

Reply of Pre-Bid Queries for Survey of Urban Homeless under DAY-NULM

| S. No. | RFP Document Reference/ Clause No. (Section & Page umbers) | Content of RFP requiring Clarifications | Points of clarification | Clarification |
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| 1 | Section 3.2, Page-8, Point: a Sr. No. 1 (Scope of Work) | Each Urban Local Body may be divided into smaller, more compact Zones / Ward clusters, in line within the administrative set-up of the ULB. | i) Zone / Ward / Administrative boundaries will be provided to Vendor by Urban Development Department or Not? ii) If provided than in which format? | Shall be provided by Concerned ULB |
| 2 | Section 3.2, Page-8, Point: a Sr. No. 3,4 (Scope of Work) | Each team may comprise of around 4 persons for the field survey. These persons may include NGO representatives, homeless youth volunteers, students and youth volunteers (such as from the NSS, Town Level Federations and Nehru Yuva Kendra) etc preferably having experience in doing survey earlier. | Who will provide NGO-representative, youth volunteers and e.t.c | Empanelled Agency will arrange. |
| 3 | Section 3.2, Page-8, Point: a Sr. No. 6 (Scope of Work) | Standard questionnaire format will be developed for entire state and agency would follow the same for collection of information. | Whether the standard questionnaire format will be prepared by vendor or will be provided by Urban development department. | Prevail as per RFP |
| 4 | Section 3.2, Page-9, Point: a Sr. No. 1 (Scope of Work) | Identification of areas with concentration of homeless based in earlier surveys or any other sources of information | 1. Is there any kind of such survey data available with the department and if then whether it will be shared to the vendors or not? 2. If available then it is requested to share the details after the pre-bid meetings which can help the vendors to calculate the estimated cost for tender evaluation. | Census 2011 survey may be referred |

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| 5 | Section 3 (Scope of Work) Page No – 9 b) Field Survey Sr. No. 3. | Identifying the aspirants of the homeless for a shelter and also the deterrents preventing the homeless from using the existing shelters, if any. | i) What if they don't need shelter or refused to do so or demand money instead of providing shelters to them. ii) People who are residing on temporary basis i.e, working on construction site and living nearby in open sky are also be taken into homeless Persons? | i) Refer Guidelines of SUH Component of DAY-NULM. ii) Yes. Will be kept in separate Category. |
| 6 | Section 3 (Scope of Work) Page No – 10 c) Resource Mapping Point No. 3. | Vacant lands that are suitable potential sites for new shelters buildings | i) How to examine whether nearby land is vacant or occupied. ii) If occupied then whether it is private land or government land? | Help of ULB may be taken. |
| 7 | Section 3 (Scope of Work) Page No - 11 c) Resource Mapping Point No. 3. | Completion of survey before 3 months from date of signing of contracts. | i) Whether for all ULB allotted should be completed within 3 months or in alternate basis. | Prevail as per RFP. |
| 8 | Section 7 Page No – 15 Point No. 6. | Award for best practices by Central State Govt. Best Practise awards received for projects of similar planning aspect. | It is Requested to the department to evict these criteria from Technical Proposal and make it optional. | Refer Corrigendum -1 |
| 9 | 2. Introduction Identification of reasons which lead to homelessness of such identified families/population | | Is there a specific standardized Performa that is required to be filled by the consultant or whether the consultant needs to design the performa himself? | By the empanelled agency, taking in consideration the reply of the Homeless person. |
| 10 | 3.2 (b) Field Survey- Mapping and need assessment Geo-tagging each homeless person | | Kindly specify how geo tagging of homeless person would be carried? As per the consultant's understanding a location where the specific homeless person normally resides can be geo-tagged but not the person in particular. Kindly let us know if this understanding is correct or not? | Prevail as per RFP |

