



## REQUEST FOR PROPOSAL DOCUMENT

Help Line for Public Grievances Redressal  
(ULB and NGO)

*City Municipal Council, Ranebennur*

[www.ranebennurcity.gov.in](http://www.ranebennurcity.gov.in)

Government of Karnataka



FEB-2007

## **Disclaimer**

The information contained in this Request for Proposal ("RFP") document provided to the Bidder(s), by or on behalf of CMC, Ranebennur Government of Karnataka (hereinafter referred to as "ULB") or any of their employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this RFP and all other terms and conditions subject to which such information is provided.

The purpose of this RFP document is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not purport to contain all the information each Bidder may require. This RFP document may not be appropriate for all persons, and it is not possible for ULB, their employees or advisors to consider the business/investment objectives, financial situation and particular needs of each Bidder who reads or uses this RFP document. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and where necessary obtain independent advice from appropriate sources. ULB, their employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.

ULB may, in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.



# ಕರ್ನಾಟಕ ಸರ್ಕಾರ

ನಗರಸಭೆ, ರಾಣೇಬೆನ್ನೂರು.

ಫೋನ್: 08373-266575,  
ಫ್ಯಾಕ್ಸ್: 08373-266575.

ಮೊಬೈಲ್: 9448476903  
[www.ranebennurcity.gov.in](http://www.ranebennurcity.gov.in)

## ಟೆಂಡರ್ ಪ್ರಕಟಣೆ

ನಂಬ್ರ: ನಸರಾ:ಕಾಮಗಾರಿ:ನಿನ/ಸಿ.ಆರ್: :2006-07

ದಿನಾಂಕ: /02/2007

### ಸಹಾಯವಾಣಿ ನಡೆಸಲು ಸರ್ಕಾರೇತರ ಸಂಘ ಸಂಸ್ಥೆ (NGO)ಗಳಿಂದ ಅರ್ಜಿಯ ಆಹ್ವಾನ

ರಾಣೇಬೆನ್ನೂರು ನಗರಸಭೆಯಲ್ಲಿ ಸಾರ್ವಜನಿಕ ಕುಂದುಕೊರತೆಗಳ ನಿವಾರಣೆಗಾಗಿ ಸ್ಥಾಪಿಸಲಾಗಿರುವ ಸಹಾಯವಾಣಿ(Helpline) ನ್ನು ಮಾಸಿಕ ಗುತ್ತಿಗೆ ರೂಪದಲ್ಲಿ ದಿನದ 24 ತಾಸುಗಳು ಮತ್ತು ವಾರದ 7 ದಿನಗಳೂ ಕರ್ತವ್ಯ ನಿರ್ವಹಿಸಲು ಕಂಪ್ಯೂಟರ್, ಇಂಟರ್‌ನೆಟ್ ಅನುಭವವುಳ್ಳ ಸಿಬ್ಬಂದಿಗಾಗಿ ಸರ್ಕಾರೇತರ ಸಂಘ ಸಂಸ್ಥೆ (NGO)ಗಳಿಂದ ದ್ವಿಪ್ರತಿಗಳಲ್ಲಿ ಅರ್ಜಿಯನ್ನು ಆಹ್ವಾನಿಸಿದೆ. ಆಸಕ್ತಿಯುಳ್ಳವರು ಅರ್ಜಿ ಮತ್ತು ಮಾಹಿತಿ ಪುಸ್ತಕವನ್ನು ರೂ-300(ಮೂರು ನೂರು)ನ್ನು ಪೌರಾಯುಕ್ತರು, ನಗರ ಸಭೆ, ರಾಣೇಬೆನ್ನೂರು. ಇವರಿಗೆ ಡಿ.ಡಿ. ಅಥವಾ ಕಚೇರಿ ರಶೀದಿ ಮೂಲಕ ಸಂದಾಯವಾಗುವಂತೆ ಪಾವತಿಸಿ ಪಡೆಯಬಹುದು.

