

Date: 16 th January'2017

**RFP for Selection of Resource
Organisations to catalyse the formation
of SHGs, their federations, capacity
building of ALL members and
promotion of the financial inclusion of
SHG members under DAY- NULM**

**State Urban Development Agency(SUDA)
Housing and Urban Development Department
Government of Odisha**

Annexure - I

Invitation of offers

RfP No:

Letter No:

Bhubaneswar, Dated: 16th January'2017.

Sealed proposals are invited by the State Urban Development Agency (SUDA) from amongst the autonomous registered agencies set up by state or central governments or well established long-standing federations of SHGs or non-government organisations to catalyse the formation of SHGs, their federations, capacity building of members and promotion of the financial inclusion of SHG members under DAY-NULM. **The contract will be for a period of two years.** The registered bodies will be selected for selection and empanelment on Quality Based Selection (QBS) process. The bidders have to submit a technical proposal for one city or more than one cities depending upon their strength to sustain the Self Help Groups, **subject to maximum of 5- cities.** Further details of the services requested are provided in the various annexure enclosed with this letter.

1. Completed technical Proposal for the work in prescribed format shall be received up to 31st January' 2017 up to 1 PM.
2. The sealed proposals can be sent well in advance by registered post or speed post or in person to **The Additional Director, State Urban Development Agency (SUDA), Vivekananda Marg, Near Bhubaneswar Municipal Corporation (BMC), Bhubaneswar - 751 014.** Bidders can also submit proposal by hand to the above office.
3. The Proposal received shall be opened **on, 31st January' 2017** itself at 4 P.M. in the presence of representatives of bidders. Bidders are requested to ensure presence of their representative at the time of opening of the bid, who must submit an authorization letter from the bidder.
4. This RFP includes the following documents:
 - i. This Letter of Invitation (see Annexure - I)
 - ii. Instructions to Bidders (see Annexure - II)
 - iii. Data Sheet and Check List (see Annexure - III)
 - iv. Technical Proposal Standard Forms (see Annexure – IV)
 - v. Terms of Reference (ToR) (see Annexure – V)
 - vi. Standard form of MOU(see Annexure - VI)
5. While all information / data given in the RFP are, to the best of the Client's knowledge accurate within the consideration of scope of the proposed contract, the Client holds no responsibility for accuracy of information and it is the responsibility of the Bidder to check the validity of information / data included in this document.
6. The Client reserves the right to cancel the entire bid process or part of it, at any stage without assigning any reason thereof.

Interested Bidders may obtain further information from the office of the The Mission Director-NULM, State Urban Development Agency (SUDA), **Odisha via Tel. 0674-2432317, e-mail sudaodisha@gmail.com.**

Annexure – II

Instructions to Bidders

1. Introduction

- 1.1. These instructions should be read in conjunction with information specific to the consulting services contained in the Covering Letter, Data Sheet and accompanying documents.
- 1.2. The Technical Proposal ONLY shall be the basis for selection of successful bidders for empanelment.
- 1.3. The Bidder shall bear all costs associated with the preparation and submission of its proposal and contract negotiation.
- 1.4. The Client is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to award of contract without thereby incurring any liability to the bidder.
- 1.5. In no case, sub-letting / Joint venture / Consortium would be accepted.

2. Eligible Bidder

- 2.1 The invitation is open to autonomous registered agencies set up by state or central governments or well established long-standing federations of SHGs or non-government organisations (NGO).The bidder should be a registered body.
- 2.2 Agencies/Organisations must be registered in NGO Darpan Portal & must have UID number from NITI AYOGA.
- 2.3 Agencies/Organisations must have prior experience **in social mobilization of poor households, training and capacity building, livelihood promotion, bank linkage etc. in urban areas** of minimum no. of 50 SHGs in last 3 years as on 31.12.16. Preference will be given to the micro credit Organisations functioning at least for last five years.
- 2.4 Agencies/Organisations should have minimum experience of 5 years in social mobilization / SHG movement through community driven programmes.
- 2.5 Agencies/Organisations should have minimum 5 numbers (To apply for each city) of manpower in their payroll as on 31.03.2016.(for applying for 5 cities manpower should be minimum 25)
- 2.6 Applying for any specific city the Agencies/Organisations must have undertaken project/programme at field level in the concerned city.
- 2.7 "Average" Annual turnover of the bidder should be more than Rs 50 lakhs during last three financial years for applying for one city. Since maximum bidder can offer for 5 cities, turn over requirement to apply for 5 cities will be Rs. 2.50 Crore. Agencies/Organisations should have audited financial statement of last three years(2013-14, 2014-15, 2015-16).
- 2.8 Agencies/Organisations, already empanelled in SUDA as R.O & engaged in five or more than five ULBs are not eligible to apply.
- 2.9 No Joint/Consortium bid is permitted.

3. Conflict of Interest

Conflict of interest exists in the event of: (i) conflicting assignments, typically monitoring and evaluation of the same project by the eligible Bidder; (ii) Agencies or institutions who have a business or family relation with the Client directly or indirectly; and (iii) practices prohibited under the anti-corruption policy of the Government of India and Government of Odisha.

