

EXPRESSION OF INTEREST (EOI)
FOR
OPERATION AND MANAGEMENT OF
HUMAN RESOURCES
FOR
SWARGADWAR, PURI, ODISHA 



Issuer:

SWARGDWAR SEVA SAMITY,
Puri-752002, Odisha

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SWARGADWAR SEBA SAMITY, PURI
Regd. No.7976-14 of 2020-21

Letter No...199.....

Date. 07.06 2021

INVITATION OF EXPRESSION OF INTEREST

**EXPRESSION OF INTEREST (EOI) FOR OPERATION AND MANAGEMENT OF
HUMAN RESOURCES FOR SWARGADWAR, PURI, ODISHA**

Swargdwara Seva Samity (SSS) invites Proposals from voluntary organisation for the operation and management of Swargadwar Seva Kendra (SSK) in Puri under Swargdwara Seva Samity (SSS) in this EOI Document. The detailed EOI document can be availed from Swargdwara Seva Samity (SSS), Office of the Sub-Collector, Puri from 11:00 AM 07.06.2021 onwards to 11.06.21 up to 3P.M.

The last date and time for submission of EOI document by speed post/ registered post/ courier/hand in all working days at the Office of the Sub-Collector, Puri up to 04.00 PM of 11.06.2021. Based on the eligibility criteria as mentioned in the EOI, the voluntary organisation will be selected. The Authority reserves the right to accept or reject any application without assigning any reason thereof.

Nil
7-6-21
**Sub-Collector-cum-Convenor Secretary
Swargadwar Seva Samity, Puri**

Memo NO 200 Dt 07-06-2021

Copy to Notice Board of this office / District Office, Puri for information of general public.

Copy forwarded to the DIO, NIC, Puri for information and necessary action. He is requested to upload the EOI for wide Publication through District website

Nil
7-6-21
**Sub-Collector-cum-Convenor Secretary
Swargadwar Seva Samity, Puri**

Memo No. 201 /Dt. 07-06-2021

Copy submitted to the Collector Puri Cum chairman (SSS) for kind information.

Nil
7-6-21
**Sub-Collector-cum-Convenor Secretary
Swargadwar Seva Samity, Puri**

EOI SCHEDULE

| Sl. No. | Particulars | Date |
|---------|---------------------------------------|---|
| 1 | Availability of EOI document | 11:00 AM, 07.06.2021 to 3PM of 11.06.21 (on working Hour) |
| 2 | Last date and time for receipt of EOI | 04:00 PM, 11.06.2021 |
| 3 | Place of submission of EOI | Swargdwara Seva Samity (SSS), Office of the Sub-Collector, Puri |
| 4 | Date and time of opening of EOI | 16.06.2021 at 4 PM |
| 5 | For further Details | Swargdwara Seva Samity (SSS), Office of the Sub-Collector, Puri |
| 6 | Cost of EOI document(Demand Draft) | Rs. 1,000/- (Rupees One Thousand Only) |
| 7 | EMD(Demand Draft) | Rs. 5,000(Rupees Five Thousand only) |

Note:

EOIs must be submitted before the date, time and venue mentioned in the EOI Schedule. EOIs that are received after the deadline will not be considered.

1. Background

Swargadwar is the cremation ground of Hindus. 'Swarga' means heaven and 'dwar' means gateway, so literary Swargadwar is consider as the 'Gateway to Heaven'. Swargadwar is situated at Mahodadhi, Puri. For its management Swargadwar Seva Samity (SSS), Puri was constituted under Society Registration Act – Vide Registration No-7976/14 dated 01/09/20 to manage the Swargadwar in more professional manner. Swargadwar Seva Kendra (SSK) under SSS is functioning with required number of professional for seamless operation round the clock, so that people coming from different parts of the country to perform their last right of their near and dear and get hassle-free services.

2. Objective

The Swargdwara Seva Samity (SSS) formulated for smooth functioning and effective management of Swargadwar facilities and for development of the holy place.

To ensure the dignity and spirituality of the holy place and to provide hassle-free services to mourners and users.