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| 11 | 3.2 (b) Field Survey- Mapping and need assessment Determination of shelter locations, types, number of shelters required in an area, plus available resources in terms of land and building. | | Kindly specify under available land and building resources if only govt. land and govt buildings are to be identified or private land and buildings also need to be identified? | All available resources including shelters/Rehan Basera operated by Govt./NGOs/Charitable Trusts etc. including available vacant land of Govt. for Construction of Shelter. Also refer sr. no. 27 |
| 12 | Responsibility of coordinating workshops and meetings | | Kindly tell us who will be bear the cost of venue/lunch/snacks etc for conducting workshops at various levels of project? | Prevail as per RFP Document. |
| 13 | 7) Bid Evaluation Methodology Criteria for evaluation of technical proposal Award for best practices by Central State Govt.: Best practice award(s) received for projects of similar planning aspect (5 Marks for each Max-15) | | It is requested that this clause be removed as this will gravely reduce the number of competitive participating firms. Moreover, Since the department is already asking for project completion certificates, ISO 9008:2005 certification, and a strong turn-over criteria which alone are sufficient to assure quality in work execution and experience. | Refer to Corrigendum -1 |
| 14 | 7) Bid Evaluation Methodology Criteria for evaluation of technical proposal 6.1 Innovativeness on TOR | | Kindly specify what the department precisely means by innovativeness in TOR and how its marks will be awarded? | Prevail as per RFP |
| 15 | 7) Bid Evaluation Methodology (QCBS 70:30) 7.2 Empanelment (L1 bidder) | | Kindly clarify whether it is a QCBS (70:30) tender or L1 Tender? | Refer to Corrigendum -1 |
| 16 | UDD reserves the right to ask L2, L3 firms in that order to match L1 rates in case DUD-HP decides to allot the job to more | | Kindly specify under what situations will the UDD use this urgency clause to invite L2, L3 firms. Also, whether they will be invited at the time of | Prevail as per RFP Document |

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| | than one bidder at a time in case of urgency. | | initials start of project or at later stages of project. | |
| 17 | 8. No commitment UDD-HP reserves the right to negotiate and award only a portion of the requirements; to negotiate and award separate or multiple contracts for the elements covered by this RFP in | | 1)Kindly Clarify if the entire work of 54 ULBS will be awarded to 1 consultant or multiple consultants? 2)Incase the work is awarded to multiple consultants, kindly specify how the ULBs will be distributed among them? | 1) Prevail as per RFP Document, 2) As decided by State Mission Director, Based on ranking of the empanelled firm. |
| 18 | 14(A) PENALTY: UDD-HP shall deduct 1% of the work order value at each stage for delay of submission of reports beyond 3 weeks. | | Kindly specify the max bar on the penalty that can be levied by the department in % of total project cost. | Prevail as per RFP Document |
| 19 | Page no 2, Key Dates | g. The firm has to submit the undertaking on ₹100 non-judicial stamp paper that the firm is not blacklisted by any State / central government entity/departments. | We request you to provide prescribed format for the undertaking. Kindly provide. | Use any format which suffice the purpose. |
| 20 | Page no 3, 1.b Checklist for Bidders | 1.b Checklist for Bidders: Online three envelope systems shall be followed, but bidders have to submit two envelopes in physical also i.e. o Envelop A: --EMD and Cost of RFP Document -- Affidavit (Authenticity and correctness of information/documents provided in Bid), -- Affidavit regarding delisting/blacklisting, demobilization etc. as required under eligibility criteria. -- Authority Letter to Sign on behalf of firm and -- Authority Letter for use of Digital Signature | We request you to provide prescribed format for the affidavit (Authenticity and correctness of information/documents provided in Bid). | Use any format which suffice the purpose. |

