

State Urban Development Agency

'ILGUS BHAWAN', HC Block, Sector III, Bidhannagar, Kolkata – 700106

Email: wbsudadir@gmail.com

Memo No. SUDA-14012(14)/6/2022-NULM SEC(SUDA)/4252

Date: 21.09.2022

NOTICE INVITING e-TENDER FOR Quality Audit of functional shelters under the scheme of Shelter for Urban Homeless under DAY-NULM in 40 (forty) URBAN LOCAL BODIES in the STATE OF WEST BENGAL

The Director, for and on behalf of the State Urban Development Agency (SUDA), Urban Development and Municipal Affairs Department, Government of West Bengal invites e-tender for Quarterly quality audit of functional shelters under the scheme of shelter for urban homeless under DAY-NULM in 40 (forty) urban local bodies in the state of West Bengal for One Year by Institute or Dept. of Social Science/Social Work/ Social Development under any University (Govt. affiliated) having experience and acumen in such work as noted below in the eligibility as depicted hereunder for participating in the Bid.

Data Sheet and Instruction to Bidders:		
1	Name of the Work	Quarterly Quality Audit of 40 (forty) functional shelters under the scheme of Shelter for Urban Homeless under DAY-NULM in different ULBs
2	Location of Work	West Bengal (40 ULBs as stated in Annexure D)
3	Specification & Scope of work	The broad objective of the audit is to undertake a quantitative appraisal of the whole method of operation of the shelters in terms of quality care standard, treatment and procedures for strengthening the operation and maintenance of the shelters. The audit intends to promote transparency and accountability in the implementation of a programme while building on the strengths of the homeless persons to express their needs and grievances and articulate their rights and entitlements.
4	Eligibility to participate in the Bid	Proposal may be submitted by interested bidders only as a single entity. No Consortium/JV is allowed. Eligibility criteria for participation in tender: <ol style="list-style-type: none">1. The Bidder must be an Institute or Dept. of concerned University must be from West Bengal only. The time period elapsed from commencement of business should be at least 05 (five) years as on 1st August 2022.2. Intending tenderers should produce credentials of:<ol style="list-style-type: none">i. 1 (One) same or similar nature of completed work with Central & State Govt/PSU/ULB of the minimum value of Rs.5,00,000/- during

		<p>05(five) years prior to the date of issue of the tender notice; or,</p> <p>ii. 2 (two) same or similar nature of completed work with Central & State Govt/PSU/ULB, each of the minimum value of Rs.4,00,000/- during 05(five) years prior to the date of issue of the tender notice; or,</p> <p>iii. One single running work of same or similar nature with Central & State Govt/PSU/ULB which has been completed to the extent of 80% or more and value of which is not less than the desired value at (i) above;</p> <p>In case of running works, only those tenders who will submit the certificate of satisfactory running work from the concerned Executive Engineer, or equivalent competent authority will be eligible for the tender. In the required certificate it should be clearly stated that the work is in progress is satisfactorily and also that no penal action has been initiated against the executed agency, i.e., the tender.</p> <p>Note: Similar nature of work is defined as:</p> <ul style="list-style-type: none"> • <i>Experience with different of stakeholders including State Governments and City Level Administrative Bodies and experience of using quality accountability/ methodologies including experience of conducting quality Audit of projects in the urban sector.</i> <p>3. The bidder shall deploy optimum number of experts with sound knowledge and experience in their relative fields as per the need of the projects as mentioned in the RFP. (Details in Scope of work point 4.0)</p> <p>4. Average annual turnover of the bidder over the last 03 (three) FYs (2018-19, 2019-20 & 2020-21) should be at least Rs.06.00 lakh from similar services as mentioned above.</p>
5	Documents to be produced in support of Credentials for Bid submission	<p>Following documents shall have to be furnished in two separate covers:</p> <p>1. COVER A: Technical Proposal</p> <p>a. Covering Letter (Refer Annexure A, No. I)</p> <p>b. Average Annual Turnover of the bidder over the last three financial years (2018-19, 2019-20 & 2020-21) certified by a practicing Chartered Accountant (Refer Annexure A , No. II)</p> <p>c. Statement of Legal Capacity (Refer Annexure A, No. III)</p> <p>d. Details about the Bidder (Refer “Structure and Organization” in Annexure A, No. IV)</p> <p>e. Institute Certificates like Certificate of registration/ affiliation highlighting registration details along with the composition of Board of Directors, GST Registration No, PAN No. and TAN No. IT returns for last three years.</p> <p>f. Statement of any Indictment: The Bidders should not be under active prosecution for criminal offence, litigation, court receivership or similar proceedings. A declaration to this</p>