3. Scope of Work

The agency shall be responsible for running the Swargadwar Seva Kendra **24X7**. As per Swargadwara Seva Samity's decision the organisation will be provided with only volunteers honorarium Rs. 2,98,000/- (Rupees Two Lakhs Ninety Eight Thousand Only)monthly and it may vary according to the volunteer engaged and the administrative charges of 5% annually (as per actual) to run the SSK for **24X7**. All other office setups like; Computer, printer, furniture's, mic system, stationeries, uniform for staffs, sanitation kits etc. will be provided by Swargadwara Seva Samity (SSS). The volunteers have to be assigned duty shift wise for smooth management of SSK.

4. Volunteer Management Structure

| Sl. No | Category | Minimum Qualifications | Requirement |
|--------|--|--|-------------|
| 1 | Volunteer for Senior Manager (Mukshya Sevak) | Age = 35 to 60 years Qualification=Minimum Graduation Experience= Min. 5 years in team management. He should have managed a team of 20 members or above. | 1 |
| 2 | Volunteer for Junior Manager (Kanistha Sevak) | Age = Should be 30 years of age and not above 60 years Qualification=Should have completed +2 Experience = Min. 3 years of managerial skills and basic knowledge of computer Skill | 4 |
| 3 | Volunteer for Data Entry Operator(Sahayak Sevak) | Age = 25 to 60years Qualification= Should have completed +2 Experience= Min. 2 years in data entry works | 4 |

| | | | |
|---|---|--|----|
| 4 | Volunteer for Sanitation Worker (Parimal Sevak) | Age = 20 to 60 years Qualification = 10 th Pass Experience = Min. 2 years as a sanitation worker | 7 |
| 5 | Volunteer for Security Guard (Surakshya Sevak) | Age = 20 to 50 years Qualification = 10 th Pass Experience = Min. 2 years as a security guard | 10 |
| 6 | Volunteer for Driving (Bahana Sevak) | Age = 25 to 60 years Qualification = 10 th Pass Experience = Min. 2 years in driving, should have driving license | 2 |

Note: The above are the proposed volunteers by Swargadwar Seva Samity (SSS) to smoothly manage the SSK and it may change at times as with proper feedback.

5. Duration of the Project

The total duration for operation and management of Swargdwar Puri, Odisha is 3 (Three) years from the date of signing the contract. At any period of the contract, the organization will be terminated with immediate effect by SSS basing on dissatisfaction of performance. By the same, performance satisfied, it may be extended further period by the Swargdwar Seva Samiti, Puri.

6. Eligibility Criteria

The applicant must possess the requisite experience, strength and capability in providing the services necessary to meet the requirements as described in the EOI document.

The proposals must be complete in all respect and should cover the entire scope of work as stipulated in the EOI document. The invitation to Proposal is open to all voluntary organisations who qualify the eligibility criteria as given below:

| Conditions of Eligibility | | | |
|---------------------------|-------------------|---|--|
| Sl. No. | Basic Requirement | Specific Requirement | Documents Required |
| 1. | Legal Entity | Applicants should be registered under the Indian Societies Act. Must be registered in NITI Aayog. Should have been in existence for at least 20 years from the date of registration Should be registered under 12-A of Income Tax Act, 1961. | - Registration Certificate - NITI Aayog - PAN Card, Registration no. - 12-A Certificate |

| | | | |
|----|--|--|--|
| 2. | Applicant Turnover | The applicant should have a minimum average annual turnover of Rs 30 Lakhs over the latest three Fiscal years | Audited Financial statement, Balance sheet, IT returns for last 3 years with chartered accountant certificate for consultancy turnover |
| 3. | Applicant's Experience | Should have prior experience of managing human resources of at least 20 persons at any crematorium within Odisha. (Preferably at Swagadwar, Puri) 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. | Experience Certificate/ Documents related to this |
| 4. | Authorized Representative from applicant | Board Resolution in the name of the person signing the proposal. | Board Resolution Copy |

6. Period of Execution

The initial period of contract shall be 3 years from the date of award of the contract. However, it can be extended based on the performance of the selected organisation. The SSS will regularly supervise and assess the performance of the selected organisation.

