

Short Call Tender Notice

Sealed Bids are invited from the reputed well established financially sound and dully registered manpower service provider for providing manpower services on contractual basis. The services are required from suitable agency for providing "Comprehensive Facility Management Services (CFMS)" for Safety, Security & Sanitation at Tourist destinations at Vedavyas and Khandadhar, Wayside Amenities Centres at Birtola, Khandadhar, Jharbeda & Tourism Development Office, Rourkela in **Sundargarh District**.

The detailed Bid documents for Request for Proposal (RFP) can be downloaded from website www.sundargarh.odisha.gov.in. The interested and eligible manpower agencies are requested to apply accordingly. The interested Bidders should submit their hard copy of Bids by **Speed Post / Registered Post only** at the address – **CDO – cum - Zilla Parishad, Near Collectorate, Sundargarh, At/ P.O- Sundargarh, Dist- Sundargarh, Pin- 770001**. The Bid documents must reach latest by **05.30 PM of Date 24.05.2026**.

A. Bid Processing Fee (INR): Rs. 10,000/- (Rupees Ten Thousands only) in shape of DD drawn in favour of Tourist Officer, Rourkela payable at SBI Main Branch, Uditnagar, Rourkela.

Earnest Money Deposit (INR): The Bidders shall deposit earnest money of **Rs. 5,00,000.00 (Rupees Five Lakh only)** through Demand Draft drawn in favour of Tourist Officer, Rourkela payable at SBI Main Branch, Uditnagar, Rourkela as part of Technical Bid.

B. Important Dates:

District Collectorate, **Sundargarh**, invites sealed Bids under two bid-basis i.e., Technical Bid and Financial Bid from Agencies for '**Appointment of Agency for providing manpower for Facility Management and Support Services**'

1. Data Sheet

Sl. No.	Activity Description	Details
1.	Name of the Website	www.sundargarh.odisha.gov.in / https://sundargarh.odisha.gov.in
2.	Name of the RFP	Appointment of Agency for providing manpower for Facility Management and Support Services.
3.	Type of RFP	Open Tender.
4.	Mode of tendering	Hard copy submission.
5.	Method of Selection	Quality Cum Cost Based Selection (QCBS) Technical: Financial 70:30.
6.	Bid Validity Period	120 days.
7.	Bid Start Date	Date: May 01, 2026.

8.	Last date and time for submission of pre-bid queries	Date: May 08, 2026; Time: 01:00 PM. Queries may be sent by Agency: Email : oritourrourkela@gmail.com
9.	Pre-Bid Meeting	Date: May 12, 2026; Time: 03:30 PM through video conference. VC Link:
10.	Issue of responses to pre-bid queries, addendum / corrigendum, if required	May 15, 2026.
11.	Last Date and time for submission of Bid	Date: May 24, 2026; Time: 05:30 PM.
12.	Date and Time for opening of bids	May 28, 2026 at 12:00 Noon at Pragati Mandap, Collectorate, Sundargarh.
13.	Date and Time for Technical Presentation*	May 28, 2026 at 03:30 PM Or Will be informed later. Venue: Pragati Mandap, Collectorate, Sundargarh.
14.	Opening of Financial Bid	May 30, 2026 at 12:00 Noon or To be informed to the Technically Qualified Bidders. Venue: Pragati Mandap, Collectorate, Sundargarh.
15.	Signing of agreement	Within 07 days of acceptance of LoA.
16.	Tender Document Cost / Bid Processing Fee (non-refundable including GST)	Amount: INR 10,000/- (Rupees Ten Thousand only) in DD (Non-refundable). only in favor of "Tourist Officer, Rourkela" payable at Rourkela as a part of the Technical Bid.
17.	Earnest Money Deposit(EMD)	The bidder shall deposit Earnest Money of Rs. 5,00,000/- (Rupees Five Lakhs only) through Demand Draft drawn in favor of "Tourist Officer, Rourkela" payable at Rourkela as a part of the Technical Bid. The EMD must be valid for 30 days beyond the Bid Validity period.
18.	Address of Tendering Authority	CDO –cum- E.O., Zilla Parishad, Near Collectorate, Sundargarh, At/Po-Sundargarh, Dist.-Sundargarh, PIN-770001.

District Collectorate, **Sundargarh** reserves the right to cancel the bid at any time or amend/ withdraw any of the terms and conditions contained in the RFP Document without assigning any reason thereof.

S/d

Collector, Sundargarh.

