.

Annexure-A

Unit-wise Distribution List of Districts

UNITS	DISTRICTS		
	District-1-Northern	District-2- Central	District-3- Southern
Unit-1	Sonepur	Mayurbhanj	Boudh
Unit-2	Balangir	Jajpur	Gajapati
Unit-3	Jharsuguda	Balasore	Rayagada
Unit-4	Sambalpur	Bhadrak	Kalahandi
Unit-5	Bargarh	Jagatsinghpur	Nawrangpur
Unit-6	Deogarh	Nayagarh	Ganjam
Unit-7	Angul	Cuttack	Nuapada
Unit-8	Dhenkanal	Khurda	Koraput
Unit-9	Sundergarh	Kendrapada	Kandhamal
Unit-10	Keonjhar	Puri	Malkangiri

Annexure-B

DETAIL LIST OF NUMBER OF RCMS CENTERS AT BLOCK/ULB LEVEL & CENTER AT DGRO					
UNIT	District	Block	ULB (MC +MPL)	DGRO	TOTAL
Unit-01	Sonepur	6	1	1	8
	Mayurbhanj	26	1	1	28
	Boudh	3	0	1	4
	Total	35	2	3	40
Unit-02	Balangir	14	2	1	17
	Jajpur	10	2	1	13
	Gajapati	7	1	1	9
	Total	31	5	3	39
Unit-03	Jharsuguda	5	3	1	9
	Balasore	12	3	1	16
	Rayagada	11	1	1	13
	Total	28	7	3	38
Unit-04	Sambalpur	9	2	1	12
	Bhadrak	7	2	1	10
	Kalahandi	13	1	1	15
	Total	29	5	3	37
Unit-05	Bargarh	12	1	1	14
	Jagatsinghpur	8	2	1	11
	Nawrangpur	10	1	1	12
	Total	30	4	3	37
Unit-06	Deogarh	3	1	1	5
	Nayagarh	8	0	1	9
	Ganjam	22	6	1	29
	Total	33	7	3	43
Unit-07	Angul	8	2	1	11
	Cuttack	14	3	1	18
	Nuapada	5	1	1	7
	Total	27	6	3	36
Unit-08	Dhenkanal	8	1	1	10
	Khurda	10	6	1	17
	Koraput	14	3	1	18
	Total	32	10	3	45
Unit-09	Sundergarh	17	5	1	23
	Kendrapada	9	2	1	12
	Kandhamal	12	1	1	14
	Total	38	8	3	49
Unit-10	Keonjhar	13	4	1	18
	Puri	11	1	1	13
	Malkangiri	7	2	1	10
	Total	31	7	3	41
Grant Total		314	61	30	405