

REQUEST FOR PROPOSAL (RFP)
FOR
HIRING AGENCY FOR SUPPLYING MANPOWER
UNDER
DEENDAYAL ANTYODAYA YOJANA - NATIONAL URBAN
LIVELIHOODS MISSION
(DAY-NULM)



Directorate of Urban Development

Palika Bhavan, Talland, Shimla, Himachal Pradesh - 171002.

-Tender Notice-

**REQUEST FOR PROPOSAL (RFP) FOR HIRING AGENCY FOR SUPPLYING
MANPOWER under “DEENDAYAL ANTYODAYA YOJANA - NATIONAL URBAN
LIVELIHOOD MISSION” (DAY-NULM)**

Directorate of Urban Development

Shimla, Himachal Pradesh

Phone: 0177-2627130 Website: www.ud-hp.in

RFP No UD-H(F)-10/97-NULM-CLC/CO-Staff Recruitment- 4045 Date: 06 .03.2018

1. Director, Urban Development invites technical and financial proposals from eligible Agencies for supplying manpower at 54 ULB locations (see **Annexure-F&G**) under National Urban Livelihood Mission (NULM) Himachal Pradesh.
2. Participating Agencies must fulfill the following pre-requisites:
 - i. The Bidder shall be a reputed agency with a track record of providing such manpower for more than three years.
 - ii. The agency should be registered since 5 year. Incorporation certificate should be furnished.
 - iii. The Agency must be recognized by Income Tax/ Goods and Service Tax Act.
 - iv. The Agency should have minimum annual average turnover of ₹ 100 Lakhs for the last three years the audited copy of the financial statements should be submitted.
 - v. The agency should not have been blacklisted by any state government, central government or any other public sector undertaking or a corporation as on the date of RFP. The agencies that are in litigation with department/ any other public sector undertaking or a corporation of State Government or Central Government will not be eligible for this tendering process. An undertaking to this effect should be submitted.
 - vi. The Agency shall provide certificate for providing such manpower, from the related Organisation /Project authority.
 - vii. Preference will be given to the agencies which have working experience in Himachal Pradesh.
 - viii. Agencies under Indian Partnership Act, 1932 or Registered Companies under Companies Act 1956/ 2013 are only eligible to participate in this RFP.

Government (Central & State) agencies may also apply if they fulfill above eligibility details.

Note: Proposals without these documents will be treated as ineligible

3. Interested Agencies may download the complete Request for Proposal (RFP) document from the website <https://www.ud-hp.in> from 06.02.2018. The eligible bidders may submit their bids online at e-tendering portal i.e. <http://www.hptenders.gov.in>. Online bids shall be accepted.
4. As the tenders are to be submitted online, tender is required to be encrypted and digitally signed. The bidders are advised to obtain Digital Signature Certificate (DSC) from any suitable authorised agency.
5. Interested Agencies may submit their proposals along with a non-refundable demand draft of ₹ 5000/- (Rupees Five Thousand Rupees only) as cost of RFP and an EMD/ Security Deposit of ₹ 3,00,000/- (Three lakhs rupees only) as prescribed in the RFP document (refundable). No proposals will be accepted without the Bid Security.
6. Proposals received without Cost of RFP document & EMD/ Security Deposit is ineligible.
7. The last date for submitting the online bids is 22.03.2018 up to 02:00 PM.

Key dates:

S. No.	Description	Important Information
1.	Date of online publication	06.03.2018 at 03:00 PM
2.	Downloading and uploading of e-tender documents	06.03.2018 at 03:00 PM to 22.03.2018 upto 02:00 PM
3.	Physical submission of EMD and Cost of tender documents	Up to 22.03.2018 at 02:00 PM
4.	Date of opening of Technical Bid	22.03.2018 at 03:00 PM
5.	RFP Document Fee	₹ 5,000/- Demand Draft in favour of Director, Urban Development, Shimla
6.	Amount of EMD	₹ 3,00,000/- Demand Draft in favour of Director, Urban Development, Shimla

9. The tenders are required to upload & submit their e-tender for the above works online. The bidders are advised to obtain Digital Signature Certificate (DSC) from any suitable authorised agency.

10. The bidders have to take over the already deployed staff for the job categories in the ULBs under DAY-NULM
11. The tenure of services of Community organisers (CO's) will be initially for one year which can be further extended on yearly basis on the basis of their performance. However, CLC staff shall be recruited for one year. Individual CLC/ ULB may extend their services on the basis of financial resources/ earning at CLC.
12. The Agency shall be ready to deploy additional Manpower (maximum 40% of Manpower as per BOQ) if required, such as Data entry Operator, Office Assistant, Poen, Driver etc. at any ULB location, under any State/Central Government of India sponsored scheme being implemented by Urban Development Department
13. All amendments, time extension, clarifications etc. will be uploaded on the website only and will not be published in newspaper. The tenders should visit regularly visit the website to keep themselves updated.

Sd/-
Director,
Urban Development,
Palika Bhavan, Talland, Shimla-02.

Content

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Letter of Invitation

1. Director, Urban Development invites technical and financial proposals from eligible Agencies for supplying manpower at 54 ULB locations (see **Annexure-F&G**) under National Urban Livelihood Mission (NULM) Himachal Pradesh.

