

F. No. J-40015/07/2024-Statistics Division (E.O. 85087)

Government of India

Ministry of Social Justice & Empowerment

Department of Social Justice & Empowerment

B-2, Ground Floor,
Pt. Deendayal Antyodaya Bhavan
CGO Complex, New Delhi

Dated the 22nd July, 2024

NOTICE INVITING E-TENDER (NIT)

The Department of Social Justice and Empowerment (DoSJE) invites **Online bids** for conducting an evaluation study to check the effectiveness of scheme of DoSJE, i.e. **Support for Marginalized Individuals for Livelihood and Enterprise (SMILE) scheme, sub-scheme - 'Central Sector Scheme for Comprehensive Rehabilitation for Welfare of Transgender Persons'**.

The duration of the study would be 3 months.

2. The intending bidders should pay along with bids an Earnest Money Deposit of **Rs. 1,00,000/- (Rupees one Lakh Only)**. The EMD shall be paid by Demand Draft/ Bank Guarantee from any of the scheduled Banks in favour of **DDO, Department of Social Justice & Empowerment, Shastri Bhavan, New Delhi-110001** is required to be deposited (in original) addressed to **Deputy Secretary (Statistics), D/o Social Justice & Empowerment, B-2, Pandit Deendayal Antyodaya Bhavan, CGO Complex, New Delhi**. The EMD will not carry any interest. Government and other organizations exempted from payment of EMD may attach copy of the document as a proof in this regard.

3. The tender document contains the following: -

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CRITICAL DATE SHEET

Name of Ministry/ Department	Department of Social Justice & Empowerment, Shastri Bhawan, New Delhi
Date for Issue of Tender Notice	22.07.2024 at 1000 hrs
Pre Bid meeting	05.08.2024 at 1000 hrs Venue: D/o Social Justice & Empowerment, B-2, Ground Floor, Pandit Deendayal Antyodaya Bhawan, CGO Complex, New Delhi-110003
Online Bid Submission Start Date and Time	22.07.2024 at 1000 hrs
Online Bid Submission End Date and Time	22.08.2024 at 1700 hrs
Date and Time for Opening of Technical Bids	23.08.2024 at 1500 hrs
Date and Time for Opening the Financial Bids	Will be intimated after finalization of Technical Bids
Address for Communication	Deputy Secretary (Statistics), D/o Social Justice & Empowerment, B-2, Ground Floor, Pandit Deendayal Antyodaya Bhawan, CGO Complex, New Delhi-110003. Website: https://socialjustice.gov.in/

3. In case, holiday is declared by the Government on the day of opening bids, the bids will be opened on the next working day at the same time. The Department reserves the right to accept or reject any or all the tenders without assigning any reason.



(Vinesh Pachnanda)

Deputy Secretary to the Government of India

F. No. J-40015/07/2024-Statistics Division (E.O. 85087)

Government of India

Ministry of Social Justice and Empowerment

Department of Social Justice and Empowerment

(Statistics Division)

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Pt. Deendayal Antyodaya Bhavan
CGO Complex, New Delhi

Dated the 22nd July, 2024

TENDER DOCUMENT

The Department of Social Justice and Empowerment (DoSJE) invites **Online bids** for conducting an evaluation study to check the effectiveness of schemes of DoSJE, i.e. **Support for Marginalized Individuals for Livelihood and Enterprise (SMILE) scheme, sub-scheme - 'Central Sector Scheme for Comprehensive Rehabilitation for Welfare of Transgender Persons'**.

The study should be completed within three (3) months from the date of acceptance of Letter of Award (LoA).

2. More information on the effectiveness of scheme **Support for Marginalized Individuals for Livelihood and Enterprise (SMILE) scheme, sub-scheme - 'Central Sector Scheme for Comprehensive Rehabilitation for Welfare of Transgender Persons'** is at **Annexure 2**. The Terms of Reference (ToR) for the evaluation study is available at **Annexure 3**. The Tender Acceptance Letter at **Annexure 4** with the Tender Document.

3. The Tender Document and Terms of Reference (ToR) with Annexures can be downloaded from the website <https://socialjustice.gov.in/> and <https://gem.gov.in/>

4. ELIGIBILITY CRITERIA - WHO CAN SUBMIT TENDER DOCUMENT

Department of Social Justice & Empowerment (DoSJE) seeks tender document from Organizations/ Institutions/ Agencies fulfilling the following mandatory eligibility requirements by submitting the requisite document as well as declarations against each point requirement/criteria:

- i. Non-Governmental Organisations / Voluntary Organisations receiving grant from Ministry of Social Justice & Empowerment are **not eligible** to apply
- ii. Blacklisted Organisations are **not eligible** to apply
- iii. The Agency/ Firm/ Organization/ institution should be registered and non-political in nature and should not be blacklisted by any central/ State government department/ PSU/Agency

- iv. It should be a legal entity eligible to enter into an agreement / contract with DoSJE to undertake work contract in India
- v. The agency should have a **minimum of 05 years of experience** of providing similar services in the context of monitoring and evaluation of programmes of Government sponsored schemes and should possess thorough experience in designing and undertaking large scale research, field surveys, data compilation, analysis, documentation, reporting and related works and have **at least five (5) Field Manager/Investigator on regular roll**.
- vi. It should have successfully carried out at least four (4) evaluation studies/ assessments at the national/ state level, out of which at least one (1) study should have coverage of at least three (3) States/ UTs and one (1) study should have conducted on similar issues during last five years.
- vii. If it is a for-profit entity, it should be a profit-making entity during each of the last three financial years i.e. 2021-22, 2022-23 and 2023-24 and with average annual turnover of at least Rs. 1 Crore from consultancy services related to Studies/Survey-based assessment works.
- viii. An authorization letter from the firm certifying that the person who signed the bid is an authorized person to sign on behalf of the firm.
- ix. Un-signed, un-stamped and without certificate from authorized person from bidders, bid shall not be accepted.
- x. Technical bid should be signed with stamp by authorized person on each page of the submitted tender document.
- xi. Bidders need to submit the bids in English language only.
- xii. Copy of valid PAN of the Organisation/Tax Account Number (TAN) and Service tax number (STN)/GST Number.
- xiii. Tender Acceptance Letter
- xiv. Financial Bid
- xv. Earnest Money Deposit (EMD).

