

**DELHI URBAN SHELTER IMPROVEMENT BOARD  
GOVT. OF NCT OF DELHI  
OFFICE OF DIRECTOR (NS)-I**

No. F-06/NS/DUSIB/267/2015/Part File/D-1068

Dated: 05/12/2017

**Subject: Notice inviting quotations/tenders for running Porta Cabin night shelter at Subzi Mandi Tilak Nagar TNS-4 (Code-248).**

Short term limited quotations/tender for running Porta Cabin night shelter at Subzi Mandi Tilak Nagar TNS-4 (Code-248) has been called by the Night Shelter branch from SMAs/NGOs/Organizations who have experience of operating and managing shelters in DUSIB. The NIQ as per the attached details may please be uploaded on DUSIB website on 05.12.2017.

  
05/12/2017  
Director (NS)-I

✓ DD (System)

**DELHI URBAN SHELTER IMPROVEMENT BOARD  
GOVT OF NCT OF DELHI**

**NOTICE INVITING QUOTATIONS/TENDERS FOR RUNNING TEMPORARY  
SHELTERS IN TENTS/SUBWAYS**

Short term limited quotations/tenders are invited from SMAs/NGOs and similar organizations for running Porta Cabin shelter at Subzi Mandi Tilak Nagar TNS - 4 (Code 248). These Organizations should have experience of operating and managing shelters in DUSIB in the past.

The SMAs/NGOs may quote their rate for running the shelter as per Annexure 'B'. Preference shall be given to those SMAs/NGOs/Organizations who will be interested to run and maintain the shelters voluntarily without any financial assistance from DUSIB.

The tender documents along with the terms and conditions may be downloaded from DUSIB website at [www.delhishelter.nic.in](http://www.delhishelter.nic.in)

Sealed quotations/tenders in the prescribed Performa as per Annexure 'B' along with letter of Intent as per Annexure 'A' and a proof of experience of operating and managing shelters in DUSIB as per terms & conditions must reach in the office of Dir (NS)-I, H-1, Vikas Kuteer, I. P. Estate, New Delhi - 110002 on or before 08.12.2017, 11:00 AM which shall be opened same day at 11:30 AM. The envelope containing the quotation shall be sealed and superscripted as under:

**Quotation for running temporary shelters for:**

**Operation and Management of Porta Cabin at Subzi Mandi Tilak Nagar TNS - 4  
(Code 248)**

**DELHI URBAN SHELTER IMPROVEMENT BOARD  
GOVT OF NCT OF DELHI**

**LETTER OF INTENT**

**To  
Director (NS) I  
H-1, Vikas Kuteer  
I P Estate, New Delhi – 110002**

Sir,

On behalf of the Organization (Name of the SMA/NGO/Organizations)

\_\_\_\_\_ the undersigned is authorized to  
submit this letter of Intent as under.

1. I have read and understood the terms and condition of the quotation/contract and the Organization is interested in running the Porta Cabin Shelter at Subzi Mandi Tilak Nagar TNS - 4 (Code 248) up till 30.04.2018.
2. The organization is a legal entity and has not been debarred in the past from any Government Organization.
3. The organization shall abide by all the terms and conditions mentioned in the contract or any direction issued by DUSIB from time to time.
4. The certificate of previous work order/allotment of running shelters in DUSIB is attached herewith.
5. If any false information is found at any stage of the contract or later thereon, DUSIB reserves its rights to take appropriate action against the Organization and may cancel the allotment.

**Date:**

**Signature of the authorized representative  
of the Organization with seal**

**Annexure 'B'**

**DELHI URBAN SHELTER IMPROVEMENT BOARD  
GOVT OF NCT OF DELHI**

**Quotation for operation & management of Night Shelter**

**Name of SMA/NGO/Organization:** \_\_\_\_\_

<b>Sl. No</b>	<b>Name/Location of Shelter</b>	<b>Quoted rate per month (in Rs.)</b>
<b>1.</b>	<b><u>Porta Cabin at Subzi Mandi Tilak Nagar TNS - 4 (Code 248)</u></b>	

**Date:**

**Signature of the authorized representative  
of the Organization with seal**

**DELHI URBAN SHELTER IMPROVEMENT BOARD  
GOVT OF NCT OF DELHI**

**ELIGIBILITY CONDITION**

1. **Participating SMAs/NGOs/Organizations must have past experience of running shelters in DUSIB.**
2. **A copy of work order/allotment letter must be annexed as proof along with letter of Intent and quotation duly filled in Annexure 'B'.**