4. Disclosure

- 4.1 Bidders have an obligation to disclose any actual or potential conflict of interest. Failure to do so may lead to disqualification of the Bidder or termination of its Contract.
- 4.2 Bidders must disclose if they are or have been the subject of any proceedings (such as blacklisting) or other arrangements relating to bankruptcy, insolvency or the financial standing of the Bidder, including but not limited to appointment of any officer such as a receiver in relation to the Bidder's personal or business matters or an arrangement with creditors, or of any other similar proceedings.
- 4.3 Bidders must disclose if they have been convicted of, or are the subject of any proceedings relating to:
 - a) a criminal offence or other serious offence involving the activities of a criminal organization, or where they have been found by any regulator or professional body to have committed professional misconduct;
 - b) Corruption including the offer or receipt of an inducement of any kind in relation to obtaining any contract;
 - c) Failure to fulfill any obligations in any jurisdiction relating to the payment of taxes or social security contributions.

5. Anti-corruption Measure

- 5.1 Any effort by Bidder(s) to influence the Client in the evaluation and ranking of technical Proposals, and recommendation for award of Contract, may result in the rejection of the Proposal.
- 5.2 A recommendation for award of Contract shall be rejected if it is determined that the recommended Bidder has directly, or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question. In such cases SUDA shall blacklist the Bidder either indefinitely or for a stated period of time, disqualifying it from participating in any H & UD Dept. related bidding for the said period.

6. Clarification on Provisions of the RFP Document

Interested Bidders may seek clarification on any of the provisions in the RFP document through e-mail to **sudaodisha@gmail.com** addressed to the Client's Representative. Such requests for clarification shall be entertained up to **21st January' 2017**. Response to all clarifications received through e-mail and shall be taken up in pre-bid meeting and clarifications/amendments will be issued in web site of SUDA.

7. Pre-Bid Conference

Besides requesting clarification through e-mail, interested bidders can also clarify their queries by participating in the pre-bid conference, The Client shall organize a Pre-Bid Conference on **Date: 21st January'2017**, **Time:11:30AM**, Place: Conference Hall of State Urban Development Agency (SUDA), Vivekananda Marg, Near Bhubaneswar Municipal Corporation (BMC), Bhubaneswar - 751 014. Interested prospective Bidders may attend.

8. Amendment of the RFP document

- 8.1 At any time before submission of Proposals, the Client may amend the RFP by issuing an addendum through e-mail and webhosting in the SUDA website i.e. sudaodisha.org.
- 8.2 Any such addendum will be binding on all the Bidders.
- 8.3 To give Bidders reasonable time in which to take an addendum into account in preparing their Proposals, the Client may, at its discretion, extend the deadline for the submission of the Proposals.

9. Language of Proposals

The Proposal and all related correspondence exchanged between the Bidder and the Client shall be written in the English language. Supporting documents and printed literature that are part of the Proposal may be in another language provided they are accompanied by an accurate translation of the relevant passages in English with self-certification for accuracy, in which case, for the purposes of interpretation of the Proposal, the translated version shall govern.

10. Cost of bidding

The Bidder shall bear all costs associated with the preparation and submission of its Proposal. The Client shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

11. Taxes

The Bidder may be subject to taxes (such as: fringe benefit tax, value added or sales tax, service tax, duties, etc.) on amounts payable by the Client under the Contract , which are to be borne by the bidder.

12. Submission of Proposal

- 12.1 Proposals must be received before the deadline specified in the Data Sheet.
- 12.2 Proposals must be submitted to the address specified on the Data Sheet and delivered on or before the time specified in the Data Sheet.

13. Documents comprising the Proposal

Bidders shall submit one sealed envelope, containing the Technical Proposal for each city. The Technical Proposals will be opened at the date and time specified in the Data Sheet.

14. Proposal validity

Proposals shall remain valid for the period specified in the Data Sheet commencing with the deadline for submission of Technical Proposals as prescribed by the Client.

15. Format and Signing of Proposals

15.1 A single Technical Proposal (original) for each city as mentioned in the Data Sheet shall be submitted in the prescribed format attached with this RFP document at **Annexure- V.**

15.2 The original Technical Proposal shall be signed by a person duly authorized to sign on behalf of the Bidder. The name and position of the person signing the authorization must be typed or printed below the signature. All pages of the Technical Proposal shall be signed by the person signing the Proposal.

15.3 Any interlineations, erasures, or overwriting shall be valid only if signed or initialed by the person signing the Proposal.

16. Deadline for Submission of Proposals

The Client may, at its discretion, extend the deadline for the submission of Technical Proposal by amending the RFP, in which case all rights and obligations of the Client and Bidders subject to the previous deadline shall thereafter be subject to the deadline as extended.

17. Late Proposals

The Client will not consider any Proposal that arrives after the deadline prescribed by the Client for submission of Proposals in the Data Sheet. Any Proposal received after the respective deadline for submission shall be declared late, rejected, and returned unopened to the Bidder.