Description of Work

S. No.	Quantity in No's	Description (Positions)	Estimated Cost in ₹ Including all Taxes & other Charges	EMD (₹)	Performance Bank Guarantee (₹) (Only for Successful Bidder) @ 5% of Contract amount	Period of Contract
1.	Total 20 Manpower required (2 manpower per CLC) At 10 DHQ locations of Himachal Pradesh (See Annexure-F)	1. Accountant (Remuneration - ₹ 10,000/-month; plus GST)* 2. Receptionist cum Computer operator (Remuneration - ₹ 8,000/-month; plus GST)*	Total ₹ 126 Lakhs Only	Total ₹ 3,00,000/- (Three lakh Rupees Only)		12 months initially may be extended depending on availability of funds
2.	Total 58 Manpower/ Person required at 54 ULB locations of Himachal Pradesh (See Annexure-G)	3. Community Organiser (Remuneration - ₹ 15,000/-month; plus GST)*				
Grand Total	Total 78 Manpower/ person required at 54 locations of Himachal Pradesh	Total Positions- (3) 1.Accountant 2.Receptionist cum Computer operator 3.Community Organiser.				

* Remuneration includes sum of payment to be made to the manpower + Agency Charges + Any other Charges (EPF and ESI) to be paid to employee, except Goods and Service Tax (GST). However Goods and Service Tax will be reimbursed to the successful agency on the production of proper documentary proofs.

2. Minimum remuneration should be paid by the selected Agency to the staff which is mentioned in the above table (Description of work) excluding all the Taxes/other charges.
3. Agency shall be selected under Least Cost Selection (LCS) method and procedures described in this RFP.
4. The RFP includes the following documents:
 - i. Letter of Invitation
 - ii. Data Sheet and Instructions to Agencies, see Annexure A
 - iii. Instructions to Bidders
 - iv. Technical Proposal, for Standard Forms see Annexure B
 - v. Financial Proposal, for Standard Form see Annexure C
 - vi. Terms of Reference (ToR), see Annexure D
 - vii. Criteria of selection for required staff, see Annexure E
 - viii. Location wise Details (CLC staff required), see Annexure F
 - ix. Location wise Details (Community Organiser required), see Annexure G
5. Please note that while all the information and data regarding this RFP is, to the best of the Client's knowledge, accurate within the considerations of scoping the proposed contract, the Client holds no responsibility for the accuracy of this information and it is the responsibility of the Agency to check the validity of data included in this document.
6. Bidders are requested to submit physically & also upload scanned copies of following documents along with their proposals:-
 - i. Document Fee (Non-Refundable) of ₹ 5,000.00 (Five Thousand).
 - ii. Earnest Money Deposit (EMD)/ Bid Security (Refundable) of ₹ 3,00,000/- (Three lakhs rupees only).
 - iii. Copy of certificate of Incorporation/Registration Certificate.
 - iv. Audited Statement of last 3 year to be enclosed along with ITR.
 - v. Certificate/ Work order/ MOU from employer regarding experience should be furnished.
 - vi. Original draft of EMD and Document fee shall also be submitted physically as per schedule.
7. The manpower will have to be supplied by the agency within one month of signing of contract.

Director,
Urban Development,
Palika Bhavan, Talland, Shimla-02.

Annexure A: Data Sheet	
1.	Name of the Client: Director, Urban Development
2.	Method of selection: Least Cost Selection (LCS) method
3.	Financial Proposal to be uploaded only and Technical Proposal submitted physically & uploaded : Yes Title of Consultancy Service is: Supplying manpower at 54 ULB Locations under National Urban Livelihood Mission.(See Annexure-F & G)
4.	Client Representative: Director or Nominated Official by Director, Urban Development
5.	Proposals must remain valid for 120 days after the submission date indicated in this Data Sheet.
6.	The Agency is required to include with its Proposal written confirmation of authorization to sign on behalf of the Agency : Yes
7.	Bidders Eligibility Criteria: Applicable <ul style="list-style-type: none"> i. The Bidder shall be a reputed agency with a track record of providing such manpower for more than three years. ii. The agency should be registered since 3 years Incorporation certificate should be furnished. iii. The Agency must be recognized by Income Tax/Service Tax Act. iv. The Agency should have minimum annual average turnover of ₹ 100 Lakh for the last three years the audited copy of the financial statements should be submitted. v. The agency should not have been blacklisted by any state government, central government or any other public sector undertaking or a corporation as on the date of RFP. An undertaking to this effect should be submitted. vi. The Agency shall provide certificate for providing such manpower, from the related Organisation/Project. vii. Preference will be given to the agencies which have working experience in Himachal Pradesh. viii. Agencies under Indian Partnership Act, 1932 or registered companies under Companies Act 1956/ 2013 are only eligible to participate in this RFP.
8.	A non-refundable RFP Cost should be provided with Technical Proposal: Yes.