**OTHER TERMS & CONDITIONS**

1. The SMAs/NGOs/Organizations may quote their rates as per Annexure 'B'. Preference shall be given to those SMAs/NGOs/Organizations who will be interested to run and maintain the shelters voluntarily without any financial assistance from DUSIB. However, DUSIB reserves the right to reject any or all the bids without assigning any reason and no damages will be paid to the bidders under any circumstances.
2. SMAs/NGOs/Organizations shall run manage, and operate the Porta Cabin Night Shelter at Tilak Nagar (Code No 248) till 30.04.2018 on behalf of Delhi Urban Shelter Improvement Board.
3. The legal possession of the premises of the shelter shall always be deemed to remain with DUSIB.
4. SMAs/NGOs/Organizations shall start operation & management from the date of allotment/ possession. The function and the management of shelter in all respects shall be the responsibilities of the SMAs/NGOs/Organizations.
5. SMAs/NGOs/Organizations shall inspect the premises of the night shelter and take over the same in appropriate condition, fit for use as shelter. DUSIB shall effectively undertake to maintain the shelter and shall carry out all major repairs and SMAs/NGOs/Organizations shall incur all expenses in the day-to-day maintenance and up keep of the shelter. An inventory of all things and fixtures, Durries, Blankets, Pillows etc. Shall be prepared and all items as per said inventory shall be put in charge of SMAs/NGOs/Organizations and same shall be returned to DUSIB in good usable condition at the time of completion/ termination of this agreement.
6. SMAs/NGOs/Organizations shall employ the entire staff/ personal as per its own choice :

If any person is engaged by SMAs/NGOs/Organizations then such person (s) would be treated as employee(s) of the SMAs/NGOs/Organizations without forming any relationship of master and servant between such an employee(s) and DUSIB.

7. The SMAs/NGOs/Organizations shall be liable to pay the claims wages, leave and compensation on account of any injury caused to any worker engaged by them to run Shelter.
8. SMAs/NGOs/Organizations shall be responsible for management and maintenance of the Shelter and will ensure that the Shelter
  - (i) Will run 24 X 7 under the supervision of staff engaged by the SMAs/NGOs/Organizations.
  - (ii) Shelter will be kept clean and hygienic.
9. The SMAs/NGOs/Organizations shall keep the premises neat and clean and shall ensure regular availability of detergents, disinfectants like phenol, brooms and other material required for maintaining hygiene conditions.
10. The SMAs/NGOs/Organizations shall undertake day-to-day repairs to fitting and fixtures and will get the same in serviceable and good working conditions. Similarly, the SMAs/NGOs/Organizations shall ensure proper functioning of the lighting arrangement/ electric fixtures provided in the units.
11. The electricity consumption charge for day-to-day operation, management and maintenance of the complex shall be paid by the DUSIB from the date of handing over the possession of the shelter till 31.03.2018.
12. The use of Shelter will be free for all users till 31.03.2018.
13. The SMAs/NGOs/Organizations shall make shelter available for all homeless, who want to use this facility.
14. The SMAs/NGOs/Organizations will be responsible for undertaking the community mobilization works to make the public conscious of the use of shelter by giving due publicity and will maintain close liaison with the local public and R.W.A.
15. The SMAs/NGOs/Organizations will be responsible for the safe custody of the shelter and its fittings as per inventory, which will be made available by the DUSIB while handing over the control and management of shelter.

