

**MISSION DIRECTORATE: PMAY-HFA(U)  
DISPUR, GUWAHATI-6  
ASSAM**

**REQUEST FOR PROPOSAL (RFP) FOR APPOINTMENT  
INDEPENDENT FACILITATING AGENCY FOR SOCIAL  
AUDIT UNDER PRADHAN MANTRI AWAS YOJANA  
(PMAY) HOUSING FOR ALL (URBAN)**

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**GOVT. OF ASSAM**  
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**RFP No:** PMAY-U/105/Social Audit/2018/23

**Date:**28<sup>th</sup> August, 2018

**REQUEST FOR PROPOSAL (RFP) for Appointment of INDEPENDENT  
FACILITATING AGENCY (IFA) of SOCIAL AUDIT under PRADHAN MANTRI  
AWAS YOJANA – (URBAN) ASSAM**  
(TENDER NO.3\_ OF 2018-19)

Assam State Level Nodal Agency of PradhanMantriAwasYojana – Urban (PMAY-U) invites technical and financial proposals from eligible Agencies for appointment of INDEPENDENT FACILITATING AGENCY (IFA) for all the ULBs of Assam with respect to SOCIAL AUDIT Guidelines 2017 of PradhanMantriAwasYojana – Housing for All (Urban).

**Participating Agencies must fulfil the following pre-requisites:**

1. The Agency should be registered under Indian Societies Registration Act/Indian Trust Act/Indian Religious and Charitable Act as a non-profit institution or a company registered under the Companies Act or under relevant state acts and is in operation for the last three years. Education Institutions and Research Institutions who are working in this field, at least 3 years experience can also participate in the bidding process.
2. The Independent Facilitating Agency should preferably have experience of using social accountability/participatory tools/methodologies including experience of conducting Social Audit of housing projects in the urban sector.
3. It should preferably have experience in engaging CBOs and NGOs.
4. It must also possess experience in working with a variety of stakeholders including State Government and city level administrative bodies.
5. Interested Agencies may download the complete Request for Proposal (RFP) document from the website [www.pmayassam.in](http://www.pmayassam.in) from **29.08.2018**.
6. Average annual turnover of consultants/agencies for the last three financial years should be equal to or greater than Rs 10.00lakhs (Ten Lakhs)
7. An EMD/Security Deposit of Rs 20,000/- (Rupees Twenty five Thousand only) as prescribed in the RFP document (refundable) should be submitted. No proposals will be accepted without the Bid Security.
8. A pre-bid meeting is proposed on **14.09.2018 at 11.00 AM**.
9. The last date for submitting the bids is **25.09.2018 up to 02.00 PM**.
10. Proposal received without RFP document & EMD/Security Deposit is ineligible.

**Key dates:**

Sl. no	Description	Important Dates
1	Date of publication	29-08-2018
2	Downloading of tendering documents	29-08-2018
3	Cost of RFP documents	Free of cost
4	Date of Pre-bid Meeting	14-09-2018 at 11:00 AM
5	Last date of Submitting Bids	25-09-2018 at 02:00 PM
6	Date of opening of Technical Bid	25-09-2018 at 03:00 PM
7	Date of opening of Financial Bid	25-09-2018 at 03.00 PM
8	Amount of EMD	Rs 20,000/- in form of Demand Draft in favour of the Mission Director, PMAY- HFA (U) Assam.

All amendments, time extension, clarifications etc. will be uploaded on the website only and will not be published in newspapers. The tenderers should regularly visit the website to keep themselves updated.

Mission Director,  
PMAY (U) Assam

**Tender Notice**  
**RFP for Appointment of Independent Facilitating Agency (IFA) for**  
**Social Audit under**  
**PMAY- HFA (U) in Assam**

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# **1. Invitation of Proposal**

## **1.1 Introduction**

The **PradhanMantriAwasYojana (PMAY)-Housing for All (HFA) (Urban)** is the flagship programme of Government of India to provide housing to all eligible families in urban areas by way of central assistance through States and UTs. The programme is implemented through four components namely "In Situ" Slum Redevelopment, Affordable Housing through Credit Linked Subsidy, Affordable Housing in Partnership, and Subsidy for beneficiary-led individual house construction in a Mission mode. Social Audit is one of the major foci of the Mission.

Interested Agencies/consultant firms having experience in the services envisaged are hereby invited to submit their Request for Proposal (RFP) in the prescribed format. The salient features of the proposed task, technical and financial eligibility criteria, selection process and timetable are given in the RFP document. The RFP document contains information about the Project, bidding process, Bid submission, qualification, and Techno-Financial Proposal and Commercial Offer requirements

- Guwahati – SLNA (State Level Nodal Agency) PMAY invites technical and financial proposals from eligible Agency for appointment of **INDEPENDENT FACILITATING AGENCY (IFA)** for all the ULBs of Assam with respect to Social Audit Guideline 2017 of **Pradhan Mantri Awas Yojana – Housing for All (Urban)**.
- Interested Agencies/consultant firms having experience in the services envisaged are hereby invited to submit their Request for Proposal (RFP) in the prescribed format. The salient features of the proposed task, technical and financial eligibility criteria, selection process and timetable are given in the RFP document. The RFP document contains information about the Project, bidding process, Bid submission, qualification, and Techno-Financial Proposal and Commercial Offer requirements.

- It may be noted that while all the information and data regarding this RFP is to the best of the Client's knowledge, accurate within the scope of the proposed contract, the Client holds no responsibility for the accuracy of this information and it is the responsibility of the Consultant to check the validity of data included in this document.

Bidders are requested to submit attested copies of following documents along with their proposals:-

- Earnest Money Deposit (EMD)/ Bid Security (Refundable) of **Rs.20,000/-** (Rupees Twenty Thousand Only).
- Copy of Certificate of Incorporation/Registration Certificate.
- Audited Statement of Annual Turn Over of last 3 years to be enclosed along with Income Tax Return (ITR).
- Original draft of EMD in the name **Mission Director PMAY (U), Guwahati** of Document fee shall also be submitted physically before the scheduled date.
- The prospective Bidder requiring any clarification on the RFP document may inform Guwahati in writing/email. Bid submissions must be received no later than **25.09.2018 (till 2.00 PM)** in the manner specified in the RFP in the address given below.

**Mission Director,  
PMAY(U) Mission Directorate,  
Dispur, Guwahati – 781 006**



## 1.2 Data Sheet

1.	Name of the Client Mission Director, PMAY(U) Assam.
2.	Method of Selection Least Cost Based wherein Financial Proposal of only those firms will be opened who will qualify in technical evaluation.
3.	Financial Proposal together with Technical Proposal shall be either by mail or by hand
4.	Title of Consulting Service is : Social Audit with respect to Social Audit guidelines of PMAY-HFA (Urban), Assam
5.	A Pre-bid Meeting will be held Date: 14-09-2018 Time: 11.00 PM Venue: Guwahati, Office of Mission Director.
6.	Client Representative: Mission Director, PMAY (U) Assam
7.	Proposals shall remain valid for 120 days after the submission date indicated in this Data Sheet.
8.	The Consultant is required to include with its Proposal written confirmation of authorization to sign on behalf of the Consultant
9.	<b><u>Bidders Eligibility Criteria</u></b> The Agency should be registered under Indian Societies Registration Act/Indian Trust Act/Indian Religious and Charitable Act as a non-profit institution or a company registered under the Companies Act or under relevant state acts and is in operation for the last three years. Education Institutions and Research Institutions who are working in this field, at least 3 years experience can also participate in the bidding process
10.	<b><u>Areas of Expertise</u></b> Methods for community mobilization/participation, Beneficiary participation in development projects, Participatory research methodologies, developing design tools for social science research studies, Stakeholder Analysis, training methods.
11.	Financial Proposal and Technical Proposal to be submitted physically along with EMD and Cost of tender documents by <b>25.09.2018 till 02:00 PM.</b>
12.	Separate Technical and Financial bids should be submitted to SLNA in two separate sealed envelopes super scribed as "Envelope No.1 (Technical bid for Social Audit for PMAY Projects)" and "Envelope No.2 (Financial bid for Social Audit for PMAY project)". A Pre-bid conference would be held by SLNA to provide clarifications as may be necessary. SLNA reserves the right to accept or reject any bid. Only valid technical and financial bids are eligible.  Technical Proposal and Technical Proposal should be clearly marked - DO NOT OPEN, EXCEPT IN THE PRESENCE OF THE TENDER COMMITTEE’.