**Standard Operating Procedure for upkeeping Safety, Security and Sanitation
at selected Tourist Destinations by onboarding CFMS Agency.**

1. Objective

- 1.1. The objective of this SOP is to establish a systematic approach for the safety, security and sanitation of the facilities at tourist destinations. This ensures that all facilities are in good condition, safe and accessible by the tourists.
- 1.2. The purpose of this SOP is to improve Safety security and sanitation status in the area. The primary way to achieve the same is through inculcating good sanitation and hygiene practices among the tourists.

2. Selection of Facility Management Service (FMS) Agency

- 2.1. A committee comprising of the following District Level Officers may be constituted for Finalization of Bid Documents and Evaluation of Tenders/
Bid Documents:

(i)	District Collector-	Chairman
(ii)	CDO-cum-EO, Zilla Parishad-	Member
(iii)	Dist. Tourism Development Officer-	Member-Convenor
(iv)	APD (Finance), -	Member
(v)	Sanitation Expert/ Executive Officer of Dist. Hqrs. Municipality/ NAC/ Corporation-	Member
(vi)	Divisional Forest Officer (in case of Forest Area)	Member

- 2.2. One CFMS agency shall be selected following due procedure, relevant Rules and applicable Regulations with approval of the concerned District Collector.
- 2.3. The selection process of Agency may be made as per the terms and conditions prescribed in the Sample RFP circulated by the Department of Tourism. However, the Model RFP may be customized as per requirements, adopting a realistic approach. The Criteria for Manpower Assessment (Annexure-I) and Tentative Estimate circulated by the Department of Tourism may also be referred to.
- 2.4. Criteria for assessment of Manpower at Annexure-I may be followed to ensure uniformity throughout the State and for smooth supervision and monitoring.
- 2.5. The Authority shall also tie-up with ULBs or SBM Rural for the systematic disposal and processing of collected waste.

3. Source Segregation

- 3.1. The CFMS agency shall implement proper waste segregation at the source into biodegradable and non-biodegradable waste (dry & wet).

- 3.2. The CFMS agency shall ensure waste collection and sweeping activities as per the RFP Clause keeping in view the requirement of the destination and transport the same for proper disposal at the nearest ULBs or SBM Rural Sanitation Shed/ Center.
- 3.3. Awareness programs shall be conducted by the District Tourism Development Officers to educate tourists and locals on the importance of source segregation for which they may separately place requisition for sanction of funds.
- 3.4. Separate twin-bins of considering the terrain, volume of dry & wet garbage expected to be generated, accessibility to Garbage Collecting Vehicles etc. be installed with Branding of Odisha Tourism (To be shared by DoT) shall be placed and labelled for different waste types.

4. Monitoring and Supervision

- 4.1. District Level Tourism Development Officer/ Supervisor shall conduct regular inspections of tourist sites to assess safety, security, and sanitation arrangements. Ensure deployment of adequate manpower as per approved assessment. Verify attendance, duty rosters, and performance of deployed personnel. Address deficiencies promptly and issue necessary instructions to the executing agency. Submit monthly inspection reports to the Directorate highlighting gaps and corrective measures taken. Coordinate with District Administration, Police, Local Authorities, and Health Departments for enhanced safety and hygiene.
- 4.2. The designated Site Supervisor (s) from the CFMS agency shall oversee daily operations and compliance with SOPs, maintain daily supervision of SSS personnel at assigned locations, ensure cleanliness of public areas, toilets, pathways, parking areas, and waste disposal points, monitor functionality of safety equipment such as CCTV cameras, fire extinguishers, lighting systems, and emergency facilities, report incidents, damages, or security concerns immediately to the Tourism Development Officer and maintain site registers including attendance, complaint register and inspection log. He must conduct hourly physical verification of the entire area of operation under his control.
- 4.3. The CFMS Agency shall deploy trained personnel with proper uniforms and identity cards, ensure round-the-clock security at sensitive locations where required, Provide adequate cleaning materials, equipment and safety gear, replace absentee or underperforming staff without delay and comply with statutory labour laws and safety regulations.
- 4.4. Surprise checks and inspections shall be conducted to assess real-time service quality by the Dist. Administration/ DoT or the local committee to be named as Sanitation Supervision Committee and to be constituted with the following members:
 - (i) Tourism Development Officer
 - (ii) Local PRI/ ULB Members

- (iii) Members from Local registered NGO, if any
- (iv) Local Youth Club Members
- (v) Local Swachhta Volunteer, if any

4.5. Regular meetings of the Site Supervisors shall be conducted by the District Administration to ensure delivery of uninterrupted and up to the level services. DoT will take quarterly Review Meeting of all the Site Supervisors through virtual mode.