- ಅರ್ಜಿ ಮತ್ತು ಮಾಹಿತಿ ಪುಸ್ತಕವನ್ನು ಕಚೇರಿಯಿಂದ ಒದಗಿಸುವ ಕೊನೆಯ ದಿನಾಂಕ:20 /02/2007
- ಅರ್ಜಿ ಮತ್ತು ಮಾಹಿತಿ ಪುಸ್ತಕಕ್ಕೆ ಮನವಿ ಸಲ್ಲಿಸಲು ಕೊನೆಯ ದಿನಾಂಕ: 23/02/2007
- ಭರ್ತಿ ಮಾಡಿದ ಅರ್ಜಿಯನ್ನು ಸಲ್ಲಿಸಲು ಕೊನೆಯ ದಿನಾಂಕ: 27/02/2007 ರ ಸಂಜೆ 4-00 ಗಂಟೆಯ ಒಳಗೆ.
- ಟೆಂಡರ್ ಹಾಕಲು ಇ.ಎಂ.ಡಿ.ಮೊತ್ತ ರೂ.10,000/- ಗಳನ್ನು ಡಿ.ಡಿ.ಯನ್ನು ಪೌರಾಯುಕ್ತರು ನಗರಸಭೆ, ರಾಣೇಬೆನ್ನೂರು ಪದನಾಮಾಂಕಿತದಲ್ಲಿ ಅಥವಾ ಕಚೇರಿಯಲ್ಲಿ ನಗರದಾಗಿ ಪಾವತಿಸಬಹುದು.

ಹೆಚ್ಚಿನ ಮಾಹಿತಿಗಾಗಿ ಕಚೇರಿ ವೇಳೆಯಲ್ಲಿ ಪೌರಾಯುಕ್ತರು, ನಗರಸಭೆ, ರಾಣೇಬೆನ್ನೂರು ಇವರಿಂದ ಇಲ್ಲವೇ ಇವರು ನಿರ್ದೇಶಿಸಿದ ಅಧಿಕಾರಿಗಳಿಂದ ಪಡೆಯಬಹುದು.

(ಎಸ್.ಜಿ. ರಾಜಶೇಖರ್) K.M.A.S  
ಪೌರಾಯುಕ್ತರು,  
ನಗರಸಭೆ ರಾಣೇಬೆನ್ನೂರು.

(ಶ್ರೀ. ಅಮ್ಲಾನ್ ಆದಿತ್ಯ ಬಿಸ್ವಾಸ್) I.A.S.  
ಆಡಳಿತಾಧಿಕಾರಿಗಳು,  
ನಗರಸಭೆ, ರಾಣೇಬೆನ್ನೂರು ಹಾಗೂ  
ಜಿಲ್ಲಾಧಿಕಾರಿಗಳು, ಹಾವೇರಿ.

## Instructions to Bidders

1. CMC, Ranebennur, intends to adopt a single stage bidding process for selecting of the successful Bidder to manage Help Line for Public grievances Redressal (“the Project”). In this regard, the detailed scope of work is set out in Appendix A.
2. ULB invites Proposals from interesting parties for the project in order to identify the Successful Bidder. The Proposals would be evaluated on the basis of his criteria set out in this RFP Document.
3. Each Bidder shall submit a maximum of one (1) Proposal for the Project, in response to this RFP. Any Bidder who submits more than one Proposal for the Project will be disqualified.
4. Such disqualified Bidder shall also be responsible and shall pay for all of the costs associated with the preparation of its proposal and its participation in the bidding process.
5. At any time prior to the proposal Due Date, ULB may, for any reason, whether at its own initiative or in response to clarifications requested by any Bidder, modify the RFP document by the issuance of Addenda.
6. The Proposal shall remain valid for a period of not less than six calendar months from the Proposal Due Date (Proposal Validity Period). ULB reserves the right to reject any proposal, which does not meet this requirement.

### 7. Earnest Money Deposit (EMD)

- 7.1 Each Proposal shall be accompanied by EMD of Rs.10, 000(Rupees Ten thousand only).
- 7.2 The EMD shall be in the form of a crossed demand draft / banker’s cheque drawn in favour of Municipal Commissioner, CMC, Ranebennur, on any scheduled bank, payable at Ranebennur.
- 7.3 The EMD of every unsuccessful Bidder would be returned within a period of 8 weeks from the date of announcement of the Successful Bidder. The EMD submitted by the Successful Bidder would be converted into Performance Security and will be released after completion of the Contract Period plus three months.

