



NOTICE INVITING BIDS

for

Selection of Firm/ Agencies for Operation Management and Maintenance for Urban Homeless in 5 clusters (41 ULBs and 79 Shelter Homes) of Jharkhand under Scheme of Shelters for Urban Homeless component of DAY- NULM

**URBAN DEVELOPMENT AND HOUSING DEPARTMENT
GOVERNMENT OF JHARKHAND**

–: Issued by:–

Directorate of Municipal Administration

JUPMI Building, 1st Floor,, Dhurwa, Ranchi – 834004

Phone No. : 0651-2401955, Fax no: 240118

E-mail ID :director.ma.goj@gmail.com



**Government of Jharkhand
Urban Development & Housing Department
(Directorate of Municipal Administration)
JUPMI Building, 1st Floor, Dhurwa, Ranchi - 834004**

Tender Notice

NIT No: DMA/06

Date: 27/01/2021

1.	Name of the Work	Selection of Firm/Agencies for Operation, Management and Maintenance of Shelter Homes for Urban Homeless in 5 clusters (41 ULBs and 79 Shelter Homes) of Jharkhand under Scheme of Shelters for Urban Homeless component of DAY- NULM.
2.	Tender Fee & EMD (In INR)	Tender Fee: Rs, 5000/- (Demand Draft - Non Refundable)
		EMD- Rs. 50,000/- (Demand Draft)
3.	Total time Period	36 Months (1095 days)
4.	Mode of Submission of Bids	Online Tender http://jharkhandtenders.gov.in
5.	Date of Publication of Tender on website	28/01/2021 at 2:00 PM
6.	Last Date of submission of pre-bid queries	02/02/2021 till 05:00 PM, bidders must submit their queries through email only (director.ma.goj@gmail.com) in writing. Mail should contain Tender Reference no. and Tender Name in subject line.
7.	Date of Pre Bid Meeting	04/02/2021 at 03:00 PM (To address pre-bid queries submitted through email)
8.	Date and Time of Start of Submission of Bids	09/02/2021 From 11:00 AM
9.	Last Date/Time for submission of online Bids	18/02/2021 Up to 12:00 Noon
10.	Date of Technical Bid Opening (Online)	19/02/2021 at 12:00 Noon
11.	Tender Fee and EMD Submission Address	Director, Directorate of Municipal Administration, 3rd Floor FFP Building, Dhurwa, Ranchi-834004
12.	Helpline no. of e-Procurement Cell	Land line- 06512401955

Note: Only e-Tenders will be accepted.

Further details can be seen on website <http://jharkhandtenders.gov.in>

Sd/-
Director,
Directorate of Municipal Administration

Directorate of Municipal Administration
Urban Development & Housing Department
Govt. of Jharkhand

Notice Inviting Tender

Selection of Firm/Agencies for Operation ,Management and Maintenance of Shelters for Urban Homeless in 5 clusters (41 ULBs and 79 Shelter Homes) of Jharkhand under Scheme of Shelters for Urban Homeless component of DAY- NULM.

NIT No.: DMA/06

Dated :27/01/2021

Urban Development Department, Govt. of Jharkhand invites online bid through e-Procurement process from eligible bidders for “**Selection of Firm / Agencies for Operation &Management of Shelter in 5 clusters (41 ULBs and 79 Shelter Homes) of Jharkhand Under Scheme of Shelters for Urban Homeless component of DAY- NULM.**” at Jharkhand through this Tender. The bid shall be submitted online in the Website <https://jharkhandtenders.gov.in>. The bidder(s) should have necessary portal enrolment with their own **Digital Signature Certificate**.

The Bid Document consisting of detailed scope of work, instruction to bidders and proforma for submission of proposals which can be downloaded from <https://jharkhandtenders.gov.in>. Tender Fee, Bid Security and Total Time Period of Work.

Table 1

Sl. No.	Tender Fee	Bid Security/Earnest Money Deposit (EMD)	Total Time Period
1	2	3	4
1.	INR 5,000.00 (Five thousand Only)	INR 50,000.00 (Fifty Thousand Only)	36 Months (1095 days)

Period of availability of tenders online/date & time bidding online/last date of seeking clarification/pre-bid meeting/date of opening of tender papers are as given below –

Table 2

Sl. No.	Procurement Officer	Place of Opening	Availability of tender on-line for bidding	Period of Bid Submission	Pre-Bid Meeting	Date & Time of Technical Bid Opening
A	B	C	D	E	F	G
1.	Director Directorate of Municipal Administration, UD&HD Jharkhand.	e-procurement Cell, Urban Development and Housing Department Dept, 3 rd Floor FFP Building, Dhurwa, Ranchi, 834004	Bid downloading Period 28/01/2021 2.00 PM to 18/02/2021 up to 10.00 AM.	Bid submission Period 9/2/2021 AT 11.00AM To 18/02/2021 up to 12.00 Noon	04/02/2021 at 3.00 PM at Urban Development and Housing Department, 1 ST Floor, JUPMI Building, Dhurwa, Ranchi - 834004	19/02/2021 at 3.00 PM

1. Instruction to Bidders

- 1.1. Letter of submission and information for selection shall be submitted as per formats attached.
- 1.2. All information called for shall be furnished against the respective columns in the enclosed form. If information is furnished in a separate document, reference to the same should be given against the respective column(s). If information is 'NIL' it should also be mentioned as 'NIL' or 'No such case'. If any particular query is not applicable to the applicant firm it should be stated as 'Not applicable'. However, the applicant firms are cautioned that not giving complete information called for in the required application form or not giving it in clear terms or making any change in the prescribed Annexures may result in disqualification of the applicant firm. Application made by fax, e-mail and those received late will not be considered.
- 1.3. All information shall be furnished in English only.
- 1.4. The BID shall be filled up legibly. The BIDDER firm's name shall appear on each page of the application with authorized signature.
- 1.5. Reference Information and Certificates from the respective clients certifying suitability, technical know-how or capability of the BIDDER firm shall be signed by the authorized signatory of client.
- 1.6. The eligible BIDDER firm is advised to furnish any additional information, which they think is necessary in regard to its capabilities. No further information will be entered after submission of documents unless it is called for by the Client.
- 1.7. Bidder/s shall bear all costs associated with the preparation and submission of their Proposals. Costs might include site visit, collection of information, and if selected, attendance at contract negotiations.
- 1.8. DMA/ ULB is not bound to accept any Proposal and reserves the right to annul the selection process at any time prior to contract award, without thereby incurring any liability to the bidder(s).
- 1.9. In preparing their Bids, Bidder(s) is/are expected to examine in detail the documents comprising the Bid Document. Material deficiencies in providing the information requested may result in rejection of a Proposal.
- 1.10. The assignment mentioned herein is intended to be job and time oriented. The Agency shall not be entitled to claim any compensation in the event of the time estimated for the completion of the work being extended for any reason what so ever.
- 1.11. DMA/ ULB requires that Agencies provide professional, objective and impartial advice and at all times hold DMA's/ ULB's interest paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests.
- 1.12. Any agency or any of its affiliates shall not be hired for any assignment that, by its nature may be in conflict with another assignment of the Agency to be executed for the same or for another Employer.
- 1.13. The EMD is liable to be forfeited if successful Bidder fails to execute the agreement within 10 Days from the date of Letter of Acceptance.
- 1.14. The Agency cannot include current employees of Central & State Government as their resource personnel/experts.
- 1.15. The Agency (including personnel) a business or family relationship with a member of the DMA/ ULB staff who is directly or indirectly involved in any part of (i) the preparation of the Terms of Reference of the assignment, (ii) the selection process for such assignment, or (iii) supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Employer throughout the selection process and the execution of the Contract.
- 1.16. The selected bidder should not have incurred any loss for the last 03 years.

1.17. All residents will be encouraged to offer voluntary services for maintenance of shelter homes including mess facilities, cleanliness, etc. on rotation basis (e.g. half day service per person /week). These norms to be evolved by the shelter manager together with the shelter management committee.