18. Evaluation of Offers:

Bids received and found valid will be evaluated by CLIENT to ascertain the best evaluated bid in the interest of CLIENT for proposed services under this document. The Bidder should take enough care to submit all the information sought by CLIENT in the desired formats. The bids are liable to be rejected if information is not provided in the desired formats, however CLIENT reserves right to seek any clarification from any bidder if it so desires. The proposals, in general, shall be evaluated using the following criteria:

Technical evaluation of the bid would be carried out applying the evaluation criteria specified below. **Quality based Selection Method (QBS)** will be followed during the evaluation stage. Each respective technical bid will be attributed a technical score as per following breakup:

SN	Main Criteria and Weights out of Total 100 marks	Sub Criteria	Sub Weights
1.	Financial Strength - 20	Turnover (average 3 years)Rs.50 lakhs- Rs.2.5 Crore —10 marks, for every additional Rs.10 lakh- 1mark each – Max 20 marks	20
2.	Year of experience -10	Number of years in social mobilisation & Community development, for 5 years - 5 marks. For every additional year over 5 year- 1 mark each subject to Max-10 marks	10
3.	Institutional Strength – 20	Number, qualification & years of experience of social development and community development experts Marking as per ** under.	10
		Total no. of man power in payroll as on 31.12.16: for 5- manpower 5 marks and for every additional 3 nos. 1 mark each subject – Max 10 marks	10
4.	Similar Experience (Establishment of SHG - in last 3 years up to 31.12.2016) – 20	Total Number of SHGs- For 50 nos-10 marks for every additional 10 Nos.-2 mark each- Max 20 marks	20
5.	Duration of working in social mobilisation project for urban poor in last 5 years up to 31.12.16- 20 making	Total Duration Projects (For 5 years -5 marks, more than 5 years - 1 mark for each year maximum 10 marks)	10
		Total Value of Projects (in INR) more than 50 lakh-10 mark, 2.5 -5 lakh-5, less than 2.5- 2 mark	10
6.	No of social dev. projects implemented in the urban area of concerned city applied for in last 5 years.-10 Marking	For 1 Projects -2 mark, For 5 or more than 5 projects - Maximum 10	10

**** Separate evaluation will be made city wise.**

a. Qualification of Experts :-MBA/MSW/PG in Social Science – 5 marks, BBA/Graduate in social science)—3 mark,

b. Experience in relevant field:- Above 10 years - 5marks , 5 -10 years – 3 marks , Less than 5-years – 2 marks.

19. SELECTION /Empanelment:

As per the above scoring the merit list will be prepared city wise. The ROs will be selected in order of their marking. The empanelment list will be maintained and in the event of selected R.O not able to carry out the scope of work to achieve the projected target, in such event SUDA/ SULM can appoint additional R.O in the same geographical area.

20. Client's Right to Accept any Proposal, and to Reject any or all Proposals

The Client reserves the right to accept or reject any Proposal, and to annul the bidding process and reject all Proposals at any time prior to Contract award, without thereby incurring any liability to the Bidders.

21. Award of Contract Notification

- 21.1 Prior to the expiration of the Proposal validity period, the Client shall notify the successful Bidder, in writing, that its Proposal has been accepted. At the same time, the Client shall notify all other Bidders of the results of the bidding.
- 21.2 Until a formal Contract is prepared and executed, the notification of award shall constitute a binding Contract.

22. Negotiations/Clarifications

The successful Bidder will be informed in writing of the date, place and time for negotiations/clarifications, if any. Representatives conducting negotiations on behalf of the Bidder must have written authority to negotiate and conclude a Contract.

23. Signing of Contract

- 23.1 After notification, the Client shall communicate to the successful Bidder to sign the Contract. In the form of Standard Contract MOU document.
(see Annexure - VI)
- 23.2 Pursuant to negotiations, the successful Bidder shall sign, date, and return the Contract, along with necessary supporting documents, to the Client.
- 23.3 All formalities of negotiation and signing of contract will be completed within fifteen (15) days of notification of award.

24. COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT

- 24.1 **Effectiveness of Contract:** This Contract shall come into force and effect on the date (the "Effective Date") of the "Client's notice to the Agencies/Organisations instructing the Agencies/Organisations to begin carrying out the Services.
- 24.2 **Termination of Contract for Failure to Become Effective:** If this Contract has not become effective within such time period after the date of the Contract signed by the Parties, client may, by not less than twenty one (21) days written notice to the Agencies/Organisations, declare this Contract to be null and void, and **forfeit the EMD.**
- 24.3 **Commencement of Services:** The Agencies/Organisations shall begin carrying out the Services not later than 15 days after the Effective Date.
- 24.4 **Expiration of Contract** This Contract shall expire at the end of such time period as specified in the clause 2.0 of TOR.
- 24.5 **Entire Agreement:** This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any other statement, representation, promise or agreement not set forth herein.

- 24.6 **Modifications or Variations:** Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties..

25. Force Majeure

25.1 Definition

- a. For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance, and which makes a Party's performance of its obligations here under impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, lockout or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent),confiscation or any other action by Government agencies.
- b. Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or by or of such Party's Sub-Consultancy Agencies/Organisations or agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected both to take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations here under.
- c. Subject to clause 25.2, Force Majeure shall not include insufficiency of funds or inability to make any payment required here under.

- 25.2 **No Breach of Contract:** The failure of a Party to fulfil any of its obligations here under shall not be considered to be a breach of, or default under this Contract in so far as such in ability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.

25.3 Measures to be Taken:

- a. A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.
- b. A Party affected by an event of Force Majeure shall not if the other Party of such event as soon as possible, and in any case not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event ,and shall similarly give written notice of the restoration of normal conditions as soon as possible.
- c. Any period within which a Party shall ,pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force

Majeure.

