

**REQUEST FOR PROPOSAL (RFP)**  
**FOR**  
**HIRING OF INDEPENDENT FACILITATING AGENCY FOR**  
**CONDUCTING SOCIAL AUDIT UNDER**  
**PRADHAN MANTRI AWAS YOJANA - HOUSING FOR ALL**  
**(URBAN) FOR HIMACHAL PRADESH**



**Directorate of Urban Development**

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**Palika Bhavan, Talland, Shimla, Himachal Pradesh-171002.**

**-Tender Notice-**

**REQUEST FOR PROPOSAL (RFP) FOR THE CONSULTANCY SERVICES FOR CONDUCTING SOCIAL AUDIT OF IMPLEMENTATION OF PRADHAN MANTRI AWAS YOJANA – HOUSING FOR ALL (URBAN) IN HIMACHAL PRADESH**

**Directorate of Urban Development**

**Shimla, Himachal Pradesh**

**Phone: 0177-2626518 Website: [www.ud-hp.in](http://www.ud-hp.in)**

**RFP No UD-H(F)(2)-9/17-PMAY-SA**

**Date: 26.08.2019**

1. Director, Urban Development invites technical and financial proposals from eligible applicants for Conducting Social Audit in 5 ULBs/Towns namely **Dharamshala, Bilaspur, Chamba, Nahan and Una** of Himachal Pradesh in the first phase and in the second phase social audit can be conducted for 4 more ULBs/Towns on the same quoted rates as per the requirement of the project, with respect to guidelines of Social Audit under PMAY (U)-HFA– Mission.

2. Participating Agencies must fulfill the following pre-requisites:

- i. The Bidder shall be a reputed agency with a track record of working under social audit.
- ii. The Agency/NGO must have been operating in India for at least 5 years. Proof of registration as a legal entity must be submitted.
- iii. Average annual turnover of Agency/NGO for the last three financial years should be equal to or greater than Rs. 12 Lacs; the audited copy of the financial statements should be submitted.
- iv. The Agency/NGO should have experience of working with State Government and City Level Administrative Bodies minimum 3 similar assignments completed in the past years.
- v. The Agency/NGO must be recognized by Income Tax/ Goods and Service Tax Act.
- vi. Registered firms/Consultancy Agencies/NGO under Indian Partnership act/ Societies Registration Act/Indian Trust Act and Charitable Act as Non-profit Institution or a company registered under the companies' acts for at least three years are only eligible to participate in this RFP.
- VI. Government (Central & State) agencies may also apply if they fulfill above eligibility details.

**Note: Proposals without these documents will be treated as ineligible.**

3. Interested Agencies may download the complete Request for Proposal (RFP) document from the website <https://www.ud-hp.in>. The eligible bidders may submit their bids online at e-tendering portal i.e. <http://www.hptenders.gov.in>. Only online bids shall be accepted.

4. As the tenders are to be submitted online, tender is required to be encrypted and digitally signed. The bidders are advised to obtain Digital Signature Certificate (DSC) from suitable vendors or any authorised agency.
5. Interested Agencies/NGO may submit their proposals along with a non-refundable demand draft of Rs. 1,000/- (Rupees One Thousand only) as cost of RFP and an EMD/Security Deposit of Rs. 25,000/- (Rupees twenty five thousand only) as prescribed in the RFP document (refundable). No proposals will be accepted without the Bid Security.
6. Proposals received without Cost of RFP document & EMD/Security Deposit is ineligible.
7. The last date for submitting the online bids is 16.09.2019 upto 02:00 PM.

**Key dates:**

<b>Sr. No.</b>	<b>Description</b>	<b>Important Information</b>
1.	Date of online publication	27.08.2019 at 02:00 PM
2.	Downloading of e –tender documents	27.08.2019 at 02:00 PM to 16.09.2019 upto 02:00 PM
3.	Physical submission of EMD and Cost of tender documents	16.09.2019 upto 02:00 PM
4.	Date of submission of e- tender	27.08.2019 at 02:00 PM to 16.09.2019 upto 02:00 PM
5.	Date of opening of Technical Bid	16.09.2019 at 3:00 PM
6.	RFP Document Fee & processing fee	Rs. 1,000/- Demand Draft in favor of Director, Urban Development, Shimla
7.	Amount of EMD	Rs. 25,000/- Demand Draft in favor of Director, Urban Development, Shimla

The bidders are required to upload & submit their e–tender for the above works online <http://www.hptenders.gov.in> only. The bidders are advised to obtain Digital Signature Certificate (DSC) from suitable vendors or any authorized agency.

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

Director,  
Urban Development,  
PalikaBhavan, Talland, Shimla-02.

## **Content**

1. Letter of Invitation
2. Annexure A : Data Sheet
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4. Annexure B : Technical Proposal Submission Forms
5. Annexure C : Financial Proposal
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### **Letter of Invitation**

1. Director, Urban Development invites technical and financial proposals from eligible applicants for Conducting Social Audit in 5 ULBs/Towns namely **Dharamshala, Bilaspur, Chamba, Nahan and Una** of Himachal Pradesh in the first phase and in the second phase social audit can be conducted for 4 more ULBs/Towns on the same quoted rates as per the requirement of the project, with respect to guidelines of Social Audit under PMAY (U)-HFA– Mission. Detailed Scope of Work is provided in the Terms of Reference.

2. A firm shall be selected under **Quality and Cost Based Selection (QCBS) method** and procedures described in this RFP.

3. The RFP includes the following documents:

- Letter of Invitation
- Data Sheet and Instructions to Consultants, see Annexure A
- Instructions to Bidders
- Technical Proposal, for Standard Forms see Annexure B
- Financial Proposal, for Standard Form see Annexure C
- Description of Approach and Methodology, see Annexure D
- Terms of Reference (ToR), see Annexure E

4. Please note that while all the information and data regarding this RFP is, to the best of the Client's knowledge, accurate within the considerations of scoping the proposed contract, the Client holds no responsibility for the accuracy of this information and it is the responsibility of the agency to check the validity of data included in this document.

5. Bidders are requested to submit scanned copies of following documents along with their proposals:-

- i. Document Fee (Non-Refundable) of Rs. 1,000/- (One Thousand only)
- ii. Earnest Money Deposit (EMD)/ Bid Security (Refundable) of Rs. 25,000/- (Rupees Twenty Five Thousand only)
- iii. Copy of certificate of Incorporation/Registration Certificate
- iv. Audited Statement of Annual Turn Over of last 3 year to be enclosed along with ITR
- v. Certificate/Work order/MOU from employer regarding experience should be furnished.

vi. Original draft of EMD in the name of Director, Urban Development, Shimla and Document fee shall also be submitted physically before the scheduled date.

Yours Sincerely

Director,  
Urban Development,  
PalikaBhavan, Talland, Shimla-02

**Annexure A: Data Sheet**

<b>1.</b>	Name of the Client: Director, Urban Development, Himachal Pradesh
<b>2.</b>	Method of selection: and Cost Based Selection (QCBS) method. The selection process will be based on Quality and Cost based selection (QCBS) – (Lump sum) wherein 70% weight-age will be given to the technical proposal and 30% to the financial proposal.
<b>3.</b>	Financial Proposal to be submitted together with Technical Proposal: Yes Title of Consulting Service is: Conducting Social Audit for Urban Local Bodies of Himachal Pradesh.
<b>4.</b>	Client Representative: Director or Nominated Official by Director, Urban Development
<b>5.</b>	Proposals must remain valid for 120 days after the submission date indicated in this Data Sheet.
<b>6.</b>	The Agency is required to include with its Proposal written confirmation of authorization to sign on behalf of the Consultant : Yes
<b>7.</b>	Bidders Eligibility Criteria: Applicable I. The Agency/NGO must have been operating in India for at least 5 years. Proof of registration as a legal entity must be submitted. II. Average annual turnover of agency/NGO for the last three financial years should be equal to or greater than Rs. 12 lakh. III. The Agency/NGO should have experience of conducted Social Audit with minimum 3 assignments completed in the past years. IV. The Agency/NGO must be recognized by Income Tax/Service Tax Act and have PAN/TAN Number. V. Registered firms/Agency/NGO under Indian Partnership act, 1932 or registered companies under companies' act 1956/2013 or registered under Societies Act/Indian trust Act are only eligible to participate in this RFP. Government (Central & State) agencies may also apply if they fulfill above eligibility details.
<b>8.</b>	Financial Proposal to be submitted only online. The Technical Proposal is to be submitted online and also physically to be submitted along with EMD and Cost of tender documents by 16.09.2019 upto 2:00 PM.
<b>9.</b>	Technical Proposals should be clearly marked '(TECHNICAL) PROPOSAL FOR [Title of Consulting Service] – DO NOT OPEN EXCEPT IN THE PRESENCE OF THE EVALUATION COMMITTEE'.
<b>10.</b>	A non-refundable RFP Cost should be provided with Technical Proposal: Yes. If Yes, the amount of the RFP Cost is Rs. 1,000/ (One thousand) only Demand Draft favoring the Director, Urban Development, Shimla and drawn on a nationalized bank/ scheduled Bank, Payable at Shimla.
<b>11.</b>	A Bid Security must be submitted: Yes An Earnest Money Deposit (EMD)/ Bid Security should be provided with Technical Proposal: Yes

	If Yes, the amount of the Earnest Money Deposit (EMD)/ Bid Security is Rs. 25,000/- (Rupees Twenty Five thousand only) Demand Draft favoring the Director, Urban Development Shimla and drawn on a nationalized bank/ scheduled Bank, Payable at Shimla.
<b>12</b>	The amount of the EMD/Bid Security is Rs. 25,000/- (Rupees Twenty Five 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 Director, Urban Development, For unsuccessful bidders the bid security shall be refunded within 30 days after signing of agreement with the successful bidder.
<b>13</b>	A Performance Bond in the form of Bank Guarantee is to be submitted by the successful Bidder before signing of Contract. Amount will be 5% of the contract value; this may be provided as 100% Bank Guarantee. Bank Guarantee will be made in the name of: Director, Urban Development Shimla and drawn on a nationalized or scheduled commercial bank.
<b>14</b>	Currency for Proposals is: Indian Rupee
<b>15</b>	Address for communication/ submission of Proposals: Director, Urban Development, Palika Bhavan, Talland, Shimla-171002. Ph: 0177-2626518, Email: <a href="mailto:ud-hp@nic.in">ud-hp@nic.in</a>
<b>16</b>	Expected date for public opening of Financial Proposals: [Will be intimated to the qualified bidders separately]
<b>17</b>	Expected date for commencement of consulting services: (Within 7 days of signing the agreement with Director, Urban Development)
<b>18</b>	The proposals will be evaluated based on the information provided by the applicants and the evaluation will be done as per detailed criteria mentioned in RFP Document.
<b>19</b>	The Time line to complete the full assignment is 6 months.

## **Instructions to Bidders**

### **1. Introduction**

1.1 The bidders are invited to submit a Technical Proposal as specified in the Data Sheet. The Proposal shall be the basis for a signed Contract with the selected Consultant.

1.2 The bidders shall bear all costs associated with the preparation and submission of its Proposal and contract negotiation.

1.3 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.

### **1.4 Eligibility Criteria**

The bidders should satisfy the following minimum eligibility and those as specified in the Data Sheet. Only those who satisfy these criteria should submit the proposal with necessary supporting documents:

1.4.1 A firm declared ineligible by the Government of India or Government of Himachal Pradesh shall be ineligible to provide consulting services under the project.

### **1.5 Number of Proposals**

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

## **2 Clarifications of RFP Documents**

2.1 Consultants 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 Consultants who have formally indicated that they intend to submit a Proposal. Should the Client deem it necessary to amend the RFP as a result of a clarification, it shall do so following the procedure set out under Clause 2.2.

2.2 At any time before the submission of Proposals, the Client may amend the RFP by issuing an addendum in writing and shall upload the same by standard electronic means.

## **3. Preparations of Proposals**

3.1 The Proposal and all related correspondence exchanged between the bidders 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 shall govern.

3.2 The bidder 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.

#### **4. Instructions for Submission of Proposal**

4.1 These instructions should be read in conjunction with information specific to the consulting services contained in the Covering Letter, Data Sheet and accompanying documents.

4.2 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.

4.3 Bidders shall submit one sealed envelope, containing the Technical Proposal along with the DD of the cost of tender and EMD.

#### **4.4 Technical Proposal (Online and also Physical) (see Annexure B)**

The Technical Proposal shall contain the following:

- a. Covering Letter (Format 1);
- b. Legal Constitution & Number of Years of Existence; (use Format 2);
- c. Financial Standing (Annual Turnover) of agency; (use Format 3);
- d. Project detail sheets outlining previous experience of the firm in similar types of assignments completed during the past years (in prescribed format), (use Format 4);
- e. CVs of personnel to work on this project (in the CV please include name of staff, nationality of staff, profession/designation of staff, proposed position in the team, whether employee of the firm, number of years with the firm, key qualifications, education, experience and languages known), restricted to maximum of two (2) pages per CV (use Format 5);
- f. List of proposed expert team and summary of CV particulars relevant to the project subject to maximum of two (2) pages (use Format 6);
- g. Matters not appropriate in any other section. This includes: written confirmation authorizing the signatory of the Proposal to commit the Consultant;

4.5 No mention of your commercial response should be made anywhere in the Technical Proposal, unless specified in the Data Sheet; non-confirmation will result in automatic disqualification of the bidders Proposal.

#### **4.6 Financial Proposal (to be submitted online only) (See Annexure C)**

The Financial Proposal shall be submitted strictly as per Format 7 given in Annexure C.

#### **4.7 Submission Instructions**

4.7.1 Agency/NGO is expected to carefully review the contract provisions attached in the RFP for preparation of their Proposals.

4.7.2 The Consultant shall submit Proposals using the appropriate submission sheets provided in Annexure B & C. 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.

#### **4.8 Proposal Validity**

4.8.1 Proposals shall remain valid for the period specified in the Data Sheet commencing with the deadline for submission of Proposal as prescribed by the Client.

4.8.2 A Proposal valid for a shorter period shall be considered nonresponsive and will be rejected by the Client.

4.8.3 In exceptional circumstances, prior to the expiration of the proposal validity period, the Client may request Consultants to extend the period of validity of their Proposals. The request and the responses shall be made in writing. A bidder may refuse the request. A bidder granting the request shall not be required or permitted to modify its Proposal.

4.8.4 During the Proposal validity period, bidder shall maintain the availability of experts nominated in the Proposal. The Client will make its best effort to complete negotiations within this period.

#### **4.9 Format and signing of Proposals**

Scanned copies of following may be uploaded on the portal.

4.9.1 Technical Proposal (One Original only) shall be placed in an envelope clearly marked “TECHNICAL PROPOSAL - ORIGINAL”.

4.9.2 Financial Proposal should be submitted online only.

4.9.3 The Proposal shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the Consultant. This authorization shall consist of a written confirmation and shall be attached to the Technical Proposal. The name and position of each person signing the authorization must be typed or printed below the signature. Any interlineations, erasures, or overwriting shall be valid only if signed or initialed by the person signing the Proposal.

4.9.5 The Client may, at its discretion, extend the deadline for the submission of Technical Proposal by amending the RFP in accordance with Clause 2.2, in which case all rights and obligations of the Client and Consultants subject to the previous deadline shall thereafter be subject to the deadline as extended.

#### **5. Evaluation of Technical Proposals**

5.1 Criteria for Evaluation of Technical Proposals

5.1.1 Technical proposal of all the Applicants will be evaluated based on the following Evaluation Criteria.

5.1.2 Technical proposals of all the Applicants will be evaluated based on QCBS system. Evaluation of the proposals will be done by the evaluation committee as per the parameters mentioned below:

S. No.	Evaluation Criteria	Score (QCBS)
1.	Approach and Methodology <ul style="list-style-type: none"> <li>Organizational Structure</li> <li>Methodology</li> <li>Work Plan</li> </ul>	10 25 30
2.	<ul style="list-style-type: none"> <li>Office established in Himachal Pradesh (proof of office address)</li> </ul>	15
3.	Experts/manpower <ol style="list-style-type: none"> <li>Social Development Expert</li> <li>Surveyors ( 2 Nos)</li> </ol>	10 10
	<b>Total</b>	<b>100</b>

The Technical Proposal must include an undertaking by the bidder (lead firm in case of consortium/association and both bidders in case of Joint Venture) stating that none of the Consultant proposed in the present proposal have been demobilized for poor/unsatisfactory performance from any project during the last three years. The undertaking must be a separate document and forms an indispensable part of the Technical Proposal.

Any bidder which proposes to use a consultant who is already committed on any other project/contract and whose deployment on the new contract would be in conflict with the working of any existing contract shall be scored zero against that position.

The Consultant shall submit the details of full team while submitting the bids and no changes in key professionals during implementation of the assignment is allowed. However, in case of exigencies like health reasons, the changes in key professionals will be admissible provided they are equivalent or better than the original CVs, in which case, one time penalty of Rs. 1,000 for the first change, Rs. 2,000 for the second change and Rs. 3,000 thereafter.

## 5.2 Evaluation of Technical Proposals

5.2.1 The eligibility criteria will be first evaluated as defined in Notice Inviting Request for Proposals for each bidder. Detailed technical evaluation will be taken up in respect of only those bidders, who meet with the prescribed minimum qualifying eligibility criteria. The bidders securing minimum 70% marks in technical evaluation shall be considered for opening

of financial proposals. The selection process will be based on Quality and Cost based selection (QCBS) – wherein 70% weightage will be given to the technical proposal and 30% to the financial proposal.

5.2.2 The Urban Development Department will constitute an Evaluation Committee for evaluation of Proposals received.

5.2.3 The evaluation committee evaluates the Technical Proposals on the basis of Proposal's responsiveness to the TOR using the evaluation criteria system specified in the RFP. A Proposal shall be rejected if it does not achieve the minimum qualifying eligibility criteria.

5.2.4 A Technical Proposal may not be considered for evaluation in any of the following cases:

- (i) the Consultant that submitted the Proposal failed to make a proper statement effect in the cover letter ; or
- (ii) the Consultant that submitted the Proposal was found not to be legally incorporated or established in India; or
- (iii) the Technical Proposal was submitted in the wrong format
- (iv) The Technical Proposal reached the Urban Development after the submission closing time and date specified in the Data Sheet.

5.2.5 After the technical evaluation is completed, the Urban Development department shall notify Consultants whose Proposals did not meet the minimum qualifying technical eligibility criteria/score or Consultants who's Technical Proposals were considered non-responsive to the RFP requirements, indicating that their Financial Proposals will not be opened/downloaded. The Urban Development Department shall simultaneously notify, in writing to the consultants who's Technical Proposals qualified minimum qualifying technical eligibility criteria/score, indicating the date, time, and location for opening of Financial Proposals. (Consultants' attendance at the opening of Financial Proposals is optional).

### **5.3 Public Opening and Evaluation of Financial Proposals**

#### **5.3.1 Public Opening of Financial Proposals –**

5.3.1.1 At the public opening of Financial Proposals, Consultant representatives who choose to attend will sign an Attendance Sheet.

5.3.1.2 The client's representative will download the financial proposal of each of only qualified technical Proposal. Such representative will read out aloud the name of the Consultant and the total price shown in the Consultant's Financial Proposal. This information will be recorded in writing by the Client's representative.

### **5.4 Evaluation of Financial Proposals**

5.4.1 Financial proposals shall be downloaded publicly and read out;

5.4.2 Consultants' attendance at the opening of Financial Proposals is optional.

5.4.3 The evaluation committee will review the detailed content of each Financial Proposal. During the review of Financial Proposals, the Committee and representatives of Urban Development Department designated by the Director, Urban Development involved in the evaluation process, will not be permitted to seek clarification or additional information from any Consultant, who has submitted a Financial Proposal. Financial Proposals will be reviewed to ensure these are:

- i. complete, to see if all items of the corresponding Financial Proposal are priced,

ii. Computational errors if there are will be corrected;

## **6. Method of Selection**

**The technical quality of the proposal will be given weight of 70%,** the method of evaluation of technical qualification will follow the procedure given in Para 5 above. The price bids of only those consultants who qualify technically (**Minimum Qualifying Marks: 70%**) will be opened. The proposal with the lowest cost may be given a financial score of 100 and the other proposal given financial score that are inversely proportionate to their prices. **The financial proposal shall be allocated weight of 30%.** For working out the combined score, the employer will use the following formula:

$$\text{Total points} = T(w) \times T(s) + F(w) \times [LEC / EC] \times 100, \text{ where}$$

T (w) stands for weight of the technical score.

T (s) stands for technical score

F (w) stands for weight of the financial proposal

EC stands for Evaluated Cost of the financial proposal

LEC stands for Lowest Evaluated Cost of the financial proposal.

The proposals will be ranked in terms of total points scored. The proposal with the highest total points (H-1) will be considered for award of contract and will be called for negotiations, if required.

## **7. Award of Procurement Services**

7.1 Urban Development department will issue Letter of Intent (LoI) in favor of bidder who will come first by QCBS method. A Letter of Award (the “LOA”) shall be issued, in duplicate, by Urban Development to the Selected Agency and the Selected Agency shall, within 7 (seven) days of the receipt of the LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof.

## **8. Execution of Agreement**

8.1 After acknowledgement of the LOA as aforesaid by the Selected Applicant, it shall execute the Contract Agreement within the period of 7 days from the date of issuance of LOA.

## **9. Property Data**

8.1 All documents and other information provided by Directorate of Urban Development, HP or submitted by an Applicant to Directorate of Urban Development, HP/Concerned ULB shall remain or become the property of Directorate of Urban Development, HP/Concerned ULB. All information collected, analyzed, processed or in whatever manner provided by the agency to Urban Development, in relation to the Consultancy shall be the property of Directorate of Urban Development, HP/Concerned ULB.

## **9. Settlement of Disputes**

### **9.1 Amicable Settlement**

9.1.1 The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Agreement or the interpretation thereof.

### **9.2 Dispute Settlement**

9.2.1 Any dispute between the Parties as to matters arising pursuant to this Agreement, which cannot be settled amicably within thirty (30) days after receipt by one Party of the other Party's request for such amicable settlement, may be submitted by either Party for settlement. If the dispute(s) is not resolved amicably then it shall be referred to arbitration and shall be dealt as per the provisions of the Arbitration Conciliation Act 1996. For all purposes, the Civil Court, Shimla, shall have jurisdiction only in exclusion to any other jurisdiction specified under any other Act.

9.2.2 The place of Arbitration shall be at Shimla only.

**Annexure B: Technical Proposal Submission Forms  
(To be submitted online as well as physically)**

**Format 1: Covering Letter**

[Location, Date]

To: Director,  
Urban Development Department,  
Palika Bhavan, Talland, Shimla-02.

Dear Sir,

We, the undersigned, offer to provide the Consulting Services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Proposal.

We are hereby submitting our Proposal, which includes the Technical Proposal in sealed envelope.

We hereby declare that we have read the Instructions to Consultants included in the RFP, and abide by the same, and specifically to conditions mentioned. [In case of any declaration, reference to concerned document attached must be made].

We hereby declare that all the information and statements made in this Proposal are true and accept that any misleading information contained in it may lead to our disqualification. We confirm that all personnel named in the tender will be available to undertake the services.

We undertake, if our Proposal is accepted, to initiate the Consulting Services related to the assignment not later than the date indicated in the Data Sheet.

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

Yours faithfully,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

**Attachments:**

1. Power of Attorney in the name of authorized representative to be enclosed.
2. Undertaking

**Format 2: Legal Constitution & Number of Years of Existence**

<b>Organization Name:</b>	
1. Status / Constitution of the Organization : 2. Name of Registering Authority : 3. Registration No.: 4. Date of Registration: 5. 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.

**Format 3 : Financial Standing (Annual Turnover)**

Certificate from the Statutory Auditor regarding the Average annual turnover of the organization is Rs. Twelve Lacs for the last 3 financial year ending of month 31<sup>st</sup> march 2019. 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 31st March</b>	<b>Total Turnover (In Rs. Lakhs)</b>
2016-17:	
2017-18:	
2018-19:	
Total	
Average Annual Turnover	

Name of the audit firm/ Chartered Accountant:

Seal of the audit firm:

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

Date:

Note: Please provide certified copies of Audited Financial Statements of the organization/agency for over the last three Financial Years.

**Format 4 : Project Detail Sheet**

(Please fill separate assignment wise)

Assignment name:	Approx. value of the contract (in current Rs):
State & City name:	
Name of Client:	
Address of Client:	
Start date (month/year):	
Completion date (month/year):	
Name of Senior Staff involved from your firm and functions performed indicated whether regular full-time employees of your firm or part-time/independent:	
Narrative description of Project in brief:	
Description of actual services provided by your firm in the assignment:	

Authorized Signatory [In full initials and Seal]: \_\_\_\_\_

Name of the Organization: \_\_\_\_\_

**Format 5: Curriculum Vitae (CV) for Proposed Experts**

Proposed Position..... [only one candidate shall be nominated for each position] (Please fill separate format 5 for proposed all proposed experts)

NAME :

DATE OF BIRTH :

NATIONALITY :

EDUCATION : [year] [name of institution and degree]

MEMBERSHIP OF PROFESSIONAL ASSOCIATIONS :

COUNTRIES OF WORK

EXPERIENCE

LANGUAGES

PROFESSIONAL BACKGROUND

[Description]

EMPLOYMENT RECORD

[Year starting with present position][employer]

PROFESSIONAL EXPERIENCE

[Month and year start to finish]

[Name of project and client]

[Descriptive paragraph of 4-5 sentences on each assignment, position held, responsibilities undertaken and achievements attained.]

.....

Certification:

I, the undersigned, certify to the best of my knowledge and belief that:

(i) This CV correctly describes my qualifications and experience;

(ii) In the absence of medical incapacity I will undertake this assignment for the duration and in terms of the inputs specified for me in the Technical Bid provided team mobilization takes place within the validity of this Bid or any agreed extension thereof. I understand that any willful misstatement herein may lead to my disqualification or dismissal, if engaged.

[Signature of expert or authorized representative]

\_\_\_\_\_ [Name of Expert/Authorized signatory].

**Format 6: Expert Team and Summary of CV Information**

<b>Family Name, First Name</b>	<b>Position Assigned</b>	<b>Task Assigned</b>	<b>Employment Status with Firm (full-time, or other)</b>	<b>Education/ Degree (Year / Institution)</b>	<b>No. of years of relevant project experience</b>

Authorized Signatory [In full initials and Seal]: \_\_\_\_\_

Name of the Organization: \_\_\_\_\_

**Annexure C: Financial Proposal (to be submitted online only)**

**Format 7: Financial Proposal**

To

Director,  
Urban Development Department,  
Palika Bhavan, Talland, Shimla, HP.-171002.

Dear Sir,

Subject: Consultancy Services for conducting Social Audit in 5 towns of Himachal Pradesh.  
I/We \_\_\_\_\_ Consultant have uploaded one Financial Proposal for selection of my/our firm as Consultant for Subject assignment.

The fee mentioned uploaded is inclusive of service tax and all taxes.

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the Proposal, i.e. 120 days from the last date notified for submission of the proposal.

<b>Sr. No.</b>	<b>Item</b>	<b>Total (INR, including of all taxes)</b>
1.	Consultancy Services for conducting Social Audit in 5 ULBs/Towns namely <b>Dharamshala, Bilaspur, Chamba, Nahan and Una</b> of Himachal Pradesh as per scope of work given in the RFP.	As per BoQ uploaded

Yours faithfully,

Signature:

Full Name:

Designation:

Address:

Tel.: Nos. (O)

(R)

(M)

E-mail:

Fax No:

## Annexure D: Description of Approach and Methodology

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

1. Innovativeness of comments on TOR
2. Personnel schedule/team structure
3. Proposal presentation
4. Methodology and Work Plan

**Innovativeness of comments on TOR, Team Structure and Proposal Presentation:** {Please explain your understanding of the Objectives of the assignment as outlined in the Terms of Reference (TORs), the team structure, and the Proposal Presentation you would adopt for implementing the tasks to deliver the expected output(s), and the degree of detail of such output. Please do not repeat/copy the TORs in here.}

**Methodology and Work Plan.** {Please outline the plan for the implementation of all the 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 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.}

## **Annexure E: Terms of Reference (ToR)**

### **1 Project Background**

The Ministry of Housing Urban Poverty Alleviation, Government of India has launched Pradhan Mantri Awas Yojana (PMAY) - “Housing for All by 2022” a comprehensive urban housing scheme to achieve the objective that *“By the time the Nation completes 75 years of its Independence, every family will have a pucca house”*

The scheme seeks to address the housing requirement of urban poor including slum dwellers and will be implemented through four verticals, giving option to beneficiaries & ULBs. A beneficiary family in this mission will comprise husband, wife, unmarried sons and/or unmarried daughters. The beneficiary family should not own a pucca house either in his/her name or in the name of any member of his/her family in any part of India.

The four verticals of the PMAY-HFA (Urban) as per guidelines are:

- Slum rehabilitation of Slum Dwellers with participation of private developers using land as a resource
- Promotion of Affordable Housing for weaker section through credit linked subsidy
- Affordable Housing in Partnership with Public & Private sectors
- Subsidy for beneficiary-led individual house construction

The Pradhan Mantri Awas Yojana (PMAY) will be implemented as a Centrally Sponsored Scheme except for the component of Credit Linked Subsidy which will be implemented as a Central Sector Scheme. The scheme also prescribes certain mandatory reforms for easing up the urban land market for housing, to make adequate urban land available for affordable housing. The scheme will cover the entire urban area and will be implemented in phased manner.

In the 1<sup>st</sup> phase MC Shimla, MC Dharamshala, MC Solan, MC Kullu, MC Bilaspur, MC Chamba, MC Bilaspur, MC Una, MC Nahan, MC Hamirpur, MC Nalagarh, MC Baddi, MC Parwanoo got selected. Projects under Beneficiary Led Construction (BLC) component of PMAY-HFA already got approved from state Govt and MoHUPA GOI and implementation of approved projects are under progress.

In the 2<sup>nd</sup> phase M.C. Rampur, M.C. Rohru, M.C. Theog, M.C. Paonta, M.C. Ghumarwin, M.C. Shri. Naina Devi Ji, M.C. Nerchowk, M.C. Sundernagar, M.C. Manali, M.C. Santokhgarh, M.C. Sujampur, M.C. Dehra, M.C. Jawalamukhi, M.C. Kangra, M.C. Nurpur, M.C. Nagrota, M.C. Palampur, M.C. Dalhousie, N.P. Chopal, N.P. Jubbal, N.P. Kotkhai, N.P. Narkanda, N.P. Suni, N.P. Arki, N.P. Rajgarh, N.P. Bhota, N.P. Nadaun, N.P. Talai, N.P. Jogindernagar, N.P. Karsog, N.P. Sarkaghat, N.P. Rewalsar, N.P. Bhunter, N.P. Banjar, N.P. Dalautpur, N.P. Gagret, N.P. Mehatpur, N.P. Tahliwal, N.P. Baijnath-Paprola,

N.P. Jawali, N.P. Chowari Towns are included under the mission and demand survey, Preparation of DPRs and Preparation of Housing for All Plan of action (HFAPoA) have been prepared and got approved from GoI.

The Pradhan Mantri Awas Yojana (PMAY) envisages 'Housing for All by 2022' by encouraging ULBs to tackle the problem of urban poor housing in a definitive manner. The Housing for All Plan of Action (HFAPoA) is an important instrument and the foundation for cities to attain the objective of PMAY. It is a citywide plan of action, which will provide the demand of housing by eligible beneficiaries in the ULB along with the interventions selected out of four verticals of the PMAY.

### **Scope and objective of the 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 construction; effectiveness of pro-poor basic services provided; dealing with officials; satisfaction of the targeted beneficiaries. The key objective of Social Audit of PMAY Mission is as under:-

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

### **2 Scope of Work**

This Terms of Reference is to support Directorate of Urban Development, Palika Bhawan, Talland, Shimla-02 in the implementation of Pradhan Mantri Awas Yojana (PMAY) as per the guidelines issued by Ministry of Housing Urban Poverty Alleviation, Government of India and to achieve the ultimate objective of the scheme by conducting Social Audit. The overall scope of work of the Consultant shall cover the following:

#### **Task 1: Independent Facilitating Agency will undertake the following activities.**

1. Provide dedicated Social Audit expert/s to conduct Social Audit.
2. Complete Desk research/documents using all relevant HFA related projects reports.
3. Select projects and dwelling units for social audit, as per the process outlined in the PMAY-HFA (U) Social audit Guidelines.

4. Develop city wise plans and calendar for social audit, in consultation with urban local bodies (ULBs).
5. 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.
6. Facilitate the formation of social audit committee (SAC) in consultation with the ULBs to conduct social audit in the identified cities.
7. Complete social audit process by being sensitive to local socio-cultural context and by ensuring the democratic spirit and underlying principles of social audit.
8. Prepare social audit report and share it with the ULBs, SLNA/Directorate and to any other stakeholders, as advised by SLNA/Directorate of Urban Development,

**Social Audit process at a glance:-**

1. State Level Nodal Agency submits social audit plans along with required documents.
2. The State Level Nodal Agency hires a 'credible' institution as an independent facilitating agency.
3. State level 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.
4. Social Audit Facilitating team finalizes list of projects and dwelling units to be audited.
5. 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.
6. Independent Facilitating Agency forms a Social Audit Committee.
7. The Independent Facilitating Agency designs tools for Social Audit.
8. The Social Audit Committee conducts social audit as per the Social Audit Guidelines.

The institution engaged should be able to mobilize dedicated experts to effectively complete the social audit process on time. They should ideally be based (or should have a local office) in the state where the Mission's project are being implemented and should have worked in

that State and are well conversant with the language and culture of the state where the audit will be held. If a competent agency is not available within the state, SLNA can hire agencies from neighboring states, as per the suggested qualifications in section V.2.

The IFA will designate consultant/staff with required expertise to work closely with the Social Development Specialist or a staff who is in charge of the social mobilization in SLTC. The team of these two professionals will spearhead the process of Social Audit.

### **Responsibilities of State Level Nodal Agency:-**

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 at State Level and City Level Technical Cells (CLTC) at ULBs will provide technical inputs and advise to the social audit process and will also join the exercise as and when required. Key roles of SLNA include:-

1. Develop and submit the 'audit plan' and budget for the approval by the Ministry
2. Support, co-ordinate, and monitor the implementation of Social Audit.
3. Help IFA to identify projects and dwelling units for Social Audit, and form Social Audit Committee through SLTCs/CLTCs.
4. Ensure compilation of Social Audit Report by HFA and submit the report to the Ministry.
5. Analyze and follow up social audit findings.

### **Urban Local Bodies and their responsibilities:-**

Key responsibilities of the ULBs include:-

1. Support formation of social audit committees by the IFA
2. Create enabling environment for social audit
3. Share all relevant and available Mission related information/documents required for social audit.
4. Provide feedback, suggestions, on the resource materials, tools, checklist, formats and approve the reports prepared by IFA.
5. Participate in all relevant public meetings on social audit and share social audit findings to important stakeholders.
6. Analyze social audit findings and address the issues and gaps identified by social audit committee.

## **VI. Preparation for Social Audit**

Preparatory activities of Social Audit are:-

1. Creating an enabling environment for Social Audit
2. Systematic selection of projects and dwelling units
3. Stakeholders mapping
4. Formation of Social Audit Committee
5. Formation of 'task based' sub-committee and assigning a documents auditor
6. Identification for issues for audit
7. Development of social audit tools

### **VI.1. Creating enabling environment for Social Audit**

1. ULBs must create beneficiary awareness on the services, cost, standards, procedures, time frame, and available mechanisms for grievance redressal by conducting meetings and through use of locally available media.
2. ULBs should encourage stakeholders in the project area to take part in consultations about the project implementation.
3. 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.
4. Beneficiary members from the marginalized communities should be treated as equal partners throughout the social audit process.

### **VI.2. Systematic selection of projects and dwelling units**

The selection of projects and dwelling units for audit should be done systematically.

1. 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.
2. Random sampling process should also ensure 'purposive' inclusion of a cross section of projects belonging various verticals, durations, level of completion and population groups for audit.
3. Projects with maximum number of beneficiary from SC, ST, Minority transgender and differently abled person background should be preferred for including in social audit.

### **VI.3. Stakeholders Mapping**

IFA in consultation with the City Level Technical Cell (CLTC) will do stakeholders mapping of the project at the city level. An indicative list of stakeholders of the HFA Mission should include:-

1. Direct beneficiary groups of all available 'verticals' of the HFA
2. Elected Representatives/MLAs/MPs/other local Self Government bodies
3. Staff of ULB, CLTC and other state level agencies responsible for project

implementation in the project area.

4. Private agencies/contractors/lending Institutions associated with the project
5. Citizen organizations, Community Groups and RWAs Voluntary organizations/institutions/CSOs/CBOs and other similar groups
6. Students of architectural/design institutes, universities, social science research and training institutions in the district where the projects and dwelling units are located
7. Any other relevant stakeholders groups from the project area.

#### **VI.4. Formation of stakeholders 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.

1. The strength of SAC should not be more than 30 members or less than 20 members.
2. The Social Audit Committee should ensure representation from the beneficiary community and from institutions/CBOs having prior experience in conducting social audit related exercises.
3. There should be a adequate representation of women, minority, backward castes, transgender and differently abled persons in the committee.
4. Members of Social Audit Committee (SAC) should only receive the TA and DA, as budgeted and will not receive any honorarium for their participation in the social audit.

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

1. Create awareness among stakeholders and encourage participation of beneficiaries
2. Collect, examine and verify relevant information related to the implementation of the HFA projects and dwelling units
3. Record information collected through consultations and discussions
4. 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.
5. Support IFA in organizing public/community meetings and in informing the beneficiaries and other stakeholders on the audit outcomes.
6. Support IFA to prepare Social Audit Reports
7. Support ULB to follow up the audit reports.

#### **VI.5. Formation of ‘Task Based’ Sub-committees and assigning a ‘Documents Auditor’ within SAC**

1. 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 Jan-Sunwais, and compilation of reports etc.
2. One expert member of SAC should act as ‘Documents Auditor’ for verifying

financial statements and other records.

3. 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 record to complete the required task.
4. 'Documents Auditor' should complete review of all relevant documents prior to the social audit meeting' as explained in section IX.

#### **VI.6 Identification issues for Social Audit:-**

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

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

<b>Parameters</b>	<b>Indicators</b>
<b>Awareness</b>	Awareness of beneficiaries about their entitlements from the HFA Mission
<b>Inclusion</b>	Proportion of marginalized communities: SC/ST/OBC/minorities/differently abled person/transgender/women (with overriding preference to widows) etc. among beneficiaries
<b>Participation</b>	Involvement of beneficiaries, OBCs/CSOs/ co-implementing agencies (e.g. banks/builders) in project related consultations and nature and frequency of consultations with these groups.
<b>Effectiveness and efficiency</b>	Identification of Right beneficiary, whether the construction activities are being completed as per the planned durations, specifications and standards. Satisfaction about project related work in meeting beneficiary requirement.
<b>Transparency</b>	Proactive disclosure of project details including financial details by the ULBs in public domain.
<b>Quality monitoring</b>	Existence of ant 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.
<b>Accountability</b>	Measures taken to avoid malpractices and corruption mechanism on grievance redressal and awareness of mechanism for grievance redressal. Instances of grievances/complaints escalated to ULB authorities and duration of resolving those grievances/complaints.
<b>Issues/ complaints</b>	Any unresolved issues/complaints

### **VI.7. 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. Though the focus is not entirely on the rigor of methods and validity of the data to be collected, SLNA, ULBs and IFA should ensure that the audit is done using systematic methods and tools.

#### **Tools to be used for Social Audit**

**Review of documents:-**

All relevant project documents should be reviewed, based on checklist. IFA expert with the help of document auditor (deputed by the social audit committee) should gather all required information prior to social audit meeting. Besides projects relevant financial statements, the document 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 Projects/Mission.

#### **Jan-Sunwai/Public Hearing:-**

Jan-Sunwai (also called public hearing) should be conducted at public place, accessible to everybody in the city, where audit happens. Beneficiaries of the projects as well as those belonging to all verticals of PMAY in the city/ULBs where social audit takes place should be invited and encouraged to participate in Jan-Sunwai. Prior to scheduling Jan-Sunwai, the beneficiaries and stakeholders should be suitably informed through leaflets, pamphlets and or news paper advertisements'. Ideally Jan-Sunwai should be scheduled on 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 Jan-Sunwai must include all the relevant issues table 1 in section VI.6.

#### **Key informant interview with the stakeholders.**

Semi structured format should be used to collect relevant information from the ULBs officials on the project and dwelling units to be audited.

#### **Group Discussion:-**

Group discussion with invited members of the beneficiary community should be done to understand community perspective/ perception about the project, especially gaps in the implementation process.

#### **In Depth- interviews**

Interviews should be conducted with beneficiaries to gain first hand information on the working of the project, the issues, challenges faced at a personal level.

**Focus Group Discussion:** In each slum, the social audit shall also include a separate exercise of inspection and focus group discussion to ascertain availability, levels and quality of basic service provision. The focus group discussions need to be conducted for every 20-25 households. Such focus group discussions should cover entire slum/non-slum consolidating the information received at the end of each such discussion. The FGD report should cover all the following points along with details of the suggested by the

DUD/ULB officials:

- Discussion on four verticals of PMAY-HFA guidelines
- Size of dwelling units
- Beneficiaries to be covered under project
- Documents to be submitted by beneficiaries to concerned ULBs
- Percentage of households not covered with toilets, and
- Any suggestions/feedback from potential beneficiaries

**Quality Assurance/Quality Control:** The assessment of the quality indicators on an ongoing basis during the course of the entire survey is essential. It is important to document critical issues in a systematic manner in terms of both qualitative reports and quantitative indicators (namely, response rates, missing data proportions, test reliability through random checks etc) which would give essential information about the quality of a survey.

**Data Entry, Data Compilation, Verification and Validation:** Social Audit has to be done as per PMAY-HFA (Urban) Social Audit Guidelines. In this way, standard routine checks can be easily conducted. Social Audit process should be presented before the community.

- a) In summary, the reports and specified outputs of the ToR shall be submitted to Directorate of Urban Development and concerned ULBs with timelines as follows outputs are expected to be delivered in stages

Sr. No.	Report	Time Period	Deliverable
1.	Submission of secondary report	15 Days	<ul style="list-style-type: none"> <li>✓ Brief of existing situation based on secondary information.</li> <li>✓ Collection of maps available with MC and DUD and other concerned departments.</li> <li>✓ Identification of different stakeholders for conducting social audit.</li> <li>✓ Organize and document 1st ULB Level stakeholder workshop.</li> <li>✓ Institutional mechanism formed for stakeholder's participation in implementation of HFA-PMAY.</li> <li>✓ Preparation of City Profile as required for Social Audit.</li> </ul>

			<ul style="list-style-type: none"> <li>✓ Any changes proposed in the questionnaire and conducting social audit method.</li> <li>✓ Status report on effectiveness of policies, programmes &amp; projects related to slum development and housing prepared.</li> <li>✓ Any issues arising.</li> </ul>
2.	Conducting social audit at ULB level	45 Days	<ul style="list-style-type: none"> <li>✓ At this stage 100% social audit of all slum dwellers as well as non-slum (other urban poor both EWS and LIG) beneficiaries will be complete at ULB level.</li> <li>✓ Validation of all household constructed under PMAY-HFA (Urban) as per Guidelines.</li> <li>✓ Study of available relevant records including maps/secondary information for Social Audit.</li> <li>✓ Policy Reforms on the demand/supply side especially for improving quality construction.</li> <li>✓ Analysis of all households approved under PMAY-HFA along with the interventions selected out of four verticals of the mission.</li> <li>✓ Stakeholders' Consultation and Presentation of Draft report of social audit at ULB Level.</li> <li>✓ Document feedback and appropriate inclusion in social audit.</li> </ul>
3.	Final Social Audit Report (Incorporating Suggestions of all stakeholders and ULBs as per PMAY Guidelines)	65 Days	<ul style="list-style-type: none"> <li>✓ Presentation of Final Social Audit before State Level Appraisal Committee (SLAC) and State level Sanctioning &amp; Monitoring Committee (SLSMC) as scheduled by the State. (And also incorporate feedback and comments of SLAC and SLSMC in the social audit process).</li> <li>✓ Support ULB in identification of Land for implementation of the Project.</li> <li>✓ Preparation of Model Housing Drawings with Layout Plans/Construction Drawings including Cross-Sections and Longitudinal Sections with 3 to 4 Drawing Options for EWS (30 sq.mt.)</li> <li>✓ Preparation of Detailed Cost Estimate as per prevailing SOR and rates analyzed for Non-SOR items.</li> <li>✓ Preparation of Detailed Cost Estimate for incremental housing under Beneficiary-led individual house construction for Kitchen, Toilet</li> </ul>

			and additional room. ✓ Feasibility study for projects proposed under PPP mode.
4.	Approval of Social Audit	By Urban Development Department	✓ Support ULB in appraisal of Social Audit by. ✓ Revision in Social Audit as per observations of central appraisal agency and submission of compliance report to the MoHUPA or appraisal agency. ✓ Presentation of social audit report findings before Department of UD. ✓ Final approval of Social Audit by the Nodal Department and submission of any other compliance if requested by the Nodal Department.
5.	After incorporating suggestions/Feedback of Nodal Department/presentation before Department of UD	Final Presentation of Social audit before Department of UD	✓ Presentation of Social Audit before Department of UD. ✓ Final approval of Social Audit by the Department of UD and submission of any other compliances if requested by Department of UD.

- a) All deliverables should be prepared as per guidelines of PMAY-HFA (Urban) and consultant must incorporate any modifications if issued by GoI/State government.
- b) In ULBs, Commissioner/Executive Officer responsible for planning and coordination.
- c) The respective ULBs may provide the survey data and list of approved households of beneficiaries; consultant will be responsible to conduct the complete process of social audit as per the Social Audit guidelines of PMAY-HFA (Urban).
- d) The ULBs shall provide the consultant access to the records, maps, drawings, reports and other technical data in their possession to assist the consultant in the execution of the work.
- e) The consultant shall be responsible for Documentation and proceedings of Community Mobilization and Community Participation during various stages of Social Audit in appropriate format (Soft and Hard) as per the PMAY-HFA (Urban) Guidelines.
- f) The below mentioned shall be provided by the ULBs (if available):
  - i. Support the consultant to constitute a Stakeholders Group and

- conducting workshops and meeting with them,
- ii. Provide the Consultant with necessary authorization to procure information from line departments and
  - iii. Forward the Reports and Proposals to State/Central Government for approval under Pradhan Mantri Awas Yojana.

## 7. Experts and Their Duration in the Project

Sr. No.	Expert Title	Qualification and Skills	Experience	Time Duration/ Man Days
1.		•		
2.		•		
3.		•		

Note: The Bidder has to submit the CVs of Serial No. 1 to 3 of Para 7 only and the successful bidder has to submit CVs of Field Supervisor and Field Surveyors immediately after signing of the Agreement.

The persons whose CVs are proposed in the bid shall not be allowed to change. In case of any urgency, Director, Urban Development may consider request of the bidder.

## 8. Payment Schedule

S. No.	Deliverables	Percentage of payment
1.	Submission of Secondary Report	20% of the total fees
2.	Conducting social Audit at ULB Level	20% of the total fees
3.	Final Social Audit Report	30% of the total fees
4.	Approval of Social Audit	20% of the total fees
5.	Final Approval of social audit by the Nodal Department	10% of the total fees

Note:

- ✓ The consultant invoice will be supported by the Deliverable Schedule according to the time lines at each stage of payment, duly approved by the Commissioner/Executive Officer.
- ✓ The Payments under assignment shall be made on Lump sum fees quoted by the Winning Consultant and shall be based on the Fees quoted by winning Consultant on % of Project Cost.
- ✓ Contract Value is inclusive of service tax.
- ✓ If any excess payment is made, the excess amount shall be recovered from the performance guarantee given by the Consultant / from its other contracts.
- ✓ The payment shall be released within 30 days from receipt of invoice from the Consultant subject to terms and conditions mentioned earlier in this contract.