### 8 Formats and Signing of Quotation

- 8.1 The Bidder would provide all the information as per this RFP. ULB would evaluate only those Proposals that are received in the required format and are complete in all respects. Each Proposal shall comprise the following:

## A Qualification Criterion

- a) Covering letter in the format set out in Appendix B.
- b) Details of the Bidder in the format set out in Appendix C.
- c) Technical Proposals as set out in Appendix D (from D-1 to D-3)
- d) Proof of Purchase of the RFP Document.

## B. Financial Offer

- a) Financial proposal in the format set out in Appendix E.

8.2 The Bidder shall seal the Technical Proposal and the Financial Offer separately in two envelopes, duly marking the envelopes as “TECHNICAL PROPOSAL” and “FINANCIAL OFFER”. These envelopes shall then be sealed in single outer envelope.

8.2 The Bidder shall prepare (1) one original and (1) one copy of the Proposal, clearly marked “ORIGINAL” and “COPY” respectively. In the event of any discrepancy between the original and the copy, the original shall prevail.

8.3 The Proposal, both the original and the copy shall be typed or written in indelible ink and an authorized signatory of the Bidder or Individual, as applicable. Shall initial each page. The person(s) signing the Proposal shall also initial all the alterations, omissions, additions, or any other amendments made to the proposal.

## 9. Sealing and Marking of Quotation

9.1 The Bidder shall seal the original and the copy of the Bid in separate envelopes, duly marking the envelopes as “ORIGINAL” and “COPY”. The envelopes shall then be sealed in a single outer envelope.

9.2 Each envelopes, both outer and inner, must be super-scribed with the following information:

- a. Name and Address of Bidder
- b. Contact person and phone numbers
- c. "Proposal for the Project": HRR/Eng/CR/2/2004-05
- d. **TO BE OPENED IN THE PRESENCE OF TENDER EVALUATION ONLY**

9.3 If the envelope is not sealed and marked as instructed above, ULB assumes no responsibility for the misplacement or premature opening of the contents of the Proposal submitted and such Proposal, may, at the sole discretion of ULB, be rejected.

## 10. Proposal Due Date

- 10.1 Proposal should be submitted before 4-00PM on 10/02/2007, in the manner and form as detailed in this RFP. Proposals submitted by either facsimile transmission or telex will not be accepted.
- 10.2 ULB may, in exceptional circumstances, and at its sole discretion, extend the above Proposal Due Date by issuing an Addendum.

## 11. Opening of Proposals and Clarifications

- 11.1 ULB would open the Proposals on any earliest convenient working day after the Proposal Due Date for the purpose of evaluation.
- 11.2 ULB reserves the right to reject any Proposal not submitted on time and which does not contain the information/documents as set out in this RFP document.
- 11.3 To facilitate evaluation of Proposals, ULB may, at its sole discretion, seek Clarifications in writing from any Bidder regarding its Proposal.

## 12. Evaluation

- 12.1 The criteria for eligibility shall be based on "Technical Proposal" as set out in Appendix-D (from D-1 to D-3).
- 12.2 As part of the evaluation the Proposals shall be checked for responsiveness with the requirements of the RFP and only those Proposals that are found to be responsive would be further evaluated in accordance with the criteria set out in this RFP document.
- 12.3 The Proposal would be considered to be responsive if it meets the following Conditions:
  - a. It is received /deemed to be received by the Proposal Due Date including any extension thereof.
  - b. It is signed, sealed and marked as stipulated in Clause 8 and Clause 9.
  - c. It contains all the information and documents as requested in the RFP.
  - d. It contains information in formats specified in this RFP.
  - e. It mentions the validity period as set out in Clause 6.
  - f. It provides information in reasonable detail. ("Reasonable Detail" means that, but for minor deviations, the information can be reviewed and evaluated by ULB without communication with the Bidder). ULB reserves the right to determine whether the information has been provided in reasonable detail.
  - g. There are no inconsistencies between the Proposal and the supporting documents.

