

# **REQUEST FOR PROPOSAL (RFP)**

**For**

**Selection of Agency for Operation & Management of  
Support for Marginalized Individuals for Livelihood &  
Enterprise(SMILE) under Cuttack Municipal Corporation**

**RFP No.** 3393 / **Date:** 08/08/2024 /



**CUTTACK MUNICIPAL CORPORATION**

Choudhary Bazar, Nandi Sahi,  
Cuttack – 753012, TEL:-0671-2312663

[www.mccmc@nic.in](http://www.mccmc@nic.in)

**Schedule of RFP Process**

| Sr. No. | Description                                                                                         | Date & Time                          |
|---------|-----------------------------------------------------------------------------------------------------|--------------------------------------|
| 1       | Issue of RFP                                                                                        | 08/08/2024                           |
| 2       | Last date of receiving of Pre-Application queries                                                   | 14/08/2024                           |
| 3       | Pre-Application meeting (In the mini conference hall of CMC)                                        | 14/08/2024 at 11 AM.                 |
| 4       | Date of uploading of Pre-Application query reply                                                    | 17/08/2024                           |
| 5       | Submission of RFP at the Diary section of CMC office, Vikash Bhawan, badambadi, Cuttack             | 22/08/2024 till 4 PM.                |
| 6       | Opening of RFP Applications in the conference hall of CMC office, Vikash Bhawan, badambadi, Cuttack | 27/08/2024 at 11 AM.                 |
| 7       | Responsible Officer                                                                                 | Swetapadma D Satpathy                |
| 8       | e-mail id for contact                                                                               | siocmc@gmail.com.                    |
| 9       | Telephone no. for contact                                                                           | 7978252317                           |
| 10      | Document Fees                                                                                       | Rs. 6000+ GST 12% i.e.<br>Rs. 6720/- |
| 11      | EMD                                                                                                 | Rs. 82,000/-                         |

  
 Municipal Commissioner  
 Cuttack Municipal Corporation

## **1. Introduction:**

Cuttack Municipal Corporation (CMC) is one of the largest Urban Local Body of the State, several Infrastructure works such as construction of drains, buildings, roads, parks, civic amenities, playgrounds etc. are being undertaken by CMC besides rejuvenation water bodies and development of water ponds. Apart from the above mentioned work, one of the major tasks being undertaken by CMC is welfare activities for destitute. Under this endeavour, CMC intends to utilise services of a private agency to operate and manage Beggars Rehabilitation centre.

## **2. Objectives:**

- i. To create an enabling environment to ensure equal opportunities, equity, social justice & empowerment of persons in destitution.
- ii. To encourage voluntary action and participation of all stake holders for ensuring effective implementation of the work.
- iii. To expand outreach activities for rehabilitation of persons in destitution and create facilities for providing appropriate rehabilitation services.
- iv. To strengthen the existing implementation machinery and create facilities for coverage of all uncovered areas of the state for ensuring complete coverage of persons in destitution.

## **3. Comprehensive Rehabilitation/Resettlement:**

Under this component, efforts should be made to enhance the convergence linkage with existing welfare schemes of Centre/State Governments. The shelter-home will facilitate education for children engaged in the act of begging, skill development/vocational training to able-bodied persons as per their capacity, capability and desirability so that they can sustain and live a life of dignity by engaging in self-employment or wage employment.

#### 4. Components admissible for assistance under the sub-scheme

The above 4 components are mutually inclusive and indicative. State/UT Governments, District Administration, Urban Local Bodies/Municipal Corporations and other stakeholders may include any sub-component to suit their local requirements. However, all these four components have to be necessarily covered. Below are the suggested component-wise activities to be undertaken by the stakeholders:

| Components                                          | Component-wise activities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Component-1</b><br><br>Survey and identification | 1.1. Survey of the persons engaged in begging in the identified city. <ul style="list-style-type: none"> <li>• Survey format</li> <li>• Agency to carry survey</li> </ul> 1.2. Identification of persons engaged in begging - profiling may be done on the basis of <ul style="list-style-type: none"> <li>• Gender</li> <li>• Age</li> <li>• Children</li> <li>• With families</li> <li>• Orphans</li> <li>• In conflict with law</li> <li>• Into substance abuse</li> <li>• With or without family</li> <li>• Disability or physical health issues</li> <li>• Mental infirmities</li> <li>• Geographical locations</li> <li>• Slums</li> <li>• Religious places</li> <li>• Traffic signals</li> <li>• Dumping yards</li> <li>• Transport Stations</li> <li>• Is family into beggary</li> <li>• Did they resort to begging in any other place/ city</li> <li>• Did they do any economic activity earlier? If so what activity</li> </ul> |