	If Yes, the amount of the RFP Cost is ₹ 5000/ (Five thousand) only Demand Draft favoring the Director, Urban Development, Shimla and drawn on a nationalized bank/ scheduled Bank, Payable at Shimla.
9.	A Bid Security must be submitted: Yes An Ernest Money Deposit (EMD)/ Bid Security should be provided with Technical Proposal: Yes If Yes, the amount of the Ernest Money Deposit (EMD)/ Bid Security is ₹ 3,00,000/- (Three Lakhs Rupees Only) Demand Draft favoring the Director, Urban Development Shimla and drawn on a nationalized bank/ scheduled Bank, Payable at Shimla.
10.	The amount of the EMD/ Bid Security is of ₹ 3,00,000/- (Three Lakhs Rupees Only) for each Bid and the duration for validity of Bid Security is 120 days. Bid security shall be refunded to the successful bidder upon signing of agreement with Director, Urban Development, For unsuccessful bidders the bid security shall be refunded within 30 days of signing of contract.
11.	A Performance Bond in the form of Bank Guarantee is to be submitted by the winning Bidder before signing of Contract for each Bid. Amount will be 5% of the contract value; this may be provided as 100% Bank Guarantee. Bank Guarantee will be made in the name of: Director, Urban Development Shimla and drawn on a nationalized or scheduled commercial bank.
12.	Currency for Proposals is: Indian Rupee
13.	Address for communication/ submission of Proposals: Director, Urban Development, Palika Bhavan, Talland, Shimla-171002. Ph: 0177-2627130, Email: ud-hp@nic.in
14.	Expected date for public opening of Financial Proposals: [Will be intimated to the qualified bidders separately]
15.	Expected date for commencement of services: (Within 15 days of signing the agreement with Director, Urban Development)
16.	The proposals will be evaluated based on the information provided by the applicants and the evaluation will be done as per detailed criteria mentioned in RFP Document.

Instructions to Bidders**1. Introduction**

- 1.1. The Agencies are invited to submit a Technical Proposal as specified in the Data Sheet.
- 1.2. The Agency shall bear all costs associated with the preparation and submission of its Proposal and contract negotiation.
- 1.3. 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 Agency.

1.4 Eligibility Criteria

The bidders should satisfy the following minimum eligibility and those as specified in the Data Sheet. Only those who satisfy these criteria should submit the proposal with necessary supporting documents:

- 1.4.1 A Agency declared ineligible by the Government of India or Government of Himachal Pradesh shall be ineligible to provide consulting services under the project.

1.5 Number of Proposals

- 1.5.1 Agency can only submit one proposal. If a Agency submits or participates in more than one proposal, such proposals shall be disqualified.

2 Clarifications of RFP Documents

- 2.1 Agency may request clarification of any of the RFP documents up to a specified number of days before the submission date as indicated in the Data Sheet. Any request for clarification must be sent in writing, including by standard electronic means, to the Client's Representative whose address is provided in the Data Sheet. The Client will respond by standard electronic/self means within the period specified in the Data Sheet, and will send written copies of the response (including an explanation of the query, without identifying the source of inquiry) to all Agencies who have formally indicated that they intend to submit a Proposal. Should the Client deem it necessary to amend the RFP as a result of a clarification, it shall do so following the procedure set out under Clause 2.2.
- 2.2 At any time before the submission of Proposals, the Client may amend the RFP by issuing an addendum in writing, including by standard electronic means.

3. Preparations of Proposals

3.1 The Proposal and all related correspondence exchanged between the Agency 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, in which case, for the purposes of interpretation of the Proposal, the translated version shall govern.

3.2 The Agency 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.

4. Instructions for Submission of Proposal

4.1 These instructions should be read in conjunction with information specific to the Agency services contained in the Covering Letter, Data Sheet and accompanying documents.

4.2 Proposals must be received before the deadline specified in the Data Sheet to tender. Proposals must be submitted & uploaded to the address specified on the Data Sheet and delivered on or before the time specified in the Data Sheet.

4.3 Agency shall submit one sealed envelope, containing the Technical Proposal.
(Note - Original Technical Proposal to be submitted shall be same as uploaded online. However on any discrepancy, uploaded Technical proposal shall be evaluated.)

4.4 Technical Proposal (see Annexure B)

The Technical Proposal shall contain the following:

- a. Covering Letter (Format 1);
- b. Legal Constitution & Number of Years of Existence; (use Format 2);
- c. Financial Standing (Annual Turnover) of agency; (use Format 3);
- d. Project detail sheets outlining previous experience of the Agency in similar types of assignments completed during the last three years (in prescribed format), (use Format 4);
- e. Experience of Senior Management (maximum of 3 members)-Relevant experience of Senior Management (maximum of 3 members) of the Agency, restricted to maximum of two (2) pages per CV (use Format 5);

4.5 Financial Proposal (See Annexure C)

The Financial Proposal shall be uploaded only, strictly as per Format 6 given in Annexure C.

4.6 Submission Instructions

4.6.1 Agencies are expected to carefully review the contract provisions attached in the RFP for preparation of their Proposals.

4.6.2 The Agency shall submit Proposals using the appropriate submission sheets provided in Annexure B & C. These forms must be completed without any alteration to their format, and no substitutes will be accepted. All fields shall be completed with the information requested.

4.7 Proposal Validity

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

4.7.2 A Proposal valid for a shorter period shall be considered nonresponsive and will be rejected by the Client.

4.7.3 In exceptional circumstances, prior to the expiration of the proposal validity period, the Client may request Agency to extend the period of validity of their Proposals. The request and the responses shall be made in writing. Agency may refuse the request .A Agency granting the request shall not be required or permitted to modify its Proposal.

4.8 Format and signing of Proposals

Scanned copies of following may be uploaded on the portal.

4.8.1 Technical Proposal (One Original only) shall be placed in an envelope clearly marked “TECHNICAL PROPOSAL - ORIGINAL”.

4.8.2 Financial Proposal (BOQ) uploaded online as per **format 6**.

4.8.3 The Proposal shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the agency. This authorization shall consist of a written confirmation and shall be attached to the Technical Proposal. The name and position of each person signing the authorization must be typed or printed below the signature. Any interlineations, erasures, or overwriting shall be valid only if signed or initialed by the person signing the Proposal.