2. Tender Procedure

- 2.1. The Bidder should submit the proposals by e-tendering only at <http://jharkhandtenders.gov.in> .
 - A) Technical Bid (online)**
 - B) Financial Bid (online as per Annexure 7)**
- 2.2. Technical part should contain all such details as mentioned in the Bid Document.
- 2.3. Financial part should contain the financial bid inclusive of all admissible taxes, duties & levies, etc. and submit through online tendering.
- 2.4. The Bid Document may be downloaded from <http://jharkhandtenders.gov.in> from notice link/under the Documents Part in Tender Section in which case, the tender fee of Rs. 5000/- (Rupees five thousand only) in the form of demand draft should be enclosed with the bid document at the time of submission.
- 2.5. The last date for submission of bid is 18/02/2021 up to 12.00 NOON. Bidders should submit the original copy of EMD & Tender Fees Demand Draft in sealed covered envelop to the Director, Directorate of Municipal Administration, communication address as mentioned in Bid Document.
- 2.6. A pre-bid conference will be held on 04/02/2021 at 3.00 pm. in the office of Director, Directorate of Municipal Administration, Urban Development & Housing Department, FFP Building, 3rd floor, Dhurwa, Ranchi 834004 to address pre-bid queries submitted through email.
- 2.7. All tenders should be addressed to the Director, Directorate of Municipal Administration, Urban Development & Housing Department, Government of Jharkhand and sent to the following address: **Director, Directorate Municipal Administration, 3rd Floor, FFP Building, Dhurwa , Pin No. 834004, Ranchi Email : director.ma.goj@gmail.com Ph. no : 0651-2401955**
- 2.8. The technical bid shall be opened on 19/02/2021 at 12.00 NOON before the duly Constituted committee. The bidder or his authorized representative may remain present during the opening of such bid.
- 2.9. Tender will be submitted via online only; the department will not be responsible for delay.
- 2.10. On the date of opening, only Part-I (Technical Bid) will be opened online. Part-II (Financial Bid) shall be opened subsequently only of those tenders, whose Technical Bid qualifies as per the laid norms of this Bid Document.
- 2.11. Tenders received after due date and time will be rejected.
- 2.12. DMA reserves the right to reject any or all of the Proposals submitted in response to this Bid Document at any stage without assigning any reasons whatsoever.
- 2.13. DMA reserves the right to change/ modify/ alter/ amend any or all of the provisions of this Bid Document.
- 2.14. DMA shall have no liability for non-receipt of any communication from the firm to DMA and vice-versa.
- 2.15. The issue of this tender does not imply that DMA is bound to select the firms for awarding work, DMA reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.

Sd/-
Director
Directorate of Municipal Administration

3. Introduction

- 3.1. The National Urban Housing & Habitat Policy (NUHHP), 2007 aims at promoting sustainable development of habitat in the country with a view to ensuring equitable supply of land, shelter and services at affordable prices to all sections of the society. However, the most vulnerable of these are the urban homeless.
- 3.2. The Urban homeless persons contribute to the economy of the cities and thus the nation as cheap labour in the informal sector; yet they live with no shelter or social security or protection. The urban homeless survive with many challenges like no access to elementary public services such as health, education, food, water and sanitation.
- 3.3. **Deendayal Antyoday Yojana- National Urban Livelihoods Mission (DAY-NULM):** aims at providing permanent shelter equipped with essential services to the urban homeless in a phased manner under the Scheme of Shelter for Urban Homeless (SUH).
- 3.4. **Definition of Homeless Persons :** Persons who do not have a house, either self-owned or rented, but instead live and sleep on pavements, at parks, railway stations, bus stations and places of worship, outside shops and factories, at constructions sites, under bridges, in Hume pipes and other places under the open sky or places unfit for human habitation. This also includes people who live in temporary structures without walls, under plastic sheets or thatched roofs on pavements, parks or other Public Places.
- 3.5. It is understood that many occupants of shelters are engaged in work during the nights (i.e. as head loaders), and thus need shelters to sleep in, during , during the day, Casual workers also often do not get employment on a daily , and so they may need shelters during the day and not just at night. Therefore, DAY-NULM envisages providing shelters available to the homeless during the day as well as night.

4. Objective

The objectives of the Shelter for Urban Homeless (SUH) component of DAY-NULM scheme are to ensure availability and access of the urban homeless population to permanent shelters including the basic infrastructure facilities like water supply, sanitation, safety and security.

Standard Operating Procedure - The Standard Operating Procedure (SOP) is based on the 'Revised Urban Homeless Shelters, Manual and Guideline, of the Commissioners of Supreme Court in March 2012 (The manual was drafted by the Commissioner of the Supreme Court based on the direction of the Honourable Supreme Court of India dated 27th February 2012 in the writ petition civil-196/2001) and Revised Operational guideline of Scheme of shelters for Urban Homeless.

5. Norms and types of Shelters

- 5.1. The shelters should be permanent all-weather shelters for the urban homeless in ULBs.
- 5.2. Types of shelter homes;

a) Men shelters: Since the proportion of men among homeless is higher separate shelters for men could be built to primarily cater to single working men.

b) Women shelters: Shelters for the exclusive use of women in terms of its location, design, services and support systems, could be designed to cater to the needs of women and their dependent children. In every ULB.

c) Family Shelters: For families living on the streets; family shelters may be provided with a special design for privacy, with shared common spaces.

d) Special Shelters: Taking into account special needs for segments of homeless persons, such as old persons without care, mentally ill, recovering patients and their families etc. special shelters may be provided.

6. Scope of Work

- 6.1. Agency will be responsible for complete takeover of the existing Shelter home in the existing condition.
- 6.2. Agency will run the shelter homes 24X7 basis, no holiday will be entertained except epidemic or emergency cases or by any official order issued by the Authority.
- 6.3. The Agency will ensure the following facilities / amenities in the allotted shelter homes;
 - i. Well ventilated rooms.
 - ii. Water arrangements (Potables drinking water and other needs) and sanitation.
 - iii. Adequate bathing & toilet facilities.
 - iv. Standard lighting for shelter.
 - v. Adequate fire protection measures, as per the norms.
 - vi. First aid kit.
 - vii. Pest and vector (mosquito) control
 - viii. Regular cleaning of blankets, mattresses and sheets, and maintenance of other services.
 - ix. Common kitchen/cooking space, necessary utensils for cooking and serving, cooking gas connections etc.
 - x. Regular fogging in the premises of shelter home (inside the Building and outside)
 - xi. Child care facilities for children by linking the shelter to the nearest Anganwadi Centers
 - xii. Facilitation for convergence with other services/entitlements.
 - xiii. Personal Lockers for personal storage space
 - xiv. Common recreation space
 - xv. CCTV in shelter homes. (minimum 4 with 30 days backup facility)
- 6.4. The agency will ensure the Operation, Management and Maintenance of Shelter home includes housekeeping, sanitation, arrangement of potable water, clean bed, lighting, mattress, first aid kit, and recreational equipment etc. The status will be monitored by the SMC and ULB staff in month.
- 6.5. The agency will ensure no illegal activity is being conducted within the premises of shelter home. Any such activities will be punishable as per Indian Penal Code or State/ Central Laws.
- 6.6. The agency has to provide required manpower for each shelter home
 - i. One full time Manager,
 - ii. 3 Caregivers/Care Takers i.e. one caregiver for one shift of 8 hours.
 - iii. 1 Security Guard for night shift.
 - iv. One part time sanitary staff.
- 6.7. Agency has to provide and manage the required manpower. Not less than minimum wages payment will be made to the personnel for shelter homes, as per rate decided by Labor Employment and Training Department, Government of Jharkhand
- 6.8. The agency will fill up all relevant forms and register (seven) available at shelter homes with updated status. The detailed SOP will be provided by DMA.
- 6.9. The agency will use regular IEC activities, awareness generation through wall writing, displaying of flex sheet demarcating indicators for easy access to shelter homes in prominent place of city as decided by the ULB (Bus Stand/ Hospital campus/ Railway station/ Chowk/ Post Office etc.) as per the guideline of SUH.