5. Reporting System

- 5.1. A standardized reporting format (to be shared by the DoT) shall be used for inspections.
- 5.2. Critical issues affecting tourist safety or public health must be reported immediately to the District Collector.
- 5.3. A consolidated monthly report shall be submitted to the District Collector covering manpower deployment, incident reports, sanitation status and corrective actions.

6. Complaint Redressal

- 6.1. A grievance redressal mechanism & Online Feedback Collection System shall be established at DoT for addressing complaints and review of the services.
- 6.2. A complaint Box and Register shall be maintained at each site.
- 6.3. Tourist grievances shall be addressed on priority and resolved as soon as possible.
- 6.4. Contact details of responsible officers with respect to Safety, Security and Sanitation shall be displayed prominently.

7. Safety Protocols

- 7.1. Ensure proper signage, barricading of hazardous areas and adequate lighting.
- 7.2. Emergency contact numbers (Police, Fire, Ambulance) must be displayed.
- 7.3. Crowd management measures shall be implemented during peak seasons and festivals.
- 7.4. Periodic safety audits shall be conducted.

8. Sanitation Standards

- 8.1. Toilets must be cleaned at regular intervals and supplied with water, soap and other essentials.
- 8.2. Solid waste shall be collected, segregated and disposed of in coordination with local authorities.
- 8.3. Pest control and disinfection should be undertaken periodically.
- 8.4. Plastic waste and littering shall be strictly discouraged.

9. Performance Review

- 9.1. Service quality shall be evaluated based on predefined Key Performance Indicators (KPIs).
- 9.2. Penalties may be imposed on the agency for non-compliance as per contract provisions.
- 9.3. Ranking of Sites shall be made through Third Party Audit on the basis of the Standard of sanitation, Landscaping, Signages, Dress Code, use of Safety Gears by the workers, Display Boards, Safety & Security measures taken, response to Safety & Security issues etc. Outstanding performance shall be recognized to encourage efficiency.

10. Dress Code of CFMS Manpower

- 10.1. All CFMS personnel must wear uniforms and Safety Gears with proper identification badges.
- 10.2. Uniforms shall be standardized in colour and design as per organizational branding as well as Odisha Tourism Branding (To be shared by DoT).

11. Implementing IEC Activities and CSR Drives

- 11.1. Regular Information, Education, and Communication (IEC) activities shall be conducted by the Tourism Development Officers to raise awareness about waste management and hygiene.
- 11.2. Community Social Responsibility (CSR) drives shall be initiated for community engagement.
- 11.3. Proper Signage, Posters, banners and digital campaigns shall be used to educate the public.
- 11.4. The Local Sanitation Supervision Committee so constituted as per the para-4.4 above shall monitor the standard of services being delivered the CFMS Agency.
- 11.5. The payment to the CFMS Agency shall be released after obtaining the Performance Report from the Local Sanitation Committee on delivery of the service up to the level as per the Agreement.

This Standard Operating Procedure (SoP) is dynamic in nature and is liable to be revised from time to time, as deemed necessary.

Criteria for Assessment of Manpower

Category	Shifts	Criteria for Deployment of Manpower	Category
Toilet Cleaners Required	2 Shifts	1. 1 Person per 8 Toilet Seats (Toilet+ Urinals) 2. Separate for Male and Female Toilets 3. Minimum 2 nos at each site	Unskilled
Sweepers Required	2 Shifts	1. 1 per 10000 sqm area	Unskilled
Waste Collectors & Segregators Required	2 Shifts	2 Nos per site in both Sites	Unskilled
Housekeeping of Built up Space	2 Shifts	1 per 1800 Sqm	Unskilled
Gardener	2 Shifts	1 per 3000 Sqm	Semi-Skilled
Supervisor Required (For Cleaning related)	2 Shifts	Minimum 1 per site / 1 per 20 personnel (2 Shifts)	Skilled
Parking Management	2 Shifts	1. 01 Ticket Collector 2. 01 Guard at Entry. 01 at Exit. 3. 01 person/ 50 Cars 4. 01 person/ 20 bus 5. 01 person/ 200 nos. 2 wheeler	Semi-Skilled
Site Security	3 Shifts	1 Guard per 5000 Sqm 1 Guard at Each Gate	Semi-Skilled
Security Supervisor (1 in 6 nos)	2 Shifts	1 Supervisor per 15 Guards Minimum 1 Supervisor	Skilled
Beach Life Guard	2 Shifts	1 per 30m of Bathing Area 1 per 100m of Non Bathing Area. Considered per 100m +20% Extra	High-Skilled
Beach Spot Cleaners	2 Shifts	1 per 15000 Sqm	Unskilled
Beach Security	3 Shifts	1 Beach Guard per 500 Rm	Semi-Skilled