A Proposal that is substantially responsive is one that conforms to the preceding requirements without material deviation or reservation. A material deviation or reservation is one

- i. Which affects in any substantial way, the scope, quality, or performance of the project, or
  - ii. Which limits in any substantial way, inconsistent with the RFP, ULB's rights or the Bidder's obligations under the Agreement,
- or
- iii. Which would affect unfairly the competitive position of other Bidders presenting substantially responsive proposals.

- 12.4 The responsive technical proposals shall be evaluated as per the criteria set out in Appendix D.
- 12.5 The format for quoting the Financial Offer is set out in Appendix E.
- 12.6 The Financial Offers of only the bidders, whose technical proposals are accepted, would be opened.
- 12.7 The Bidder making the lowest Financial Offer would be declared as the Preferred Bidder ULB may either to choose to accept the Proposal of the preferred Bidder or invite him for negotiations.
- 12.8 In case there are two or more Bidders quoting the same lowest Financial Offer, ULB may in such case all such Bidders for negotiations and select the Preferred Bidder on the outcome of the negotiations. The selection in such cases shall be at the sole discretion of ULB.
- 12.9 ULB reserves the right to reject any Proposal, if:
- a. at any time, a material misrepresentation is made or discovered; or
  - b. the Bidder does not respond promptly and diligently to requests for Supplemental information required for the evaluation of the Proposal.
- 13 In the event of acceptance of the Preferred Bidder with or without negotiations, ULB shall declare the Preferred Bidder as the Successful Bidder. ULB will Notify the Successful Bidder through a Letter of Award (LoA) that it's Proposal Has been accepted.
- 13 The Successful Bidder shall execute the Agreement within 3 weeks of the issue Of the LoA within such further time as ULB may agree to in its sole discretion
- 15 Failure of the Successful Bidder to comply with the requirements of Clause 14 Shall constitute sufficient grounds for the annulment of the LoA, and forfeiture of the EMD. In such an event, ULB reserves the right to.
- a. either invite the next lowest Bidder for negotiations
- or
- b. take any such measures as may be deemed fit in the sole discretion of ULB, including annulment of the bidding process.

- 16 Notwithstanding anything contained in this RFP, ULB reserves the right to accept or reject any Proposal, or to annul the bidding process or reject all Proposals, at any time without any liability or any obligation for such rejection or annulment, without assigning any reasons thereof.

Appendix A

## Scope of Work

Engaging the service of Non Government Organizations (NGOs) for managing ‘Help Line for Public Grievances Redressal’ (HLPGR) on behalf of the Municipal Commissioner, CMC, Ranebennur.

### 1.0 Background

1.1 To bring about the much required transparency in the administration and to redress the grievances of public without losing precious time, it is envisaged to set-up help line for redressal of public grievances in the selected Cites / Towns of Karnataka State.

1.2 With this object in view the CMC, Ranebennur desires to outsource competent Non Governmental Organizations (NGOs) hereinafter referred to as Participating NGO (PNGO) in the process of offering services related to the task.

1.3 Objectives of Help Line for Public Grievances (HLPGR) are:

- a). Speedy and Effective redressal of complaints /grievances of general public
- b). Providing much wanted transparency in the area of redressal of public grievances.
- c). Creation and maintenance of database on
  - Number of Complaints/Grievances received from complaints.
  - Reference number assigned for each complaint/grievance received.
  - Number of Complaints/Grievances communicated to various departments.
  - Number of Complaints/Grievances redressed by concerned departments.
- d). Easy access to the above data for general public through Website.

2.0 An outline of the specific task to be carried out.

2.1 The PNGO will manage the “Help Line for Public Grievances

Redressal”(HLPGR). The ULB will provide the infrastructure such as space (control room), furniture & equipment (wireless set/telephone, computer, Printer etc).