Bids not accompanied by desired documents, would be rejected. Undertaking for subsequent submission of any of the above document will not be entertained. Accordingly, bidders are requested to submit the above mentioned documents per Annexure 7.

5. CRITERIA FOR SHORT LISTING OF AGENCIES

The Department would evaluate the tender document of only those agencies that fulfill the mandatory eligibility requirements as per **para 4**. The tender document proposals would be evaluated on the following criteria having marks as mentioned against each:

Phase -1

Bids are invited from Organisations having requisite qualifications to undertake such studies.

The tender document proposals of agencies would be evaluated based on following criteria:

Criteria for selection	Marks
Organization's Capacity and Capabilities	60
Qualification and experience of Team Members	25
Financial Strength of the Agency	15

The agency securing a minimum of **75 (Seventy five) marks** will be short listed for next phase.

S.No.	Criteria	Sub -Criteria				Max Marks	Evidence to be submitted
1	Organization's Capacity and Capabilities	Number of years' experience of Agency in consultancy/research/analytics (Since the year of successful completion of first assignment) – 20 marks (i) > 5 and ≤ 8 years – 15 marks (ii) > 8 and ≤ 10 years – 17 marks (iii) More than 10 years- 20 marks				60	Requisite document regarding Experience of Agency
		Number of studies/ assessments carried out at National and State level of Government sponsored schemes/ programs - 20 marks (i) 4 to 5 studies – 15 marks (ii) 6 to 7 studies – 17 marks (iii) More than 7 studies- 20 marks					Executive Summary of study reports along with documents of acceptance of the Reports by sponsoring authority
		Number of studies/ assessments carried out on similar issues- 20marks (i) 1 to 2 studies – 15 marks (ii) 3 to 5 studies – 17 marks (iii) More than 5 studies- 20 marks					
2	Qualification and experience of Team Members	Team Leader(01)	Experts - Project Manager/ Coordinator (03)	Experts- Data Analysis (04)	Field Managers / Investigator (08)	12	Brief 1 page CV of proposed Team leader, project manager /Coordinator(03), data analysis(04), Field Managers/ Investigators(08) including the Earlier engagements/assignments
	Education	a) Ph.D.- 3 marks b) P.G. – 1.5 mark	a) P.G.- 1 marks b) Graduate- 0.5 marks	a) P.G.- 0.5 marks b) Graduate -0.25 mark	a) Graduate and above- 0.5 marks		
	Work Experience	Experience in	Experience in similar	Experience in data &	Experience in		

S.No.	Criteria	Sub -Criteria				Max Marks	Evidence to be submitted
		similar kind of studies	kind of studies	statistical analysis	conducting field survey		completed.(copy of certificate of engagement)
		a) More than 15 yrs - 2 marks b) 10-15 yrs-1 mark	a) More than 10 yrs - 1 marks b) 5-10 year- 0.5mark	a) More than 8 yrs -1 marks b) 5-8 years-0.5 mark	a) More than 5 yrs- 0.5 marks b) 2-5 years - 0.25 mark		Copies of certificate of concerned Educational qualification e.g. PhD, Post graduates and graduates of all team members (enclose the copy of certificate / self-certified statement/ proof of certificate of educational qualification)
3	Financial Strength of the Agency	Turnover/ Income for last three years (2021-22, 2022-23 & 2023-24): 15 marks (i) Annual average between ₹1Cr. and ₹1.5Cr. - 05 marks (ii) Annual average between > ₹1.5Cr. And ≤ ₹3 Cr.-10 marks (iii) Annual average more than ₹ 3 Cr.-15 marks				15	Audited financial statements of all the three years

The requisite documents need to be submitted as per Annexure 8

Phase -2

Financial bids of only technically qualified bids would be opened by the Financial opening Committee (FEC) and further evaluated by Financial bid* Evaluation Committee.

*The Financial bid must be inclusive of GST as per Annexure 9.

6. SELECTION PROCESS

D/o Social Justice & Empowerment invites under the **Two-stage system i.e Technical & Financial Bids** based on **Quality cum Cost Based Selection (QCBS) process as per GFR 2017**. The Technical Evaluation Committee (TEC) will be constituted to evaluate and finalize the Technical proposal received in response to the Tender Document notice. The Technical Evaluation Committee would shortlist the technically qualified bid on the parameters for qualifying the technical criterion as given at **Para 5**. Financial bids of only

technically qualified bids would be opened by the Financial Evaluation Committee (FEC). The minimum norms for weightage under different segments of Evaluation Criteria may be fixed as per QCBS. Relative weightage depend on quality vis-à-vis cost is kept as 70:30. The date & time of opening of Financial Bids would be uploaded on the portal and shortlisted firms would be intimated.

