



OFFICE OF THE MUNICIPAL COUNCIL: BALANGIR

Address:-Office of the Municipal Council, Balangir, Opp of Rajendra Park, Balangir, Pin-767001,
Ph. No.06652-232790E- Mail id-bgrmc1972@gmail.com

Letter No. 654 /BM/

Date. 22/01/26,

REQUEST FOR PROPOSAL

Request for proposal (RFP) is invited from the NGOs, Community based Organization/Agency and other similar organizations registered under the Societies Registration Act and operating in Balangir town for operation and maintenance (O&M) of crematoria at Balangir town Area(1.Hatpadapada, Ward no. 07, 2.Titilagarh Road, Ward no. 20, 3.Crematory at Ward no.1, 4. Crematory at Ward no.2, & 5.Crematory at Ward no.14.

The maintenance of Crematorium requires a spirit of services and ability to take care of persons who come to pay their homage to the departed souls, apart from the management of day to day activities with certain terms and condition.

Bidders are required to submit the bids in sealed Cover that must reach the undersigned on or before Dt.03/02/26, 4.00 PM by Speed Post/ Regd. Post/Courier only or by person in drop box.

Sl no.	Bidding Schedule	Dateline
1	Date of Issue of the RFP	22/01/2026
2	Last date of submission of Bid	05/02/2026, 4.00PM
3	Opening of Technical Bid	06/02/2026, 11.00 AM

The Organization/Agency may quote their rate for operation & maintenance (O&M) of crematorium ground at prescribed form (Annexure-A) taking into account of establishment charges and manpower required to be deployed in sealed envelope. The bidder shall submit single quotation for all the crematoria at Balangir town Area. The public notice along with detailed terms and conditions for maintenance of crematorium at Balangir town Area can be downloaded in Balangir Municipality official website (www.balangirmunicipality.in) & Dist. Web Portal (www.balangir.odisha.gov.in). The sealed RFP proposal shall be submitted with non-refundable application fees of Rs. 4,000/- (Rupees Four thousand only) in shape of Bank Draft drawn in favour of the Executive Officer, Balangir Municipality, Balangir-767001 payable at Balangir; along with the below mentioned documents.

1. Copy of the Registration Certificate of the Organization;
2. A list of the office bearers of the Organization;

3. The organization has to submit a presentation about activities related to management and maintenance of Crematorium Complex effectively and to the full satisfaction of Balangir Municipality.
4. Signed Copy of terms and conditions to be submitted along with the RFP for the token of proof of acceptance of the same.
5. Preference shall be given to the Organization/Agency having experience in management of cremation ground and disposal of dead body.

Memo No. 655 Dt. 22/01/26

EXECUTIVE OFFICER,
BALANGIR MUNICIPALITY

Copy submitted to the Collector & District Magistrate, Balangir/ Sub-Collector, Balangir/ P.D, DUDA, Balangir /E.E (R&B), Balangir/ E.E (P.H), Balangir, for favour of kind information and with a request to publish the same in their notice board for wider publication.

Memo No. 656 Dt. 22/01/26

EXECUTIVE OFFICER,
BALANGIR MUNICIPALITY

Copy submitted to the DIPRO, Balangir for publication of the above notice once, in 2 (two) odia daily newspaper for wider publication and submits complementary copies to the undersigned for filing and necessary Payment as per I&PR rules of the Government.

Memo No. 657 Dt. 22/01/26

EXECUTIVE OFFICER,
BALANGIR MUNICIPALITY

Copy submitted to the DIO, NIC, Balangir, to publish the above RFP Notice in the District Web Portal for wider publication.

Memo No. 658 Dt. 22/01/26

EXECUTIVE OFFICER,
BALANGIR MUNICIPALITY

Copy forwarded to General Notice Board for wider publication.

EXECUTIVE OFFICER,
BALANGIR MUNICIPALITY

Memo No. 659 Dt. 22/01/26

Copy forwarded to the Sub-Collector, Balangir / Tahasildar, Balangir / BDO, Balangir for use in format and A.G.