13.	<p>A Bid Security must be submitted: Yes</p> <p>An Earnest Money Deposit (EMD)/ Bid Security should be provided with Technical Proposal: Yes</p> <p>If Yes, the amount of the Earnest Money Deposit (EMD)/ Bid Security is of <b>Rs.20,000/- (Rupees Twenty Thousand Only).</b></p> <p>Demand Draft favouring the Mission Director, Guwahati and drawn on a nationalized bank/scheduled Bank, Payable at Guwahati</p>
14.	<p>The amount of the EMD/Bid Security is Rs.20, 000/- (Rupees Twenty Thousand Only) for each Bid and the duration for validity of Bid Security is 120 days. Bid security shall be refunded to the successful bidder upon signing of agreement with Mission Director, Guwahati. For unsuccessful bidders the bid security shall be refunded within 30 days after signing of agreement with the successful bidder. The EMD of the unsuccessful bidders would be returned within one month of finalization of the contract.</p>
15.	<p>Address for Communication</p> <p>Mission Director, PMAY(U), Assam</p> <p>Dispur, Guwahati -06.</p>

## **1.3 Instructions to Bidders**

### **1.3.1 Introduction**

- The Agencies are invited to submit Technical Proposal as specified in the attached format. The Proposal shall be the basis for a signed Contract with the selected.
- The Agency shall bear all costs associated with the preparation and submission of its Proposal and contract negotiation.
- The Client is not bound to accept any Proposal, and reserves the right to annul the selection process at any time prior to award of Contract without thereby incurring any liability to the Consultant.

### **1.3.2 Number of Proposals**

Agency can only submit one proposal. If an Agency submits or participates in more than one proposal, such additional proposal(s) shall be disqualified except the one received first.

### **1.3.3 Clarifications of RFP Documents**

Agency may request clarification of any of the RFP documents up to a specified number of days before the submission date as indicated in the Data Sheet. Any request for clarification must be sent in writing, including by standard electronic means, to the Client's Representative whose address is provided in the Data Sheet. The Client will respond by standard electronic/self means within the period specified in the Data Sheet, and will send written copies of the response (including an explanation of the query, without identifying the source of inquiry) to all Agencies who have formally indicated that they intend to submit a Proposal.

### **1.3.4 Preparation of Proposals**

The Proposal and all related correspondence exchanged between the Agency and the Client shall be written in the English language. Supporting documents and printed literature that are part of the Proposal may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for the purposes of interpretation of the Proposal, the translated version i.e. English language shall govern. The Agency shall bear all costs associated with the preparation and submission of its Proposal. The Client shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

### **1.3.5 Instructions for Submission of Proposal**

Proposals must be received before the deadline specified in the Data Sheet to tender. Proposals must be submitted to the address specified on the Data Sheet and delivered on or before the time specified in the Data Sheet. Consultants shall submit one sealed envelope, containing the Technical Proposal along with the DD of the cost of tender and EMD.

### **1.3.6 Submission Instructions**

Agencies are supposed to carefully review the contract provisions attached in the RFP for preparation of their Proposals. The Agency shall submit Proposals using the appropriate submission sheets provided in Appendices (Technical format and Financial Format). These forms must be completed without any alteration to their format, and no substitutes will be accepted. All fields shall be completed with the information requested.

### 1.3.7 Proposal Validity

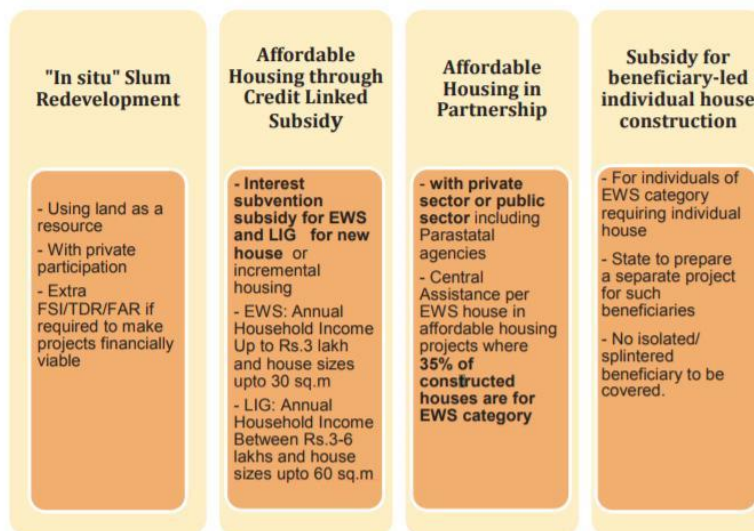
- Proposals shall remain valid for the period specified in the RFP commencing with the deadline for submission of Proposal as prescribed by the Client.
- A Proposal valid for a shorter period shall be considered nonresponsive and will be rejected by the Client outrightly.
- During the Proposal validity period, agencies shall maintain the availability of experts nominated in the Proposal. The Client will make its best effort to complete negotiations within this period.

## 1.4 Organization Profile

The **PradhanMantriAwasYojana (PMAY)-Housing for All (HFA) (Urban)** is the flagship programme of Government of India to provide housing to all eligible families in urban areas by way of central assistance through States and UTs. The Head Quarters of the Assam State Mission is at the **Office of the Mission Director, PMAY-U Guwahati.**

## 1.5 Project Brief

The Government of India (GoI) has launched a comprehensive mission viz “Pradhan Mantri Awas Yojana- Housing for All (Urban)”. The mission seeks to address the housing requirement of urban poor including slum dwellers through following programme :



The Government of Assam (GoA) has designated Mission Director, PMAY-U Assam as the State Level Nodal Agency (SLNA), for the implementation of Housing for All (HFA), in the State. Further, the ministry has selected 97 towns in the state for the implementation of the PMAY.

## **2. Assignment objective - Need for Social Audit**

Social Audit provides the beneficiaries and other stakeholders an opportunity to scrutinize the procedures and benefits of the Mission. It effects better implementation, ensures accountability, transparency and participation. Social audit has origin in the democratic values and principles of transparency and accountability. It helps to measure, understand, report and improve the Mission's social and ethical performance. Social Audit is a participatory monitoring exercise used to systematically assess the progress of the PMAY mission. It is not just an information gathering exercise, but a tool for social mobilization and sensitisation of the Mission objectives to a wide range of stakeholders. Social Audit should be conducted in a non-threatening environment by making everyone involved in the process fully aware of the Mission objective. It values the voice of all stakeholders, especially the marginalized and poor beneficiaries.