7. DOCUMENTS TO BE SUBMITTED

- a) Technical Bids: signed with stamp by authorized person on each page of the submitted tender document.
- b) Format for Technical Qualification (indicating fulfilment of all the indicated criterion)
 - i. Copies of Registration Certificate / Memorandum & Articles of Association and any other documents to certify the nature of the Organisation
 - ii. Copies of Audited Annual Account of last three years
 - iii. Proof that the organization has an annual average turnover of not less than **Rs.1 crore** during the last three years (Financial years 2021-22,2022-23 and 2023-24) the audited financial statements is to be submitted. In case of financial statement of FY 2023-24 being under audit, average turnover of the previous three financial years, which have been audited i.e. 2020-21, 2021-22 and 2022-23 will be considered. However, applicant will have to additionally submit provisional balance sheet of FY 2023-24 to establish that annual turnover of said year is also above **Rs.1 crore**.
 - iv. Copy of valid PAN of the Organisation/Tax Account Number (TAN) and Service tax number (STN)/GST Number.
 - v. Executive summary of at least four (4) study reports completed in social sector sponsored by the Central / State Government / Central or State PSU that have also been accepted by the sponsoring organisation during last five years. Documents of acceptance of the Reports by sponsoring authority may need to be submitted.
 - vi. A declaration that the organization has not been blacklisted from the Authorized Signatory of the Organisation.
 - vii. An authorization letter from the firm certifying that the person who signed the bid is an authorized person to sign on behalf of the firm.
 - viii. Earlier engagements/assignments completed by the Team Leader, Project Manager (03), Data Analyst (04) and Field Investigator (08) (enclose the copy of certificate / self-certified statement, copy of certificate of engagement and proof of certificate of educational qualification).
- c) Financial Bid
- d) Earnest Money Deposit (EMD)
- e) Tender Acceptance Letter

8. EARNEST MONEY DEPOSIT (EMD)

The intending bidders should pay along with bids an Earnest Money Deposit of **Rs. 1,00,000/- (Rupees One Lakh Only)**. The EMD shall be paid by Demand Draft/ Bank

Guarantee from any of the scheduled Banks. Bank Guarantee from any scheduled bank in favour of **DDO, Department of Social Justice & Empowerment, Shastri Bhavan, New Delhi-110001** is required to be deposited (in original) addressed to Assistant Director (Statistics/Evaluation), D/o Social Justice & Empowerment, B-2, Pandit Deendayal Antyodaya Bhavan, CGO Complex, New Delhi. The EMD will not carry any interest. **Government and other organizations exempted from payment of EMD may attach copy of the document as a proof in this regard.**

(A) The EMD submitted by the bidder will be forfeited if:

- If successful bidder fails to accept the Letter of Award (LoA).
- If bidder fails to furnish the required performance security within the specified period.
- The bidder withdraws bid after processing but before acceptance of Letter of Award (LoA).
- The bidder violates any of the provisions of the terms and conditions of the tender document.
- If bidder canvasses in any way for the bid.
- If bidder withholds information or submits false information

(B) The EMD will be refunded to:

- The successful bidder, subject to submission of Performance Security.
- The unsuccessful bidders, only after acceptance of award of contract by the selected bidder or in case of cancellation of Tender Document.

The Earnest Money Deposit will be refunded without any interest under all conditions. Offers received without EMD will be summarily rejected (*other than those exempted*). The EMD will remain valid for a period of forty-five days beyond the final bid validity period. As per revised Rule 170(i) of GFR, 2017, EMD of the unsuccessful bidders will be returned to them latest on or before the 30th day after the award of the contract.

9. PERFORMANCE SECURITY

The successful bidder will be required to submit a Performance Security issued by any scheduled commercial bank @ 3% of the contract value. Performance Security may be furnished in the form of an Account Payee Demand Draft or Bank Guarantee from a Commercial bank. Performance Security would remain valid for a period of sixty days beyond the date of completion of the contract. The Performance Security may be invoked by the Department in case of failure of bidder to adhere to the terms & conditions of the contract. In case of delays in execution of project, the Department may seek extension of the Performance Security which will require to be acceded to by the Organization. Format at **Annexure 5**.

10. PENALTY FOR DELAYED SUBMISSION OF REPORT

In case of any delay in submission of report by due date, a penalty @ 0.5% of the cost of study per week will be levied. The total damages shall not exceed 10 (ten) per cent of the value of delayed goods.

11. NON TRANSFERABLE BID

Neither the contract nor any rights granted under the contract may be sold, leased / sublet, assigned, or otherwise transferred, in whole or in part, by the bidder, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the D/o Social Justice & Empowerment.

12. PRE BID MEETING

The interested bidders/authorized signatories may attend the pre-bid meeting, if desired by the bidder(s) as per the schedule mentioned in **critical date sheet**.

13. COMPLETENESS OF BID OFFER

The bidder is expected to examine all instructions, forms, terms & conditions and specifications in the tender document. Failure to furnish all information required in document or submission of offer not substantially responsive in every respect to the tender document will be at the bidder's risk and may result in the rejection of bid offer. The bid offer is liable to be rejected outright without any intimation to the bidder if complete information as called in the tender document is not given therein, or if particulars asked for in the Forms / Proforma in the Tender Document are not fully furnished.

14. TREATMENT OF DISCREPANCIES

Where there is a discrepancy between amounts in figures and in words, the amount in words will govern. If a Bidder refuses to accept the correction, its Bid will be rejected.

15. CORRUPT AND FRAUDULENT PRACTICES

The Department will reject a proposal for award if it determines that bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question. The bidder is liable to be blacklisted in such an event.