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| 21 | Page no 4, Checklist | 5. Whether submitted number of copies as prescribed in the data sheet? | We understand that one no. of hard copy to be submitted. Kindly confirm. | Yes |
| 22 | Page no 4, Checklist | 12. Is the CV submitted according to the format given? | Request you to kindly provide format for CV. Kindly Provide. | Use any format which suffice the purpose. |
| 23 | Page no 4, Checklist | 15. Whether undertaking as prescribed is enclosed with technical proposal? | Request you to kindly provide missing prescribed format for undertaking to be enclosed with technical proposal. Please Provide. | Use any format which suffice the purpose. |
| 24 | Page no 4, Checklist | 20. Whether both the self-assessment (Eligibility and Tech. Evaluation) formats duly filled in and signed are attached/enclosed with Technical Proposal? | Request you to provide missing both the self-assessment (Eligibility and Tech. Evaluation) formats. Kindly provide. | Submit Self-assessment sheet as per criteria outlined in Clause – 7 (Criteria for evaluation of Technical Proposal) |
| 25 | Page no 4, Checklist | 21. Whether copy of PAN, TAN, Service Tax Registration etc. is enclosed with Technical Proposal | We understand that GST registration details will be considered in place of service tax registration no. Kindly clarify | Yes |
| 26 | Page no 8,3.2 GIS based Survey of Homeless persons may be divided into three phases: | a. Planning phase Standard questionnaire format will be developed for entire state and agency would follow same for collection of information. | Kindly provide standards questionnaire format to understand the attributes needs to be collected. Kindly provide. | Prevails as per RFP |
| 27 | Page no 8,3.2 GIS based Survey of Homeless persons may be divided into three phases: | Real time web based dashboard to be provided to DIRECTORATE OF URBAN DEVELOPMENT - HP authorities to view real time progress of survey and geospatial information of each application on the Map | Please explain the required functionalities in details. | Survey details as per field questioner and basic details of homeless persons/Shelters including geo tagged photos of homeless/Shelters etc. also refer sr. no. 11. |

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| 28 | Page no 8,b. Field Survey: Mapping and Need assessment | b. Field Survey: Mapping and Need assessment The field survey will commence only after the trained survey teams are in place. The field survey should begin from 8.00 PM Onwards, because homeless people can usually be identified and contacted at this time. In addition, to cover homeless persons who work during the night, surveys should also be planned for a couple of days during the daytime, i.e. 10.00 AM to 4.00 PM. Information regarding survey and purpose of survey may also be given to local administration before starting field surveys. | We understand that Dept. will arrange for necessary coordination and support during field survey. We also understand that Information regarding survey and purpose of survey may also be given to local administration before starting field surveys. Kindly confirm. | Concerned ULB will assist. |
| 29 | Page no 10,b. Field Survey: Mapping and Need assessment | Need assessment of the homeless persons should be done using Focus Group Discussion (FGD) method so as to elicit the best possible responses from them. In FGD, questions should be asked based on an indicative list / format focusing on the following core areas | Kindly explain Focus Group Discussion (FGD) method in detail. | Prevail as per RFP |
| 30 | Pag no 11, 3.3. The Agency shall be responsible for | Task-2: Develop necessary mobile application software, Web based dashboard and make available required number of Tablets / I Pads / Smart Phones and other accessories to surveyors | Please explain the required functionalities in details. | functionalities compatible to provide information such as Survey details as per field questioner, basic details of homeless persons/Shelters including geo tagged photos of homeless/Shelters etc. |
| 31 | Page no 12,4.1 GENERAL CRITERIA for the Agency/NGO/Institution/Firm: | GENERAL CRITERIA for the Agency/NGO/Institution/Firm: a. Should have experience in Govt. sector like Municipal Corporation, Govt. Office, and Public-Sector Department & should have adequate | We request you to kindly consider experience in Govt. sector like Municipal Corporation, Govt. Office, and Public-Sector Department, private organization & should have adequate technical man power t | Prevail as per RFP Document. |

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| | | technical man power to survey Urban Homeless population | having prior experience in intense door to door survey/ Socio Economic survey/ Urban Survey/ Household/ Population survey. Kindly consider | |
| 32 | Page no 12,4.1 GENERAL CRITERIA for the Agency/NGO/Institution/Firm: | d. Should have at least 3 years 'of experiences in urban issues, municipal functionary, Management of Homeless Shelters for Urban Homeless. | We request you to kindly consider at least 3years of experiences in urban issues/municipal functionary/ Intense door to door survey/ Household Survey/ Socio economic survey in Government Projects, Municipal Corporation, Public sector and private organization. Kindly consider. | Prevail as per RFP Document. |
| 33 | Page no 13, 4.2 ESSENTIAL CRITERIA for the Agency/ Institution/NGO/Firm | b.The Agency/ NGO/ Firm must have successfully completed at least two urban survey projects in any Municipal or government sectors | b.The Agency/ NGO/ Firm must have successfully completed at least two urban survey projects in any Municipal or government sectors, Public sector and private organization i.e. Intense door to door survey/ Household Survey/ Socio economic survey . Kindly consider. | Prevail as per RFP Document. |
| 34 | Page no 14, 5. PREPARATION OF TECHNICAL PROPOSAL | f. The detail of the similar experience in other Government Projects (2 - 3 pages maximum) | We request you to kindly consider similar experience in other Government Projects, Municipal Corporation, Public sector and private organization i.e. Intense door to door survey/ Household Survey/ Socio economic survey (2 - 3 pages maximum) | Prevail as per RFP Document. |

