



State Society for Ultra Poor and Social Welfare
Government of Bihar

**TERM OF REFERENCE FOR SELECTION OF
AGENCIES TO RUN**

SHELTER WITH KITCHEN AT PATNA

"BASERA"

*"Ensuring social protection and food security to most vulnerable Ultra poor
/Beggars/ Destitute through shelter, food, entitlement and sanitation facilities".*

A Pilot Project

Under

MBNY

MUKHYAMANTRI BHIKSHAVRITI NIWARAN YOJNA

"SAKSHAM"

Project Director, MBNY

State Society for Ultra Poor & Social Welfare
(Deptt. of Social Welfare, Govt. of Bihar)
2nd Floor, Apna Ghar, Behind Lalit Bhawan
Bailey Road, Patna – 800 023
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Email: ssupsw@gmail.com

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RFP No. SSUPSW/BEGG/2014-15/698

Dated: 24th June 2015

Sl. No.	Particular	Date & Time
1.	Proposals availability in SSUPSW office / Website	24th June, 2015
2.	Last Date for Submission Technical Proposal in sealed envelope	31st July,2015 up to 05:00 pm

Project Director, MBNY
State Society for Ultra Poor & Social Welfare
(Deptt. of Social Welfare, Govt. of Bihar)
2nd Floor, Apna Ghar, Behind Lalit Bhawan
Bailey Road, Patna – 800 023
Phone: (0612)-2546510, Fax- (0612) - 2546511
Email: ssupsw@gmail.com

NOTICE INVITING TENDER

RFP No. SSUPSW/BEGG/2014-15/698

Dated: 24th June 2015

Sealed Tenders are invited for “**Selection of Agency to Run Shelter with Kitchen “Basera” at Patna**” For *"Ensuring social protection and food security to most vulnerable Ultra poor /Beggars/ Destitute through shelter, food, entitlement and sanitation facilities"*. Under Mukhyamantri Bhikshavriti Nivaran Yojana (MBNY).

Important dates of tendering process are given below:

Sl. No.	Particular	Date & Time
1.	Proposal availability in SSUPSW office / Website	24th June, 2015
2.	Last Date for Submission Technical Proposal in sealed envelope	31st July,2015 up to 05:00 pm

The tender document can be availed from the website www.ssupsw.in or Office of the Project Director, MBNY, State Society for Ultra Poor & Social Welfare, Dept. of Social Welfare, Govt. of Bihar. EMD will be required in the shape of Bank Draft (only) along with the bid, failing which the bid shall not be accepted.

Sealed offers can be submitted by hand on any working day on or before due date and time.

No consortium bidding is allowed.

Imamuddin Ahmad (IRS)
Project Director, MBNY,
State Society for Ultra Poor & Social
Welfare, Department of Social Welfare,
Govt. of Bihar

DISCLAIMER

All information contained in this Request for Proposal (PROPOSALS) provided / clarified are in good interest and faith. This is not an agreement and is not an offer or invitation to enter into an agreement of any kind with any party.

Though adequate care has been taken in the preparation of this PROPOSALS document, the interested firms shall satisfy itself that the document is complete in all respects. The information is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required. Intimation of discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the PROPOSALS document is complete in all respects and firms submitting their bids are satisfied with the PROPOSALS Document in all respects.

Project Director, MBNY, SSUPSW, DoSW, Government of Bihar, reserves the right to reject any or all of the applications submitted in response to this PROPOSALS document at any stage without assigning any reasons whatsoever. Project Director, MBNY, SSUPSW, DoSW, Government of Bihar also reserve the right to withhold or withdraw the process at any stage with intimation to all vendors submitted the BID document.

Project Director, MBNY, SSUPSW, DoSW, Government of Bihar reserves the right to change / modify / amend any or all of the provisions of this PROPOSALS document. Such changes would be posted on the website (www.ssupsw.in).

Neither Project Director, MBNY, SSUPSW, DoSW, Government of Bihar nor their employees and associates will have any liability to any prospective respondent interested to apply or any other person under the law of contract, to, the principles of restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this PROPOSALS document, any matter deemed to form part of this PROPOSALS document, the award of the assignment, the information and any other information supplied by or on behalf of Project Director, MBNY, SSUPSW, DoSW, Government of Bihar or their employees and bidder or otherwise arising in any way from the selection process for the assignment. Information provided in this document or imparted to any respondent as part of the PROPOSALS process is confidential to Project Director, MBNY, SSUPSW, DoSW, Govt. of Bihar and shall not be used by the respondent for any other purpose, distributed to, or shared with any other person or organization.

Schedule of Tender

Sl. No.	Particular	Date & Time
1.	Proposal availability in SSUPSW office / Website	24th June, 2015
2.	Last Date for Submission of Proposal in sealed envelope	31st July,2015 up to 05:00 pm

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1. INTRODUCTION

PREFACE

BACKGROUND OF SSUPSW

State Society for Ultra Poor and Social Welfare (brand name “SAKSHAM”) is a Government of Bihar Society promoted by Department of Social Welfare (DoSW). Apart from providing technical assistance to Department of Social Welfare, SAKSHAM is implementing various Social Welfare Schemes of state govt. and externally aided projects for the benefit of poor people of Bihar.

Vision of SSUPSW is *“to protect and promote the rights of women, children, older persons, Persons with disabilities, ultra poor and beggars by ensuring their care, protection, development, socio-economic and cultural empowerment through enabling policies and programs”*.

Objectives of SSUPSW are:

- 1) To create an enabling policy environment for the welfare of ultra poor and beggars, women, children, older persons, PWDs by supporting formulation, planning, management and implementation of enabling policies.
- 2) To evolve strategies and approaches for the welfare of ultra poor and beggars, women, children, older persons, PWDs, especially in situation of vulnerabilities, risk abuse, discrimination and social stigmatization, including mentally challenged persons.
- 3) To provide credit and other facilities for economic empowerment of ultra poor, PwDs and Older Persons etc.
- 4) To contribute to the lives of ultra poor, PWDs, older persons etc. through empowerment and fostering strong self-managed grassroots institutions and support investment by them.
- 5) To function as the Resource Centre for DoSW and its Directorates in policy analysis and policy development – including development/revision of operational guidelines, standards of care and policy documents.
- 6) To support DoSW and its Directorates to review and strengthen institutional arrangements and in formulating and implementing programs/schemes for ensuring a continuum of social welfare and health and nutrition services for Ultra poor and beggars, Women, Older persons and PwDs - including setting up, management and monitoring of resource/units residential/non-residential institutions for example Old Age Home, Children , Short Stay Home, Rehabilitation Homes etc.

General Body (GB) is the apex body of SSUPSW for the policy decisions. It is headed by the Development Commissioner of Govt. of Bihar as the chairperson & represented by the Secretaries of concerning departments of the state government and heads of the different government agencies and Civil Society Organizations. Secretary, Department of Social Welfare is the Chairperson of its Executive Committee. The SSUPSW is managed by CEO & PD from Department of Social Welfare. CEO and PD of the SSUPSW are supported by Dy. CEO and Sr. Administrative Officer for Programme implementation & day-to-day to functioning of the SSUPSW with a team of Professionals and support staff.

Presently SAKSHAM is undertaking following projects -

1. Bihar State Social Security Schemes : Under the Control of Directorate of Social Security and Disability, Dept. of Social Welfare, Govt. of Bihar

SSUPSW ensures the transfer of allocated fund from the Directorate of Social Security and Disability, Bihar, Patna to the districts for the execution of following Social Security schemes :-

- **Mukhyamantri Bhikshavriti Nivaran Yojana (MBNY):** Government of Bihar has introduced MBNY (publicly known as *Pehchan*) with a vision to protect and promote the rights of people into beggary and destitution by ensuring their care, protection, development, socio-economic and cultural empowerment through enabling policies and programs. SAKSHAM is working in collaboration with its Knowledge Strategic Partner - *Koshish* which is a field action project of Tata Institute of Social Sciences (TISS), Mumbai
- Indira Gandhi Rashtriye Nishakta Pension (Indira Gandhi National Disability Pension (IGNDP))
- **Bihar Nishakta Pension** (Bihar Disability Pension for Persons with disability)
 - Indira Gandhi RashtriyeVridha Pension (Indira Gandhi National Old Age Pension – IGNOAP)
- **Rajya Samajik Suraksha Pension** (State Social Security Pension for Older Persons)
 - Indira Gandhi RashtriyeVidhva Pension (Indira Gandhi National Widow Pension-IGNWP)
- **Laxmibai Samajik Suraksha Pension** (Laxmibai Social Security Pension for Widows)
- **Bihar Shatabdi Kushta Kayanyojna:** Monthly assistance is provided to the Leprosy cured patients of grade II deformity.
- **Bihar Shatabdi AidsPiditKalyanYojna :**Monthly assistance, free medical treatment and rehabilitation is provided to the Aids affected patient.

- **Kabir Anteyeshti Anudan Yojana (KAAY):** Provides one time grant to BPL families to undertake last rites (funeral / burial rituals) in case of death of a family member.
 - **Mukhyamantri Parivar Labh Yojna (Family Benefit Scheme):** Provides one time grant to the bereaved household in case of accidental death of any “primary breadwinner” or death of a person caused by criminal acts of 18-64 years of age.
 - **Rashtriye Parivar Labh Yojna (National Family Benefit Scheme):** Provides one time grant/assistance to the bereaved household in the event of death (natural or otherwise) of the bread-winner of 18-60 years of age. The National family benefit will be paid to such surviving member of the household of the deceased poor, who after local inquiry, is found to be the head of the household.
 - **Mukhyamantri Viklang Shashakti Karan Yojna – “SAMBAL” (An Integrated Strengthening Scheme for PwDs):** The scheme address to empower Educational, Economic and Social Rehabilitation of Persons with Disabilities.
 - **“SAHARA” – An old age Shelter "Basera" to provide shelter with basic amenities.**
2. **Bihar Integrated Social Protection Strengthening (BISPS):** The World Bank supported intervention aims to strengthen institutional capacity of the Department of Social Welfare and the Rural Development Department to deliver social protection programs and services and expand the outreach of social care services for poor and vulnerable households, persons with disabilities, older persons and widows in the state of Bihar.
 3. **Nutrition Monitoring Unit (NMU):** The unit facilitate to strengthen management services of the ICDS Programme under ‘Sector Wide Approach to Strengthen Health (SWASTH)’ project funded by DFID-UK to enable State to achieve desired nutrition and health outcomes for children and mothers.

MBNY SCHEME

The Govt. of Bihar has introduced "**Mukhyamantri Bhikshavriti Nivaran Yojna**"(MBNY) publicly known as "**PAHCHAN**" in 2008 - 09 with a **vision** to protect and promote the rights of beggars by ensuring their care, protection, development, socio-economic and cultural empowerment through enabling policies and programmes. Govt. of Bihar has established "**SSUPSW**" (State Society for Ultra Poor and Social Welfare) within the Social Welfare Department for working on the issues of beggars. Apart from the implementation of other projects, the SSUPSW is accountable for the implementation of MBNY, the scheme to eradicate beggary from the State.

The Vision of the MBNY scheme is ***“to protect and promote the rights of the people into beggary through ensuring their care, protection, development- socio-economic and cultural empowerment through enabling policies and programmes”.***

The **objectives** of the Scheme is

- 1) To provide identity to People into Beggary / Ultra Poor.
- 2) To provide necessary care & support to old, disabled & sick People into Beggary / Ultra Poor.
- 3) To provide livelihood options through vocational trainings to the Beggars / Ultra Poor.
- 4) To arrange basic education for children in to beggary.
- 5) To ensure socio- Upliftment through micro-finance.
- 6) To generate awareness in public to discourage begging.

2. INVITATION TO PROPOSAL

DUE DILIGENCE

The Bidder is expected to and shall be deemed to have examined all instructions, forms, terms and specifications and other information in this Tender Document. The bid should be precise, complete and in the prescribed format as per the requirement of the Tender Document. Failure to furnish all information required by the Tender Document or submission of a bid not responsive to the Tender Document in every respect will be at the Bidder's risk and may result in rejection of the bid. Project Director, MBNY, SSUPSW, DoSW, Government of Bihar shall at its sole discretion be entitled to determine the adequacy / sufficiency of the information provided by the Bidder

COST OF BIDDING

The Bidder will bear all costs associated with the preparation and submission of its bid and Project Director, MBNY, SSUPSW, DoSW, Government of Bihar will in no event or circumstance be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

SUBMISSION OF EOI- PACKING, SEALING AND MARKING

The agency shall prepare the detailed proposal regarding the implementation of the above said work and has to submit separate proposal along with all required documents (as per Annexure – A to run Shelter with Kitchen “Basera” for the following shelters at Patna:-

- 1. Shelter with Kitchen "Basera" to accommodate 20 Ultra Poor/destitute Families**
- 2. Shelter with Kitchen "Basera" to accommodate 50 Male Beneficiaries from amongst Ultra Poor/destitute communities**

The detailed proposal must be inserted in separate sealed envelopes, along with agency name and address on the envelope and super scribed in the following manner.

Envelops must be packed in a separate sealed outer cover (Large Envelope) and clearly superscribed with **PROPOSAL TO RUN SHELTER WITH KITCHEN “BASERA” AT PATNA – TO ACCOMMODATE 20 (ULTRA POOR/DESTITUTE FAMILIES OR 50 MALE ULTRA POOR/ DESTITUTE BENEFICIARIES (If applying for both the shelters then agencies have to submit Separate Proposal Along with All Required Document as per Annexure – A**

The Agency Name, Type of Shelter & address shall be clearly mentioned on envelope. The envelope shall be addressed to the Society at the following address:

**PROJECT DIRECTOR, MBNY,
STATE SOCIETY FOR ULTRA POOR AND SOCIAL WELFARE (SAKSHAM),
2ND FLOOR, APNA GHAR, BEHIND LALIT BHAWAN, BAILEY ROAD, PATNA 800023**

If the envelope is not sealed and marked as mentioned above, then the SSUPSW will assume no responsibility for the Proposal’s misplacement or premature opening.

FORMAT & SIGNING

The Proposals shall be typed or written in indelible ink and shall be signed and sealed on all pages submitted or attached by the applicant or a person or persons duly authorized with organization seal. Any interlineations, erasures or overwriting shall be valid only if the person or persons signing the PROPOSALS prior to opening of the same initial them.

AMENDMENT OF TENDER DOCUMENT

At any time before the deadline for submission of bids, Project Director, MBNY, SSUPSW, DoSW, Government of Bihar may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Tender Document by amending, modifying and/or supplementing the same.

Any amendments/modifications in the tender document would be displayed on the website (www.ssupsw.in) and all such amendments shall be binding on the bidders without any further act or deed on Project Director MBNY, SSUPSW, DoSW, Government of Bihar part. In the event of any amendment, Project Director, MBNY, SSUPSW, DoSW, Government of Bihar reserves the right to extend the deadline for the submission of the bids, in order to allow prospective Bidders reasonable time in which to take the amendment into account while preparing their bids.

COST OF THE TOR DOCUMENT

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1. There is no cost of the TOR document.
 2. The TOR document can be obtained from the website www.ssupsw.in or SSUPSW office after submitting the request letter on their letterhead along with invitation letter given by SSUPSW.
 3. While submitting the proposal the EMD must be enclosed in form of **demand draft in favor of SSUPSW payable at Patna.**
 4. The proposal without the EMD draft will not be considered for evaluation.

3. INSTRUCTIONS TO BIDDERS

INTRODUCTION

The section aims to provide guidelines/Instructions for Bidders, to be followed while submitting the Proposals. These are generic in nature, but bidders are required to abide by them during the currency of the Project.

SCOPE OF PROPOSAL

Detailed description of the objectives, scope of services, deliverables and other requirements relating to the job/assignment are as specified in this PROPOSALS. The Proposal is required to be submitted in the form and manner as specified in this document.

NUMBER OF PROPOSALS

A bidder can submit one proposal at a time for **Shelter with Kitchen "Basera" at Patna** for one shelter clearly mentioning the type of shelter the bidder is willing to run i.e. (any one). Bidders can apply for both shelters separately in separate proposals with all relevant Document as per

Annexure – A

- 1. Shelter with Kitchen "Basera" to accommodate 20 Ultra Poor/destitute Families or**
- 2. Shelter with Kitchen "Basera" to accommodate 50 Male Beneficiaries from amongst Ultra Poor/destitute communities**

Note: The Agency can apply for one shelter from the above-mentioned shelters in one proposal. If applying for both shelters, Agency has to apply separately for both the shelters in separate proposals along with all relevant Documents. *Bidder submitting one proposal for both the shelters shall be rejected.*

LANGUAGE OF BID

All Proposals and various documents related to these Proposals should be in English Language. All correspondence between Project Director, MBNY, SSUPSW, DoSW, Government of Bihar and the Bidders would also be in English Language. Supporting Documents and Printed Literature furnished by the Bidders may be in another Language provided they are accompanied by an accurate translation in English Language.

CONFLICT OF INTEREST

Project Director, MBNY, SSUPSW, DoSW, Government of Bihar requires that bidder must provide professional, objective and impartial advice and at all times hold Project Director, MBNY, SSUPSW, DoSW, Government of Bihar interests paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration for future work. In case the Bidders have any subsisting interest, either by themselves or through their partners, that is likely to conflict the work specified in the Scope of Work, they shall declare such interests as part of their proposal.

VALIDITY OF PROPOSALS

1. For the purpose of placing the order, the Bids shall remain valid for at least 180 days after the date of bid opening.
2. A bid valid for a shorter period may be rejected by Project Director, MBNY, SSUPSW, DoSW, Government of Bihar as being non-responsive.
3. During the period of validity of Bids, the rates quoted shall not change.
4. In exceptional circumstances, Project Director, MBNY, SSUPSW, DoSW, Government of Bihar may ask for extension of the period of validity and such a request shall be binding on the bidder.
5. Project Director, MBNY, SSUPSW, DoSW, Government of Bihar request and the response to such a request by various bidders shall be in writing.
6. A bidder agreeing to such an extension will not be permitted to increase its rates.

RIGHT TO ACCEPT PROPOSAL

Project Director, MBNY, SSUPSW, DoSW, Government of Bihar reserves the right to accept or reject any Proposal, and to annul the Proposal process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or any obligation to inform the affected bidder of the grounds for such decision.

PROPOSAL DUE DATE

Proposals filled in all respect must reach Project Director, MBNY, SSUPSW, DoSW, Government of Bihar at the address, time and date specified in the cover page of the PROPOSALS through /By Registered Post / By Courier / by Hand. If the specified date for the submission of PROPOSALSs is declared as a holiday for Govt. of Bihar, the PROPOSALSs will be received up to the appointed time on the next working day.

LATE SUBMISSION

Proposals submitted after the deadline for submission prescribed by Project Director, MBNY, SSUPSW, DoSW, Government of Bihar will not be considered.

MODIFICATIONS / WITHDRAWAL

No modifications / withdrawal to the Proposals shall be allowed; once it is received by the tendering authority receives it.

FRAUD & CORRUPTION

Project Director, MBNY, SSUPSW, DoSW, Government of Bihar requires that bidder is bidding for this PROPOSALS must observe the highest standards of ethics during the performance and execution of such contract. In pursuit (pursuance) of this policy, SSUPSW, DoSW, Government of Bihar.

1. **“Corrupt practice”** means the offering, giving, receiving or soliciting of anything of value to influence the action of Project Director, MBNY, SSUPSW, DoSW, Government of Bihar official by any personnel of bidder in procurement process or in contract execution.
2. **“Fraudulent practice”** means a misrepresentation of facts, in order to influence a procurement process or the execution of a contract, to the detriment of SSUPSW, DoSW, Government of Bihar, and includes collusive practices among the bidders (prior to or after Proposal submission) designed to establish bids at artificially high or non-competitive levels and to deprive the Project Director, MBNY, SSUPSW, DoSW, Government of Bihar of the benefits of free and open competition;

-
3. **“Unfair trade practices”** means supply of services different from what is ordered on, or change in the Scope of Work which was given by the SSUPSW, DoSW, Government of Bihar.
 4. **“Coercive practices”** means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.
 5. Project Director, MBNY, SSUPSW, DoSW, Government of Bihar will reject a proposal for award, if it determines that the bidder recommended for award has engaged in corrupt, fraudulent, unfair trade practices or coercive practices.
 6. Project Director, MBNY, SSUPSW, DoSW, Government of Bihar will declare a firm ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the firm has engaged in corrupt, fraudulent, unfair trade and coercive practices in competing for, or in executing, the contract.

AMENDMENTS

At any time prior to deadline for submission of proposal, Project Director, MBNY, SSUPSW, DoSW, Government of Bihar may for any reason, modify the PROPOSALS. The prospective bidders having received the PROPOSALS shall be notified of the amendments through e-mail/website and such amendments shall be binding on them.

CLARIFICATIONS

During evaluation of the Proposals, Project Director, MBNY, SSUPSW, DoSW, Government of Bihar may, at its discretion, ask the bidder for clarifications on their proposal.

REJECTION OF BID

Project Director, MBNY, SSUPSW, DoSW, Government of Bihar reserves the right to reject any and all proposals, in whole or in part, to waive any and all informalities, and to disregard all non-confirming, non-responsive or conditional proposals.

In the event any or all proposals are rejected, in whole or in part, thereafter SSUPSW, DoSW, Government of Bihar, in its sole discretion may initiate a new PROPOSALS process including all or part of the components of this Request for Proposals.

AUTHENTICATION OF BID

The bid document shall be type written in indelible ink and shall be signed by a person or persons duly authorized to bind the bidder to the contract. A duly stamped Power-of-Attorney accompanying the bid document shall support the letter of authorization. The person or persons signing the bid document shall initial all pages of the Bid document, including pages where entries or amendments have been made.

ACKNOWLEDGEMENT BY THE BIDDER

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

1. Made a complete and careful examination of the PROPOSALS
2. Received all relevant information requested from Project Director, MBNY, SSUPSW, DoSW, Government of Bihar
3. Acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the PROPOSALS or furnished by or on behalf of Project Director, MBNY, SSUPSW, DoSW, Government of Bihar or relating to any of the matters Stated in the PROPOSALS Document
4. Acknowledged that it does not have a conflict of Interest; and
5. Agreed to be bound by the undertaking provided by it under and in terms hereof.

Project Director, MBNY, SSUPSW, DoSW, Government of Bihar shall not be liable for any omission, mistake or error on the part of the Applicant in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to PROPOSALS or the Selection Process, including any error or mistake therein or in any information or data given by the SSUPSW, DoSW, Government of Bihar.

EARNEST MONEY DEPOSIT (EMD)

The EMD will be submitted in the form of Demand draft favoring **SSUPSW, Patna** of amount **Rs 5,000/- (Rs. Five Thousands Only)**. The EMD is required to protect SSUPSW, DoSW, Government of Bihar against the risk of Bidder's conduct, which would warrant the security's forfeiture.

Unsuccessful Bidder's EMD will be returned as promptly as possible as but not later than 30 days after the expiration of the period of bid validity.

The successful Bidder's EMD will be returned after furnishing the performance guarantee or adjusted against the performance guarantee upon the bidder signing the contract.

FORFEITURE OF EMD

EMD submitted by the vendor may be forfeited under the following conditions. If the bid or its submission is not in conformity with the instruction mentioned herein;

1. If the vendor withdraws the tender before the expiry of the validity period
2. If the vendor violates any of the provisions of the terms and conditions of the tender.
3. In the case of a successful vendor fails to **(a)** accept award of work, **(b)** sign the contract agreement with SSUPSW, DoSW, Government of Bihar, after acceptance of communication on placement of award, **(c)** furnish performance security, or the vendor violates any of such important conditions of this tender document or indulges in any such activities as would jeopardize the interest of Project Director, MBNY, SSUPSW, DoSW, Government of Bihar in timely finalization of this tender

The decision of Project Director, MBNY, SSUPSW, DoSW, Government of Bihar regarding forfeiture of bid security shall be final and shall not be called upon question under any circumstances. A default in such a case may involve black-listing of the vendor by SSUPSW, DoSW, Govt. of Bihar.

EXTENSION OF PERIOD OF VALIDITY

In exceptional circumstances, Project Director, MBNY, SSUPSW, DoSW, Government of Bihar may solicit the bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder shall be unconditional. The EMD provided shall also be suitably extended. A Bidder may refuse the request without forfeiting the EMD. A Bidder granting the request will not be permitted to modify its bid.

VALIDATION OF INTERLINEATIONS IN BID

Any interlineations, erasures, alterations, additions or overwriting shall be valid only if the person or persons signing the bid have authenticated the same with signature.

CLARIFICATION OF BIDS

To assist in the evaluation, comparison and an examination of bids, Project Director, MBNY, SSUPSW, DoSW, Government of Bihar may, at its sole discretion, ask the Bidder for a clarification of its bid including breakdown of unit rates. The request for clarification and the response shall be in writing. If the response to the clarification is not received before the expiration of deadline prescribed in the request, Project Director, MBNY, SSUPSW, DoSW, Government of Bihar reserves the right to make its own reasonable assumptions at the total risk and cost of the Bidder.

COMPLETENESS OF BIDS

Project Director, MBNY, SSUPSW, DoSW, Government of Bihar will examine the bids to determine whether they are complete, whether they meet all the conditions of the Tender Document and Technical Specifications, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the Bid Documents are substantially responsive to the requirements of the PROPOSALS.

RECTIFICATION OF ERRORS

Arithmetical errors will be rectified on the following basis: -

1. If there is a discrepancy between the rates in words and figures, the rate in words will govern.
2. If the supplier does not accept the correction of errors, his bid will be rejected & EMD may be forfeited.

NOTIFICATION TO BIDDER

The Bidder whose Bid has been accepted shall be notified of the award prior to the expiration of the period of validity of the proposal, by registered letter, Email or by fax. This letter (hereinafter the “Letter of Acceptance”) shall state the sum that Project Director, MBNY, SSUPSW, DoSW, Government of Bihar shall pay the Bidder in consideration of the execution, completion and maintenance of the work as prescribed by the Contract (hereinafter the “Contract Cost”) in accordance with Payment Terms. The Bidder shall acknowledge in writing, the receipt of the Letter of Acceptance and shall send his acceptance to enter into the Contract within five (5) days from the receipt of the Letter of Acceptance.

SIGNING OF AGREEMENT

Pursuant to the Bidder acknowledging the Letter of Acceptance, the Bidder and Project Director, MBNY, SSUPSW, DoSW, Government of Bihar shall promptly and in no event later than 7 working days from the date of acknowledgement of the Letter of Acceptance, sign the Contract. This shall be subject to the furnishing of the Performance Guarantee. Project Director, MBNY, SSUPSW, DoSW, Government of Bihar shall have the right and authority to negotiate certain terms with the successful Bidder before signing of the Contract. The signing of the Contract shall amount to award of the Contract and the Bidder shall initiate the execution of the work as specified in the Contract.

EXPENSES FOR THE CONTRACT

All incidental expenses of the execution of the Contract shall be borne solely by the successful Bidder and such amount shall not be refunded to the successful Bidder by the Project Director, MBNY, SSUPSW, DoSW, Government of Bihar

FAILURE TO ABIDE BY THE CONTRACT

The conditions stipulated in the Contract shall be strictly adhered to and violation of any of these conditions shall entail immediate termination of the Contract without prejudice to the rights of Project Director, MBNY, SSUPSW, DoSW, Government of Bihar with such penalties as specified in the Bid Document and the Contract.

PERIOD FOR FURNISHING PERFORMANCE GUARANTEE (FOR 11 MONTHS)

Within seven (7) working days of the receipt of the acknowledgment of the Letter of Acceptance from SSUPSW, DoSW, Government of Bihar, the successful Bidder shall furnish a Performance Guarantee for an amount equivalent to 10% of Total maximum Contract Cost of the first Contract period (For 11 Months) in accordance with the conditions of the Contract, in the form of a Bank Guarantee / Bank Draft / Pay Order from a scheduled bank (except cooperative bank) drawn in favor of **Project Director, MBNY, SSUPSW, DoSW, Government of Bihar** payable at **Patna**. If such Performance Guarantee is in the form of a Bank Guarantee, then such Bank Guarantee shall be in a form acceptable to the SSUPSW, Deptt. of Social Welfare, Government of Bihar. The EMD submitted earlier by the successful Bidder shall be adjusted against the Performance Guarantee and such Performance Guarantee shall be retained by the Project Director, MBNY, SSUPSW, DoSW, Government of Bihar till the end of the Term as defined in the Contract.

ANNULMENT OF AWARD

Failure of the successful Bidder to comply with pre-qualification criteria, evaluation criteria and other terms and conditions set out in the Tender Document shall constitute sufficient ground for the annulment of the award of Contract and forfeiture of the EMD, in which event Project Director, MBNY, SSUPSW, DoSW, Government of Bihar may make the award to the next lowest evaluated Bidder or call for new bids.

DISQUALIFICATIONS

Project Director, MBNY, SSUPSW, DoSW, Government of Bihar may at its sole discretion and at any time during the evaluation of Proposal, disqualify any bidder, if the bidder has:

1. Submitted single proposal for more than one shelter.
2. Submitted the Proposal documents after the response deadline
3. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements
4. Submitted a proposal that is not accompanied by required documentation or is non-responsive
5. Failed to provide clarifications related thereto, when sought
6. Submitted more than one Proposal (comprising of same Prime Applicant individually or in case of a consortium Prime Applicant and Implementation Partner)
7. Declared ineligible by the Government of India for corrupt and fraudulent practices or blacklisted
8. Submitted a proposal with price adjustment/variation provision.
9. Submitted an unsigned proposal or application without organization sign and seal.
10. Submitted a proposal with irrelevant/unnecessary documents
11. Submitted a proposal without all required Document as mentioned above **Annexure-A**.
12. Submitted a proposal without **Annexure-A** on the top (first page) of proposal.

4. SCOPE OF WORK

The need for provision of Shelter with Kitchen "Basera" for the most vulnerable Ultra poor /Beggars/ destitute people and families arises the moment they are linked with livelihood programs. The major problem, which this group faces after the linkage with the livelihood program, is Shelter and Food as this population is homeless. Even if they are linked with some livelihood programs, they are deprived of night shelters and food in the initial days, months or years of their struggle for livelihood making them most vulnerable and prone to accidents, calamities, abuse etc.

Therefore, a provision is made under MBNY Scheme “SAKSHAM” to **run Shelter with Kitchen “Basera” in Patna Municipal Corporation Area through an outsource agency.**

4.1. OBJECTIVE OF “BASERA”:

- 1) To provide for alternative shelters to most vulnerable/ ultra poor/ beggars/ destitute segments of urban poor who live on street and pavements with basic facilities like food, water, sanitation, sleeping arrangements and safety.
- 2) To provide initial basic support like food and night shelter to such people who are linked with jobs and skill training centers.
- 3) To provide access to various entitlements, viz. identity, social security pensions, PDS, ICDS, financial inclusion, education, affordable housing, linkages with social security programs etc. to most vulnerable Ultra poor /Beggars/ Destitute.
- 4) To generate livelihood opportunities through activities & counseling at Shelter and referral services.

4.2. IDENTIFICATION AND RESCUE PROCESS OF ELEGIBLE BENEFICIARY

- i. The “AGENCY” shall identify the beneficiaries from the most vulnerable/ ultra poor/ beggars/ destitute segments of the urban poor who live on street and pavements and will prepare a list with detailed profile and justification shall identify the potential beneficiaries with complete profiling of the individuals/families done in the pockets in a given format. The list of potential beneficiaries will be then finally approved by the beneficiary selection committee or any other mode directed by "SAKSHAM" before referring the beneficiaries in shelter.
- ii. The "AGENCY" shall depute field coordinators on roster basis to identify potential beneficiaries from the districts. The final scrutiny will be done by the BSC.
- iii. The "AGENCY" shall take adequate effort to over all rehabilitation of the beneficiaries through classification, referral and linkages services to the beneficiaries. Successful rehabilitation through shelter, referral and linkages services to more than 500 beneficiaries in a given period of time shall be highly appreciative and will be recorded on ratings of the agency as an important landmark.
- iv. The "AGENCY” shall execute all the required legal formalities before inducting any beneficiary in the Shelter.

4.3. ELIGIBILITY CRITERIA

A. Eligibility: For Shelter with Kitchen "Basera" to accommodate 20 Ultra Poor/destitute Families

1. Eligible families should be comprising
 - a) Husband and wife
 - b) Husband, wife and children (children less than 14 years of age)
 - c) Mother and children
 - d) Single women
2. Bread earner of the family should be MBNY card Holder
3. Ultra poor/destitute families residing on pavements and street
4. Ultra poor/destitute families living in vicinity of Patna Junction, Bus Stand, Religious Places etc.

B. Eligibility : For Shelter with Kitchen "Basera" to accommodate 50 Male Beneficiaries from amongst Ultra Poor/destitute communities

1. He should be MBNY beneficiary
2. He should be able bodied or should be capable enough to take care of himself.
3. Should be between 14 to 60 years of age.
4. He should be working or willing to work

The method of induction of beneficiaries will be as per the details given below;

- a) Eligible Beneficiaries will be identified & rescued.
- b) The rescued beneficiaries will immediately receive the accommodation and fooding facilities and will be retained only for the approval of the **Selection Committee**.
- c) The Selection Committee on a monthly basis or online verification on a regular basis will verify & recommend the continuation of the beneficiaries.
- d) Enrollment of all the beneficiaries in the attendance registers with bio-metric details and maintain it on a daily basis.

4.4. SHELTER WITH KITCHEN "BASERA":

It has been proposed that initially there will be two Shelters "Basera" at two different locations to be opened on a pilot basis in Patna and will provide public utilities services like shelter, food, toilets and water supply etc.

The shelters would be permanent, running throughout the year and open round the clock.

- i. The shelters would operate round the clock services and shall be run from rental premises, is being proposed for the shelters for most vulnerable Ultra poor /Beggars/Destitute, the shelter would provide basic facilities such as food, rooms for families, beds and beddings, toilets, portable drinking water, lockers, first aid and linkages with social security schemes.
- ii. The beneficiaries who have been issued identity cards from MBNY would be registered to avail the facility of the shelter and would be provided breakfast, lunch and dinner.
- iii. The shelter would provide all the general and common features of Shelter Home and also attempt to create learning and healthy environment through moral education, recreational activities, and entitlements related activities, awareness and referral services.
- iv. Linkages may be established with old age home, "Basera", rehabilitation Home, vocational training centers, repatriation services, public hospitals with a view to link the beneficiaries like the aged, persons with disabilities, drug addict and mentally challenged persons to the specialized services.

4.5. LOCATION OF SHELTERS:

- a. Location could be close to concentrations. They may preferably be located close to the areas where the poorest congregate like railway stations, bus depots, terminals, markets, wholesale mandis (market yards) etc. The location could be decided after mapping the concentration areas where ultra poor persons or families resides
- b. Systematic surveys would be undertaken in cities/towns by the ORW (Outreach Workers) so as to assess accurately the need for shelters at suitable locations. As far as possible, sites providing maximum convenience to the beneficiaries may be identified. While undertaking the survey and identifying beneficiaries, implementing agencies may involve civil society representatives.

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- c. The shelters should be permitted in residential, commercial, industrial and public and semi-public use zones, and should be allowed in other use zones also, on special permission by the planning authority/ urban local body. If needed.
 - d. The project proposes to functionalize two shelters in the above mentioned categories in the locations with high concentration of ultra poor/destitute population; some of the proposed sites are-in the vicinity of Patna Railway Junction, Bailey Road, Gandhi Maidan, Golghar, Rajbansi Nagar, Anisabad etc.

4.6. DESIGN OF SHELTERS:

1. For both the shelters, a space of 5000sq feet (per shelter) will be taken as the minimum space to be provided. A details specification of Shelter is given in **Annexure I**
2. The existing infrastructure/public buildings, which will be used for the shelters, suitable refurbishment, may be done to meet requisite services / space requirement. For refurbishment and utilization of existing buildings as shelters, required Building Fitness Certificate shall be obtained from competent authorities.
3. Shelters may be built of concrete or durable and weatherproof alternate structures, with environmental friendly designs, rain water harvesting, solar heating / lighting facilities etc.

4.7. ENSURING ENTITLEMENTS TO THE ULTRA POOR

1. All the beneficiaries having Identity cards issued under MBNY would be eligible to access free food, residential facilities and other entitlements. All the beneficiaries availing benefits of the Shelter Home "Basera" would be linked to the social security schemes for all programs of the Central and State.
2. Shelters will be a space for convergence and provisions of various entitlements of social security, food, education and health care systems. All beneficiaries, in shelters should be given priority under various schemes, and government programs like-
 - a) Identity Proof & Postal Address, Elector's Photo Identity Card (EPIC), etc.
 - b) Old age, widows and disability pensions.
 - c) BPL cards, PDS ration cards, etc.
 - d) Bank or post office accounts.
 - e) ICDS services.
 - f) Referral services
 - g) Social Security Services
 - h) Other community services.

4.8. WEB-ENABLED MIS SYSTEM FOR MONITORING

1. Management Information System (MIS)

A web-enabled, comprehensive and robust IT-enabled MIS will be established for tracking targets monitoring the functioning of the shelter and achievements. Executing agency will be required to submit their progress reports online and may use this tool to monitor progress on the ground. In the spirit of proactive disclosure of information and ensuring, a prescribe norms and guidelines on the Grievance redressal mechanism shall be develop by SAKSHAM.

4.9. FACILITIES AT THE SHELTERS

The shelters will be permanent, running throughout the year; and open round the clock, because many ultra poor/destitute/ Homeless persons find work in the nights.

Following facilities/amenities may be provided at the shelters for dignified living:

1. Food and Lodging facilities for the beneficiaries
2. Well ventilated rooms.
3. Water arrangements and sanitation.
4. Adequate bathing & toilet facilities.
5. Standard lighting for shelter.
6. Adequate fire protection measures, as per the norms.
7. First aid kit.
8. Pest and vector (mosquito) control
9. Regular cleaning of blankets, mattresses and sheets, and maintenance of other services.
10. Common kitchen/cooking space, necessary utensils for cooking and serving, cooking gas connections etc.
11. Child care facilities for children by linking the shelter to the nearest Anganwadi Centers.
12. Facilitation for convergence with other social security services/entitlements.
13. Facilitation of proper Counseling for behavioral change through in-house activities
14. Adequate fire protection measures, as per the norms

4.10. OPERATION & MANAGEMENT (O&M) OF SHELTERS:

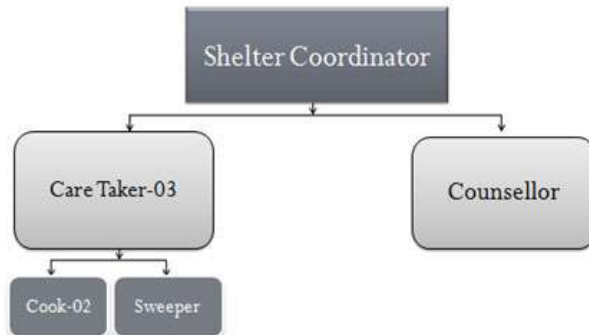
1. The Project would be executed by the State Society for Ultra Poor and Social Welfare through an outsource agencies/NGOs to functionalize the shelter "Basera" SSUPSW would

select the eligible NGO/Trust, institutions, Company and Civil Society on the basis of EOI, PROPOSALS and competitive bidding process.

2. The State Project Unit of the State Society for Ultra Poor and Social Welfare would be the nodal agency of the project and would be responsible for effective functioning and service delivery.
3. The State Project Unit would monitor the Shelter "Basera" on basis of the quality indicators as mentioned in the proposal and directions from "SAKSHAM".
4. The operations and management of the shelters can be undertaken by SSUPSW or any other agencies such as:
 - People working for the cause of beggars/destitute/Homeless
 - Missionaries of Charity or Religious Trustee.
 - Universities and Institutions.
 - NGOs and CSOs registered under the Societies Registration Act, 1860 and Trust Acts or other similar laws of the State Governments.
 - Self Help Groups and committees recognized by the State Govt. / Urban Self Governments.
 - Resident Welfare Associations.
 - Public/Private Sector Companies or Associations

These operations and management agencies may also facilitate orientation, training and identification of shelter staff. A Shelter Management Committee (SMC) will be constituted with representative of SSUPSW, local ward members, caretakers, and few nominated residents of the shelter as member. The SMC shall supervise the day-to-day functioning of the Shelter.

Each shelter shall have the following minimum full time staff for looking after daily management, upkeep, cleanliness and discipline at the shelter (**Details of staff given in Annexure II**).



Proposed Staff Structure for the shelter on pilot basis

The staff may be engaged by the SSUPSW or resourced through agencies/ institutions responsible for operating the shelters. For shelter accommodating families, minimum one woman caregiver should be given.

The salary cost for the above positions can be included in O&M cost of the project, however if more staff is required, then the SSUPSW/ State Government may arrange for the funds from other sources.

4.11. USERS' FEES

Users' fees, if any, will be levied with the objective of improving participation of the residents in operations of the shelter and would be modestly priced. The fund so collected could be utilized for maintenance of the facilities. The following will determine the norms and application of users' fees by any Implementing authority or Management Committee:

- i. Nominal charges could be collected depending on the income levels or efficiency of the beneficiaries. For those with no payment capacities, total exemption should be granted.
- ii. Accommodation and meals provided at the shelter will be free for children less than 14 years of age. For other shelter residents, lodging and meals will be provided at subsidized costs.
- iii. All residents will be encouraged to offer voluntary services for maintenance of shelter "Baseru" including mess facilities, cleanliness, etc. on rotation basis (e.g. half day service per person /week). These norms to be evolved by the shelter coordinator together with the shelter management committee.

4.12. PROVISION OF FOOD AND CLOTHING

- i. All the beneficiaries would be eligible to access three times' food at a subsidized rate or free of cost depending on the case. A concept of community kitchen has been made to

provide food as per the menu. The “Agency” shall provide food to all residents of the shelter "Basera" as per the menu and quantity mentioned in **Annexure-III**.

- ii. The "AGENCY" shall ensure the delivery of articles at the time of admission to all beneficiaries residing in Shelter "Basera" as per **Annexure V**

4.13. PUBLICITY OF THE PROGRAM

In order to ensure that the information about availability of shelters for urban poor reaches the ultimate beneficiaries, i.e. the targeted population, adequate publicity measures need to be taken up by SSUPSW on regular basis. Communication mediums like posters, banners, pamphlets, recorded announcements, wall writing, etc. may be used to reach the message to the target groups. Access to the message will help in leading the target groups to the shelter and thereby in fulfilling the mandate of MBNY indirectly.

5. PROVISION FOR LEGAL SERVICES TO THE BENEFICIARIES

- i. The "AGENCY" will maintain congenial atmosphere in home and will be liable for all the conflicts within the beneficiaries.
- ii. The "AGENCY" will be solely liable for any legal issues in case of missing beneficiaries or any other related issues, the "AGENCY" will be responsible for the consequences.
- iii. The "AGENCY" shall map / trace the beneficiaries and arrange for all the legal formalities required to refer them (need based) with support of local police stations.
- iv. The "AGENCY" shall follow and adhere to the norms and provisions of the relevant legislation laws like Juvenile Justice (Care and Protection of Children) Act 2000, (As amended in 2006), Bihar J. J. (Care and Protection of Children) Rules, 2012 and The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, Mental Health Act, 1987, PWD Act, 1995, National Trust Act, 1999 or any related laws and order issued by the State Government, Department of Social Welfare, Directorate of Social Welfare or the Central Government from time to time.
- v. The "AGENCY" shall follow and adhere to the norms and provisions of the relevant labor and employment laws of State/Country.

6. PROVISION FOR RECREATIONAL ACTIVITIES FOR THE BENEFICIARIES

- i. The "AGENCY" shall arrange entertainment facilities like T.V.Dhol,Jhal thal light music & other recreational activities, apart from organizing drama, cultural activities, Gardening activities, Community cleaning, exposure visit to esteemed historical & religious places and recreational & entertainment centers / institutions etc.
- ii. The beneficiaries shall be engaged in entertainment & other activities (Recreational, Social, livelihood & others).

7. DEPLOYMENT AND MANAGEMENT OF STAFF

- i. The "AGENCY" is required to deploy the staff with qualification & experience as per **Annexure-II**.
- ii. Any vacancy arising in the Shelter Home "Basera" shall be communicated to "SAKSHAM" without delay. The "AGENCY" shall involve "SAKSHAM" or a representative assigned by "SAKSHAM" in the recruitment to the technical positions like Home-In charge, Counselor, ANM, Field Co-ordinator etc. The "AGENCY" shall fill the vacant position within 1 month of any vacancy arising and shall arrange an alternative for the vacant position beforehand keeping in mind the sensitivity of the work.
- iii. All the deployed staff of the "AGENCY" shall be selected after adopting proper procedure for recruitment through open market on the basis of advertisements, GDs and interview etc. The panel for interview will be held under the chairmanship of "SAKSHAM".
- iv. All the required staff should be medically fit and well-disciplined. They shall abide by the instruction given by "SAKSHAM". The "AGENCY" will be responsible for the conduct of personnel/ staff deployed.
- v. The caretakers will be responsible for all day to day activities of the beneficiaries including assistance in lavatories, eating, changing clothes, body cleanliness and other assistance.
- vi. If any staff of the "AGENCY" remains absent or takes leave from office, the "AGENCY" shall have to make alternative arrangement through assigning that particular staff's responsibilities to the counterpart. It is mandatory for the "AGENCY" to ensure that the absence of any particular staff should not hamper the work in any sense. The information of such nature should be directly communicated to SAKSHAM on the same day. If any staff working on behalf of the absent staff or in place of any staff without giving any prior information to SAKSHAM, the

concerned staff shall be treated as absent and SAKSHAM shall have the right to take necessary actions against repetitions of this mala fide practice.

- vii. Termination of any employee can be initiated only after taking prior approval from "SAKSHAM" and the "AGENCY" can initiate termination after the approval from "SAKSHAM". Termination can be processed only by serving one month's prior notice in writing to the employee. The "AGENCY" can also terminate the employment immediately after taking approval from "SAKSHAM" without giving notice period if the employee is found engaged in fraud, misbehavior, financial defalcation, or corrupt practices. The employees can only terminate their appointment or agreement by giving one month's notice to the "AGENCY". The "AGENCY" may also terminate their agreement in the event of 7 (Seven) days or more continuous absence from duty without prior information and with approval from "SAKSHAM".
- viii. No termination or suspension will be initiated by the "AGENCY" without taking prior written consent from "SAKSHAM".

8. MONITORING AND SUPERVISION:

- i. A Selection Committee constituted by SAKSHAM will be responsible for approval of the selected or admitted beneficiaries.
- ii. A Shelter Management Committee will be formed comprising representatives from SAKSHAM, Selected Agency and reputed NGOs/Social worker to review the functioning of the Shelter on quarterly basis and suggest improvements.
- iii. A Committee of beneficiaries will supervise the functioning of the Shelter and provide inputs periodically.
- iv. The selected Agency is bound to follow the recommendation of the above mentioned Committees/Authorized officials. If the "AGENCY" fails to comply with the recommendations consecutively for three times in a quarter period, in that case a show cause will be served to the "AGENCY" in this regard.
- v. "SAKSHAM" will monitor the above mentioned work through a nodal person designated on both sides; onsite and offsite.
- vi. "SAKSHAM" will verify the quality of food & other items through onsite visit.
- vii. "SAKSHAM" will verify the availability of required staff through onsite visit.

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- viii. The nodal official of “SAKSHAM” will check the documents like Attendance Register & Case History Register, Health Follow-up Chart & other related documents, etc. during the monitoring visits to track the progress.
 - ix. “SAKSHAM” will convey the observations and recommendations to “AGENCY” to improve the work during monitoring visits.
 - x. "SAKSHAM" reserves the rights to inspect/visit the premises at any hours. Any inspection/visit after the sunset shall be done by a team having at least one female officer from "SAKSHAM", Departments, Local PS and Reputed NGOs/Institutions/Social Worker etc authorized by "SAKSHAM".
 - xi. Inspection/ Surprise visit for appraisal by any individual /group /society/ Institutions/ CBOs/ NGOs/Officers can be ordered by "SAKSHAM". The same shall be allowed/cordially arranged by the AGENCY".
 - xii. There shall be a provision/ arrangement for a separate office space for the officers of "SAKSHAM"
 - xiii. The State Programme Unit will be responsible for review and supervision of the working of shelters with the participation of community representatives, civil society organizations, line departments and elected representatives, etc.
 - xiv. Every shelter should be linked with a high schools or colleges, so that the students can engage with the residents of the shelters, ensuring quality of the shelters, and learning community service.

9. PERFORMANCE SECURITY

- i. The "AGENCY" has to furnish an advance bank guarantee for 10% of the total Contract Value.

10. DURATION OF WORK ASSIGNMENT:

- i. The overall duration of assignment is 11 months from signing the agreement and it may further be extended depending upon the performance of the “Agency” and as per mutual consent of the parties. The decision of PD-MBNY will be final for the extension of the contract.

11. MAINTENANCE OF RECORDS, REPORTING AND DOCUMENTATION

- i. The "AGENCY" has to maintain Individual file for every beneficiary and record all services provided to the beneficiary in the file.

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- ii. The "AGENCY" is required to submit reports to SAKSHAM on a daily, weekly or monthly basis.
 - iii. The "AGENCY" shall submit document based evidences for every activity related to the beneficiaries.(Entry and Exit of the beneficiaries)
 - iv. The "AGENCY" shall keep separate books of accounts of the funds provided by "SAKSHAM".
 - v. The "AGENCY" shall open a separate saving bank account in any nationalize bank for "SAKSHAM" funds within 7 days of signing the agreement. Interest of the bank account will be added in the project budget and can be utilized for the program as approved by the "SAKSHAM".
 - vi. All the payments of Salary and Wages must be made through the check/electronic transfer to the respective personnel's account.
 - vii. The "Agency has to maintain books of records as per **Annexure - IV**

12. ACCOUNTS

The Agency has to maintain a separate Bank Account

- i. The "AGENCY" should maintain "SAKSHAM" advances in a separate interest bearing bank account and apart from other funds of the "AGENCY", including those of other "SAKSHAM" awards. Specific information of the bank account must be communicated to "SAKSHAM". Funds must be used for project purposes only and may not be loaned or made available to any other organization or individual. Approval to deviate from all or part of this requirement must be obtained in advance, and in writing, from the "SAKSHAM".
- ii. Submit monthly financial reports in the prescribed format and other documents including bank statement and a bank reconciliation on or before 5th of each month or as required by the "SAKSHAM".
- iii. Submit quarterly financial and programmatic reports along with all supporting documents within 15 days from the close of each quarter with Utilization certificate/Statement of Expenditure (SOE) duly certified by C.A.
- iv. Submit audited accounts within 01 (One) month after the completion of initial contract period.
- v. The "AGENCY" has to maintain separate Books of Account, such as; Cash Book, Ledger, Stock Register, Fixed Assets Register, Cheque issue register etc.

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- vi. The "AGENCY" agrees to comply with laws of the land regarding income taxes and other such taxes required by local laws.
 - vii. A systematic method to ensure timely and appropriate resolution of audit findings and recommendations.
 - viii. All the records related to any type of donations (cash or kind) should be entered in the records and reported to SAKSHAM.
 - ix. Attendance records must be maintained for personnel whose salaries are paid from the grant budget. Such records shall also indicate the number of hours worked by each employee. The "AGENCY" is responsible for seeing that records are completed on a daily basis, signed by each individual employee and appropriate supervisor, and retained as financial records.
 - x. All payments to the staff should be made through RTGS/NEFT/Account payee Cheque only.
 - xi. The "AGENCY" shall maintain books, records, documents, and other evidence in accordance with the "AGENCY"'s usual accounting procedures to sufficiently substantiate charges to the grant. The "AGENCY"'s financial management system shall provide for the following:
 - a. Accurate, current and complete disclosure of the reports for the "SAKSHAM"-sponsored project or program in accordance with the reporting requirements of this award
 - b. Records that adequately identify the source and application of funds for "SAKSHAM"-sponsored activities.
 - c. Effective control over and accountability for all funds, property and other assets. "AGENCY" shall adequately safeguard all such assets and shall ensure that they are used solely for authorized purposes in support of this award.
 - d. Comparison of actual outlays with budget amounts. Financial information should be related to performance and unit-cost data whenever appropriate.
 - e. Accounting records that are supported by documentation that, at a minimum, will identify, segregate, accumulate and record all costs incurred under the grant, and which fully discloses (i) the amount and disposition by the "AGENCY" of the proceeds of the award, (ii) the total cost of the project, (iii) the amount of that portion of the cost of the project supplied by other sources, and (iv) such other records as will facilitate an effective audit.
 - xii. "SAKSHAM" may require that the "AGENCY" shall conduct the quarterly audit of this project (award) apart from the general annual audit conducted for the organization. If there are findings and questioned costs and reportable conditions, it is

the responsibility of the "AGENCY" to implement a corrective action plan addressing the findings and reportable conditions.

- xiii. "SAKSHAM" will monitor "AGENCY's" activities to provide reasonable assurance that the "AGENCY" administers "SAKSHAM" awards in compliance with "SAKSHAM" requirements. Monitoring may be accomplished through a variety of oversight activities. These may include, but are not limited to: on-site visits; audits; implementation of corrective action plans; and review of program and financial reporting.
- xiv. The "AGENCY" shall preserve and make available such records for examination and inspection by "SAKSHAM" or their authorized representatives:
 - a. All records should be kept safe by the "AGENCY" until the expiration of three years from the date of termination of the contract.
 - b. For such longer period, if any, as is required to complete an audit in process to resolve all questions concerning expenditures unless written approval has been obtained from "SAKSHAM" to dispose of the records. "SAKSHAM" follows generally accepted accounting practices in determining that there has been proper accounting and use of grant funds. The "AGENCY" agrees to make available any further information requested by "SAKSHAM", if applicable, or any other principal sponsor, with respect to any questions arising as a result of the audit; and
 - c. If any litigation, claim or audit is started before the expiration of the three year period, the records shall be retained until all litigation, claims or audit findings involving the records have been resolved.

13. BUDGET, ADVANCE PAYMENT & RE-IMBURSEMENT OF BILL

- i. "SAKSHAM" reserves the right to make necessary deduction in the claims according to the norms of State/Central Government.
- ii. Payment shall be released by "SAKSHAM" after submission of bill along with the attested copy of attendance register & other necessary reports, utilization certificate/Statement of Expenditure (SOE) duly certified by CA on quarterly basis.
- iii. The "SAKSHAM" shall disburse the grant amount in respect of Non Recurring Cost (as per Schedule-01) within 07 days of award of contracts as mentioned in the approved budget. The "AGENCY" shall procure the entire fixed asset (as per **Annexure-VI and VII**), which is required to run the Shelter "Basera". "SAKSHAM" will pay onetime cost for the fixed assets under nonrecurring expenditure (As per Schedule-01). The

ownership of the purchased Assets will be retained with "SAKSHAM". The agency should have returned all the fixed assets to the SAKSHAM in running/ usable condition.

- iv. The "SAKSHAM" shall provide one time advance for Recurring Cost equal to the quarterly approved budget (as per Schedule-02) for the recurring cost. After the Submission of utilization certificate or Statement of Expenditure (SOE) duly certified by CA and other relevant documents. "SAKSHAM" will reimburse the actual cost expended as per the approved budget, Subject to submission and acceptance of the following documents:
 - a) Online and manual Biometric Attendance Details of the beneficiaries
 - b) Online and manual Biometric Attendance Details of the employees
 - c) Financial and Program report (as per the prescribed format by "SAKSHAM", Bihar)
 - d) Brief quarterly reports on successful restoration and rehabilitation cases.
 - e) Social Audit Reports as directed by "SAKSHAM"
 - f) Time-line (Chronogram) showing progress of activities in the prescribed format.
 - g) Budget vs. Actual expenditure sheet and explanation for under and over expenditure (as per the prescribed format by "SAKSHAM", Bihar).
- v. The grant is made on condition that the funds will be administered in accordance with the terms and conditions as set forth in the Project Description as well as the attached Terms and Conditions of Award. It is the legal responsibility of the "AGENCY" to ensure compliance with the terms and conditions as agreed upon with the "SAKSHAM".

14. ADDITIONAL PAYMENT

- i. In case of emergency on the direction of "SAKSHAM", the "AGENCY" will have to provide all above mentioned facilities to additional eligible beneficiaries for a certain period of time.
- ii. "SAKSHAM" shall not be liable for reimbursing costs in excess of the approved amount of grant-in-aid. However, the "AGENCY" may demand funds in excess of the approved fund, in case of the number of beneficiaries increases more than the capacity of the Shelter "Basra" as approved by "SAKSHAM", provided, the "AGENCY" intimates in writing or with evidence regarding the same and has sought permission of the "SAKSHAM". In that case for the same, additional Variable Cost Payment on food may be made by "SAKSHAM".

15. DEDUCTION ON MONTHLY PAYABLE

Sr No	Standard Measures	% of Deduction in Reimbursement of Claim
1	If the enrolment in Shelter Home is less than 70% of the total strength after 2 months of commencement of the home, then SAKSHAM may deduct payment of the selected "AGENCY" from the 3rd month onwards from the monthly payable bills.	1% per person as required to meet the minimum capacity.
2	a) If the served food differs from the menu without taking consent from the beneficiaries. OR b) If the served food found to be stale. OR c) If SAKSHAM receives written or verbal complaint by the beneficiary regarding the food served.	1% of monthly claim amount on every 2 consecutive complaints.
3	If the selected "Agency" does not make alternate arrangement for the absent staff Same day in case of Care Taker, Cook, Security Guard, Sweeper, Washer man etc within three days for others.	0.5% of total allotted staffs' honorarium (as per Schedule- 2, will be deducted per day against each absent staff.
4	If The "AGENCY" fails to create an emergency cash fund amount of Rs. 10000/- (Rupees Ten Thousand only) for emergency cases at the time of inspection which will be kept with the Home in-charge.	2% of total provisioning emergency cash fund amount per day Basic.

16. REVISION OF AWARD BUDGET

- i. The approved award budget is the financial expression of the "AGENCY"'s program as approved during the award process.
- ii. The approved budget for this award can be revised in the upcoming annual budget plan, which shall be applicable on the award with immediate effect without affecting the nature of the award.
- iii. The "AGENCY" is required to report deviations from budget and program plans, and request prior approvals from the "SAKSHAM".

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- iv. If specified in the Schedule of the award, the "AGENCY" may be further restricted from transferring funds among cost categories. Such a restriction would require the "AGENCY" to get the prior approval of the "SAKSHAM" Office before making budget shifts.
 - v. "SAKSHAM" is under no obligation to reimburse the "AGENCY" for costs incurred in excess of the total amount obligated under the award. If the total obligated amount under the award has been increased, "SAKSHAM" Office will notify the "AGENCY" in writing of the increase and specify the new total obligated award amount.

17. AMENDMENT

- i. The award may be amended by formal modifications to the original award document or by means of an exchange of letters or forms between "SAKSHAM" Office and the authorized official of the "AGENCY" on mutually agreed terms and conditions.

18. TERMINATION AND SUSPENSION

- i. "SAKSHAM" may terminate this award at any time, in whole or in part, by giving a three months' notice in writing to the "AGENCY", whenever it is determined that the "AGENCY" has materially failed to comply with the terms and conditions of the award, or because funding is no longer available for reasons beyond control of "SAKSHAM" like existence of the program.
- ii. If the "AGENCY" fails to do the jobs satisfactorily or is unable to complete the job, "SAKSHAM" reserves the right to cancel the Contract and forfeit the performance security.
- iii. Termination and Suspension Procedures- Upon receipt of and in accordance with a termination notice as specified above, the "AGENCY" shall take immediate action to minimize all expenditures and obligations financed by this award and shall cancel such unliquidated obligations whenever possible. Except as provided below, the "AGENCY" shall not incur costs after the effective date of termination.
- iv. The "AGENCY" shall within 30 calendar days after the effective date of such termination repay to "SAKSHAM" all unspent "SAKSHAM" funds which are not otherwise obligated by a legally binding transaction applicable to this award. Should the funds paid by "SAKSHAM" to the "AGENCY" prior to the effective date of the termination of this award be insufficient to cover the "AGENCY"'s obligations in the legally binding transaction, the "AGENCY" may submit to "SAKSHAM" Office within 30 calendar days after the effective date of such

-
- termination a written claim covering such obligations. "SAKSHAM" shall determine the amount(s) to be paid by "SAKSHAM" to the "AGENCY" under such claim.
- v. At the time of termination of contract, the "AGENCY" shall hand over all the relevant documents related with the beneficiaries (whatever maintained in the Shelter Home) to "SAKSHAM".
 - vi. At the time the award expires or is terminated, the following types of funds shall immediately revert to "SAKSHAM":
 - a) "SAKSHAM" has obligated funds to the award, but has not disbursed them to the "AGENCY"; or
 - b) "SAKSHAM" has advanced funds to the "AGENCY", but the "AGENCY" has not expended them.
 - c) Notwithstanding (a) and (b) above, funds which the "AGENCY" has obligated in legally binding transactions applicable to this award will not revert to "SAKSHAM".
 - vii. "SAKSHAM" reserves the right to require refund by the "AGENCY" of any amount which the "AGENCY" did not spend in accordance with the terms and conditions of this award. In the event that a final audit has not been performed prior to the closeout of this award, "SAKSHAM" retains the right to a refund until all claims which may result from the final audit have been resolved between "SAKSHAM" and the "AGENCY".

19. DISPUTES

- i. Decisions of the "SAKSHAM" Office shall be final unless, within 30 days of receipt of that decision, the "AGENCY" appeals the decision to the PD- MBNY. Any appeal made under this provision shall be in writing and addressed to the PD- MBNY, SSUPSW, Govt. of Bihar.
- ii. In order to facilitate review on the record by PD- MBNY, the "AGENCY" shall be given an opportunity to submit written evidence in support of its appeal. The Agency may be called for discussion while processing the appeal.
- iii. Any dispute under this award shall be decided by "SAKSHAM" Office. The "SAKSHAM" Office shall furnish the "AGENCY" a written copy of the decision.
- iv. A decision under this provision by PD-MBNY shall be final.
- v. All the disputes under this award of contract shall be under "Patna jurisdiction"

20. NON-LIABILITY

- i. "SAKSHAM" does not assume liability for any claims for damages arising out of this award.

21. OTHER TERMS & CONDITIONS:

- i. Replacement of the identified premises will be allowed only in case of exceptional conditions with the permission of SAKSHAM.
- ii. The "AGENCY" shall create an emergency cash fund amount of Rs. 10,000/- (Rupees Ten Thousand only) for emergency cases which will be kept with the Shelter Home in-charge.
- iii. The Shelter Home shall be set up in Patna Municipal Corporation area. The "AGENCY" will take the approval of the "SAKSHAM" before establishing or shifting of the Shelter Home.
- iv. The "SAKSHAM" reserves the rights to revise the recording and reporting formats (Program Monitoring and Financial Monitoring) as per the need of the program.
- v. The "AGENCY" shall arrange for high-tech vigilance system like installation of CCTV cameras at the entrance, corridors, and reception, lounge and official premises of the Shelter Home.
- vi. The "AGENCY" shall maintain exclusive website as per the directions of the "SAKSHAM".
- vii. "SAKSHAM" reserves all the rights to validate the expenditure incurred by the "AGENCY" as per the Statement of Expenditure submitted.
- viii. The "AGENCY" is required to make provision for a dedicated Notice Board that may be made public giving all the information of the Shelter Home viz. No. of enrolled beneficiaries, food menu (day wise), staff attendance, referral services and other details, etc to maintain transparency.
- ix. Any other job not specifically mentioned but reasonably implied to be executed for satisfactory completion of job in all respect shall have to be carried out by the agency without any claim for extra cost. Decision of "SAKSHAM" shall be final and binding in this regard.
- x. The detailed project implementation guideline would be submitted by the "AGENCY" within 30 days of signing of the agreement.

- xi. All other terms and condition will be same as published through TOR & RFP for establishment of Shelter Home, but “SAKSHAM” reserves the right to amend the terms and condition if required.
- xii. By signing this contract, the "AGENCY" agrees not to use or to publish or allow others to use or publish the materials /documents / Print and Electronic Media/ reports / findings of the Shelter Home without written permission of “SAKSHAM”.

22. ELIGIBILITY CRITERIA

- i. The agency/ies who will submit the document as detailed below, will qualify in technical bid:

Sl.No.	Criteria	Document to be submitted (self-attested Xerox copy)	For Missionaries and Religious Trusts only.
1	Registered under Societies Registration Act of 1860/ The Indian Trust Act, 1882/ Indian Companies Act, 1956.	Registration Certificate	Registration Certificate
2	Must have minimum 2 (Two) years of Experience of Running Residential Homes/Centre for Children/ Women/ Older Persons/ Lepers / De-addiction /Hospital financed by Government Organization/ Semi Government/ iNGOs/ Autonomous Bodies.	Work orders / contract Agreement.	Work orders / contract Agreement /Original copy of Affidavit with regard to declaration.
3	Average turnover (for last three years should be Rs. 10 Lakh) for three years (2010 – 11, 2011 – 12 & 2012 -13)	Audited Balance Sheet & Income – Expenditure Statement	Not Mandatory
4	Income Tax (IT) return for last three Assessment year (2011 – 12, 2012 – 13 & 2013 -14)	Pan Card & IT Return receipts	Not Mandatory
5	Not indicted / blacklisted by court / govt. Deptt.	Original copy of Notarized Affidavit	Original copy of Affidavit

ii. TENDER FEE, EMD AND PERFORMANCE SECURITY

- a) No Bid Cost/ any Fees
- b) E.M.D of Rs. 5,000/- (Five Thousands rupees only) in favour of SSUPSW, Patna
- c) Successful bidders have to furnish a bank guaranty for 10% of Total maximum Contract Cost of the one Contract period (For 11 Months).

iii. EVALUATION & AWARD PROCESS

Sl. No.	Evaluation Criteria	Maximum Marks
1	Financial Turnover	5
2	Presentation on Relevant Experiences of Running Residential Homes/ Centre for Children / Women / Older Persons/ Lepers / De-addiction / Hospital.	25
3	Presentation on Strategic interventions for the up-coming Assignment - to run Shelter with Kitchen "Baseru" a) Understanding of the Project and challenges involved b) Methodology and Process of mobilization of the Target Group c) Identification of target group d) Methods involved in rescuing the targeted group e) Facilities and services available for the target group f) Innovations and extracurricular activities at the centre g) Linkages with social security schemes and Referral services etc. h) Overall briefing on the establishment of the Short Stay Home cum Classification Centre and its effective execution.	20
	Total Mark	50

During the presentation on the basis of highest marks achieved in all above evaluation fields, the agency/ies will be awarded the contract. The work order will be issued with essential enclosures.

iv. REJECTION

- a) Project Director, MBNY, State Society for Ultra Poor & Social Welfare reserves the right to reject any and all proposals, in whole or in part, to waive any and all informalities, and to disregard all non-confirming, non-responsive or conditional proposals.
- b) In the event any or all proposals are rejected, in whole or in part, thereafter Project Director, MBNY, State Society for Ultra Poor & Social Welfare in its sole discretion may initiate a new EOI process including all or part of the components of this Proposal.

23. PROPOSAL FORMATS

Proposal should invariably be submitted separately for separate shelters in a separate envelope (**In One Large Envelope**) as prescribed in Annexure A. The Proposal shall consist of all the required documents asked in Annexure A and Annexure A should be the first page of the proposal signed and sealed.

24. REQUIRED DOCUMENT

- i. EMD DD of Rs. 5,000/- (in Technical proposal Envelope)
- ii. The total documents related to Eligibility Criteria as per detail given in Annexure A.
- iii. Completely Filled Annexure A and shall be placed on the top of the proposal as first page of the required documents.
- iv. The signed complete EOI including filled check List of Annexure A in an Envelope).

25. SUBMISSION OF PROPOSALS

All the sealed proposals will be submitted By Registered Post / By Courier / **by hand** before **31st July, 2015 up to 05.00 PM** at the address mentioned below:

Project Director, MBNY
State Society for Ultra Poor & Social Welfare
(Deptt. of Social Welfare, Govt. of Bihar)
2nd Floor, Apna Ghar, Behind Lalit Bhawan
Bailey Road, Patna – 800 023
Phone: (0612)-2546510, Fax- (0612) - 2546511
Email: ssupsw@gmail.com

Annexure A
Check lists for the submission of the technical proposal to Run
SHELTER WITH KITCHEN "BASERA"
In Patna

Name of Agency-			
Submitted proposal for Shelter with Kitchen "Basera" to accommodate - <div style="text-align: right;">_____ (Any one from below)</div> (a.) 20 Ultra Poor/destitute Families (b.) 50 Male Beneficiaries from amongst Ultra Poor/destitute communities			
Address of Agency-			
Contact Person of the Agency-			
Ph No-		Email-	
SL no	Documents Required	Documents submitted	Page no. From - to
1	Registered under Society / Trust / Company Act on or before 2007.	Registration certificate	
2	Must have more than 2 (Two) years of Experience of Running Residential Homes/Centre of Child/ Women/ Older Persons/ Lepers Homes / De-addiction Centers /Hospital financed by Government Organization/ Semi Government/ iNGOs/ Autonomous Bodies.	Work orders	
3	Average Turnover (for last three years should be Rs. 10 Lakh) for three years (2010 – 11, 2011 – 12 & 2012 - 13)	Audited Balance Sheet & Income – Expenditure statement	
4	Income Tax (IT) return for last three Assessment year (2011 – 12, 2012 – 13 & 2013 -14)	IT Return receipts	
5	Not indicted / blacklisted by court / govt. deptt.	Affidavit	

Note: This page will be the first page of the Documents regarding basic eligibility criteria Proposal.

BUDGET**Schedule-01**

Detail Budget for Shelter					
Establishment Cost – Non Recurring					
Sr. No.	Particular	Unit	no	Unit Cost	Amount
1	Digital Camera	No.	1	5000	5000
2	Dari	No.	10	1500	15000
3	Fan	No.	20	1500	30000
4	RO Water filter & Water Cooler	No.	1	20000	20000
6	Television set	No	1	15000	15000
7	Bedding Set with Bedroll set & Locker Boxes	No	50	3000	150000
8	Electrical Fittings	Lump sum			20000
9	Furniture & Fixture	Lump sum			10000
10	Games and cultural instruments	Lump sum			5000
11	Kitchen Set	Lump sum			30000
12	Miscellaneous	Lump sum			50000
Total					350000

Note- a) No of items may increase as per the requirement and should be under the approved budget.

b. All expenditure is subject to the actual cost and shall be reimbursed on the production of the bill.

c. The above given budget is for one Shelter with Kitchen "Basera".

Schedule 02

Operating Cost -Recurring

Sr. No.	Particular	Unit	NO	Unit Cost	No of Month	Amount
1	Rent for building - Rent fixed by the Rent Control Authority in the district - Subject to Maximum Per month in unit cost(Except Patna)			60000	12	720000
2	Electricity (Subject to Actual)	No.	1	3000	12	36000
3	Telephone with Internet & fax	No.	1	500	12	6000
4	Shelter Coordinator	No	1	Lump sum	12	720000
5	Care taker	No.	3		12	
6	Counselor	No.	1		12	
7	Cook	No.	2		12	
8	Sweeper	No.	1		12	
14	Maintenance (Food and Cloth, shoe, Medicine, Soap, Oil, Detergent powder, etc (contribution of donor and beneficiary, is use for this particular head hence balance amount i.e. only 50% of total cost provided by the SAKSHAM.	beggar	50	2000	12	1200000
15	Expenditure in referral Cases in Govt Hospital (Subject to Actual)	Case	10	500	12	60000
16	Extra Curricular Activities/Cultural	lump sum		500	12	6000
17	Travel	lump sum		3000	12	36000
18	Library (Newspaper, Magazines)	lump sum		200	12	2400
19	Contingency	lump sum				25000
Total						2811400
Total = Establishment Cost + Operating Cost –(350000+2811400)						3161400

Note: 1. No of items may increased as per the requirement and should be under the approved budget. 2. All expenditure is subject to the actual cost and shall be reimbursed on the production of the bill.3. In case of taking government buildings for the purpose of shelter "Basera", the allotted rent for the premise will be used for its renovation if required.

Annexure I

Detail specification of Shelter

A. Detail specification of Shelter with Kitchen "Basera" setup for 20 ultra poor families

B. Detail specification of Shelter with Kitchen "Basera" setup for 50 Ultra Poor Individuals (Male)

A. Detail specification of Shelter with Kitchen "Basera" setup for 20 ultra poor families				
SI No	Particular	Unit	Required Area	Total Area
1	Rooms for Individual Families	20	100sq feet	2000sq feet
2	Kitchen and Mess area	1	500sq feet	500sq feet
3	Medical Room	1	200sq feet	200sq feet
4	Recreational Room	1	300sq feet	300sq feet
5	Stock room	1	150sq feet	150sq feet
6	Bathroom	5	25sq feet	250sq feet
7	Toilets	5	25sq feet	250sq feet
8	Office	1	100sq feet	100sq feet
9	Social Security Office	1	100sq feet	100sq feet
10	Staff room	1	150sq feet	150sq feet
12	Open Area	1	1000sq feet	1000sq feet
Total				5000sq feet

B. Detail specification of Shelter with Kitchen "Basera" setup for 50 Ultra Poor Individuals (Male)				
SI No	Particular	Unit	Required Area	Total Area
1	Male Beneficiaries dormitory	50	40sq feet	2000sq feet
2	Kitchen and Mess area	1	500sq feet	500sq feet
3	Medical Room	1	200sq feet	200sq feet
4	Recreational Room	1	300sq feet	300sq feet
5	Stock room	1	150sq feet	150sq feet
6	Bathroom	5	25sq feet	250sq feet
7	Toilets	5	25sq feet	250sq feet
8	Office	1	100sq feet	100sq feet
9	Social Security Office	1	100sq feet	100sq feet
10	Staff room	1	150sq feet	150sq feet
12	Open Area	1	1000sq feet	1000sq feet
Total				5000sq feet

Note- Specifications given above is for two different Shelters with Kitchen "Basera" to be opened separately. Each Shelter with Kitchen "Basera" will require an area of 5000sq feet

Annexure II

Staff Details for Shelter with Kitchen "Basera"

Sr. no.	Name of the Post	Nos.	Qualification & Experience	Job Responsibility
1	Shelter Coordinator	1	MBA / MSW/ MA in Social Science with 2 years of experience in Social Sector	<ul style="list-style-type: none"> • Overall Management of Shelter • Liaison & Co-ordination with the relevant departments & service providers for specialized care. Act upon the directions from the "SAKSHAM".
2	Care taker	3	8 th pass person and with relevant experience	To ensure day-to-day care of each & every beneficiaries including their bathing, recreational activities, skill based training, provide necessary physical assistance to the beneficiaries performing regular activities including assistance in attending to natured calls
3	Community Coordinator /counsellor/ Social Worker	1	Graduation preferably with social science, liberal arts or humanities/PG with at least 1 year of experience	<ul style="list-style-type: none"> - To provide basics of communication, discipline as well as essential speaking skills. -To provide part time education and functional literacy programs to the children or beneficiaries. - To provide essential functional literacy and awareness to beneficiaries based on their needs and objectives. - To assist the beneficiaries in linking them with the available social security schemes and rights. To provide counselling services to the beneficiaries in need and addressing social issues
4	Cook	2	Competent person adept in concerned work	Adapt in preparing hygienic meal for at least 50 persons three times a day as per the prescribed menu
5	Sweeper	1	Competent person adept in concerned work	Cleaning of the premises two times in a day

- (Staff Details specifications given above is for one Shelter "Basera" and same will be applicable for the other Shelter "Basera")

Annexure-III

Detail specification of Food Menu and quantity for each beneficiaries residing in Shelter with Kitchen "Basera"

Day/Time	Morning Tea	Breakfast	Lunch	Evening tea & Snacks	Dinner
Monday	Tea	Roti & Subzi	Roti/Rice, Dal, Subzi, Bhujjiya, Papad, Salad & Achar	Tea & Biscuit	Roti, Subzi, Dal/Bhujjiya, Salad, Achar
Tuesday	Tea	Roti & Subzi	Roti/Rice, Dal, Subzi, Bhujjiya, Papad, Salad & Achar	Tea & Biscuit	Roti, Subzi, Dal/Bhujjiya, Salad, Achar, Kheer
Wednesday	Tea	Puri & Subzi	Roti/Rice, Dal, Subzi, Bhujjiya, Papad, Salad & Achar	Tea & Biscuit	Non- veg: Roti/Rice, Egg with Gravy, Salad, Achar
Thursday	Tea	Roti & Subzi	Roti/Rice, Dal, Subzi, Bhujjiya, Papad, Salad & Achar	Tea & Biscuit	Roti, Subzi, Dal/Bhujjiya, Salad, Achar
Friday	Tea	Non- veg: Bread & Omlet	Roti/Rice, Dal, Subzi, Bhujjiya, Papad, Salad & Achar	Tea & Biscuit	Sattu Paratha, Chokha, Achar
Saturday	Tea	Roti & Subzi	Roti/Rice, Dal, Subzi, Bhujjiya, Papad, Salad & Achar	Tea & Biscuit	Roti, Subzi, Dal/Bhujjiya, Salad, Achar, Sweet
Sunday	Tea	Puri & Subzi	Roti/Rice, Dal, Subzi, Bhujjiya, Papad, Salad & Achar	Tea & Biscuit	Non- veg: Chicken/Mutton/ Fish with Gravy/ Rice, Bhujjiya, Papad, Salad & Achar

Note:

- Each meal will be served fresh cooked.
- 200gm. wheat flour for each meal as per each person.
- 100gm pulse for each meal as per each person.
- 125ml. tea for each time as per each person.
- 150gm. Rice for each meal as per each person respectively.
- 1 salted and 1 sweet biscuit with each time tea for each person.
- 150gm. seasonal vegetable and 175 gm Chicken/Mutton/Fish as per season for each meal per each person
- 1 pcs. Sweet(Rasogulla/Gulabjamun) for each meal as per each person.
- 1 katori kheer for each beggar for 1 day in a week
- 2 Eggs for Omlet for each beggar for 1 day in a week
- Egg Curry of 2 Eggs in dinner as per person per day for 1 day in a week.

Annexure- IV

The Shelter with Kitchen "Basera" In-charge (Superintendent) will be responsible to maintain the following Registers and files :

1. Admission and Discharge Register;
2. Detail Information and Entitlement Register
3. Supervision Register;
4. Stock Register;
5. Log Book;
6. Order Book;
7. Cash Book;
8. Visitors' Book;
9. Suggestion Box;
10. Minutes Register of Management Committee
11. Minutes Register of Selection Committee
12. Minutes Register of Beneficiaries Committee and
13. Attendance Register for staff and Beneficiaries.

Annexure-V

A. Delivery of Articles to Male Beneficiaries at the time of admission: The agency has to provide the following articles-

- Clothing (2 sets of shirt, trouser, inner garments) as per PROPOSALS terms, 1 piece of towel, 1 set of Toiletry Kit (Hair Oil-100ml, Tooth Paste - 50grms, Comb -01 piece, Toilet Soap - 01 piece, Bathing Soap - 01 piece, Tongue Cleaner - 01 piece) & 01 set of sleeper.
- In case of winter season, Winter Clothing (01 set of Thermocot (Upper & Lower), 01piece of woollen sweater, 01piece of jersey, 01set of shoes, and two sets of socks) in addition to the above articles.

Mode of Delivery of the above Articles to the Beneficiaries:

Sl. No	Article	Quantity	Frequency of delivery
1	Clothing (2 sets of shirt, trouser, inner garments) as per PROPOSALS terms, 1 piece of towel	One Set	Semi Annually
2	Winter Clothing (1 set of Thermocot - Upper & Lower, 01piece of woollen sweater, 01piece of jersey, 01set of shoes, and two sets of socks) & 01 set of sleeper	One Set	Annually
3	1 set of Toiletry Kit (Hair Oil-100ml, Tooth Paste - 50grms, Comb -1 piece, Toilet Soap - 01 piece, Bathing Soap - 01 piece, Tongue Cleaner - 01 piece)	One Set	Monthly
4	Clothing (01 set of shirt, trouser, inner garments) as per PROPOSALS terms	One Set	Once in a Year (On the occasion of major festival)

B. Delivery of Articles to Female beneficiaries at the time of admission:

The agency has to provide the following articles-

- Clothing (2 sets Shalwar Suits/Sari, trouser, under garments) as per RFP terms, 1 piece of towel, one packet Sanitary Pads,1 set of Toiletry Kit (Hair Oil-100ml, Tooth Paste - 50grms, Comb -01 piece, Toilet Soap - 01 piece, Bathing Soap - 01 piece, Tongue Cleaner - 01 piece) & 01 set of sleeper.
- In case of winter season, Winter Clothing (01 set of Thermocot (Upper & Lower), 01piece of woollen sweater, 01piece of jersey, 01set of shoes, scarves, shawls and two sets of socks) in addition to the above articles.

Mode of Delivery of the above Articles to the Beneficiaries:

Sl.No	Article	Quantity	Frequency of delivery
1	Clothing (2 sets Shalwar Suits/Sari, trouser, under garments) as per RFP terms, 1 piece of towel	One Set	Semi Annually
2	Winter Clothing (01 set of Thermocot (Upper & Lower), 01piece of woolen sweater, 01piece of jersey, 01set of shoes, scarves, shawls and two sets of socks) & 01 set of sleeper	One Set	biannually (Two Years)
3	1 set of Toiletry Kit (One Pack Sanitary pads, Hair Oil-100ml, Tooth Paste - 50grms, Comb -1 piece, Toilet Soap - 01 piece, Bathing Soap - 01 piece, Tongue Cleaner - 01 piece)	One Set	Monthly
4	Clothing (01 set Shalwar Suit/Sari trouser, under garments)	One Set	Once in a Year (On the occasion of major festival)

Annexure-VI

Detail specification of Fix Assets

क्र० सं०	समाग्री	संख्या	ब्राण्ड / विशिष्टाएँ
1-	बेड एवं बिस्तर	50	4x7 बॉक्स के साथ
	i. बेड एवं गद्दा-1,		
	ii. तकिया कभर के साथ-2,		
	iii. बेडसीट-2,		
	iv. चादर -2		
	v. कम्बल- 2,		
vi. मछड़दानी- 1 इत्यादि			
2	विद्युत सामग्री		Philips
	i. ट्यूब लाईट	30	
	ii. सीलिंग फैन	20	Havells, Bajaj, Usha & Polar
	iii. इनर्भटर	3	Microtec
	iv. अग्निशामक यंत्र	6	DJS&D Approved
3	कार्यालय उपस्कर		
	i. कार्यालय टेबुल	5	Godrej/other
	ii. कार्यालय कुर्सी	15	Godrej/other
	iii. कुर्सी फाइवर	20	Cello/Supreme
	iv. अलमीरा	1	Godrej/other
	v. कम्प्यूटर एण्ड प्रिंटर-सह-स्कैनर सहित)	1	Dell, HP ,other with latest configuration
	vi. डीजिटल कैमरा	1	Sony Digital
4	शैक्षणिक एवं मनोविनोद सामग्री		42" Inch Samsung/LG
	i. टी0भी0 सेट	1	
	ii. डी0भी0डी0 प्लेयर/डीस केवल	1	Samsung/LG/other
	iii. मनोविनोद सामग्री		दैनिक/मासिक विभिन्न सामाचार पत्र/पत्रिका
5	किचन एवं भोजन कक्ष हेतु सामग्री		Annexure-VII के अनुसार
	i. भोजन तैयार करने हेतु बर्तन		
	ii. भोजन परोसने के उपकरण		Annexure-VII के अनुसार
	iii. शुद्ध पेय जल आपूर्ति यंत्र (एक्वा गार्ड)	1 IsV	Kent / Aquagard/other
	iv. त्मतिपहमतंजवतध्दतमग्रमत	1 IsV	LG/Samsung/Whirlpool-350 ltr
	v. जमत बवसमत	1 IsV	Blue Star/any Brand
	vi. ईंधन, सिलेन्डर (कमचवेपज)	5	Indian/HP/Bharat
6	अन्य सामग्री		
	i. वाशिंग मशीन (भ्मंअल स्वंक)	2	LG/Samsung 20 ltr
	ii. आयरन	2	Bajaj/Philipes
	iii. दरी	10	Khadi Gramodyog