16. LETTER OF AWARD AND CONTRACT AGREEMENT

The department will issue a Letter of Award (LoA) to the successful bidder in duplicate, which will be signed by both the parties across the tables as a token of acceptance and entry into the contract by both parties. The duly signed LoA along with a contract bond and Performance security would need to be submitted to the Department within the stipulated time indicated in the LoA. Non execution of the contract agreement by the organization to whom the study is to be awarded would constitute sufficient ground for annulment of the award and forfeiture of Earnest Money Deposit (EMD).

17. PAYMENT TERMS

Funds will be released by the Ministry in three Installments as under: -

1 st Installment	:	20% (Letter of Award) + (Letter of acceptance) + (Performance Security)
2 nd Installment	:	50% (Draft report submission)
3 rd Installment	:	30% (on submission and acceptance of final report by D/o SJ&E)

As per Tender Document, the time-line for receipt of draft report from the Vendor is 2 months. Subsequent to that further time-lines are as under:

<i>Situation/Possibility</i>	<i>Time-line</i>
Examination of draft report by Statistics Division to ensure compliance as per 'Terms of Reference' and if any deficiency noticed, revert to the Vendor	<u>Within 1 week</u>
If Draft Report found in order, refer to the concerned Division for perusal and acceptance	<u>Within 1 week</u>
If certain discrepancy noticed or clarifications required from Vendor by concerned Division, revert to Vendor	<u>Within 2 week</u>
As and when report is accepted by the concerned Division and communicated to Statistics Division, the Vendor to be informed.	<u>Within 1 week</u>

18. OWNERSHIP OF DATA

The organisation receiving funds for a project shall make suitable arrangements for the preservation of data collected during the study, such as filled in schedules, tabulation or working sheets, reports, photographs etc, relating to the Project in electronic form and this shall be shared with the Ministry at the time of submission of Final Report. The ownership of all such data shall remain with the D/o Social Justice & Empowerment. All raw data compiled during the study shall be transferred to the Ministry. No data collected in context of the study may be destroyed or otherwise disposed of or given to any other organization/individual, unless so approved by the Ministry.

19. SUBCONTRACTING

The bidder shall not subcontract to perform any of the work, service or other performance required under the contract.

20. ARBITRATION

The Department and the Organization to whom the work order has been given will make every effort to resolve amicably, by direct negotiation, any disagreement or dispute arising between them under or in connection with the work order. If any dispute will 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 special conditions, such dispute will be referred to arbitrator, to be appointed by the competent authority appointed by this Ministry and will be final and binding on both the parties. Such arbitration will be governed in all respect by the provision of the Arbitration and Conciliation Act, 1996 or later and the rules there under and any statutory modification or re-enactment, thereof. The arbitration proceedings will be held in New Delhi only, wherein appropriate Appellate Authority shall also be the Hon'ble High Court of Delhi at New Delhi.

21. APPLICABLE LAW AND JURISDICTION OF COURT

The contract with the selected Organization shall be governed in accordance with the Laws of India and will be subject to the exclusive jurisdiction of Courts at Delhi.

22. AGREEMENT

- i. The organization will confirm in writing that the conditions contained in the Tender document are acceptable to it as per Tender Acceptance Letter format in **Annexure 4**. The selected bidder will also execute a bond in favour of the President of India to the effect that it will abide by the terms and conditions attached to the funds and that in case it fails to abide by the same, it will refund to the Government the total funds sanctioned to it for the purpose with penal interest of 15% per annum thereon.
- ii. The Ministry will have no responsibility for any financial expenditure or liability arising out of the project except what has been specifically approved by it and conveyed to the selected bidder through the sanction letter.
- iii. The evaluating organisation shall not incur any excess expenditure on the research project, under any circumstances, over and above the sanctioned amount, without prior written approval of the Ministry. Ordinarily such request will not be entertained by the Ministry.
- iv. The Project Director will submit to the Ministry progress report of the project. The organisation would make a presentation before the Ministry at draft stage on its preliminary findings or as and when required by the Ministry. The time-line for receipt of draft report from the Vendor is 2 months. Subsequent to that further time-lines are indicated at **Annexure-3 clause (F)**.
- v. The organisation should ensure that no durable assets shall be created out of the funds released to it to conduct the evaluation study.
- vi. The Ministry may examine the draft report and in case of any discrepancies observed therein the Project Director may revise the report as per the observations made by the Ministry. The organization will submit 8 copies of the final report as approved and accepted by the Ministry alongwith its Soft copy and 20 copies of the summary reports.
- vii. The project report / evaluation study will be strictly in accordance with the Terms of References of the evaluation study falling which the Ministry reserve the right to withhold the payment of cost of study till the terms are met.
- viii. The Project Director will report to the Ministry changes he makes in the research design, and no major change will be made therein unless the prior approval of the Ministry has been obtained. On a request from the Evaluating organisation, the Ministry may in exceptional cases, permit the appointment of another Project Director. When the

Director of a project takes up an appointment at another organisation before the project is completed the Ministry may permit, with the consent of both the organisations concerned the transfer of the project to the other organisation.

- ix. If the Ministry is not satisfied with the progress of the project, or if it finds that these rules, as mentioned in the Tender Document, are being violated, it reserves the right to terminate agreement & initiate necessary action as per terms & conditions of the tender document and extant rule of Govt. of India.

23. DEFAULT

- i. The selected bidder shall execute a bond in favour of the President of India to the effect that it would abide by the terms and conditions attached to the study and that in case it fails to abide by the same, it will refund to the Government the total funds sanctioned to it for the purpose with penal interest of 15% per annum thereon.
- ii. In case the selected bidder is found in-breach of any condition of tender/bid evaluation the EMD/ Performance Security shall be forfeited / invoked.
- iii. Default would entail blacklisting of the Organization by the Department for at least 3 years.