- 6.10. The agency shall create awareness for the homeless persons at fortnightly basis. Posters, banners, hoardings should be placed at all vantage points like Bus stand, auto stand, Railway station, famous religious places, main market , hospitals, parks, important market areas, etc for easy access of general mass for wide publication of the location and facilities available of the shelter. Leaflets and the local newsletter should carry news about the shelters for wider dissemination.
- 6.11. The agency should facilitate in formation and organize monthly meeting of Shelter Management Committee (SMC) constituted by ULBs.
- 6.12. The SMC shall supervise the day-to-day functioning of the Shelter and meeting at monthly basis.
- 6.13. The agency will facilitate Capacity Building and Training to stakeholders / staff of shelters homes monthly at shelter level on social issues and social schemes.
- 6.14. The agency will ensure collection of User Charges from Shelter home as decided **by** Shelter Management Committee at ULB level.
- 6.15. The agency will submit reports (Daily Occupancy report/ Weekly report and Monthly work progress report or as per required or instruction).
- 6.16. The agency will popularize the location of the homeless shelters through GPS on maps and, mark them so that location of a shelter is available on city maps, travel guide maps, online maps, etc. published by various agencies for easy access to the shelters. Display of hoarding about the location of shelter homes in prominent places like Bus stand and Auto Stand, Railway Station, famous religious places, main market and other places consisting at least 06 places in a city in a standard size minimum 8ft X 4ft flex or night vision signage.
- 6.17. The agency must install sanitary napkin vending machine and incinerator in each women shelter home with minimum capacity of 50 sanitary napkin at a time.
- 6.18. The agency will ensure the maintenance of shelter home. Like replacement of bulb, tube light, water tap replacement, cleaning of shelter home including safety tank, maintain water connection, minor repair of furniture etc. Maintenance of all equipment like water pump, pipeline of water and tape, lights, payment of water and electric bill, supply of utensils for kitchen , cleaning of bed sheets, mosquito net, pillow covers in regular manner, white washing at least once in a two years , maintaining of gardens , small civil repairing, availability of first aid kit , fire protection equipment.
- 6.19. The agency will provide quality food restricted to 10% of occupants who are old or infirm or incapacitated in any other way free of cost.
- 6.20. The agency will install CCTV cameras as per details and specifications given by the Directorate of Municipal Administration. The entire cost will be borne by the Agency initially and it will be reimbursed in three installment 40%, 40% and 20% year wise. The last instalment of 20% of total cost will be paid to agency at the end of contract period in fully functional condition. Any damages/ defects to be made good at the time of handover. Shelter home must be capable of functioning 24X7 hours at full capacity at the time of handover to ULB.
- 6.21. The agency will make all payment to personnel through PFMS in their bank accounts and maintain the record of the same in Register with Sign and Stamp of Accountant also for proper evidence.

7. Cluster wise Shelter Homes

Table 3: Cluster wise Summary of 79 Shelter Homes in 41 ULBs

Sl.	Division/ Cluster	Total shelter homes	ULBs	No. of ULBs
1	South Chhotanagpur Cluster 1	15	Municipal Corporation	1
			Nagar Parishad	3
			Nagar Panchayat	2
2	North Chhotanagpur Cluster 2	18	Municipal Corporation	3
			Nagar Parishad	4
			Nagar Panchayat	3
3	Palamu Cluster 3	15	Municipal Corporation	1
			Nagar Parishad	2
			Nagar Panchayat	5
4	Kolhan Cluster 4	11	Municipal Corporation	0
			Nagar Parishad	4
			Nagar Panchayat	2
5	Santhal Pargana Cluster 5	20	Municipal Corporation	1
			Nagar Parishad	5
			Nagar Panchayat	5
	Total	79		41

8. Location of Shelters

Division and ULB wise details of Shelter Homes for Operations & Management with location (including shelter homes in old building / new buildings/ location to be identified by the ULB ties)

Table 4: Cluster wise List of 79 Shelter for Urban Homeless for the scope of this Bid Document

Sl No.	Division / Cluster	ULB	Type of Building	Place	Shelter operated for	No. of bed capacity
1	South Chhotanagpur	Lohardaga Municipal Council	Old Building	Ashraygrih, Near bus stand, ward no-4, Nadia road, RS plot no-34, Lohardaga.	Male	25 bedded
2	South Chhotanagpur	Lohardaga Municipal Council	Old Building	Near Bus stand, Azad basti, Lohardaga.-New	Female	10 bedded
3	South Chhotanagpur	Ranchi Municipal Corporation	Old Building	Karbala chowk, Ranchi.-New	Male	10 bedded
4	South Chhotanagpur	Ranchi Municipal Corporation	Old Building	ITI Bus stand, Ranchi.	Male	10 bedded
5	South Chhotanagpur	Ranchi Municipal Corporation	Old Building	Bakari bazar, Ranchi	Male	10 bedded
6	South Chhotanagpur	Ranchi Municipal Corporation	Old Building	Near RIMS, Bariyatu, Ranchi.	Male	24 bedded
7	South Chhotanagpur	Ranchi Municipal Corporation	Old Building	SEVA SADAN, Ranchi	Male	10 bedded
8	South Chhotanagpur	Ranchi Municipal Corporation	Old Building	Jagarnathpur, Ranchi.	Male	16 bedded

Sl No.	Division	ULB	Type of Building	Place	Shelter operated for	No. of bed capacity
9	South Chhotanagpur	Simdega Municipal Council	Old Building	Bazar Tarn, Ward 12.	Female	10 bedded
10	South Chhotanagpur	Gumla Municipal Council	Old Building	Tangramarket, Female Shelter Home, Near Jashpur Roa, Gumla	Female	10 bedded
11	South Chhotanagpur	Bundu Nagar Panchayat	Old Building	Samudayaik Bhawan, tangra Toli, Ward no-10, PO&PS- Bundu, 835204	Female	10 bedded
12	South Chhotanagpur	Bundu Nagar Panchayat	Old Building	Samudayaik Bhawan, Bhakuwadih, Ward no-10, PO&PS- Bundu, 835204	Male	10 bedded
13	South Chhotanagpur	Khunti Nagar Panachayat	Old Building	Nagar bhawan Khunti	Female	10 bedded
14	South Chhotanagpur	Khunti Nagar Panachayat	Old Building	Kaushal Vikas Kendra sah Samudayik souchayalay , Mela Tarn, khunti	Male	10 bedded
15	South Chhotanagpur	Dhanbad Municipal Corporation	Old Building	Golf Ground , Dhanbad	Male	25 bedded
16	North Chhotanagpur	Chirkunda Nagar Panchayat	Newly Constructed Shelter home	Near panchmukhi Mandir, Nehru Road, Chirkunda.	male	50 bedded
17	North Chhotanagpur	Chirkunda Nagar Panchayat	Old Building	Place identification is in process	Female	10 bedded
18	North Chhotanagpur	Koderma Nagar Panchayat	Newly Constructed Shelter home	Jai Nagar, Road, Barsotibar, ward no 15. Koderma.	Male	50 bedded
19	North Chhotanagpur	Koderma Nagar Panchayat	Old Building	Near Dhawajadhari Mandir gate, Skill Development Centre, ward no.01. koderma	Female	20 bedded
20	North Chhotanagpur	Phusro Municipial Council	Old Building	Rain basera , Rajendra Colony.	family	20 bedded
21	North Chhotanagpur	Phusro Municipial Council	Old Building	Place identification is in process	Female	10 bedded
22	North Chhotanagpur	Giridih Municipal Corporation	Newly Constructed Shelter home	Dharia dih, Nagar Thana ke Piche,	Female	50 bedded
23	North Chhotanagpur	Giridih Municipal Corporation	Old Building	Ashraygrih, Bus stand, giridih	Male	25 bedded
24	North Chhotanagpur	Domchanch Nagar Panchayat	Old Building	South panchayat Bhawanm, Ward no. 07	Male	10 beded

