

Government of NCT of Delhi

Request for Proposal

“Evaluation Study Of the Functioning of Night Shelter (Shelter Homes) In GNCT of Delhi”

**Planning Department
GNCTD
6th Level, B-Wing,
Delhi Secretariat, I.P.Estate,
New Delhi-110002**

06.02.2026

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SACS*

Government of NCT of Delhi
Planning Department
4th and 6th Level, B-Wing, Delhi Secretariat,
IP Estate, New Delhi-110002

Request for Proposal (RFP)

Dated: 06.02.2026

Subject: Request for Proposal (RFP) for Evaluation Study of the Functioning of Night Shelter (Shelter Homes) in GNCT of Delhi- Reg

The Planning Department, GNCT of Delhi intends to engage a Consultancy Agency to carry on an Evaluation Study of the Functioning of Night Shelter (Shelter Homes) in GNCT of Delhi, details of which have been provided in the RFP document.

The Department invites proposals for the said assignment, from national firms/ organizations /institutions, which have requisite experience in this field as detailed in the RFP. The salient features of the study, eligibility criteria and instructions on the bidding process and other details are available in the RFP document uploaded on the Planning Department website (<https://delhiplanning.delhi.gov.in/>) and Government e-Marketplace (<https://gem.gov.in>). Important information and tentative dates are given in Chapter 3 of the RFP.

I am directed to request all interested applicants to log into Government e-Marketplace (GeM) and submit their RFP response online, on or before **27.02.2026, 18:00 hours**. Please note manual / offline bids shall not be accepted.

Rawleen Kaur
Deputy Director
Monitoring & Evaluation Unit
Planning Department GNCT of Delhi
6th Level, B-Wing,
Delhi Secretariat, I.P.Estate,
New Delhi-110002
Email: delhibudget@delhi.gov.in

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Factsheet: Bids Inviting Document for the “Evaluation Study of the functioning of night shelter (Shelter Homes) in GNCTD”

1	Tender ID	F.18(241)/2025-26/Monit/Plg/
2	Tender date	06.02.2026
3	Bid issued by	Planning Department, GNCTD
4	EMD	The EMD of Rs. 30,000/- (Rupees thirtythousand only) in the form of a Demand Draft OR Fixed Deposit Receipt or Bank Guarantee issued by any Nationalized/Scheduled Commercial bank in favour of DDO, Planning Department, GNCTD, payable at New Delhi, and should be valid for 90 days beyond the date of bid submission “As per Rule 170 (i) of GFR 2017, Bid security (also known as Earnest Money) is to be obtained from the Bidders except “Micro and Small Enterprises (MSEs) as defined in MSE procurement policy issued by Department of Micro, Small & Medium Enterprises (MSME) or are registered with Central Purchase Organization or the concerned Ministry or Department (or Startups as recognized by Department for Promotion of Industry and Internal Trade (DPIIT)”.
5	Performance Bank Guarantee (PBG)	Performance Bank Guarantee as mentioned in Appendix V
6	Nodal Officer	
(i)	For Administrative Clarification	Smt. Rawleen Kaur, Deputy Director Email: delhibudget@delhi.gov.in Phone No. 9873453422
(ii)	For Technical Clarification	Sh. Sandeep Kumar, Statistical Officer Email: delhibudget@delhi.gov.in Contact No.: 9899382901
7	Language of Proposal	Proposals should be submitted in English language only
8	Validity of Proposal	Proposals must remain valid for 180 days after the submission date
9	Pre-Bid Conference for queries etc.	13.02.2026 at 11.00 AM
10	Last date of Technical and Financial Bid submission	27.02.2026 by 18.00 hours (If the last date for submission of bid is declared a holiday by the Government and therefore submission of bid is not possible, then the same can be submitted on the next working day before 15.00 hours. Bids receiving after the due date & time will not be considered)
11	Opening of Technical Bid	02.03.2026
12	Opening of Financial Bid	23.03.2026

Chapter 1: Instructions to Bidders

1.1. PREPARATION OF PROPOSAL

i. Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation, conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by PLANNING DEPARTMENT, GNCTD to facilitate the evaluation process or all such activities related to the bid process as well as undertaking field surveys, data analysis, and report preparation.