24. GENERAL TERMS AND CONDITIONS

- i. Bidders are advised to study the tender/bid document carefully. Submission of the Bid shall be deemed to have been done after carefully studying and examination of all instructions, eligibility criterion, terms and requirement specifications contained in the tender/bid document with full understanding of its implications. Failure to furnish all information required in the Tender/bid Document or submission of a bid not substantially responsive to the Tender/bid Document in all respects will be at the bidder's risk and may result in the rejection of the bid.
- ii. Bidders are requested to submit the bids in English language only.
- iii. In case, the day of bid submission is declared Holiday by Govt. of India, the next working day will be treated as day for submission of bids. There will be no change in the timings.
- iv. The D/o Social Justice & Empowerment will not be responsible for any delay on the part of the bidder in obtaining the terms and conditions of the Tender/bid Document notice or submission of the bids.
- v. The offers submitted by telegram/ fax/ E-mail etc. shall not be considered.
- vi. Un-signed, un-stamped and without certificate for authorized person from bidders, bid shall not be accepted.
- vii. Conditional tender document shall not be accepted on any ground and shall be rejected straightway.
- viii. Ambiguous bids will be outrightly rejected.
- ix. Bids not accompanied by desired documents, would be rejected. Undertaking for subsequent submission of any of the above document will not be entertained.
- x. D/o Social Justice & Empowerment reserves the right to cancel this bid or modify the requirement without assigning any reasons.
- xi. D/o Social Justice & Empowerment also reserves the right to modify / relax any part of the Tender/bid prior to the submission data and time. Any such changes will be

- published on the website as corrigendum and the participant bidders are supposed to take the corrigendum also into account prior to bid submission.
- xii. The decision of D/o Social Justice & Empowerment arrived during the various stages of the evaluation of the tender/bid is final & binding on all bidders. Any representation towards these shall not be entertained by D/o Social Justice & Empowerment.
 - xiii. In case the selected bidder is found in-breach of any condition of Tender/bid evaluation the EMD/ Performance Security shall be forfeited / invoked, besides debarring & Black listing the selected bidder concerned for at least 3 years.
 - xiv. Any attempt by bidder to bring pressure towards D/o Social Justice & Empowerment's decision making process, such bidders shall be disqualified for participation in the present Tender/bid and those bidders may be liable to be debarred from bidding for D/o Social Justice & Empowerment tender document in future for a period of three years.
 - xv. Upon verification, evaluation / assessment, if in case any information furnished by the bidder is found to be false/incorrect, their total bid shall be summarily rejected and no correspondence on the same, shall be entertained. Further, EMD/ Performance Security shall also be forfeited/invoked.
 - xvi. D/o Social Justice & Empowerment will not be responsible for any misinterpretation or wrong assumption by the bidder, while responding to this Tender/bid.
 - xvii. The bidder 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.
 - xviii. The organization will submit all filled-in schedules / Questionnaires / Photographs (exhibiting conducting the study) alongwith draft report to the Ministry for further scrutiny/check, if so required.
 - xix. No publicity through media prior to the acceptance of the report by the Ministry may be made.
 - xx. The Department has the right to cancel the request for proposal and not to proceed for the sponsoring the evaluation study at any stage without assigning any reason, whatsoever.
 - xxi. The Ministry reserves the right to terminate the award of evaluation study to organization at any stage without assigning any reason thereof.

25. How to apply/ Application process

Department of Social Justice & Empowerment (DSJE) invites bids for Evaluation study on **Support for Marginalized Individuals for Livelihood and Enterprise (SMILE) scheme, sub-scheme - 'Central Sector Scheme for Comprehensive Rehabilitation for Welfare of Transgender Persons'**.

The Tender Document containing the details of qualification criteria, submission requirement, brief objective & scope of work and evaluation criteria etc. can be downloaded from the website <https://socialjustice.gov.in/> and <https://gem.gov.in/> .

Willing and interested Organisations desirous of undertaking the evaluation study may submit their two part bid as technical and financial bids as per extant procedure elaborated in this document.

- (i) The tender document with all relevant up information and document must be submitted online at GeM portal <https://gem.gov.in/> on or before the last date of submission of the tender document indicated on GeM portal.
- (ii) Bidder should be responsible for registering themselves at GeM Portal for uploading of their proposal and ensure that the proposals are uploaded in time on GeM portal on or before the date prescribed above.
- (iii) **No Manual bids will be accepted.**

26. CONTACT DETAILS

Further details, if any, may be obtained by writing to the above-mentioned address or at e-mail: vinesh.pachnanda@nic.in and shukla.archna20@mospi.gov.in or at Telephone No. 011-24369837-40.



(Vinesh Pachnanda)

Deputy Secretary to the Government of India

Email: vinesh.pachnanda@nic.in

Note: Department of Social Justice & Empowerment (DoSJE) or any of its designates reserves the right to cancel this request for tender document and/or invite afresh with or without amendments, without liability or any obligation for such request for tender document and without assigning any reason. Information provided at this stage is indicative and DoSJE reserves the right to amend/add further details in the Tender Document.