Sl No.	Division	ULB	Type of Building	Place	Shelter operated for	No. of bed capacity
25	North Chhotanagpur	Domchanch Nagar Panchayat	Old Building	Place identification is in process	Female	10 bedded
26	North Chhotanagpur	Hazaribagh Municipal Corporation	Newly Constructed Shelter home	TAXI STAND, HAZARIBAGH and New bus Stand	Male	50 bedded
27	North Chhotanagpur	Hazaribagh Municipal Corporation	Old Building	Place identification is in process	Female	10 bedded
28	North Chhotanagpur	Ramgarh Municipal Council	Newly Constructed Shelter home	Opposite Civil Surgeon Office, Chhatar mandu, Ramgarh	Male	50 bedded
29	North Chhotanagpur	Ramgarh Municipal Council	Old Building	Place identification is in process	Female	10 bedded
30	North Chhotanagpur	Chatra Municipal Council	Old Building	Awawal Muhhala , Naear Post Office, Chatra ward no 02, Chatra	Female	10 bedded
31	North Chhotanagpur	Chatra Municipal Council	Old Building	Domsitwa Pakariya Road, Ward no 2, Chatra	Male	10 bedded
32	North Chhotanagpur	Jhumaritelia Municipal Council	Old Building	Gumo Naer Durga mandap, ward no. 20	Male	10 bedded
33	North Chhotanagpur	Jhumaritelia Municipal Council	Old Building	Addi bangla Road, Ward no 14	Female	10 bedded
34	Kolhan	Saraikela Nagar panchayat	Newly Constructed Shelter home	Dhobasai , ward No.09, Saraikela	Male	50 bedded
35	Kolhan	Saraikela Nagar panchayat	Old Building	Place identification is in process	Female	10 bedded
36	Kolhan	Chakulia Nagar Panchayt	Old Building	Haat, Baazzar, Purna pani	Female	10 bedded
37	Kolhan	Chakulia Nagar Panchayt	Old Building	Haat, Baazzar, Purna pani	Male	10 bedded
38	Kolhan	Jugsalai Municipal Council	Old Building	Pani ki Tanki,Station Road, Jugsalai	Male	10 bedded
39	Kolhan	Jugsalai Municipal Council	Old Building	Near Gurudwara Jugsalai	Female	10 bedded
40	Kolhan	Kapali Municipal Council	Old Building	Ansar Nagar, Ward no.01, Kapali	Male	10 bedded
41	Kolhan	Kapali Municipal Council	Old Building	Dangradih Ward no. 16	Female	10 bedded
42	Kolhan	Chakradharpur Municipial Council	under construction	BUS stand Ward No 17	Male	50 beded
43	Kolhan	Chakradharpur Municipiapl Council	Old Building	Bangla Tarn, Ward no.19 CKP	Female	15 bedded

Sl No.	Division	ULB	Type of Building	Place	Shelter operated for	No. of bed capacity
44	Kolhan	Chaibasa Municipal Council	Old Building	Place identification is in process	Female	10 bedded
45	Santhal Pargana	Sahibganj Municipal Council	Newly Constructed Shelter home	Imlitol, Bus Stand Ward no.15, Near Sidhu kanhu, Stadium.	Female	50 bedded
46	Santhal Pargana	Sahibganj Municipal Council	Newly Constructed Shelter home	Imlitol, Bus Stand Ward no.15, Near Sadar Hospital	Male	50 bedded
47	Santhal Pargana	Rajmahal Nagar Panchayat	Old Building	Ward no. 06, Near petrol Pump, Hatpara, Rajmahal	Female	10 bedded
48	Santhal Pargana	Rajmahal Nagar Panchayat	Old Building	Ward no. 06, Near petrol Pump, Hatpara, Rajmahal	Male	10 bedded
49	Santhal Pargana	Barharwa Nagar Panchayat	Old Building	Block Campus, Barharwa, Ward no 12, Barharwa	Male	10 bedded
50	Santhal Pargana	Barharwa Nagar Panchayat	Old Building	Kaharpura, barharwa, Ward no 10, barhrwa Block Campus, Barharwa, Ward no 12, Barharwa	Female	10 bedded
51	Santhal Pargana	Godda Nagar Panchayat	Old Building	BaBupara, Dr. Pradip Kumar ke Awas ke Samne, Godda, 814133.	Male	10 bedded
52	Santhal Pargana	Godda Nagar Panchayat	Old Building	Babupara, pradeep sinha clinik ke samne	Male	10 bedded
53	Santhal Pargana	Pakur Nagar council	Old Building	Need to identify	Female	10 bedded
54	Santhal Pargana	Madhupur Municipal Council	Newly Constructed Shelter home	Bus Stand Madhupur	Male	50 bedded
55	Santhal Pargana	Madhupur Municipal Council	Newly Constructed Shelter home	Bus Stand Madhupur	Female	50 bedded
56	Santhal Pargana	Deoghar Municipal Corporation	Old Building	Meena bazar	Male and Female	45 bedded
57	Santhal Pargana	Deoghar Municipal Corporation	Newly Constructed Shelter home	Bhurbura More	Male	50 bedded
58	Santhal Pargana	Basukinath Nagar Panchayat	Old Building	Pani ki Tanki, jarmundi	male	10 bedded
59	Santhal Pargana	Basukinath Nagar Panchayat	Old Building	Bus stand , Pakur	Female	10 bedded
60	Santhal Pargana	Jamtara Nagar Panchayat	Old Building	Near Bus stand Dumka Road	Female	10 bedded

Sl No.	Division	ULB	Type of Building	Place	Shelter operated for	No. of bed capacity
61	Santhal Pargana	Mihijam Municipal Council	Old Building	Hill Road, Ward no-12, 2 no. Gate ke samip.	male	10 bedded
62	Santhal Pargana	Mihijam Municipal Council	Old Building	Place identification is in process	Female	10 bedded
63	Santhal Pargana	Dumka Municipal Council	Old Building	Place identification is in process	Female	10 bedded
64	Santhal Pargana	Jamtara Nagar Panchayat	Old Building	Place identification is in process	Female	10 bedded
65	Palamu	Garhwa Municipal Council	Newly Constructed Shelter home	1. Ashraygrih, Nimiya sthan, Sonpurwa, Samsan Ghat Garhwa.-New.	Male	50 bedded
66	Palamu	Medninagar Municipal Corporaton	Newly Constructed Shelter home	Kaushal Vikas Kendra , Ward no. 22. Near sarkari Bus Depot. Medninagar.	Female	50 bedded
67	Palamu	Medninagar Municipal Corporaton	Newly Constructed Shelter home	Ward no-23, Gandhi maidan, Near Railway station.	male	50 bedded
68	Palamu	Latehar Nagar Panchayat	Newly Constructed Shelter home	Durva ward no.06, Near Railway, Station, latehar	Male	50 bedded
69	Palamu	Latehar Nagar Panchayat	Old Building	Durva ward no.06, Near Railway, Station, latehar	Female	10 bedded
70	Palamu	Nagar Untari Nagar Panchayat	Old Building	Ahirpurwa ward no 07, Banshidhar Nanar,	male	10 bedded
71	Palamu	Nagar Untari Nagar Panchayat	Old Building	Panchpando Bhawan, Near bail nagar, ward 03.	Female	10 bedded
72	Palamu	Manjhiyaon Nagar Panchayat	Old Building	Manjhiaon Kurd	Male	10 bedded
73	Palamu	Manjhiyaon Nagar Panchayat	Old Building	Manjhiaon Kurd	Male	10 bedded
74	Palamu	Hussainabad Nagar Panchayat	Old Building	Kumahar Toli , Mahila Ashray Grih, Samudayik Bhawan, Wardno. 07	Male	10 bedded
75	Palamu	Hussainabad Nagar Panchayat	Old Building	Samudayaik Bhawan(Char dham Mandir ke Najdik) Dinesh Chowk, Ward no-5, Mohalla-Japla, Dharhara, Po-Japla, Ps Hussainabad.	Male	10 bedded
76	Palamu	Bisharamur Municipal Council	Old Building	Panchmuki Mandir , Bishrampur	Male	10 bedded

Sl No.	Division	ULB	Type of Building	Place	Shelter operated for	No. of bed capacity
77	Palamu	Bisharamur Municipal Council	Old Building	Purana panachayat Bhawan	Female	10 bedded
78	Palamu	Chhatarpur Nagar panchayat	Old Building	Bara, Ward no 23, Chhatarpur	Female	10 bedded
79	Palamu	Chhatarpur Nagar panchayat	Old Building	Panch Pando	Male	10 bedded

9. Permissible Expenditure Head Under O&M of Shelter Homes

Table 5

Sl No.	Expenditure Heads	Details
1	Monthly Maintenance cost/shelter	Includes expenditure for electricity and other misc. expenses
2	Monthly Servicing Cost	Includes cost of housekeeping, maintenance, replenishment of bedding and kitchen equipment and other electrical appliances etc.
3	Monthly Cost of providing free food	Restricted to 10% of occupants who are old /infirm etc. and cannot Pay
4	Monthly Staff Salary	Includes 3 caregivers 8 hour shifts, 1 Security Guard in at night, 1 full-time manager and 1 part time Sanitary Staff. Payment must be not less than minimum wage payment to each as per their work profile.