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TERMS & CONDITIONS FOR OPERATION AND MAINTENANCE OF CREMATORIUM AT BALANGIR TOWN AREA.

The Balangir Municipality is seeking proposals from qualified agencies to provide trained manpower for the daily operation and maintenance of the above mentioned crematorium. The objective is to ensure dignified, efficient, and culturally sensitive cremation services for the public.

Scope of Work

The selected service provider shall be responsible for providing personnel to handle the following tasks:

- Operations: Operating electric, gas, or wood-based furnaces in compliance with safety standards.
- Maintenance: Daily cleaning of the premises, maintenance of garden, minor preventive maintenance of machinery, and management of ash collection.
- Administration: Maintaining registers of deceased persons, verifying death certificates, and handling booking counters.
- Support Services: Assistance with ceremonial rites, security of the facility, and landscaping/beautification of the grounds.

Required Manpower Positions

Proposals should include a staffing plan for complete maintenance with detail of showing the roles and responsibility of the persons such as Site Supervisor, Furnace Operator, General Helpers, Security Guard and Gardener etc. along with their pay role, for each crematorium separately.i.e. for

- 1.Hatpadapada, Ward no. 07
2. Titilagarh Road, Ward no. 20
- 3.Crematory at Ward no.1
4. Crematory at Ward no.2
5. Crematory at Ward no.14.

Technical Requirements

Bidders must demonstrate the following:

- Experience: At least 2 years of experience in managing similar public utility services or high-sensitivity facilities.
- Compliance: Proof of registration with labour departments, EPF (Employees' Provident Fund), and ESI (Employee State Insurance).
- Training Program: A detailed plan for training staff on "Grief Sensitivity" and "Safety Protocols."

Evaluation Criteria

Proposals will be evaluated in two step :

- Technical Evaluation : Relevant documents, experience, staff training modules, and management plan. (Non-submission of tender paper cost, registration of firm, labour registration etc. will leads to cancellation of the bid).
- Financial Evaluation : Total cost of manpower, including overheads and management fees.

Terms and Conditions

1. General Obligations

- The Service Provider shall provide the required number of skilled and unskilled personnel as specified in the manpower table.
- All staff must maintain a high level of decorum, empathy, and professionalism given the sensitive nature of the site.
- The Service Provider is responsible for the conduct and discipline of the personnel deployed.
- They will not be allowed to use the premises to put up boards/hoardings/Wall Paintings.
- They will not make any addition/alterations in the structure. Any such work should be directly related to the purpose of cremation and prior approval of Balangir Municipality should be taken before doing such work.
- Procurement of the Puja Samagri and other related materials (required for rituals/during funeral) and its sale to the public and their arrangement for keeping the same will be done by the Organization.
- Firewood required for cremation of dead bodies at both the crematoria shall be made available by the Organization/ Agency and the Organization/Agency shall always maintain stock firewood for cremation of minimum 10(ten) dead bodies at each crematorium.
- The Organization/ Agency will supply 04 qntls. of firewood for cremation of every dead body & will collect Rs.2000/- (Rupees two thousand only) towards supply of firewood for cremation of every dead body and give money receipt for the amount collected. The rate may be changed by the Authority of Balangir Municipality from time to time after proper assessment of cost of firewood at nearby OFDC Depot and expenditure towards its transportation to the crematorium sites. The Service provider shall engage their own vehicle and manpower for transportation of fire wood from OFDC depot to the cremation grounds.
- The service provider will display a board on prominent place mentioning the rates of materials to be sold to the public and provide the voucher to public for the same. The rates shall be approved by the Executive Officer, Balangir Municipality.
- The Organization has to dispose the unclaimed dead bodies as per the instruction of Balangir Municipality or policy adopted by the Executive Officer and proper maintenance of the records/report in this regard has to be sent to Executive Officer/Municipal Engineer/ Nodal Officer/ Junior Sanitation Expert & Junior Engineer of Balangir Municipality.
- The Balangir Municipality authority will pay the electric bills and water charges of both the cremation grounds.
- The cremation services shall be made available to public for 24 x 7 (throughout day and night).
- Balangir Municipality will not be responsible for the losses of the Organization/Agency by way of the functioning /theft/natural calamities.