PROGRAMME DETAILS

Evaluation study on Support for **Marginalized Individuals for Livelihood and Enterprise (SMILE) scheme, sub-scheme - 'Central Sector Scheme for Comprehensive Rehabilitation for Welfare of Transgender Persons'**

Further detail of Scheme may be seen at the link given below:-



https://socialjustice.gov.in/public/ckeditor/upload/SMILE%20Guidelines_1649742207.pdf

TERMS OF REFERENCES**(A)**

COMPONENTS OF STUDY	COVERAGE	Sample Size
<p>Support for Marginalized Individuals for Livelihood and Enterprise (SMILE) scheme, sub-scheme - 'Central Sector Scheme for Comprehensive Rehabilitation for Welfare of Transgender Persons' which have following components:-</p> <p>(a) Scholarships for Transgender Students</p> <p>(b) Skill Development and Livelihood for the empowerment of transgender community</p> <p>(c) Composite Medical Health for Transgender persons</p> <p>(d) Housing in the form of 'Garima Greh' for Transgender Persons</p> <p>(e) E-Services (National Portal & Helpline and Advertisement)</p> <p>(f) Provision of Transgender Protection Cell</p> <p>(g) Other Welfare Measures</p>	<p>National Portal for Transgender Persons, Garima Greh, Transgender Protection Cells, Transgender Welfare Boards, Transgender Persons (Protection of Rights) Act 2019, Transgender Persons (Protection of Rights) Rule 2020</p> <p>Reference period</p> <p>Years: 2022-2024</p>	<p>All Garima Greh (Table - 1); States where in the Transgender Protection Cells are operating i.e. Delhi, Odisha, Gujarat, Tamil Nadu, Rajasthan, Bihar, Chhattisgarh, West Bengal and Maharashtra; Transgender Welfare Boards are operating i.e. West Bengal, Chhattisgarh, Bihar, Gujarat, Rajasthan, Tamil Nadu. As there are no Transgender Welfare Boards in States of Maharashtra, Delhi and Odisha, States of Kerala, Uttar Pradesh and Assam to be included.</p>

(B)**Table - 1**

S.No	Name of the Garima Greh	Address
1.	Mitr Trust	B-51, B Block, Sitapuri, New Delhi-45 Landmark: Dabri police station
2.	Sakha	Plot no-335/1080 Ebaranga, in front of Champati Petrol Pump Sundarpada, Bhubaneswar, Odisha -751002
3.	Transgender Rights	Association No. C-122/69, Karthikeyan salai, Periyarnagar, Kolathur, Chennai
4.	Dostana Safar,	Gandhi High School campus, Model school building, Khagaul, Patna
5.	KinnarAsmita,	Tamanna Residency 3rd floor, near saibaba mandir, Hajimalang road, Dwarli pada, Kalyan east, Thane
6.	Mitwa Sankalp Samiti	Chhattisgarh Mitwa Sankalp Samiti Garima Greh, Near Krishna Public School, Sarona, Raipur

S.No	Name of the Garima Greh	Address
7.	Tweet foundation	12, Road No-2, Teen Dongari, Yashwant Nagar, Goregoan (West) Mumbai
8.	Aarju Foundation	House No. 29, Near Vitthal Mandir Sukhapuri, Chiple, New Panvel District - Raigad, Pin - 410206
9.	Gokhale Road Bandhan	773 Purbalok Kalikapur Mukundapur, Kolkata
10.	Kolkata Rista	95/D77 Basundhara Chingrighata, Canal South Road, Lakshminina Bhaban, Kolkata, West Bengal
11.	Lakshya Trust	302/303/304, Shilalekh Complex, Opp. to Ford Showroom, Munjmahuda, Vadodara, Gujarat – 390020
12.	NaiBhorSansta	46, Marudhar Vihar, Khatipura Road, Jhotwara, Jaipur, Rajasthan

(C) Objectives of the Study:-

- To assess the impact of public information and identity certificates issued through National Portal for Transgender Persons on transgender community in last two years.
- To assess the number of services provided by Garima Greh apart from shelter and its impact on transgender community
- To study the number of transgender welfare boards setup by State Govt and its impact on transgender community
- To study the number of State and District Level Transgender Protection Cells setup by State Govt and its impact on transgender community
- To study about the awareness of Transgender Persons (Protection of Rights) Act 2019 and Transgender Persons (Protection of Rights) Rule 2020 at State and District level government functionaries departments of administration, police, health, legal and social.
- To study and assess, the activities done for welfare of transgender community by State Govts and its impact on transgender community.

(D) Duration of Study:

Duration of the study can be for three (3) months for investigation, and field visits to interview the chosen sample set.

(E) Deliverable:-

- Draft Report:-** The draft report shall be submitted on or before three month from Date of LOA. The report should contain Executive Summary and the data collected from the field based on the objectives of the study which should be presented in tabular form with due analysis and appropriate write up in the report.
- Submission of Final Report:-** The organization will submit 8 copies of the final report as approved and accepted by the Ministry along with its Softcopy and 20 copies of the summary reports.

(F) PAYMENT TERMS:-

Funds will be released by the Ministry in three Installments as under:-

1 st Installment	:	20% (Letter of Award) + (Letter of acceptance) + (Performance Security)
2 nd Installment	:	50% (Draft report submission)
3 rd Installment	:	30% (on submission and acceptance of final report by D/o SJ&E)

As per Tender Document, the time-line for receipt of draft report from the Vendor is 2 months. Subsequent to that further time-lines are as under:

<i>Situation/Possibility</i>	<i>Time-line</i>
Examination of draft report by Statistics Division to ensure compliance as per 'Terms of Reference' and if any deficiency noticed, revert to the Vendor	<u>Within 1 week</u>
If Draft Report found in order, refer to the concerned Division for perusal and acceptance	<u>Within 1 week</u>
If certain discrepancy noticed or clarifications required from Vendor by concerned Division, revert to Vendor	<u>Within 2 week</u>
As and when report is accepted by the concerned Division and communicated to Statistics Division, the Vendor to be informed.	<u>Within 1 week</u>

(G) The Organization is required to conduct this study and submit the report keeping in view of the Template for Evaluation as at **Annexure – 6.**

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date:

To

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

1. I / We have obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organization have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the terms & conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. In case any provisions of this tender are found violated, then your department/ organisation shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including forfeiture of the earnest money deposit absolutely and necessary action be initiated as per terms & conditions of the tender document and extant rule of Govt. of India.