		<p>effect has to be submitted.</p> <p>It may please be noted that non-provision of this declaration in this proposal will lead to rejection of the same.</p> <p>g. Declaration that the Bidder or any of its staff had not been at any point of time blacklisted by any Government or its agencies or court of law or any other organization (Please refer Annexure A, No. V)</p> <p>h. Brief of court / legal cases pending, if any.</p> <p>i. Work Completion Certificates / Payment Certificates issued by competent authority.</p> <p>j. Detailed Project experience during the period of last 05 years.</p> <p>k. Certificate from Statutory Auditor / Chartered Accountant mentioning the amount of Working capital for the last financial year preceding the Bid Due Date and the amount of the same from the Bidder's own resources.</p> <p>2. COVER B: Financial Proposal</p> <p>a. BOQ.</p> <p>Note: All documents in original shall have to be produced in due course of time as & when asked by State Urban Development Agency (SUDA) / UD&MA Department</p>
6	Earnest Money Deposit	<p>Rs.24,000.00 (Rupees Twenty-four thousand only) as an initial Earnest Money Deposit shall be paid through online mode of payment (Payment link will be available in the website). This amount will be converted to security deposit for the successful bidder.</p> <p>Balance Earnest Money beyond Rs. 24,000.00 (if any, to fulfill 2% of amount offered) shall be deposited by the successful Bidder prior to acceptance of tender in the form of a Bank Draft obtained in favour of "Director, State Urban Development Agency", from any nationalized bank payable at Kolkata.</p> <p>The EMD for the successful Bidder will be converted to Security Deposit and additional amount of 8% will be deducted towards Security Deposit from each running bill. Such deducted total amount will be refunded after 12 months of completion of the work. No interest shall be payable on the deducted amount.</p>
7	Refund of Earnest Money	The EMD is interest free and will be refundable to the unsuccessful bidders within 15 days of signing of agreement with the Successful Bidder.
8	Cost Price of Bid Document	Nil
9	Goods and Service Tax (GST)	The Bidder should include GST in the cost of products/services. However, the Employer / Authority will pay to the Bidder, GST or any other tax replaced with it at the prevalent rate at the time of actual payment to the Bidder.

10	Currency	Bidder shall express the price of their assignment/job in Indian Rupees.
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11	Tender Schedule as follows:	
Sl . No.	Particulars	Date and Time
A.	Date of uploading of Tender Documents (Online Publishing Date)	21.09.2022 02:00 pm
B.	Documents download start date (Online)	21.09.2022 02:00 pm
C.	Documents download end date (Online)	18.10.2022 3:00 pm
D.	Bid submission starting	21.09.2022 02:00 pm
E.	Date and time of Pre-bid meeting with the intending bidders in the office of the State Urban Development Agency, ILGUS Bhawan, HC Block, Sector III, Bidhannagar, Kolkata - 700106	28.09.2022 03:00 pm
F.	Bid Submission closing (Bid Due Date)	18.10.2022 3:00 pm
G.	Bid opening date for Technical Proposals	20.10.2022 3:00 pm
H.	Date of communicating list for Technically Qualified Bidders	To be notified
I.	Date of Opening of Financial Proposal	To be notified
J.	Date of issuance of Work Order / Signing of Agreement	To be notified

12	Duration of work	Audit should be completed preferably within each quarter in a 1 year from the date of issue of LoI or Work Order.
13	Bid Document	<p>A complete proposal document consists of 2 parts. These are:</p> <p>1. Part-I containing :</p> <p>Section A: Instruction To The Bidders Section B: Terms of Reference / Scope of Work Section C: Conditions and requirements for bidding Section D: Definitions and Interpretations</p> <p>AND</p> <p>2. Part-II containing list of documents and credentials possessed by applying agency to be provided namely:</p> <p>Annexure A</p> <p>I. Qualification Application II. Financial Statement III. Statement of Legal Capacity IV. Details about the Bidder V. Statement of any Indictment VI. Detailed Project experience along with work order copy</p> <p>Annexure B</p>

		Financial Proposal submission form Annexure C Press Advertisement inviting proposal
14	Bid Evaluation	Detailed Bid Evaluation Criteria is given in the data sheet, Sl. No. 16. The Method of selection will be Least Cost Selection (LCS) Method. The client / Authority will select the Bidder with the lowest evaluated total price and rank the Bidders accordingly.
15	Form of Financial Proposal	Financial Bid shall be (as per BOQ) offered by the Bidder for undertaking the Work & services as mentioned in this document.
16	Bid Evaluation Criteria	All the Bidders will be technically qualified if: a. Complies with the Eligibility Criteria as mentioned in Sl No 4 to the satisfaction of the Authority b. Has submitted all the required statutory and non statutory document as is required or as is mentioned in this NIT c. The Technical proposal does not contain any reference to the financial proposal d. The Bidder has submitted EMD e. The technical proposal is unconditional The Financial proposal of all the Bidders who qualify on technical parameters shall be opened and based on the lowest price offered; the L1 bidder shall be selected.
17	Validity of Bid	180 days from the date of opening of the Financial part of the Bid.
18	Withdrawal of Bid	A Bid once submitted shall not be withdrawn within the validity period.
19	Acceptance of Bid	State Urban Development Agency (SUDA), reserves the right to accept or reject any or all proposals without assigning any reason thereto. SUDA reserves the right to withdraw from the process or any part thereof, to accept or reject any/ all offer(s) at any stage of the process and/or modify the process or any part thereof or to amend any terms without assigning any reasons. Since this is an e-tendering process, all the required documents are to be submitted through online only . SUDA shall not entertain any other mode of submission (post/courier/fax etc.) of proposal other than e-tender mode.
20	Intimation	The qualified Bidder(s) will be notified through email of the acceptance of their Bid. If at any time during the evaluation process, SUDA requires any clarification, they reserve the right to request such information from any or all of the agencies and the agencies will be obliged to provide the same within a reasonable timeframe. SUDA may also call for a presentation on the proposal from any or all of the Bidders who have submitted their proposals.
21	Influence	Any attempt to exercise undue influence in the