|                                                    |                                                                                                               |
|----------------------------------------------------|---------------------------------------------------------------------------------------------------------------|
|                                                    | 1.3 Issuance of ID card                                                                                       |
|                                                    | 1.4. Awareness and advertisement of Scheme                                                                    |
| <b>Component-2</b>                                 | 2.1. Mobilization of the identified persons engaged in begging to the shelter homes                           |
| Mobilization                                       | <ul style="list-style-type: none"> <li>• Spot counselling</li> </ul>                                          |
|                                                    | 2.2 Training to people who are doing mobilization                                                             |
|                                                    | 2.3 Support from - Police, volunteers, other agencies                                                         |
| <b>Component-3</b>                                 | 3.1 Can existing shelter homes / night shelters be used readily                                               |
| Rescue/Shelter Homes                               | 3.2 Identifying locations for new shelter homes                                                               |
| a. family shelter                                  | 3.3 Setting up and maintenance of shelter homes/ rescue homes                                                 |
| b. single person shelter                           | 3.4 Each shelter home should provide for at least 50 people                                                   |
| o women                                            | 3.5 Primary hygiene & grooming of persons mobilised                                                           |
| o men                                              | 3.6 Registration and documentation Aadhar card, Ration card, ID card of any nature, opening of bank accounts, |
| o children (separate for male and female children) | 3.7 Primary health check up                                                                                   |
|                                                    | 3.8 Counselling                                                                                               |
|                                                    | 3.9 Linkage with de-addiction and rehabilitation centres                                                      |
|                                                    | 3.10 Provision of bedding, clothing and food.                                                                 |
|                                                    | 3.11 Recreation activities/ yoga sessions                                                                     |

|                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Component-4</b>         | 4.1. Provision of and Linkage with health care services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Comprehensive resettlement | <p>4.2. Linkage with government run educational Institutions for providing education</p> <ul style="list-style-type: none"> <li>• to child engaged in begging</li> <li>• children of persons engaged in begging</li> </ul> <p>4.3 After school tuitions and assistance in home work for children</p> <p>4.4 Skill development training programs to able bodied persons engaged in begging</p> <p>4.5 To provide livelihood options through vocational trainings and life skills.</p> <p>4.6 Mapping to economic activity like security guards, domestic help, vegetable vendors,</p> <p>4.7 Linkage with market (Self Employment through SHGs, Micro and Small Enterprises)</p> <p>4.8 Welfare measures for people with physical / mental health issues</p> <p>4.9 Necessary care and support to old, disabled and sick persons</p> <p>4.10 Linkages to Old age homes</p> <p>4.11 Reintegration and follow up</p> |

## 5. Survey/Identification

Survey and Identification of persons beneficiaries shall be carried out by the municipal corporations or any other government agency as identified by the state/UT through the selected government agencies or NGOs/ voluntary organizations working exclusively in the field of Begging. A uniform survey format will be prescribed for collecting

comprehensive and detailed information which will subsequently be used for maintaining a national database. All the data will be maintained on the central online portal where all stakeholders would be able to enter the required information. Stakeholders shall maintain the soft copy of all the data that is being collected.

**6. Minimum Eligibility Criteria:**

- i. Applicants eligible for participating in the assignment should be a single Legal Entity registered in India. Applicants should be registered under the Indian Societies Act / Indian Trust Act / Indian Religious and Charitable Trusts Act / or as a not for profit Company under the Companies Act or the relevant state Acts for at least three years as on the 31st MARCH 2024.  
*(Documents required: Registration Certificate, PAN Card, NITI AAYOG Registration no.)*
- ii. The Applicant should have a minimum average annual turnover of Rs 50 Lakhs over the latest three FYs (FY21-22, FY 22-23 & FY23- 24).  
*(Documents required: Audited Financial statement, Balance sheet, IT returns for last 3 years with chartered accountant certificate for consultancy turnover.)*
- iii. Should have at least 3 years' working experience in Management of Rehabilitation centers /homeless/child care institution/ disabled persons/, etc or any other residential setups with minimum 100 inmates.  
*(Documents required: work orders/ Completion certificates shall be submitted)*
- iv. Should not have any track record of contract termination of previous assignments or any adverse report of performance or blacklisted by any state Govt. / Central Govt. Organization.

*(Documents required: Undertaking in a non-judicial stamp paper)*

- v. Must have a team of qualified professionals with expertise in handling people with physical disability including mentally ill, old age person, women and child, physiotherapists, social workers, and trained health care staff.

*(Documents required: Detailed Resume)*

#### **7. Duration of Work:**

The initial period of contract shall be 2 years from the date of award of the contract. However, it can be extended based on the performance of the selected Agency. CMC shall form a one **'Evaluation & Monitoring Committee'** which will regularly supervise and assess the performance of the selected agencies.

#### **8. Scope of Work:**

- a) The rehabilitation centers shall ~~b~~ accommodate 50 inmates
- b) The Agencies shall be responsible
  - i. To set up the above Rehabilitation centre in CMC area as directed by CMC.
  - ii. For running the day to day operation & management (O & M) of rehabilitation centre for beggars in Cuttack.
  - iii. To conduct rescue operation for beggars begging at road side / near temple / bus stand / railway station / market etc in CMC area and rehabilitate them at the concerned centre.
  - iv. To provide living space for the inmates (at least 50 sq ft per person).
  - v. To provide facilities such as Electricity, telephone & Water supply, bed, Mosquito Net, Bed Sheet, Blanket and Pillow, Fan & light, CCTV, drinking water, nutritious food.
  - vi. To provide nutritious food four times per day.