Yours faithfully,

(Signature of the Bidder with Official seal)

Performance Security Form

THIS IS BANK GUARANTEE

To:

(Name of Indenter)

WHEREAS (Name of Bidder) hereinafter called the "Bidder" has undertaken contract no.dated to render services hereinafter called "the Contract".

AND WHEREAS it has been stipulated by you in the said contract that the Bidder shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the Bidder's performance obligations in accordance with the contract.

AND WHEREAS we have agreed to give the Bidder a guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Bidder, up to a total of (Amount of the guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the contract and without cavil or argument, any sum or sums within the limit ofas aforesaid, without your needing to prove or to show this grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until theday of20.....

Signature and Seal of Guarantors

Date:

Address:

TEMPLATE FOR EVALUATION

1. EXECUTIVE SUMMARY

2. OVERVIEW OF THE SCHEME

2.1 Background of the scheme

- a) Brief write up on the scheme including Objectives, Implementation Mechanism
Scheme architecture/ design
- b) Name of Sub-schemes / components
- c) Year of commencement of scheme
- d) Present status with coverage of scheme (operational / non-operational)
- e) Sustainable Development Goals (SDG) Served
- f) National Development Plans (NDP) Served

2.2 Budgetary allocation and expenditure pattern of the scheme

Sub-Scheme	[Year 1]			[Year 2]			[Year 3]			[Year 4]			[Year 5]		
	B E	R E	Actu al	B E	R E	Actu al	B E	R E	Actu al	B E	R E	Actu al	B E	R E	Actu al

2.3 Summary of past evaluation since inception of scheme

Year of Evaluation	Agency hired for Evaluation	Recommendations made and accepted	Recommendations made but not accepted

3. METHODOLOGY

- 3.1 Approach (Methodology adopted), Division of country into 6 Geographical Regions / Zones (North, South, East, West, North East and Central) as classified by NSSO
- 3.2 Sample size and sample selection process, tools used: field study / questionnaire, primary and secondary data.

4. OBJECTIVE OF THE STUDY

- 4.1 Performance of the scheme based on the Output / Outcome indicators
- 4.2 Additional parameters

- a) Coverage of beneficiaries

State				District			
Urban		Rural		Urban		Rural	
Male	Female	Male	Female	Male	Female	Male	Female
SC/ST	SC/ST	SC/ST	SC/ST	SC/ST	SC/ST	SC/ST	SC/ST

- b) Implementation mechanism
- c) Training / Capacity building of administrators / facilitators
- d) IEC activities
- e) Asset / Service creation & its maintenance plan
- f) Benefits (Individual, community)
- g) Convergence with scheme of own Ministry / Department or of other Ministry / Department.

4.3 Gaps in achievement of outcomes

4.4 Key Bottlenecks & Challenges

4.5 Input Use Efficiency

5. OBSERVATIONS AND RECOMMENDATIONS

5.1 Thematic Assessment

5.2 Externalities

6. CONCLUSION

6.1 Issues & challenges

6.2 Vision for the future

6.3 Recommendation for scheme with reasons

7. REFERENCES

8. APPENDICES

EXPLANATORY MEMORANDUM

2.1 (a) Latest guidelines of the scheme may also be annexed.

2.1 (b) Sub-schemes / components which have separate budgetary allocations either through budget line or through Detailed Demand for Grants(DDG) may also be listed along with component-wise budget allocation.

2.1 (d) Details of number of states / districts / villages where the scheme is functional may be included.

2.1 (e) & (f) May be linked with objective of the scheme.

2.2 If DDG makes allocations for certain items which are not shown as sub schemes/components, the same may be separately indicated along with allocation in the table.

3.1 Complete list of states as classified by NSSO may be seen on its website.

4.1 Output / Outcome Indicators as proposed / prepared by NITI Aayog may be considered. In the absence of these, indicators as spelt out in SFC / EFC memorandum during appraisal of the scheme may be utilized.

Output / Outcome Indicators (numbers or percentage) must be compared with base year value at all time points (periodicity) as per monitoring mechanism framework, also defined in SFC / EFC Memorandums.

4.2 (a) Tabulated information up to Tehsil / Block Level and if possible, up to village level may be provided.

4.2 (b) Focus should be on clarity of instructions, availability of scheme or programme guidelines, clear definition of roles and responsibilities of functionaries and the number and nature of clarifications / additional instructions issued w.r.t. scheme guidelines.

4.2 (c) Details about training (PFMS / EAT Module, scheme's portal or any other) with number of interventions and levels at which these interventions were carried out may be included.

4.2 (d) Details about Stakeholders / Beneficiaries, details of campaigns, media, frequency, feedback etc. may be included.

4.2 (g) Details about apparatus-manpower office transport etc. may be included. If there is no convergence, NIL may be recorded.

4.3 These gaps could be attributed to absence of interventions / Non-performance of existing interventions.

4.4 Focus may be on Financial, Administrative, Project Management and any other Key Bottlenecks & Challenges.

4.5 Details of (a) requirement of funds as indicated in EFC / SFC in relation to actual allocation of funds including timelines of release (b) requirement and allotment of manpower in implementation of scheme / programme at various levels (PMU / Central / State) (c) Involvement of private players, volunteers, non-governmental organizations and local community etc. in the scheme may be provided.