		matter of acceptance of Bid is strictly prohibited and any Bidder who resorts to this will render their Bid liable to rejection.
22	Name and address of the Tender Inviting Authority	Director, State Urban Development Agency, ILGUS Bhawan, HC Block, Sector III, Bidhannagar, Kolkata – 700106
23	Execution of Work	Bidders are liable to execute the service as mentioned in “Terms of Reference / Scope of Work” in Section-B along with provisions provided in Sl.No: 3 above.
24	Evaluation	<p>Opening of Bid: - Proposals will be opened by SUDA electronically from the website using Digital Signature Certificate.</p> <p>Cover (folder) of statutory documents shall be opened first and if found in order, cover (Folder) for non-statutory documents will be opened. If there is any deficiency in the statutory documents the tender will summarily be rejected.</p> <p>Decrypted (transformed into readable formats) documents of the non-statutory cover will be downloaded and handed over to the Bid Evaluation cum Tender Committee.</p> <p>Scrutiny of proposal, evaluation of the same and recommendation thereafter will be made by SUDA.</p>
25	Disqualification	A proposal that has been found to be incomplete in content or attachments or authenticity shall not be considered for the purpose of qualification. If any information (false/ unacceptable) is received by SUDA after the Bidder has been qualified to receive the Request for Proposal, SUDA reserves the right to reject the Bidder at that time or at any time after such information becomes known. The bidders not satisfying the requisite qualification criteria specified in the above sections are not eligible.
26	Execution / Entering into Contract	<p>SUDA shall issue a Letter of Intent (LOI) / Letter of Acceptance (LOA)/Work order to the selected Bidder(s) based on the selection criteria.</p> <p>The bidder/(s) will sign the contract after fulfilling all the formalities/pre-conditions, within 15 days of issuance of the Letter of Intent / Letter of Acceptance /Work order.</p> <p>The Bidder is expected to commence the Assignment/job on the date and at the location as mutually agreed upon.</p>
27	Special Terms and conditions	This notice constitutes no form of commitment on the part of SUDA other than to provide further information on the specific tasks to be undertaken as part of the proposal. Furthermore, this notice confers neither the right nor an expectation on any party to participate in the proposed process. Mere submission of proposal shall not entitle the participant for being

		<p>shortlisted.</p> <p>The Bidder shall bear all costs associated with the preparation and submission of the proposal. SUDA shall not, under any circumstances, be responsible or liable for any such costs, whether direct, incidental or consequential.</p> <p>Only the courts at Kolkata (with exclusion of all other courts) shall have the jurisdiction to decide or adjudicate on any matter, which may arise out of or in connection with the bidding procedure.</p> <p>Intending bidder may download the tender document from the website http://wbtenders.gov.in directly by the help of Digital Signature Certificate as necessary through e-Filing. Scanned copy of credentials to be submitted, details of which have been narrated in Section A under “Instruction to Bidders”. Technical Bid & Financial Bid both will have to be submitted concurrently duly digitally signed in the website http://wbtenders.gov.in as per Tender Schedule.</p> <p>Prospective Bidders are advised to note carefully the minimum qualification criteria as mentioned in ‘Instructions to Bidders’ before bidding.</p> <p>At any stage of bid process and before issuance of the LOI / LOA/Work order, the bid inviting authority may verify the credential & other documents with the original of the lowest bidder if found necessary. After verification, if it is found that such documents submitted by the lowest bidder is false or misleading; in that case, LOI / LOA/ Work order will not be issued in favor of the bidder under any circumstances and if issued it will be withdrawn with necessary consequences under law.</p> <p>Where an individual person holds a digital certificate in his own name duly issued to him against the company or the firm of which he happens to be a director or partner, such individual person shall, while uploading any tender for and on behalf of such company or firm, invariably upload a copy of registered power of attorney showing clear authorization in his favor, by the rest of the directors of such company or the partners of such firm, to upload such tender.</p> <p>Bidder would be at liberty to point out any ambiguities,</p>
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		<p>contradictions, omissions etc. seeking clarifications thereof or interpretation of any of the conditions of the Tender documents before the Tender Inviting Authority made through email only.</p> <p>The Tender Inviting Authority reserves the right to have pre Bid meeting with the intending Bidders if deemed necessary depending upon the nature of clarifications sought from Bidders within stipulated deadline.</p>
28	Confidentiality	<p>Information relating to evaluation of Proposals and recommendations concerning the selection of Consultant / Bidder shall not be disclosed to the Consultants / Bidders who submitted the Proposals or to other persons not officially concerned with the process, until the publication of the executed Contract. The undue use by any Consultant of confidential information related to the process may result in the rejection of its Proposal and may be subject to the provisions of the Employer / Authority's antifraud and corruption policy.</p>
29	Number of Proposals	<p>A Bidder can submit only one proposal. If multiple proposals are submitted, all the proposals shall be out-rightly rejected.</p>

DIRECTOR
STATE URBAN DEVELOPMENT AGENCY

SECTION - A
INSTRUCTIONS TO BIDDERS

I. General Guidance for e-tendering

Instructions/ guidelines for bidders for electronic submission of the proposals have been enclosed for assisting them to participate in e-tendering.

II. Registration of Bidder

Any bidder willing to take part in the process of e-tendering will have to be enrolled and registered with the Government e-procurement system, through logging on to <http://wbtenders.gov.in>. The bidder is to click on the link for e-tendering site as given on the web portal.

III. Digital Signature Certificate (DSC)

Each bidder is required to obtain a Class-II or Class-III Digital Signature Certificate (DSC) for submission of tenders, from the service provider of the National Informatics Centre (NIC) or any other bonafide service provider on payment of requisite amount. Details are available at the Website stated in Clause II of Instructions to Bidders. DSC is given as a USB e-Token.

IV. The Consultants / Bidders can search and download the Tender Documents electronically from computer by logging on to the website mentioned in Clause-II above using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.