PLANNING DEPARTMENT, GNCTD will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

ii. Language

The Proposal should be filled by the bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language duly attested by the bidders is to be submitted. For purposes of interpretation of the proposal, the English translation shall govern.

Bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.

1.2. CONSORTIUM

Consortium or sub-letting is not allowed for the evaluation study.

1.3. AWARD CRITERIA

PLANNING DEPARTMENT, GNCTD will award the evaluation study to the successful bidder.

RIGHT TO ACCEPT ANY PROPOSAL AND TO REJECT ANY OR ALL PROPOSAL(S)

PLANNING DEPARTMENT, GNCTD reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder/ bidders on the grounds of PLANNING DEPARTMENT, GNCTD action.

Planning Department, GNCTD will not be responsible for any delay of submission/ delayed delivery of the bids under any circumstance. If the last date for submission of bid is declared a holiday by the Government, then the same can be submitted on the next working day before 15.00 hours. Bids received after the due date and time will not be considered.

1.4. NUMBER OF PROPOSALS

No Applicant or its Associate shall submit more than one Application for the Consultancy/Agency. An Applicant applying individually or as an Associate shall not be entitled to submit another application.

1.5. VERIFICATION OF INFORMATION

Applicants are encouraged to submit their respective Proposals after verification of the documents, reference materials, etc. within the purview of this RFP and the Applicable Laws and regulations or any other matter considered relevant by them.

1.6. AGENCY LOCATION AND ACCESSIBILITY REQUIREMENT

The Agency applying for this assignment must have its Head Office or an operational office in the Delhi-NCR region, to ensure effective coordination, timely communication, and seamless interaction between the Planning Department and the Selected Agency

Chapter 2: Specifications about Night Shelter (Shelter Homes) in GNCT of Delhi

2.1. INTRODUCTION

The Government of NCT of Delhi, through the Delhi Urban Shelter Improvement Board (DUSIB), is responsible for planning, establishing, and managing Night Shelters (Rain Baseras) for the urban homeless population. These shelters form a critical component of Delhi's social protection framework and are implemented in accordance with the National Urban Livelihoods Mission (NULM) guidelines and directions of the Hon'ble Supreme Court of India on the right to shelter as an integral part of the right to life under Article 21 of the Constitution.

Night Shelters are intended to provide safe, dignified, and accessible temporary accommodation to homeless individuals, including pavement dwellers, migrants, elderly homeless persons, women, children, and other vulnerable groups, particularly during extreme weather conditions such as winter, summer, and monsoon. The shelters aim to protect the homeless population from exposure to harsh climatic conditions, violence, and health risks associated with living on the streets.

As per DUSIB norms, night shelters are established with provisions for basic amenities, including safe sleeping space, potable drinking water, toilets, bathing facilities, lighting, electricity, first-aid, and in some cases, cooked food and linkages with healthcare services. Specialised shelters have also been created for women, families, elderly persons, and persons with disabilities to ensure safety and inclusivity. The operation and maintenance of night shelters are carried out through NGOs and Civil Society Organisations (CSOs) empanelled by DUSIB, with defined service standards, monitoring mechanisms, and seasonal expansion during winter months through temporary shelters.

As of the latest Government data, Delhi currently has 197 Shelter Homes at various locations in Delhi. Out of 197, 82 Shelter Homes are Operational in RCC building, 115 Shelter Homes in Porta Cabin structures.

Further operational details, shelter-wise data, and contractual arrangements (if required) shall be shared with the successful bidder.

2.2. Evaluation of Night Shelters for Urban Homeless

Objectives for the Evaluation

The primary aim of this evaluation study is to assess the effectiveness, adequacy, and impact of Night Shelters in Delhi in addressing homelessness, enhancing safety, and ensuring dignified living conditions for the urban homeless population. The study will evaluate the implementation processes, service quality, coverage, and governance mechanisms of night

shelters, and examine whether the intervention serves as an effective policy instrument for urban social protection and inclusion.

The objectives of the evaluation study are outlined below:

I. Direct Benefits of Night Shelters

- a) To assess the role of night shelters in providing safe and secure temporary shelter to homeless individuals.
- b) To evaluate the adequacy of infrastructure, bedding, sanitation, drinking water, cooked food and lighting facilities provided at shelters.
- c) To assess whether shelters effectively protect residents from extreme weather conditions, health risks, and street-based violence.
- d) To examine the accessibility of shelters in terms of location, timing, entry norms, and inclusiveness.
- e) To study the reach of night shelters among different categories of homeless persons, including elderly, women, children, persons with disabilities, and seasonal migrants.