- d. During the period of their inability to perform the Services as a result of an event of Force Majeure, the Agencies/Organisations upon instructions by the "Client", shall either demobilize or continue with the Services to the extent possible, in which case the Agencies/Organisations shall continue to be paid proportionately and on prorata basis, under the terms of this Contract.

- 25.4 **Suspension:** The "Client" may, by written notice of suspension to the Agencies/Organisations suspend all payments to the Agencies/Organisations here under if the Agencies/Organisations fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall allow the Agencies/Organisations to remedy such failure, if capable of being remedied, within a period not exceeding thirty (30) days after receipt by the Agencies/Organisations of such notice of suspension.

26. Termination

- 26.1 **By the "Client":**The "Client" may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through(i) of this Clause.
- a. If the Agencies/Organisations fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension pursuant to Clause within thirty (30) days of receipt of such notice of suspension or within such further period as the "Client" may have subsequently approved in writing.
 - b. If the Agencies/Organisations becomes(or, if the Agencies/Organisations consists of more than one entity, if any of its Members becomes and which has substantial bearing on providing Services under this contract) insolvent or go into liquidation or receivership whether compulsory or voluntary.
 - c. If the Agencies/Organisations fails to comply with any final decision reached as a result of arbitration proceedings pursuant to the decision.
 - d. If the Agencies/Organisations, in the judgment of the "Client" ,has engaged in corrupt or fraudulent practices in competing for or in executing this Contract.
 - e. If the Agencies/Organisations submits to the "Client" a false statement which has a material effect on the rights, obligations or interests of the "Client".
 - f. If the Agencies/Organisations places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to the Client.
 - g. If the Agencies/Organisations fails to provide the quality services as envisaged under this Contract. The Consultancy Monitoring Committee (CMC) formulated to monitor the progress of the assignment may make judgment regarding the poor quality of services, the reasons for which shall be recorded in writing. The CMC may decide to give one chance to the Consultancy firm/agency to improve the quality of the services.

- h. If, as the result of Force Majeure, the Agencies/Organisations is unable to perform a material portion of the Services for a period of not less than sixty (60)days.
 - i. If the “Client”, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.
- 26.2 In such an occurrence the “Client” shall give a not less than thirty(30)days 'written notice of termination to the Agencies/Organisations, and sixty (60) days 'in case of the event referred to in(i).
- 26.3 If the Agencies/Organisations fails to perform as envisaged under this Contract the **PBG amount will be forfeited & the Agencies/Organisations will be blacklisted by the Govt. in H & UD Dept.** on recommendation from the “Client”.

Annexure – III**Data Sheet and Check List****A. Data Sheet:**

1.	Title of Consulting Service: Selection and Empanelment of Resource Organisations to catalyse the formation of SHGs, their federations, capacity building of all members and promotion of the financial inclusion of SHG members under DAY-NULM.
2.	Name of the Client: State Urban Development Agency, H & UD Dept. Govt. of Odisha
3.	Method of selection: Quality Based Selection (QBS) through bids from Agencies/Organisations.
4.	Selection of agencies/ organizations : The bidders have to submit the technical Proposal giving their credentials, experience, financial status as per technical proposal form given at Annexure – IV . The evaluation shall be made as per evaluation criteria specified at Annexure –II (Clause-18).
5.	Details of the cities/towns for which Resource Organisations (RO) are to be selected and number of ROs to be taken for each city is furnished at Annexure-V (Clause-3). Applications are to be submitted city wise and a bidder can apply for maximum 5 cities. If any bidder quotes for more than 5 - cities by mistake in that case only offer for 5-cities in alphabetical order will be considered for evaluation. The selection of R.O for the city will be made on the basis of technical score as explained in clause -18 above.
6.	Technical proposal to be submitted: YES, as perform given at annexure –IV along with all supporting documents, separately for each city. Bidder offering for more than one city can submit one set of supporting documents for items A,B,C,D ,E & G of form at Annexure-IV. However separate form as per Annexure-IV is to be given for each city applied along with supporting document related to item-F of the form and EMD amount for that city in separate envelop.
7.	Financial proposal to be submitted: NO. The fee payable for formation of SHGs and carry out activities as per the ToR is given at Annexure – V .
8.	Address for submission of Proposals: The Mission Director, NULM State Urban Development Authority (SUDA), Vivekananda Marg, Bhubaneswar. PIN: 751 014
9.	A pre-bid conference to be held: YES Date: 21st January' 2017 Time:11:30AM Place: State Urban Development Agency (SUDA), Vivekananda Marg, Near Bhubaneswar Municipal Corporation (BMC), Bhubaneswar - 751 014.