7. Evaluation and Selection

The Swargdwara Seva Samity (SSS) will prepare a list of responsive Applicants, who comply with all the Terms and Conditions of the EOI. The decision of the Committee will be final in this regard.

Proposal shall be opened in the presence of Applicants' and shall sign in a register giving evidence of their attendance.

Proposal document shall be evaluated as per the following steps.

i. Preliminary examination of eligibility criteria documents: This 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. Any EOI 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 EOI document will be rejected and will not be considered further.

ii. Evaluation of document: EOI received would be assigned scores based on the parameters defined in the table below. All supporting documents submitted in support of eligibility should comply with the following:

Evaluation Criteria

| Sl. No. | Evaluation Criteria | Maximum marks |
|---------|---|---------------|
| 1 | The Applicant should have a turnover of Rs 30 Lakhs for the last 3 FYs. | 05 |
| 2. | Applicant's Experience in operating and management of crematorium | 10 |
| 3. | Understanding of the assignment and work program to be exhibited. | 05 |
| 4. | Presentation | 30 |
| | Total | 50 |

8. Instruction to the applicants

- I. Applicants are advised to study all instructions, forms, terms, requirements and other information in the EOI documents carefully. The response to this EOI should be full and complete in all respects. Failure to furnish all information required by the EOI document or submission of a proposal not substantially responsive to the EOI documents in every respect will be at the Applicant's risk and may result in rejection of their proposal.
- II. A refundable EMD of Rs. 5,000/- in the form of DD drawn in favour of "Swargdwara Seva Samity", Puri. (EMD of successful organisation will not be refunded)
- III. The cost of EOI document is Rs 1,000/- which is not refundable in the form of DD drawn in favour of "Swargdwara Seva Samity", Puri.
- IV. The Application including supporting documents shall be typed or written and the Applicant shall initial each page. All the alterations, omissions, additions, or any other amendments made to the Applicant shall be initialed by the Authorized Signatory of the Applicant. Applicant should fill in information in prescribed formats for qualification as mentioned in the EOI Document. The Applicants shall submit all supporting documents in the format as prescribed in the EOI Document along with suggested documentary evidence with the Application.
- V. Proposal shall be placed in a separate sealed envelope clearly marked as, "PROPOSAL FOR OPERATION & MANAGEMENT OF HUMAN RESOURCE MANAGEMENT SYSTEM OF SWARGADWAR SEVA KENDRA (SSK)"
- VI. An authorized representative of the organisation shall initial all pages of the Proposals.
- VII. The organisation should give a **brief presentation** of five minutes before the selection committee to finalize the selection process.

9. Disputes

All legal disputes are subject to the jurisdiction of Puri court only.

10. Signing of Contract

- a) The Sub-Collector-cum-Convenor Secretary of SSS, Puri will sign the contract agreement on behalf of Collector-cum-Chairman, Puri. The successful organisation will sign an agreement with the concerned within 7 (seven) days of issue of the order and commence programmes and services within seven (seven) days from signing of contract agreement.

11. Commencement of Assignment

The selected organisation shall commence the assignment within 15 days from the date of signing of the Agreement. If the organization fails to commence the assignment as specified herein, the Sub-Collector-cum-Convene Secretary, SSS may, unless it consents to extension of time thereof may forfeit the Performance Security and appropriate the same.

12. Award of Project

After selection, a Letter of Award (the "LOA") shall be issued, in duplicate, by the Sub-Collector-cum-Convene Secretary, SSS to the selected organisation and the organization shall, within 7 (seven) days of the receipt of the LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof. In the event the duplicate copy of the LOA duly signed by the selected organization is not received by the stipulated date, unless it consents to extension of time for submission thereof, the right to signing of the agreement would be forfeited by the Collector-cum-Chairman, SSS, Puri and the next eligible firm may be considered for the project.

The Sub Collector cum Convenor Secretary SSS, Puri reserve the rights to cancel or reject EOI without assigning any reason thereof.



