



Punjab State Urban Livelihood Mission

Selection of Resource Organization (ROs)

For Implementing

The Model of Institution Building in Clusters

Under

Nation Urban Livelihood Mission (NULM)

1. **Background**

NULM aims to reduce poverty and vulnerability of the urban poor households by enabling them to access gainful self employment and skilled wage employment opportunities, resulting in an appreciable improvement in their livelihoods on a sustainable basis, through building strong grassroots level institutions of the poor.

To ensure implementation of institution building model of National Urban Livelihood Mission, PSULM will partner with Resource Organizations (ROs) to promote the formation of SHG in urban areas. ROs will be engaged to facilitate the formation of SHGs, their development and bank linkage, their federation at the area and city levels, training and capacity building, establishing links to ULBs, and to mitigate social, occupational, and residential vulnerabilities.

2. **Area of operation of the ROs:**

Urban Towns in the State Bidder shall show his interest of operation:-

3. **Scope of Services**

3.1 **Roles & Responsibilities of the Resource Organization**

The organization has to develop the institution of the beneficiaries recommended and strictly in accordance with guideline/ directions of the Central Government and the PSULM , GOP. The scope of services of the empanelled resource organization is as follows but not limited to :-

- 3.1.1 All guidelines/ circulars/ notifications/ directions duly issued in this regard either by the Central Government or the PSULM, GOP shall be strictly followed by the resource organizations.
- 3.1.2 Implementing the model of institution building as outlined under NULM via guidelines and advisories issued from time to time.
- 3.1.3 RO should have promoted the formation and bank linkage of at least 50 SHGs and formation / registration of Area/ City Level federation besides having significant experience in managing large- scale community driven programs .
- 3.1.4 Mobilizing the urban poor on the basis of affinity group and building quality SHGs and their federations. The selection of members and the formation of SHGs should be participatory in nature.
- 3.1.5 The RO should ensure that at least 70% of SHG members are urban poor.
- 3.1.6 Building the capacity of these institutions by organizing training and exposure visits and learning events in order for them to further support livelihoods of their members and also facilitate social action.

- 3.1.7 Once the SHG is formed, RO will be expected to train ALL members of the SHG (not just the leaders/ representatives) in basic issues such as : (a) the SHG concept including savings, how a meeting of an SHG is conducted, basics of savings lending money, repayment habits and responsibilities of group members, federations etc; (b) book- keeping and accounting, fund management building bank and credit linkage; (c) communication decision making , conflict resolution, self - assessment, etc; and (d) accessing government benefits under NULM (especially universal financial inclusion skill training and micro- enterprise development) and other social programmes of the Central, State and local government.
- 3.1.8 Handholding support for at least 15 months: once the groups are formed, ROs will be required to attend their meetings on a regular basis, bring in bankers, government officials from various departments, and members from SHGs established for a period of at least 2 years (for cross-learning) to interact with the SHGs (at the SHG and federation -levels). At this stage, ROs, will also organize capacity building and encourage members of the SHGs to access benefits under NULM. The ROs will assist the Community Organizer in the evaluation of performance of SHGs being supported by it. Within a month of formation of SHG, all groups that are not linked with bank accounts should be helped to open SHG bank accounts.
- 3.1.9 Withdrawal of support between 15-24 months: In this period, ROs will be expected to withdraw active support from those SHGs that are formed and performing satisfactorily. At this stage the evaluation of the supported SHGs in collaboration with the Community Organizer of the ULB must be undertaken to determine whether the SHG may be deemed self- sustaining. Here ROs will encourage SHGs to federate into ALFs and work closely with ALFs and CLFs to build their capacity to take over the handholding function after the RO fully withdraws support.
- 3.1.10 Orchestrating convergence of relevant government programmes including facilitating UID enrolment opening of Bias Saving Bank Deposit Account (BSBDAs) and credit counseling of SHG members.
- 3.1.11 All physical and human resource infrastructures required for social mobilization & Institution Development shall be developed by the Organization at their own cost.
- 3.1.12 PSULM may provide target to the empanelled resource organizations depending on their efficiency, capacity and infrastructures in each financial year and the organization will mandatorily be required to complete the target. If the organization fails to achieve the target within the stipulated time, penalty as per the terms laid down in the agreement format, will be imposed.
- 3.1.13 The total fee payable to the Resource Organization (ROs) shall include all taxes and incidental charges hence the cost of tool kit/consumables/ deliverables etc. during the services period shall be borne by the organization itself.
- 3.1.14 The organization will take special care for the Institution Development of SC, ST, Minorities and physically challenged, Aids patient, Leprosy, widow, senior citizen, manual scavenger.