II. Indirect Benefits of Night Shelters

- a) To evaluate whether access to shelters reduces health vulnerabilities, including respiratory illnesses, infections, and malnutrition.
- b) To assess the role of shelters in reducing social exclusion, fear, and psychological stress associated with street homelessness.
- c) To examine linkages facilitated through shelters with healthcare services, de-addiction programmes, identity documentation, and welfare schemes.
- d) To evaluate whether night shelters contribute to improved safety for women and elderly homeless persons.
- e) To assess the role of shelters as an entry point for rehabilitation, skill development, and livelihood support under urban poverty alleviation programmes.

III. Broader Policy and Governance Implications

- a) To evaluate the effectiveness of planning, location mapping, and capacity allocation of shelters for the homeless population.
- b) To assess whether outreach mechanisms, including night outreach teams and awareness drives, are effective in mobilizing homeless persons to use shelters.
- c) To examine the grievance redressal mechanisms available to shelter residents and their responsiveness.
- d) To identify gaps in coverage, infrastructure, staffing, or service delivery and suggest policy and operational improvements.
- e) To explore mechanisms for better coordination between DUSIB, health departments, social welfare agencies, police, and NGOs.
- f) To recommend strategies for transitioning from temporary shelter-based support to long-term housing, rehabilitation, and social reintegration, in alignment with national urban housing and homelessness policies.

Chapter 3: Methodology and Timelines

3.1. Proposed Methodology

The evaluation of the functioning of Night Shelter (Shelter Homes) in GNCT of Delhi shall adopt a mixed-methods approach combining:

- Quantitative survey of shelter residents
- Structured facility assessment of shelters
- Qualitative interviews with key stakeholders

to ensure a comprehensive assessment of coverage, processes, adequacy, satisfaction, and challenges.

Data collection tools will include a **structured beneficiary's questionnaire**, a **shelter facility assessment checklist**, **key informant interviews** with DUSIB officials and NGO operators and with Vulnerable groups (women, elderly, PwDs, migrants).

The bidder is expected to propose a robust methodology aligned with the objectives and research questions of the study.

3.2. Sample Size for in person surveys:

To provide accessible temporary accommodation to homeless individuals in Delhi, there are 197 Shelter Homes in 13 districts providing for basic amenities, including safe sleeping space, potable drinking water, toilets, bathing facilities, lighting, electricity, first-aid etc. to conduct an evaluation of Stratified, multi-stage sampling approach may be taken to ensure representation of – District, Shelter type (RCC, Porta Cabin) and Vulnerable groups (women, elderly, PwDs, migrants). All 197 Shelter Homes covering on an average of 10 beneficiaries making it a total of approximately 2000 beneficiaries with proper representation of women, elderly, disabled and seasonal migrants and 2-3 key stakeholder/caretaker per Shelter Home and prepare a checklist of the available facilities in each Shelter Home.

However, it is essential to note that these numbers are indicative, and that the Agency may suggest any other methodology best suited to meet the aforesaid objectives of the evaluation, if any. The methodology shall be finalized after approval of the competent Authority.

3.3. PROPOSED TEAM COMPOSITION

The survey team would comprise of a minimum of 25 Surveyors (either Graduates or equivalent Diploma Holders). Each surveyor shall be responsible for covering one shelter home per day and prepare a checklist of available facilities in each Shelter Home within a span of 12 days including the buffer period, to adequately cover a total of approximately 2000 beneficiary with proper representation of women, elderly, disabled and seasonal migrants and 2-3 key stakeholder/caretaker per Shelter Home to oversee the facilities in Shelter Homes. A minimum of one Supervisor shall be deployed to lead and oversee each team consisting of five Surveyors, in order to streamline field

operations, monitor daily progress, and ensure that the survey is conducted smoothly and in accordance with the prescribed methodology and quality standards.

3.4. **TIMELINE**

S. No.	Particulars	Tentative Deadline	Tentative Time Period
1	Launching of RFP/ Bid	06.02.2026	-
2	Last date to send pre-bid queries	09.02.2026	03 Days
3	Pre-Bid Conference for queries etc.	13.02.2026	04 Days
4	Last date for submission of Technical and financial bids	27.02.2026	14 Days
5	Opening of Technical bids	02.03.2026	03 Days
6	Presentation by the Applicants	12.03.2026 and 13.03.2026	10 Days
7	Declaration of Result on GeM and replies for representations, if any	17.03.2026	04 days
8	Opening of Financial bids	23.03.2026	06 Days
9	Issue of Letter of Award and Signing of Agreement with selected agency	02.04.2026	10 days
10	Finalization of Questionnaire and set up of mobile/ web application for field survey	10.04.2026	08 Days
11	Submission of Inception Report	16.04.2026	06 Days
12	Training & Piloting of the survey. Modification of schedule based on feedback.	23.04.2026	07 Days
13	Completion of field work	04.05.2026	11 Days
14	Data Scrutiny & Cleaning	11.05.2026	07 Days
15	Compilation and Analysis of data and submission of draft report	25.05.2026	14 Days
16	Submission of Final Report	Within 07 days of providing comments by Planning Department	-

3.5. **SCHEDULES FOR SURVEY**

Questionnaires are to be prepared by the selected agency in consultation with the DUSIB (Nodal Agency) and Planning Department, GNCTD. The same shall be finalized by the Executive-cum-Technical Committee.

Chapter 4: CRITERIA FOR EVALUATION

A. Evaluation of Technical Proposals

In the first stage, the Technical Proposal will be evaluated based on Applicant's experience, its understanding of TOR, proposed methodology and Work Plan, and the experience and qualifications of the proposed Key Personnel. Only those Applicants whose Technical Proposals get a score of 70 (seventy) marks or more (including presentation) out of 100 (one hundred) shall qualify for further consideration and shall be ranked from highest to the lowest based on their technical score (ST). Further, As per Rule 170 (i) of GFR 2017, Bid security (also known as Earnest Money) is to be obtained from the Bidders except "Micro and Small Enterprises (MSEs) as defined in MSE procurement policy issued by Department of Micro, Small & Medium Enterprises (MSME) or are registered with Central Purchase Organization or the concerned Ministry or Department (or Startups as recognized by Department for Promotion of Industry and Internal Trade (DPIIT). No relaxation shall be given on other criteria/parameters other than the Earnest Money.

The scoring criteria to be used for evaluation shall be as follows.

S. No.	Parameter	Maximum Marks	Criteria
1.	Relevant Experience	50	a) Value of Assignments (Maximum Marks: 30): Marks shall be awarded based on the average value of assignments undertaken during the last three years. • No Assignment → 0 marks • Below ₹5 Lakhs → 10 marks • ₹5-12 Lakhs → 15 marks • ₹12-20 Lakhs → 20 marks • Above ₹25 Lakhs → 30 marks (Full Marks) b) Similar study/Project (Max. Marks: 20) • No Similar Study → 0 marks • 1 study → 10 marks • 2-3 studies → 15 marks • more than 3 studies → 20 marks
2.	Resource/ Capacity	20	a) Average Annual Turnover during the last 3 Financial Years (Maximum 10 marks) • Below ₹25 Lakhs: Not Eligible • ₹25-40 Lakhs: 5 marks • Above ₹40 Lakhs: 10 marks (Full Marks) b) Manpower Strength: Permanent Professional/Technical Staff on Payroll (Maximum 10 marks) (also attach copy of the return filed with ESIC)

			• Below 05:0 marks • 5–10 qualified professionals on permanent basis: 5 marks • More than 10 qualified professionals on permanent basis: 10 marks (Full Marks)
3.	Methodology and Work Plan	30	Evaluation will be based on the quality of submissions, and the presentation made by the Applicant.
TOTAL		100	

Note: Only those agencies securing a minimum of 40 marks out of 70 marks (i.e., under Relevant Experience and Resource/Capacity) in the criteria other than Methodology and Work Plan shall be shortlisted and invited for the presentation.

4.1. Key Personnel:

The agency shall form a multi-disciplinary team for undertaking this assignment. The team shall consist of the following key personnel (the “Key Personnel”) who shall discharge their respective responsibilities as specified below:

S. No.	Key Personnel	Relevant Experience	Minimum Educational Qualification	Responsibilities
1.	Program Manager / Team Leader	7 Years	Bachelor's Degree (or equivalent)	Lead and coordinate the evaluation team; ensure timely, high-quality deliverables; guide data analysis and reporting; liaise with senior officials of the Planning Department, GNCTD.
2.	Monitoring & Evaluation Expert	5 Years	Master's Degree (or equivalent) in Economics/Statistics or related discipline	Design analysis plans and data tools; ensure data quality; conduct econometric/statistical analysis; provide research and economic insights.
3.	Research Analyst/ Statistician	3 Years	Master's Degree (or equivalent) in Statistics/Operational Research/Applied Statistics	Conduct secondary research and meta-analysis; assist in data collection, cleaning, and management; support research and analysis activities, validate data accuracy; support field survey operations; provide analytical insights.
5.	Field Supervisor	3 Years	Bachelor's Degree (or equivalent)	Supervise field operations; coordinate survey teams; ensure adherence to protocols and data quality standards.

B. Shortlisting of Applicants

The technically qualified applicants shall be short-listed for financial evaluation in the second stage as per relevant rules contained in GFR-2017. No relaxation shall be given on other criteria/parameters other than the Earnest Money Deposit covered under Rule 170 (i) of GFR 2017.

C. Evaluation of Financial Proposals

In the second stage, the financial evaluation will be carried out as per this Clause. The financial score (SF) for the applicant will be arrived at based on the formula given in this Clause below.

For financial evaluation, the total cost indicated in the Financial Proposal will be considered.

The Authority will determine that the Financial Proposals are complete, unqualified and unconditional. The cost indicated in the Financial Proposal shall be deemed as final and reflecting the total cost of services. Omissions, if any, in costing any item shall not entitle the agency to be compensated and the liability to fulfill its obligations as per the TOR within the total quoted price shall be that of the agency. The lowest Financial Proposal (FMin) will be given a financial score (SF) of 100 points. The financial scores of other proposals will be computed as follows:

$$SF = 100 * \frac{FMin}{F}$$

(F = amount of Financial Proposal)

D. Combined and Final Evaluation

Proposals will finally be ranked according to their combined technical (ST) and financial (SF) scores follows:

$$S = ST \times Tw + SF \times Fw$$

Where, S is the combined score, and Tw and Fw are weights assigned to Technical Proposal and Financial Proposal, which shall be 0.70 and 0.30 respectively. The "Selected Applicant" shall be the **first ranked Applicant (having the highest combined score)**. The Authority reserves the right to take action as per the Bid Security Declaration in accordance with the provisions given below as **NOTE**, in case the first-ranked Applicant withdraws, or fails to comply with the requirements specified as the case may be.

NOTE:

1. The Applicant, by submitting its Application pursuant to this RFP, shall be deemed to have acknowledged that without prejudice to the Authority's any other right or remedy hereunder or in law or otherwise, the Authority reserves the right to forfeit the bid security or take action as per the Bid Security Declaration for, inter alia, the

time, cost and effort of the Authority in regard to the RFP including the consideration and evaluation of the Proposal under the following conditions:

- a) If an Applicant submits a non-responsive Proposal;
 - b) If an Applicant withdraws its Proposal during the period of its validity as specified in this RFP and as extended by the Authority from time to time or fails to submit the required documents;
 - c) In the case of the Selected Applicant, if the Applicant fails to reconfirm its commitments;
 - d) In the case of a Selected Applicant, if the Applicant fails to sign the Agreement or commence the assignment; or
2. Only fixed price financial bids indicating total price for all the deliverables and services specified in this RFP will be considered.
 3. The bid price in INR should include all taxes & levies.
 4. Any conditional bid would be rejected.
 5. If a firm quotes NIL charges/consideration, the bid shall be treated as unresponsive and will not be considered.
 6. Errors & Rectification: Arithmetical errors will be rectified on the following basis: if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail.

Chapter 5: General Conditions of Contract

The other general terms and conditions applicable to proposals under this Scheme will be:

- i. Proposals submitted after the due date will not be accepted.
- ii. No Proposal shall be modified, substituted, or withdrawn by the Applicant on or after the Proposal Due Date.
- iii. The assignment should be completed within the time stipulated in the agreement. 1% penalty of the agreed cost of the study for everyday of delay will attract (to be paid by the Bidder) in either of the two milestones i.e. (i) Completion of survey and interviews and (ii) Submission of draft report. The Planning Department, GNCTD, if finds appropriate, may condone the penalty after recording the reasons in writing thereof.
- iv. The Government shall not pay any extra amount for any escalation in the cost of the assignment beyond the time period stipulated in the agreement.
- v. The total fee for the study as agreed with the organization will include GST and other taxes, if any, and the liability of payment of the taxes will be of the agency conducting the study.
- vi. The data & draft/ final reports and the contents thereof would be the intellectual property of the Government and would not be used/published by the agency/vendor.
- vii. If the performance of the agency/vendor during the course of the study is not found to be satisfactory, the work award can be terminated and the performance guarantee will be invoked and the amount already paid to the agency/vendor will be recovered as per extant rules.
- viii. The raw data/ processed data/ findings should not be disclosed by the agency/vendor to any third party.
- ix. The raw data/ processed data/ findings shall be submitted to the Government.
- x. Planning Department, GNCT of Delhi reserves the right to reject any proposal without assigning any reason thereof.
- xi. In case of any dispute or the second party fails to perform the services or to comply with their other obligations as mentioned in the RFP, the second party shall be liable to refund all sums to the first party. The parties shall make every effort to resolve any disagreement or dispute arising between them by direct informal negotiations only. If after thirty days from the commencement of such informal negotiations, the parties have been unable to amicably resolve the dispute or differences, either party shall require that such dispute be settled by arbitration in accordance with the Arbitration & Conciliation Act, 1996 – at present in force. The arbitration shall take place before a sole arbitrator, to be appointed by the First Party in consultation with Second Party. The place of arbitration shall be Delhi.

Chapter 6: Documents Required and Report Writing

6.1. The willing agency may submit proposal along with following documents:

- i. Certificate of registration of agency.
- ii. Filled in form at Appendix I (Particulars of Bidder).
- iii. The EMD of Rs. 30,000/- (Rupees Thirty thousand only) in the form of a Demand Draft OR Fixed Deposit Receipt (FDR) or Bank Guarantee issued by any Nationalized/Scheduled Commercial bank in favour of DDO, Planning Department, GNCTD, payable at New Delhi, which should be valid for 90 days from the date of bid submission.

6.2. Documents Required for Technical Evaluation

I. Relevant Experience (50 Marks)

- a) Value of Assignments (Max 30 Marks):
 - Copies of Work Orders and Completion Certificates clearly indicating the assignment title, client, project cost, and completion status.
 - Certificate proof of value for each eligible assignment.
- b) Similar Studies / Projects by Cost (Max 20 Marks):
 - Copies of Work Orders and Completion Certificates for at least one similar study/project showing the project value in the required range.

II. Resource / Capacity (20 Marks)

- c) Average Annual Turnover (Max 10 Marks):
 - Copies of Audited Balance Sheets along with CA-certified Turnover Certificates for the last three financial years.
- d) Manpower Strength (Max 10 Marks):
 - Organizational chart showing key technical and professional staff.
 - List of qualified professionals on payroll with designations and qualifications.
 - Proof of employment such as EPF registration, salary slips, or HR records.

III. Total Marks: 100 (It includes presentation on Methodology and Work Plan)

6.3. Particulars of Key Personnels mentioned in Chapter 4 clause 4.2 should be furnished in accordance with the Appendix IV.

6.4. INDICATIVE REPORT STRUCTURE

The final Evaluation Report should cover the following aspects:

- 1) Preface
- 2) Executive Summary
- 3) Scheme Overview
 - a) Brief background
 - b) About the Schemes
 - c) Scheme Objectives
 - d) Implementation mechanisms
 - e) Intended contribution to SDGs.
- 4) Study Objectives
- 5) Study Approach & Methodology
 - a) Overall approach
 - b) Field Study methodology
 - I. Qualitative
 - II. Quantitative
 - a) Sampling - Geographical coverage & respondent profile
 - b) Sample size
 - c) Sample selection
 - d) Tools
- 6) Analysis & Observations
- 7) Conclusions
 - a) Summary of the findings
- 8) Recommendations
- 9) References & Appendices

Chapter 7: Payment Terms & Schedule

7.1.PAYMENT SCHEDULE

The payment schedule linked to the specified deliverables above is given below:

S.No:	Description of Deliverables	Payment Plan
1.	On Receipt of Inception Report	10%
2.	After completion of survey and submission of draft report	20%
3.	After approval of final Report	70%
Total		100%

7.2. EARNEST MONEY DEPOSIT (EMD)

Bidders shall deposit the EMD of Rs. 30,000/- (Rupees Thirty thousand only) in the form of a Demand Draft or Fixed Deposit Receipt or Bank Guarantee issued by any Nationalized/Scheduled Commercial bank in favour of DDO, Planning Department, GNCTD, payable at New Delhi, and should be valid for 90 days beyond the date of bid submission.

“As per Rule 170 (i) of GFR 2017, Bid security (also known as Earnest Money) is to be obtained from the Bidders except “Micro and Small Enterprises (MSEs) as defined in MSE procurement policy issued by Department of Micro, Small & Medium Enterprises (MSME) or are registered with Central Purchase Organization or the concerned Ministry/Department(or Startups as recognized by Department for Promotion of Industry and Internal Trade (DPIIT)””.

EMD of all unsuccessful bidders would be refunded by PLANNING DEPARTMENT, GNCTD within 30 days of the notifying the bidder as unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.

The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.

The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.

The EMD may be forfeited:

- If a bidder withdraws its bid before selection of successful bidder.
- In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

Chapter 8: INSTRUCTIONS TO SUCCESSFUL BIDDER

8.1. Performance Guarantee

PLANNING DEPARTMENT, GNCTD will require the selected bidder to provide an irrevocably, unconditionally Performance Bank Guarantee, within 5 days from the Notification of award, for a value equal to 5% of total contract value. The Performance Guarantee shall contain a claim period of sixty days beyond the date of completion of all contractual obligations. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of evaluation study. In case the selected bidder fails to submit performance guarantee within the time stipulated, PLANNING DEPARTMENT, GNCTD at its discretion may cancel the order placed on the selected bidder without giving any notice. PLANNING DEPARTMENT, GNCTD shall invoke the performance guarantee in case the selected Agency fails to discharge their contractual obligations during the period or PLANNING DEPARTMENT, GNCTD incurs any loss due to Vendor's/Agency's negligence in carrying out the project implementation as per the agreed terms & conditions.

8.2. Award of work

After PLANNING DEPARTMENT, GNCTD notifies the successful bidder that its proposal has been accepted, PLANNING DEPARTMENT, GNCTD shall issue a letter for award of work with specific terms and conditions.

APPENDICES

Government of N.C.T. of Delhi
Planning Department
6th Level, B-Wing, Delhi Secretariat, I.P. Estate, New Delhi-110002

F.No.18(243)/2025-26/Monit/Plg/

Dated: -

From
Director (Planning)
Planning Department, GNCT of Delhi
To
Qualified Bidder

Subject: Award of Contract "Evaluation Study of the functioning of night shelter (Shelter Homes) in GNCT of Delhi"

Sir,

With reference to your letter no..... Dated, Planning Department, GNCT of Delhi is pleased to accept your offer **"Evaluation Study of the functioning of night shelter (Shelter Homes) in GNCT of Delhi"**.

On the price quoted by you. Acceptance of this offer constitutes an agreement between name of qualified bidder and the Director (Planning).

The agreement is for the **"Evaluation Study of the functioning of night shelter (Shelter Homes) in GNCT of Delhi"** for all the terms and conditions specified in the RFP.

Through this agreement, you are requested to submit an irrevocable, unconditional Performance Bank Guarantee, within 5 days from the issue of this letter, for a value equal to 5% of total contract value and start the evaluation study as per the schedules provided to you.

This letter shall form a part of the agreement. A duplicate copy of this award letter is enclosed herewith. This letter may be returned duly signed along with each page of RFP to this office as a token of acceptance and acknowledgment within seven days of issuance of award of work along with the above indicated Performance Bank Guarantee.

Yours faithfully,

(D.B. Gupta)
Director (Planning)

Copy for information to:

1. PS to Additional Chief Secretary (Planning), GNCTD
2. DD (M&E), Planning Department, GNCTD
3. DD (Admn.), Planning Department, GNCTD
4. Sh. Jay Prakash, Gandhi, Nodal Officer DUSIB.
5. DDO/AO, Planning Department, GNCTD
6. Guard Files

Particulars of the Bidder

S.No.	Information Sought	Details to be Furnished
1	Name and complete address of the bidding Agency (Attach Certificate of Registration / Incorporation Certificate bearing address of the Agency)	
2	Local address, if any, of the bidding agency (In NCR) (Attach copy of the Utility Bill / Registered Rent Agreement/GST Registration)	
3	Incorporation status of the agency (public limited / private limited, etc.) (Attach Certificate of Incorporation / Memorandum of Association)	
4	Year of Establishment of agency (Attach Certificate of Incorporation / Registration)	
5	Name, Address, email, Phone nos. and Mobile no.s of Contact Person(s) with designation (Attach Authorization letter / Contact Details Declaration on Agency Letterhead)	
6	Number of evaluation study reports submitted till date (List of Reports with Work Orders and Completion Certificates) (Last 03 years)	
7	Number of evaluation study conducted for Govt./PSUs (List of Reports with Work Orders and Completion Certificates) (Last 03 years)	
8	Whether the agency has done any similar evaluation study, please specify (Copy of Latest Evaluation Report along with Work Order and Completion Certificate) (Last 03 years)	
9	Name the latest evaluation study report carried out by the agency (Copy of Latest Evaluation Report along with Work Order and Completion Certificate)	
10	Name the surveys/studies in hand with agency at present (List of Ongoing Projects with Work Orders)	

Performance Bank Guarantee

Appendix III

To

Director,
Planning Department, GNCTD,
6th Level, B Wing, Delhi Secretariat, IP Estate
New Delhi 110002

WHEREAS

of _____ bidder) has undertaken, _____ Agreement (Name
dated, _____ No.
2025

(Description of Services) hereinafter called "the Agreement".

AND WHEREAS it has been stipulated by you in the said Agreement that the agency/firm/company selected shall furnish you with a Bank Guarantee by a nationalized bank/scheduled commercial bank for the sum specified therein as security for compliance with the performance obligations in accordance with the Agreement.

AND WHEREAS we have agreed to give the agency/firm/company a guarantee: -

THEREFORE, WE (Name of the Bank), hereby, affirm that we are Guarantors and responsible to you, on behalf of firm (herein after referred to "**the Second Party**" up to a total of _____ (Amount of the guarantee in Words and Figures) and we hereby absolutely undertake to immediately pay you, upon your first written demand declaring the Second Party to be in default under the Agreement and without cavil or argument, any sum or sums within the limit of _____ as 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 the _____ day of _____.

This Bank Guarantee shall be **irrevocable, unconditional** & shall incorporate in accordance with the laws of India.

We represent that this Bank Guarantee has been established in such form and such content that is fully enforceable in accordance with its terms as against the Guarantor Bank in the manner provided herein.

The Guarantee shall not be affected in any manner by reason of merger, amalgamation, restructuring or any other change in the constitution of the Guarantor Bank.

Date Signature and Seal of Guarantors
Address: _____

Particulars of Key Personnel**Details of Key Personnel .**

1.	Designation	
2.	Name	
3.	Date of Birth	
4.	Nationality	
5.	Educational Qualification (clearly mentioning the subject)	

6.	Employment Record/ Professional experience (Starting with present position, list in reverse chronological order every employment held)			
S.No.	Name of Firm	Designation	Start Date	End Date
1.				
2.				
3.				
...				
...				

Certification:

- a) I am willing to work on the Project and I will be available for the entire duration of the Project assignment as required.
- b) I, the undersigned, certify that to the best of my knowledge and belief, these details correctly describe me, my qualifications and my experience.

Place.....

(Signature and name of the Key Personnel)

(Signature and name of the authorized signatory of the Applicant)

Annexure

Evaluation Framework: Proposed Methodology and Work Plan

(Maximum Marks: 30)

PPT is to be made under these lines: -

- I. Understanding of Terms of Reference (TOR)
- II. Methodology and Approach
- III. Data Collection Plan
- IV. Quality Assurance Measures
- V. Work Plan and Timelines
- VI. Team Composition and Role Clarity
- VII. Translation of Findings into Recommendations