- vii. Apart from the basic facilities, there should be at least 500 sq ft hall area for activities and skill training for the inmates at the rehabilitation centre with a capacity of 100 inmates.
- viii. To follow up with the rehabilitated beggars to ensure they shall not return to begging.
- ix. To provide required Manpower for O & M of the concerned rehabilitation centre as mentioned below:
  - One Project Manager
  - One Account Assistant
  - Part Time Doctor
  - One Counsellor
  - One Multi- Task Staff
  - One Bridge Course Coordinator
  - One Cook & One Helper
  - One Sweeper
  - Three Watchman
- x. For Beggar Rehabilitation Shelter with proper display of readable name Boards/Display Boards and the text should be provided in Odia and English.
- xi. For Beggar Rehabilitation Shelters with all the appropriate facilities for dignified human living.
- xii. To provide laundry services periodically i.e. every 7 days for Bed and bedclothes (Bed sheet, Blanket, mattress, pillow, bed-sheets Mosquito Net,).
- xiii. To provide adequate toilet facilities, Bathing and washing area to cater to the needs to all residents with running water.
- xiv. To provide adequate lighting and ventilation, fire protection measures, for enclosed public places, with clear and functional fire exits.

- xv. To provide Common recreation space with television, reading space, etc.
- xvi. To provide First aid kit for supplies to cover the total population at the shelter.
- xvii. To provide Regular cleaning of blankets, mattresses and sheets, and maintenance of other services
- xviii. For suitable waste management arrangements.
- xix. To provide Kitchen /cooking space and necessary equipment's such as cooking gas connections etc.
- xx. To provide Water purifier, CCTV camera, pest and Vector (Mosquito) control arrangement.
- xxi. For the following rehabilitation measures shall be undertaken by the Agency:

- Categorization of the beggars into broad categories i.e. Old aged who cannot work, Physically challenged (Partial), Physically challenged (Major), Child & Women beggars.
- Conducting regular Rehabilitation programme at the centre.
- Linking it to different NGOs/ Social Service organization who are working for providing sustainable life to different categories of destitute. For. Eg:- the Old aged may be linked to Old age home, the children and women may be linked to NGOs who are active in women and child welfare activities etc.
- In case any beggar is seen begging due to the reason that it cannot reach its family, those measures shall be taken by the Agency to reunite with its family.
- Shelter Home Shall be responsible for getting the beneficiaries all the necessary government documents Such as Aadhar, Ration, BPL, etc. The beneficiaries should also be educated, sentitized and provided necessary

assistance to avail benefits of different schemes provided by the state & Central Government ( Roles & Responsibilities of the Shelter Home Staff are attached in Annexure-II).

xxii. The following shall be the deliverable to be submitted by the Agency:-

- Preparation & submission of Operation & Management plan report within 7 days of issue of work order,
- Submit monthly consolidated Reports on Survey, rescue operation & provision of shelter to the rescued beggars.
- Submit monthly consolidated Reports on centre Management.

c) For fulfilment of the scope of work mentioned above, CMC shall make payments to the Agency as per the list below (as approved by Support for Marginalised Individuals For Livelihood and Enterprise (SMILE), Ministry of Social Justice & Empowerment Department of Social Justice and Empowerment, Govt of India).

| Sl. No. | Item                                                                                                      | Revised/Proposed cost (Amount in Rs.) | Justification for cost revision                                                                                                               |
|---------|-----------------------------------------------------------------------------------------------------------|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | Survey, Identification, Privision of ID cards, and data entry / depository of data on National Portal/APP | 1,00,000                              | As this component is important to enumeration and Identification, it's proposed a consolidated amount of Rs. 1,00,000 per cluster identified. |
| 2       | Cloths & Hygiene kits                                                                                     | 60,000                                | It is proposed that Rs. 1,200 per person (for                                                                                                 |

|   |                                                        |           |                                                                                                                                |
|---|--------------------------------------------------------|-----------|--------------------------------------------------------------------------------------------------------------------------------|
|   |                                                        |           | 50 inmates) for a year as cost to provide basic facility like cloths and hygiene kits.                                         |
| 3 | Foods includes Breakfast, Lunch, Dinner, Two times Tea | 18,00,000 | This has been arrived as per the ongoing shelter-home run by NGOs (Rs. 100 per person/day for 50 inmates) for a year.          |
| 4 | Project Manager (Rs. 20,000x12)                        | 2,40,000  | It is proposed that either of one post viz. Project coordinator/ counselor/ Psychologist should be allowed under this project. |
| 5 | Part Time Doctor (Rs. 15,000x12)                       | 0         | Proposed to encourage the implement partner to access the existing facilities in the Govt. hospitals.                          |
| 6 | Counselor (RS. 20,000x12)                              | 3,60,000  | Outreach worker/ Aaya Didi of 2 positions are proposed with Rs. 15,000/pm for each post as remuneration.                       |
| 7 | Bridge Course Coordinator                              | 1,80,000  | Tutor / non-formal educator of one                                                                                             |