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| 35 | Page no 15,7. BID EVALUATION METHODOLOGY, Criteria for Evaluation of Technical Proposals | 1. Completion of any kind of project(s) involving Urban Homeless Survey/ Household/ Socio economic survey and computerization of data of various towns in previous 5 Fin. years (i.e. 2012-13, 2013-14, 2014-15, 2015-16 and 2016-17). Each Project - 10 Marks (Max-40) Note: The consultants should append the copy of work order(s) and satisfactory performance report issued by concerned Agency to support their claim | Completion of any kind of project(s) involving Intense door to door survey/ Household Survey/ Socio economic survey and computerization of data of various towns in previous 7 Fin. years. The consultants should append the copy of work order(s) and satisfactory performance report and ongoing project work order issued by concerned Agency to support their claim intense door to door survey/ Socio Economic survey/ Urban Survey/ Population survey. Kindly consider | Prevail as per RFP Document. |
| 36 | Page no 15,7. BID EVALUATION METHODOLOGY, Criteria for Evaluation of Technical Proposals | Experience of working with homeless regarding research & policy development, capacity building & training and publications under any State / Centre Govt. Each project - 2 marks Note: The consultants should append the copy of work order(s) and satisfactory performance report issued by concerned Agency to support their claim in marks. | We request you to kindly consider research & capacity building & training under any State / Centre Municipal Corporation/ Public sector/private organization i.e. Intense door to door survey/ Household Survey/ Socio economic survey (2 - 3 pages maximum). Kindly consider | Prevail as per RFP Document. |
| 37 | Page no 16,Table-2 (Marks for Project Execution Team/Key Professionals) | The Bidder has to submit the CVs of Serial No. 1 to 4 of table-2 only and the successful bidder has to submit CVs of Field Supervisor and Field Surveyors immediately after signing of the Agreement. The persons whose CVs are proposed in the bid shall not be allowed to change, however State Mission Director has the right to consider request of the bidder. | Due to continuous change in job profile by resource in any private company. In some cases, it is difficult to meet the compliance. We understand the such adverse situation will be duly consider. Kindly Consider. | Prevail as per RFP Document. |

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| 38 | Page no 22, FORM-2 DÉTAILS OF THE AGENCY / FIRM / NGO | *Certifications: | We understand that Quality Certification (ISO) will be considered. Kindly clarify. | It can be considered. |
| 39 | Page no 23, FORM-2 DÉTAILS OF THE AGENCY / FIRM / NGO | Sales Tax Number: | We understand that GST registration details will be considered in place of service tax registration no. Kindly clarify | Yes |
| 40 | Page no 2, Key Dates: | Online Tender Bid Submission End Date 12.01.2018, 01:00 PM | We also would like to request for a minimum gap of 2 weeks from date of bid clarification publication and bid submission date. This will be essential to prepare our proposal with respects to pre-bid clarification given by the Department. Kindly consider. | Prevail as per RFP Document. |
| 41 | | It is not clear from the RFP that whether the Deptt. will provide very High-Resolution Satellite data or GIS Base Map of the Study Area of different towns. It is very import for any data Conversion in GIS as well as Mapping Purpose. | | Only Geo tagged photographs are required.PI. also refer Sr. no. 11 & 27 |
| 42 | | Total Tender value of Rs. 15 Lakh is seems to be too Less | | Tenders will be evaluated on QCBS, agencies may quote their own price. |
| 43 | 4.2 (C) | Kindly Clarify whether Govt. of India undertaking Companies can apply for this tender? | | Refer to Corrigendum -1 |