V. Submission of Proposal

Proposals are to be submitted through online to the website stated in Clause II in one folder at a time before the prescribed date and time using the Digital Signature Certificate (DSC). The documents to be uploaded should be virus scanned copy duly Digitally Signed. The documents will get encrypted (transformed into non readable formats).

The proposal should contain scanned copies of the following further two covers (sub folders):

A. Statutory Cover Containing

1. Prequalification Document

- i. Qualification Application (Annexure A, No. I)

2. Technical Document (To be filled, scanned and uploaded as multiple page scanned file)

- i. Financial Statement (Annexure A, No. II)
- ii. Statement of Legal Capacity (Annexure A, No. III)
- iii. Details about the Bidder (Annexure A, No. IV)
- iv. Statement of any Indictment (Annexure A, No. V)
- v. Detailed Project experience along with work order copy (Annexure A, No. VI)

NOTE: Bidders must ensure that the e-mail Id provided in the Registered Office Address is the same with which they have registered at the e-procurement portal (<http://wbtenders.gov.in>).

The bidder should not be under active prosecution for criminal offence, liquidation, court receivership or similar proceedings. It may please be noted that non provision of this declaration in this Bid **will lead to rejection** of the same.

1. Declaration that the Bidder or any of its / their staff had not been at any point of time **blacklisted** by any Government or its agencies or court of law or any other organization
2. Brief of **court / legal cases** pending, if any.

B. Non-Statutory Cover Containing / My Space

1. **Certificates:** GST Registration No, PAN No., TAN No, Income Tax return for last three years (**Scanned copies to be provided**).
2. **Organisation Details:** Registration details along with the composition of Board of Directors or details of lead partner or governing authority or trust as the case may be. It is to be noted that depending upon the legal nature of the bidder, the corresponding documents need to be submitted.
3. **Credentials:** Details of work experience during the period of last 05 years along with documentary evidence.

Intending Bidders should upload above documents as per following folders in My Documents

NOTE: Bidder must ensure that they upload documents in black and white & resolution (DPI) of the scanned document should not exceed 300.

Table 1: List of Documents to be uploaded in My Documents (Non-Statutory Folder)

e-Tendering System of Government of West Bengal			
Bidder Document Sub Category Master			
Sl. No.	Category Name	Sub Category Name	Sub Category Description
A.	CERTIFICATES [Every folder corresponds to one single file (multiple page scanned file) and the file size should not be more than 1 MB]	A1. CERTIFICATES	1. GST Registration No. 2. PAN No. and TAN No. 3. Income Tax return for last three years.
B.	INSTITUTE DETAILS [Every folder corresponds to one single file (multiple page scanned file) and the file size should not be more than 1 MB]	B1.INSTITUTE DETAILS 1	1. Certificates of incorporation and commencement of business highlighting registration details as is applicable to the legal status of the bidder 2. Composition of Board of Directors or details of lead partner or governing authority or trust as the case may be, as is applicable to the legal status of the bidder

C.	CREDENTIAL [Every folder corresponds to one single file (multiple page scanned file) and the file size should not be more than 1 MB]	C1. CREDENTIAL 1	1. Project Experience during the period of last 5 years
		C1. CREDENTIAL 2	1. Work Completion Certificates or Payment Certificates issued by competent authority for the projects mentioned. [For completed projects, provide payment certificate in case work completion certificate is not available]

Note: - Failure of submission of any of the above-mentioned documents will render the tender liable to summarily rejected.

All Corrigendum & Addendum Notices, if any, have to be digitally signed & uploaded by the Bidder in the Declaration Folder of My Documents.

VI. Qualification Criteria:

The Bidders must meet the following criteria:

- A. General Criteria:** As mentioned in Data Sheet
- B. Technical Criteria:** As mentioned in Data Sheet
- C. Financial Criteria:** As mentioned in Data Sheet

VII. Evaluation of Bid

Opening of Bid

- Proposals will be opened electronically from the website using Digital Signature Certificate.
- Decrypted (transformed in to readable formats) documents will be downloaded and handed over to the officials for evaluation.

Evaluation:

- Cover (sub-folder) of statutory documents shall be opened first and if found in order, cover (Folder) for non-statutory documents will be opened. If there is any deficiency in the statutory documents the tender will summarily be rejected.
- Scrutiny of proposal and recommendation thereafter will be made by the Bid Evaluation cum Tender Committee.

Uploading of summary list of technically qualified bidders-

- Pursuant to scrutiny and decision of the Bid Evaluation cum Tender Committee, the summary list of eligible bidders will be uploaded in the web portals.
- During the process of evaluation, Bid Evaluation cum Tender Committee may summon the bidders and seek clarification / information or additional documents or original hard copy of any of the documents already submitted and if these are not produced within the stipulated time frame, their proposals will be liable for rejection.

- Any document found to be incomplete in content or attachments or authenticity shall not be considered for the purpose of qualification.
- If any information (false/ un acceptable) is received by Bid Evaluation cum Tender Committee after the Bidder has been qualified to receive the Request for Proposal, the Bid Evaluation cum Tender Committee reserves the right to reject the Bidder at that time or at any time after such information becomes known to Bid Evaluation cum Tender Committee.

Bidders not satisfying the requisite qualification criteria specified in the above sections are not eligible.