4.8.5 The Client may, at its discretion, extend the deadline for the submission of Technical Proposal by amending the RFP in accordance with Clause 2.2, in which case all rights and obligations of the Client and agency subject to the previous deadline shall thereafter be subject to the deadline as extended.

5. Evaluation of Technical Proposals

5.1 Criteria for Evaluation of Technical Proposals

5.1.1 Technical proposal of all the Applicants will be evaluated based on Agency experience.

5.1.2 Technical proposals of all the Applicants will be evaluated based on minimum qualifying technical eligibility criteria system. Evaluation of the proposals will be done by the evaluation committee as per the parameters mentioned below:

S. No.	Evaluation Criteria
1.	Number of years in existence of Agency. (The Agency must have been operation in India for at least 3 year Proof of registration as a legal entity must be submitted.)
2.	Past experience of the Agency Handling & supplying manpower to Government of India/State Government of India in the past.
3.	Past experience of the Agency Handling/supplying manpower, other than Government of India/State Government of India in the past.
4.	Qualification & relevant experience of Senior Management (3 members) of Agency as per format 5. (Minimum 3 years of working experience is required)
5.	Average audited annual turnover of last 3 financial years (Average annual turnover of Agency for the last three financial years should be equal to or greater than 100 Lakhs. Please provide certified copies of Audited Financial Statements of the organization/agency for over the last three Financial Years.)
6.	Working experience in Himachal (Minimum 2 years) Certificate from related organization must be submitted

5.2 Evaluation of Technical Proposals

5.2.1 The eligibility criteria will be first evaluated as defined in Notice Inviting Request for Proposals for each bidder. Detailed technical evaluation will be taken up in respect of only those bidders, who meet with the prescribed minimum qualifying eligibility criteria .The bidders securing minimum 70% marks in technical evaluation shall be considered for opening of financial proposals.

5.2.2 The Urban Development Department will constitute an Evaluation Committee for evaluation of Proposals received.

5.2.3 The evaluation committee evaluates the Technical Proposals on the basis of Proposal's responsiveness to the TOR using the evaluation criteria system specified in the RFP. A Proposal shall be rejected if it does not achieve the minimum qualifying eligibility criteria.

5.2.4 A Technical Proposal may not be considered for evaluation in any of the following cases:

- (i) The Agency that submitted the Proposal was found not to be legally incorporated or established in India; or
- (ii) The Technical Proposal was submitted in the wrong format
- (iii) The Technical Proposal reached the Urban Development after the submission closing time and date specified in the Data Sheet.

5.2.5 After the technical evaluation is completed, the Urban Development department shall notify the agencies whose Proposals did not meet the minimum qualifying technical eligibility criteria or Agencies who's Technical Proposals were considered non-responsive to the RFP requirements, indicating that their Financial Proposals shall not be downloaded. The Urban Development Department shall simultaneously notify, in writing to the Agency who's Technical Proposals qualified minimum qualifying technical eligibility criteria, indicating the date, time, and location for opening of Financial Proposals. (Agency/representative attendance at the opening of Financial Proposals is optional).

5.3 Public Opening and Evaluation of Financial Proposals

5.3.1 Public Opening of Financial Proposals –

5.3.1.1 At the public opening of Financial Proposals, Agency representatives who choose to attend will sign an Attendance Sheet.

5.3.1.2 The client's representative will download the financial proposal of each of only qualified technical Proposal. Such representative will read out aloud the name of the Agency and the total price shown in the Agencies Financial Proposal. This information will be recorded in writing by the Client's representative. The price quoted by agencies shall be ranked as L1, L2, L3 etc.

5.4 Evaluation of Financial Proposals

5.4.1 Financial proposals shall be downloaded publicly and read out; and the lowest priced bidder can be invited for contract negotiations. Urban Development

Department reserves the right to award/ the assignment to the bidder quoting lowest price.

5.4.2 Agencies attendance at the opening of Financial Proposals is optional.

5.4.3 The evaluation committee will review the detailed content of each Financial Proposal. During the review of Financial Proposals, the Committee and representatives of Urban Development Department designated by the Director, Urban Development involved in the evaluation process, will not be permitted to seek clarification or additional information from any Agency, who has submitted a Financial Proposal. Financial Proposals will be reviewed to ensure these are:

- i. Complete, to see if all items of the corresponding Financial Proposal are priced, and corrected for any arithmetical errors.
- ii. Computational errors if there are errors these will be corrected;

6. Award of Services

6.1 Urban Development department will issue Letter of Intent (LoI) in favour of bidder who has offered lowest price. A Letter of Award (the “LOA”) shall be issued, in duplicate, by Urban Development to the Selected Agency and the Selected Agency shall, within 7 (seven) days of the receipt of the LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof.

7. Execution of Agreement

7.1 After acknowledgement of the LOA as aforesaid by the Selected Applicant, it shall execute the Agreement within the period of 7 days from the date of issuance of LOA.

8. Property Data

8.1 All documents and other information provided by Urban Development, HP or submitted by an Applicant to Urban Development, HP shall remain or become the property of Urban Development HP. All information collected, analyzed, processed or in whatever manner provided by the agency to Urban Development, in relation to the services provided shall be the property of Urban Development HP.