### **2.1 Scope and Objectives of Social Audit**

The social audit will focus on obtaining feedback of the beneficiaries and stakeholders. The scope primarily covers but is not restricted to: selection of beneficiaries; quality of the construction; effectiveness of pro-poor basic services provided; dealing with officials; satisfaction of the targeted beneficiaries. The key objectives of Social Audit of PMAY Mission are:

- Increase efficacy of the Mission by understanding any issues and gaps, as perceived by the project stakeholders and take timely remedial action.
- Contribute to facilitating participation of the beneficiaries and other stakeholders at every stage of the project implementation
- Improve the social performance of the HFA mission by making it inclusive, participatory, and transparent and give voice to the vulnerable people, including women.
- Assessment of impact of beneficiary sensitisation on project about the benefits and enhance the visibility of the project among the general public.
- Broaden the understanding of the social impact of the HFA Mission, particularly its reach and relevance to the beneficiaries by supplementing the information received from other monitoring and evaluation mechanisms.

### **Support states/UTs to conduct social audit of Mission Projects by:**

- Developing city wise plans and calendars for Social Audit in consultation with Urban Local Bodies (ULB) and conduct Social Audit with support from State Level Nodal Agencies (SLNA), and State/City Level Technical Cells as explained in Mission's Social Audit Guidelines.
- Providing dedicated Social Audit expert/s to conduct Social Audit. The expert will lead the social Audit process by selecting projects for Social Audit, design tools, forms and train Social Audit Committee members, facilitate all social audit related meetings, and ensure systematic data collection during the field work by efficiently guiding the Social Audit process, as per the process outlined in Mission's Social Audit Guidelines.
- Prepare Social Audit report and share it with required stakeholders.

### **2.2 Social Audit Plan at a glance**

- State Level Nodal Agency submits Social Audit plan along with other required documents.
- The State Level Nodal Agency hires a 'credible' institution as an Independent Facilitating Agency
- State Level Nodal Agency forms a Social Audit Facilitating Team, consisting of a designated expert from the Independent Facilitating Agency and the Social Development Specialist (or any other appropriate specialist) based in the State Level Technical Cell.
- Social Audit Facilitating Team finalizes list of projects and dwelling units to be audited.
- The IFA meets the 'senior management team' of selected Urban Local Bodies along with City Level Technical Cell members and brief them about the Social Audit plan.
- Independent Facilitating Agency forms a Social Audit Committee
- The Independent Facilitating Agency designs tools for Social Audit
- The Social Audit Committee conducts social audit

### **2.3 Steps involved in a Social Audit Process**

The social audit process involves the following steps.

- Building relationships with urban local bodies (ULBs), other stakeholders, including CSOs, community-based organizations (CBOs) and beneficiaries (primary stakeholders)
- Information sharing on the purpose of undertaking Social Audit to create conducive conditions for the Social Audit to take off
- Creating committees/forums (Social Audit) which have the representation of women and marginalized groups from the communities
- Building the capacities of all stakeholders involved in the process, methodology etc.
- Creating grievance redressal mechanisms to resolve conflicts which may arise during conduct of Social audit
- Collecting the information for audit
- Verifying the information collected and cross-checking it through field visits
- Collating and consolidating information into simple and understandable formats for public understanding
- Identifying gaps and discrepancies in the implementation of the process
- Convening a Public Meeting
- Follow-up action and resolutions

## **2.4 Project Area**

This proposal invitation is for the all the urban local bodies of Assam. Each local body will be treated as a separate entity for the purpose of allotting of the work. Separate, and possibly different, rates must be submitted to each local bodies where the proposer intends to undertake work. For all subsequent references to the local bodies, it implies work for each unit unless explicitly mentioned.

**Table 1**

**District wise name of ULBs**

	<b>Sl. No.</b>	<b>Name of district</b>	<b>Corporation</b>	<b>Municipal Board</b>	<b>Town Committee</b>
Total No. of MB/TC in general areas, Corporation = 1, MB = 34, TC = 66	1	Kamrup (M)	Guwahati Municipal Corporation		North Guwahati TC
	2	Kamrup (R)		Palasbari MB	
				Rangia MB	
	3	Nalbari		Nalbari MB	Tihu TC
	4	Barpeta		Barpeta MB	Pathsala TC
				Barpeta Rd. MB	Howly TC
					Sarthebari TC
					Sorbhog TC
					Patacharkuchi TC
	5	Darrang		Mangaldoi MB	Kharupetia TC
6	Dhubri		Dhubri MB	Gauripur TC	
				Bilasipara TC	
				Chapar TC	
				Sapatgram TC	
				Golokganj TC	
7	Goalpara		Goalpara MB	Lakhipur TC	



8	Bongaigaon		Bongaigaon MB	Abhayapuri TC
9	Morigaon		Morigaon MB	
10	Nagaon		Nagaon MB	Kampur TC
			Dhing MB	Raha T.C
11	Hojai		Hojai MB	Doboka TC
			Lanka MB	
			Lumding MB	
12	Sonitpur		Tezpur MB	Rangapara TC
			Dhekiajuli MB	Jamugurihat TC
13	Biswanath		BiswanathChariali MB	Gohpur TC
				Sootea TC
14	Golaghat		Golaghat MB	Bokakhat TC
			Dergaon MB	Sarupathar TC
				Barpathar TC
15	Jorhat		Jorhat MB	Moriani TC
				Titabar T.C
				Teok T.C
16	Majuli			Majuli TC
17	Sivasagar		Sibsagar MB	Simaluguri TC
			Nazira MB	Demow TC
			Amguri MB	
18	Charaideo		Sonari MB	Moran TC
19	Lakhimpur		N.Lakhimpur MB	Dhakuakhana TC

			Bihpuria MB	Narayanpur TC
20	Dibrugarh		Dibrugarh MB	Naharkatia TC
				Chabua TC
				Namrup TC
21	Tinsukia		Tinsukia MB	Doom Dooma TC
				Makum TC
				Digboi TC
				Margherita TC
				Chapakhowa TC
22	Hailakandi		Hailakandi MB	Lala TC
23	Cachar		Silchar MB	Sonai TC
			Lakhipur MB	
24	Karimganj		Karimganj MB	Badarpur TC
25	Dhemaji			Dhemaji TC
				Silapathar TC
26	Udalguri			Udalguri TC
				Tangla TC
27	Chirang			Bijni TC
				Kajalgaon TC
				Basugaon TC
28	Kokrajhar		Kokrajhar MB	Gossaigaon TC
29	Karbi-Anglong			Diphu TC
				Dokmoka T.C.
				Bokajan TC

					Bokolia TC
					Howaraghat TC
					Langhin TC
	30	West Karbianglong			Hamren T.C.
					Domkamokam TC
	31	DimaHasao			Umrangshu TC
					Haflong TC
					Mahur TC
					Maibong TC
	32	Baksa			Goreswar TC
Total			<b>Corporation= 1</b>	<b>M.B = 34</b>	<b>T.C = 66</b>

## **2.5 Responsibilities of State Level Nodal Agencies**

The State Level Nodal Agency (SLNA) is the overall coordinating unit of the Social Audit in all the project cities in a state. The SLNA will be responsible for overall coordination, planning, and execution of the Social Audit. Though the Social Development Specialist in the State Level Technical Cell (SLTC) along with the IFA designated expert will lead the social audit process, all other specialists based in SLTC and City Level Technical Cells (CLTC) will provide technical inputs and advice to the social audit process and will also join the exercise as and when required.