- 2.2 The PNGO will ensure with necessary qualified manpower that HLPGR is accessible to the public round the clock without break. This may mean three shifts of 8 hours each and the PNGO should have properly trained manpower in required numbers to handle this task. The PNGO shall run the HLPGR for seven full days in a week i.e., from Monday to Sunday at the allotted premises round the clock including on General / public holidays.
- 2.3 The PNGO on receipt of a complaint will record the complaint and give out a reference number to the complaint. Necessary details regarding the complaint (name, age, sex address etc) and the complaint (such as nature of the complaint, department concerned) will be recorded.
- 2.4 The PNGO will immediately contact the concerned department (for example Water supply, Electrical, Revenue, Health etc.) and send message regarding the complaint/grievance of the complaint. The concerned department will assign the task of redressal to the concerned personnel in the department.
- 2.5 The concerned department will also computerized the details regarding the complaint and complaint such as Name of complaint, Telephone No., Date and Time, Details of Complaints, Complaints referred to, attended by, name of the officer who has complied and Date & time of compliance and
- 2.6 The concerned department for recording the same will communicate the task of redressal as soon as it is completed to the HLPGR.
- 2.7 The HLPGR on the commencement of each day will have furnish the statistical data pertaining to the complaints received and complaints attended to/closed, department wise to the concerned authority at the web site for updating.
- 2.8 CMC, Ranebennur will ensure that public will have access to this web site and thus transparency in administration is expected to be brought about.
- 2.9 CMC, Ranebennur will ensure that the telephone numbers of HLPGR Are well advertised through media deemed necessary for public awareness.
- 3.0 Data, Services and Facilities to be provided by the ULB  
  
CMC, Ranebennur as mentioned earlier will provide space, furniture, telephone and computer with Printer to the PNGO for managing the HLPGR.
- 4.0 Composition of review committee and review procedure to monitor PNGO’s work.

A review committee headed by Municipal Commissioner or his/her nominee will monitor the work of the PNGO and give the PNGO such direction, as it considers appropriate. The authorized execute of the PNGO will attend all such review meetings without fail as and when they are convened.

## 5.0 Terms of payment

- a. The payment shall be released during the first week of every month as per the agreed lump sum amount for the work done during preceding month.
- b. The above payments shall be made on submission of the stamped pre-receipted bills by the PNGO in quadruplicate along with the status reports of the preceding month. The above payment includes all the related to carrying out the services, Including overheads, taxes imposed on PNGO etc., complete.
- c. All payments to the PNGO shall be made by way of Account payee cheque drawn in favour of the PNGO, and payable at Ranebennur.

6.0 List of Key Positions' whose CV and experience would be Evaluated These would include the Core Team members and staff of the PNGO who plans and executes the project. Enclose as per D-2 & D-3.

## 7.0 Period of assignment.

The assignment is initially for a period of one year to be renewed further if deemed necessary.

## 8.0 Final output required from PNGO.

- a) Generation of daily and monthly reports regarding complaints Received & complaints attended.
- b) Furnishing daily report to the concerned authority for updating the website
- c) Development of suitable Management Information System (MIS) for reporting periodical progress in redressal of public grievances.
- d) Submission of quarterly / half yearly / annual progress report to Commissioner.
- e) Final (Annual) report submission to the Commissioner.

## 9.0 SUPPLEMENTARY INFORMATION FOR Participating NGO (PNGO)

Technical Proposals should include the following information:-

- a. A brief description of the organization/institute and the core team and outline of recent experience on assignments/projects of similar nature executed during the last 3 years in the format given in Form D-2. The claim experiences need to be supported by copy of the letter allotment / sanction of assignment from the concerned client;
- b. A description of the manner in which PNGO would plan to the work and approach or methodology proposed for carrying out the required work.

- c. The composition of the manner in which PNGO would purpose to provide along with their curriculum Vitae format D-2 & D-3, duly signed by concerned personnel.

The PNGO's comments, if any, on the data, services and facilities to be provided by CMC, Ranebennur. Which is indicated in Scope of work.

## Appendix B

### Covering Letter (On the Letterhead of the Bidders)

Date:

To:

The Municipal Commissioner,  
CMC, Ranebennur.  
Haveri Dist.

Sub: Engagement of service of Non Government Organizations (NGOs)  
for managing Help Line for Public Grievances Redressal (HLPGR)-  
regarding.