9. Settlement of Disputes

9.1 Amicable Settlement

9.1.1 The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Agreement or the interpretation thereof.

9.2 Dispute Settlement

9.2.1 Any dispute between the Parties as to matters arising pursuant to this Agreement, which cannot be settled amicably within thirty (30) days after receipt by one Party of the other Party's request for such amicable settlement, may be submitted by either Party for settlement. If the dispute(s) is not resolved amicably then it shall be referred to arbitration and shall be dealt as per the provisions of the Arbitration Conciliation Act 1996. For all purposes, the Civil Court, Shimla, shall have jurisdiction only in exclusion to any other jurisdiction specified under any other Act.

9.2.2 The place of Arbitration shall be at Shimla only.

Annexure B: Technical Proposal Submission Forms

Format 1: Covering Letter

[Location, Date]

To: Director,
Urban Development Department,
Palika Bhavan, Talland, Shimla-02.

Dear Sir,

We, the undersigned, offer to provide the Services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Proposal.

We are hereby submitting our Proposal, which includes this Technical Proposal sealed under a separate envelope.

We hereby declare that we have read the Instructions to Agencies included in the RFP, and abide by the same, and specifically to conditions mentioned in Section 1.5. [In case of any declaration, reference to concerned document attached must be made].

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

We undertake, if our Proposal is accepted, to initiate Services related to the assignment not later than the date indicated in the Data Sheet.

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

Yours faithfully,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Format 2: Legal Constitution & Number of Years of Existence

Organization Name:	
1. Status / Constitution of the Organization :	
2. Name of Registering Authority :	
3. Registration No.:	
4. Date of Registration:	
5. Place of Registration:	

For and on behalf of: (Company Seal)

Signature:

Name:

Designation:

(Authorized Representative and Signatory)

Note: Please provide copy of the registration certificate from the appropriate Registering Authority.

Format 3: Financial Standing (Annual Turnover)

Certificate from the Statutory Auditor regarding the Average annual turnover of the organization is ₹ 100 lakh for the last 3 financial year ending of month 31st March 2018. Based on its books of accounts and other published information authenticated by it, this is to certify that..... (Name of the Bidder) had, over the last three Financial Years, a Total turnover of the organization is ₹.....Lakhs as per year-wise details noted below:

Financial Year ending 31st March	Total Turnover (In ₹ Lakhs)
2015-16:	
2016-17:	
2017-18*:	
Total	
Average Annual Turn over	

*In the event the financial statements for the year 2017-18 is un audited, Provisional financial statements duly certified by CA may be submitted.

Name of the audit firm/ Chartered Accountant:

Seal of the audit firm:

(Signature, name and designation and registration Number of the Chartered accountant)

Date:

Note: Please provide certified copies of Audited Financial Statements of the organization/agency for over the last three Financial Years.

Format 5: Curriculum Vitae (CV) of Senior Management

Position.....[Minimum of 3 Members]

NAME:

DATE OF BIRTH:

NATIONALITY:

EDUCATION: [year] [name of institution and degree]

MEMBERSHIP OF PROFESSIONAL ASSOCIATIONS:

COUNTRIES OF WORK

EXPERIENCE

LANGUAGES

PROFESSIONAL BACKGROUND

[Description]

EMPLOYMENT RECORD

[Year starting with present position][employer]

PROFESSIONAL EXPERIENCE

[Month and year start to finish]

[Name of project and client]

[Descriptive paragraph of 4-5 sentences on each assignment, position held, responsibilities undertaken and achievements attained.]

.....

Certification:

I, the undersigned, certify to the best of my knowledge and belief that:

(i) This CV correctly describes my qualifications and experience;

[Signature of expert or authorized representative]

_____ [Name of Expert/Authorized signatory].

Annexure C: Financial Proposal

(Format-6)

To,

Director,

Urban Development Department,

Palika Bhavan, Talland, Shimla, HP.-171002.

Dear Sir,

Subject: Hiring of Agency for supplying manpower at 54 locations in HP under NULM.

I/We _____ bidder herewith upload the Financial Proposal for selection of my/our Agency as bidder for Subject assignment.

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the Proposal, i.e. 120 days from the last date notified for submission of the proposal.

Yours faithfully,

Signature:

Full Name:

Designation:

Address:

Tel.: Nos. (O)

(R)

(M)

E-mail:

Fax No:

Format 6: Financial Proposal

Item Rate BOQ

Sr. No.	Item	Quantity (Tentative)	Unit's	Annual Agency Charges per person (in ₹) including all Taxes and other charges	Total amount including all taxes and other charges
1.	One Accountant each at 10 CLC Locations for 12 months period.	10	Numbers		
2.	One Receptionist cum Computer operator each at 10 CLC Locations for 12 months period.	10	Numbers		
3.	One Community Organiser each at 54 ULB Locations for 12 months period.	58	Numbers		
Total in Figures:					
Quoted Rate in Words-					

Note-The agency shall quote the amount above including all taxes and other charges.

Project Background

1. NULM Mission Aims & Objectives

NULM believes that any livelihood promotion program can be scaled up in a time bound manner only if driven by the poor and their institutions. Such strong institutional (SHG, ALF,CLF) platforms support the poor in building up their own human, social, financial and other assets. This in turn, enable them access to rights, entitlements, opportunities and services from the public and private sectors, while enhancing their solidarity, voice and bargaining power. As per the constitution (74th amendments), urban poverty alleviation is a legitimate functions of ULBs. Therefore, ULBs would need to undertake a lead role for all issues & program concerning the holistic development of urban poor.