10. User Fees

The agency will collect a User Fees, as decided by DMA/ SLSMC. The fund so collected could be utilized for maintenance of the facilities/ as mentioned in SoP.

11. Minimum Eligibility Criteria :-

Agencies (referred as the Agency hereinafter) meeting the following minimum qualifying criteria are eligible to apply. Agencies, which do not meet the following qualifying criteria, will be rejected at the first stage.

Table 6: minimum Eligibility Criteria

Sl. No.	Eligibility Criteria	Supporting Document Required
1	The “Bidder” as used in the Bid Document shall mean a company registered under Company’s Act 1956 or 2013, OR Sole Proprietorship, OR A Partnership firm registered under Partnership Act 1932, OR Society as per The Societies Registration Act, 1860 OR Trust as per the Indian Trusts Act, 1882, consortium allowed.	Relevant Certificate of Incorporation / Registration, PAN Card, Service Tax Registration / GST Certificate of the Sole Proprietorship/ Partnership firm/ Society /Consortium/ Trust to be attached compulsorily.
2	The agency should have average annual turnover of Rs. 50 lakhs in last three financial years. 2016-17, 2017-18 and 2018-19.	Attested copy of Chartered Accountant’s Certificate / copies of Audited Balance Sheet, P&L Accounts and IT Return Statement for financial years 2016-17, 2017-18 and 2018-19 to be attached. The calculation sheet for average annual

		turnover shall be certified by a Chartered Accountant.
3	Bidder must submit three years annual reports	The bidder should furnish copies of 3 years Annual Report of the organization for last 3 financial years, 2016-17, 2017-18, 2018-19
4	The Bidder should have successfully completed at least two urban projects in Social Sector/ Experience in Operation and Management of Homeless Shelters for Urban homeless/ running of hostel under social welfare department(Govt. Hostel) / any Govt. hostels for working people / running of Old Aged Homes or Orphanages hostels or managing shelters, homes in Urban or peri urban or rural areas. Priority will be given to those agencies who are working / have worked in Jharkhand	The bidder should furnish copy of work order and a Completion certificate from its clients to whom services have been provided in the past.
5	The Bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies during last three years (as of 31.03.2020)	Attested written declaration with Affidavit to this effect by the authorized signatory of the bidders.
	The Bidder must not have been blacklisted or placed under funding restriction by any Ministry or Department of the Government of India or CAPART or by a State Government (or its agency)	Attested written declaration with Affidavit to this effect by the authorized signatory of the bidders.
6	The bidding agency should have never been indicted by any court of law or any regulatory body or any State/ Central Government agencies.	Attested written declaration with Affidavit to this effect from the authorized signatory of the bidders.

12. Deposit of EMD/ Bid Security and Tender Fee

- 12.1. Tender must be accompanied with an earnest money of Rs. 50,000/- (Rupees Fifty Thousand Only), failing which the tender will be rejected and Technical Bid will not be opened.
- 12.2. The Earnest Money should be deposited by way of account payee bank draft in favor of **Director, Directorate of Municipal Administration, Urban Development & Housing Department, Ranchi** on any Bank payable at Ranchi.
- 12.3. Cheque/ Bank Guarantee/ Fixed deposit receipt money orders etc. are not acceptable towards deposit of earnest money.
- 12.4. In no case EMD will be accepted after opening of tender.
- 12.5. Earnest Money will be refunded to unsuccessful bidder only after issuing the work order to successful bidder.
- 12.6. The Bidder shall furnish Tender Fee (non-refundable) for the amount of INR 5000.00 in form of Demand Draft drawn on a Nationalized Bank, Payable to "**Director, Directorate Municipal Administration, Urban Development and Housing Department**" payable at Ranchi.

13. Pre-Bid Meeting

- 13.1. DMAs will conduct a pre-bid conference for all potential bidders to clarify the objectives/scope of the project as per the date and time mentioned in Bid Document.

13.2. The interested bidders should confirm their participation and must submit their queries as per the Pro forma (Annexure 3) through email (director.ma.goj@gmail.com) in writing 2 business days prior to the Pre-Bid Meeting. Queries received after the set time limit shall not be considered in the pre bid conference.

13.3. If required, appropriate corrigendum to this Bid document would also be put up on the website. Such corrigendum, if issued, would form part of this Bid Document and the bidders would be advised to prepare their pre-qualification, technical and financial bids in accordance with such corrigendum.

13.4. DMA will not entertain any further clarifications regarding the Bid Document after the pre-bid meeting.

13.5. Only one representative of bidder's would be allowed to attend the pre-bid Meeting.

14. Guidelines for Submission

14.1. Interested agencies with requisite experience, may submit required documents as detailed below: -

14.2. Technical Bid:-

- i. Profile of the company
- ii. Audited Balance Sheet, P&L and ITR for last 3 financial years 2016-17, 2017-18, and 2018-19.
- iii. Photo copy of PAN No. issued by Income – Tax Department.
- iv. Photo copy of GST Registration & Enrolment Number.

14.3. Work order and certificate issued by the client, regarding successful completion of work. The Proposal should include a cover letter signed by person(s) with full authorization to make legally binding contractual (including financial) commitments on behalf of the Firm/agency. The letter should specify all association arrangements, and certify that each associated firm will perform its designated tasks under the assignment if the lead firm is awarded the contract.

14.4. The Technical Proposal should clearly demonstrate the Firm/Agency's understanding of the assignment requirements and capability and approach for carrying out the tasks set forth in the SoW (Scope of Work)

14.5. **Work Plan:** The Technical Proposal shall include the main activities of the assignment, their content and duration, phasing and interrelations, milestones and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. The work plan should be consistent with the Work Schedule as per Annexure-06

15. Technical Proposal Format

15.1. The Agency shall submit technical proposal as per the data sheet which indicates the format of the Technical Proposal to be used for the assignment. Submission of wrong type of Technical Proposal will result in the proposal being deemed non responsive.

15.2. The following table summarizes the content for each type of Proposal.

Table 7: Format for Technical Proposal

Proposal Type	Full Technical Proposal (FTP)
Content	
Experience of the firm	(i) Introducing the firm and associate firm(s) background and general Experience. (ii) Relevant completed projects illustrating firm and associate(s)

	firm's relevant experience.
Experience Certificates	At least 3 years' Experience in Operation and Management of Homeless Shelters for Urban homeless/ running of hostel under social welfare department(Govt. Hostel) / any Govt. hostels for working people / running of Old Aged Homes or Orphanages hostels or managing shelters homes in Urban or peri urban or rural areas.
Work Plan	Understanding of Objectives
	Strategy to optimize the occupancy of Shelter Homes
	Quarterly Work Plan
	Innovations proposed for generating Revenue by Operation of Shelter Homes
	Best Practices done/ Proposed based on other states evidence

Note: Apart from online submission of technical documents a separate hard copy of spiral bind documents with clear partition need to submit mandatorily for easy reference along with photocopy of DD of tender price through post office or hand to hand support after one day of online submission duly signed and stamp of the agency.