3.1.15 the organization will have to conduct a baseline survey and prepare a report about the existing SHGs formed under SJSRY and their stages and make available to the concerned authority. Accordingly they will assist the existing SHGs thereafter.

3.1.16 the organization will have to submit baseline survey report within 15 days from the commencement of work.

3.2 Expected Outcomes of the Engagement with ROs

3.2.1 At least 1 member from each identified urban poor household, preferably a woman has to be a member of a SHG.

- a. At least 70% of the members of SHGs should be PSULM.
- b. ROs to train SHGs to build their capacity on issues such as a) the SHG concept (including savings), how to conduct meetings, responsibilities of group members, etc; (b) book-keeping and accounting, fund management, building bank and credit linkages; (c) communication, decision making, conflict resolution, self-assessment; and (d) accessing government benefits under NULM, and other social programmes of the central, state and local government.
- c. All SHGs to have a bank account for deposit of savings;
- d. All SHGs to be linked to bank for credit;
- e. All new SHG formed access revolving fund support under NULM.

3.2.2 SHGs will be federated at the area-level and at least one City-level Federation will be formed per City.

- a. ROs to ensure that all members of ALFs/CLFs undergo training to build their capacity on issues such as: (a) the federation concept (including savings), how to conduct meetings, responsibility of group members, federations etc; (b) book- keeping and accounting, fund management, building bank and credit linkages; (c) communication, decision making, conflict resolution , self - assessment; and (d) accessing government benefits under NULM, and other social programmes of the central, state and local governments;
- b. All ALFs/CLFs to be registered;
- c. All new ALFs formed access revolving fund support under NULM.

3.3 Manpower

3.3.1 Minimum Manpower Requirements

The Empanelled Resource Organization (ROs) should have following minimum experts/ staff per cluster for conducting the institution building programmes awarded to them by PSULM. The CVs of the qualified Team Leader and core Project Team/ Resource persons shall be submitted by the Resource Organizations (ROs) to PSULM for approval along with the plan before award of institution Building Programmes to them. Preference will be given to the resource persons having acquaintance with the local language. The qualified resource persons need not be changed during the work period. In case any faculty leaves the organization, suitable person to be appointed in his place with prior approval of PSULM.

3.4 Conformance to Standards

The empanelled Resource Organizations (ROs) shall at all times during the currency of the Agreement undertake to conform to and comply with all relevant laws, rules and regulations including the following:

- Compliance with the concerned Certification Norms.
- Standard as laid down by the relevant Central/ State Government department or the Local Authority.

3.5 Franchise

Sub- contracting of the programme is strictly prohibited.

3.6 Payment Norms

3.6.1 The fee payable to the organizations would be maximum of Rs. 10,000/- (Rs. Ten Thousand) per SHGs for its formation, handholding, training of all the members, bank linkage, formation of federation and other related activities.