The mission will espouse the following value –

1. Ownership & productive involvement of the urban poor and their institutions (SHG/ALF/CLF) in all process
2. Transparency in program design & implementation, including institution building & capacity strengthening
3. Accountability of government functionaries and the community
4. Partnership with industry and other stakeholders
5. Community self-reliance, self-dependence, self-help and mutual help

2. Rationale of City Livelihoods Centre (CLCs) under NULM

The CLCs will work as extended arms of ULBs. The centre will act as a **“Control Room”** for managing both the demand and supply by coordinating the public demand of services from the informal sector as well as delivery of quality service by urban poor, promoting their services and products. The primary responsibility of establishing and running the CLCs rests with the ULB. The CLCs will work as a **centre of excellence** to provide a platform for the benefit of urban poor. The core mandate to set up the CLCs for building the capacity of ULBs, thus they can offer the services to the urban poor in efficient and effective manner.

As of now the City Livelihood Centre (CLC) is being established in 10 district headquarter towns of Himachal Pradesh i.e. Bilaspur, Chamba, Shimla, Dharamshala, Solan, Nahan, Mandi, Hamirpur, Kullu and Una, under National Urban Livelihood Mission.

The objectives of the CLCs are given below –

- i. The urban poor can offer their goods and services in an organized manner to the potential buyer to bridge the gap between demand and supply of the goods and services produced by urban poor
- ii. The urban poor can access information & business support services as and when needed by them, which would otherwise not be accessible to them

Annexure D: Terms of Reference

1. All services on outsourcing basis shall be performed by persons qualified and skilled in performing such services as per the eligibility criteria.
2. The service provider shall ensure the deployment of suitable candidates who are Bonafide Himachali.
3. The persons supplied by the Agency should not have any adverse Police records/criminal cases against them. In order to verify the character/ credentials of the deployed manpower it shall be the sole liability of the Service Provider.
4. The service provider shall engage necessary number of persons as required by this Department from time to time. The said persons engaged by the service provider shall be the employee of the service provider and it shall be the duty of the service provider to pay their salary every month. There is no Master and Servant or Employer and Employees relationship between the employees of the service provider and this Department and further the said persons of the service provider shall not claim any employment, engagement or absorption in Department of Legal Affairs, in future.
5. The service provider's persons shall not claim any benefit/compensation/absorption/regularization of service from/in this Department under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970.
6. The service provider's personnel shall not divulge or disclose to any person any details of office operation process, technical know-how, security arrangements, administrative / organizational matters as all are confidential / secret in nature.
7. The service providers personnel's should be polite, cordial, positive and efficient while handling the assigned work and their actions shall promote goodwill and enhance the image of this Department. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him.
8. The persons deputed shall not be below the age of 21 years or above 40 years.
9. The Department may require the service provider to dismiss or remove from the site of work any person or persons employed by the service provider who may be incompetent or for his/her/their misconduct and the service provider shall forthwith comply with such requirements. The service provider shall replace immediately (within 15 days) any of its personnel if they are unacceptable to this Department because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from this Department.

10. The service provider has to provide photo identity cards to the persons employed by him/her for carrying out the work. These cards are to be constantly displayed & their loss reported immediately.
11. The service provider shall ensure proper conduct of his persons in office premises and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.
12. The transportation, food, medical and other statutory requirements in respect of each personnel of the service provider shall be responsibility of the service provider and the Department shall not be liable or responsible on any of these accounts towards any personnel of the service provider.
13. Working hours would be normally from 10.00 A.M. to 5.00 P.M. during working days including ½ an hour lunch break in between. However, in exigencies of work they may be required to sit late and the personnel may be called on Saturday, Sunday and other Gazetted holidays, if required.
14. That the agency will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including Minimum Wages Act, Employees Provident Fund, ESI Act, etc. and this Department shall not incur any liability for any expenditure whatsoever on the persons employed by the Agency on account of any obligation. The agency will be required to provide particulars of PF, Group Insurance of its employees engaged in this Department.
15. The attendance will be maintained by the Department at the respective project office and copy of the same shall be sent to the agency on every month end of the format mutually decided.
16. The agency will submit the bill, in triplicate, in respect of a particular month in the first week of the following month. The payment will be released by the third week of the following month after deduction of taxes deductible at source under the laws in force.
17. The payment to the agency will be made in advance by the Department for every three months as per the rates approved or the rates revised from time to time so as to ensure timely disbursement of wages to the outsources staff and also to meet statutory obligations in time. However, the next advance will be disbursed by the Department after settlement of previous advance.
18. The agency, based on attendance certified by the respective project office shall prepare the monthly wage bill and disburse the wages to the outsourced staff in their authentic bank account on or before 7th of every month.