|    |                                                                               |                  |                                                                                                  |
|----|-------------------------------------------------------------------------------|------------------|--------------------------------------------------------------------------------------------------|
|    |                                                                               |                  | position proposed with monthly remuneration of Rs. 15,000/pm.                                    |
| 8  | Skill assistance funds                                                        | 80,000           | It is proposed a lump sum amount of Rs. 80,000 per year to be provided as skill assistance fund. |
| 9  | Contingency (including transportation, medical emergency/ first-aid kits etc. | 1,20,000         | It is proposed a lump sum amount of Rs. 1,20,000 per year to be provided as contingency fund.    |
| 10 | Administrative expenses                                                       | 100,000          | A lump sum amount of Rs. 1.00 lakh is proposed to cover admin. Const                             |
|    | <b>Total</b>                                                                  | <b>30,00,000</b> |                                                                                                  |

d) The following shall the menu of food to be provided by the Agency at the rehabilitation centre:

| S. No | Day     | Breakfast                  | Lunch                      | Evening Snacks | Dinner                  |
|-------|---------|----------------------------|----------------------------|----------------|-------------------------|
| 1     | Sunday  | Upama, Matar curry, Banana | Rice, Dal, Chicken,        | Tea & snacks   | Rice, Dal, Mix curry    |
| 2     | Monday  | Puri dalma                 | Rice, Dalma, Besara, Khata | Tea & snacks   | Rice, Dal, potala curry |
| 3     | Tuesday | Chuda upama,               | Rice, Dal,                 | Tea &          | Rice, Dal,              |

|   |           |                       |                                    |                 |                                   |
|---|-----------|-----------------------|------------------------------------|-----------------|-----------------------------------|
|   |           | dalma                 | Kobi curry,<br>papad               | snacks          | chhole<br>curry                   |
| 4 | Wednesday | Idli & sambar         | Rice, Dal,<br>Fish curry,<br>salad | Tea &<br>snacks | Rice, Dal,<br>mix curry,<br>khata |
| 5 | Thursday  | Upama, matar<br>curry | Rice, Dal,<br>Soyabean<br>surry    | Tea &<br>snacks | Rice,<br>Dalma,<br>Alu potala     |
| 6 | Friday    | Puri, dalma           | Rice, Dal,<br>Egg curry,<br>Papad  | Tea &<br>snacks | Rice,<br>Dalma,<br>Khata          |
| 7 | Saturday  | Chuda upama,<br>dalma | Rice, Dalma,<br>Khata              | Tea &<br>snacks | Rice, Dal,<br>Soyabean<br>curry   |

c) Agency shall maintain the following records:

- Shelter Asset Inventory Book
- Attendance Register of beggars
- Attendance Register of staffs.
- Personnel Register with Salary Payment Details
- Guest Register
- Health Check-up Register of beggars
- Complaint and Suggestion Register
- Food Register
- Profile of Inmates/Enrolment register
- Account Register & Cash book

f) Publicity of Information: In order to ensure the information on availability of the Beggar rehabilitation shelters to targeted population, adequate publicity measures should be taken by **CMC** on regular basis. Posters, Banners, Hoarding should be placed at advantage points like Railway station, Bus stands, Hospitals, Park, Important

market areas etc. for wider publication of location and facilities available at Beggar rehabilitation Centres. Leaf lets and local newspaper should carry news about the Beggar Rehabilitation Shelters for wider dissemination.

**9. Deduction of Penalty from monthly Invoice**

- i. Penalty up to 10 % shall be deducted, if beggars found begging within CMC area and come to the notice of the CMC.
- ii. Also, penalty up to 10% shall be deducted basing on the report of Evaluation & Monitoring Committee.

**10. Payment Terms for Agency/ Institution:-**

- i. The payment shall be made on submission of the Invoices/bills (In triplicate) after the satisfactorily completion of the work assigned along with recommendation of Evaluation & Monitoring Committee at the approved rates.
- ii. Payment will be made within a period of 15 days after submission of the Invoice/bill and all necessary documents in triplicate.
- iii. O & M cost of the Agency should be based on the approved budget of the CMC & as per actual expenditure incurred during the month.
- iv. Monthly bill will be submitted by the selected agency in first week of following month.
- v. Income Tax will be deducted at source under Section 194-C of Income Tax Act from the Bidder at the prevailing rates of such sum as income tax on the income comprised therein.

**11. Instruction to Applicants for submission of the RFP proposal**

- i. For selection of agency, RFP shall be published through open advertisement.
- ii. The RFP Document can be downloaded from the website [mccmc.nic.in](http://mccmc.nic.in) to the date and time mentioned in the RFP Notice.
- iii. The Applicants are invited to submit Technical Proposal as per the given formats in separate sealed covers for the services required for

the assignment. All formats mentioned in the Annexure shall be duly filled up.

