



## **Agra Smart City Limited, Agra**

### **REQUEST FOR PROPOSEL**

Ref. No.16/ASCL/Municipal health center/July-18

Request for Proposal for selection of Non-government organization and social worker for Establishing Women Distress center in Jacha Bacha Kendra, Tajganj area for Agra under smart city mission for the ABD area.

**Agra Smart City Limited (ASCL), Office of Nagar Nigam,  
Agra, UP-282001**

**Issued on: 28.09.2018**

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**Tender Details:**

Name of Work	Selection of NGOs for Establishing Women Distress center in Jacha Bacha Kendra, Tajganj area for Agra under smart city mission for the ABD area.
Name of Client	Agra Smart City Ltd.Agra
Date of Issue/ Publication	21/07/2018
Pre-Bid meeting	1/08/2018 4PM
Total Project Cost	Rs.62,00,000/- (Sixty Two Lacs only)
Bid Document Cost	Rs.600/- (Rupees Six hundred only) + 18% GST
Bid Security (Earnest Money)	Rs 5, 10,000.00/- (Rupees Five lacs ten thousand only) to be submitted along with the RFP.
Due Date of Bid Submission	16/08/2018 5.30PM
Time and Date of Bid Opening	17/08/2018 4PM
Validity of the Bid	120 days from the date of receipt of the Tender.
Undertaking the work	Within 15 days from the date of signing of agreement

## **DISCLAIMER**

The information contained in this Request for Proposal document ("RFP document) or subsequently provided to Applicant(s), whether verbally or in documentary or in any other form, by or on behalf of Agra Smart City Ltd. or any of its employees or advisors, is provided to the Applicant(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided in writing.

This RFP document is intended to be and is hereby issued only to the prospective Applicants. The purpose of this RFP document is to provide the Applicant(s) with information to assist the formulation of their Proposals for establishing Women Distress center in Jacha Bacha Kendra, Tajganj. This RFP document does not purport to contain all the information that each Applicant may require. This RFP document may not be appropriate for all persons, and it is not possible for the Agra Smart City Ltd., its employees or advisors to consider the investment objectives, financial situation and particular needs of each Applicant who reads or uses this RFP document. The assumptions, assessments, statements and information contained in the RFP document may not be complete, accurate, adequate or correct. Each Applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP document and where necessary obtain independent advice from appropriate sources. The Agra Smart City Ltd., its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, adequacy, correctness, reliability or completeness of the RFP document.

Information provided in this RFP document to the Applicant(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Agra Smart City Ltd. accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The Agra Smart City Ltd., its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP document or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP document and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP document or arising in any way for participation.

The Agra Smart City Ltd. also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Applicant upon the statements contained in this RFP document.

The Agra Smart City Ltd. may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP document before the last date of bid submission.

The issue of this RFP document does not imply that the Agra Smart City Ltd. is bound to select an Applicant or to appoint the selected Applicant or Concessionaire, as the case may be, for the Project and the Agra Smart City Ltd. reserves the right to reject all or any of the Applicants or Bids without assigning any reason whatsoever.

The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Agra Smart City Ltd. or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Applicant and the Agra Smart City Ltd. shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

For more details contact Chief Executive Officer, ASCL address- CEO, ASCL Nagar Nigam, Agra, contact no. 0562-2520615 and through mail at- gm@agrasmartcity.in

Also, the tender document can be downloaded from the following portals:

[www.nagarnigamagra.com](http://www.nagarnigamagra.com), <http://etender.up.nic.in>, [www.Smartnet.niua.org](http://www.Smartnet.niua.org),  
[www.agrasmartcity.in](http://www.agrasmartcity.in)

## **1. Section 1. Letter of Invitation**

1. The Agra Smart City Ltd. (hereinafter called “Employer”) is inviting proposals to undertake various field activities for establishing Women Distress center in Jacha Bacha Kendra, Tajganj area for Agra under smart city mission for the ABD area.
2. More details on the services are provided in the Terms of Reference in this RFP document and qualification requirement is at Instructions to Bidders.
3. A NGO will be selected under “Quality and Cost Based System (QCBS)” and procedures described in this RFP.
4. The RFP includes the following documents:
  - Section 1 - Letter of Invitation
  - Section 2 - Instructions to Bidders
  - Section 3 - Terms of Reference
  - Section 4 - Technical Proposal
  - Section 5 - Financial Proposal
  - Section 6 - Forms of Contract

**Chief Executive Officer (CEO)**

**ASCL**

## **2. Section 2: Instructions to Bidders - Part I**

### **2.1. Definitions**

- a) “Addendum” means the clarification issued against the bidder’s query placed before the employer in writing before or during the pre-bid meeting. It may be release in form of addendum or corrigendum.
- b) “Employer” means the Agra Smart City Ltd. who have invited the bids for the services and/ or with which the selected Bidder signs the Contract for the Services and to which the selected bidder shall provide services as per the terms and conditions and TOR of the contract.
- c) “Bidder” means any entity or person or associations of person who have been requested to submit their proposals that may provide or provides the Services to the Employer under the Contract.
- d) “Contract” means the Contract signed by the Parties and all the attached documents listed in its Clause, that is the General Conditions (GC), the project Specific Conditions (SC), and the Appendices.
- e) “Project specific information” means such part of the Instructions to Bidders used to reflect specific project and assignment conditions.
- f) “Day” means calendar day.
- g) “Government” means the government of India /State/Local Government/Agra.
- h) “Instructions to Bidders” means the document which provides Bidders with all information needed to prepare their proposals.
- i) “LOI” means the Letter of Invitation being sent by the Employer to the bidders.
- j) “Personnel” means professionals and support staff provided by the Bidder or by any Sub-Bidder and assigned to perform the Services or any part thereof; “Foreign Personnel” means such professionals and support staff who at the time of being so provided had their domicile outside the Government’s country; “Domestic Personnel” means such professionals and support staff who at the time of being so provided had their domicile in India.
- k) “Proposal” means the Technical Proposal and the Financial Proposal.
- l) “RFP” means the Request for Proposal prepared by the Employer for the selection of Bidders, based on the SRFP.
- m) “SRFP” means the Standard Request for Proposals, which must be used by the Employer as a guide for the preparation of the RFP.
- n) “Assignment / job” means the work to be performed by the Bidder pursuant to the Contract.
- o) “Sub-Bidder” means any person or entity with whom the Bidder subcontracts any part of the Assignment/ job.
- p) “Terms of Reference” (TOR) means the document included in the RFP as Section 5 which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Employer and the Bidder, and expected results and deliverables of the Assignment/ job.

## **2.2. Introduction**

- a) The Employer named in the Data Sheet will select a NGO/organization (the Bidder) meeting basic eligibility criteria as mentioned in document and in accordance with the method of selection specified in the document.
- b) The name of the Assignment/ job has been mentioned in the Data Sheet. Detailed scope of the assignment/ job has been described in the document.
- c) The date, time and address for submission of the proposals has been given.
- d) The Bidders are invited to submit their Proposal, for Assignment/ job named. The Proposal will be the basis for contract negotiations and ultimately for a signed Contract with the selected Bidder.
- e) Bidders should familiarize themselves with Local conditions and take them into account in preparing their Proposals. To obtain first-hand information on the Assignment/job and Local conditions, Bidders are encouraged to submit the clarification online before or on the date of pre-bid meeting and are also advised to attend a pre-bid meeting. Attending the pre-proposal meeting is optional.
- f) The Employer will provide at no cost to the Bidders the inputs and facilities specified in the document, assist the bidders in obtaining licenses and permits needed to carry out the Assignment/ job, and make available relevant project data and reports.
- g) Bidders shall bear all costs associated with the preparation and submission of their proposals and contract negotiation. The Employer is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Bidders.

## **2.3. Eligibility of Association of bidders and sub-bidders**

- a) Bidder shall not be permitted to form an association, join-venture or consortium of bidders for this proposal. If the bidder has formed an association of bidders, such an association of bidder is liable to be rejected by the Employer.

## **2.4. Clarification and Amendment of RFP Documents**

- a) Bidders may request a clarification on any clause of the RFP documents till or on the date of pre- bid meeting. Any request for clarification must be sent by standard electronic means to the Employer's address indicated.
- b) At any time before the submission of Proposals, the Employer may amend the RFP by issuing an addendum by standard electronic means.

## **2.5. Conflict of Interest**

- a) Employer requires that Bidders provide professional, objective, and impartial advice and at all times hold the Employer's interests paramount, strictly avoid conflicts with other Assignment/ jobs or their own corporate interests and act without any consideration for future work.
- b) Without limitation on the generality of the foregoing, Bidders, and any of their affiliates, shall be considered to have a conflict of interest and shall not be recruited, under any of the circumstances set forth below:
  - **Conflicting activities:** (i) An NGO that has been engaged by the Employer to provide goods, works or Assignment/ job other than Assignment/ job for a project, and any of its affiliates, shall be disqualified from providing Assignment/ job related to those goods, works or Assignment/ job. Conversely, an NGO hired to provide



Assignment/ job for the preparation or implementation of a project, and any of its affiliates, shall be disqualified from subsequently providing goods or works or Assignment/ job other than Assignment/ job resulting from or directly related to the NGO's Assignment/ job for such preparation or implementation. For the purpose of this paragraph, Assignment/ job other than consulting Assignment/ job are defined as those leading to a measurable physical output, for example surveys, exploratory drilling, aerial photography, and satellite imagery.

- **Conflicting Assignment/ job;** (ii) A Bidder shall not be hired for any Assignment/ job that, by its nature, may be in conflict with another Assignment/ job of the Bidder to be executed for the same or for another Employer. For example, a Bidder assisting an Employer in the privatization of public assets shall not purchase, nor advice purchasers of, such assets. Similarly, a Bidder hired to prepare Terms of Reference for an Assignment/ job shall not be hired for the Assignment/ job in question.
  - **Conflicting relationships** (iii) A Bidder (including its Personnel) that has a business or family relationship with a member of the Employer's staff who is directly or indirectly involved in any part of (i) the preparation of the Terms of Reference of the Assignment/ job, (ii) the selection process for such Assignment/ job, or (iii) supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Employer throughout the selection process and the execution of the Contract.
- c) Bidders have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of their Employer, or that may reasonably be perceived as having this effect. Any such disclosure shall be made as per the Standard forms of technical proposal provided herewith. If the bidder fails to disclose said situations and if the Employer comes to know about any such situation at any time, it may lead to the disqualification of the Bidder during bidding process or the termination of its Contract during execution of assignment.

## **2.6. Unfair Advantage**

- a) If a Bidder could derive a competitive advantage from having provided consulting Assignment/job related to the Assignment/job in question and which is not defined as conflict of interest, the Employer shall make available together with this RFP all information that would in that respect give such Bidder any competitive advantage over competing Bidders.

## **2.7. Proposal**

Bidders may only submit one proposal. If a Bidder submits or participates in more than one proposal, such proposals shall be disqualified.

## **2.8. Proposal Validity**

90 days from the date of receipt of the Tender.

## **2.9. Preparation of Proposals**

- a) The Proposal as well as all related correspondence exchanged by the Bidders and the Employer, shall be written in English language.
- b) In preparing their Proposal, Bidder is expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal.
- c) While preparing the Technical Proposal, Bidder must give particular attention to the following:
  - i. Depending on the nature of the Assignment/ job, Bidders are required to submit a Technical Proposal (TP) in forms provided in the RFP. Form Tech – I is a sample letter of technical proposal which is to be submitted along with the technical proposal.
  - ii. A brief description of the bidder's, organization will provide details of experience of assignments which are similar to the proposed assignment/ job as per the terms of reference. For each Assignment/ job, the outline should indicate the duration of the Assignment/ job, contract amount, and Bidder's involvement. Information should be provided only for those Assignment/ jobs for which the Bidder was legally contracted by the Employer as an NGO. Bidders should be prepared to substantiate the claimed experience along with the proposal and must submit letter of award / copy of contract for all the assignments mentioned in the proposal.
  - iii. A description of the approach, methodology and work plan for performing the Assignment/ job covering the following subjects: technical approach and methodology, work plan, and organization schedule. Guidance on the content of this section of the Technical Proposals is provided. The work plan should be consistent with the Work Schedule which will show in the form of a bar chart the timing proposed for each activity.
- d) Financial Proposals: The Financial Proposal shall be prepared using the attached Standard Forms. It shall list all costs associated with the Assignment/ job. The financial proposal shall not include any conditions attached to it and any such conditional financial proposal shall be rejected summarily.

## **2.10. Taxes**

- a) The Bidder shall fully familiarize themselves about the applicable taxes (such as: GST or income taxes, duties, fees, levies) on amounts payable by the Employer under the Contract. All such taxes must be included by the bidder in the financial proposal excluding GST.

## **2.11. Currency**

- a) Bidders must express the price of their Assignment/ job in India Rupees.

## **2.12. Earnest Money Deposit (EMD) and Bid Processing Fees**

All bids must be accompanied by a Bid Security (EMD) of Rs.5,10,000.00/- (Rupees Five lacs ten thousand rupees only) in accordance with the provisions of this RFP in the form of FDR/DD of scheduled Bank which shall be duly pledged in favor of "Chief Executive Officer, Agra Smart City Ltd" payable at Agra. The scanned copy of bid document fee (Tender Cost), Earnest Money, Power of attorney must be up loaded electronically along with all the bid documents.

### **2.13. Bid Processing Fees**

All bidders are required to pay Rs.600/- (Rupees six hundred only) +18% GST in the form of DD of scheduled Bank which shall be duly pledged in favor of “Chief Executive Officer, Agra Smart City Ltd. The Bid Processing Fee is Non-Refundable. Non-submission of Bid Processing fee along with the Technical Proposal will be treated as non-responsive bid.

### **2.14. Submission, Receipt and Opening of Proposal**

- a) The original proposal, both technical and Financial Proposals shall contain no interlineations or overwriting, except as necessary to correct errors made by the Bidders themselves. The person who signed the proposal must initial such corrections. Submission letters for both Technical and Financial Proposals should respectively be in the format of TECH-1, and FIN- 1.
- b) An authorized representative of the Bidders shall initial all pages of the original Technical and Financial Proposals. The authorization shall be in the form of a written power of attorney accompany the Proposal or in any other form demonstrating that the representative has been dully authorized to sign.
- c) Applicant (authorized signatory) shall submit its offer for preliminary qualification, technical and financial proposal e-procurement system. However, Tender Document Fees, and Earnest Money Deposit (EMD) should be deposited as per details provided in the bid document. The bid document complete in all respect is to be submitted on or before the time of last date of submission of bid through e-procurement system. Agra Smart City Ltd. will not be responsible for delay in submission due to any reason.
- d) Bidders who wish to participate in this proposal will have to register on e- procurement system of UP Govt. to participate in online proposals, bidders will have to procure Digital Signature Certificate. Bidders who already have a Valid Digital Certificate need not procure a new digital certificate. Before electronic submission of proposal, it should be ensured that all the proposal papers including conditions of contract are read, understood by the Applicant. The uploaded document of the bid shall contain no alteration, or additions, unless notified. In case, the bidder makes addition and/or correction, the provision written in the original document, read with the addendum or corrigendum issued shall prevail. However, scanned copy or proposals technical eligibility document and financial eligibility documents and all original papers related to Bank Guarantee, Power Attorney etc. should be uploaded with the technical bid. The Applicant shall provide all the information sought under this RFP document. The Agra Smart City Ltd. will evaluate only those Bids that are received in the required formats and complete in all respects.
- e) The Bid shall be typed or written in indelible ink and signed by the authorized signatory of the Applicant who shall also initial each page, in blue ink. All the alterations, omissions, additions or any other amendments made to the Bid shall be initialed by the person(s) signing the Bid.
- f) Bidder shall submit their offer only in online electronic format both for technical and financial proposal and all documents should be digitally signed. However, scanned copy of Proposal fees, EMD and all original papers related to Bank guarantee, power of attorney etc. as mentioned in Table and should be uploaded along with the technical bid.

### **2.15. Proposal Evaluation**

- a) From the time the Proposals are opened to the time the Contract is awarded, the Bidders should not contact the Employer on any matter related to its Technical and/or Financial Proposal.

- Any effort by Bidders to influence the Employer in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the Bidders' Proposal.
- b) The employer has constituted an Evaluation Committee which will carry out the entire evaluation process.
  - c) **Evaluation of Technical Proposals:** The Evaluation Committee while evaluating the Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded and the competent authority accepts the recommendation.
  - d) The Evaluation Committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and by applying the evaluation criteria, sub-criteria specified in the Data sheet. In the first stage of evaluation, a Proposal shall be rejected if it is found deficient as per the requirement indicated in the Data sheet for responsiveness of the proposal. Only responsive proposals shall be further taken up for evaluation. Evaluation of the technical proposal will start first and at this stage the financial bid (proposal) will remain unopened. The qualification of the bidder and the evaluation criteria for the technical proposal shall be as defined in the Data sheet.
  - e) **Opening of the Financial Proposals:** Financial proposals of only those NGOs who are technically qualified shall be opened.
  - f) In case of discrepancy between a partial amount and the total amount, or between word and figures, the former will prevail. In addition to the above corrections the items described in the Technical Proposal but not priced, shall be assumed to be included in the prices of other activities or items.
  - g) After opening of financial proposals, appropriate selection method shall be applied to determine the bidder who will be declared winner and be eligible for award of the contract. The methods of selections are described in the RFP document [The employer shall mention here which method out of all listed method shall be applied for selection of bidder for this assignment / job]. This selected bidder will then be invited for negotiations, if considered necessary.

### **2.16. Negotiation**

- a) Negotiations will be held at the date, time and address intimated to the qualified and selected bidder. Representatives conducting negotiations on behalf of the Bidder must have written authority to negotiate and conclude a Contract.
- b) Conclusion of the negotiations: Negotiations will conclude with a review of the draft Contract. To complete negotiations the Employer and the Bidder will initial the agreed Contract. If negotiations fail, the employer will reject all the proposals received and invite fresh proposals.

### **2.17. Award of Contract**

- a) After completing negotiations, the Employer shall issue a Letter of Intent to the selected Bidder and promptly notify all other Bidders who have submitted proposals about the decision taken.
- b) The bidders will sign the contract after fulfilling all the formalities/ pre-conditions including Performance Guarantee as mentioned in the standard form of contract within 10 days of issuance of the letter of intent.
- c) The Bidder is expected to commence the Assignment/ job on the date and at the location specified in the document.

## **2.18. Confidentiality**

- a) Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the Bidders who submitted the Proposals or to other persons not officially concerned with the process, until the publication of the award of Contract. The undue use by any Bidder 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's antifraud and corruption policy.
- b) The employer reserves the right to verify all statements, information and documents submitted by the Applicant in response to the RFP. Any such verification or the lack of such verification by the Employer to undertake such verification shall not relieve the Applicant of its obligation or liabilities here under nor will it affect any rights of the Employer here under.
- c) The selection process shall be governed by and construed in accordance with the laws of India and Distt. Courts at Agra and High Court of judicature at Allahabad shall have exclusive jurisdiction and all disputes arising under pursuant to and/or in connection with the Selection Process.

## **2.19. Project Management Consultancy:**

**OBJECTIVE** The objective of this Consultancy (the "Objective") is to assist the ASCL in implementation of the Project till the successful completion and handing over of all works to the ASCL and comprehensively supervise the works and activities carried out by the Bidder(s) as Engineer's Representative under the respective contract(s) in a manner that would ensure:

- a. Total compliance of technical specifications and various other requirements contained in the respective contracts by the Bidder(s);
- b. High standards of quality assurance system in the Consultancy as well as the works and activities of the Bidder(s);
- c. Comprehensive and documented reporting to the ASCL of Consultant's own activities, progress of the Project(s) and compliances/ non-compliances by the Bidder(s);
- e. Proper verification of measurements and bills submitted by the Bidder(s) so that payments made by the ASCL against these bills truly reflect the actual work done at site complying with the requirements of the respective contract(s);
- f. proper interface and coordination among the ASCL, Bidder(s), other Bidders/ Bidders and local bodies/ state government; and
- g. Full documentation of the completed works including applications for various approvals.

The objectives of the PMC is not limited to the above, CEO of ASCL have discretion implement other objectives or the completion of the project.

### 3. Instructions to Bidders - Part II

#### DATA SHEET

1. Name of the Assignment	:	Selection of NGOs for Establishing Women Distress center in Jacha Bacha Kendra, Tajganj, Agra area for Agra under smart city mission for the ABD area.
2. Eligibility of Association of bidders and sub-bidders		Bidder shall not be permitted to form any association, join-venture or consortium of bidders for this proposal. If the bidder has formed an association, joint venture or consortium of bidders for bidding, such an association of bidder and proposal is liable to be rejected by the Employer
3. Evaluation Criteria: Criteria, sub- criteria, for evaluation of Technical Proposals have been prescribed		Detailed evaluation as mentioned below this Table of Data Sheet
4. Method of Selection		Percentage Basis.
5. Last date for Purchase of Tender	:	11.10.2018 till 17:30 Hrs.
6. Last date of Pre bid quires through mail at <a href="mailto:gm@agrasmartcity.in">gm@agrasmartcity.in</a>	:	04.10.2018 at 18:00 Hrs.
7. Pre-Bid Meeting	:	05.10.2018 at 16:00 Hrs.
8. Last date for submission of tender	:	11.10.2018 till 17:30 Hrs.
9. Last date for Submission of Hard Copy of Technical Bid	:	12.10.2018 till 15:00 Hrs.
10. Technical Bid Opening Date	:	12.10.2018 after 16:00 Hrs.
11. Tender Document and other details shall be available on:- <a href="https://etenders.up.gov.in">https://etenders.up.gov.in</a> , <a href="https://smartnet.niua.org">https://smartnet.niua.org</a> , <a href="http://www.agrasmartcity.in">www.agrasmartcity.in</a> , <a href="http://www.nagarnigamagra.com">www.nagarnigamagra.com</a> .		
12. Address for Correspondence : <b>Chief Executive Officer</b> , Agra Smart city Limited, Agra Nagar Nigam Agra, ( utter Pradesh)		
13. Amendment to NIT, if any would be published on website only.		

#### Procedure for Detailed evaluation of technical qualifications

The NGOs will be shortlisted against the pre-qualification criteria. Those who qualify/fulfill these criteria, shall be considered for technical evaluation.

Sr.	Particulars	Supporting Documents to be Submitted
1.	The Bidder shall be registered as trusts or societies. The Bidder shall be required to submit a self-attested copy of its registration Certificate.	Copy of Certificate of Incorporation under Society Act.
2.	The Bidder must have experience in handling of at least 10 years in the field of Women Distress related activities. The bidding organization must have working experience in Agra region.	The work orders with the details of employer has to be submitted.
3.	The Bidder must have a valid GSTN certificate and EPF registration. MSME certificate accepted	Copy of GSTN Certificate & EPF registration certificate(Annual turnover less than 20 lacs, not required

4.	The bidder should not be blacklisted/ debarred/ terminated of contract except by any Government/ Government Board/ Corporation Agency/ firm/ Statutory Board/ PSU agency/ NGO/ Non- Government/ Government of any sovereign countries/ Private agencies and Funding agencies in the last 05 years.	Self-Certification by the bidder
5.	The Bidder should have an average minimum annual turnover of Indian Rs.62 lacs (Ninety Lacs) during the last three (3) financial years, i.e., 2014-15, 15- 16 & 16-17. MSME certificate accepted.	Copy of the audited profit and loss account along with audited balance sheet of the NGO showing turnover of the NGO for last three years
6.	The bidder must have on its payroll at least 20 qualified staff (on permanent payrolls of the NGO) as on date.	Certificate from bidder's statutory auditor/ agency/ firm secretary/ HR Head for number of technically qualified staff employed by them.

### Section 3: Terms of Reference (TOR)

#### **3.1. Background**

Agra city is governed by Municipal Corporation which comes under Agra Metropolitan Region. The Agra city is located in Uttar Pradesh state of India. As per provisional reports of Census India, population of Agra in 2011 is 1,585,704; of which male and female are 845,902 and 739,802 respectively. Although Agra city has population of 1,585,704; its urban / metropolitan population is 1,760,285 of which 939,875 are males and 820,410 are females.

#### **3.2. Project Brief**

Women distress center is necessary in community area to help out the women for their better development. It is like **One Stop Crisis Centre to Help Women Facing Physical and Mental Abuse.**

#### **3.3. Objective of Project**

- This Centre will help distressed women in their most crucial time of need.
- Women distress center will be integrated with One Stop Centre Scheme (OSC) under which one OSC shall be established in the city.
- To provide integrated support and assistance to women affected by violence, both in private and public spaces under one roof.

#### **3.4. Scope of Work**

Following facilities and intervention provide in women distress centre.

- Provide crisis response and intervention to the emotionally vulnerable and at risk in our community.
- Serve as a point of access for suicide prevention, intervention and post intervention follow-ups.
- Provide volunteer-delivered services, wherever possible, in recognition of the added value they contribute.
- Collaborate and network with other agencies to create a continuum of care and support.
- Provide links to emergency services when necessary. (Women Help Line Women Cell Crime Against Women)
- Mitigate the impact of a mental health crisis by helping those with a history of vulnerability and risk make life-affirming choices.
- Increase service access by operating within a framework of cultural competency, including the promotion of diversity in all areas of service.
- Enhance emotional self-management and reduce risk by strengthening the coping skills of survivors.
- Advocate on behalf of service users by reporting on current needs, gaps in service and emerging trends.
- Build community capacity in emotional health response.



### 3.5. Suggested Team Composition & Qualification Requirements

The resource team should have at least minimum:

Sl No.	Suggestive Core Team	Suggestive Number	Qualification
1.	Helpline Manager (Lady –Full Time)	1	Post graduate degree in Social/ Sciences/ Management / Psychologist with at least 10-15 years of overall experience in Livelihood promotion, skill development trainings, community development, out of which preferably 05 years shall be as Team Leader in State & National level NGOs or in any Externally Aided Projects for Community development and Livelihood promotion. The candidate must be female only. Good writing & communication skills with command over English & Hindi Languages. Proficient in MS Office, particularly in MS Word, power point and Excel. Experience of working in Livelihood development in Agra Region of Uttar Pradesh.
2.	Sr.Legal Associate (Part Time)	1	Graduate degree with law with at least 10 years of overall experience in Livelihood generation & promotion, communication for development, skill development trainings, community development, gender development, IEC activities, with leading NGOs/ Govt. organization or Externally Aided Projects. Good writing and communication skills with command over English and Hindi Languages.
3.	Call Responder (Full Time)	1	Any Graduate in Arts/Commerce/Science with at least 02-03 years of overall experience in product promotion and business development preferably worked for socio-economic development of communities.
4.	Data Management Specialist (Full Time)	1	Graduate in Management/designing with at least 10 years of overall experience in the field of product designing
5.	Office Assistant	2	SSC Pass

### 3.6. Time Schedule

The project duration is for 5(five) year from the date of contract. If the work is not completed within the stipulated period as per approved proposal, Agra Smart City Ltd. will not give any extra payment during the extended time period.

### 3.7. Payment Schedule

Payment will be made against achieving milestones of the project as stated in the contract as submitted by the invoice within 15 days after verification of the work.

## **4. Section 4: Technical Proposal**

### **FORM TECH-1**

#### **LETTER OF PROPOSAL SUBMISSION**

*[Location, Date]*

To,

The Chief Executive Officer,

Agra Smart City Ltd., Agra

Dear Sir,

We, the undersigned, offer to provide the Assignment/ job for **“Selection of NGOs for Establishing Women Distress center in Jacha Bacha Kendra, Tajganj area for Agra under smart city mission for the ABD area.”** in accordance with your Request for Proposal dated *[xxxxxxxxxxxxxx]* and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal with requisite EMD and bid processing fees.

We hereby declare that all the information and statements made in this Proposal are true and accept 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 Signatory

*[In full and initials]*

Name and Title of Signatory:

Name of Organization:

Address:

## FORM TECH-2

### FORM 2 A: BIDDER'S ORGANIZATION AND EXPERIENCE

#### Details of Bidder

a.	Name of NGO with full address	
b.	Tel. No.	
c.	Fax No.	
d.	Email	
e.	Year & Date of Registration.	
f.	Name and address of the person holding the Power of Attorney.	
g.	Name of Bankers with full address.	
h.	GSTN Registration Number (copy).	
i.	Permanente Account Number (copy).	
j.	Are you presently debarred / Blacklisted by any Government Department /Public Sector Undertaking /Any Employer? (If Yes, please furnished details)	
k.	Name and details (Tel / Mobile / E mail) of contact persons	

**FORM 2B: FORMAT FOR FINANCIAL CAPABILITY OF THE BIDDER**

(Equivalent in Rs. crores)

<b>Bidder</b>	-----( <i>Name of Bidder</i> )				
<b>FY</b>	<b>2014-15</b>	<b>2015-16</b>	<b>2016-17</b>	<b>Total</b>	<b>Average</b>
<b>Annual Turnover</b>					

**Certificate from the Statutory Auditor**

This is to certify that..... (*Name of the Bidder*) has received the payments and annual turnover as shown above against the respective years.

Name of the audit firm:

Seal of the audit firm Date:

(*Signature, name and designation of the authorized signatory*)

**FORM 2C: ENGAGEMENT EXPERIENCE**

**LIST PROJECTS IN THE LAST TEN YEARS WHICH ARE SIMILAR TO THAT IN THE RFP.**

Assignment name:	Value of the contract (in current INR):
Country:	Duration of assignment (months):
Name of Employer:	Total No of staff-months of the assignment:
Address:	
Start date (month/year): Completion date (month/year):	
Narrative description of Project:	

*(Along with the details the bidder is also required to submit the supportive documents/ Work undertaken for each of the projects)*

### FORM TECH-3

#### DESCRIPTION OF APPROACH, METHODOLOGY, AND WORK PLAN IN RESPONDING TO THE TERMS OF REFERENCE

A description of the approach, methodology and work plan for performing the assignment, including a detailed description of the proposed methodology and staffing for training.

1. Technical Approach and Methodology
  2. Work Plan
  3. Organization and Staffing
- 
- a) **Technical Approach and Methodology.** Please explain your understanding of the objectives of the assignment as outlined in the Terms of Reference (TORs), the technical approach, and the methodology you would adopt for implementing the tasks to deliver the expected output(s), and the degree of detail of such output.
  
  - b) **Work Plan.** Please outline the plan for the implementation of the main activities/tasks of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and tentative delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing your understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents (including reports) to be delivered as final output(s) should be included here. The work plan should be consistent with the Work Schedule Form.
  
  - c) **Organization and Staffing.** Please describe the structure and composition of your team, including the list of the Key Experts, Non-Key Experts and relevant technical and administrative support staff. }

## FORM TECH-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 Organization:  
*[Insert name of NGO proposing the staff]:*
3. Name of 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 information for those Assignment/jobs that best illustrate staff capability to handle the tasks.]*

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 willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date:

[Signature of staff member or authorized representative of the staff]

Place:

[Full name of authorized representative]



**FORM TECH-5**

**STAFFING SCHEDULE**

Sr.	Name of Staff	Staff input (in the form of bar chart)							Total Months
		1	2	3	4	....	....	N	
1									
2									
3									
4									

**FORM TECH-6**

**LETTER OF DECLARATION FOR NOT HAVE BEEN BLACK LISTED**

*[Location, Date]*

To,  
The Chief Executive Officer,  
Agra Smart City Ltd.  
Agra Municipal Corporation, Agra

**Subject:** Letter of Declaration for not have been Blacklisted

We, *[Name of NGO]* have not been black listed/ debarred/ termination of contract except for reasons of convenience of Employer by any Government/ Government board/ Corporation/ Agency/ firm/ Statutory Body/ PSU Agency/ firm/ Non-Government/ Government of any sovereign countries/ Private Agencies and Funding Agencies in the last 15 years.

For *[Name of NGO]*,

*Authorized Signatory [In full and initials]*

*Name and Title of Signatory:*

*Name of NGO:*

*Address*

**FORM TECH-7**

**POWER OF ATTORNEY**

(To be on non-judicial stamp paper of appropriate value as per Stamp Act relevant to place of execution.)

Power of Attorney to be provided by the Bidding NGO in favor of its representative as evidence of authorized signatory's authority.

Know all men by these presents, We.....(name and address of the registered office of the Bidding NGO, as applicable) do hereby constitute, appoint and authorize Mr./ Ms.....(name and residential address) who is presently employed with us and holding the position of ....., as our Attorney to do in our name and our behalf all or any of the acts, deeds or things necessary or incidental to submission of our “.....” in response to the TOR Document dated.....issued by Agra Smart City Ltd.), (the NGO) including signing and submission of the Bid and all other documents related to the Bid, including but not limited to undertakings, letters, certificates, acceptances, clarifications, guarantees or any other document which the NGO may require us to submit. The aforesaid Attorney is further authorized for making representations to the NGO or any other authority, and providing information/responses to the NGO, representing us in all matters before the NGO, and generally dealing with the NGO in all matters in connection with our Bid till the completion of the bidding process as per the terms of the TOR Document and further till the Contract is entered into with the NGO and thereafter till the expiry of the Contract.

We hereby agree to ratify all acts, deeds and things done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall be binding on us and shall always be deemed to have been done by us.

All the terms used herein but not defined shall have the meaning ascribed to such terms under the TOR Document.

Signed by the within named ----- [Insert the name of the executant NGO] Through the hand of Mr..... Duly authorized by the Board to issue such Power of Attorney

Date this.....day of..... Accepted..... Signature of Attorney

(Name, designation and address of the Attorney)

Attested

.....

..... (Signature of the executant)

(Name, designation and address of the executant)

.....

.....

Signature and tamp of Notary of the place of execution

## 5. Section 5: Financial Proposal

### FORM FIN-1

#### FORMAT FOR SUBMISSION OF FINANCIAL QUOTE

Ref. No.

Dated:

To,

The Chief Executive Officer,

Agra Smart City Limited, Agra

**Subject:** Selection of NGOs for Establishing Women Distress center in Jacha Bacha Kendra, Tajganj area for Agra under smart city mission for the ABD area.

Dear Sir,

With reference to the above letter please find our offer as under;

<p>To undertake entire activities as stipulated in the <b>Terms of Reference</b> with deadline that include the cost of manpower, office infrastructure/ maintenance, commuting expenses and stationaries etc. required for the entire project deliverables.</p> <p>(The total project cost fee will also include the banners/ IEC materials/ posters/ wall paintings/ audio-video presentations/ pamphlets/ safety gears and other miscellaneous activities, etc., incurred on promotional activities undertaken by the NGO/ under the direction of Agra Smart City Ltd.</p>	<p>Rs...../- (Amount in word) + GST (GST as applicable at the time of payment)</p>
---	--

The initial contract shall be for a period of 5(Five) Years, from the date of award of work order, which may further be extended as per the authority's requirement.

Thanking you,

Yours sincerely

**(Authorized Signatory) Name/ designation/ stamp of the organization**

### **BREAKDOWN OF PROPOSED COST**

The bidder must give the detailed breakdown (Bar Chart) of proposed cost for the assignment, as a part of "FORM-FIN-1".