19. Payments to the service provider would be strictly on certification by the project office with whom the outsourced personnel is attached that his/her service was satisfactory and as per his/her attendance shown in the bill preferred by the service provider.
20. No TA/DA shall be payable to the person deputed by the agency at the time of joining. In case the persons are assigned duties outside his place of deployment for visiting other location, such travelling, boarding and lodging expenses will be paid by the Department to the staff as per fixed norms.
21. No wage/remuneration will be paid to any staff for the days of absence from duty, except allowed one day casual leave in a month.
22. The service provider shall arrange for a substitute well in advance if there is any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.
23. The service provider shall be contactable at all times and message sent by phone/e-mail/Fax/Special Messenger from this Department to the service provider shall be acknowledged immediately on receipt on the same day. The service provider shall strictly observe the instructions issued by this Department in fulfillment of the contract from time to time.
24. This Department shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the service provider.
25. That the Agency on its part and through its own resources shall ensure that the goods, materials and equipment etc. supplied to the personnel for discharge of duties assigned to them are not damaged in the process of carrying out the services undertaken by it and shall be responsible for act of commission and omission on the part of its staff and its employees, etc. If this Department suffers any loss or damage on account of negligence, default or theft on the part of the employees/ agents of the agency, then the agency shall be liable to reimburse to this Department for the same. The agency shall keep this Department fully indemnified against any such loss or damage.
26. The successful bidder will enter into an agreement with this Department for supply of suitable and qualified manpower as per requirement of this Department on these terms and conditions. The agreement will be valid for a period of 12 months commencing from date of signing such agreement and shall continue to be in force in the same manner unless terminated in writing. The service charges/rates quoted by the agency shall be fixed for a period of 12 months and no request for any change/modification shall be entertained before expiry of the period of 12 months.
27. The service provider shall not assign, transfer, pledge or sub- contract the performance of service without the prior consent of this Department.

28. However, the agreement can be terminated by either party by giving one month's notice in advance. If the agency fails to give one month's notice in writing for termination of the agreement then one month's wages, etc. and any amount due to the agency from this Department shall be forfeited by the Department.
29. That on the expiry of the agreement, as mentioned above, the agency will withdraw all its personnel and clear their accounts by paying them all their legal dues. In case of any dispute on account of the termination of employment or non-employment by the personnel of the agency it shall be the entire responsibility of the agency to pay and settle the same.
30. Any Dispute arising out of the above contract shall be subject to the jurisdiction of Hon'ble High Court of Himachal Pradesh at Shimla and their sub-ordinate courts at Shimla only.

3 Scope of Work

In Himachal Pradesh NULM is being implemented in 54 ULBs. The Directorate of Urban Development, Government of Himachal Pradesh is seeking proposals from interested agencies dealing with the supplying of manpower for the office support for City Livelihood Centers (CLC) in the 10 CLCs at the 10 (Ten) District headquarter locations and Community Organisers at the 54 ULB locations of Himachal Pradesh .Total 78 manpower/staff required at 54 ULB locations in Himachal Pradesh under NULM. (See **Annexure-F & G**)

- i. The selected agency would be required to supply the manpower in coordination with NULM Implementing ULBs.
- ii. The manpower will have to be supply by the agency within one month of signing the contract.

(Note-For Criteria of selection & Major duties and responsibility of candidates under NULM please see **Annexure-E**)

ANNEXURE-E

4. Selection criteria-(Educational Qualification, Experience and Competencies)

S. No.	Position	Educational qualification	Experience Particulars	Desirables	Duties and Responsibilities
1.	Accountant (Age Limit 21-40) Remuneration- (10,000/ month) (See Annexure F)	Minimum Commerce Graduate from recognized University. Diploma in Computer application/Accounting software Tally.	Minimum one years of experience in the relevant field.	The person should Proficient with MS-Office Computer typing in Hindi and English. Proficiency with MS-Office & Internet. Working knowledge in Accounting software Tally.	Responsible to do the overall accounting activities of the CLC; Responsible to maintained required books of accounts viz., membership details, share capital, business transactions etc., at the CLC level; Responsible to collect service provider registration fees; Properly maintain all the books of account related with CLC; Ensure timely payment of salaries/Remuneration to CLC staff; Shall develop proposal for the business development of the CLC; Shall work with SHG's, ALF, and CLF for facilitations, information dissemination, bank linkages, credit linkages, business development, project proposal etc; Shall assist the City Livelihood Manager on day to day business activity/work assigned by the ULB and CLC Manager; Responsible for the yearly audit of CLC; Responsible to perform additional responsibility assigned by CLC Mgr./ULB;