- iv. Applicants are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications. The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP document or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Applicant's risk and may result in rejection of their proposal.
- v. The Technical Proposal should be submitted along with a refundable EMD of Rs. 82,000/- (Rupees Eighty two thousand) only in the form of DD drawn from a scheduled commercial bank in favour of "Commissioner, Cuttack Municipal Corporation".
- vi. The Applicant is responsible for all costs incurred in connection with participation in this process, including, but not limited to costs incurred in the conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of its Application, in providing any additional information required by CMC to facilitate the Application process. CMC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. All materials submitted by the Applicant shall become the property of CMC.
- vii. The selected bidder shall provide professional, objective, and impartial advice and at all times hold CMC's interest paramount.
- viii. The proposals to be submitted by the Bidders should be firm and valid for a period of 90 days from the last date of submission of the proposal.
- ix. Bidders may request clarifications on the RFP document within scheduled date mentioned in this RFP.

- x. Any request for clarification must be sent in writing, or by E-Mail.
- xi. The cost of each tender paper is Rs 6000 plus applicable GST of 12% i.e. Rs. 6720/- (Rupees Six thousand seven hundred and twenty) only in the form of DD drawn from a scheduled commercial bank in favour of "Commissioner, Cuttack Municipal Corporation" which is not refundable.
- xii. The successful bidder should submit performance bank guarantee of Rs 4,00,000 at the time of execution for each category
- xiii. The Applications must reach on or before 22-08-2024 up to 4.00 hrs. CMC won't be responsible for any postal delays.
- xiv. At any time before the submission of Proposals, CMC may amend the RFP by issuing an addendum. The addendum shall be a part of the original RFP and shall be uploaded in the CMC website.
- xv. The Application including supporting documents shall be typed or written in indelible ink and the Applicant shall initial each page. All the alterations, omissions, additions, or any other amendments made to the Applicant shall be initialled by the Authorized Signatory of the Applicant. Applicant should fill in information in prescribed formats for qualification as mentioned in the RFP Document. The Applicants shall submit all supporting documents in the format as prescribed in the RFP Document along with suggested documentary evidence with the Application.
- xvi. An authorized representative of the bidders shall initial all pages of the Proposals. The authorization shall be in the form of a written power of attorney accompanying the Proposal or in any other form demonstrating that the representative has been duly authorized to sign
- xvii. **Technical Proposal Submission:**

The interested applicants shall submit the RFP proposal by way of Hand delivery/speed post/ Registered post/ Courier on or before the last date and time of submission of proposal mentioned above. The

proposal shall not be sent through email/ fax/ any other mode than mentioned above. CMC shall not be responsible for delay in receipt of the proposal sent by post or courier. The Technical proposal shall be sealed in an outer cover clearly superscribed the subject matter as below:

“Technical Proposal for Selection of Agency for Operation  
& Management of SMILE-Beggar Rehabilitation Centre under  
Cuttack Municipal Corporation”

The proposal shall be addressed as below:

To,

**The Commissioner  
Cuttack Municipal Corporation,  
Choudhary Bazaar,  
Nandi Sahi, Cuttack-753012**

The name and address of the applicant shall clearly be mentioned in the Envelope. CMC shall not be responsible for any misplacement of Envelope for not being marked in proper manner. Further, the Technical Proposal shall be submitted exactly in the manner prescribed above and any complacency of the applicant leading to premature opening of Technical proposal shall lead to rejection of application. Delay in Postal services shall not be the responsibility of CMC and no relaxation shall be provided to the applicant for such delay.

**12. Evaluation & Selection:**

One Committee for evaluation of Bid and selection of agency shall be formed as follows:

|                                      |   |                 |
|--------------------------------------|---|-----------------|
| 1) Commissioner                      | - | Chairman        |
| 2) Addl Commissioner                 | - | Member          |
| 3) City Engineer                     | - | Member          |
| 4) Finance Officer                   | - | Member.         |
| 5) Deputy Commisisoner( Enforcement) | - | Member          |
| 6) City Health Officer               | - | Member          |
| 7) Deputy Commissioner CUM SIO       | - | Member Convenor |
| 8) CMM,NULM( Concerned person)       | - | Member          |

Initial Bid scrutiny will be made and incomplete details as given below will be treated as non responsive if Proposals.

- i. Are not submitted in as specified in the RFP document
- ii. Received without EMD and bid cost.
- iii. Received without the Letter of Authorization (Power of Attorney)
- iv. Submitted without the documents requested in the checklist

All responsive Bids will be considered for further processing as below:

CMC will prepare a list of responsive Applicants, who comply with all the Terms and Conditions of the Tender. The decision of the Committee will be final & binding in this regard. Proposal shall be opened in the presence of Applicants' authorized representatives who intend to attend at their cost.

The Applicants' authorized representatives who are present shall sign a register giving evidence of their attendance.

Proposal document shall be evaluated as per the following steps.