16. **Bid Structure and Evaluation Process**

The bid document is not transferable. The selection of the bidder as per this Bid Document will be effected on a three stage evaluation process

- (i) Pre-Qualification
 - a. Tender Fee
 - b. Earnest Money Deposit
- (ii) Technical Bid and
- (iii) Financial Bid as per Annexure 7

First the Tender Fee and EMD received by DMA and submitted by the Bidders will be opened. DMA will open bids (Online) at the place and time as mentioned in Notice Inviting Tender (NIT) or as informed on a later stage.

17. **Evaluation of Technical Bid**

The evaluation of the Technical bids will be carried out in the following manner:

- 17.1. Technical Bid (Online) will be opened for those bidders whose Tender fee and EMD would be found in order and according to the Bid Document.
- 17.2. The bidders technical bid will be evaluated as per the technical qualification criteria specified in the Bid Document. DMA reserves the right to ask for any other supporting document or testimonial at any Point of time, during the evaluation of the Bid.

18. **Technical Bid Evaluation Format (100 Points)**

Table 8: Scoring Criteria for Technical Bid Evaluation

S. No.	Scoring Criteria	Score	Maximum Score
1	Experience in Operation and Management of Homeless Shelters for Urban homeless/ running of hostel under social welfare department(Govt. Hostel) / any Govt. hostels for working people / running of Old Aged Homes or Orphanages hostels or managing shelters homes in Urban or peri urban or rural areas.		35
A	Operation and Maintenance of 1 Shelter Homes / Old age Homes/ Homes for Orphanages/ hostel under social welfare department or Govt. hostels for working people during last 3 years	20	

B	Operation and Maintenance of 2 to 4 Shelter Homes / Old age Homes/ Homes for Orphanages/ hostel under social welfare department or Govt. hostels for working people during last 3 years	25	
C	Operation and Maintenance of 5 or more Shelter Homes / Old age Homes/ Homes for Orphanages/ hostel under social welfare department or Govt. hostels for working people during last 3 years from date of Tender Publication	30	
D	Experience of Operationalizing Shelter Homes in Jharkhand.	5	
2	Number of Years of Experience in Operation and Management of Homeless Shelters for Urban homeless/ running of hostel under social welfare department(Govt. Hostel) / any Govt. hostels for working people / running of Old Aged Homes or Orphanages hostels or managing shelters, homes in Urban or peri urban or rural areas.		
A	Experience of less than 3 years in O&M of Shelter Homes / Old age Homes/ Homes for Orphanages/ hostel under social welfare department or Govt. hostels for working people during last 10 years up to date of tender publication.	15	30
B	Experience of 3 to 5 years in O&M of Shelter Homes / Old age Homes/ Homes for Orphanages/ hostel under social welfare department or Govt. hostels for working people during last 10 years up to date of tender publication.	20	
C	Experience of 5 or more years in O&M Shelter Homes / Old age Homes/ Homes for Orphanages/ hostel under social welfare department or Govt. hostels for working people during last 10 years up to date of tender publication.	25	
D	Experience of Operationalizing Shelter Homes in Jharkhand.	5	
3	Technical Presentation (Attached with the Bid)		
A	Understanding of Objectives	2	
B	Strategy to optimize the occupancy of Shelter Homes	6	
C	Quarterly Work Plan	4	20
D	Innovations proposed for generating Revenue by Operation of Shelter Homes.	4	
E	Best Practices done/ Proposed based on other states evidence	4	
4	Financial Turn Over		
B	Rs. 50 lakh - to 1 Crore	5	
C	Rs. 1 Crore - to 2 Crore	10	
D	More than Rs. 2 Crore	15	15

19. Evaluation of Financial Bid

Evaluation of Financial Bid would be carried out in following manner -

- 19.1. Financial Proposal will be opened for those applicants who qualify the minimum technical qualification criteria and get at **least 60% marks of total marks** as per the technical evaluation criteria.
- 19.2. The price bids of only technically qualified bidders would be opened for further consideration. The bidder will be marked as **L1** who has quoted the lowest price.
- 19.3. The L1 rate Bidder shall be selected as the successful bidder.
- 19.4. A bidder must apply for all 5 clusters with packages. However, award of work to a single bidder shall be limited to one cluster only.
- 19.5. In case of any bidder marked L1 in more than one Cluster, then the preference of the bidder for choosing any one clusters among the L1 marked clusters may be asked from the L1 bidder.

- 19.6. Subsequently, L2 marked bidder would be consider as the successful bidder for only those cluster which has been dropped by the L1 bidder.
- 19.7. Further negotiation will be done with the L2 bidder and the work will be awarded to the L2 bidder only in case, when the L2 bidder agree to work on the rate quoted by the L1 bidder for that particular Cluster or in the rate lesser than L1 quoted bidder as decided by the Client after negotiation with the L2 bidder.
- 19.8. In case of L2 bidder not agree to work on the rate decided by the Client during negotiation, subsequently L3 bidder would be called for the negotiation.

Note : No bidder can quote below Rs 75000/- for a 50 bedded shelter homes and below 65000/- for less than 50 bedded shelter Homes

This includes all expenses/ cost of all 4 staffs, Sanitary Staff, Rescue Operations by Vehicle, Food restricted to 10% of occupants who are old /infirm etc. and cannot Pay, Maintenance and management of Shelter Homes, repairing etc. Including GST.

20. Award of Contract and Extension of Time Period:

Valid period of contract shall be 3 years (1095 days) from the date of signing the contract. The contract agreement has been made by ULB, DMA and selective bidders in a form of Tripartite agreement.

21. Confidentiality

Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the bidders who submitted the proposals or to other persons not officially concerned with the process, until the winning Firm has been notified that it has been awarded the contract.

22. Negotiation:-

The bidders must be prepared to furnish the detailed cost breakup and other clarifications with respect to the proposals submitted by him, as may be required to adjudge the reasonableness of his price proposals. If the negotiations with the bidders are successful the award will be made to him. If negotiations fail, then the second highest rank bidder will be invited for negotiations.

23. Right Reserved:

- 23.1. Without assigning any reason, DMA reserves the right to reject the lowest or any other or all tenders or part of its and to waive any informality or irregularity in any tender, which in the opinion of the DMA does not appear to be in its best interest and the bidder shall have no cause of action or claim against DMA or its officers, employee, successors or assignees for rejection of this tender. DMA further reserves the right to withhold issuance of the notice to proceed, after execution of the contract agreement by the successful Bidder. DMA is not obliged to give reasons for any such action.
- 23.2. During Tender validity period, if any Bidder withdraws or makes any modifications or additions in the terms and conditions on his own in this tender, then DMA shall without prejudice to any right or remedy be at liberty to reject the tender and forfeit the Earnest Money Deposit in full.
- 23.3. DMA reserves the right to increase or decrease the scope of work and split the tender in two or more parts without assigning any reason even after the award of contract.

24. Award of Contract

The Department will determine to its satisfaction whether the bidder selected as having submitted the lowest evaluated responsive bid is qualified to satisfactorily perform the contract. The Selected Bidder may, if necessary, be invited for re-confirmation. The re-confirmation will be for re-confirming the obligations of the bidder as per Bid Document, Issues such as deployment of Key Personnel, understanding of the Bid Document, methodology and quality of the work plan shall be discussed during re-confirmation.

25. Mode of Payment

25.1. Payment will be made by DMA on the basis of recommendation of ULBs with monthly report in prescribed format. If there is no office at Jharkhand there must be a coordination office in Jharkhand.

- The payment will be released on the basis of invoice produced by the Agency in each month. Invoice will be duly checked & verified by ULB level after physical verification of all the deliverables aspects, monthly payment will be release after updating reports and records online. Payment will be made within 15 days after submission of bills. The invoice must be submitted to the DMA / ULBs in first week every month mandatorily. A penalty deduction of 5% weekly of the monthly payable amount for delay of submission of reports and invoice beyond two weeks.

25.2. Payment will be made monthly basis and calculated on the basis of indicators/ manner based with proper evidence duly signed by Shelter manager and authorized person by the agency and report in prescribed forma, mentioned below:

25.3. If it is found that any intervention is not satisfactorily executed, a proportionate amount will be deducted fully or partly of the claimed amount.