2.	<p>Receptionist Cum Computer Operator (Age Limit 21-40)</p> <p>Remuneration- (8000/-month)</p> <p>(See Annexure F)</p>	<p>Minimum Graduate from recognized University.</p> <p>Diploma in Computer application.</p>	<p>Minimum one years of experience in the relevant field.</p>	<p>Required good written and communication skills</p> <p>Must be well aquatint with local dialectics.</p> <p>Computer typing in Hindi and English.</p> <p>Working knowledge in Ms-Office, Internet.</p>	<p>Responsible to maintain the data and records of registered Service provider in the CLC;</p> <p>Responsible to attend the calls of service seekers and make proper communication with Service provider;</p> <p>Responsible to do the proper counseling of service seeker/service provider/Urban poors;</p> <p>To make proper coordination between Service provider and Service seeker;</p> <p>Responsible to create awareness among urban poor about various schemes of Government and about the entitlements of Urban poor;</p> <p>Responsible to maintain the office facilities.</p> <p>Assist the CLC Manager/staff in day to day office work;</p> <p>Shall closely work with office staff;</p> <p>Responsible to carry forward the marketing and awareness campaigns among the community with CLC Manager;</p> <p>Shall facilitate the SHG's display centre and product promotion cum marketing;</p> <p>Responsible to perform additional work assigned by the CLC manager/ULB;</p>
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<p>3.</p>	<p>Community Organiser (Age Limit 21-40) Remuneration (15,000/month) (See Annexure G)</p>	<p>Minimum Graduate from recognized university.</p>	<p>NA</p>	<p>Must be well aquatint with local dialectics. Having good written and Communication skill. Bonafide Himachali.</p>	<p>Ensure that the social mobilisation of urban poor in his or her operational area ; Facilitate community in forming into SHG/federations; Attend meeting regularly of SHG/Federation; Responsible to properly maintain books of records of SHG/federation ; Facilitate implementation of various programmes /aspects related to NULM in his/her operational area ; Develop community level comprehensive database on infrastructure, assets and social aspects, update the database periodically ; Support and strengthen SHGs and their federations including the SHGs of disabled persons in accessing convergent services; Promote SHG Bank linkage and Self Employment in operational area; Establish liaison with government departments for convergence; Assist in surveys related to NULM ; Support implementation of other community development works as and when required by ULBs ; Document the good practices of Community ; Organize and attend community level meetings trainings on regular basis ; Submit periodic reports as necessary ; Any other tasks/ duties as assigned from time to time by the ULB;</p>
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ANNEXURE-F					
City Livelihood Centre					
No. of Manpower required at CLC Locations under NULM					
Sr. No	Name of the CLC Location	Name of The Urban Local Bodies	No. of CLC Staff required/Positions		Total staff required at per CLC Location (5+6)
			Accountant	Receptionist cum Computer operator	
1	2	3	5	6	7
1	Shimla	Municipal Corporation. Shimla.	1	1	2
2	Solan	Municipal Council, Solan	1	1	2
3	Nahan	Municipal Council, Nahan	1	1	2
4	Mandi	Municipal Council, Mandi	1	1	2
5	Kullu	Municipal Council, Kullu	1	1	2
6	Una	Municipal Council, Una	1	1	2
7	Hamirpur	Municipal Council, Hamirpur	1	1	2
8	Dharamshala	Municipal Corporation ,Dharamshala	1	1	2
9	Chamba	Municipal Council, Chamba	1	1	2
10	Bilaspur	Municipal Council, Bilaspur	1	1	2
Grand Total			10	10	20
Note- Total 20 Manpower required at 10 Locations (1.Accountant 2. Receptionist cum Computer Operator -Two for each location) under NULM					

ANNEXURE-G			
No. of Community Organiser required at per location in HP under NULM			
Sr. No	District	Name of The Urban Local Bodies/ Locations	No. of Community Organiser required at per location
1	2	3	4
A. Municipal Corporations and Municipal Councils			
1.	Shimla	Municipal Corporation, Shimla	2
2.		Municipal Council, Rampur	2
3.		Municipal Council, Theog	1
4.		Municipal Council, Rohroo	1
5.	Solan	Municipal Council, Solan	1
6.		Municipal Council, Parwanoo	1
7.		Municipal Council, Nalagarh	1
8.		Municipal Council, Baddi	1
9.	Sirmour	Municipal Council, Nahan	1
10.		Municipal Council, Paonta Sahib	1
11.	Mandi	Municipal Council, Mandi	1
12.		Municipal Council, Nerchowk	1
13.		Municipal Council, Sundernagar	1
14.	Kullu	Municipal Council, Kullu	1
15.		Municipal Council, Manali	1
16.	Una	Municipal Council, Una	1
17.		Municipal Council, Santokgarh	1
18.	Hamirpur	Municipal Council, Hamirpur	1
19.		Municipal Council, Sujampur	1
20.	Kangra	Municipal Corporation, Dharamshala	3
21.		Municipal Council, Kangra	1
22.		Municipal Council, Nurpur	1
23.		Municipal Council, Palampur	1
24.		Municipal Council, Nagrota	1
25.		Municipal Council, Dehra	1
26.		Municipal Council, Jawalamkuhi	1
27.	Chamba	Municipal Council, Bilaspur	1
28.		Municipal Council, Dalhousie	1
29.	Bilaspur	Municipal Council, Bilaspur	1
30.		Municipal Council, Nainadevi ji	1
31.		Municipal Council, Ghumarwin	1

32.	Shimla	Nagar Panchayat, Narkanda	1
33.		Nagar Panchayat, Chopal	1
34.		Nagar Panchayat, Kotkhai	1
35.		Nagar Panchayat, Jubbal	1
36.		Nagar Panchayat, Suni	1
37.	Solan	Nagar Panchayat, Arki	1
38.	Nahan	Nagar Panchayat, Rajgarh	1
39.	Mandi	Nagar Panchayat, Sarkaghat	1
40.		Nagar Panchayat, Jogindernagar	1
41.		Nagar Panchayat, Rewalsar	1
42.		Nagar Panchayat, Karsog	1
43.	Kullu	Nagar Panchayat, Bhunter	1
44.		Nagar Panchayat, Banjar	1
45.	Una	Nagar Panchayat, Mehatpur	1
46.		Nagar Panchayat, Daulatpur	1
47.		Nagar Panchayat, Tahliwal	1
48.		Nagar Panchayat, Gagret	1
49.	Dharamshala	Nagar Panchayat, Baijnath-Paprola	1
50.		Nagar Panchayat, Jawali	1
51.	Hamirpur	Nagar Panchayat, Nadaun	1
52.		Nagar Panchayat, Bhota	1
53.	Chamba	Nagar Panchayat, Chowari	1
54.	Bilaspur	Nagar Panchayat, Talai	1
Grand total			58
Note -Total 58 Manpower (Community Organiser) required at 54 Locations under DAY- NULM.			