16. The SMAs/NGOs/Organizations shall have no right to use the infrastructure handed over by the DUSIB for the purpose other than that mentioned in the agreement. Also no addition/ alteration to the existing structure shall be made by the SMAs/NGOs/Organizations. In case of default the same would be demolished by the DUSIB at the expense of SMAs/NGOs/Organizations.
17. The SMAs/NGOs/Organizations shall hand over the units in the operational conditions to the DUSIB at the time of completion/ termination of the agreement. For any defects and deficiency at the time of transfer, the cost shall be recoverable from the financial assistance being provided by DUSIB.
18. SMAs/NGOs/Organizations shall not assign sub-let/ sub-contract in favour of any other party, in whole or in part.
19. In case any accident occurs due to negligence of the SMAs/NGOs/Organizations, they will be sole responsible for all damages including cost defending action.
20. The shelter is to be run up till 30.04.2018 with option to extend it further or curtail as per requirement of DUSIB.
21. First Aid box is to be provided by the SMAs/NGOs/Organizations to whom the shelter is allotted.
22. Caregivers/ resident caregivers are to be deployed by the SMAs/NGOs/Organizations and he will maintain an occupancy register where in the names of the user of the shelter will be entered on daily basis.
23. In case of severe illness of users, Caregivers/ resident caregivers of the Shelter will call the ambulance/rescue team to hospitalize him/her in the nearby hospital and inform DUSIB control room.
24. SMAs/NGOs/Organizations shall ensure proper cleanliness in and around the shelter & its toilets 24 x 7 by deploying adequate personals.
25. One dust bin will be provided in each shelter by the SMAs/NGOs/Organizations.
26. The agency shall be responsible through Caregivers/ resident caregivers for regular dusting and ironing of blankets and linen item etc.

27. Shelter should be functional for 24x7 from the taking over of possession by the SMAs/NGOs/Organizations.
28. The SMAs/NGOs/Organizations running the shelter will provide for basic cost of deploying Caregivers/ resident caregivers and cost incurred in day to day cleaning of shelter and sanitation material.
29. The SMAs/NGOs/Organizations will arrange additional resources for better quality of shelters.
30. In consideration of the services and subject to the provisions of the agreement, the DUSIB shall pay the SMAs/NGOs/Organizations, from the date of possession, a sum as per the rates approved by DUSIB per month per shelter on quarterly basis.
31. In the event that the SMAs/NGOs/Organizations is unable to provided service for any reason whatsoever, DUSIB may, at its sole discretion, take over the possession of shelter (**Emergency Take Over**) and terminate the contract without notice. In such case the shelter shall be given to nearby SMAs/NGOs/Organizations on the same terms and condition.
32. If the performance of SMAs/NGOs/Organizations is degraded significantly at any given point of time during the term of the contract then DUSIB shall have the right to take appropriate corrective actions including termination of the contract.
33. Monitoring agency appointed by DUSIB will check the service level standards to review the performance through performance indicators, and damages /penalty can be imposed, as described below:

S.No.	Performance Parameter	Performance	Penalty for Non Performance
1.	Cleanliness	Project facilities shall be kept neat & clean	<p>1. A penalty of Rs. 1,000/- would be payable for the first event of no-conformity with specified performance indicators in the project facilities of same night shelter in any quarter.</p> <p>2. A penalty of Rs. 3,000/- would be payable for the second event of non-conformity with specified</p>



			<p>performance indicators in the project facilities of same night shelter in any quarter</p> <p>3. A penalty of Rs. 5,000/- would be payable for the third event of non-conformity with specified performance indicators in the project facilities of same night shelter in any quarter.</p> <p>4. More than 3 events of non-conformity with specified performance indicators in the project facilities of same night shelter, in any quarter would be deemed as shelter management agency event of default.</p>
2.	Maintenance	All fittings and fixtures to be in functional condition.	<p>1. A penalty of Rs. 1000/- would be payable for the first event of non conformity with specified performance indicators in the project facilities of same night shelters, in any quarter.</p> <p>2. A penalty of Rs. 3000/- would be payable for the second event of non - conformity with specified performance indicators in the project facilities of same night shelter in any quarter.</p> <p>3. A penalty of Rs. 5000/- would be payable for the third event of non-conformity with specified performance indicators in the project facilities of same night shelter in any quarter.</p> <p>4. More than 3 events of non-</p>

			conformity with specified performance indicators in the project facilities of same night shelter, in any quarter would be deemed as shelter management agency event of default.
3.	Access to project facilities	Provide access to night shelter and its facilities to homeless persons on 24/7 basis.	<ol style="list-style-type: none"> <li>1. A penalty of Rs. 1,000/- would be payable for the first event of non-conformity with specified performance indicators in the project facilities of same night shelter, in any quarter.</li> <li>2. A penalty of Rs. 3,000/- would be payable for the second event of non-conformity with specified performance indicators in the project facilities of same night shelter in any quarter.</li> <li>3. A penalty of Rs. 5,000/- would be payable for the third event of non-conformity with specified performance indicators in the project facilities of same night shelter, in any quarter.</li> <li>4. More than 3 events of non-conformity with specified performance indicators in the project facilities of same night shelter, in any quarter would be deemed as shelter management agency event of default.</li> </ol>
4.	Report number of homeless on road within the service	Number of homeless on road within the service area. Deviation of 10 persons is allowed per night.	<ol style="list-style-type: none"> <li>1. A penalty of Rs. 1,000/- per homeless would be payable for the first event of non-conformity with specified performance indicators in</li> </ol>