Table 9: Mode of Payment

Sl. No	Description	Submission of Report and Invoice	Percentage	Means of verification
1	Maintenance cost: The maintenance of shelter home will be also done by the organization. Like replacement of bulb, tube light, water tap replacement, cleaning of shelter home including safety tank, maintain water connection, minor repair of furniture etc. Maintenance of all equipment like water pump, pipeline of water and tape, lights, payment of water and electric bill, Fogging, cleaning of bed sheets, mosquito net, pillow covers in regular manner, white washing at least once in a three years , small civil repairing, availability of first aid kit, fire protection equipment.. (Certificate of functional of all equipment, proper sanitation, proper cleaning, proper lighting, reporting etc.)	Monthly	10% of monthly payable amount as per cost decided	Online updated reports and photographs
2	Proportionate of Occupancy (minimum 40%) as per bed arrangement / facilities available in Shelter home made by ULB. A certificate must issue by the ULB about the space and arrangement of beds/accommodation.	Monthly	25% of monthly payable amount as per cost	Online updated reports and photographs

			decided	
3	Awareness generation through Wall writing, displaying of flex sheet demarcating indicators for easy access to shelter homes in prominent place of city as decided by the ULB as per the guideline of SUH.	Monthly	10% of monthly payable amount as per cost decided	Photographs with geo-location (Date & Time)
4	Facilitate in formation of Shelter Management Committee (SMC) constituted with representative, nominated residents of the shelter as member. The SMC shall supervise the day- to-day functioning of the Shelter. Meeting at monthly level.	Monthly	5% of monthly payable amount as per cost decided	Minutes of the meeting
5	Agencies will facilitate capacity Building and Training to officer bearers and manpower managing the shelter home.	Monthly	5% of monthly payable amount as per cost decided.	Photographs and reports
6	Collection of User Charges (30 % of total bed occupancy) and deposited in bank account as suggested by ULB.	Monthly	30% of monthly payable amount as per cost decided.	Records and updated online reports
7	All registers / Forms updated and properly maintained in daily basis at all the Shelters by agency–	Monthly	10% of monthly payable amount as per cost decided.	Records and updated online reports
8	Any innovation	Monthly	5% of monthly payable amount as per cost decided.	Case study / Impact study.

26. Payment Terms for Agency:-

The payment shall be made by DMA of the bills after the satisfactorily completion of the work assigned, at approved rate.

For Payment, the concerned agency will submit the monthly report to the concerned ULB within 7 days of completion of month. The Concerned ULB will check the submitted bills along with monthly activity progress report and report must be in proper order as prescribed by the DMA as mentioned in the Bid Document and agreement with duly recommendation of concerned CMM/ component in charge and payment will be made within a period of 15 days after submission of the bill at monthly basis essentially. The monthly work progress report must be submitted to DMA in every month in second week compulsorily by ULB and Agency

separately. Payment will be made only as per payment schedule and as per terms and condition mentioned in the Agreement /MOU which will be based on this Bid Document.

- i. No advance payment will be made.
- ii. Monthly bill will be submitted by the service providers in first week of following month in regular basis without fail/ excuse to the ULBs.
- iii. Income Tax will be deducted at source under Section 194-C or as applicable of Income Tax Act from the Bidder at the prevailing rates of such sum as income tax on the income comprised therein.

Note: Any grievance/ complaint addressed via PGMS portal shall be complied to and resolved by the Agency within 10 days of registration of complaint.

27. Monitoring and Evaluation

The State Level Shelter Monitoring Committee (SLSMC) members, Executive Committee at the city level will be responsible for review and supervision of the working of shelters with the participation of community representatives, civil society organizations, line departments and elected representatives, etc of SMC constituted at Shelter level. State level team will also monitor the programme.

28. DMA's Right to Accept any Offer and to Reject any or all Offers

- 28.1. The decision of the Director, DMA regarding the opening of offers, evaluation and acceptance of the offer shall be final and binding on all the Applicant Firms.
- 28.2. DMA reserves the right to accept or reject any offer, and to annul the offer process and reject all offers at any time prior to award of Offer, without thereby incurring any liability to the affected Applicant Firm or any obligation to inform the affected Applicant Firm of the grounds for the DMA's decision.

29. Performance Guarantee

The Bidder will furnish within 15 days of issue of Letter of Acceptance (LOA), an unconditional Bank Guarantee in favor of "Director, Directorate of Municipal Administration, Urban Development and Housing Department", (As per Annexure 4) payable at Ranchi from any scheduled commercial/ nationalized bank for an amount equivalent to 5 % of the total contract value towards performance Security valid for a period of six months beyond the date of completion of services i.e. for 3.5 years and same will be applicable for extended period. The Bank Guarantee will be released by Director, Directorate Municipal Administration after six months and rectification of errors if any, and satisfactory report by concerned ULBs and Directorate of Municipal Administration.

30. Period of Validity of Bid

Bids submitted by the bidder shall be valid for a period of six months (180 days) from the last date of submission of the bid/tender. A bid valid for a shorter period may be rejected as non-responsive. In exceptional circumstances, DMA may solicit the bidder's consent for an extension of the validity period. The request and the responses thereto shall be made in via email. The Bid security shall also be suitably extended. A Bidder granting the request is neither required nor permitted to modify the Bid.

31. Penalty Clause

If the selected agency carried out all its responsibilities in a time bound and professional manner to the satisfaction of the DMA govt. of Jharkhand then it may invoke any or all the penalties

- A penalty deduction 5% weekly of the monthly payable amount for delay of submission of reports beyond two weeks.
- Forfeit the security deposit
- Terminate the work order without giving any notice.
- DMA should take appropriate legal action, blacklist the agencies.

32. Cancellation Of Order

The authority issuing the order reserves the right to cancel whole or part of the work orders issued under certain emergent conditions or any compelling circumstances.

33. Termination By Default

The Director, Directorate of Municipal Administration, Urban Development & Housing Department reserves the right to terminate the contract of the selected agency in case of changes in the Government procedures or unsatisfactory services.

34. Force Majeure

- 34.1. Neither party will be liable in respect of failure to fulfil its obligations, if the said failure is entirely due to Acts of God, Governmental restrictions or instructions, natural calamities or catastrophe, epidemics or disturbances in the country.
- 34.2. The party affected by an event of Force Majeure will immediately notify the other party of such an event and will also notify the unaffected party on cessation of disability resulting from such Force Majeure act.

35. Arbitration

Venue of arbitration will be Ranchi and will be governed by provisions of the Indian Arbitration & Reconciliation Act.

36. Jurisdiction of Court

The Civil Court, Ranchi shall alone have an exclusive jurisdiction to decide any difference, dispute and claim for and against Director, Directorate of Municipal Administration / Bidder arising out in respect of the said NIT.

The Director, Directorate of Municipal Administration, Urban Development & Housing Department reserves the right to accept or reject any or all tenders without assigning any reason.

ANNEXURES

Annexure 1 - Bidders Profile

S.No.	Particulars	Details to be Furnished
Details of the Bidders (Firm/Company)		
1.	Name of the Agency	
2.	Year of Establishment (Incorporation Certificate is required)	
3.	Service Tax Registration Number (Copies required)	
4.	PAN Details (Copies required)	
5.	Contact Person with contact details	
6.	Address	
7.	Email	
Information about the company		
8.	Status of company (Sole Proprietorship/ Partnership Firm/ Public Ltd/ Pvt. Ltd Company/ Society/ Trust/) (Provide Ref e.g. Roc Ref#)	Date: Ref#:
9.	Location and Address of Offices (in Jharkhand and India (Head office)	
10.	Annual Turnover * in last three years	
	FY 2018-19	
	FY 2017-18	
	FY 2016-17	
	Average annual Turnover	
	Audited statement Enclosed? (Yes/ No)	

Annexure 2- Bidder's Authorization Certificate

To,

The Director
Directorate of Municipal Administration,
Urban Development and Housing Department,
Govt. of Jharkhand,
3rd Floor, FFP Building,
Dhurwa, Ranchi – 834 004.

<Bidder's Name> _____, *<Designation>* _____ is hereby authorized to sign relevant documents on behalf of the company in dealing with Tender of reference *<Tender No. & date>* _____. He is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said tender.