Sub Collector-cum-Convenor Secretary

SSS, Puri

Cover Letter

(On the Letterhead of the applicant)

To:

The Sub-Collector-cum-Convene Secretary, SSS, Puri

Sir,

Having examined the EOI, the receipt of which is hereby duly acknowledged, I/We offer to submit the EOI for the Project.

Further, I/we confirm that any official of SSS, Puri shall not be liable to me/us for any liability arising directly or indirectly from our participation in the EOI Process.

I/We confirm that the information contained in these submissions or any part thereof, including the Annexure, and other documents delivered to SSS, Puri, are true, accurate, verifiable and complete.

I/We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading during the EOI Process, I/we are liable to be disqualified from the EOI Process.

I/We agree that you are not bound to accept any EOI you may receive. I/We also agree that you reserve the right in absolute sense to reject all or any of the EOI received as per the EOI Document. It is hereby confirmed that I/We am/are entitled to act on behalf of my/our organisation and empowered to submit this document as well as such other documents, which may be required in this connection.

**Authorized Signatory
(With official stamp)**

MC

Details of Applicant

(On the Letter Head of the Applicant)

- a) Name of the Agency :
- b) Name & Designation of the contact person.
- c) Address:
- d) Telephone number :
- e) E-mail address:
- f) Date of Establishment:
- g) Registration Details
(Society Registration Act'1860/Indian Trust Act'1882/ Indian Companies Act with no. & date) (enclose copies of registration certificates)
- h) Registration under the Income Tax Act 1961
(PAN number/GST No., 12 AA, 80G etc.) (Enclose copies)
- i) NITI Ayog Registration no
(enclose copies).
- j) Annual Turnover for the latest 3 FYs: Duly certified by CA
- k) Activities/ programmes of the organization
(Please enclose latest annual report)
- l) Weather the organization is ever black listed or charge sheeted by any authorities?
- m) Details of Bank Account.
(with branch address, account number, IFSC/ RTGS code etc.)
- n) Power of attorney in case of authorized signatory.
- o) Any other, specify

Declaration : We,(the name of organisation),
are agreed to work as per the terms & conditions of EOI and all the above information are correct.

Organisation Authorized Signatory
(With official stamp)

Job Description of Volunteers

Duties and Responsibilities of Volunteer for Senior Manager(Mukshya Sevak)

1. Senior manager is the team leader of the persons engaged for smooth and effective functioning of the holy cremation place and will remain responsible to administrative authority.
2. Responsible for proper manning of all the work places in three shifts round the clock and see that all members work efficiently and honestly to uphold the dignity of the sacred place. Monitor attendance of all staffs under him regularly and report irregularity if any to appropriate authority.
3. Responsible to prepare the list of individuals shift wise for different works i.e. Jr. Manager, Data entry operator, safai karmachari and security after proper interaction and discussion with all the team members and with the help of Jr. Manager HR.
4. Responsible to obtain list of dahakas from the community engaged in daha karma well in advance as per the procedure.
5. Responsible to report appropriate administration authority day to day activities/function of the team. In case of any problem it is his responsibilities to solve that peacefully on the ground. If out of his control must report the matter to the administration immediately.
6. Responsible to receive instructions/ directions from the administration authority follow and pass it to the team members for its effective and proper implementation.
7. It is his responsibility to see that all people coming to swargadwar for cremation must complete their ritual without any trouble and harassment and carry good will with them to uphold the dignity of the holy place.

Duties and Responsibilities of Volunteer for Junior Manager(Kanistha Sevak)

1. Responsible to make himself available as per timing of his shift and see that other team members of his shift are available on time for their duty.
2. All activities and work done during his shift time must be done under his direct supervision.
3. Bodies coming for cremation are received/ honored properly as per the laid down procedure.
4. The people coming with the body are helped properly so that they complete their cremation work within the time bound period and leave the place to avoid unnecessary gathering.
5. See that all team workers do their duty honestly, timely and cautiously.
6. Take over the shift work on time and check the document properly to avoid errors and pending work.
7. See that the **Harish Chandra Yojana** is availed by proper beneficiary.
8. Report the Sr. Manager Shift attendance work completion and irregularities if any.
9. It is his prime responsibility to see that people coming for cremation are fully satisfied with the service provided by the team members and their courteous etiquette.
10. Must hand over the responsibility to the next shift Jr. Manager without any error or arrears.