Ref: Your Notification No: \_\_\_\_\_ dated \_\_\_\_\_

Sir/Madam,

Being duly authorised to represent and act on behalf of \_\_\_\_\_ (hereinafter referred to as "the Bidder") and having reviewed and fully understood all of the Proposal requirements and information provided and collected, the undersigned hereby submits the Proposal on behalf of (Name of the Bidder) for the Project in one (1) original and one (1) copy, with the details as per the requirements of the RFP, for your evaluation.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988"

We confirm that our Proposal is valid for of a period of six calendar months from (insert Proposal Due Date)

Yours faithfully,

For and on behalf of (Name of Bidder)

Duly signed by the Authorised Signatory of the Bidder.

(Name, Title and Address of the Authorised Signatory)

## Appendix C

### Details of Bidder (On the letter Head of the Bidder)

- 1)
  - (a) Name of Bidder
  - (b) Address of the Office(s)
  - (c) Date of incorporation and/or commencement of business
  
- 2) Brief description of the Bidder's main lines of business.
  
- 3) Details of individual(s) who will serve as the point of contact/communication for ULB with the Bidder:
  - a) Name :
  - b) Designation :
  - c) Company/Firm :
  - d) Address :
  - e) Telephone number :
  - f) E-mail address :
  - g) Fax number :
  - h) Mobile number :
  
- 4) Name, Designation, Address and Phone Numbers of Authorised Signatory of the Bidder
  - a) Name
  - b) Designation
  - c) Company/Firm
  - d) Address
  - e) Telephone number
  - f) E-mail address
  - g) Fax number
  - h) Mobile number

Appendix-D

Technical Proposal Form D-1  
(On the Letterhead of Bidder)

ASSIGNMENT OF SIMILAR NATURE SUCCESSFULLY COMPLETED DURING LAST 3 YEARS

1. Brief Description of the Firm/Organization.
2. Outline of recent experience on assignments of similar nature:

(Provide documents supporting the claim)

Sl No.	Name of assignment	Name of Project	Owner or Sponsoring authority	Cost of assignment	Date of Commencement	Date of Completion	Was assignment satisfactorily completed
1	2	3	4	5	6	7	8

**Technical Proposal Form D-2**  
(On the Letterhead of Bidder)

Composition of the Team Personal and the task, which would be assigned to each Team Member.

1. Managerial Staff:

Sl.No.	Name	Position	Task Assignment
<b>A. Full Time Basis</b>			
1			
2			
3			
<b>B. Part Time Basis</b>			
4			
5			

2. Support Staff (Field Staff):

Sl. No.	Name	Position	Task Assignment

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Note:

1. The minimum qualification of the Managerial staff should be Degree Holder with fluency in English, Kannada, and Local languages.
2. The Qualification of the Lead Member shall be given in the prescribed format D-3.

## Appendix – D

### Technical Proposal Form D-3 SUGGESTED FORMAT OF CURRICULUM VITAE FOR THE LEAD MEMBER OF PNGO TEAM

1. Name: \_\_\_\_\_
2. Profession/  
Present Designation: \_\_\_\_\_
3. Years with Firm/Organization: \_\_\_\_\_ Nationality : \_\_\_\_\_
4. Area of Specialization: \_\_\_\_\_
5. Proposed Position on Team: \_\_\_\_\_
6. Key Qualifications:  
(Under this heading, give outline of staff member's experience and training most pertinent to assigned work on proposed team. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Use up to half-a- page.)
7. Education:  
(Under this heading, summarize college/university and other specialized education of staff member, giving names of schools/colleges, etc., dates attended and degrees obtained. Use up to a quarter page.)
8. Experience:  
(Under this heading, list all positions held by staff since graduation, giving dates, names of employing organization, title of positions held and location of assignment. For experience in last ten years, also give types of actives performed and client references, where appropriate. Use up to three quarters of a page.)
9. Languages:  
(Indicate proficiency in speaking, reading and writing of each language by 'excellent' 'good' or 'poor'.)

Signature

Date:

Appendix E

Financial Offer for the Project  
(ORIGINAL)

Date:

The Municipal Commissioner,  
CMC, Ranebennur.  
Haveri Dist..