Thanking you,

Authorized Signatory.

<Company Name>

<Seal>

Annexure 3- Proforma for Pre Bid Queries

Bidders requiring specific points of clarification may communicate with DMA during the specific period using the following format.

Bidder's Request for Clarification

Name of Organization submitting request		Name & Position of person submitting request		Address of Org. including phone, Fax, e-mail Points of Contact	
				Tel:	
				Fax:	
				e-Mail:	
S.No.	Bidding Reference (Number/Page)	Document	Content of Bid Document Requiring Clarification	Points of Clarification Required	Suggestions (if Any)
1.					
2.					
3.					

Firms/Agencies may request a clarification of any of the Bid document up two (2) days prior to the date of Pre-Bid Meeting. Any request for clarification must be sent in writing to the address indicated only. The Client will respond in writing and will send written copies of the response, including an explanation of the query but without identifying the source of inquiry, to all Firms/Agencies.

At any time before the submission of Proposals, the Client may, whether at its own initiative, or in response to a clarification requested by a firm, amend the Bid Document by issuing an addendum. The addendum shall be sent to all Firms/Agencies and will be binding on them. To give Firms/ Agencies reasonable time in which to take an amendment into account in their Proposals, the Client may at its discretion, if the amendment is substantial, extend the deadline for the Bid submission.

Annexure 4 – Performa of Performance Bank Guarantee

To

[name of Employer's Representative]

[address of Employer's Representative]

WHEREAS, _____ [name and address of Agency] (hereafter called "the Agency") has undertaken, in pursuance of Tender No. _____ dated _____ to execute _____ [name of Contract and brief description of Works] (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Agency shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligation in accordance with the Contract;

AND WHEREAS we have agreed to give the Agency such a Bank Guarantee:

NOW THEREFORE we hereby affirm that we (name of Bank) are the Guarantor and responsible to you on behalf of the Agency, up to a total of _____ [amount of guarantee]* (in words), such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of _____ [amount of guarantee] as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Agency before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Contract or of the Works to be performed there under or of any of the Contract documents which may be made between your and the Agency shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until 6 months from the date of expiry of the Contract.

Signature and Seal of the guarantor _____

Name of Bank _____

Address _____

Date _____

*An amount shall be inserted by the Guarantor, representing the percentage the Price specified in the Result of Bid Finalization including additional security for unbalanced Bids, if any and denominated in Indian Rupees.

Annexure 5 - Self-Declaration

Self Declaration Format

Ref: _____

Date: _____

To,

The Director
Directorate of Municipal Administration,
Urban Development and Housing Department,
Govt. of Jharkhand,
3rd Floor, FFP Building,
Dhurwa, Ranchi- 834004

In response to the tender No. _____ dt. _____ of

Ref. _____ as an Owner/partner/Director of _____
I / We hereby declare that our Agency _____ is
having unblemished past record and was not declare ineligible for corrupt & fraudulent practices either
indefinitely or for a particular period of time with any of the Government agencies during last three
years (as of 31.03.2020).

Name of the Bidder: -

Signature: -

Seal of the Company: -

Annexure 6 - Work Plan

Sl.No.	Activity	Quarterly			
		1	2	3	4

- i. Indicate all main activities of the assignment, including delivery of reports/ deliverables as per Terms of Reference & Scope of Work (e.g.: inception, interim, and final reports), and other benchmarks such as Client approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
- ii. Duration of activities shall be indicated in the form of a bar chart.

Annexure –7 Financial Bid Format

Name of Work: “*Selection of Firm/ Agencies for Operation Management and Maintenance for Urban Homeless in 5 clusters (41 ULBs and 79 Shelter Homes) of Jharkhand under Scheme of Shelters for Urban Homeless component of DAY- NULM”*

The bidder must quote for all the clusters. Financial Evaluation is based on total lowest of the Total Rate (Column - 4) shown below.

No bidder is allowed to quote below Rs 75000/- for a 50 bedded shelter homes and below 65000/- for less than 50 bedded shelter Homes

SI No.	Division / Cluster	ULB	Type of Building	Place / Address	Shelter operated for Male or Female	No. of beds capacity of shelter home	Quoted rate (inclusive GST) amount in Figure	Quoted rate (inclusive GST) amount in words

Note:

- Price quoted in Indian National Rupee only.
- The price quoted by the bidder shall be inclusive of GST, taxes.
- This Financial bid shall be submitted online only.
- Bid documents of **FINANCIAL / PRICE BID and TECHNICAL BID** shall be submitted separately.
- All the TENDER documents must be signed by the bidder (excluding DD) and the scanned copies (including DD) of all the documents must be uploaded on website.
- After opening of technical bid, if certain clarity required, it will be intimated to the bidder and it should be clarified by the bidder within 48 hours, if not department will take appropriate decision.
- Financial Bid of only those bidders whose technical bids are found acceptable by the department shall be opened online.
- The time and date of opening of financial bid of bidder qualifying the technical bid shall be communicated to them later on.
- Nothing extra shall be paid over and above the quoted rate.
- However, Payment would be done as per the actual work done.
- The cluster wise details are attached with this Bid document.

Annexure -8 Letter of Application

Dated:

(Name & Address),

Phone no:

E-mail –

Sub: -----

Dear Sir,

Attached to this letter is the authority regarding Power of Attorney appointing me/us as designated person(s) to make these representations for and on behalf of the bidder in respect of the proposal as per Bid Document bearing number _____ dated _____ 2020 _____ issued by DMA.

For and on behalf of the bidder, I/we confirm:

1. Our offer is in accordance with the terms and conditions of the Bid Document issued by DMA, and we agree all the terms and conditioned mentioned in the Bid Document, and we have initialed each page of it to convey our acceptance;
2. That the offer contained in the proposal attached to this letter is a firm offer which will remain open for the proposal validity period referred to in the Bid Document, including any extension of the proposal validity period as may be agreed by us;
3. That (DMA) may by written notice extend the period of proposal validity period and the proposal attached to this letter and the EMD below will remain in full force and be valid for that extended period as per provisions of the Bid Document;
4. That the Bidder accepts the terms and conditions stipulated in Bid Document for the selection process and undertakes to perform its obligations accordingly; and
5. That attached to this letter is the EMD, Tender fees along with all other documents and information as required by the Bid Document.

Name:

Title:

Date:

Annexure 9 – Agreement Form

Agreement

This agreement, made the _____ day of _____ between _____
(name and address of Employer) [hereinafter called "the Employer] and
_____ (name and address of Agency) hereinafter
called "the Agency" of the other part.

Whereas the Employer is desirous that the Agency execute _____
_____ (name and NIT number of Bid Document) (hereinafter called "the Works") and
the Employer has accepted the Bid by the Agency for the execution and completion of such Works and
the remedying of any defects therein, at a cost of Rs. _____.

Now This Agreement Witnesseth as Follows:

1. In this Agreement, words and expression shall have the same meanings as are respectively assigned to them in the conditions of contract hereinafter referred to and they shall be deemed to form and be read and construed as part of this Agreement.
2. In consideration of the payments to be made by the Employer to the Agency as hereinafter mentioned, the Agency hereby covenants with the Employer to execute and complete the Works and remedy any defects therein in conformity in all aspects with the provisions of the contract.
3. The Employer hereby covenants to pay the Agency in consideration of the execution and completion of the Awarded Works and the remedying the defects wherein Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.
4. The following documents shall be deemed to form and be ready and construed as part of this Agreement viz.
 - (1) The Agreement Form
 - (2) Letter of Acceptance,
 - (3) Technical Proposal from Agency
 - (4) All Annexures as per Bid Document
 - (5) Bid Document
 - (6) Financial Proposal
 - (7) Any other document listed in the Contract Data as forming part of the Contract

In witnesseth whereof the parties there to have caused this Agreement to be executed the day and year first before written.

The Common Seal of _____ was hereunto affixed in the presence of:

Signed, Sealed and Delivered by the said _____

in the presence of:

Binding Signature of Employer's Representative _____

Binding Signature of Agency _____