DIRECTOR
STATE URBAN DEVELOPMENT AGENCY

Section B

Terms of Reference / Scope of Work

Methodology:

- ✓ A structured tool based on the major components of the scheme would be administered to collect information from all functional shelters (40) on various indicators such as types of homeless persons served in the project, infrastructure facilities, publicity of the scheme, identification of the homeless, services provided, personal care followed, types of supervision made, documentation and record keeping, grievance redressal, referral services and follow up, capacity building of the staff members, support from the ULBs etc to provide critical insight into the implementation and results of the initiative internally and externally and why, as well as how, the present project has produced results or not.
- ✓ A team of Quality Audit Expert with post graduate qualification in social work/ sociology/ psychology will be engaged for collecting information through administration of the structured questionnaire, collate records, verify the records with the people through shelter verifications, record their grievances, visit shelters, organize information in an easily understandable manner and prepare a quality audit report under the **guidance of two key persons with PG/PhD qualification in social work/economics and minimum 10 years of teaching/research experience.**
- ✓ The audit will follow the principle of ‘participation’, and entail extensive discussions and engagement with all key stakeholders including the inmates, staff, ULBs, organization in charge, SMC members etc. which amplifies the participatory nature of the audit.
- ✓ Before the Quality Audit, Quality Audit Expert would be given an orientation/interaction session on objectives, components and manner of implementation of the scheme.
- ✓ The Quality Audit Expert will interact with the inmates in small meetings and meet SUH staff individually, visit all basic facilities and amenities provided to the inmates and verify all records maintained by the SUHs. The Audit Experts may hold focus group discussion (FGDs) with SMC members, inmates and KIIs (Key Informant Interviews) with SUDA officials at the ULBs.

2. Preparation and Testing of Tools:

Draft questionnaire/interview guide, FGD/KII checklists shall be prepared on reviewing literature from secondary sources and will be finalized after pre-testing and in consultation with SUDA.

Quantitative data will be collected through Computer Assisted Personal Interviews using Tablet/Mobile phone which will be uploaded in the application with login ID and Password for each investigator.

3. Implementation Plan

Sl	Main Activities	Contents	Duration
1	The Planning Stage Desk Review	Reviewing and searching available literature from secondary sources on issues pertaining to SUH	1 week
1.1	Tool Preparation and Testing, Orientation of the Research Staff and submission of Inception Report	<ul style="list-style-type: none"> ▪ The audit team will prepare and test the draft tools, FGD KII guidelines in consultation with SUDA ▪ Finalization of tools and frameworks in consultation with SUDA ▪ One day training programme for the audit team to be organised by SUDA 	
2	Phase-2 Data Collection	Collection of quantitative data through administration of the structured questionnaire, FGD/KII with SMC members, SUH staff, Organization head, SUDA officials at ULBs etc	5 weeks
3	Analysis, interpretation and drafting of report	Data available from each SUH will be collated for analysis for preparing the draft report.	2 weeks
4	Sharing of draft report	First Draft submission and inputs from the SUDA	1 weeks
5	Sharing workshop	Final soft copy is ready and approved by SUDA	

4. Composition of the Quality Audit Team

Sl. No.	Position	Area of Specialization	Areas of Expertise
1	Principal Researcher	Child Protection Policies and Laws or relevant field	<ul style="list-style-type: none"> ▪ Child Protection Laws ▪ Expertise on Juvenile Justice System ▪ Public policies & State Governance ▪ Social research & survey ▪ Quantitative and Qualitative documentation ▪ National and International exposure in Child Protection
2	Key Person	Demography	<ul style="list-style-type: none"> ▪ Education Research ▪ Social Policy Advocacy ▪ Pedagogy
3	Key Person (Analyst)	Statistical Analysis	<ul style="list-style-type: none"> ▪ Statistical Analysis ▪ Data compilation and collation ▪ Tabulation and graphics

Sl. No.	Position	Area of Specialization	Areas of Expertise
4	Key Person (Gender)	<ul style="list-style-type: none"> ▪ Gender studies ▪ Qualitative Research ▪ Data Analysis 	<ul style="list-style-type: none"> ▪ Gender Budgeting ▪ Gender Analysis
5	Six Audit Volunteers /Research Assistants with post graduate qualification in social work/psycho/socio and three years of experience in similar field will be appointed for field work.		

5. Timeline

Activities	Weeks								
	1	2	3	4	5	6	7	8	9
Desk Review of data from secondary sources									
Preparation/ pre-testing of Tools and Orientation of the research team									
Data collection,									
Analysis, interpretation and preparation of draft report									
Submission of draft report									

6. Draft questionnaire format for the said quality Audit is enclosed here with as Annexure-I

Institute/ Dept. under any University details.

- a. Name of the person duly authorized to clarify, negotiate and finalize the tender alongwith telephone, e-mail and fax numbers.
- b. No. of years in this field
- c. Past experience of the work of same nature supported by photographs and work orders.(attached annexure must be filled for quality evaluation)

7. ACKNOWLEDGEMENT BY THE PARTICPANT

It shall be deemed that by submitting the Proposal, the bidder has:

- a. made a complete and careful examination of the EOI, general condition of contract, submission formalities and evaluation mechanism;
- b. received all relevant information requested from SUDA;
- c. acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in this invitation document or furnished by or on behalf of SUDA;

- d. satisfied itself about all matters, things and information necessary and required for submitting the proposal and performance of all of its obligations there under;
- e. Acknowledged that it does not have a conflict of interest with any other agrees to be bound by the undertaking provided by it under and in terms hereof;

8. ENQUIRIES & CLARIFICATIONS

Enquiries, if any, shall be addressed to:

DIRECTOR

STATE URBAN DEVELOPMENT AGENCY

SECTOR- III, SALT LAKE, KOLKATA- 700106

@ email to wbsulm@gmail.com or suh.wb2018@gmail.com

All clarifications that are received on or before the date **28.09.2022** SUDA shall aggregate and consider all such clarifications, without specifying the source of clarifications. Only in case of clarifications and suggestions that are considered positively requiring modifications to EOI. No communications or reply will be sent to the concerned or all participants in case of repetition of clarifications.