2. Compliance and Legal

- The Service Provider must comply with all statutory labour laws, including Minimum Wages, EPF, and ESI.
- Proof of payment of statutory dues must be submitted monthly along with the invoice.
- The agency must ensure all staff are equipped with necessary Personal Protective Equipment (PPE) for furnace operations.
- In the event of any dispute covering or arising out of the clause /clauses of MoU, the same shall be resolved through negotiation. Alternatively, the dispute may be referred to the next higher authority for adjudication whose decision shall be binding on both parties. In case either party is aggrieved on the decision of next higher authority, the jurisdiction of the Court shall be at Balangir in the district of Balangir, Odisha. Neither party shall be competent to bring any case/suit in regard to the matters covered by this agreement before any Court of Law outside Balangir.

3. Operational Standards

- **Operating Hours:** Services must be available as per the operating hours defined by the management, including weekends and public holidays, to ensure uninterrupted public service.
- **Record Keeping:** The Service Provider must ensure meticulous maintenance of the deceased registry, cremation logs, and inventory of materials (e.g., fuel, wood, or PPE).
- **Equipment Care:** Any damage to crematorium furnaces or infrastructure due to negligence, lack of skill, or unauthorized handling by the deployed staff will be the financial liability of the Service Provider.
- **Prohibited Conduct:** Consumption of alcohol, tobacco, or any illegal substances on the premises is strictly prohibited and shall result in immediate removal of the staff member.
- **Maintenance of complaint/suggestion Book:** The agency will maintain a complaint/suggestion Book in ground/Crematorium which will be monitored by the Executive Officer/Municipal Engineer/ Nodal Officer/ Junior Sanitation Expert & Junior Engineer to redress grievance of the public in the functioning of Cremation ground.

4. Termination and Penalties

- **Notice Period:** The contract may be terminated by the Authority with 30 days' written notice if services are found to be unsatisfactory or if there is a breach of contract terms.
- **Immediate Termination:** The Authority reserves the right to terminate the contract immediately without notice in cases of gross misconduct, financial fraud, or unethical behavior toward bereaved families.
- **Penalty for Absence:** Penalty equal to the pay role of the staff per shift shall be levied if the required manpower is not present, which will be deducted from the monthly invoice.

5. Security Deposit and Performance Guarantee

1. Amount of Security Deposit:

- The successful bidder shall be required to deposit a Security Deposit equivalent to [e.g., 2%] of the total annual contract value.
- This deposit must be submitted within 15 days of the issuance of the Letter of Acceptance (LoA) and before the formal signing of the contract.

2. Form of Deposit: The Security Deposit shall be accepted in the following forms:

- **Performance Bank Guarantee (PBG):** Issued by a scheduled commercial bank, valid for the entire contract period plus an additional **60 days** beyond the date of completion of all contractual obligations.
- **Fixed Deposit Receipt (FDR):** Pledged in favor of Executive Officer, Balangir Municipality, Balangir.
- **Demand Draft (DD):** Drawn in favor of Executive Officer, Balangir Municipality, Balangir, payable at Balangir.

3. Purpose and Forfeiture:

- **Performance Security:** The deposit serves as a guarantee for the satisfactory operation of the crematorium and compliance with all RFP terms.
- **Recovery of Dues:** The Authority reserves the right to deduct any outstanding penalties, unpaid statutory dues (EPF/ESI), or costs incurred for damages to equipment from the Security Deposit.
- **Forfeiture:** In the event of a total breach of contract, abandonment of work, or serious misconduct, the entire Security Deposit shall be forfeited to the Authority.

4. Refund of Security Deposit:

- The deposit (without interest) shall be released to the Service Provider after the successful completion of the contract period.
- Release is subject to a "**No Dues Certificate**" issued by the Site In-charge, confirming that all equipment is in working order and all labour liabilities have been settled.