- a) **Preliminary examination of pre-qualification/ eligibility criteria documents:** The pre qualification document will be examined to determine whether the Applicant meets the eligibility criteria, whether the Proposal is complete in all respects, whether the documents have been properly signed and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting the minimum levels of the performance or eligibility criteria specified in various sections of this RFP document will be rejected and will not be considered further.
- b) **Evaluation of document:** Bids received would be assigned scores based on the parameters defined in the table below. All supporting documents submitted in support of Eligibility and Technical Evaluation matrix should comply with the following

| Criteria                                                                                                                                                                                                                                                                                              | Max. Marks |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| <p>The Applicant should have a turnover of Rs 50 Lakhs for the last 3 FYs.</p> <p>10 marks for an average turnover of Rs 50 Lakhs and 2 marks extra for each additional Rs 2 Lakhs turnover upto a maximum of 20 marks</p>                                                                            | 30         |
| <p>Applicant's Experience in operating and management of residential setups i.e. Rehabilitation centre, child care institutions, shelter home etc with at least 50 inmates.</p> <p>20 Marks for 3 years of experience and extra 4 marks for each additional year of existence. (maximum 40 marks)</p> | 40         |
| Presentation of Approach, Methodology and Work Plan                                                                                                                                                                                                                                                   | 30         |

|                                                                          |           |
|--------------------------------------------------------------------------|-----------|
| <i>Understanding of the assignment and work program to be exhibited.</i> | <i>10</i> |
| <i>Approach and Methodology</i>                                          | <i>10</i> |
| <i>Presentation</i>                                                      | <i>10</i> |

**An applicant shall score a minimum 60 marks out of total 100 marks in order to be qualified for the work.**

**Presentation:**

- a) Presentation shall be held on the scheduled date, time and venue intimated by CMC to the applicants meeting the minimum eligibility criteria.
- b) Each applicant shall be given a maximum of 15 minutes to present before the Tender committee formed by CMC.
- c) The Applicant shall straight away demonstrate its understanding of the work and explain the approach to be undertaken by it for making the work successful.
- d) The Average of the marks allotted by each Committee members shall be the final score towards presentation by the Applicant.

**13. Document Fee;**

Non-refundable Tender Document cost in shape of Demand Draft from any scheduled commercial bank in favour of "Commissioner, Cuttack Municipal Corporation" payable at Cuttack for 6720/- (Rupees Six thousand seven hundred and twenty only) is to be furnished by the applicant along with the Bid. Bid without the requisite tender Document cost shall be treated as non responsive and rejected.

**14. EMD:**

EMD in shape of Demand Draft from any scheduled commercial bank in favour of Commissioner, Cuttack Municipal Corporation payable at Cuttack for Rs.82,000/- (Rupees Eighty Two Thousand only) is to be

- c) acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in this invitation document or furnished by or on behalf of CMC;
- d) satisfied itself about all matters, things and information necessary and required for submitting the proposal and performance of all of its obligations there under;
- e) acknowledged that it does not have a conflict of interest with any other Agencies/ Firm; and
- f) Agreed to be bound by the undertaking provided by it under and in terms hereof
- g) CMC shall not be liable for any omission, mistake or error on the part of the firm in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to this invitation document or the selection process, including any error or mistake therein or in any information or data given by CMC.

**17. Right to reject any or all Proposals:**

Notwithstanding anything contained in this invitation document, CMC reserves the right to accept or reject any Proposal and to annul this selection Process and reject all proposals, at any time without any liability or any obligation for such acceptance rejection or annulment, and without assigning any reasons thereof. CMC also reserves the right to reject any Proposal if:

- a. at any time, a material misrepresentation is made or uncovered,  
or
- b. the firm does not submit sufficient information as being asked  
for

**18. CONSORTIUM:**

The bidders are not allowed to form consortium for participating in the project.

furnished by the applicant along with the Bid. Bid without the requisite EMD shall be treated as non-responsive and rejected. No exemption from submission of EMD is allowed. No adjustment of EMD with respect to other works previously lying with any govt authority is allowed. Unsuccessful bidder's EMD will be discharged/returned within 60 days from the date of execution of the agreement between CMC and the selected Agency. No interest will be paid on EMD. The EMD may be forfeited in the following conditions:

- a. If a Bidder withdraws its Bid during the period of validity of the Bid,
- b. In case of a successful bidder, if the bidder fails to execute the Agreement.

**15. Performance Security:**

At the time of signing the Contract, the successful bidder shall submit a Performance Security in the form of a demand draft for Rupees Rs 4,00,000/- (Rupees Four lakh only) of a scheduled nationalized bank payable at Cuttack, in favour of "Commissioner, Cuttack Municipal Corporation" or in the form of a Performance Bank Guarantee, from a scheduled nationalized bank with a branch in Cuttack, for Rupees Rs 4,00,000/- (Rupees Four lakh only) with a validity of one year. The Bank Guarantee shall be submitted as per prescribed format to be provided by CMC.

**16. ACKNOWLEDGEMENT BY THE APPLICANTS:**

It shall be deemed that by submitting a Proposal, the bidder has:

- a) made a complete and careful examination of the RFP, general condition of contract, submission formalities and evaluation mechanism;
- b) received all relevant information requested from CMC;

**19. Bids Validity:**

Proposal shall remain valid for 90 days from the last date of submission of Proposal. A Proposal valid for a shorter period shall be rejected as non-responsive.