9. Parameters for Selection

- Preference would be given to such Institute having experience of Quality Audit of **same nature of work** for at least 5 years.
- Requisite number of experts on the relevant fields (as mentioned in composition of Audit Team.
- The Institute/Dept. any University should submit 'Technical & Financial' proposals though online.

10. Payment/ pert payment will be released only after due completion of Quality Audit of 40 shelters in each quarter on receipt of duplicate bills & due recommendation from concerned SMM.

13. The successful Tenderer shall comply with all the bye-laws and regulations of local and other statutory authorities having jurisdiction over the works and shall be responsible for the payment of all fees and other charges and the giving and receiving of all necessary notices, and inform the said compliance with bye-laws, payments made, notices issued and received.

11. Failure to accomplish tendered work within stipulated time and to the satisfaction of competent authority shall invite penal measures, financial and / or otherwise as may be prescribed by competent authority.

12. The Financial offer of the prospective qualified tenderer(s) will be considered only if the technical bid of the tenderer(s) is found qualified by competent authority of STATE URBAN DEVELOPMENT AGENCY. The decision of the competent authority of SUDA will be final and absolute in this respect and no challenge against such decision will be entertained.

13. Period of Work 1 year (QUARTERLY BASIS)

14. Questionnaire for Social Audit of Shelters for the Urban Homeless (SUH) in West Bengal

1. Identification Particulars

Name of the ULB	
Year and Month of establishment	
Name of the Organisation running the SUH	
Capacity	
Type	
Date of Visit	
Name of the Auditor	

2. Information about the Residents

No of Residents present on the date of visit (DD/MM/YY)										
Admission Flow and Exit in last 3 months	New Admission					Exit				
Category of Homeless Persons	Male					Female				
(Mention the number in the blank columns)	PH	MC		Ors	PH	MC	Single women	Widow	Ors	
Age wise segregation (as on date of visit) in Years	<18	18+ to 30	30+ to 40	40+ to 50	50+ to 60	60+ and above				
Duration of Stay in the SUH	Less than 6 m		6m-1 year	1-2 years	2- 3 years	3 years and above				
No of the Residents staying with Families										
Occupation of the Residents	Begging	Rag picker	Daily labour	Others	Not engaged in any work					

Nature of Addiction, if any	Alcohol		Smoking		Tobacco		No Addiction
Possession of Entitlements	Voter Id	Aadhaar	PDS	Disability Certificate	Others, specify e.g. Oldage/Disability Pension, RSBY		
Date of Health checkup camps and screening tests organized in last 3 months	DD/MM	DD/MM	DD/MM	DD/MM	DD/MM	DD/MM	
Residents covered							
Who supported in organizing such camps?	ULB		Local Hospital		Local NGOs/CBOs		Others, specify

3. Infrastructural Facilities in SUH (Mainly from Observations)

Facilities	Yes		No		Comments			
Board displaying the name of Shelter								
Letter Box								
Notice Board								
Individual Locker								
Are the Bedding Materials in usable conditions?	Bed sheet		Pillow		Pillow cover		Mosquito net	
	Yes	No	Yes	No	Yes	No	Yes	No
Separate sleeping place for male and female inmates								
Separate toilets/urinals for male and female inmates								
Are the toilets/urinals clean?					Is it cleaned every day?			
Are personal hygiene materials/toiletries provided					Mention the items			

to the Residents?			
Is the Water Filter functional?			
Is it covered under AMC?			If yes, mention the date up to which it is covered.
Number of Steel Cot & their condition			
Number of Almirah & their condition:			
Rules & Regulation is displayed in the Shelter			
First Aid Box & Kit			
Play materials			Name the play materials
Recreational facility			What are the facilities available?
Is the TV set in functional condition?			
Newspaper, Magazine			
Electricity			
Are Lights and Fans etc adequate?			
Is the shelter Well ventilated rooms			
Is the shelter barrier free for the persons with disabilities?			

4. Services provided in SUH:

Services	Yes	No	Comments/Observations
Is there any regular Doctor for treatment of the residents?			If no, what are the arrangements made?
Any resident admitted in hospital in last 6 months?			Number of such residents
Any support from the ULB for Ambulance services?			
Any Dental Check up in last 6 months?			If yes, mention date and no of residents covered

Services	Yes	No	Comments/Observations	
Any Eye Check up in last 6 months?			If yes, mention date and no of residents covered	
Any resident undergone treatment for de-addiction?			If yes, number of residents in last 6 months.	
Any counseling services/psycho-social support/crisis intervention is provided?			If yes. Briefly mention the services	
How many times Food is given?				
What are the food items given? (Any Diet chart displayed?)	Morning	Breakfast	Lunch	Dinner
Where is the food prepared?				
Is there arrangement for Gas supply for cooking?	Yes		No	
Is the food provided to the residents tested?	Yes		No	
What are the entertainment facilities available? (Indoor games, playing musical instruments, singing etc)				
Is any Livelihood opportunity created for the residents? If yes, what are the livelihoods opportunities created?				
Number of inmates reintegrated to their families in last one year				

5. Personnel attached and their functioning

Sl No	Name of the staff member	Designation	Sex	Education	Date of joining	Whether received training for O & M of SUH?
1						
2						
3						
4						
5						

Has the Night Survey been conducted in this month?	Yes		No			
If no, when was it last conducted? At what time?						
Brief details of Survey Findings	Places visited	No of persons identified		No of persons rescued and admitted in SUH		
		Male	Female	Male	Female	
Whether the NGO is creating awareness regarding the service?	Yes		No			
If yes, how many times in last 3 months?	Date of awareness sessions		Issues covered			
Any support received from ULB?	Yes		No			
If yes, mention the nature of support services?						

Is the Shelter Management Committee formed?	Yes	No
Do the SMC meeting held regularly	Yes	No
When was the last meeting conducted?		
How many members attended?		
Did the inmates' representatives attend the meeting of SMC?	Yes	No
Has the organization given any information to Local Police Station on admission?	Yes	No

6. Maintenance of Register

Registers	Yes	No	Status on Updating
Register of inmates			
Permanent Register			
Stock register			
Attendance Register			
Accounts/ Cash Book			
Staff Attendance Register			
Health Register			
Counselling Register			
Referral Register			
Shelter Management Committee meetings register			
Complaint/ Grievance Register			
Are all the registers updated?			
Are all the records regarding, the inmate maintained properly?			
Are the grievances reviewed as mentioned in the			

Grievance Register?			
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7. Major Challenges in running the SUH (Respondent: Manager of the SUH)

Date:

(Signature of the Auditor)

DIRECTOR, SUDA

SECTION - C

CONDITIONS AND REQUIREMENTS FOR BIDDING

1. Any clarifications sought may be done in Pre-Bid meeting and thereafter incorporation / modification will be subject to discretion of Tender Inviting Authority.
2. Submission of Bid document will not be allowed beyond the schedule time indicated in the Tender document.
3. Any conditional Bid will be liable for rejection.
4. SUDA reserves the right to reserve or amend the Bid documents prior to the date notified for submission of the Bid or also to extend the time mentioned in the NIT under intimation to the bidders.
5. Bids, which have been considered valid on the result of general examination (Prequalification stage) at the time of opening, shall be subjected to subsequent detail scrutiny. Notwithstanding the general examination carried out earlier, the Bid Inviting Authority reserves the right of rejection of any Bid, which may be found to be defective during the detail scrutiny.
6. SUDA reserves the right to accept or reject any or all of the Bids received or to relax any clause without assigning any reason thereof.

DIRECTOR
STATE URBAN DEVELOPMENT AGENCY

SECTION - D
DEFINITIONS AND INTERPRETATIONS

In the Tender, as hereinafter defined, the following words and expressions shall have the meanings hereby assigned to them, except where the context otherwise requires:

- a) Turnover = Difference between Gross receipts derived from services and non-operating receipts such as dividends and interest income.

DIRECTOR
STATE URBAN DEVELOPMENT AGENCY

Annexure – A

I. Qualification Application

(To be written on the letterhead of the Applicant)

From:

.....
.....

To

The Director,
State Urban Development Agency (SUDA), ILGUS Bhawan, HC Block,
Sector III, Salt Lake City, Kolkata - 700106,
West Bengal, India.

Subject: Quality Audit of functional shelters under the scheme of Shelter for Urban Homeless under DAY-NULM in 40 (forty) URBAN LOCAL BODIES in the STATE OF WEST BENGAL

Sir,

This is with reference to the tender dated 2022 inviting proposal for Quality Audit of functional shelters under the scheme of Shelter for Urban Homeless under DAY-NULM in 40 (forty) URBAN LOCAL BODIES in the STATE OF WEST BENGAL. As specified in the Tender notice, having examined the Statutory, Non statutory documents, I hereby submit all the necessary information and relevant documents for evaluation. The application is made by me / us on behalf of ----- in the capacity ----- duly authorized to submit the proposal. We believe that we satisfy the eligibility criteria set out in relevant sections of the proposal document.

We propose to submit our proposal as _____ (insert full name of Applying Agency).

We declare that we have not been convicted by a Court of law or indicted or adverse orders passed by a regulatory authority against us which would adversely impact our ability to manage the project if awarded or which relates to a grave offence that outrages the moral sense of the community.

We also declare that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our sister concerns .

We further declare that no investigation by a regulatory authority is pending either against us or against our sister concerns or against our Chief Executive Office (CEO) or any of our Directors/Managers/ employees.

We hereby certify that all the statements made and information supplied in the enclosed forms and accompanying statements are true and correct and complete. I/We have furnished all information and details necessary for the proposal and have no further pertinent information to Work.

We understand that:

(a) Tender Inviting Authority/Bid Evaluation cum Tender Committee can amend / modify the scope of this project.

(b) Tender Inviting Authority/ Bid Evaluation cum Tender Committee can reject any or all bids without assigning any reason. And also withdraw or cancel the bid process at any stage without any liability of whatsoever nature therefore.

I / We shall be glad to receive further communication on the subject.

Yours faithfully,

Enclosure: As per requirement:-

Authorized Signatory

Date of Submission

Signature of applying agency
including title and capacity in which
application is made.

II. Financial Statement

1. Name of Applying Agency:

2. Summary of Turnover generated on the basis of the audited financial statement of the last 03 (three) financial years.

	2018-19 (Rs. In Lakh)	2019-20 (Rs. In Lakh)	2020-21 (Rs. In Lakh)	Average
Annual Turnover				

Average Annual Turnover is XXXX (Rs in Lakh)

Signed by a Practicing Chartered Accountant

Name: Membership No.:

Name of the Firm with Seal

Date _____

Note: This form is required to be certified by a practicing Chartered Accountant

III. Statement of Legal Capacity

(To be forwarded on the letterhead of the entity submitting the Proposal)

Reference No. -----

Date: -----

To,
The Director,
State Urban Development Agency (SUDA)
ILGUS Bhawan, HC Block, Sector III, Salt Lake City,
Kolkata - 700106,
West Bengal, India.