6. Minor Maintenance and Repairs (Up to 50,000)

1. Scope of Responsibility: The Service Provider shall be responsible for identifying and executing minor repairs and routine maintenance tasks required to keep the crematorium, furnaces, and surrounding infrastructure in optimal working condition.

2. Financial Threshold:

- **Minor Repairs:** Any individual repair or maintenance task with an estimated cost up to **50,000** (inclusive of parts and labour) shall be categorized as "Minor Maintenance."
- **Approval Process:** For repairs within this limit, the Service Provider is authorized to proceed with the work after obtaining a "Pre Approval" from the Site In-charge or designated Authority to ensure better service for the public without delay.

3. Execution and Quality:

- All spare parts used must be original equipment manufacturer (OEM) parts or of equivalent high quality.
- The Service Provider must ensure that repairs are carried out by qualified technicians (either in-house or specialized vendors).

4. Reimbursement and Documentation:

- **Transparency:** The Service Provider shall first bear the cost of such repairs.
- **Claim Submission:** Reimbursement claims for minor maintenance must be submitted along with the monthly manpower invoice.

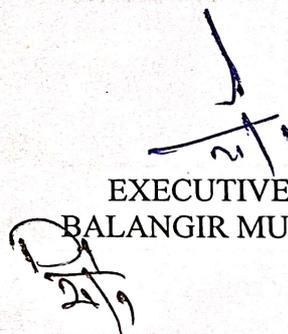
- **Supporting Evidence:** Each claim must be accompanied by:
 - A "Before and After" photograph of the repair.
 - Original GST-compliant invoices for materials and specialized labor.
 - A brief "Work Completion Report" signed by the Site Supervisor.

5. **Major Repairs:** Any repair estimated to exceed 50,000 shall be classified as "Major Maintenance." and the execution will be the in the part of the Balangir Municipality.

7. Period of Validity and Extension

- **Contract Period:** The contract shall be valid for an initial period of [e.g., One Year] from the date of commencement of services.
- **Performance Review:** A formal performance evaluation will be conducted every [e.g., Six Months] to ensure all operational and ethical standards are being met.
- **Extension Clause:** The contract may be extended for a further period of [e.g., One or Two Years], one year at a time, subject to the mutual consent of both parties and the satisfactory performance of the Service Provider.
- **Price Escalation:** During the extension period, any increase in remuneration will be limited to changes in the **Statutory Minimum Wages** as notified by the Government. No increase in the "Management Fee" or "Service Charge" shall be permitted during the extension.
- **Bid Validity:** The proposal submitted by the bidder shall remain valid for a period of [e.g., 90 days] from the date of RFP submission.

Authorized Signature: _____


EXECUTIVE OFFICER,
BALANGIR MUNICIPALITY

Financial Proposal Format- "ANNEXURE-A"

(To be submitted on the Bidder's Letterhead)

(Individual proposal for each crematorium)

Project: Provision of Manpower for Crematorium Operations RFP Ref No: [Insert Number]

A. Monthly Manpower Cost Breakdown

Sl.No	Designation / Position	Qty	Wage incl. all charges per day	Total Monthly Cost per head

Sub-Total 'A' = Rs. _____

B. Management Fee / Service Charge.

(Calculated on Sub-Total A)[_____]%=Rs. _____

Gross Total Summary (A+B)=Rs. _____

Applicable GST _____%=Rs. _____

Grand Total Including Tax=Rs. _____

(Total Cost In Wards)

Authorized Signature: _____

Name and Title: _____

Date: _____

Company Seal: ---

Token of Acceptance

(To be submitted on the Bidder's Letterhead)

Declaration: I, the undersigned, acting as the authorized representative of [Name of the Company/Agency], hereby acknowledge that I have read, understood, and accepted all the Terms and Conditions mentioned in this RFP for the hiring of manpower for crematorium operations.

We hereby submit this signed document as a **token of our acceptance** and commitment to abide by these standards, legal requirements, and operational protocols if awarded the contract.

Authorized Signature: _____

Name and Title: _____

Date: _____

Company Seal: ---