5.1 Thematic assessment should focus on Accountability, Transparency, Employment generation (direct / indirect), Climate change and sustainability, Role of TSP / SCSP, Use of IT, Behavioural change in stakeholder/beneficiary, R&D, Role, functions, involvement / support of State Govts.

Cross cutting themes can be assessed both through secondary data as well as primary. While conducting meta-analysis of existing reports, the evaluator should actively review the cross-cutting themes. The primary data for cross cutting themes will be elicited through specific questions and responses during the key informant interviews and beneficiary surveys. For example, use of IT in scheme implementation, fund flow, monitoring and evaluation can be assessed from interaction with concerned ministries / departments as well as states officials. Similarly, gender mainstreaming can be assessed by introducing specific questions on changes in knowledge, attitude and practices pertaining to gender equality, attributable to the CS intervention at hand, through household surveys.

5.2 Details of best practices, innovations or scheme / projects where best practices were replicated may be provided.

6.3 It is essential to highlight the importance of recommendations made for the scheme. The evaluation agency may provide recommendation for the scheme in any of the, following categories (a) Continue in existing form (b) Continue with some Modifications (suggest modifications) (c) scale up the scheme (Financial / Physical / both) (d) Scale down the scheme (Financial / Physical / both) (e) Close (f) Merge with another scheme as sub-scheme/component.

Format for submitting documents for the Eligibility Criterion:

Sr. no.	Eligibility Criteria as per tender terms & conditions	Documents and declaration to be submitted (all the documents as well as declarations must be signed by the Authorised Signatory)	Page no.
1	Non-Governmental Organisations / Voluntary Organisations receiving grant from Ministry of Social Justice & Empowerment are not eligible to apply.	Requisite document and Declaration	
2	Blacklisted Organisations are not eligible to apply	Requisite document and Declaration	
3	The Agency/ Firm/ Organization/ institution should be registered and non-political in nature and should not be blacklisted by any central/ State government department/ PSU/ Agency.	Copies of Registration Certificate / Memorandum & Articles of Association and any other documents to certify the nature of the Organisation	
4	It should be a legal entity eligible to enter into an agreement / contract with DSJE to undertake work contract in India.	Requisite document and Declaration	
5	The agency should have a minimum of 05 years of experience of providing similar services in the context of monitoring and evaluation of programmes of Government sponsored schemes and should possess thorough experience in designing and undertaking large scale research, field surveys, data compilation, analysis, documentation, reporting and related works and have at least five (5) Field Manager/Investigator on regular roll.	Requisite document regarding Experience and Declaration regarding at least (5) Field Manager/Investigator on regular roll.	
6	It should have successfully carried out at least four (4) evaluation studies/ assessments at the national/ state level in Social Sector sponsored by Central/State Government/Central or State PSU, out of which at least one (1) study should have coverage of at least three (3) States/ UTs and one (1) study should have conducted on similar issues during last five years.	Executive Summary of study reports along with documents of acceptance of the Reports by sponsoring authority	

7	<p>If it is a for-profit entity, it should be a profit-making entity during each of the last three financial years i.e. 2021-22, 2022-23 and 2023-24 and with average annual turnover of at least Rs. 1 Crore from consultancy services related to Studies/Survey-based assessment works.</p>	<p>Proof that the organization has an annual average turnover of not less than Rs.1 crore during the last three years (Financial years 2021-22, 2022-23 and 2023-24*), the audited financial statements is to be submitted.</p> <p>*In case of financial statement of FY 2023-24 being under audit, average turnover of the previous three financial years, which have been audited i.e. 2020-21, 2021-22 and 2022-23 will be considered. However, applicant will have to additionally submit provisional balance sheet of FY 2023-24 to establish that annual turnover of said year is also above Rs.1 crore.</p>	
8	An authorization letter from the firm certifying that the person who signed the bid is an authorized person to sign on behalf of the firm.	Requisite document and Declaration	
9	Each and every page of the bid must be Signed, Stamped by the Authorised person himself		
10	Bid must be submitted in English Language only		
11	Copy of valid PAN of the Organisation/Tax Account Number (TAN) and Service tax number (STN)/GST Number.		
12	Tender Acceptance Letter		
13	Financial Bid (as per Annexure II)		
14	Earnest Money Deposit (EMD).	If Exempted, Submit the relevant document	

Format for submitting criterion of shortlisting:

S.No.	Criteria	Evidence to be submitted	Page no.
1	Organization's Capacity and Capabilities	Requisite document regarding Experience of Agency	
		Executive Summary of study reports along with documents of acceptance of the Reports by sponsoring authority	
2	Qualification and experience of Team Members	Brief 1 page CV of proposed Team leader, project manager /Coordinator (03), data analysts (04), Field Managers/ Investigators(08) including the Earlier engagements/assignments completed. Copies of certificate of concerned Educational qualification e.g. PhD, Post graduates and graduates of all team members	
3	Financial Strength of the Agency	Audited financial statements of all the three years	

Format for submitting Financial bid:

#	Heads of Expenses	INR
1	Manpower cost (Remuneration of core staff, support staff and field staff)	
2	Transport (Long distance travels, local travels, accommodations)	
3	Monitoring and Supervision (Internet, communication, back check, data management, etc.)	
4	Organizational Cost	
5	Miscellaneous (Logistics, training, printing, photocopy, data management, etc.)	
6	GST @ 18%	