10	<p>The Client's Representative is:</p> <p>The Mission Director-NULM State Urban Development Agency(SUDA), Vivekananda Marg, Bhubaneswar PIN: 751 014 Tel. 0674-2432317, e-mail: sudaodisha@gmail.com. Website : www.sudaodisha.org</p>
11	Proposals shall remain valid for 120 days after the submission date indicated in this Data Sheet.
12	Clarifications may be requested not later 21st January, 2017 . All requests for clarifications will be directed to the Client's representative. The Client shall respond to requests for clarifications by electronic means after seven (7)days of pre-bid meeting date.
13	The Bidder is required to include with its proposal written confirmation of authorization to its representative to sign on behalf of the Bidder: YES
14	Joint Ventures or Consortium offer:- NOT permissible
15	Bidders Eligibility Criteria– Applicable As per details given at Annexure-II clause 2. Eligible bidder.
16	While submitting the proposal the bidder has to ensure that a single technical Proposal for each city in original to be kept in sealed envelope with superscription "Selection and Empanelment of Resource Organisations to catalyse the formation of SHGs, their federations, capacity building of all members and promotion of the financial inclusion of SHG members under NULM for city of -----" On the envelope clearly write/print in bold capital letters "DO NOT OPEN EXCEPT IN THE PRESENCE OF THE CLIENT'S REPRESENTATIVE AND PRIOR TO 31st January' 2017 (4.00 PM) ".
17	<p>The outer envelope must be labeled with:</p> <p>a) Title: "Selection and Empanelment of Resource Organisations to catalyse the formation of SHGs, their federations, capacity building of all members and promotion of the financial inclusion of SHG members under NULM"</p> <p>b) RFP Number;</p> <p>c) Last date of bid Submission ;</p> <p>d) Full address of bid submission authority with contact no and email on the right;</p> <p>e) Full address of the Bidder with contact no and email on the left.</p>
18	If any envelope is not sealed and marked as instructed, the Client will assume no responsibility for the misplacement or premature opening of envelopes leading to disqualification of the Bidder from the bidding process.
19	<p>Tender fee must be deposited: YES</p> <p>Tender fee of Rs. 2,000/- per city (non-refundable) to be deposited.</p>

	<p>Earnest Money Deposit (EMD) to be submitted: YES</p> <p>EMD of Rs.10,000/- per city(Refundable) to be deposited</p>
20	<p>Form for Tender fee & Earnest Money Deposit will be: in shape of demand draft in favor of the Additional Director, SUDA, payable at Bhubaneswar.</p> <p>Bids not accompanied by tender fees and EMD shall stand rejected.</p>
21	<p>A Bank Guarantee is to be submitted by the selected Bidder upon signing of Contract: YES</p>
22	<p>The amount will be 5 percent of the minimum contract value considering formation of 50 SHGs (RS 25,000) per city and the same will be provided in the form of demand draft only.</p> <p>Bank Guarantee will be made in the name of the Additional Director, SUDA, Vivekananda Marg, PIN: 751 014 Bhubaneswar. On submission of above BG, the EMD submitted is to be refunded.</p>
23	<p>Proposals must be submitted no later than the following date and time:</p> <p>31st January' 2017 up to 13 hours (1 PM).</p>
24	<p>Date and time for public opening of the Proposals received:</p> <p>31st January' 2017 at 16 hours (4 PM).</p>
25	<p>Expected date/month for commencement of services: April'2017</p>
26	<p>Expected date/month for completion of consulting services: March'2019</p>

B. Check List:

The bidders are requested to check the following points before submitting the bids:

i)	1.	Whether the Technical Proposals have been properly marked, superscripted, labeled and sealed, as required? Separate proposal city wise.
	2.	Whether each proposal has been ink-signed by the appropriate authority? Have all the pages of the proposal been ink-signed?
	3.	Whether the Audited balance sheet /Financial Statement for last three years been submitted along with the proposal and chartered accountants certificate for consultancy turnover?
	4.	Have the Tender Fee and EMD been enclosed with the technical proposal?
	5.	Whether the number of pages of the proposal properly indexed?
ii)	1	All the bidders should send:
	a.	Agency's consent letter
	b.	Brief Profile of the Agency along with registration certificate copy.
	c	Experience of working in Projects/programme at field level in the concerned city applied for in last 5 years copy of work order/certificate to be enclosed) with city wise application.
	d.	Self-certificate by Director/Owner of the bidders Agency/ Organisation regarding the list of persons employed in payroll of company as on 31st December, 2016.
	e.	Experience in working in project/programme for urban poor in last 5 years up to 31.12.16 -enclose copies of work order/certificate.
		f. Prior experience of formation of 50 SHG- Enclose self-certified list with details

Annexure -IV

Technical Proposal Standard Forms

Letter No.:

Place:

Date:

From:

[Name of Agency/Organisation with
Complete Address of Communication]

To:

**The Mission Director-NULM
State Urban Development Agency (SUDA)
Vivekananda Marg
Bhubaneswar - 751 014**

Subject: Selection and Empanelment of Resource Organisations to catalyse the formation of SHGs, their federations, capacity building of all members and promotion of the financial inclusion of SHG members under NULM for a period of two years **(Technical Proposal)** for -----City.

We, the undersigned, offer to provide the services for the above in accordance with your Request for Proposal dated 16.01.2017. We are here by submitting our Technical Proposal both in hard copy and soft copy format sealed in an envelope.

We have examined the information provided in your Request for Proposal (RFP) and offer to undertake the work described in accordance with requirements and as per fee payable specified in RFP. This proposal is valid for acceptance for 120 days and we confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.

We accept that any contract that may result will comprise the MOU documents issued with the RFP and be based upon the documents submitted as part of our proposal; and placed by the **(Name of the agency/organisation)**. The Proposal has been arrived at independently and without consultation, communication, agreement or understanding (for the purpose of restricting competition) with any other party invited to tender for this contract.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

I confirm that I have the authority of **(Name of the agency/organisation)** to submit proposals / tenders and to clarify any details on its behalf.

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

Yours sincerely,

Enclosures:

Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

APPENDIX – I
FORMAT FOR SUBMISSION OF TECHNICAL PROPOSAL
For ----- city

A. General Details:

SN	Name of the Agency/organization	
1.	Permanent address Tel : Fax: Email id :	
2.	Name of the Authorized person for submitting proposal: Mobile No. : Email id : (Attach Authorization letter of Competent Authority)	
3.	Demand draft Details Tender fee Amount : DD No. : Issuing Date: Name of the Bank:	
4.	Demand draft Details OF EMD Amount : DD No. : Issuing Date: Name of the Bank:	
5.	Disclosure information as per clause-4 Instruction to Bidder (Annexure-II)	
6.	Whether the agency was ever blacklisted: Y/N If yes whether that black listing was not cancelled: Y/N (If yes, attach copy of same and the affidavit)	
7.	Brief professional back ground of the organization	
8.	Confirm to carry assignment as per TOR of RFP with fee payable as specified in RFP	YES
9.	Confirm to accept all term & conditions specified in RFP documents	YES

10.	Number of years in social mobilisation & Community development Date of Registration--- Number of years' Experience in above:	
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B. Financial Details:

SN	Year	Turnover
1.	2013-14	
2.	2014-15	
3.	2015-16	
4.	Avg for 3 years	

(Certificate from Chartered Accountant for the turn over to be enclosed along with the copies of balance sheets.)

C. Institutional Strength.

C.1 Social mobilisation & Community development Experts:

SN	Name of the Expert	Qualification	Relevant Experience in Yrs	Details of best social projects

(Add Rows as required)

C.2 : Total Number of personnel in payroll as of 31st December' 2016

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D. Total no. of SHGs formed in last 3 years up to 31st December' 2016

<p>(Details of the SHGs formed to be submitted as per format furnished below duly self certified)</p>

Format for Details of SHGs formed:

SN	Name of the SHGs	Address of the SHG	Name of the secretary	Date of formation	Date of opening of bank account	Formed under which Scheme/ Programme

(ADD ROWS IF REQUIRED)

E. Experience in working in project/programme for urban poor in last 5 years up to 31.12.16.

Sl. No.	Client and Address	Project details	Duration of project in years	Value of fee in INR	Work order issued/MoA signed on (date) (Attach documents)
1.					
2.					
3.					
4.					
5.					

F. Experience of working in Projects/programme at field level in the concerned district of the city applied for in last 5 years

SN	Client and Address	Project/ programme details	Period of project/ programme	Value of fee in INR	Work order issued/ MoA signed on (date) (Attach documents)	District of operation of Programme/ Project
1						
2						
3						
4						
5						

(Add Rows if required)

G. Methodology including Management Plan

A detailed write-up under the following heads is submitted along with this offer.
(Max 2 pages)

- i. Appreciation of the project and response to the ToR.
- ii. Methodology including work plan and proposed management plan.
- iii. Provisions to secure and retain field staffs.

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Agency/Organisation:

Address:

Annexure -V

Terms of Reference

1. Introduction

The Ministry of Housing and Urban Poverty Alleviation (HUPA), Government of India has launched National Urban Livelihood Mission (NULM) effective from September, 2013. A flagship program of poverty reduction like NULM designed to rest on the foundation of social mobilisation of urban poor households on formation of their own institutions and enabling these institutions to access a range of financial services and skill development for better livelihoods services. In this context NULM envisages mobilisation of poor households into three tiered structure with Self Help Groups (SHGs) at grass root level, Area Level Federation (ALF) at the slum/ward level and City Level Federation (CLFs) at the City Level.

Self Help Group (SHGs): As per NULM guideline SHGs are groups of 10 to 20 women or men who come together to improve their living conditions by group savings and loans. Under NULM, Self-Help Groups of urban poor will be formed. Non poor may be included as members in SHGs where strong affinity or special reasons exist. However, at least 70% of the SHG members should be urban poor to qualify for funding support under NULM. SHGs may consist of 10 to 20 members. These groups need not be registered.

Area Level Federation (ALF): Area Level federation is an association of SHGs consisting of representatives from all member SHGs, with the objective of supporting member-SHGs. ALF will guide and monitor the functioning of SHGs, it will also form and train new SHGs. The federation of SHGs is to essentially deal with larger issues like bank linkage, Inter-group lending, negotiations with higher level structures and to gain greater bargaining power over the rights and privileges of SHGs. An ALF may be formed with 10 to 20 SHGs covering an area of a ward or slum or such other geographical unit with a minimum of 2 members (nominated representatives) per SHG. The ALF has to be registered under Societies Registration Act 1860.

City-level Federation (CLF): A City-level Federation (CLF) will be formed consisting representatives from each ALF. It is expected that each city will have at least one CLF. The CLFs should be registered under Societies Registration Act 1860. All ALFs in a city should be represented at the CLF. Bigger cities may have more than 1 CLF based on the size and population. The CLF is expected to work with ALFs, member SHGs, city administration and financial institutions to ensure social and economic empowerment of the urban poor.