3.6.2 For the Institution Building Programmes conducted by the Empanelled Resource Organization, PSULM shall make the following payments based on its prescribed norms, which may be subject to change from time to time. The payment norms shall be agreed in the MOU/ agreement entered into between PSULM and the Empanelled Resource Organization. The prevailing payment norms are given below. The Organizations shall agree to abide by the payment norms and submit their proposal after due consideration of these payment norms:

Sr. No	Deliverables	Payment (%of total fee)
1	Motivation of Urban Poor to make SHGs selection of CRPs. Submission of SLUM Mapping Report on completion of training (Report should be countersigned by City Project Officer, Community Organizer & Technical Experts), Formation SHGs, byelaws placed, opening of Bank Account, all book of account placed, election of office bearers.	10%
2	Hand holding of SHGs & Disbursement of Revolving Fund of SHGs . Minimum four meetings (one meeting in each month). Practice of book accounts, mobilization of SHG representative for formation of ALF.	20%
3	Registration of ALF & election of office bearers, submission of training report and on practice by SHGs, refresher training of book keeping & other aspects. Payment will be made after six months of	30%

	second installment.	
4	Mobilization of ALF representative, formation of CLF & election of office bearer, byelaws placed all book of account placed & practice, bank account opened, minimum four meetings after registration & after completion of period of direct support to SHGs and federations.	40%

3.7 Payment for the support of existing SHGs: Based on the baseline survey report submitted by the Organization about the existing SHGs formed under SJSRY and their stages, accordingly payments will be made to the organizations against their support (for further stages) to the each SHGs as mentioned in Clause 3.6.2

3.8 Selection Criteria of Agency

Successful bidder in technical and financial bidder.

4.

A	Technical Evaluation (Marks obtained in technical evaluation for NGO empanelment under UD&HD, as mentioned above)	50%
B	Presentation (depicting the work plan) as attached in annexure I	50%

General Terms &Condition 4.1 Opening of Financial Proposal

The financial proposals will be opened in respect of those tenderers, whose technical bids would qualify as per terms & conditions. The Selected Applicants shall be the First Ranked Applicant (having the highest combined score). The second Ranked Applicant shall be kept in reserve and may be invited for negotiations in case the first ranked Applicants withdraws, or fails to comply with the requirements specified in Guidelines of the NULM.

4.2 Period of Service

The Contract period with the selected Firm shall be valid for a period of 24 months from the date of execution of the contract agreement, extendable upon satisfactory performance.

4.3 Detailed Study/ market Survey about Programme

Participating Organization may prior to submitting their Proposal for the Institution Building Programme, conduct study and market survey for the proposed programme at their own expense and obtain and ascertain for themselves, at their own responsibility, all technical data, market data and any other information necessary for preparing their proposal after taking into account the local conditions & bottlenecks, if any etc. The organizations shall be deemed to have full knowledge of the programmes, once they are submitting their proposal for the programme.

4.4 Performance Security

Organization empanelled would be required to furnish performance guarantee in the form of bank guarantee of Rs. 2.00 lacs

The guarantee may be refunded after successful completion of the services by the organization.

If the organization fails to perform the services within the period specified in the contract, PSULM may without prejudice to all its other remedies under the Contract deduct/ appropriate sum from the contract price/ performance guarantee as liquidated damages.

At the time of signing the Contract the successful bidder shall submit a performance Security in the form of a performance Bank Guarantee, from a scheduled nationalized bank with a branch in 0.5% of total value of work with a validity of favoring the Additional Project Director, Punjab State Urban Livelihoods Mission, Punjab.

4.5 Negotiations and Weight of Offer

The agency 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 agency / firms are successful, the award will be made to him. If Negotiations fail, then the second highest rank consultant will be invited for negotiations. This process will be repeated till and agreed contract is concluded.

4.6 Signing Agreement

The selected firm will have to sign a Contract Agreement in non- judicial stamp paper of adequate denomination with Additional Project Director Punjab State Urban Livelihoods Mission, Punjab within 7 days from Issuance of Letter of Award given format.

4.7 Default of Services

Deviation and/ or Refusal and or non- performance towards in any of the obligations described in the Scope of Services would be treated as default of service of the selected Firm. Upon default of service, The Additional Project Director, Punjab State Urban Livelihoods Mission, Punjab would reserve the right to forfeit the performance security and the payment outstanding for the said job. In Addition, the PSULM would also have the right to terminate the agreement with the selected firm.

4.8 Numbers of proposal

Agencies are eligible to submit separate proposal for each cluster.