Additional responsibility of Volunteer for Junior Manager(Kanistha Sevak)

I/C Accounts – responsible for all financial transactions, financial reports and statements of the office, Cash Book and other financial documentation deposits and payments etc.

I/C HR and Stores- responsible for discipline, attendance, manning, leave, off and welfare of the staffs. Also responsible for accounting, storing and ledger maintenance of all non-consumable and consumable stores of the office including office stationary and sanitary stores.

I/C Parimal- responsible for cleanliness, sanitation and disinfection of the holy place through safai karmachari and municipality workers. Also he is responsible for beautification and greenery maintenance of the holy place.

I/C Security

1. Protecting Land building, Property, assets, fixtures, consumable and non consumable commodities and people of the "Sansthan/ Seva Kendra".
2. All security guards come directly under him and he is responsible to deploy them at proper places and provide them training in order to make them efficient, vigilant and effective.
3. Responsible for controlling access and protecting team members.
4. Identify potential security threats and look out for suspicious person, vandalism and hazards.
5. Be prepared for responding to emergency and respond to security violation.
6. Responsible to maintain law and order in and around the holy place, and identify complex problems like problems of dahaks and if any other.
7. Responsible to monitor surveillance system their maintenance and repair.
8. Inspecting building, assets, fixture and equipments for their security and judicious use.
9. Write and submit security reports as and when required
10. Manage multiple task during exigencies such as in absence of other managerial staff

Duties and Responsibilities of Volunteer for Data Entry Operator(Sahayak Sevak)

1. Take Over the work system from his counterpart on time when his shift duty starts with all clarity.
2. Receive all people at his counter approaching for cremation work with courtesy strictly as per the serial no.
3. Collect the documents carried with the dead body from its kin/relative and verify them for legality. Inform the Jr. Manager, in case of any doubt.
4. Enter data in the system and Data Register with clarity without delay. Allot burning pit, dahak, Pujari and issue necessary tokens for purchase of customary cremation commodities for cremation.
5. Inform the people about sewa system and guide them properly so that they finish their work easily within the required time without any harassment.
6. After completion of his duty hours generate a consolidated closer report of the work under taken during his duty period and inform the Jr. Manager.
7. At end of the duty hour hand over the duty to the next counterpart.

Duties and Responsibilities of Volunteer for Sanitation Worker (Parimal Sevak)

1. Swargadwar is sacred cremation ground and a holy place. The safai karmachari must understand "Swachhata hi Seva" and make cleanliness and sanitation a priority for the holy place.
2. He must take over the duties from his counterpart on time when his shift duty starts. Responsible for cleanliness of the holy place.
3. After a dead body is removed and taken to fire pit clean all spillage and waste materials and throw in appropriate garbage bin.
4. Sweeping surrounding area in and out.
5. Cleaning and sanitizing fixtures including washing and drinking water points.
6. Cleaning and disinfecting bathrooms, toilets and urinals.
7. Cleaning of office premises.
8. Also, responsible for maintenance of plants by weeding out and watering.

Duties and Responsibilities of Volunteer for Security Guard (Surakshya Sevak)

1. Must understand that he is doing a "Seva Karma" being responsible for the security of the holy place. Take over the duty from his counterpart on time.
2. When a dead body arrives he must ask the persons brought it to place it at appropriate place meant for it.
3. Send the vehicle to parking area and also ask the people coming with motor cycle to park in parking area.
4. Give them the entry token allotted with the Serial No. and guide them to approach right counter without making rush.
5. Make sure that no vehicle is parked in 'No parking ' zone at both the gates.
6. Must always remain alert and be aware of his surrounding and the surrounding of the holy place.
7. Responsible for the protection of property and people of the holy place and restrain trespassers in to the cremation ground.
8. Observe illegal activities near the holy place and report the same to Jr. Manager on duty and Jr. Manager security.
9. Provide assistance to people in need.
10. Should not leave duty place without handing over properly to the next counterpart with necessary briefing of the happenings during his duty period.

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