	area		<p>the service area in any quarter.</p> <ol style="list-style-type: none"> <li>2. A penalty of Rs. 3,000/- per homeless would be payable for the second event of non-conformity with specified performance in the service area in any quarter.</li> <li>3. A penalty of Rs. 5,000/- per homeless would be payable for the third event of non-conformity with specified performance indicators in the service area in any quarter.</li> <li>4. More than 3 events of non-conformity with specified performance indicators in the service area in any quarter would be deemed as shelter management agency event of default.</li> </ol>
5.	Fees- Charging of fees from users.	No. Fees to be charged by SMAs/NGOs/Organizations.	<ol style="list-style-type: none"> <li>1. A penalty of Rs. 1,000/- would be payable for the first event of non-conformity with specified performance indicators in any quarter.</li> <li>2. A penalty of Rs. 3,000/- would be payable for the second event of non-conformity with specified performance indicators in any quarter.</li> <li>3. A penalty of Rs. 5,000/- would be payable for the third event of non-conformity with specified performance indicators in any quarter.</li> <li>4. More than 3 events of non-conformity with specified</li> </ol>

			performance indicators in any quarter would be deemed as shelter management agency event of default.
6.	Record keeping (as per format prescribed by DUSIB)	Maintain proper record of (i) Inventory of night shelter items; (ii) Attendance register for the caretakers and sweepers; (iii) Cleaning register of night shelter; (iv) Cash Book (v) Complaint register; (vi) Attendance/ Occupancy Register of users; (vii) Visitor registers.	<ol style="list-style-type: none"> <li>1. A penalty of Rs. 1,000/- would be payable for the first event of non-conformity with specified performance indicators of same night shelter, in any quarter.</li> <li>2. A penalty of Rs. 3,000/- would be payable for the second event of non-conformity with specified performance indicators of same night shelter, in any quarter.</li> <li>3. A penalty of Rs. 5,000/- would be payable for the third event of non-conformity with specified performance indicators of same night shelter, in any quarter.</li> <li>4. More than 3 events of non-conformity with specified performance indicators of same night shelter, in any quarter would be deemed as shelter management agency event of default.</li> </ol>

34. In the event the SMAs/NGOs/Organizations do not comply or fall short of performance as per the provisions of the contract, the DUSIB may levy the amount of damages payable by the SMAs/NGOs/Organizations which will be deducted from the payment to be made to SMAs/NGOs/Organizations.

35. The SMAs/NGOs/Organizations will be in touch with local police station and with Beat Constable for the maintenance of law and order in the shelter.

36. The SMAs/NGOs/Organizations will maintain all necessary records and will submit necessary reports as per the directions of DUSIB including sending daily occupancy to the DUSIB control room through SMS from registered mobile which shall be always available with the caregivers/resident caregivers.
37. The SMAs/NGOs/Organizations shall maintain attendance registers for the users coming to the shelters.
38. The SMAs/NGOs/Organizations will also maintain:
  - (a) An attendance registers for the Caregivers/ resident caregivers/ cleaning personal with clear mention of time of reporting and leaving.
  - (b) The SMAs/NGOs/Organizations shall maintain inventory of all the shelter items such as Duries, Blankets, linen etc.
  - (c) The SMAs/NGOs/Organizations shall maintain cleaning register-Time and Date of cleaning of premises and the venue.
39. The selected SMAs/NGOs/Organizations shall be required to enter into an agreement with DUSIB and deposit an amount of Rs 1,00,000/- per shelter as security deposit within 07 days of letter of allotment.
40. Any addition of shelters in the near vicinity, if required by DUSIB, shall be operated and managed by the SMAs/NGOs/Organizations at the same quoted rates and terms & conditions.
41. The SMAs/NGOs/Organizations shall be required to follow and abide by all existing/prevalent Acts/Laws and Orders issued by different Govt bodies including DUSIB.