Sub: Engagement of service of Non Government Organization (NGOs) for  
managing Help line for Public Grievances Redressal (HLPGR)- regarding  
Ref: Your Notification No: \_\_\_\_\_ dated \_\_\_\_\_

Sir/Madam,

Having gone through this RFP document and having fully understood the Scope of Work for the Project as set out by ULB in the RFP we are pleased to inform that we would charge as below for execution of the works envisaged under the Scope of Work indicated in this RFP document.

Item	Value (Rupees)	
	In figures	In Words

Note: All the rates quoted shall include the total expenditure inclusive of taxes if any

We have reviewed all the terms and conditions of the Request for Proposal including the Draft Agreement and would undertake to abide by all the terms and conditions contained therein. We hereby declare that there are, and shall be no deviations from the stated terms in the RFP Document.

Yours faithfully,

For and on behalf of (Name of Bidder)  
Duly signed by the Authorised Signatory of the Bidder  
(Name, Title and Address of the Authorised Signatory)

Signature of Issuing authority

Appendix E1

Financial Offer for the Project  
(COPY)

Date:  
The Municipal Commissioner,  
CMC, Ranebennur.  
Haveri Dist.

Sub: Engagement of service of Non Government Organization (NGOs) for  
managing Help line for Public Grievances Redressal (HLPGR)- regarding  
Ref: Your Notification No: \_\_\_\_\_ dated \_\_\_\_\_

Sir/Madam,

Having gone through this RFP document and having fully understood the Scope of Work for the Project as set out by ULB in the RFP we are pleased to inform that we would charge as below for execution of the works envisaged under the Scope of Work indicated in this RFP document.

Item	Value (Rupees)	
	In figures	In Words

Note: All the rates quoted shall include the total expenditure inclusive of taxes if any

We have reviewed all the terms and conditions of the Request for Proposal including the Draft Agreement and would undertake to abide by all the terms and conditions contained therein. We hereby declare that there are, and shall be no deviations from the stated terms in the RFP Document.

Yours faithfully,

For and on behalf of (Name of Bidder)  
Duly signed by the Authorised Signatory of the Bidder  
(Name, Title and Address of the Authorised Signatory)

Signature of issuing authority

## DRAFT AGREEMENT

This AGREEMENT entered into on this the [Insert date] day of [Insert Month] Two Thousand and Six at Ranebennur.

### BETWEEN

CMC, Ranebennur acting through Municipal Commissioner, (hereinafter referred to as “ULB” which expression shall unless excluded by or repugnant to the context, be deemed to include its successors and permitted assigns); OF THE ONE PART

### AND

[ Insert name and registered office address of the selected bidder], (hereinafter referred to as “the Participating NGO(PNGO)” which expression shall unless excluded by or repugnant to the context, be deemed to include its permitted successors and permitted assigns) OF THE OTHER PART

### WHEREAS:

- A. ULB to bring about much required transparency in the administration and to redress the grievances of public without losing precious time, it has envisaged to set up help line for redressal of public grievances.
- B. The ULB invited competitive proposals from eligible bidders for managing the “Help line for public Grievances Redressal” (HLPGR) (hereinafter referred to as “the Project”)
- C. In response thereto, the ULB has received proposals from several bidders and after evaluation thereof, has accepted the proposal submitted by the PNGO.
- D. ULB hereby grants and authorizes the PNGO to implement the Project in accordance with the terms and conditions of this Agreement.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

## ARTICLE 1

### OBLIGATIONS OF THE PNGO

In addition to and not in derogation or substitution of any of its other obligations under this Agreement, the PNGO shall have following obligations:

#### 1.1 Performance Security

- a). The EMD of Rs 10,000/-(Rupees ten thousand only) provided by the PNGO while tendering for the work would be retained with ULB as “Performance Security”, for due and punctual performance of its obligations relating to the project.
- b). The Performance Security shall be kept with ULB for the contract period plus three months from the date of this Agreement.

#### 1.2 Managing Help Line for Public Grievances Redressal:

The services to be performed by the PNGO, the estimated time to spent, and the reports to be submitted shall be as per the REP document and shall also include following.