**20. Disputes:**

All legal disputes are subject to the jurisdiction of Cuttack court or High Court of Odisha only.

**21. Award of Work:**

- The applicants meeting the minimum eligibility criteria shall be shortlisted for further selection procedure.
- The shortlisted applicants shall be subject to further evaluation as per clause no. 9 (b) of this RFP.
- Post evaluation, the bidders shall be ranked as per their technical score.
- The first three ranking bidders shall be asked their preferred Rehabilitation centre as per their ranking.
- One applicant shall be awarded one rehabilitation centre only.
- In case any applicant among the first three ranked applicant backs out then CMC shall seek interest from other applicants i.e. 4<sup>th</sup> onwards from the selection of bidders list to operate the said rehabilitation centre.

**22. Signing of Contract:**

- CMC will sign the contract agreement with the Successful Bidders.
- The successful bidder/s whose bid has been accepted will sign an agreement within 15 (fifteen) days of issue of the order and commence programmes and services within 15 (fifteen) days from signing of contract agreement.

- 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.

**23. Modifications and withdrawal of Proposal:**

No modifications to the Proposals shall be allowed once it is received by CMC.

**Commissioner  
Cuttack Municipal Corporation**

Annexure-I

**Letter of Application**

(To be submitted on Bidders letter head and signed by the bidder's Authorised Signatory)

To,  
The Dy. Commissioner cum SIO  
Cuttack Municipal Corporation  
Vikash Bhawan, badambadi,

Cuttack - 753012, Odisha

Subject: RFP for "Selection of Agency for Operation & Management of SMILE-Beggar Rehabilitation Centre under Cuttack Municipal Corporation"

Dear Sir,

1. Being duly authorized to represent and act for and on behalf of (herein the applicant), and having studied and fully understood all the information provided in the bid document, the undersigned hereby apply as a bidder for **"Selection of Agency for Operation & Management of SMILE-Beggar Rehabilitation Centre under Cuttack Municipal Corporation"** according to the terms and conditions of the RFP document issued by Cuttack Municipal

Corporation .

2. Our Proposal are as per the requisite formats along with the supporting documents, duly filled are submitted.
3. The Bid Document Cost of Rs. 6720.00/- has been submitted though Demand Draft No..... Dated. \_\_/\_\_/\_\_.
4. The EMD of Rs. 82.00 Thousand has been submitted though Demand Draft No..... Dated. \_\_/\_\_/\_\_.
5. Cuttack Municipal Corporation and its authorized representatives are hereby authorized to conduct any inquiries/investigation to verify the statements, documents and information submitted in connection with the Proposal and to seek clarification from our banker regarding any financial and technical aspects. This letter of application will also serve as authorization to any individual or authorized representative of any institution referred to the supporting information, to provide such information deemed necessary as requested by yourselves to verify statements and information provided in the application or with regard to the resources, experience and competence of the applicant.
6. This proposal is made with full understanding that:
  - (a) Cuttack Municipal Corporation reserves the right to reject or accept any Bid/Proposal, cancel the bidding process, and/or reject all Bids.
  - (b) Cuttack Municipal Corporation shall not be liable for any of the above actions and shall be under no obligation to inform the applicant of the same
7. We, the undersigned declare the statements made and the information provided in the duly completed application forms submitted, as complete, true and correct in every detail.
8. We hereby confirm that we have read, understood and accepted all the detailed terms and conditions of this RFP document and Project related Information as required for the Proposal. We have also visited the site/roads for the assessment and have made our own due diligence and assessment regarding the Project.
9. We agree to keep our Proposal valid for 90 (Ninety) days from the Proposal Due Date and not to make any modifications in its terms and conditions not

acceptable to Cuttack Municipal Corporation. Should this Proposal be accepted, we hereby agree to abide by and fulfil all the terms, conditions and provisions of the aforesaid documents.

10. This application is made with the full understanding that the validity of Proposal submitted by us will be subject to verification of all information, terms and conditions submitted at the time of bidding and its final acceptance by Cuttack Municipal Corporation. We agree that, without prejudice to any other right or remedy, Cuttack Municipal Corporation shall be at liberty to forfeit the said EMD absolutely.

Yours sincerely,

Authorized signatory

Date:

Name and seal of Bidder

Place:

## Annexure-II

**Applicant's Experience of Relevant Projects****Details of Eligibility:**

1. Should have at least 3 years' working experience in Management of Rehabilitation centers /homeless/child care institution/ disabled persons/, etc or any other residential setups with minimum 50 inmates

| Year of Execution | Project Details | Client Name & Details | Time Period | Work Order / Completion Certificate (Details enclosed at Page No-) |
|-------------------|-----------------|-----------------------|-------------|--------------------------------------------------------------------|
|                   |                 |                       |             |                                                                    |
|                   |                 |                       |             |                                                                    |
|                   |                 |                       |             |                                                                    |

2. Must have a team of qualified professionals with expertise in handling people with physical disability including mentally ill, old age person, women and child, physiotherapists, social workers, and trained health care staff.