4.9 Validity of Services

Proposal shall remain valid for 12 months from the last date of submission of proposal. A proposal valid for a shorter period shall be rejected as non- responsive.

4.10 Dispute

- a. **All legal disputes are subject to the jurisdiction of Chandigarh court only.**

4.11 Conflict of Interest

- a) The participating Organization shall not have a conflict of interest (the " Conflict of Interest") that affects the Empanelment process. Any Participating organization found to have a Conflict of Interest shall be disqualified. The participating organization shall be considered to have a conflict interest that affects the Empanelment process, if.
- b) The participating organization and any other Participating Organization have common controlling shareholders or other ownership interest; where the direct or indirect shareholding is more than 25 per cent of the paid up the subscribed share capital of such participating organization; provided further that this disqualification shall not apply to any ownership by a bank, insurance company, pension fund or public financial institution referred to in section 4A of the Companies Act 1956.
- c) A constituent of such Participating organization is also a constituent of another participating organization; or
- d) Such participating organization receives or has received any direct or indirect subsidy from any other participating organization, or has provided any such subsidy to any other participating organization ; or
- e) Such participating organization has the same legal representative for purposes of this proposal as any other participating organization or

- f) Such participating organization has a relationship with another participating organization that puts either or both of them in a position to have access to each other's information about, or to influence the Empanelment Process of either or each other;

5. Acknowledgement by Agency

5.1 It shall be deemed that by submitting the Proposal, the agencies have:

- a. Made a complete and careful examination of the invitation document, general condition of contract, submission formalities and evaluation mechanism;
- b. Received all relevant information requested from Punjab State Urban Livelihood Mission, Chandigarh.
- c. Acknowledge and accepted the risk of inadequacy, error or mistake in the information provided in this invitation document or furnished by or on behalf of Punjab State Urban Livelihood Mission Chandigarh.
- d. Satisfied itself about all matters, things and information necessary and required for submitting the proposal and performance of all its obligations there under;
- e. Acknowledged that it does not have a conflict of interest with any other Agencies/ Firm; and agree to be bound by the undertaking provided by it under and in terms thereof.
- f. Mission Director , PSULM shall not be liable for any omission, mistake or error on the part of the firm in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to this invitation document or the selection process.

5.2 RIGHT TO REJECT ANY OR ALL PROPOSALS

- I. Notwithstanding anything contained in this invitation document, Mission Director, Punjab State Urban Livelihood Mission reserves the right to accept or reject any Proposal and to annul this selection Process and reject all proposals at any time without any liability or any obligation for such acceptance rejection or annulment and without assigning any reasons thereof.
- II. Mission Director , PSULM, Chandigarh, also reserves the right to reject any proposal if:
 - a. At any time, a material misrepresentation is made or uncovered or
 - b. The firm does not submit sufficient information as being asked for.

4.3 PENALTY

Mission Director, PSULM shall deduct 5% of the work order value at each stage for delay of submission of reports beyond 3 weeks.

5 LANGUAGE

The proposal and all communications in relation to or concerning the Selection process shall be in English language and strictly on the formats provided in this invitation document.

6 LATE SUBMISSION

Proposal received after the deadline for submission prescribed by Director, Mission Director , PSULM will not be entertained and be rejected.

7 MODIFICATIONS AND WITHDRAWAL OF PROPOSALS

NO modifications to the Proposals shall be allowed once it is received by Director, Municipal Mission Director, PSULM.

8. AWARD OF CONSULTANCY

After selection, a Letter of Award(the "LOA" shall be issued in duplicate, by Director, Mission Director, PSULM to the selected agencies and the agencies shall within 7(Seven) days of the receipt of the LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof. In the event the and return the duplicate copy of the LOA duly signed by the selected agencies is not received by the stipulated date, unless it consents to extension of time for submission thereof the right to signing of the agreement would be forfeited by Mission Director, , PSULM and the next eligible firm may be considered for the project.