- a. Under to carry out the assignment in accordance with the highest standard of professional and ethical competence and integrity, having due regard to the nature and purpose of the assignment, and to ensure that the staff assigned to perform the services under this Agreement, will conduct themselves in a manner consistent herewith.
- b. will be responsible for appropriate insurance coverage. In this regard, the PNGO shall maintain workers compensation, employment liability, and insurance for their staff on the assignment. They shall also maintain comprehensive general liability insurance , including contractual liability coverage adequate to cover the indemnity of obligation against all damages, costs and charges and expenses for injury to any person or damage to any property arising out of, or in connection with the services which result from the fault of the PNGO or its staff. The PNGO shall provide the [Insert Name] with certification thereof upon request.
- c. Shall indemnify and hold harmless the [Insert Name] against any and all claims, demands, and/or judgments of any nature brought against the [ Insert Name] arising out of the services by the PNGO under this Agreement. The obligation under this Para shall survive the termination of this Agreement.
- d. agrees that, during the term of this contract and after its termination, the PNGO and any entry affiliated with the PNGO shall be disqualified from providing goods, works or services (Other than the services and any continuation thereof)

- for any project resulting from or closely related to the services.
- e. all final plans, drawings, specifications, designs, reports and other documents or software submitted by the PNGO in the performance of the services shall become and remain the property of the City Municipal Council. The PNGO may retain a copy of such documents but shall not use them for purposes unrelated to this contract without the prior written approval of the Municipal Commissioner, CMC, Ranebennur.
  - f. shall pay the taxes, duties fees, levies and other impositions levied under the applicable law and the CMC, Ranebennur shall perform such duties in this regard to the deduction of such tax as may be lawfully imposed.
  - g. Also agree that all knowledge and information not within the public domain which may be acquired during the carrying out of this agreement, shall be, for all time and for all purpose, regarded as strictly confidential and held in confidence, and shall not be directly and indirectly disclosed to any person what so ever, except with the Commissioner's written permission .

## ARTICLE 2

### THE ULB's OBLIGATIONS

- 2.1 In addition to and not in derogation or substitution of any of its other obligations under this Agreement, the ULB shall have the following obligations:
  - a. will provide the infrastructure such as space (control room), furniture & equipment (wireless set/telephone, computer, Printer etc).
  - b. for administrative purposes the CMC, Ranebennur has been assigned to administer the assignment and to provide the PNGO, with all relevant information needed to carry out the assignment.

## ARTICLE 3

### PAYMENT TERMS

- 3.1 Payment of service fee
  - a. Subject to the provisions of this Agreement and in consideration of the PNGO undertaking to perform and discharge its obligations in accordance with the terms, conditions and covenants set forth in this Agreement, the ULB agrees and undertakes to pay to the PNGO a service fee of Rs.[Insert amount][Rupees(insert amount in words)] per month.
  - b. The payment shall be released during the first week of every month for the work done during preceding month.
  - c. The above payments shall be made on submission of the stamped precepted bills by the PNGO in quadruplicate along with the status reports of the preceding month. The above payment includes all the costs related to carrying out the services, including overheads, taxes imposed on PNGO etc., complete.

- d. All payments to the PNGO shall be made by way of account payee cheque drawn in favour of the PNGO, and payable at Mangalore.

## ARTICLE 4

### DISPUTE RESOLUTION

#### 4.1 Amicable Resolution

Save where expressly stated to the contrary in this Agreement, any dispute, difference or controversy of whatever nature between the parties, howsoever arising under, out of or in relation to this Agreement, shall in the first instance be attempted to be resolved amicably by meetings between the parties.

- 4.2 In case of any dispute not amicably settled, the matter to be refer to be Deputy Commissioner of the District , whose decision shall be final and binding on both sides.

IN WITNESS WHEREOF THE, PARTIES HAVE EXECUTED AND DELIVERED THIS AGREEMENT AS OF THE DATE FIRST ABOVE WRITTEN.

SIGNED SEALED AND DELIVERED

For and behalf of THE ULB by

(Signature)

(Name)

(Designation)

SiGNEd, SEALED AND DELIVERED

For and on behalf of the PNGO by

In the presence of.

1)

2)