### **Key roles of SLNA include:**

- Develop and submit the ‘audit plan’ and budget for the approval by the Ministry
- Support, Co-ordinate, and monitor the implementation of Social Audit
- Hire an Independent Facilitating Agency (IFA) through an open bidding process for undertaking Social Audit
- Help IFA to identify projects and dwelling units for Social Audit, and form Social Audit Committee through SLTCs/CLTCs

- Ensure compilation of Social Audit report by IFA and submit the report to the Ministry
- Analyse and follow up Social Audit findings.

## **2.6 Role of SLTCs and CLTCs**

- SLTCs and CLTCs may depute their Social Development Specialist or any other appropriate specialist to work closely with the Social Audit Expert from the IFA, not only in an advisory capacity but also as support to the entire Social Audit process.
- Specialists from SLTC/CLTC may assist the social audit in identification of projects and dwelling units for audit, liaison with the ULB senior management team, accessing relevant documents, form Social Audit Committees, and organising public meetings and group discussions in the field.

## **2.7 Urban Local Bodies and their Responsibilities**

Key responsibilities of ULBs include:

- Support formation of Social Audit Committees by the IFA
- Create enabling environment for social audit
- Share all relevant and available Mission related information/documents required for social audit
- Provide feedback, suggestions, on the resource materials, tools, checklists, formats, and approve the report prepared by the IFA
- Participate in all relevant public meetings on Social Audit and share Social Audit findings to important stakeholders
- Analyse social audit findings and address the issues and gaps identified by the Social Audit Committee

## **2.8 Role of Independent Facility Agency (IFA)**

- Provide dedicated Social Audit expert/s to conduct Social Audit
- Complete Desk Research/Documents Audit using all relevant HFA Project related reports
- Select projects and dwelling units for Social Audit, as per the process outlined in the Guidelines
- Develop city wise plans and calendar for Social Audit, in consultation with Urban Local Bodies (ULB)

- Design tools for Social audit, form and train Social Audit Committee members, facilitate all social audit related meetings, and ensure systematic data collection during the field work by efficiently guiding the process
- Facilitate the formation of Social Audit Committee (SAC) in consultation with the ULB to conduct social audit in the identified cities
- Complete Social Audit process by being sensitive to local socio-cultural context and by ensuring the democratic spirit and underlying principles of social audit.
- Prepare Social Audit report and share it with the ULB, SLNA, and to any other stakeholders, as advised by SLNA.

## **2.9 Area of Social Audit**

Any Urban Local Body in Assam, selected by the IFA and SLNA (Guwahati)

## **3. Scope of Work, Time frame and Deliverables of Social Audit agencies**

### **3.1 Preparation for Social Audit**

**Preparatory activities of Social Audit are:**

- Creating an enabling environment for Social Audit
- Systematic selection of projects and dwelling units
- Stakeholder Mapping
- Formation of Social Audit Committee
- Formation of 'task based' sub-committees, and assigning a Documents Auditor
- Identification of issues for audit
- Development of Social Audit tools

### **3.2 Creating Enabling Environment for Social Audit**

- ULBs must create beneficiary awareness on the services, cost, standards, procedures, time frames, available mechanisms for grievance redressal by conducting meetings and through use of locally available media.
- ULBs should encourage stakeholders in the project area to take part in consultations about the project implementation.
- Capacity building and orientation of various stakeholders and agencies involved in the audit

process is necessary. An initial orientation on Social Audit to the officials to be made by the IFA in the first meeting with the ULB. This will be followed up by further orientation training during the social audit meeting, as explained in section IX.

- Beneficiary members from the marginalized communities should be treated as equal partners throughout the social audit process.

### **3.3 Systematic Selection of Projects and Dwelling units**

- To begin with 5-10% of the approved projects are selected for social audit, using random sampling technique. All projects selected for audit should have at least 100 dwelling units grounded for construction with beneficiaries identified. If any selected project does not meet this requirement of ‘minimum 100 dwelling units’, it should be replaced with another project with required number of dwelling units, through random sampling.( List of ULBs – grounded DUs – more than 100 Nos. is attached herewith)
- The sampling process should also ensure ‘purposive’ inclusion of a cross section of projects belonging various ‘verticals’, ‘durations’, ‘levels of completion’, and ‘population groups’ for audit.

### **3.4 Budget for Social Audit as per the Social Audit Plan**

**Table 3**

SL. NO	PARTICULARS (As on 01.01.2018)	
1	Total number of DUs approved under the HFA Mission in the state	55,695
2	Total Number of ULBs grounded more than 100 DUs	78
3	Total number of ULBs to be selected for Social Audit	9
4	Total number of DUs selected for Social Audit	12091
5	Number of Dwelling units covered in the Social Audit	10 % ( Minimum of 100 Unit whichever is higher from the selected ULBs)
6.	Maximum Budget allotted	Rs. 5,50,000/-

### **3.5 Stakeholder Mapping**

IFA in consultation with the CLTC will do ‘stakeholder mapping’ of the project at the city level.

An indicative list of stakeholders of the HFA Mission should include :

- Direct beneficiary groups of all the available ‘verticals’ of the HFA
- Elected Representatives/ MLAs/MPs/other Local Self Government bodies
- Staff of ULB, CLTC and other state level agencies responsible for project implementation in the project area
- Private Agencies/Contractors/Lending Institutions associated with the project
- Citizen Organizations, Community Groups, and RWAs Voluntary organizations/ institutions/CSOs/CBOs and other similar groups
- Students of architectural/design institutes, universities, social science research and training institutions in the district where the projects and dwelling units are located
- Any other relevant stakeholder groups from the project area

### **3.6 Formation of Social Audit Committee**

From the list of stakeholders, IFA in consultation with CLTC will form a Social Audit Committee (SAC) by including people of integrity, good reputation and interested in joining the social audit process.

- The strength of SAC should not be more than 30 members or less than 20 members.
- The Social Audit Committee should ensure representation from the beneficiary community and from institutions/CBOs having prior experience in conducting social audit related exercises.
- There should be adequate representation of women, minority and backward castes, transgender and differently abled person in the Committee.

### **3.7 Key responsibilities of the Social Audit Committee are:**

- Create awareness among stakeholders and encourage participation of beneficiaries
- Collect, examine and verify relevant information related to the implementation of the HFA projects and dwelling units.
- Record information collected through consultations and discussions
- Prepare reports based on the information gathered through the audit process by incorporating various issues, facts, and complaints that came up during the audit process
- Support IFA in Organizing public/community meetings and in informing the beneficiaries and other stakeholders on the audit outcomes
- Support IFA to prepare Social Audit Reports
- Support ULB to follow up the audit report

### **3.8 Formation of ‘Task Based’ Sub-committees and Assigning a ‘Documents Auditor’ within SAC**

- The Social Audit Committee should be further divided into sub groups to undertake tasks such as collection of information through interviews, conducting group discussions and public hearing, and compilation of report etc.
- One expert member of SAC should act as ‘Documents Auditor’ for verifying financial statements and other records.
- IFA should equip the ‘Documents Auditor’ with ‘check list’ to be used for documents audit and through ULB should provide access to all the relevant records required to complete his task.
- ‘Documents Auditor’ should complete review of all relevant documents prior to the ‘social audit meeting’

### **3.9 Identification Issues for Social Audit**

The broad issues/parameters of Social Audit are around awareness, inclusion, participation, efficiency, effectiveness transparency, quality, and accountability of the project being implemented and these should be examined. Based on the socio-cultural context of the city, the implementation stage of the project, and the feedback from stakeholders, the IFA may further extrapolate key issues/ parameters to be included in the social audit.



### 3.10 Developing Tools for Social Audit

Besides an information gathering exercise, Social Audit is a tool for social mobilization and sensitization of Mission objectives to a wide range of stakeholders.

**Table 4**

#### **Issues/Parameters and indicators to be used for Social Audit**

<b>Parameter</b>	<b>Indicator</b>
Awareness	Awareness of beneficiaries about their entitlements from the HFA Mission
Inclusion	Proportion of marginalized communities: SC/ST/OBC/minorities/ differently abled person/transgender manual scavengers/women (with overriding preference to widows) etc. among beneficiaries
Participation	Involvement of beneficiaries, CBOs/CSOs/ co-implementing agencies (e.g. banks/builders) in project related consultations and nature and frequency of consultations with these groups
Effectiveness and Efficiency	Identification of right beneficiaries. Whether the construction activities are being completed as per the planned duration, specifications and standards. Satisfaction about Project related services in meeting beneficiary's requirements
Transparency	Proactive disclosures of project details including financial details by ULBs in the public domain
Quality Monitoring	Existence of any technical group/committee with members different from those involved in project implementation. Periodic reviews of project activities and actions taken on gaps found. Visits by ULB/CLTC staff to project sites.
Accountability	Measures taken to avoid malpractices and corruption Mechanisms

	on grievance redressal and awareness of mechanisms for grievance redressal. Instances of grievances/complaints escalated to ULB authorities and duration of resolving those grievances/complaints
Issues/ complaints	Any unresolved issues and complaints

**Table 5**

**Tools to be used for Social Audit**

<b>Review of Documents</b>	All relevant project documents should be reviewed, based on a Checklist. IFA expert with the help of a Documents Auditor (deputed by the Social Audit Committee) should gather all required information prior to the Social Audit Meeting. Besides Project's relevant financial statements, the Documents Review should include Housing for All Plan of Action (HFAPoA), Detailed Project Report (DPR), Annual Implementation Plan (AIP), Quarterly Progress Report(QPR), and any other relevant documents including media reports about the Project/ Mission.
<b>Public Hearing</b>	Public Hearings should be conducted at a public place, accessible to everybody in the city, where the audit happens. Beneficiaries of the selected projects as well as those belonging to all verticals of PMAY in the city /ULB where Social Audit takes place should be invited and encouraged to participate in Public Hearings. Prior to scheduling Public Hearings, the beneficiaries and stakeholders should be suitably informed through leaflets/ pamphlets and/or newspaper advertisements. Ideally Public Hearings should be scheduled on a public holiday or any other convenient day as per the area involved in the Audit. The parameters on which

	auditors may gather feedback from the beneficiaries through Public Hearings must include in the report.
<b>Key Information Interviews with Service Providers</b>	Semi-structured questionnaires should be used to collect relevant information from the concerned ULB officials on the projects and dwelling units to be audited.
<b>Group Discussions</b>	Group discussions with invited members of the beneficiary communities should be done to understand community perspective/perception about the project, especially gaps in the project implementation process.
<b>In-depth Interviews</b>	Interviews should be conducted with beneficiaries to gain first-hand information on the working of the project, the issues and challenges faced at a personal level.

- Out of the five tools listed above, the first three, namely, Documents Review, Public Hearing and Key Informant Interviews are essential and should be used in all Social Audits.
- Group discussions and in-depth interviews with beneficiaries are also very important tools to understand nuances of issues and these should also be used, though these two tools maybe excluded in rare cases, depending on the issues included in the Social Audit.
- IFA expert should develop checklists for Documents Review, and Public Hearing, and group discussions
- IFA Expert should develop interview guides (for in-depth interviews and for Key-informant interviews) and should also identify respondents, using systematic sampling techniques, generally used in qualitative research.

### **3.11 Social Audit Meeting**

After completing all the preparatory works as discussed above, IFA should invite the SAC for an intensive **2-day meeting** cum field work, preferably on a weekend/holiday at centrally located place (like a town hall) where participants could easily come in. SAC should be given at least a week's notice for the event.

#### **Day 1:**

1. On the first half of the first day of the Meeting, participants should be thoroughly oriented on the project, its objectives, sensitive aspects of the audit process and how to handle these sensitive aspects with care, the process to be followed, and the tools to be used. The Documents Reviewer will also make a very brief presentation on his findings.
2. The second half of first day will be used for explaining the process of social audit and the methods to be used for the field work.
3. Towards the end of the first day, participants will be grouped into 'task based subcommittees' - ideally into five sub committees IFA will ensure that the sub-committees will have experienced experts who will ensure systematic information gathering, during the audit process.

#### **Day 2:**

1. During the first half of day-two of the Social Audit meeting, sub-committees will go directly to their assigned Project related sites and collect the required information, using the checklists/guides given to them. All information gathering exercises including Public Meeting should be concluded before lunch time and all the Social Audit team members will re-assemble to complete the Audit process.
2. The first half of the afternoon should be used for compilation and presentation of reports by the subcommittees. A consolidated brief report will then be presented in a plenary and should get the approval of SAC members as well as of the ULB representative present at the Meeting.
3. The senior representative of the ULB present in the plenary has the right to embargo/ withheld the brief consolidated Audit report from public dissemination, if the report has any sensitive information hostile to the Mission's success. However, S/he will have no right to influence the content of the report which was discussed and approved by the SAC

in the plenary meeting. All such reports should be sent to Ministry of Housing and Urban Affairs through SLNA for immediate review and follow up.

4. At the end of the plenary, a brief consolidated report with key findings of each of the sub groups, should be ready for public dissemination.
5. A larger public meeting and/or a press release (optional) may be organized towards the end of the second day to let everyone know the preliminary findings of the social audit. In addition to sharing the Social Audit findings in the public meeting and optional press release on the second day of the social audit workshop, Social Audit reports should be further disseminated to stakeholders for feedback. This dissemination can be within additional meetings, through newspaper reports, hoardings, local cable TV/local radio, in ULB's website etc. Based on the issues raised in the Social Audit Report, the ULB shall frame its future course of action. ULBs are responsible for the follow up of various actions to be taken.

### **3.12 Social Audit Reports**

A detailed city level report as per the format given in Annexure 1 should be submitted to the Municipal Secretary/appropriate authority of the ULB within a week after the Social Audit. This report must also be circulated among all the stakeholders of the project, especially among the SAC members. Upon receiving the report, the Municipal Secretary of the ULB may take actions as deemed fit for correction or improvement of the Project's social performance indicators. A consolidated state level report, duly signed by the state Mission Director/competent authority should be sent to the Ministry of Housing and Urban Affairs. Though a similar format of city level report given in **Annexure** can be used for preparing the state level report, it should be written as a consolidated state level report. Ministry may ask city level reports later, in case there is need. Any Body formed by the Government of India, such as District Level Advisory and Monitoring Committee (DLAMC) has the right to review social audit reports. Upon receiving and reviewing the state level report, the CSMC reserves the right to take any appropriate action regarding release of installments for funding of the project or any other measure as deemed necessary.

## **4. Selection process for Social Audit – Independent Facilitating Agency**

### **4.1 Who can Apply**

The Agency should be registered under Indian Societies Registration Act/Indian Trust Act/ Indian Religious and Charitable Act as a non–profit institution or a company registered under the Companies Act or under relevant state acts for at least three year. Education institution and research institution who are working in this field, at least 3 years experience can also participate in the bidding process.

- Interested Agencies may download the complete Request for Proposal (RFP) document from the website [www.pmayassam.in](http://www.pmayassam.in).
- An EMD/Security Deposit of Rs 20,000/- (Rupees Twenty thousand Only) as prescribed in the RFP document (refundable). No proposals will be accepted without the Bid Security.
- Proposal received without EMD/Security Deposit is ineligible.
- The last date for submitting the bids is **25.09.2018 up to 2.00 PM.**

### **4.2 Experience of the Applicant Organization (Provide responses in not more than 100 words)**

- Experience of using social accountability/participatory tools/methodologies including experience of conducting Social Audit of housing projects in the urban sector.
- Experience of working with a variety of stakeholders including state governments and city level administrative bodies.
- Experience of engaging CBOs and NGOs.
- Suitable human resources to undertake the required number of social audits.

### **4.3 Mechanism**

SLNA shall communicate clear directions and guidance to ULBs and Implementing Agencies for extension of cooperation, sharing of information and all necessary assistance to IFA. Mission Directorate will have close coordination with SLNA on this aspect.

## **5. Bid- Submission and evaluation**

Separate Technical and Financial bids should be submitted to SLNA in two separate sealed envelopes super scribed in the envelope as "Envelope No.1 (Technical bid for Social Audit for PMAY Projects)" and "Envelope No.2 (Financial bid for Social Audit for PMAY project)". A Pre-bid conference would be held by SLNA to provide clarifications as may be necessary. SLNA reserves the right to accept or reject any bid. Only valid technical and financial bids are eligible.

### **5.1 Mode of submission**

EOI shall be submitted in two sealed covers :

- Technical Bid
- Financial Bid

The qualification, experience, profile etc of the agency shall form part of the **Technical Bid**. The rate quoted for the work, covered in the EOI shall form part of the **Financial Bid**. The Technical Bid will open in the first instance. Financial Bid will be opened only to those who are qualified in the technical bid.

### **5.2 Mode of Dispatch**

The **RFP** documents should be in complete shape in all respects and it should be addressed to:

**Mission Directorate, PMAY (U)**  
**Mission Director**  
**Dispur, Guwahati -06**

### **5.3 Late Bids**

Bids received after the due date and time will not be accepted. Guwahati will not be responsible for any delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.

### **5.4 Deviations**

The bidder may not provide any deviation / non-compliance to the contents of this RFP document. Any deviation /non-compliance may lead to rejection.

### **5.5 Failure to Agree with the Terms and Conditions of the RFP**

Failure of the successful Agency to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the cancellation of the award. In such event, Guwahati may award the work to the next best value bidder or call for new bids from interested bidders. In such a case, Guwahati shall summon the Performance Bank Guarantee of the successful bidder.

### **5.6 Termination**

Under this Agreement, Guwahati may, by written notice terminate the Agencies in the following ways.

- Termination by Default for failing to perform obligations under the agreement or if the quality is not up to the specification or in the event of non-adherence to time schedule.
- Termination for Convenience in whole or in part thereof, at any time
- Termination for Insolvency if the Agency becomes bankrupt or otherwise insolvent. In all the three cases termination shall be executed by giving written notice to the Agency. No consequential damages shall be payable to the Agencies in the event of such termination.

### **5.7 Pre-bid Meeting**

Prior to opening of the pre-qualification and technical bid, a pre-bid meeting at the discretion of Mission Director, Guwahati will be held in the Guwahati State Mission Office on **14.09.2018 at 11.00 AM**. Interested bidders are free to participate in the pre-bid meeting for any clarification.



## **5.8 Opening of RFPs**

The sealed RFP document will be received up to **2.00 P.M. on 25.09.2018**. Technical Bid will be opened on **25.09.2018 at 3.00 PM** and Financial Bid will be opened on **25.09.2018 at 3.00 P.M.** at the office of the Mission Director, PMAY-U, Guwahati in the presence of the Head of the Institutions or their representatives who may be present at the time of opening. The representatives of the **Independent Facilitating Agency (IFA)**, who will be attending the opening of the RFP document should bring a letter of authorisation from the Head of the Independent Facilitating Agency (IFA), which they represent to identify their bonafide.

EoI/RFP document received herein with incomplete information will be summarily rejected.

## **5.9 Right of Acceptance and Withdrawal**

The final acceptance of Independent Facilitating Agency (IFA) will entirely be vested with the Mission Director PMAY(U), Guwahati , who reserves the right to accept or reject, without assigning any reason whatsoever in part or in full. After acceptance of the Independent Facilitating Agency (IFA) by Mission Director, Guwahati, the Independent Facilitating Agency (IFA) shall have no right to withdraw its acceptance.

RFP document received herein with incomplete information will be summarily rejected.

### **5.10 Execution of Agreement**

In the event of accepting the RFP, the successful Audit Agency should execute an agreement for the fulfilment of the contract in the stamp paper for Rs.200/- in the form prescribed by the Mission Director, Guwahati within one week from the date of acceptance of the Independent Facilitating Agency (IFA). The successful bidder shall submit BG or DD for 5% of the total value of the contract. The incidental expenses in the execution of agreement shall be borne by the Independent Facilitating Agency (IFA). The conditions stipulated in the agreement form should be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the rights of the Mission Director, Guwahati

### **5.11 Jurisdiction**

All legal disputes, which may arise, shall be within the jurisdiction of Guwahati High Court.

### **5.12 Terms of Payments**

All payments against the services rendered under the package shall be released on stage wise completion of the services including submission of the 'Deliverables' and subject to acceptance, approval and certification in accordance with provisions of Terms of Payment as specified below: The terms of payment shall be as follows

<b>S. No.</b>	<b>Milestone</b>	<b>% of fee</b>
<b>1</b>	<b>Signing of Agreement</b>	<b>NIL</b>
<b>2</b>	<b>Selection of ULBs and Dwelling Unit for Social Audit</b>	<b>5%</b>
<b>2</b>	<b>Developing Tools for Social Audit and 2 Day meetings</b>	<b>5%</b>
<b>3</b>	<b>Submission of Draft Report</b>	<b>40%</b>
<b>4</b>	<b>Submission of Final Report</b>	<b>40%</b>

District wise name of ULBs

Annexure I

	Sl. No.	Name of district	Corporation	Municipal Board	Town Committee
Total No. of MB/TC in general areas, Corporation = 1, MB = 34, TC = 66	1	Kamrup (M)	Guwahati Municipal Corporation		North Guwahati TC
	2	Kamrup (R)		Palasbari MB	
				Rangia MB	
	3	Nalbari		Nalbari MB	Tihu TC
	4	Barpeta		Barpeta MB	Pathsala TC
				Barpeta Rd. MB	Howly TC
					Sarthebari TC
					Sorbhog TC
					Patacharkuchi TC
	5	Darrang		Mangaldoi MB	Kharupetia TC
6	Dhubri		Dhubri MB	Gauripur TC	
				Bilasipara TC	
				Chapar TC	
				Sapatgram TC	
				Golokganj TC	
7	Goalpara		Goalpara MB	Lakhipur TC	
8	Bongaigaon		Bongaigaon MB	Abhayapuri TC	
9	Morigaon		Morigaon MB		
10	Nagaon		Nagaon MB	Kampur TC	

			Dhing MB	Raha T.C
11	Hojai		Hojai MB	Doboka TC
			Lanka MB	
			Lumding MB	
12	Sonitpur		Tezpur MB	Rangapara TC
			Dhekiajuli MB	Jamugurihat TC
13	Biswanath		BiswanathChariali MB	Gohpur TC
				Sootea TC
14	Golaghat		Golaghat MB	Bokakhat TC
			Dergaon MB	Sarupathar TC
				Barpathar TC
15	Jorhat		Jorhat MB	Moriani TC
				Titabar T.C
				Teok T.C
16	Majuli			Majuli TC
17	Sivasagar		Sibsagar MB	Simaluguri TC
			Nazira MB	Demow TC
			Amguri MB	
18	Charaideo		Sonari MB	Moran TC
19	Lakhimpur		N.Lakhimpur MB	Dhakuakhana TC
			Bihpuria MB	Narayanpur TC
20	Dibrugarh		Dibrugarh MB	Naharkatia TC
				Chabua TC

				Namrup TC
21	Tinsukia		Tinsukia MB	Doom Dooma TC
				Makum TC
				Digboi TC
				Margherita TC
				Chapakhowa TC
22	Hailakandi		Hailakandi MB	Lala TC
23	Cachar		Silchar MB	Sonai TC
			Lakhipur MB	
24	Karimganj		Karimganj MB	Badarpur TC
25	Dhemaji			Dhemaji TC
				Silapathar TC
26	Udalguri			Udalguri TC
				Tangla TC
27	Chirang			Bijni TC
				Kajalgaon TC
				Basugaon TC
28	Kokrajhar		Kokrajhar MB	Gossaigaon TC
29	Karbi-Anglong			Diphu TC
				Dokmoka T.C.
				Bokajan TC
				Bokolia TC
				Howaraghat TC
				Langhin TC

	30	West Karbianglong			Hamren T.C.
					Domkamokam TC
	31	DimaHasao			Umrangshu TC
					Haflong TC
					Mahur TC
					Maibong TC
	32	Baksa			Goreswar TC
<b>Total</b>			<b>Corporation= 1</b>	<b>M.B = 34</b>	<b>T.C = 66</b>

## **Annexure II**

### **Technical Bid for Social Audit**

1. Preparation of Technical Bid
  - I. The bid as well as all related correspondence exchanged by the Agency and the Employer shall be written in English language, unless specified otherwise.
  - II. In preparing their bid, Agencies are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a bid.
  - III. While preparing the Technical bid, Agencies must give particular attention to the following:
    - a. If an Agency considers that it may enhance its expertise for the Assignment/job by associating with other Consultants in sub- consultancy, it may associate, however the details may be provided at the time of bidding.
    - b. The estimated number of Professional staff-months for the Assignment/job is as shown in the RFP. However, the Bid shall be based on the number of Professional staff-months or budget estimated by the Agency. While making the Bid, the Agency must ensure that he proposes the minimum number and type of experts as sought by the Employer, failing which the proposal shall be considered as non- responsive.
    - c. Alternative professional staff shall not be proposed, and only one curriculum vita (CV) may be submitted for each position mentioned. Depending on the nature of the Assignment/job, Agencies are required to submit a Technical Bid using the attached Standard Forms. Submission of the wrong type of Technical Proposal will result in the Proposal being deemed non-responsive. Form Tech - I is a sample letter of which is to be

submitted along with the technical bid. The Technical bid shall not include any financial information. A Technical bid containing financial information may be declared non responsive.

## 2. Procedure for Detailed Evaluation of Technical Bid

- I. Being primarily technical work, final evaluation of the bids will be done on Combined Quality cum Cost based System wherein Technical Bid will be given a weight age of 60 % and financial bid will be given a weight age of 40%.
- II. Bids securing 60% and above marks in technical evaluation will only be considered for opening of Financial Bids. The Bids with the lowest cost may be given a financial score of 100 and the other bids given financial score that are inversely proportionate to their prices.
- III. The total score, both technical and financial, shall be obtained by weighing the Technical and Financial scores and adding them up. On the basis of the combined weighted score for Technical and Financial, the Agency shall be ranked in terms of the total score obtained. The bid obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the bids securing lesser marks as H-2, H-3 etc. The bid securing the highest combined marks and ranked H-1 shall be recommended for award of contract. The bids will be ranked in terms of total points scored.
- IV. Criteria, sub-criteria and point system for evaluation to be followed under this procedure is as under:

No	Particulars	Marks
1	Specific experience of the Agency relevant to the assignment /job	30 marks
2	Adequacy of the proposed methodology and	30 marks



	work plan in response to the terms of reference.	
	<b>Sub-criteria:</b> Technical approach & methodology Organization & staffing – including office in Assam	20 marks 10 marks
4	Key professional staff: Qualification & competency for the assignment / job.	40 marks
	<b>Sub-criteria</b> a. Team Leader b. Other key professionals c. Professionals, who are associated with any project in Assam or professionals from Assam	12 marks 20 marks 8 marks

For evaluation of each of the key professionals the following sub- criteria can be followed

- a. Educational qualifications (20%)
- b. Adequacy for the assignment / job (80%) (Experience in carrying out similar assignment/job).

The formats of the Technical Bid to be submitted are:

Form Tech 1: Letter of Proposal submission

Form Tech 2: Agency Details

Form Tech 3: Approach & methodology

Form Tech 4: Curriculum vitae (cv) for proposed professional staff

Form Tech 5: Financial standing (Annual Turnover)

Form Tech 6: Legal Constitution & Number of Years Of Existence

**FORM TECHNICAL BID- 1**

LETTER OF PROPOSAL SUBMISSION

[Location, Date]

To:

[Name and address of Employer]

Dear Sirs:

We, the undersigned, offers to provide the consulting assignment/job for [Insert title of Assignment/job] in accordance with your Request for Proposal dated [Insert Date] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope and requisite EMD and bid processing fees vide A/c Payee Cheque/Bank Demand Draft drawn in favour of “-----‘payable at “-----“.

In the event of our Offer being accepted, we agree to execute the contract / agreements with SLNA within the stipulated deadline indicated in the award letter and also offer Performance Security of equivalent to 10% of the project cost in the form of bank guarantee. We hereby declare that all the information and statements made in this Proposal are true and correct that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, We undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract Negotiations.

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

We remain,

Yours sincerely,

Authorized Signature

[In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

## FORM TECHNICAL BID – 2

### Application Form

#### 1. Applicant Details

Name of Institution	
Registered in India(Yes/No)	
Year of establishment	
Details of registration	

#### 2. Contact Person (for this application) of the Applicant Institution

Name	
Designation	
Organization	
Address	
Telephone	
Fax	
e-mail	

#### 3. Registered Address of the Applicant Institution (Please attach self attested registration certificate and Memorandum of Association)

Address	
Telephone	
E mail	

**4. Experience of the Applicant Organization (Provide responses in not more than 100 words)**

Number of years of relevant work experience	
States and regions where the institution has worked	
Experience of conducting Social Audit	

**5. Experience in carrying out capacity building activities in Urban Local Bodies of India**

Please provide the personnel details for the current and past two financial years

<b>Manpower</b>	<b>(FY March 2017)</b>	<b>(FY March 2016)</b>	<b>(FY March 2015)</b>
Number of Permanent Staff			
Number of Contract Staff			

**6. Relevant Key Personnel Details**

<b>Name</b>	<b>Qualifications (degree, year)</b>	<b>Total Experience (Number of years)</b>	<b>Key Competence</b>	<b>Experience in similar work</b>	<b>Permanent/ Contractual</b>

**7. Turnover and Net Profit**

<b>Manpower</b>	<b>(FY March 2017)</b>	<b>(FY March 2016)</b>	<b>(FY March 2015)</b>
Annual Turn Over			

**Statement / Undertaking**

I / We know that the submission of incorrect or incomplete information, and / incorrect format with arithmetical errors in compilation of the data would be at the applicant's sole risk and the decision of Mission Director, Guwahati in such cases would be final and binding.