9. Commencement of Assignment

The Selected agency shall commence the assignment within 7 days from the date of signing of the Agreement. If the agency fails to commence the assignment as specified herein, Mission Director Department, PSULM may unless it consents to extension of time thereof may forfeit the Performance Security and appropriate the same by Additional Project Director, Punjab State Urban Development mission.

10. Resource Organization will comply/ instruction/ guidelines issued by Govt. of India, Govt. of Punjab and Punjab State Urban Livelihood Mission in order to streamline, implementation and widen the scope of this and other schemes.
11. Resource Organization have to ensure the interconnection of the scheme with the other schemes of Govt. of India, Govt. of Punjab and Punjab State Urban Livelihood Mission to extend the benefits of them to the beneficially of this scheme

Annexure-1

POWER POINT PRESENTATION REQUIREMENT DETAILS:

Selected Bidders shall be required to make presentations up to 10 minutes before the Mission Director Punjab State Urban Livelihood Mission, covering their past work done in this field and strategy to achieve the target.

The Technical scoring (Ts) of participants shall be as per the point scoring methodology. Mission Director, PSULM may include a panel of experts to evaluate the technical presentation. The bidders shall be invited for the PowerPoint presentation in front of the committee. The presentation shall broadly cover the following aspects:

Presentation before the technical Selection Committee		
Adequacy of the proposed work plan and methodology in responding to the TOR		Score Weight
(a)	Understanding of Project: Understanding of Scope of work and way forward if selected.	40
(b)	Past Similar Experience (Two Project)	20
(c)	Approach and methodology	20
(d)	Manpower CV with KRA	20
TOTAL		100

Format of Bank Guarantee

1. In consideration of the Director, Directorate Municipal Administration, PSULM, Chandigarh (hereinafter called the "Client") having offered to accept the terms and condition of the proposed agreement (hereinafter called the "said Agreement") between Mission Director, Punjab State Urban Livelihoods Mission, (PSULM) , Chandigarh, and M/s.....(hereinafter called the "said Bidder") for the work of "Empanelment as Resource Organizations for implementing the model of institution building under National Urban Livelihood Mission (NULM) in Chandigarh.". (Name of the Cluster) having agreed to production of an irrevocable bank guarantee for Rs.----- (Rupees-----only) as a security/ guarantee from the Bidder for compliance of its obligations in accordance with the terms and conditions in the said agreement.

2. We,(hereafter referred to as the "Bank") hereby undertake following:
We undertake to pay to the Client any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any Court or Tribunal relating thereto, our liability under this present being absolute and unequivocal.

The payment so made by us under bond shall be a valid discharge of our liability for payment there under and the contractor/Agency/Firm(s) shall have no claim against us for making such payment.

We further agree that the Guarantee herein contained shall (indicate the name of the Bank) remain in full force and effect during the period that would be taken for the performance of the said agreement and it shall continue to be enforceable till all the dues of the Client under or by virtue of the said agreement have been fully paid, and its claims satisfied or discharged, or till the Client certifies that the terms & Conditions of the said agreement have been fully and properly carried out by the said contractor(s), and accordingly discharges this guarantee.

3. we further agree with the Client the Client shall have the fullest liberty without our consent, and without effecting in any manner our obligations hereunder, to vary any of the terms & conditions of the said agreement of to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time

any of the powers exercisable by the Client against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement, and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said contractor(s) or for any forbearance, act of omission on the part of the Client or any indulgence by the Client to the said contractor(s) or by any such matter or thing whatsoever which under law relating to sureties would, but for this provision, have effect of so relieving us.

4. This Guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s)

5. We lastly undertake not to revoke this Guarantee except with the prior consent of the Client in writing.

This guarantee shall be valid up to

6. Unless extended on demand by the Client Notwithstanding anything motioned above, our liability against this Guarantee is restricted to Rs..... (Rupee.....only. and unless a claim in writing is lodged with us under this Guarantee shall stand discharged. Dated the..... day of for

Signature of the Authorized Officer of the bank
name & designation of the officer seal, Name &
Address of the Branch address of the bank