As per the guiding principle of the NULM, urban poor and their institutions need to be provided with sufficient capacity so that they can manage the external environment,

access finance, expand their skills, enterprises and assets. This requires continuous and carefully designed handholding support. A dedicated team of expert hired under City Mission Management Unit (CMMU) will induce social mobilisation, institution building and livelihood promotion. This team along with the community organizers will work at the field level for formation of SHGs under NULM. However, for catalysing the formation of SHGs and their federations and to promote the financial inclusion of SHG members under NULM, autonomous registered agencies set up by State or Central Government or well established long-standing federations of SHGs or non-government organisations (NGOs) will be engaged as Resource Organisations (RO).

Following the mission vision and objective, **State Urban Development Agency (SUDA) /State Urban Livelihood Mission (SULM), Odisha** calls for proposal from autonomous registered agencies set up by State or Central Government or well established long-standing federations of SHGs or Non-Government Organisations (NGOs), agency registered under Societies Registration Act 1860 any other related statutory act to be selected as Resource Organisation (RO) to provide support in social mobilization of urban poor households, facilitate the formation of SHGs and their federations, promote financial inclusion, bank-linkages, their federation at the area and city-levels, training, capacity building, and establishing links to ULBs.

SUDA, Odisha/SULM, Odisha will empanel **ROs** (Agency) based on the technical competency of the organisation through a competitive process and will share the list of the empanelled agencies with respective ULBs who appoint them to deliver the task. The empanelled agencies may be allocated a part of the City/area or entire city for the implementation of the programme. SULM-SUDA,ULB & R.O will enter into an Tri-Partite contract agreement to implement the programme. The RO must cover a minimum of 50 SHGs depending on the local conditions.

2. Scope of Work

NULM is being implemented in 33 cities/towns of Odisha. All target households i.e. urban poor households and occupationally vulnerable segments like rag pickers and street vendors etc. will be included to achieve universal coverage. Resource Organisations will be forming, strengthening, hand holding and facilitate for bank linkages of SHGs and its federations, enabling them to function as an institution independently. ROs will be creating Area Level Federations (ALFs) and assist in formation of City Level Federation through strong facilitation and handholding support to the SHGs.

The capacity building of SHGs will be the primary role to be played by the ROs. The ROs will impart training to SHGs and assist ULBs/ City Urban Livelihood Mission (CULM) to impart training to ALFs/CLFs on agreed and approved training modules. ROs will coordinate with key stakeholders such as ULB, SULM, Bank and other relevant government department.

ROs will handhold SHGs for 2 years. The ULB will assign the RO to a compact geographical area of the city within which the ROs will function. The RO should cover a minimum of 50 SHGs. ROs will report to ULBs on their day-to-day functioning.

Micro Finance Organisations having their own model of group formation, savings & credit will also be eligible for empanelment after discussion with SUDA on the model adopted & agreed to, by both the Parties in writing.

3. Area of Operation / List of ULBs.

SI No.	Name of the ULBs
1	Angul
2	Dhenkanal
3	Deogarh
4	Bargarh
5	Jharsuguda
6	Sambalpur
7	Rourkela
8	Sundargarh
9	Sonepur
10	Bolangir
11	Keonjhar
12	Boudgarh
13	Chatrapur
14	Berhampur
15	P'Khemundi
16	Koraput
17	Malkangiri
18	Bhawanipatna
19	Nowrangpur
20	Nuapada
21	Rayagada
22	Phulbani
23	Bhubaneswar
24	Khurda
25	Baripada
26	Jagatsinghpur
27	Jajpur
28	Kendrapara
29	Puri
30	Nayagarh
31	Balasore
32	Bhadrak
33	Cuttack

4. Key tasks of ROs

The selected Resource Organisations are required to undertake following activities in a specific geographical area within a city assigned to them for achieving the outcomes of this assignment.

a. Identification and assessment of existing SHGs.

The ROs will identify the existing SHGs formed under SJSRY/ Mission Shakti and by other organisations in the respective ULBs/town and assess the status of these SHGs in terms of their quality of functioning. ROs will follow a standard questionnaire to conduct the assessment and will collect relevant data to assess the SHG situation. Based on this exercise ROs will determine the requirement of new SHGs to be formed and number of existing SHGs to be strengthened in each ULBs/town. Selected agencies will also identify potential individuals to form new SHGs. The membership should be preferably from the weaker section of the group and a participatory and self-selection approach to be followed in the process of group formation.

b. Interface with community and formation of federations

The ROs will be responsible for community mobilisation, building trust and gain confidence of urban poor to form SHGs and their federations to take collective actions at the slum level. ROs will work closely with women and facilitate the processes of forming SHGs, form Area Level Federations and assist ULB/ CMMU in formation of City Level Federation. The ROs need to ensure at least 70% of SHG members are urban poor.

c. Bank Linkages and Financial Literacy

The selected agency will facilitate the processes for establishing SHGs linkages with Banks which begins with the opening of bank account. The agency will also facilitate SHGs and its members to access financial services such as saving, insurance, pension, remittance and credit.

d. Capacity Building

After the identification of existing SHGs and formation of new SHGs with potential and interested individuals, ROs shall provide training to all the members of the SHG (not just the leaders/representatives). The ROs will be providing training to SHG members and other stakeholders and conduct such training. The broader content of the training module will be:

- Basic concepts of functioning of a SHG like how to conduct meetings, basics of savings, lending money, repayment habits; responsibilities of group members;
- Book keeping and accounting, fund management, building bank and credit linkages;
- Communication, decision making, conflict resolution, self-assessment, etc.;
- Accessing government benefits under NULM especially universal financial inclusion, skill training and micro credit development and other social programmes of central, state and local governments;

- ROs will work closely with ALFs and CLFs to build their capacities and enable them to function independently.

e. Coordination

ROs will coordinate with **ULBs**, CMMU, Bank, **SULM/SUDA**, and other government departments for leveraging fund for SHGs to access benefits through different government led programme and schemes. ROs will also facilitate the processes for the convergence with relevant programme and scheme dealing with skills, livelihoods, entrepreneurship development, health education etc. ROs will coordinate with skill agency in the city/town, encouraging potential candidates for skill up-gradation and development for sustainable livelihoods

f. Handholding support for at least 15 months

ROs will be required to provide continuous hand holding support to SHGs for 15 months and undertake following activities:

- Attend SHGs and federation meetings on a regular basis and provide direction;
- Bring in bankers, government officials from various departments, and members from established SHGs (for cross-learning) to interact with the newly formed SHGs;
- Assist the Community Organiser in the evaluation of the performance of SHGs being supported by it;
- Bank linkages and financial linkages: Assist SHGs in the process of opening of bank accounts and facilitate SHGs to access financial services such as saving, insurance, pension, remittance and credit from banks and other formal sources.

g. Withdrawal Strategy

After initial handholding for at 15 months, ROs will be expected to gradually withdraw active support from those SHGs that are formed and performing satisfactorily and handover to the Area Level Federations in phase. The ROs will develop and implement strategies for the withdrawal of external support from the beginning.

h. Reporting and documentation

- **Inception report:** ROs are expected to submit the inception report within six to eight weeks of getting the assignment from ULBs. Inception report must include analysis of the situation (existing status of SHGs based on performance, number of new SHGs /ALFs to be formed, setting up of target for strengthening/formation of SHGs), details of RO staff structures, work Plan- including a) an activity schedule b) a training plan containing number of batches, participants, training calendar, training module with content of the training etc., The inception report should also include the strategy/ activities to achieve the milestones outlined in the scope of work. The work plan has to be developed in consultation with concerned ULBs.

- **Monthly/quarterly/annual progress reports** in the agreed format need to be shared by ROs periodically with respective ULBs. **SULM/ SUDA** and ULB jointly will monitor the progress of programme implementation and interact with the agency to ensure that the program falls within the schedules and agreed timeline.
- **Final Report** on the support including formation, hand holding support to SHGs and federations, capacity building and financial inclusion need to be submitted by last week of 24th month of engagement with the ULBs.

Note: Prospective bidders need to read the NULM “Operational Guideline for Social Mobilisation and Institutional Development” to understand the responsibility of ROs in details.

5. **Fee Payable, Payment Schedule and milestones:**

Total fee inclusive of all taxes payable for carrying out all activities as per this TOR will be RS 10,000/- per SGH.

Payment to ROs will be made on the basis of milestones mentioned in the table below:

SL.NO.	Milestones	Released amount (in Rs) per SGH
1	Completion of formation of SHGs as per guideline and on submission of copy of Resolution.	4000/-
	Bank account opening of SHGs with copy of pass book	
2	Capacity Building of SHGs as per the required content/ agreed module completed	2000 /-
3	Access to benefit of Revolving Fund, Bank linkage etc. to the SHGs under NULM.	2000 /-
4	Formation and registration of Area Level Federation & Submission of final report detailing the achievements of milestones.	2000 /-
	Total	10,000 /-

6. **Outcomes**

- Inception report with prescribed content submitted by ROs;
- At least 1 member from each identified urban poor household, preferably a woman has to be a member of an SHG and at least 70% of the members of SHGs should be urban poor;
- ROs to train SHGs and ALFs and CL federation's members to build their capacity on issues such as: (i) the SHG concept / federation concept

(including savings), how to conduct meetings, responsibilities of group members/ federations, etc; (ii) book-keeping and accounting, fund management, building bank and credit linkages; (iii) communication, decision making, conflict resolution, self-assessment; and (iv) accessing government benefits under NULM, and other social programmes of the central, state and local governments;

- d) All SHGs to have a bank account for deposit of savings;
- e) All SHGs to be linked to banks for credit;
- f) All SHGs formed access revolving fund support under NULM;
- g) SHGs will be federated at the area-level and at least one City-level Federation will be formed per City;
- h) All ALFs to be registered as a society;
- i) All ALFs formed must access revolving fund support under NULM.

7. Specific Responsibilities of the bidding Organisation /Agency

Agency shall ensure that the field staffs engaged are fully trained to carryout assigned activities, provide feedback and coaching, and are gifted with a delivery mind set. The specific responsibilities of Agency shall be:

- i. Procure and retain quality professional staff.
- ii. Provide technical and managerial support to ensure effective implementation of projects in designated cities/towns.
- iii. Report on progress of activities and coordinate closely with the ULB and SUDA in the discharge of the roles and responsibilities specified in TOR.
- iv. Procure and retain services of qualified and experienced professionals in specified domain areas for delivering the agreed deliverables.