*(Documents required: Detailed Resume)*

**Details of Technical Evaluation:**

1. Applicant's Experience in operating and management of residential setups i.e. Rehabilitation centre, child care institutions, shelter home etc with at least 50 inmates.

| S.No | Name of the Project | Sponsoring Agency/Govt Dept./Other Client Details | Duration of Project | Contract Value in Rs – Lakh | Location | Work order/Completion certificate (Details enclosed at Page No-) |
|------|---------------------|---------------------------------------------------|---------------------|-----------------------------|----------|------------------------------------------------------------------|
|      |                     |                                                   |                     |                             |          |                                                                  |

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2. The Applicant shall have experience of residential setups in Odisha with at least 50 inhabitants or working for vulnerable section of the society.

| S.N<br>o | Name<br>of the<br>Project | Sponsoring<br>Agency/Gov<br>t<br>Dept./Other<br>Client<br>Details | Duratio<br>n of<br>Project | Contrac<br>t Value<br>in Rs --<br>Lakh | Locatio<br>n | Work<br>order/Completi<br>on certificate<br>(Details enclosed<br>at Page No--) |
|----------|---------------------------|-------------------------------------------------------------------|----------------------------|----------------------------------------|--------------|--------------------------------------------------------------------------------|
|          |                           |                                                                   |                            |                                        |              |                                                                                |
|          |                           |                                                                   |                            |                                        |              |                                                                                |

3. The Applicant should have experience in working with people belonging to the vulnerable sections of the society.

| S.N<br>o | Name<br>of the<br>Project | Sponsoring<br>Agency/Gov<br>t<br>Dept./Other<br>Client<br>Details | Duratio<br>n of<br>Project | Contrac<br>t Value<br>in Rs --<br>Lakh | Locatio<br>n | Work<br>order/Completi<br>on certificate<br>(Details enclosed<br>at Page No--) |
|----------|---------------------------|-------------------------------------------------------------------|----------------------------|----------------------------------------|--------------|--------------------------------------------------------------------------------|
|          |                           |                                                                   |                            |                                        |              |                                                                                |
|          |                           |                                                                   |                            |                                        |              |                                                                                |

4. The Applicant should have experience in working with people with physical disability/ mental illness.

| S.N<br>o | Name<br>of the<br>Project | Sponsoring<br>Agency/Gov<br>t<br>Dept./Other<br>Client<br>Details | Duratio<br>n of<br>Project | Contrac<br>t Value<br>in Rs --<br>Lakh | Locatio<br>n | Work<br>order/Completi<br>on certificate<br>(Details enclosed<br>at Page No--) |
|----------|---------------------------|-------------------------------------------------------------------|----------------------------|----------------------------------------|--------------|--------------------------------------------------------------------------------|
|          |                           |                                                                   |                            |                                        |              |                                                                                |

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**N.B:** Work order and approval copy shall be attached along with the RFP document

**(Signature of Authorized Person with seal of applicant)**

Date:

**Information of Applicants**

Name of the Agency (In full): .....

Address:.....

Telephone no :.....

E-mail  
address:.....

Name & Contact Details of Authorized Signatory: .....

Year of establishment:.....

*(Enclose Certificate of Registration/ Incorporation under relevant Acts)*

Place of business:.....

**(Signature of Authorized Person with seal of applicant)**

Date: .....

**Format for Undertaking**

To,  
The Commissioner  
Cuttack Municipal Corporation.

RFP Ref. No:

Dear Sir,

In response to the RFP Reference No. ....dated .....for RFP for "Selection of Agency for Operation & Management of Beggar Rehabilitation Centre under Cuttack Municipal Corporation", as an owner/ partner/ Director of ....., I/ We hereby declare that presently our firm i.e. .... is having unblemished record and is not declared ineligible for corrupt and fraudulent practices either indefinitely or for a particular period of time by the Government of India / any State Government I/We further declare that presently our Agency (.....) is not blacklisted and not declared ineligible for reasons other than corrupt and fraudulent practices by any State/ Central Government/ on the date of Application Submission. If this declaration is found to be incorrect then without prejudice to any other action my/our Application may be rejected and may take any other action as deem fit.

Yours sincerely.

Bidders official Signatory/ Authorized Signatory (With official stamp)

**CERTIFICATE FROM THE STATUTORY AUDITOR REGARDING  
TURNOVER**

**FOR RFP NO. .... DATED (DD/MM/YYYY)**

Based on the books of accounts of *(insert name of the Bidder)* (Bidder) and other published information authenticated by it, this is to certify that:

as on *(insert date)*, the Bidder's annual turnover of last 3 FY is 2021-22, 2022-23, 2023-24 is Rs..... (Rupees .....).

Further, the annual turnover of the bidder of past 3 years are provided below:

| <b>Bidder Type</b>     | <b>Turnover (INR Crores)</b> |
|------------------------|------------------------------|
| Financial Year 2021-22 |                              |
| Financial Year 2022-23 |                              |
| Financial Year 2023-24 |                              |

Name of the auditor:

Seal of the auditor:

Signature:

Name:

Membership Number:

Designation:

Date: