

No. NRLM-60/2019-20 RDD-DDUGKY (Migration Support Centre) - 1927  
Government of Himachal Pradesh  
Department of Rural Development

From

Chief Executive Officer (HPSRLM)  
Rural Development Department H.P.

To

Director  
Information & Public Relations Department  
Himachal Pradesh (Shimla)-171002

Dated: Shimla 26<sup>th</sup> March 2025

Subject : - Publication of Advertisement- Request for Proposal for establishing  
Migration Support Centre under DDU-GKY scheme

Sir/Madam

I am enclosing herewith advertisement (B/W) for notice inviting Request for Proposal (RFP) from the interested/ eligible parties for establishing Migration Support Centre at New Delhi under DDU-GKY scheme. The estimated cost for setting up the Migration Support Centre is Rs. 30 lakhs. The Tender Document can be downloaded w.e.f 29-03-2025 from <https://himaajeevika.com> and <https://hppanchayat.nic.in> containing detailed related instructions. The last date to apply is 06-04-2025. The physical submission of document and the Bid Opening date is 07-04-2025 at 2:00 PM at Durga Cottage, SDA Complex Kasumpti Shimla. The advertisement will be published in the following newspapers in **Shimla and Delhi**.

Sr. No	Name of Newspaper	Date of Publication
1	The Tribune	27-03-2025
2	Amar Ujala	27-03-2025

This Request for Proposal may kindly be published in above leading English and Hindi newspapers as per schedule mentioned above. Confirmation in this regard may also be sent to the undersigned. The bill for the payment may kindly be book in the name of Dy. CEO HPSRLM, Department of Rural Development H.P.

Yours Faithfully

  
Chief Executive Officer, HPSRLM  
Department of Rural Development  
Government of Himachal Pradesh

# **Himachal Pradesh State Rural Livelihood**

## **Mission**

Invites

Request for Proposal for  
Engagement of Migration Support Center Provider  
For DDUGKY

Himachal State Rural Livelihood Mission  
Rural Development Department  
Barowalia House, Khalini Shimla-171004

November, 2024

an/f

**List of Abbreviations**

The following table provides abbreviations used in this RFP.

<b>Abbreviations</b>	
AAP	Annual Action Plan
AP	Annual Plan
ASK	Attitude, Skill and Knowledge
BG	Bank Guarantee
DDUGKY	Deen Dayal Upadhyaya Grameen Kaushal Yojana
EC	Empowered Committee
EMD	Earnest Money Deposit
FT	Full Time
HR	Human Resources
HPSRLM	Himachal Pradesh State Rural Livelihood Mission
IP	Intellectual Property
LWE	Left-Wing Extremists
MoRD	Ministry of Rural Development
NCVT	National Council for Vocational Training
NRLM	National Rural Livelihood Mission
MSC	Migration Support Center
MSCP	Migration Support Center Provider
PIA	Project Implementing Agency
PRN	Permanent Registration Number
PWD	People with Disabilities
SC	Schedule Caste
SLA	Service Level Agreement
SOP	Standard Operating Procedures
SRLM	State Rural Livelihood Mission
SSC	Sector Skill Council
SSM	State Skill Mission
ST	Schedule Tribe
TEC	Technical Evaluation Committee
TSA	Technical Support Agency
YP	Yearly Plan

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## 1 Introduction

The Ministry of Rural Development (MoRD), Government of India, is implementing a placement linked skill development program called the DDUGKY–Deen Dayal Upadhyaya Grameen Kaushalya Yojana (erstwhile known as the Aajeevika Skills Program). The vision of DDUGKY is **“Empowering the Rural Poor Youth into Economically Independent and Globally Relevant Workforce”**.

DDUGKY aims to achieve this vision with an inclusive agenda, standard-led delivery focused on industry requirements and its outreach that makes skills acquisition aspirational amongst the rural poor, thereby helping to create an empowered and productive workforce.

DDUGKY is unique in its focus and approach to skilling. It is the only national level program that is fully focused on youth from poor rural families to ensure that the majority of the potential demographic dividend which resides in the villages of the country are equipped with skills to participate in economic growth of the country. In its design and mandate, DDUGKY gives priority to disadvantaged groups such as the SC/ ST/ women/ minorities and people with disability (PWD), victims of human trafficking and particularly vulnerable tribal groups (PVTGs) and other such vulnerable groups.

DDUGKY has many “firsts” to its credit. It is the first program to launch **“Roshni”** which is a placement linked skill training program aimed at rural youth in left-wing extremist (LWE) districts of the country. Similarly, DDUGKY is a pioneer in launching **“Himayat”** aimed at providing skills and employment to the youth of Jammu and Kashmir. Both of these programs have been highly appreciated by all stakeholders and have now become the norm for providing productive alternatives in conflict areas. DDUGKY also has been pioneer in setting the very first standards for infrastructure and processes for skill delivery in the country, supported by a quality framework that puts self-regulation at the heart of its quality policy. In its objective to benchmark skills to global standards, DDUGKY has also been the first mover to introduce information technology supported by tablets for every trainee, soft-skills and English language delivery.

DDUGKY is implemented through a 3 tier structure with MoRD at the apex as the policy making, facilitation and coordination agency; the State Skill Missions (SSMs) / State Rural Livelihood Missions (SRLMs) as the state level nodal implementation support agency and external organizations (Corporates, Societies, NGOs, Private Skill Training providers) as Project Implementation Agency (PIAs) who serve as the skill and placement providers under the program. HPSRLM envisages a core role for in driving program delivery, its quality and outcomes.

DDUGKY as a job linked skill program finds that there is a geographical spread between source of labour and source of jobs as industries are located in many cases away from where the labour resides. This necessitates migration, generally intra-state, in more developed states and inter-state, in poorer states. The challenges of migration, necessitates support to the youth who find themselves in socio-economic surroundings, to retain their jobs, manage their lives with safety and comfort as well as to enhance their future prospects. In order to ensure that the youth skilled under DD-GKY are provided suitable support to face the challenges of migration, MoRD mandates many measures including hand-holding and support by the training partners as well as funding to the states for establishing Migration Support Centers.

HPSRLM: RFP - ENGAGEMENT of Migration Service Center Provider for DDUGKY

Details of guidelines that underpin DDUGKY can be accessed at [http://ddugky.gov.in/sites/default/files/SOP/mail%20ddugky%20guidelines%20with%20cover\\_0.pdf](http://ddugky.gov.in/sites/default/files/SOP/mail%20ddugky%20guidelines%20with%20cover_0.pdf). The details of MSC framework may be seen at <http://ddugky.gov.in/knowledge> (Knowledge Bank).

To enable the states to effectively utilize their funding for establishing MSCs to support the DDUGKY alumni, the DDUGKY invites bids from agency to setup/ establish/ enable Migration Support Centers and operate and maintain the same. The engagement of agency will be for a period of (2) two years extendable by another 1 year based on satisfactory performance of the Migration Support Center Provider (MSCP) and provision of funds from Govt of India.



**2 Invitation to bid**

With a view to strengthen the migration support services for the DDUGKY program, it is proposed to empanel services of reputed, professional and competent Migration Support Center Providers (MSCPs).

This RFP is being offered to those agency / companies meeting the requirements of requisite skills and expertise in the above mentioned area for providing Migration Support Services (MSS). Such agency/companies are expected to establish and operate the MSCs on BOO (Build Own Operate) mode. The MSCPs should also provide infrastructure, services, resources/manpower for the Migration Support Centers (MSCs).

Interested agencies are advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been made after careful study and examination of this document with full understanding of its terms, conditions and implications.

Interested agency may download the RFP document from the website [www.hptenders.gov.in](http://www.hptenders.gov.in)

All proposals submitted in response to the RFP document must be accompanied by a Bid Security of Rs. 10,000/- (Rs. Ten Thousand Only) in the form of a demand draft in favor of COO (DDUGKY).  
HPSRLM Khalini Shimla.

Any subsequent corrigenda / clarifications will be made available on [www.hptenders.gov.in](http://www.hptenders.gov.in). **The engagement process of agency will be a three stage process comprising of - Pre-qualification, Technical qualification and Commercial/Financial** and shall be done as per method and procedures described in this RFP. The pre bid conference will be held on the date mentioned in Key events and Dates table and the outcome of the meeting can become the part of the contract agreement.

The HPSRLM invites proposals from the organizations to provide the services as per the Scope of Work and Terms & Conditions mentioned in this RFP. The outcome of this RFP may be used by HPSRLM, which may choose to provide enlightened migration support services for DDUGKY Alumni.

**Key Events and Dates**

S. No.	Particular	Details
1.	Document Reference No.	
2.	Advertisement Date	
3.	Start date of issuance / sale of RFP document	
4.	Last date for Submission of Queries	
5.	Pre-Bid Conference Date and Time	
6.	Pre-Bid Conference Location	
7.	Issue of Corrigendum / Addendum	
8.	Last date and time for Bid Submission	
9.	Date and time of opening of Pre-Qualification bids	
10.	Date and time for opening of Technical bids	Will be intimated later to qualified respondents.
11.	Date and time of Technical Presentations	Will be intimated later to qualified respondents.
12.	Date and time for opening of Commercial bids	Will be intimated later to qualified respondents.
13.	Contact person for queries	
14.	Addressee and Address at which proposals in response to RFP notice are to be submitted:	Dy.CEO (DDUGKY)HPSRLM Khalini Shimla-4





### **3 Overview of Migration Support Centers**

#### **3.1 Background – Labour Migration and Migration Support**

India has a large migrant labour population as evident in many major cities, states and industrial centers of the country. These cities and industrial centers have a large demand for skills and skilled manpower. Spurred by the need for steady job and income and to fulfil their career aspirations many of poor rural migrate to cities where they often face an unfamiliar territory, social and economic challenges such as higher costs of living, shelter, access to services. These adaptation challenges become difficult to cope with leading to poor job retention, inability to integrate and unfulfilled aspirations. The difficulties of adjustment often lead the migrant population to return to their native thus nullifying the effort put in skilling, placement and job retention.

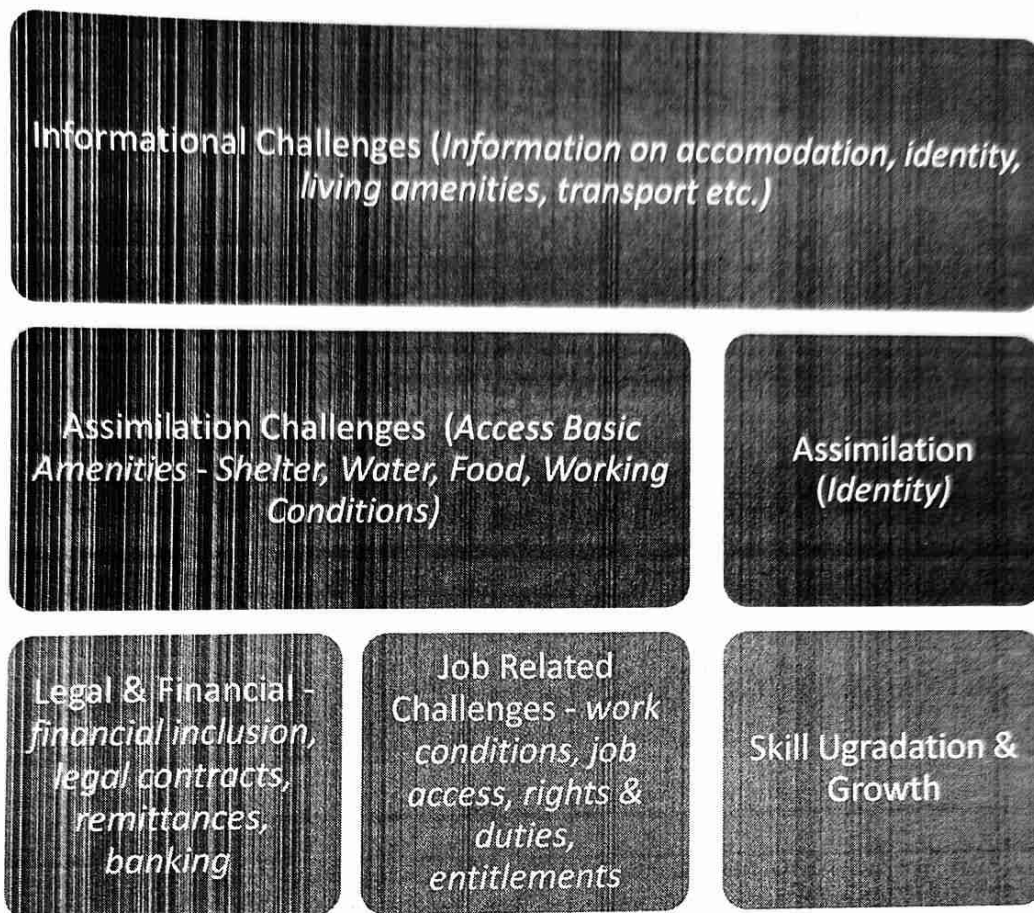
Experiences of programme implementing agency (PIAs) of DDUGKY have revealed the pressing needs for providing hand-holding and support services to young workers from rural backgrounds to facilitate economic and social inclusion in their urban destinations. In order to provide such sensitive and timely support, DDUGKY has conceptualized in its design, the set-up of a Migration Support Centre and post-placement support interventions including salary top-ups. In its design, DDUGKY visualizes MSCs to offer alumni support, accommodation assistance, counselling services, identity documentation services, healthcare linkages, periodic get-togethers, networking with employers and other key services relevant to the local client group.

Early experiences of setting up support centres for DDUGKY alumni have been highly encouraging. NIFA, a PIA working in Jaipur, Rajasthan are offering shelter, food, support and entertainment facilities through a pilot initiative named “Aanchal” confirms its positive impact on trainee retention at work and validates the need for creating institutional support structures for migrants. The design of the support services, however, needs a holistic understanding of the hardships faced by migrant trainees and needs to be adapted to their specific needs.

#### **3.2 Problems and challenges faced by workers**

The key challenges faced by migrant workers are as illustrated below:





**Figure 1: Key Challenges faced by Migrant Workers and Families**

- **Informational Challenges** - Lack of information with respect to various aspects of living effectively and struggle to navigate their course in the city
- **Identity Challenge** - In the cities, establishing one's identity is an enormous problem for migrant workers. Lack of a verifiable proof of identity also bars them from accessing basic facilities such as rental accommodation. **The DDUGKY program however significantly eliminates this challenge through enrolment and support based on Aadhar.**
- **Access to Basic Amenities** - The cities which use the labour of migrants, deny them basic services such as shelter, sanitation and access to water. Bad working and living conditions takes a toll on their health causing serious health hazards.
- **Access to Financial Services** - Their access to banking and financial services is compromised as they are unable to produce the required proof of identity and residence at a new location.
- **Access to Job Related Services** - Their lack of access to urban or local labour markets in the city or industrial belt restricts their ability to find suitable jobs in case of loss of job or need for growth in career and income. As a result, they are forced to continue in their current jobs or

return to their native environments. This results in greater problems subsequently as their home villages may or may not have any avenues for use of their skills which often leads to growth in poverty. Also the informal economy thrives on the inability of migrant workers to demand decent work conditions or find other jobs. Most migrants earn subsistence wages and are prone to payment frauds, abuse and accidents. They are engaged in risky, hazardous occupations but rarely have access to welfare benefits such as insurance or pension.

- **Access to Skill up gradation services** -Migrants also are unable to identify or obtain further skilling or educational opportunities which restrict their personal and professional growth over time. This lack of career progression builds further frustration and often results in untimely return to native place.
- **Access to Welfare Services** -Migrants lose access to basic welfare entitlements such as subsidized food (PDS), health benefits etc. with a change in location. In families moving as a unit, children suffer most as their access to education and basic healthcare is severely affected.



## 4 Scope of Work

### 4.1 Overview of the Scope of Work

The primary objective of this RFP is the engagement of Migration Support Center Provider who will setup/ establish the MSCs as per the norms and guidelines of DDUGKY and operate and maintain the same till the end of contract period. The role of the MSCs, as detailed in this RFP is primarily for post-placement support services for DDUGKY alumni and related research and monitoring feedback to states and its stakeholders. The role of MSCs under this RFP is that of a service provider.

#### 4.1.1 Physical Infrastructure

The overall space for the MSC may be planned as 2500 sq. ft., targeting a population of about 300 migrant rural youth. The major elements of the infrastructure (suggestive) are as follows. The MSCP could also plan to progressively enhance facilities as well the firms having more space may be preferred:

1. **Dormitory facilities:** a dorm for 30 occupants (15 Girls + 15 Boys) as transit accommodation with separate bedding and storage space for everyone, that can be used as the first destination for incoming migrant rural youth trained at DDUGKY for free of co for an initial period of 15 days. On every 100 Sq.Ft there should be a fan & tubelight. There should be provision for fresh air ventilation and natural light. This service can be offered beyond 15 days but not exceeding a period of 75 days @ of Rupees 100 per day per candidate (boarding and lodging).
2. **A common room** – with 52" LED TV that can be used as a Conference Hall or Multi-purpose Hall when facilitating interactions with employers or other stakeholders.
3. **Three rooms** – one to serve as the office and reception space for workers; one as a counselling room or interview room with adequate seating for 4 and a guest room to be used by the team during night-halts, or by the guests.
4. **A Computer centre** - should have 2-3 computers with its basic accessories such as a colour printer with scanner, UPS, a camera, a lamination machine and a broadband internet connection.
5. Backup power supply as necessary.
6. Installation of CCTV camera at main entrance, reception area and counselling area. CCTV footages should be available at MSC every time.
7. **A basic kitchen** – To provide two time meals (Breakfast and Dinner) to DDUGKY alumni. Food menu will be monitored by the Menu Committee including the DDUGKY Alumni. The main items of the menu are detailed below:

MENU ITEMS	
Dinner	Dal/ Sambhar/ Rasam
	Seasonal vegetable
	Rice/ pulao
	Chappatis/Parathas/Puris
Breakfast	Continental as well as Indian foods.
	Tea/ Coffee/ Milk/ Curd or any other milk product





Note: If the local cuisine is different, the same can be provided in consultation with the students instead of what is given above.

Note –

- i. The meal will be provided “Full Diet/Stomach” basis for breakfast and dinner with at least one cereal unlimited.
  - ii. Egg should be served once a week.
  - iii. Once a week non-vegetarian should be served with mutton/Chicken/any other local non-vegetarian item and vegetarians should be served special vegetarian items such as Paneer/Mushroom/any other local special vegetarian item.
8. Three toilets and three bathrooms (separate for men and women)
  9. The center and rooms should be disabled friendly to the extent feasible
  10. Infrastructure for call-center setup, if necessary.
  11. Safe drinking water facility RO+UV

**Key considerations of MSC:**

- I. **Approachability & Accessibility** – The MSC should be conveniently located where it is easy for workers to reach preferably close to public spot e.g. bus stand/ station/ market/ work site. The MSC closing/ opening times shall be as per the convenience of migrant population.
- II. The call center should be available during peak traffic hours and holidays as well in addition to the office working hours of the MSC. The team must ensure that the call centre is adequately staffed in shifts to ensure that the Help-line facilities are active and available when migrant workers are free and can call/ walk-in.

**4.1.2 Core Services**

The services to be provided by a MSC are divided into ‘Core Services’ and ‘Value Added Services’. The indicative set of services is based on the key challenges faced by migrant workers as illustrated in Section 3.2 And the experience of DDUGKY alumni.



#### **4.1.2.1 PPS Services**

The primary role that an MSC is expected to be fulfilled is to create a supporting infrastructure and environment for the migrant workers. The objective is to support and guide the migrant workers who are new to location, provide information, provide appropriate link-up services, provide various support services and track them to ensure outcomes. The MSC should act as a friend, partner and guide to the migrants and support them in socio-economic integration.

PPS services shall include:

- Housing services including dorms/ dormitories
- House provisioning services
- Informational services on city living, cost of living
- Financial services
- Health support services

Help-line services

1. Provide on-site information services related to all aspects of services of the MSC as a post-placement support service (PPS)
2. Provide call-center based help-line services for PPS

All of the above services shall be free to the migrant DDUGKY alumni's for entire period of contract and at Nominal charges for the other migrants who utilize the MSC facilities except housing and accommodation services. These services are elaborated in the following sections:

#### **4.1.2.2 PPS Informational Services**

The site and Help-Line shall be a single channel of communication or access available to migrants. This requires that the model is a phone based integrated help-line service. The Help-Line service shall primarily cater to the migrant workers and local relatives. The call centre should have automatic call recording services. The centre may be initially started with sufficient number of personnel and expended as needed.

The MSCP shall setup a help-line service as follows:

Identify a toll-free number with 2 as required lines, both incoming and outgoing through a easily recognizable number

- Populate the Help-Line centre with agents who are
  - Bi-lingual, should be able to communicate in the regional language as well as Hindi or English fluently.



- Minimum Graduates of any discipline or stream.
- Experienced – minimum 1 year of work experience post educational qualification in a respectable BPO handling outgoing voice-led communications
- Trained in all the services offered by and aspects of the MSC and its engagements with all its stakeholders by way of an Orientation Program of not less than 3 working days duration
- Ensure proper MIS of all activities undertaken by the agents including call records and regular reporting

#### **4.1.2.3 PPS Housing and Accommodation Services**

The MSC shall provide the following basic amenities services:

1. **Initial Accommodation & Food** – Provide accommodation for a defined period (15 days) to support the DDUGKY alumni coming in for work along with food. This could be own accommodation or rented/ leased accommodation services support
2. **Accommodation Services Support** – The MSC shall identify accommodation services post the initial accommodation period along with negotiated costs to service the migrants. Such accommodation services shall be safe, secure, have reliable basic amenities and accessible as possible
3. The MSC shall tie-up, where required, with housing / rental / other service providers to access suitable services
4. The MSC shall also tie up with individuals to help DDUGKY alumni access food services, as is required by them.
5. The MSC shall keep records of all referrals for housing and accommodation services.

#### **4.1.2.4 PPS Health Services**

##### **1. Basic Health Services:**

- a. **Basic preventive Health Workshops** - MSCs shall organize preventive health workshops and health awareness events for various groups of migrant workers on the following topics, as an initial baseline service and everymonth.
  - Nutrition
  - Family planning and birth control
  - Cleanliness, hygiene and work safety
  - Prevention of HIV/AIDS; Information on confidential testing centers & helplines
  - First aid methods
- b. Enrolment into Government based health insurance services, if not enrolled
- c. **Doctor Visit Services** -The MSC should engage the services of General Practitioners to provide pre-defined health camps as per requirement. This shall include:
  - i. A male General Physician



- ii. An Ob-Gyn
- iii. A Pediatrician
- iv. The physicians should be empowered to make Medical Certificates where necessary and prescribe medicines where and when needed.
- v. The MSC shall also engage with govt. / private health centers for additional services.

**d. Additional Health Camps Services shall include:**

- Basic health profiling and general diagnosis
- Specialized health camps focused on specific occupational diseases –
- Health camps focused on women's health
- Immunization camps

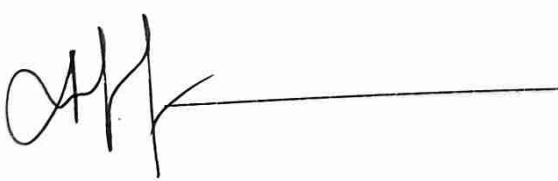
MSC should converge with Government health interventions of the ULBs and other departments and endeavor to provide access to the same, including for medicines, RSBY or other health cards include Ayushman Bharat/ Himcare, HP govt. initiative etc for health insurance. Additionally the MSCs may provide details of ESIC, facilitate access to ESIC or other employer services.

**4.1.2.5 PPS Legal Services**

The MSCs are expected to provide at least the following legal and financial support services:

**Legal Services:**

1. **Legal Literacy Event** - Building the awareness of the migrant worker about the legal support-services offered by the MSC, as well as the various legal provisions available for securing their employment.
2. **Compliant Registration Service** – Registration of complaints of migrant workers
3. **Basic Legal Counselling and Dispute Resolution Service** – Provide counseling, arbitration and dispute resolution service for workers and employers
4. **Organizing Legal Clinic** – The MSC is expected to organize legal clinic on specific days dedicated to the redressal of work related disputes. The MSC shall ensure that a lawyer or an expert in labour laws is present for advice and counsel.
5. **Developing Para-Legal Cadre** - Depending upon the nature and magnitude of the disputes and work-related concerns, a cadre of paralegal workers<sup>1</sup> may be established

  
<sup>1</sup> Local dynamic youth in the age group of 20-35 years, with a minimal education till 10th standard can be identified and trained for this role. Students, shopkeepers, alumni with good access to large numbers



by the MSC, from among the target community (workers). Their principal role will be to build awareness and provide legal information to the target community (workers).

#### 4.1.2.6 PPS Financial Support Services

Most DDUGKY alumni/ migrant workers are in the age group of 15-35 years, which is a time when a wide range of financial services are essential for securing their financial future. Several of them are even individuals who have just entered the labour market and are the primary bread earners for their family. Financial services for this group shall therefore be able to address a broad spectrum of needs. Key financial services should include:

1. **Financial Literacy Services** - The objective of the meeting is not only to disseminate information on the service, but more importantly to ensure that the participants understand the need for such a service for the economic wellbeing of their household. Such meetings shall cover a wide range of topics including:

Enrolment into various insurance programs and services provided by the Government, after understanding access provided under DDUGKY. Not limited to enrolment but guide access and usage.

- Pradhan Mantri Jan DhanYojana
- Atal Pension Yojana
- AwasYojana
- JeevanJyotiBimaYojana
- SurakshaBimaYojana
- MUDRA Bank Yojana
- GaribKalyanYojana
- SukanyaSamriddhiYojana
- Rashtriya Swasthya Bima
- Yojna
- State run schemes
- Scholarship schemes

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of people, migrants and returnees can be groomed with systematic and regular inputs on basic labour laws and workers' rights to undertake this responsibility.



- EPF enrolments
- Transfer of ration cards/ PDS linked scheme benefits

The MSC provider is required to keep track of all such scheme, ensure enrolment and record the same for MIS report.

2. Calculation of piecemeal work payments, treatment of advances, overtime
3. Understanding basics of salary components i.e. Basic, HRA, DA, EPF etc. (applicable for alumni in salaried formal sector jobs) Goal setting, financial planning, income-expense budgeting
4. Managing Cash flows i.e. managing cash coming in and going out to ensure that one always has money to pay for expenses when they are due.
5. Managing various risks such as death, disability, illness and old age
6. Product knowledge i.e. functions, terms and conditions of various financial products such as credit, insurance, pension etc.
7. Information on investment opportunities with their associated risks
8. Basic banking how-to's – deposit and withdrawal slips, passbook, cheque books, use of ATMs, identifying fake notes
9. Investment products provided by the banks or large fund companies
10. The MSCPs may also enroll as banking correspondent and provide credit linkage and linkages to banks/ institutions providing credit to entrepreneurs/ innovator from poor background

#### **4.1.2.7 PPS Identity Services**

The MSC may provide the following service with respect to identity services, if applicable. DDUGKY alumni are expected to have Aadhar ID cards.

1. **Registration service & Photo ID services** – Provide registration of migrant workers, registering their details in the system and generating a photo ID signed by appropriate authority. For e.g. Aajeevika Bureau, an NGO based in Rajasthan has been offering registration and photo ID service to migrant workers, with the authorization of the State Labour Department. Use of this ID as a KYC document has also been recommended by the ex-Deputy Governor, Reserve Bank of India.

2. **Aadhar Card** – The MSC shall ensure that each person is registered with the Aadhar and has an Aadhar card. The MSC shall provide support in Aadhar enrollment, provide access to 'Introducer' as approved by registrar and identify and schedule with the enrollment center.
3. **Enable Stakeholder support** - The registration and Photo ID service requires the support of local Government officers like the District Labour Officer (DLO), Block Development Officer (BDO), SDM etc. in order to authenticate the ID card. The MSC, along with HPSRLM, shall co-opt the support of relevant authorities to support identity generation and validation.

#### 4.1.2.8 PPS MIS Services

Creation and maintenance of a MIS system for monitoring and recording of activities performed by an MSC is critical for providing support and follow-up to the migrants, recording their details and also to provide regular reports to stakeholders.

The MSCs must maintain, perform analysis and inform HPSRLM based on MSCs assessment through supporting documentation and MIS to impact policy changes. The MSCs must:

- Establish and sustain suitable MIS, and ensure that information is shared with all relevant stakeholders of the MSCs
- The MSCP shall maintain case file document on each migrant attached to the center.
- The prospective bidder may refer to Section 7.1.5 "Documentation/ MIS" of the Migration Support Center – Reference Framework document for additional MIS requirements, reporting requirements and informational requirements.

#### 4.1.3 Value Added Services of MSC

In addition to the core services, the MSC shall provide the following value added services. A summary list of value added services to be provided is given below, additional details may be found in the MSC Reference Framework document:

1. **Counseling needs assessment & Work Counseling**–Provide preventive counseling services to reduce drop-out rates
2. **Work health Assessment** - This assessment should be about the ability of the individual to accept work goals or targets, translate newly acquired skills into productive assets and build a sync between the organization's and personal financial and life goals.
3. **Follow-up intervention visits** –The MSC shall do follow-up interventions on the counseling done to ensure the issues are resolved.

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4. **Access to Placement Services (Urban labour markets)**- building linkages with the local industrial, Small and Medium Entrepreneurial landscape of the urban environment and identify placement opportunities for several trades of DDUGKY's trainees and other migrant workers.
5. **Access to further education opportunities**—Provide information, direction and enablement for up skilling and education opportunities.





## 4.2 Roles and Responsibilities of Stakeholders

S.No.	Stakeholder	Roles & Responsibilities
1	MSCP	<ul style="list-style-type: none"> <li>a. Establish and operate the MSC as per the defined expectations of the HPSRLM and as per this RFP in alignment with the MSC Reference Framework document.</li> <li>b. Run the MSCs, providing defined services free of cost to DDUGKY alumni.</li> <li>c. Record, maintain and provide complete MIS reporting data and other deliverables to stakeholders.</li> <li>d. Submit duly filled feedback form from DDUGKY alumni to HPSRLM on monthly basis.</li> </ul>
2.	HPSRLM	<ul style="list-style-type: none"> <li>a. Preparation of Framework for the establishment and operations of the Migration Support Centres – reference Migration Support Centre – Framework.</li> <li>b. Approve grant of support cost for MSC at a <b>maximum amount</b> of Rs.30 lakhs(inclusive of all taxes) per centre per year. However, the lowest rate shall be preferred in marking system.</li> <li>c. Support MSCs to develop and sustain affirmative relationships with local media; local services like municipal services, emergency services, police and other law enforcement agency, courts and tribunals etc.; local community and local public administration, government and government agency</li> <li>d. Establish and sustain suitable MIS, and ensure that information is shared with all relevant stakeholders of the MSCs,</li> <li>e. Support MSCs to develop a strategy for sustainability</li> <li>f. Ensure a clear organization structure and consistency of leadership to ensure MSC is instituted and relevant over a sustained period in time.</li> <li>g. Perform monitoring and evaluation and assessment of MSCs.</li> <li>h. Advertisement of the lucrative benefits of the scheme.</li> </ul>
3.	Rural migrant youth	<ul style="list-style-type: none"> <li>a) Constitute the primary population and beneficiary of the services of the MSC.</li> <li>b) Migrant rural youth should be trained under the DDUGKY.</li> <li>c) He/ She shall adhere to the discipline and rules of MSCs.</li> </ul>
4.	PIAs	<ul style="list-style-type: none"> <li>a. Actively engage with the MSCs and candidates to provide information and contact details of the MSCs of the state of migration to the candidates. Engage with MSCs to provide information directly or through HPSRLM.</li> <li>b. Be the source of the trained DDUGKY alumni/ rural youth and provide relevant data and MIS regarding the migrant rural youth aimed at the respective destination, thereby empowering the MSC with its initial population</li> <li>c. Provide Post-Placement Tracking derived information inputs that call for subsequent actions like qualitative research on</li> </ul>

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- the work and quality of life of alumni, engagement with employers on specific causes like the issuance of salary slips or Joint Salary Certificate, dispute resolutions between alumni and employers etc.
- d. Provide regular and timely information on significant issues like loss of track or contact, loss of job etc.
  - e. Support MSCs in all activities as mandated by the HPSRLM.

#### 4.3 Period of Engagement

The MSCP shall be engaged for a period of two (2) years from the date of signing of the agreement which may be further extended for a period of 1 year and based on the performance of the MSCP and provision of funds from GoI. HPSRLM shall have the right to perform audits, random checks and perform other due diligence to evaluate the performance of the MSCP.

#### 4.4 Funding support for MSCs

HPSRLM shall provide funds up-to a maximum value of Rs. 30 lakhs per year (inclusive of all taxes) based on the portfolio of services and facilities provided by the MSC or the project cost whichever is less.

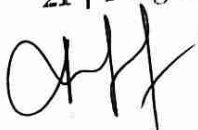
#### 4.5 Resource Requirements

A fully functional MSC may be manned by a team of 5 to 7 persons for the initial Core services. The team may be divided into administrative and functional teams. The full-time Administrative team shall include a 1) Centre coordinator, 2) Community mobilizers or counselors, 3) MIS accountant cum administrative assistant, 4) office assistant/ Peon and 5) Full time Female warden.

This team may need to be supported by a part-time data entry operator. The functional team shall comprise of part-time consultants and external resources who are specialists, engaged to offer specific services to the candidates and other stakeholders of the MSC, for instance a General Practitioner Doctor, legal support and Research Specialists and Banker. The coordination of the functional team is to be performed by the administrative team. The specialist services may be available on -call basis. The team should definitely provide for social workers / gender specialists who are women.

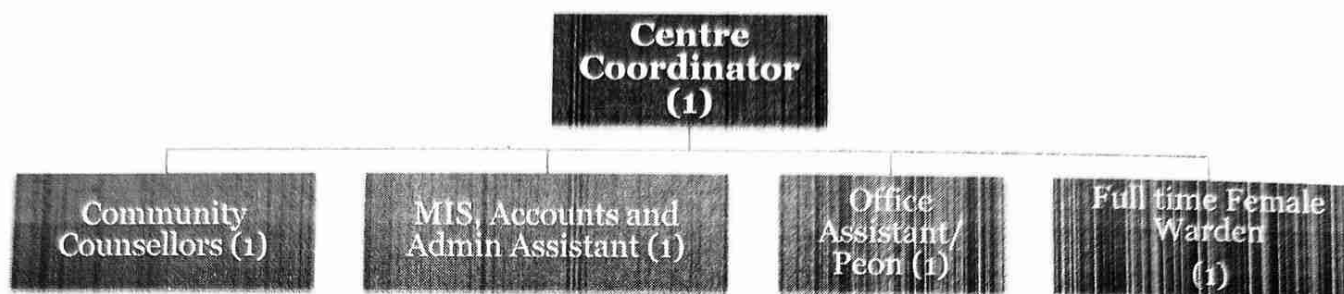
The center coordinator would be in-charge of the coordination of all activities as well as reporting of work. He/ She may be assisted by an associate coordinator, who would look after immediate supervision of field activities, the MIS and documentation at the center.

For the overall strategic guidance to the project the center team would require inputs from the head and senior management of the implementing organization. Details on proposed team to be placed in



provided in the Migration Support Center –Reference Framework – Section 2.4 – Manpower and Role Description.

#### 4.5.1 Team Structure



#### 4.5.2 Qualifications of Key Resources

The tasks assigned for various positions are as follows:

The following table presents the key roles and responsibilities of the various positions highlighted in the Team Structure, including the qualification criteria for each position holders.

Designation	Key Roles & Responsibilities	Qualification
<b>Centre Coordinator</b>	<ul style="list-style-type: none"> <li>Management, Coordination, and operationalization of the Centre's activities</li> <li>Formulation of plans and targets for the team and their supervision</li> <li>Liaison with local stakeholders in the Government, local authority, employers, banks, hospitals, etc.</li> <li>Liaison with external support agency, other partners and other centres</li> <li>Periodic (monthly, half-yearly, annually) reporting of Centre's activities to senior management/ external support agency (if any)</li> <li>Undertaking household listing exercise and surveys, research studies, impact assessment, and report writing</li> </ul>	<p><b>Educational</b></p> <p>Qualifications: At least a graduate in Sociology, Social Work, Management, other relevant fields, with 3-5 Years of relevant work experience</p> <p><b>Technical</b></p> <p>Skills/Aptitude: Adept at using MS Office, team management,</p>

	<ul style="list-style-type: none"> <li>Organizing monthly team meetings and regular reflection workshops</li> <li>Organizing capacity building activities for different team members, as well as beneficiaries</li> <li>Engage with external resources and vendors to deliver key services</li> <li>Strategic and administrative oversight</li> <li>Networking and partnership with support institutions like NGOs, CSOs, Foundations, etc.</li> <li>Ensure over-all compliance to Programme Guidelines and prescriptions</li> <li>Reporting to HPSRLM as per the mandate</li> <li>Ensure social and gender safeguards as per the appropriate State and National legislations</li> <li>Review and respond to escalated complaints and grievances</li> </ul>	<p>planning, reporting, advocacy and liaison skills and familiarity with research, two-wheeler driving optional</p>
<b>Community Counsellor</b>	<ul style="list-style-type: none"> <li>Outreach, establishing contacts and rapport building with migrant workers and their families</li> <li>Organizing labour meetings and workshops</li> <li>Awareness building on issues of migration and services at the community level</li> <li>Undertaking registration and issue of ID cards, providing legal assistance, legal literacy meetings, financial literacy meetings, post-training follow-ups of trainees, linkages with social security and all other Centre's services</li> <li>Interaction with important stakeholders – bank officials, contractors, employers, hospital officials, government officials etc.</li> <li>Survey and data collection related to profiling of workers and documentation of Centre's effectiveness and impact of services</li> <li>Work counseling of candidates</li> </ul>	<p><b>Educational Qualifications:</b></p> <p>Graduate with at least 2 years relevant experience</p> <p><b>Technical Skills/ Aptitude:</b> Community mobilization and rapport building, able to work in a team</p>



<b>MIS, Accounts and Admin Assistant</b>	<ul style="list-style-type: none"> <li>• Management of all service related documentation at the centre level</li> <li>• Management of programme MIS and its sharing with senior management/external support agency</li> <li>• Administrative and logistical support to MSC program team</li> <li>• Reception of workers walking into the centre and maintaining required records</li> <li>• Book-keeping of all transactions and settlement of accounts at the centre level</li> <li>• Ensuring necessary documentation, fulfilling of IT statutory requirements and providing Audit support</li> <li>• Assistance in undertaking activities related to Centre's administration</li> </ul>	<p><b>Educational Qualifications:</b></p> <p>Graduate (B.Com preferable), with at least 2 years' relevant work experience</p> <p><b>Technical Skills:</b></p> <p>Conversant with MS Office, Accounts management and Office Administration</p>
<b>Office Assistant</b>	<ul style="list-style-type: none"> <li>• Management of office – its furniture and assets and daily cleanliness</li> <li>• Receiving workers and other guests visiting the centre</li> <li>• Providing requisite hospitality support – Cooking, preparation of tea, serving water, etc.</li> </ul>	<p><b>Educational Qualifications:</b> 12th pass</p> <p><b>Technical Qualification</b></p> <p>Conversant with MS Office especially word excel and power point</p>
<b>Female Warden</b>	<ul style="list-style-type: none"> <li>• Overall responsible for candidates residing at MSC.</li> <li>• Proper maintenance of movement registers.</li> <li>• Candidates allotted hostels shall at all times observe the code of conduct and MSC rule and regulation.</li> <li>• Food to be taken only in the assigned MSC mess.</li> <li>• In case of ill health of any candidate warden should call for doctor immediately.</li> </ul>	<p><b>Qualification</b></p> <p>12<sup>th</sup> pass with minimum 2 years' experience in related field</p>



#### 4.6 Project location

Baddi, District Nalagarh Himachal Pradesh

#### 4.7 Payment Terms

First year:

Instalment	Time	Condition	Percentage of Contract value
1 <sup>st</sup>	After signing of Contract	On submission of Performance Bank Guarantee	20%
2 <sup>nd</sup>	After 1 <sup>st</sup> Quarter	on submission of All monthly and quarterly assignments	20%
3 <sup>rd</sup>	After 2 <sup>nd</sup> Quarter	on submission of All monthly and quarterly assignments	20%
4 <sup>th</sup>	After 3 <sup>rd</sup> Quarter	on submission of All monthly and quarterly assignments	20%
5 <sup>th</sup>	After 4 <sup>th</sup> Quarter	on submission of All monthly and quarterly assignments	20%

Second year:

Instalment	Time	Condition	Percentage of Contract value
1 <sup>st</sup>	After 1 <sup>st</sup> Quarter	on submission of All monthly and quarterly assignments	25%
2 <sup>nd</sup>	After 2 <sup>nd</sup> Quarter	on submission of All monthly and quarterly assignments	25%
3 <sup>rd</sup>	After 3 <sup>rd</sup> Quarter	on submission of All monthly and quarterly assignments	25%
4 <sup>th</sup>	After 4 <sup>th</sup> Quarter	on submission of All monthly and quarterly assignments	25%

**Note** –The Payment will be made only against the bill raised by the firm after duly verification by the competent authority.





#### 4.8 Penalty Clause

1. During the inspection visit of the team from HPSRLM if the average feedback score against Basic Services (Lodging, Boarding & Counseling) remains under 3 then a penalty of 5% for that month's payout (*total value of the contract/12*) will be levied and a period of 30 days shall be provided to make corrective measures as suggested by HPSRLM. If the cumulative feedback of two inspections is less than 2, immediate termination of contract may be initiated on basis of HPSRLM review of operations.
2. Delay in submitting monthly/quarterly reports will lead to penalty imposition of contract value @ 0.5 % per week up to a maximum of 10% of total contract value. If penalty reaches 10 % of contract value, immediate termination of contract may be initiated on basis of HPSRLM review of operations.



## 5 Instructions to the bidders

### 5.1 General Guidelines

The instructions for submitting proposals in response to the RFP are mentioned below:

1. The proposals submitted in response to this RFP, and all associated correspondence shall be written in English and shall conform to the forms pre-qualification, the technical proposals and the financial proposals as prescribed in **Annexure 1**. Any interlineations, erasures or over writings shall be valid only if they are initialed by the authorized person signing the proposal.
2. Proposals received by an email shall be treated as defective, invalid and rejected. Only detailed complete proposals received prior to the closing time and date for receipt of proposals, shall be taken as valid.
3. Two hard copies and one soft copy (on a non-rewriteable CD) of the pre-qualification, technical proposal in a separate sealed envelope and one hard copy of the financial proposal in a separate sealed envelope, prepared in accordance with the procedures enumerated in the RFP document should be submitted in a cover sealed envelope to COO (DDUGKY), HPSRLM Rural Development Department Himachal Pradesh no later than the date and time laid down, at the address given in the RFP.
4. The envelopes should be super scribed with "PRE-QUALIFICATION PROPOSAL-RFP for Engagement of Migration Service Center Providers for HPSRLM, Rural Development Department, Govt. of Himachal Pradesh" and "TECHNICAL PROPOSAL- RFP for Engagement of Migration Service Center Providers for HPSRLM, Rural Development Department, Govt. of Himachal Pradesh" and "FINANCIAL PROPOSAL-- RFP for Engagement of Migration Service Center Providers for HPSRLM, Rural Development Department, Govt. of Himachal Pradesh" as the case may be. The sealed envelopes containing the PRE-QUALIFICATION PROPOSAL, TECHNICAL PROPOSAL and the FINANCIAL PROPOSAL should be placed in a larger single envelope, properly sealed, and super scribed with "RFP for Engagement of Migration Service Center Provider for HPSRLM, Rural Development Department, Govt. of Himachal - DO NOT OPEN BEFORE \*\*\*\*\* ON \*\*\*\*\*". All envelopes should be addressed to the Addressee specified at Sr No \*\*\*\*\* of section 1 and bear the name and address of the agency/agency submitting the proposal. CD media must be duly signed using a "Permanent Pen/Marker" and should bear the name of the agency/agency, submitting the proposal.
5. The Proposals submitted should be concise and contain only relevant information as required under this RFP document.
6. The Companies / agency submitting their proposals would be responsible for all of its expenses, costs and risks incurred towards preparation and submission of their proposals, attending any pre-proposal meeting and visiting the site or any other location in connection therewith. HPSRLM shall, in no case, be responsible or liable for any such costs whatsoever, regardless of the outcome of the process.

### 5.2 Corrupt, Fraudulent and Collusive practices

It is HPSRLM's policy to require that the firms observe the highest standard of ethics during the selection and execution of such contracts. In pursuance of this policy, HPSRLM defines, for the purposes of this provision, the terms set forth below as follows:



- **“Corrupt practice”** means the offering, giving, receiving, or soliciting anything of value to influence the action of officials in the selection process or in contract execution; and **“Fraudulent practice”** means a misrepresentation of facts in order to influence the selection process or the execution of a contract in a way which is detrimental to HPSRLM, and includes collusive practices among firms (prior to or after submission of proposals) designed to establish prices at artificial non-competitive levels and to deprive HPSRLM of the benefits of free and open competition.
- HPSRLM will reject a proposal for award if it determines that the agency recommended for award has engaged in corrupt or fraudulent activities in competing for the contract in question;
- HPSRLM will declare an agency ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the agency has engaged in corrupt or fraudulent practices in competing for and in executing the contract.
- HPSRLM shall have the right to terminate the contract of any agency if any employee or sub-contractor of the agency is found to violate any terms of the contract including participation in collusion, fraud, misrepresentation, mis-guidance or any action detrimental to the engagement process or to HPSRLM.
- Due to prevailing COVID-19 situation, HPSRLM shall convey the date of commencement of the Migration Support Centre.

### 5.3 Validity of Proposals submitted

The proposals submitted by the Companies/agency shall remain valid for a period of **180** days after the closing date (deadline) for submission of proposals prescribed in this document. A proposal valid for shorter period may be rejected as non-responsive. HPSRLM may solicit the respondents' consent to an extension of RFP validity (but without the modification in their Proposal).

### 5.4 Clarifications on proposals submitted

During evaluation, HPSRLM may, at its discretion, ask the respondents for clarifications on their proposals. The Companies/agencies are required to respond within **15 days**.

### 5.5 Amendments to RFP Document

At any time prior to deadline for submission of proposals, HPSRLM may for any reason, modify the RFP document. The prospective respondents having received the RFP document shall be notified of the amendments through website [www.hptenders.gov.in](http://www.hptenders.gov.in) and such amendments shall be binding on them.

### 5.6 Disqualification

HPSRLM may at its sole discretion and at any time during the evaluation of proposal, disqualify any respondent, if the agency:

- a. Submitted the proposal after the response deadline;
- b. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- c. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;

- d. Submitted a proposal that is not accompanied by required documentation or is non-responsive;
- e. Failed to provide clarifications related thereto, when sought;
- f. Submitted more than one proposal;
- g. Has been blacklisted by any Central / State Government (incl. its department/agency) or was declared ineligible by the Government of India/for corrupt and fraudulent practices.

### 5.7 Bid Security

All the proposals submitted in response to the RFP document must be accompanied by a Bid Security of ₹10,000/- (ten thousand only) in the form of demand draft in favour of COO (DDUGKY), HPSRLM, Rural Development Department, Himachal Pradesh as per the format prescribed in this RFP document.

### 5.8 Performance Bank Guarantee/Earnest Money Deposit

Within 7 days of the selected Company being intimated about their engagement they are to submit for ₹70,000 (seventy thousand only) in the form of unconditional, unequivocal and irrevocable Bank Guarantee (BG) from any Scheduled Indian Bank and valid for two years from the date of engagement and any applicable extension periods as may be mutually accepted.

The Earnest Money Deposit/Performance Bank Guarantee submitted as security will be discharged after the receipt of this Performance Bank Guarantee from the agency selected for engagement. For others it would be returned after the completion of the engagement process.

### 5.8 Confidentiality

Information relating to the examination, clarification, comparison and evaluation of the proposals submitted shall not be disclosed to any of the responding Companies or their representatives or to any other persons not officially concerned with such process until the selection process is over. The undue use by any responding agency of confidential information related to the process may result in rejection of its proposal.

### 5.9 Disclaimer

Proposals received late will not be considered and will be returned unopened to the respondents. HPSRLM reserves the right to (a) reject any / all proposals without assigning any reasons thereof, b) relax or waive any of the conditions stipulated in this RFP document as deemed necessary in the best interest of HPSRLM, RDD govt. of Himachal Pradesh and the objective of the scheme without assigning any reasons thereof and c) include any other item in the scope of work at any time after consultation in the pre-proposal meeting or otherwise.

### 5.10 Other Terms and Conditions

- i. The selected MSCP will be fully and completely responsible to the HPSRLM for all the deliverables.
- ii. The interested bidders shall furnish an affirmative statement as to the existence of, absence of, actual or potential for conflict of interest on the part of the bidder or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with the



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- HPSRLM or its PIAs. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the bidder to complete the requirements as given in the RFP.
- iii. HPSRLM requires that the agency should provide professional, objective, and impartial advice and at all times hold the interests of the HPSRLM paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration for future work.
  - iv. HPSRLM reserves the right to accept or reject any bid, to annul the entire bid process or reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder (s) or any obligation to inform the affected bidder(s) the grounds for such decision. HPSRLM also reserves the right to negotiate with the successful bidder if necessary.
  - v. The HPSRLM will manage the project and the proposed resources shall report to the designated Officer. Other teams / committees / stakeholders will work in close proximity with the selected firms to oversee the deliverables of the project.
  - vi. In case any of the proposed resources are found to be not performing or not meeting the expectations of the HPSRLM, the firms shall find a replacement for the resource. The HPSRLM will evaluate the replacement profile and indicate the acceptance / rejection of the profile.
  - vii. The HPSRLM reserves the right to terminate the contract by giving a notice of one month if the performance of the agency is not found satisfactory. The agency shall be given a period of fifteen days to cure the breach or fulfill the contractual obligations, failing which the HPSRLM shall notify the bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the bidder is in default.
  - viii. The agency to be selected through this bid process will provide deliverables as indicated in this document. The agency should note that as a part of requirement for this assignment the agency will share with HPSRLM all intermediate documents, drafts, reports and any other item related to this assignment. No work products, methodology or any other methods used by the agency should be deemed as proprietary and non-shareable with HPSRLM by the agency.
  - ix. No part of this document including the Annexures can be reproduced in any form or by any means, disclosed or distributed to any person without the prior consent of HPSRLM except to the extent required for submitting bid. The information contained in this document is only disclosed for the purposes of enabling you to submit a proposal for HPSRLM –Engagement of MSCP. This document should not therefore be used for any other purpose. This document contains proprietary information furnished for evaluation purposes only; except with the written permission of the HPSRLM, such information may not be published, disclosed, or used for any other purpose. You acknowledge and agree that this document and all portions thereof, including, but not limited to, any copyright, trade secret and other intellectual property rights relating thereto, are and at all times shall remain the sole property of HPSRLM. The title and full ownership rights in the information contained herein and all portions thereof are reserved to and at all times shall remain with HPSRLM. Bidders must agree to take utmost care in protecting the proprietary and confidential nature of the information contained herein.
  - x. If at any stage of the tendering process or during the currency of the agreement, any suppression / misrepresentation of such information is brought to the knowledge of HPSRLM, then the



Department will have right to reject the bid or terminate the agreement, as the case may be, without any compensation to the bidder.

- xi. The bidder shall be deemed to have complied with all clauses in this RFP. Evaluation shall be carried out on the information available in the bid.

#### 5.11 Conditions of engagement contract

The operating clauses would emerge from the technical and financial processes finalized with the Engagement of MSC Agency selected for the project. In addition, the contract will inter-alia includes the following terms:

##### a) Definitions

In the Engagement Contract, the following terms shall be interpreted as indicated:

“HPSRLM” means the **HIMACHAL PRADRESH STATE RURAL LIVELIHOOD MISSION** (HPSRLM), Rural Development Department, Government of Himachal Pradesh; or any other authorized representative of the HPSRLM.

The “Contract” means the engagement agreement entered into between the HPSRLM and the ENGAGED Agency as recorded in the Contract Form signed by the HPSRLM and the ENGAGED Agency, including all attachments and annexure thereto and all documents incorporated by reference therein.

##### b) Payment Terms and Schedule

The payment terms are explained in the Payment Terms – Section 4.7.

#### 5.12 Commercial Terms

The agency which will be finalized for establishing Migration Support Centre needs to provide their consent along with bank guarantee within 15 days of receipt of intimation of selection by HPSRLM.

HPSRLM will release the payment within 45 days of submission of invoice subject to invoice and all supporting documents being in order. The supporting documents should also mandatorily entail acceptance of the stipulated deliverable within the accepted timelines.





**A) Indemnification:**

The agency shall indemnify HPSRLM against all third party claims arising out of a court order or arbitration award for infringement of patent, trademark/ copy right arising from the use of the supplied services or any part thereof. Either party will accept liability without limit (1) for death or personal injury caused to the order party by its negligence or the negligence of its employees acting in the course of their employment; (2) any other liability which by law either party cannot exclude. This does not in any way confer greater rights than what either party would otherwise have at law.

- a) The Work Order does not contemplate any consequential, indirect, lost profit, claim for tort or similar damages of any form to be paid by the HPSRLM
- b) Notwithstanding anything to the contrary contained in the Work Order, in no event will the agency be liable to DDUGKY/, whether a claim be in tort, contract or otherwise; (a) for any amount in excess of 100% of the total professional fees payable for the respective Project
- c) No action regardless of form, arising out of this Contract, may be brought by either party; more than one year after the cause of action has accrued.

**B) Progress of the Project**

Monthly submission of progress and operational reports are to be submitted to the HPSRLM.

**C) Confidentiality**

- a) Neither party will disclose to any third party without the prior written consent of the other party any confidential information which is received from the other party for the purposes of providing or receiving Services which if disclosed in tangible form is market confidential or if disclosed otherwise is confirmed in writing as being confidential or if disclosed in tangible form or otherwise, is manifestly confidential. Each party will take measures to protect the confidential information of the other party that, in the aggregate are no less protective than those measures it uses to protect the confidentiality of its own comparable confidential information, and in any event, not less than a reasonable degree of protection. Both parties agree that any confidential information received from the other party shall only be used for the purposes of providing or receiving Services under this Contract or any other contract between the parties

These restrictions will not apply to any information which:

- (i) is or becomes generally available to the public other than as a result of a breach of an obligation under this Clause; or
  - (ii) is acquired from a third party who owes no obligation of confidentiality in respect of the information; or
- b) Notwithstanding Clause (a) mentioned above, either party will be entitled to disclose confidential information of the other (1) to its respective insurers or legal advisors, or (2) to a third party to the extent that this is required by any or where there is a legal right. Duty or requirement to disclose, provided that in the case of sub- Clause(ii) (and without branching any



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legal or regulatory requirement) where reasonably practicable not less than 5 business days' notice in writing is first given to the other party.

- c) Without prejudice to the foregoing provision of this Clause above agency may cite the performance of the services to clients and projective clients as an indication of its experience
- d) The agency shall not, without HPSRLM/ prior written consent, disclose the commercial terms of this work order to any person other than a person employed by the agency in the performance of the work order
- e) The clause on Confidentiality shall be valid for a further period of two year from the date of expiry or termination of the assignment, whichever is earlier.

### **D) Liquidated Damages**

Due to negligence of act of the agency, if HPSRLM suffers losses, damages the quantification of which may be difficult, and hence the amount not exceed performance bank guarantee and any OPEs / payables, shall be construed as reasonable estimate of the damages and agency agrees to pay such liquidated damages, as defined hereunder as per the provisions of this agreement.

### **E) Limitation of Liability**

The entire and collective liability of the selected agency arising out of or relating to this engagement, including without limitation on account of performance or nonperformance of obligations, regardless of the form of the cause of action, whether in contract, tort (including negligence), statute, or otherwise, shall in no event exceed the total performance bank guarantee and any OPEs/ payables.

### **F) Sexual Harassment**

No employee, the public or person receiving services from MSC shall be subjected to sexual harassment by an employee during the course of employment/services in the MSC. The MSC will make a good faith effort to attempt to prevent sexual harassment. When allegations of sexual harassment are made the HPSRLM will investigate them and, if substantiated take corrective actions.

### **5.13 Miscellaneous terms & Conditions**

- a) The end product of the work assignment carried out by the agency, in any form, will be the sole property of HPSRLM.
- b) The agency shall perform the services and carry out its obligations under the contract with due diligence and efficiency, in accordance with generally accepted techniques and practices used in the industry and with professional training standard recognized by national / international professional bodies and shall observe sound management practice. It shall employ appropriate and safe and effective methods. The agency shall always act, in respect of any matter relating to this Contract, as faithful advisors to HPSRLM/ and shall at all times, support and safeguard HPSRLM/State's legitimate interests.
- c) The agency agrees with HPSRLM for honoring all aspects of fair trade practices in executing the work orders placed by HPSRLM.
- d) In the event the agency or the concerned Division of the company is taken over / bought over by another company, all the obligations under the agreement with HPSRLM, should be passed on the compliance by the new company new Division in the negotiation for their transfer.

**A) Force Majeure**

- a) Force majeure clause shall mean and be limited to the following in the execution of the contract placed by DDUGKY:
- War / hostilities
  - Riot or Civil commotion
  - Earth quake, flood, tempest, lightning or other natural physical disaster
  - Restriction imposed by the Government or other statutory bodies, which is beyond the control of the agency, which prevent or delay the execution of the order by the agency
- b) The agency shall advise HPSRLM in writing, duly certified by the local Chamber of Commerce, the beginning and the end of the above causes of delay, within seven days of the occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, HPSRLM reserve the right to cancel the contract without any obligation to compensate the agency in any manner for what so ever reason, subject to the provision of clause mentioned.
- c) In case of non-willingness by the firm to run the MSC or force majeure firms has to make alternate arrangements accepted by HPSRLM within the vicinity of the MSC so as to avoid the reverse effects of the force majeure.

**B) Termination/ Exit Plan** – If for any reason the selected agency wants to terminate its services than agency should intimate HPSRLM well in advance i.e. before 2 months and shall provide an alternate arrangement.

**C) Arbitration**

- a) For any issues regarding breach of any of the terms and conditions of the tender/agreement or any instructions of HPSRLM Director (RD) will be the will be the competent authority.
- b) In the event of any dispute or differences arising under these conditions or any special conditions of the agreement in connection with this contract, the same shall be referred to Secretary, Rural Development Department Himachal Pradesh, for final decision and the same shall be binding on all parties.
- c) Any other terms and conditions, mutually agreed prior to finalization of the order / agreement shall be binding on the Consulting Firms.
- d) HPSRLM and the agency shall make every effort to resolve amicably by direct negotiation any disagreement or dispute arising between them under or in connection with the purchase order. If any dispute shall arise between parties on aspects not covered by this agreement, or the construction or operation thereof, or the rights, duties or liabilities under these except as to any matters the decision of which is specially provided for by the general or the special conditions, such dispute shall be referred to two arbitrators, one to be appointed by each party and the said arbitrators shall appoint an umpire in writing before entering on the

reference and the award of the arbitration or umpire, as the case may be, shall be final and binding on both the parties. The arbitrators or the umpire as the case may be, with the consent of parties, may modify the timeframe for making and publishing the award. Such arbitration shall be governed in all respects by the provision of the Indian Arbitration and Conciliation Act, 1996 or later and the rules there under and any statutory modification or reenactment, thereof. The arbitration proceedings shall be held in New Delhi, India.

**D) Applicable Law and Jurisdiction**

The contract shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing. All legal dispute arising shall be subject to the jurisdiction of appropriate courts of Shimla Himachal Pradesh India alone.

**E) Refund of EMD/ Bid Security and Submission of BG**

1) The Earnest Money Deposit (EMD) will be refunded as follows.

- (i) In the case of those bidders who fail to pre-qualify, the Earnest Money Deposit (EMD) will be refunded without any interest accrued immediately thereafter.
- (ii) In the case of those bidders whose technical bids do not qualify, the EMD will be refunded without any interest accrued within one month of the acceptance of TEC (Technical Evaluation Committee)'s recommendations.
- (iii) For the agency selected for engagement, the EMD will be refunded subsequent to submission of Performance BG and subject to acceptance of the terms and conditions mentioned in the RFP, without any interest accrued within one month of the acceptance of recommendations.

2) The bidders selected for engagement shall be required to submit a Performance Bank Guarantee for ₹70,000.00 (seventy thousand Rs only) for the engagement period.

**F) Forfeiture of Earnest Money Deposit**

The EMD submitted for engagement can be forfeited:

- If the Respondent withdraws its proposal during the period of validity of the proposal as specified by the respondent on the Notice of Intent to submit proposal in response to RFP Notice; and/or
- If the Respondent, having been notified of their engagement fails or refuses to submit the required Performance Bank Guarantee and/or refuses to take up the job in the assigned; and/or
- Does not accept the correction of errors made in the tender document; and/or
- In case of the successful Bidder, if the Bidder fails to sign the Contract within the time stipulated by HPSRLM.

All bidders are required to commit to maintain the number and the professional level of resources deployed as indicated in response in Form 4 of the technical evaluation criteria.



**6 Evaluation of the bids**

Overall evaluation of the bids will be done in three stages namely Pre-qualification, Technical and Financial

evaluation based on Quality-cum-Cost-Based selection (QCBS). At the end of every stage short listed bidders may be informed of the result to have a fair and healthy competition.

**6.1 Pre-qualification evaluation**

Before opening and evaluation of the technical proposals, bidder's Pre-qualification bid would be evaluated to assess their compliance to the following pre-qualification criteria. Bidders failing to meet these criteria or not submitting requisite proof for supporting pre-qualification criteria are liable to be rejected at the Pre-Qualification proposal level.

Sr.No.	Criterion	Whether Met	Supporting Documents to be submitted
1.	The responding bidder (a) Should have submitted a Bid Security of ₹10,000 (Ten Thousand only) in form of demand draft	Yes / No	(a) ₹10,000/- (Ten Thousand only) bid security Demand Draft in favour of CEO, HPSRLM, RDD Shimla.
2.	The bidder must be a registered legal entity in India/ outside India, and should have been in operation for a period of at least 3 years in labour/ employment/ candidate related/ migration/hostel/hotel/hospitality related services as of 31-3-2024.	Yes / No	Certificate of incorporation / Registration Certificate
3.	The bidder shall not be blacklisted by any Central / State Government (Central/State Government and Public Sector)) or under a declaration of ineligibility for corrupt or fraudulent practices.	Yes / No	A self-certified letter by the authorized signatory
4.	The bidder should have an average annual turnover of at least INR 50 Lakhs in each of the latest three financial years (i.e. 2022-23, 2023-24 and 2024-25) in India. This must be individual agency's turnover and not that of group of companies.	Yes / No	Audited Financial Statements accompanied by a Certificate from External Auditors (CA's Certificate)
5.	The bidder should have provided labour/ employment/ candidate related / migration/ hostel/ hotel/hospitality related services (in India/or outside India.	Yes / No	Certificate from CA/ Authorized representative Copies of contract/ work order & completion certificates to

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6.	The bidder should have made a net profit for the latest three financial years (3) Financial Years as revealed by Audited Balance Sheets. Not applicable for NGOs.	Yes / No	be provided Certificate from CA/ Authorized representative
7.	The bidder should not be involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this RFP.	Yes / No	A self-certified letter by the authorized signatory
8.	Preference will be given to agency who have earlier experience in 'Skilling' sector/ hospitality/ hostels	Yes/ No	Copy of the Contract/ Certificate issued by the client
9.	Consortium / JVs / is /are allowed under this project.		
10.	Subcontracting is not allowed for MSC provider, it shall be treated as breach of contract.		

Bidders should clearly indicate, giving explicit supporting documentary evidence, with respect to the above, in absence of which their proposals will be rejected summarily at the Pre-Qualification stage itself.





**6.2 Technical Evaluation**

The technical bids will be opened for those bidders who are able to qualify in the pre-qualification stage. The HPSRLM or its designated agency will evaluate the technical proposals on the basis of their responsiveness to this RFP and applying the evaluation criteria as specified below.

An Evaluation Score (ES) shall be assigned to each prospective bidder on the basis of the technical bid submitted. The technical evaluation score shall be based on the number of points that shall be awarded as per the following Evaluation Criteria table:

S.No	Technical Evaluation Criteria	Maximum Score										
1.	Profile	35										
	1.1 Average annual turnover from Migration Support Centers/ Hostel/ Hotel/Hospitalityrelated services in last 3 years (turnover in Crores)	10										
	<table><tr><th>Amount(in Crores)</th><th>Marks</th></tr><tr><td>Above 2.00</td><td>10</td></tr><tr><td>1.51 to 2.00</td><td>8</td></tr><tr><td>1.01 to 1.50</td><td>6</td></tr><tr><td>0.50 to 1.00</td><td>4</td></tr></table>	Amount(in Crores)	Marks	Above 2.00	10	1.51 to 2.00	8	1.01 to 1.50	6	0.50 to 1.00	4	
Amount(in Crores)	Marks											
Above 2.00	10											
1.51 to 2.00	8											
1.01 to 1.50	6											
0.50 to 1.00	4											
	1.2 Number of Migration Support Centers/ Hostel/ Hotel/ Hospitality with housing capability of at least 10 personal setup/run	15										
	<table><tr><th>Number</th><th>Marks</th></tr><tr><td>3 and above</td><td>15</td></tr><tr><td>2</td><td>10</td></tr><tr><td>1</td><td>5</td></tr></table>	Number	Marks	3 and above	15	2	10	1	5			
Number	Marks											
3 and above	15											
2	10											
1	5											
	1.3 Full-time professional staff engaged in MSC/Hostel/ Hotel/ Hospitalityrelated services	10										
	<table><tr><th>Number of Staff</th><th>Marks</th></tr><tr><td>10+</td><td>10</td></tr><tr><td>5 -9</td><td>5-9</td></tr></table>	Number of Staff	Marks	10+	10	5 -9	5-9					
Number of Staff	Marks											
10+	10											
5 -9	5-9											
2.	Experience of agency in relevant field	15										
	2.1 Experience of setting up MSC / hostel/ hotel/ Hospitality:	15										
	<table><tr><th>Years</th><th>Marks</th></tr><tr><td>5 and above</td><td>15</td></tr><tr><td>3 to 4</td><td>10</td></tr><tr><td>1 to 2</td><td>5</td></tr></table>	Years	Marks	5 and above	15	3 to 4	10	1 to 2	5			
Years	Marks											
5 and above	15											
3 to 4	10											
1 to 2	5											
3.	Adequacy of the proposed methodology and work plan of setup, operation and service provisioning of MSC	30										

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	<p>3.1 Existing infrastructure oflabour/ employment/ candidate related migration/ hostel/ hotel/Hospitality related centers at proposed locationalign with the DDU-GKY MSC framework. If area is –</p> <table><tr><td>Area in Sq.Ft</td><td>Marks</td></tr><tr><td>3000+</td><td>10</td></tr><tr><td>2501-3000</td><td>8</td></tr><tr><td>2500</td><td>5</td></tr></table>	Area in Sq.Ft	Marks	3000+	10	2501-3000	8	2500	5	10																										
Area in Sq.Ft	Marks																																			
3000+	10																																			
2501-3000	8																																			
2500	5																																			
	<p>3.2 <b>Completeness and responsiveness:</b> The extent to which the proposal responds exhaustively to all the requirements of the RFP</p>	10																																		
	<p>3.3 Proposed Project Plan/Presentation including timelines for setup, service operations, how to the services shall be provided, amenities</p>	10																																		
4. Quality and competency of key professional staff proposed		20																																		
	<p>The bidder would be evaluated for profiles of Centre Coordinator, Community Counselor and MIS account cum Admin Assistant of the MSC proposed:</p> <p>These profiles, will be evaluated for:</p> <p>1. Qualification</p> <table><tr><th>Post</th><th>Qualification</th><th>Marks</th></tr><tr><td rowspan="2">Centre-Coordinator</td><td>Post Graduate and Above</td><td>5</td></tr><tr><td>Graduate</td><td>3</td></tr><tr><td rowspan="2">Community Counselor</td><td>Post Graduate and Above</td><td>3</td></tr><tr><td>Graduate</td><td>2</td></tr><tr><td rowspan="2">MIS Accountant cum Admin Assistant</td><td>Post Graduate and Above</td><td>2</td></tr><tr><td>Graduate</td><td>1</td></tr></table> <p>2. Years of total relevant work experience– 10 marks</p> <table><tr><th>Post</th><th>Experience in Years</th><th>Marks</th></tr><tr><td rowspan="2">Centre-Coordinator</td><td>5 and above</td><td>5</td></tr><tr><td>2 to 4</td><td>3</td></tr><tr><td rowspan="2">Community Counselor</td><td>5 and above</td><td>3</td></tr><tr><td>2 to 4</td><td>2</td></tr><tr><td>MIS Accountant cum Admin Assistant</td><td>5 and above</td><td>2</td></tr></table>	Post	Qualification	Marks	Centre-Coordinator	Post Graduate and Above	5	Graduate	3	Community Counselor	Post Graduate and Above	3	Graduate	2	MIS Accountant cum Admin Assistant	Post Graduate and Above	2	Graduate	1	Post	Experience in Years	Marks	Centre-Coordinator	5 and above	5	2 to 4	3	Community Counselor	5 and above	3	2 to 4	2	MIS Accountant cum Admin Assistant	5 and above	2	
Post	Qualification	Marks																																		
Centre-Coordinator	Post Graduate and Above	5																																		
	Graduate	3																																		
Community Counselor	Post Graduate and Above	3																																		
	Graduate	2																																		
MIS Accountant cum Admin Assistant	Post Graduate and Above	2																																		
	Graduate	1																																		
Post	Experience in Years	Marks																																		
Centre-Coordinator	5 and above	5																																		
	2 to 4	3																																		
Community Counselor	5 and above	3																																		
	2 to 4	2																																		
MIS Accountant cum Admin Assistant	5 and above	2																																		



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		1 to 4	1	
	<b>Total Points</b>			<b>100</b>

a) The responding agency has to submit the above information along with the details in the appropriate forms provided in Annexure 1 in "Technical Evaluation Criteria" given above. Further the responding agency is required to provide the following: The Documents and Information with regard to the qualification criteria listed at clause 4.5.2

a. Notice of Intent to submit proposal in response to RFP Notice as per Form 2 of Annexure.

- i. Each page of each of the RFP response must be signed and stamped by the authorized signatory of the responding agency who has the Power of Attorney to commit the responding agency to contractual obligations.
- ii. The responding agency shall furnish a statement as to the existence of, absence of, or potential for conflict of interest on the part of the responding agency and any sub-contractors due to prior, current, or proposed contracts, engagements, or affiliations. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the responding agency to complete the requirements as given in the RFP.
- iii. The proposal will include a 'Power of Attorney' letter for "Authorized Signatory"

b) **Proposal Presentations** - The evaluation committee may invite the eligible bidders to make a presentation to the HPSRLM at a date, time and location notified by the HPSRLM. The purpose of such presentations would be to allow the bidders to present their Approach & Methodology to the committee and the key points in their proposals. The presentations are to be made by the proposed personnel

c) The proposal review committee may require verbal/written clarifications from the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. Verbal clarifications provide the opportunity for the committee to state its requirements clearly and for the bidder to more clearly state its proposal. The committee may seek inputs from their professional in the evaluation process.

d) Depending on the evaluation methodology mentioned above each Technical Bid will be assigned a technical score (Tb) out of a maximum of 100 points as per the aforementioned Technical Evaluation Criteria Table. Bidders who score a Technical score of **45** and above will qualify for the evaluation in the financial process.

**The minimum absolute technical score to qualify for financial evaluation is 45.** HPSRLM's decision in this regard shall be final & binding and no further discussion/interface will be held with the bidders whose bids are technically disqualified/rejected.



### 6.3 Evaluation & Comparison of Bids:

60% weightage will be awarded for Technical evaluation and 40% weightage will be awarded for Financial Evaluation. Technical bid will be assigned a Technical Score (Ts) out of a maximum of 100 points, as per the scoring model provided in the previous section.

The Financial scores would be normalized on a scale of 100, with lowest score being normalized to 100 and rest being awarded on a pro-rate basis. Such normalized scores would be considered for the purpose of QCBS based evaluation, explained in section below.

### 6.4 Final Evaluation

The individual Bidder's Financial scores (Fn) are normalized as per the formula below:

**$F_n = F_{min} / F_b * 100$  (rounded off to 2 decimal places)** Where,

$F_n$  = Normalized Financial score for the Bidder under consideration

$F_b$  = Absolute financial quote for the Bidder under consideration

$F_{min}$  = Minimum absolute financial quote

**Composite Score (S) =  $T_s * 0.6 + F_n * 0.4$**

The Bidder with the highest Composite Score(S) would be awarded the contract.

**Annexure 1: Pre-Qualification and Technical Bid Forms**

**Form 1 - Notice of Intent to submit proposal in response to RFP Notice (to be submitted in Pre-Qualification envelop)**

*(To be submitted on letter head of the responding agency)*

Date:

To

<Name of the concerned authority>

**Subject:** Submission of Proposal in response to RFP for Engagement of Migration Service Center Providers for HPSRLM, Ministry of Rural Development, Government of Himachal Pradesh.

Dear Sir,

- i. Having examined the RFP, we, the undersigned, herewith submit our proposal to provide our professional services as required and outlined in this **RFP for Engagement of Migration Service Center Providers for DDUGKY, HPSRLM, Government of Himachal Pradesh**. We undertake to meet such requirements and provide such services as required and are set out in the RFP document.
- ii. We have read the provisions of the RFP document and that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
- iii. We agree to abide by this proposal, consisting of this letter, the detailed response to the RFP and all attachments, for a period of 180 days from the closing date fixed for submission of proposals as stipulated in the RFP document.
- iv. The Earnest Money Deposit of Rs 10,000/- (Ten Thousand only) submitted by us in the form of a demand draft may be en-cashed if we do not submit the requisite Performance Bank Guarantee on our agency being selected for engagement.
- v. We would like to declare that we have not been blacklisted by any Central / State Government (incl. its department/agency), are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.

We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.

We understand you are not bound to shortlist / accept any proposal you receive.

Our correspondence details with regards to this proposal are:



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Sr. No	Information	Details
1.	Name of responding agency:	
2.	Address of responding agency:	
3.	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP:	
4.	Telephone no. of contact person:	
5.	Mobile no. of contact person:	
6.	Fax no. of contact person:	
7.	E-mail address of contact person:	

We hereby declare that our proposal submitted in response to this RFP is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

[COMPANY'S NAME]

Name

Title

Signature

Date





**Form 2 - Details of responding agency (to be submitted in Pre-Qualification envelop)**

S.No.	Particulars	Details to be furnished
1	<b>Details of responding agency</b>	
Name		
Address		
Telephone		Fax
E-mail	-	Website
2	<b>Information about responding agency</b>	
Status of agency (Public Ltd. / Pvt. Ltd / Partnership etc.)		
Details of Registration (Ref e.g. ROC Ref #)		Date
		Ref #
Details of Service Tax Registration		Date
		Ref #

**Form 3 – Details of Responding agency – Pre-qualification Evaluation Format (to be submitted in Pre-Qualification envelop)**

S. No.	Criterion	Whether Met	Supporting Documents to be submitted
1.	The responding bidder (a) Should have submitted a Bid Security of Rs. 10,000 (Rs. Ten Thousand only) in the format prescribed	Yes / No	(a) In the form of Demand Draft
2.	The bidder must be a registered legal entity in India/ outside India, and should have been in operation for a period of at least 3 years in labour/ employment/ candidate related/ migration related services as of 31-3-2024.	Yes / No	Certificate of incorporation / Registration Certificate
3.	The bidder shall not be blacklisted by any Central / State Government (Central/State Government and Public Sector)) or under a declaration of ineligibility for corrupt or fraudulent practices.	Yes / No	A self-certified letter by the authorized signatory
4.	The bidder should have an average annual turnover of at least INR 50 Lakhs in each of the latest three financial years (i.e. 2022-23, 2023-24 and 2024-25) in India. This must be individual agency's turnover and not that of group of companies.	Yes / No	Audited Financial Statements accompanied by a Certificate from External Auditors (CA's Certificate)
5.	The bidder should have provided labour/ employment/ candidate related / migration related services (i.e. 2022-23, 2023-24 and 2024-25) in India/or outside India.	Yes / No	Certificate from CA/ Authorized representative Copies of contract/ work order & completion certificates to be provided
6.	The bidder should have made a net profit for the latest three financial years (3) Financial Years as revealed by Audited Balance Sheets or The higher turnover or profit % shall be preferred.	Yes / No	Certificate from CA/ Authorized representative
7.	The bidder should not be involved in any	Yes / No	A self-certified letter by the



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major litigation that may have an impact of affecting or compromising the delivery of services as required under this RFP.	authorized signatory
8. Preference will be given to agency who have earlier experience in 'Skilling' / Hostel / Hotel / Hospitality sector.	Yes/ No Copy of the Contract/ Certificate issued by the client
9. Consortium / JVs / is / are allowed under this project.	
10. Sub-contracting is not allowed for MSC provider, it shall be treated as breach of contract.	