I / We enclosed herein the proof / copy of document as per check list in order in full, serially numbered, signed, affixed with the Institution stamp and submit it together with undertaking on Institution letter head.

I / We know the details filled in and enclosures attached in the EoI submitted by me are true to my / our best of knowledge.

Place

SIGNATURE OF THE APPLICANT

Date(With Official Seal)

## **FORM TECHNICAL BID – 3**

### **DESCRIPTION OF APPROACH, METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT/JOB**

[Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal divided into the following three chapters:

1. Technical Approach and Methodology,
2. Work Plan, and
3. Organization and Staffing,

#### **Approach and Methodology:**

In this chapter you should explain your understanding of the objectives of the Assignment/job, approach to the Assignment/job, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

#### **Work Plan**

The IFA should propose and justify the main activities of the Assignment/job, their content and duration, phasing and interrelations, milestones (including interim approvals by the Employer), 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. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here.

**FORM TECHNICAL BID – 4**

**CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF**

1. Proposed Position:

[For each position of key professional separate form Tech-6 will be prepared]:

2. Name of Firm:

[Insert name of firm proposing the staff]:

3. Name of the  
staff [Insert full name]:

4. Date of Birth:

5. Nationality:

6. Education:

[Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]:

7. Membership of Professional Associations:

8. Other Training:

9. Countries of Work Experience:

[List countries where staff has worked in the last ten years]:

10. Languages [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]:

11. Employment Record:

[Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]:

From [Year]: To [Year]:

Employer:

Positions held:

12. Detailed Tasks Assigned

[List all tasks to be performed under this Assignment/job]

13. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned [Among the Assignment/jobs in which the staff has been involved, indicate the following information for those Assignment/jobs that best illustrate staff capability to handle the tasks listed under point 12.]

Name of Assignment/job or project:

Year:

Location:

Employer:

Main project features:

Positions held:

Activities performed:



14. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date:

Place:

[Signature of staff member or authorized

Representative of the staff]

[Full name of authorized representative]:

**FORM TECHNICAL BID – 5**

**LEGAL CONSTITUTION & NUMBER OF YEARS OF EXISTENCE**

<b>Organisation Name :</b>	
Status / Constitution of the Organization :	
Name of Registering Authority :	
Registration No.:	
Date of Registration:	
Place of Registration:	

For and on behalf of: (Company Seal)

Signature:

Name:

Designation:

(Authorized Representative and Signatory)

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

**FORM TECHNICAL BID – 6**

**FINANCIAL STANDING (ANNUAL TURN OVER)**

Certificate from the Statutory Auditor regarding the Average annual turnover of the organization is Rs. 10 lakh for the last 3 financial year ending of month 31st March 2018. Based on its books of accounts and other published information authenticated by it, this is to certify that..... (Name of the Bidder) had, over the last three Financial Years, a Total turnover of the organization is Rs.....Lakhs as per year-wise details noted below:

<b>Financial Year ending 31<sup>st</sup> March</b>	<b>Total Turnover (In Rs. Lakhs)</b>
<b>2015 - 16</b>	
<b>2016 - 17</b>	
<b>2017-18</b>	
<b>Total</b>	
<b>Average Annual Turnover</b>	

Name of the audit firm/ Chartered Accountant:

Seal of the audit firm:

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

Date:

**Financial bid evaluation:**

- The financial evaluation will be done on the following basis.
- Technically qualified and lowest quote bidder in financial bid shall be awarded the contract.
- The bidder has to accept all the terms & conditions of the bid.
- In case two or more than two bidders have put same financial quote, the bidder with maximum technical score will be given the preference.

**Annexure III**

**FINANCIAL BID FOR SOCIAL AUDIT**

**FINANCIAL BID FOR PMAY (U) PROJECT (s)**

**(PER PROJECT)**

**Project: .....**

The following maximum charges are prescribed for being paid to the Third Party empanelled by the State Level Nodal Agency on a ‘per project’ basis:

Amount quoted for Social audit of one project (for one Audit Cycle- 3 to 6 Months)	One Project having 100 DUs or clustering of Project or clustering of ULBs to meet DUs 100)
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\*In case lower rates are obtained through RFPs, the same will apply as terms of payment

\*\* Inclusive of all taxes

## **Annexure IV**

### **Documents to be produced**

The documents should be produced along with the EoI

1. Self-attested registration certificate and
2. Memorandum of Association of the applicant institution (or certificate of incorporation)
3. Capability Statement, of not more than 1000 words, which illustrates the institution's relevant skills, and experience of providing services in the areas described under scope of work in section 3, within the geographic areas mentioned in section 4, on thematic areas of expertise described in section 5 of Invitation for Expression of Interest (EoI) for the Empanelment of IFA.
4. CVs of 5 Key Staff Members engaged in relevant work
5. List projects in the last three years (max 20 in total) which the applicant institution has delivered under the main/sub area of expertise for which empanelment is requested, as per the requested format below:
6. Audit status of accounts for 2015-16, 2016-17, 2017-18.

## Annexure V

### Social Audit Report of BLC projects under PMAY

Name of the State:	Name of the City/Cities selected:	Name of the State Level Nodal Agency:	Name of Urban Local Bodies involved:
Names of verticals included:			
1	Awareness  Awareness of beneficiaries about their entitlements from the Mission:		
2	Inclusion  Proportion of marginalized communities [SC/ST/OBC/minorities/differently abled person / transgender/manual Scavengers/women (with overriding preference to widows) etc.] among beneficiaries:		
3	Participation  a) Involvement of beneficiaries, CBOs/CSOs/ co-implementing agencies (e.g. banks/builders) in project related consultations:  b) Nature and Frequency of consultations with these groups:		
4	Effectiveness and Efficiency  a) Identification of right kind of beneficiaries:  b) Whether the construction activities are being completed as per the planned duration, specifications and standards:  c) Satisfaction about Project related services in meeting beneficiary requirements:		

5	<p>Transparency</p> <p>Proactive disclosures of project details including financial details by ULBs in the public domain:</p>
6	<p>Quality Monitoring</p> <p>a) Existence of any technical group/committee with members different from those involved in project implementation:</p> <p>b) Review of project activities and actions taken on gaps found:</p> <p>c) Visits by ULB/CLTC staff to project sites:</p>
7	<p>Accountability</p> <p>a) Measures taken to avoid malpractices and corruption:</p> <p>b) Mechanisms on grievance redressal and awareness of mechanisms present for grievance redressal:</p> <p>c) Instances of grievances/complaints escalated to ULB authorities and duration of resolving those grievances/complaints:</p>
8	<p>Issues/complaints Any unresolved issues and complaints:</p>
9	<p>Recommendations:</p>
10	<p>Name and Contact Details of the Independent Facilitating Agency:</p>