Sub: Quality Audit of functional shelters under the scheme of Shelter for Urban Homeless under DAY-NULM in 40 (forty) URBAN LOCAL BODIES in the STATE OF WEST BENGAL

Sir,
This is with reference to the advertisement dated2022 inviting proposal for Quality Audit of functional shelters under the scheme of Shelter for Urban Homeless under DAY-NULM in 40 (forty) URBAN LOCAL BODIES in the STATE OF WEST BENGAL.

We have read and understood the contents of the Invitation for proposal and the advertisement and pursuant to this hereby confirm that:

We satisfy the eligibility criteria laid down in the Tender notice.

We have agreed that _____ (insert individual's name) will act as our representative and has been duly authorized* to submit the proposal.

Yours faithfully,

Authorised Signatory
For and on behalf of (Name of the agency)

**Please attach a true copy of the Letter of Authorization / Board resolution certified by the authorized Signatory for the individual bidding company.*

IV. Details about the Bidder

A. Structure & Organization

- 1.** Name of applying Institute:
- 2.** Registered Office Address:
Telephone No.:
Fax No. :
E mail#:
Website:
- 3.** Kolkata Office Address:
Telephone No.:
Fax No. :
E mail#:
Website:
- 4.** Name of the Contact Person for this assignment:
Designation:
Address:
Telephone No. :
Cell phone No.:
E mail:
Fax No. :

Signature of applicant
including title and capacity in which
application is made.

V. Statement of any Indictment

(By any Income Tax, Sales Tax, Customs and Excise Authorities and other Regulatory Authorities) (To be forwarded on the letterhead of the interested entity submitting the Proposal)

Date:

To,
The Director,
State Urban Development Agency (SUDA),
ILGUS Bhawan, HC Block, Sector III,
Salt Lake City, Kolkata - 700106,
West Bengal, India

Sir,

We solemnly declare that there has been no conviction by a court of law or indictment or adverse order or investigation or charge sheet by an agency of the Government, any income tax, sales tax, customs, excise authorities and other regulatory authorities including but not limited to Reserve Bank of India (RBI) and Securities Exchange Board of India (SEBI) against us or our Promoter Group.

We have not been declared ineligible by the Government of India or any State / UT / Local Government for corrupt and fraudulent practices or blacklisted by them.

Yours faithfully,

Signature(s) of Applicant(s)
Seal of applicant Name:

Designation:

VI. Detailed Project experience during the period of last 05 years along with work order copy

Sl. No.	Name of the Work	Organisation	Tendered Amount	Date of Work order	Date of Work Completion	Remarks
1.						
2.						
3.						
4.						

Annexure B - Financial Proposal Submission Form

THIS IS TO BE SUBMITTED AS PER FORMAT PROVIDED ONLINE ONLY

Bill of Quantities (BOQ)

Sl. No.	Item	Quantity	Quoted Rate (Inclusive of all taxes & duties, transportation except GST) in Rs.	GST in %ge	Total Quoted Rate (inclusive of all taxes & duties, GST) in Rs.
1.	Quarterly Quality Audit of 40 (forty) functional shelters under the scheme of Shelter for Urban Homeless under DAY-NULM in different ULBs	40 shelters			

ANNEXURE-D

(List of ULBs along with proposed quantity)

Name of work: Quality Audit of functional shelters under the scheme of Shelter for Urban Homeless under DAY-NULM in 40 (forty) URBAN LOCAL BODIES in the STATE OF WEST BENGAL

Sl No.	Name of the District	Name of ULB	Number of shelter
1	Kolkata	Kolkata MC	6
2	Howrah	Howrah MC	1
3	Paschim Bardhaman	Asanosol MC	3
4	Paschim Bardhaman	Durgapur MC	1
5	Nadia	Krishananagar Municipality	1
6	Nadia	Nabadwip Municipality	1
7	Nadia	Kalyani Municipality	1
8	Nadia	Gayeshpur Municipality	1
9	Nadia	Shantipur Municipality	1
10	Malda	Englishbazar Municipality	1
11	Coochbehar	Coochbehar Municipality	1
12	Purba Bardhaman	Katwa Municipality	1
13	Hooghly	Chandernagar MC	1
14	Hooghly	Tarakeswar Municipality	1
15	Hooghly	Arambag Municipality	1
16	North 24 Pgs	Barasat Municipality	1

17	North 24 Pgs	Madhyamgram Municipality	1
18	North 24 Pgs	Habra Municipality	1
19	North 24 Pgs	Naihati Municipality	1
20	North 24 Pgs	Dum Dum Municipality	1
21	North 24 Pgs	Titagarh Municipality	1
22	North 24 Pgs	Bongaon Municipality	1
23	North 24 Pgs	Halisahar Municipality	1
24	Purba Medinipur	Tamralipta Municipality	1
25	South 24 Pgs	Rajpur-Sonarapur Municipality	1
26	South 24 Pgs	Mahestala Municipality	1
27	Bankura	Bankura Municipality	1
28	Murshidabad	Jiaganj-Azinganj Municipality	1
29	Murshidabad	Berhampore Municipality	1
30	Jalpaiguri	Jalpaiguri Municipality	1
31	Paschim Medinipur	Kharagpur Municipality	1
32	Paschim Medinipur	Medinipur Municipality	1
33	Uttar Dinajpur	Ishlampur Municipality	1
		Total=	40