**Form 4 -- Details of Responding agency -- Technical Evaluation Format (to be submitted in Technical Bid envelop)**

Sr.No	Technical Evaluation Criteria	Documentary Requirements
1.	1.1 Average annual turnover from Migration Support Centers/ Hostel/ Hotel/ Hospitalityrelated services in last 3 years (Turnover in Rs Crores)	Audited Balance Sheet for last 3 years.
	1.2 Number of Migration Support Centers/ Hostel/ Hotel/ Hospitality with housing capability of at least 10 personal setup/run	Setup details & Photographs
	1.3 Full-time professional staff engaged in MSC/ Hostel/ Hotel/ Hospitalityrelated services	Experience/qualification Certificate of each employee from Authorized signatory
2.	Experience of agency	
3.	2.1 Experience of setting up Migration Support Centers/ Hostel/ Hotel / Hospitalityrelated centers in the last 3 financial years  Bidders to provide copies of 2 contracts / requisite proof of setup	Bidders to provide copies of contracts / requisite proof of setup
	3. Accuracy of the proposed methodology and work plan of setup, operation and service provisioning	Documentation signed by authorized signatory
4.	3.1 Existing infrastructure Migration Support Centers/ Hostel/ Hotel / Hospitalityrelated centers at proposed location aligned with the DDU-GKY MSC framework	Copy of rent/ lease agreement
	3.2 <b>Completeness and responsiveness:</b> The extent to which the proposal responds exhaustively to all the requirements of the RFP	



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	3.3 Proposed Project Plan including timelines for setup, service operations, how the services shall be provided, amenities etc.	
4.	Quality and competency of key professional staff proposed	CVs of personnel, Experience Certificate, Qualification proof and copy of agreement with professionals (Doctors/Bang/Lawyer)
	<p>The bidder would be evaluated for profiles of Centre Co-coordinator, Community Counselor and MIS accountant-cum- Admin Assistant of the MSC proposed:</p> <p>These profiles, will be evaluated for:</p> <ol style="list-style-type: none"> <li>1. Qualification – Degree</li> <li>2. Years of total relevant work experience</li> </ol>	

*Handwritten signature*

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**Form 5 - Details of Experience of responding agency Format (to be submitted in Technical Bid envelop)**

[Using the format below, the responding agency should provide information on the assignments as required for qualification criteria/technical evaluation]

**CATEGORY OF EXPERIENCE:** \_\_\_\_\_.





**Form 6–Team Composition and Task Assignments (to be submitted in Technical Bid envelop)**

Professional Staff				
Name of Staff	Agency	Area of Expertise	Position Assigned	Task Assigned

This information should be provided for 5 positions who would interact with HPSRLM on a continuous basis. The CV's of these personnel are also required to be given in the format provided under this section



**Form 7 - Curriculum Vitae (CV) for Proposed Professional Staff – Template (to be submitted in Technical Bid envelop)**

1. **Proposed Position** [only one candidate shall be nominated for each position]:
2. **Name of agency** [Insert name of agencyproposing the staff]: \_\_\_\_\_
3. **Name of Staff** [Insert full name]: \_\_\_\_\_
4. **Date of Birth:** \_\_\_\_\_ **Nationality:** \_\_\_\_\_
5. **Education**[Indicate college/university and other relevant specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]: \_\_\_\_\_
6. **Membership of Professional Associations:** \_\_\_\_\_
7. **Other Training**[Indicate significant training since degrees under “5 – Education” were obtained]: \_\_\_\_\_
8. **Countries of Work Experience:** [List countries where staff has worked in the last ten years]: \_\_\_\_\_
9. **Languages** [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]: \_\_\_\_\_
10. **Employment Record**[Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held, Project handled.]:

From [Year]:                      To [Year]:

Employer:

Positions held: \_\_\_\_\_



11. Detailed Tasks Assigned (Relevant to the assignment)	12. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned
<p>[List all tasks to be performed under this assignment]</p>	<p>[Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the project]</p> <p>Name of assignment or project:</p> <p>Year:</p> <p>Location:</p> <p>Client:</p> <p>Main project features:</p> <p>Positions held:</p> <p>Activities performed:</p>

**13. Staff is resident / native of:**

**14. Certification:**

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

Date:

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

Day/Month/Year

Full name of authorized representative:



**Form 8 -- Work Schedule template (to be submitted in Technical Bid envelop)**

**Work Plan:** In this section the responding agency should propose the main activities of the MSC. The proposed work plan should be consistent with the approach and methodology, showing understanding of the scope of services, deliverables as given in scope of work and ability to translate them into a feasible working plan. The work plan should be consistent with the Work Schedule.

The responding firm is to describe the work schedule for different tasks which the responding agency plans to start and accomplish as part of the project.

The work schedule should reflect how and by when the responding agency is expected to start the assignment for MSC as per the major deliverable in the scope of work of the agency and the timelines of achieving the same as mentioned in the RFP.



**Form 9 – List of Deliverables as per MSC Framework (to be submitted in *Technical Bid* envelop)**

MSCP to provide the list of all deliverables to be submitted on monthly and quarterly basis to HPSRLM as per the MSC Framework.

A handwritten signature in black ink, consisting of stylized, overlapping loops and a long horizontal stroke extending to the right.

**Form10: Checklist of Documents required with Technical Bid**

1. Copy of company registration along with memorandum is required to be submitted.
2. Copy of GST Registration Number.
3. Copy of income tax return for last 3 financial years.
4. Status of agency (Public Ltd, Pvt. Ltd. Partnership)
5. Rent agreement specify overall space
6. EMD amount of Rs 10,000/- in shape of Bank Draft.
7. Copy of Technical Tender document duly sealed and signed on each page.
8. Balance sheets of the firms of previous 3 years duly audited by CA along with Profit and Loss statement.
9. A copy of agreement with MBBS, Lawyer and Lead Bank.





**Form 11- Format of Performance Bank Guarantee (Sample format)**

BANK GUARANTEE NO.

DATE

PERIOD OF BANK GUARANTEE: - VALID UPTO (24 months from the date of Engagement)

AMOUNT OF GUARANTEE: Rs. ----- lakhs

To

COO (DDUGKY),

HPSRLM

Kasumpti Shimla-4

THIS DEED OF GUARANTEE EXECUTED ON THIS \_\_\_\_ Day of \_\_\_\_\_ 2020 by {Name of the Bank issuing guarantee} a scheduled bank / corporate body, constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, having its Head office at (H.O. Address) and one of the Branch offices at (Branch address) hereinafter referred to as the 'Guarantor Bank' (which expression unless it be repugnant to the context or meaning thereof shall include its successors and assigns.) in favor of COO (DDUGKY), HPSRLM Khalini Shimla-171004 hereinafter referred to as "Beneficiary" which expression shall unless it be repugnant to the context or meaning thereof shall include its successors and assigns).

Whereas Engagement Notification NO. \_\_\_\_\_ dated \_\_\_\_\_ (Hereinafter called the "Engagement Notification") for Engaged M/s. \_\_\_\_\_ for providing MSCP services to HPSRLM as MSCP by the Beneficiary on M/s. \_\_\_\_\_. (Hereinafter referred to as 'the Engaged Agency') stands accepted by the Engaged Agency.

And whereas to ensure due performance of the obligations to the satisfaction of the beneficiary towards providing MSC Services to HPSRLM by the said engagement and in terms thereof by the engaged agency as aforesaid, the Guarantor Bank at the request of the Engaged Agency has agreed to give guarantee as hereinafter provided.

**NOW THIS GUARANTEE WITNESSETH AS FOLLOWS:**

In consideration of HPSRLM, the beneficiary, having engaged the agency for a period of two years for providing MSCP services to HPSRLM for as MSCP Agency do (Name of the Guarantor Bank) do hereby undertake as under:

- a) To indemnify and keep indemnified the beneficiary to the extent of the sum of Rs. ----- /- (Rs. ----- only) for the losses and damages that may be caused to or suffered by the beneficiary in the event of non-performance of whatever nature on the part of the Engaged Agency in discharging their obligations under the said engagement against the above engagement notification order and further undertake to pay immediately on demand to the beneficiary the amount claimed under this guarantee not exceeding Rs. ----- /- (Rs. ----- only) without demur and without Beneficiary needing to prove or to assign reasons for the demand so made for the sum specified therein and mere written claim or demand of the Beneficiary shall be conclusive and binding on the guarantor Bank as to the amount specified under these presents.



HPSRLM: RFP - Engagement of Migration Service Center Providers for DDUGKY

- b) The guarantee herein contained shall remain in full force and effect till discharged by the beneficiary or up-to (mention date – i.e. 24months from the date of order) which is earlier.
- c) This guarantee shall not in any way be affected by the change in the constitution of the Engaged Agency or of guarantor bank nor shall be affected by the change in the constitution, amalgamation, absorption or reconstruction of the beneficiary or otherwise but shall ensure for and be available to and enforceable by the absorbing amalgamated or reconstructed agency of the beneficiary.
- d) Notwithstanding anything contained above

The liability of the guarantor Bank under this deed of guarantee is restricted to Rs. -----/- (Rs. ----- only). This guarantee shall remain in full force till (mention date) and the guarantor Bank is liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if the beneficiary serves upon the guarantor Bank a written claim or demand on or before (mention date) at (name of the guarantor Bank and branch).

IN WITNESS WHEREOF the authorized signatories of the said (Guarantor Bank) have signed this deed for and on behalf of the guarantor on the date first hereinabove mentioned.

Place

For

Date

Authorized Signatories

Seal



**Annexure 2: Feedback Form (Sample Format)**

Parameters	5	4	3	2	1
<b>Basic Services (A)</b>					
1. Lodging and Boarding					
1.1 Dormitory Facilities					
1.2 Behavior of Staff					
1.3 Power backup					
1.4 Toilet Cleanliness					
1.5 Security					
2. Food					
2.1 Menu of diet					
2.2 Quality of food					
2.3 Hygiene at kitchen					
<b>Core Services (B)</b>					
1. Help in searching housing and accommodation services					
2. Health checkup camp					
3. Financial counseling					
4. Legal dispute					
<b>Value Added Services ( C )</b>					
1. Counselling of Candidates					
2. Providing other job opportunities (if required)					

**Score Marking** – 5- Excellent, 4- Very Good, 3- Good, 2- Average, 1- Below Average

**Annexure 3**

**Form FIN- 1: Financial Proposal Submission Form**

*(To be submitted on the Letterhead of the responding agency)*

*[Location, Date]*

To

**Chief Executing Officer,**

**HPSRLM**

**Kasumpti Shimla-171004**

Ref: RFP Notification no <\*\*\*\*\*> dated <\*\*\*dd/mm/yy>

Subject: Submission of proposal in response to **"RFP for Engagement of MSCP for DDUGKY"**.

Dear Sirs:

We, the undersigned, offer to provide the MSP services for *[Insert title of assignment]* in accordance with your Request for Proposal dated *[Insert Date]* and our Technical Proposal. Our attached Financial Proposal is for the sum of *[Insert amount(s) in words and figures]* for MSCP at Baddi.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

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

We remain,

Yours sincerely,

Authorized Signature *[In full and initials]*:

Name and Title of Signatory:

Name of agency:



**Form FIN- 2: Summary of Costs**

**Migration Support Center Costs**

Item	Value in INR
(A) Total Fee as per the Financial Proposal (Price to be charged by <Name of your agency> for Migration Support Center (Setup/Operations and provision of Migration support services as per this RFP) for a period of 1 year program completed as per this RFP.	
(B) Total Taxes comprising of a) b) c)	
(C) Total (A + B)  <b>This total shall be used for the purpose of financial evaluation</b> <b>Note - The rate should be quoted in Indian Rupees in full form both in figures and words. In case any ambiguity in words and figures than amount mentioned in words shall be treated final. No clarification/ justification on quoted rates shall be entertained after the date of opening of the financial bid.</b>	

We agree that upon engagement, HPSRLM allow to select an engagement agency as their MCSP. In such a scenario, we agree to work as MSCP in the State.

Authorized Signature *[In full and initials]*:

Name and Title of Signatory:

Name of agency:

