

STATE URBAN DEVELOPMENT AGENCY (SUDA), Uttar Pradesh

Expression of Interest (EOI)

Expression of Interest (EOI) for short listing / selection of HR Agencies as service provider (for procurement of Experts & Community Organizers to deploy them at SUDA/DUDA/ULB on his Pay roll) for State Mission Management Unit (at SUDA, Lucknow) / City Mission Management Unit (at 82 Cities - all District head quarter cities & 1 lakh population cities) of Uttar Pradesh under National Urban Livelihood Mission (NULM)



State Urban Development Agency (SUDA), Uttar Pradesh
Nav Chetna Kendra, 10 Ashok Marg, Lucknow – 226 001
Phone: 0522-2286709 Fax- 0522-2286711
Website: <http://www.sudaup.org>

Uttar Pradesh State Urban Livelihoods Mission
State Urban Development Agency (SUDA), Uttar Pradesh
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The Uttar Pradesh State Urban Livelihood Mission invites "Expression of Interest" from the eligible registered agencies to submit their interest for providing services for "**Human Resource Management Agency**" at State Mission Management Unit (SMMU), City Mission Management Unit (CMMU) of Uttar Pradesh State Urban Livelihoods Mission.

Interested agencies may submit their "Expression of Interest" in a sealed envelope clearly superscripted as Expression of Interest for "**Human Resource Management Agency**" addressed to the Mission Director on the above address latest by **15.30 hours on 19 August 2014**. The agencies may obtain further information about Terms of Reference, qualification criteria and procedure for submitting the Expression of Interest at www.sudaup.org.

Interested Agencies may download the complete EOI Document, from Tender/EOI section on the website <http://www.sudaup.org> from 29/07/2014 onwards.

Interested agency may submit their proposals along with a **non-refundable Demand Draft of Rs.10,000/- (Rupees Ten thousand only) drawn in favor of Mission Director, State Urban Livelihood Mission, Uttar Pradesh payable at Lucknow**, towards the cost of EOI Document. No liability will be accepted for downloading the incomplete document.

"Expression of Interest" will be opened on 19th August 2014_at 4.00 pm in the meeting hall of the office of SUDA, UP. The Mission Director has all rights reserved to cancel the EOI without citing any reason.

**Mission Director, NULM
&
Director, SUDA, U.P.**

TABLE OF CONTENTS		
1.	BACKGROUND	4
2.	ABOUT NATIONAL URBAN LIVELIHOODS MISSION (NULM)	4
3.	ABOUT NATIONAL MISSION MANAGEMENT UNIT (NMMU)	5
4.	SCOPE OF WORK	6
5.	PAYMENT TO TECHNICAL EXPERTS	6
5.1	Remuneration	6
6.	DELIVERABLES BY THE AGENCY	6
7.	MINIMUM ELIGIBILITY/QUALIFYING CRITERIA FOR THE SUBMISSION OF EOI BY THE AGENCIES	7
8.	EVALUATION CRITERIA FOR THE EOIS	7
9.	DOCUMENTS TO BE SUBMITTED AS PART OF EOI	8
10.	TERMS AND CONDITIONS	8
10.1	Amendments to the EoI	8
10.2	Language of EoI	8
10.3	Disqualification of EOIs	8
10.4	SUDA, UP reserve the right to the following	8
11.	SUBMISSION OF EOI	9
	ANNEXURE A - PROPOSAL FORMAT	10
	ANNEXURE B - NAME OF SELECTED CITIES UNDER NULM IN UP	13
	ANNEXURE C - DETAILED TERMS OF REFERENCE FOR SMMU & CMMU POSITIONS	15
	APPENDIX-I: COVERING LETTER ON AGENCY LETTERHEAD	24
	APPENDIX-II: DECLARATION STATEMENT ON LETTER HEAD	25
	APPENDIX-III : STANDARD FORMATS OF CURRICULUM VITAE (CV) FOR SENIOR MANAGEMEN	25

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1. BACKGROUND

The State Urban Development Agency (SUDA), Uttar Pradesh intends to set up a State Mission Management Unit (SMMU) at Luck now & City Mission Management Unit (CMMU) at Selected 82 cities (list of cities are provided in **Annexure-B**) of Uttar Pradesh to provide focused support for the implementation of its scheme – National Urban Livelihoods Mission (NULM). The objective is to efficiently and effectively manage, coordinate, and monitor the implementation of NULM by providing programmatic support to the State Urban Livelihood Mission (SULM), Ministry of Urban Employment & Poverty Alleviation, Govt. of Uttar Pradesh. The SMMU & CMMU would operate under the overall supervision and guidance of the State Mission Director of NULM and Director SUDA. The SMMU would be positioned in State Urban Development Agency (SUDA), Uttar Pradesh, Lucknow Office and CMMU would be positioned in the selected cities of Urban Local Bodies office / District Urban Development Agency (DUDA).

2. ABOUT NATIONAL URBAN LIVELIHOODS MISSION (NULM)

The mission of National Urban Livelihood Mission (NULM), a flagship programme of the Ministry of Housing and Urban Poverty Alleviation, is to reduce poverty and vulnerability of the urban poor households by enabling them to access gainful self-employment and skilled wage employment opportunities, resulting in an appreciable improvement in their livelihoods on a sustainable basis, through building strong grassroots level institutions of the poor. The important strategies followed by NULM are:

- i. Building skills to enable access to growing market-based job opportunities offered by emerging urban economies;
- ii. Training for and support for the establishment of micro-enterprises by the urban poor – self and group;
- iii. Building capacity of the urban poor, their institutions and the machinery involved in the implementation of livelihoods development and poverty alleviation programmes.
- iv. Ensure availability and access of the urban homeless population to permanent 24- hour shelters
- v. Support to Urban Street Vendors

The National Urban Livelihoods Mission (NULM) will have a three-tier interdependent structure for implementation of the programme. NULM will be headed by a Mission Director at the national level; State Urban Livelihoods Mission (SULM) will be headed by a State Mission Director at the state level; and a City Project officer (CPO) will be headed by at the city level. These tiers of NULM will be closely interlinked and guided by the common objective of promoting sustainable livelihoods of the poor and work with the goal of eradication of urban poverty and empowerment of the urban poor. For the purpose, NULM lays emphasis on promotion of professionally competent and dedicated implementation team structures at national, state and city levels viz., National Mission Management Unit (NMMU), State Mission Management Unit (SMMU) and City Mission Management Unit (CMMU) respectively for managing and supporting all mission activities.

3. ABOUT STATE MISSION MANAGEMENT UNIT (NMMU) & CITY MISSION MANAGEMENT UNIT (CMMU)

State Mission Management Unit (SMMU), a dedicated support team at State level, will be established to support Mission Director in implementation and monitoring of the NULM. SMMU will be staffed with 06 technical specialists having expertise in various fields like Social Mobilisation and Institution Development, Shelters and Social Infrastructure, Skills and Livelihoods, Financial Inclusion & Micro Enterprises, HR & Capacity Building and MIS & ME. The SMMU will ensure effective coordination with cities and will provide directions and hand holding support to them.

City Mission Management Unit (CMMU), a dedicated support team at City level, will be established to support City Project Officer (CPO) in implementation and monitoring of the NULM. City Mission Management Units (CMMUs) will have with two experts in cities below 3 lakh population, three experts in cities with a population of 3 to 5 lakh and four experts in cities having more than 5 lakh population. Technical specialists having expertise in various fields like Social Development & Infrastructure, Skills and Livelihoods, Financial Inclusion & Micro Enterprises, MIS & ME. The CMMU will ensure effective coordination with COs, ROs and effective implementation of NULM.

Community Organisers (COs) will also be appointed in the city. Each CO will cover at least 3000 urban poor families. COs should be recruited as per the requirement at city level subject to availability of funds. However, at least one CO should be positioned in every city covered under NULM.

The overall responsibilities of the SMMU will include, but not be limited to, the following:

- a. To facilitate implementation of NULM in the state through ULBs
- b. To facilitate establishment of CMMUs at city level
- c. To provide professional and technical inputs on specific components of NULM
- d. To prepare Urban Poverty Reduction Strategy/Livelihood Development Plan for the state
- e. To support cities in preparation of City Livelihood Development Plans
- f. To coordinate and develop convergence with other Missions and programmes in the state
- g. To organize state level capacity building programmes, workshops, seminars and cross-learning visits etc. of key government staff as well as technical experts involved in implementation of NULM at CMMU and SMMU levels
- h. To document the progress and process of implementation and best practices of NULM
- i. To undertake/commission studies to assess the impact of the NULM

- j. To coordinate with various departments of state government, central government, banks and such organisations to help implementation of NULM at the state level.

CMMU will be responsible for implementing the Mission's programmes in the city following the NULM guidelines, developing and implementing City/Town Livelihood Development Plan and the administration and finance of NULM in the city.

The list of positions and Terms of Reference (ToR) for Technical Experts at SMMU, CMMU & COs at city level is provided in **Annexure C**.

4. SCOPE OF WORK

SULM will hire the services of agency that will undertake the requisite deployment of professional staff to perform the role of the SMMU at State level and CMMU at the selected Cities. The selected agency will accordingly place the technical experts at SMMU & CMMU to support the implementation of NULM. This SMMU will be housed in SUDA, UP, Lucknow and CMMU will be housed in selected cities (list provided in **Annexure-B**).

4.1 The selected agency will be responsible for deploying technical experts required at State and City level as per details provided in **Annexure-C**.

4.2 Terms of Reference (ToR) for each technical expert position at SMMU & CMMU including qualification and experience is provided in **Annexure B**. However, the job description provided is indicative in nature and may change as per the requirement of the NULM & other Poverty Alleviation programme implemented by SUDA.

4.3 The technical experts deployed by the selected agency for the SMMU & CMMU will be dedicated full time staff and will be stationed at SUDA, UP and selected ULB/Cities. The day to day work of the technical experts will be assigned by Mission Director, SULM and City Project Officer/Project Director, DUDA or any other officer designate by Mission Director, SULM for this purpose. All the monitoring and reporting aspects of the technical experts will be under the control and supervision of Mission Director, SULM.

4.4 The selected agency will provide the services of only those experts who fulfill the eligibility criteria prescribed. SULM will conduct one to one discussions with the experts provided by the selected agency to ensure suitability of the technical experts. SULM has right to reject the list of experts provided by the agency in case they are not found suitable as per criteria.

5. PAYMENT AND WORKING ARRANGEMENTS TO TECHNICAL EXPERTS

5.1 Remuneration

- i. The agency will be paid maximum of Rs. 75,000 per month (for SMMU experts), Rs. 60,000 per month (for CMMU experts) and Rs. 10,000 per month (for COs) for the services of each technical expert. In addition, TA and DA for technical experts as per the norms of State Government to be fixed by SULM will be paid.
- ii. The rates of remuneration paid to technical experts may be reviewed, if necessary, after two years and suitably modified as per the market conditions prevailing at that point of time subject to maximum of 10% of the salary paid.
- iii. No additional payment for insurance cover, EPF etc will be paid to the agency.
- iv. No separate management fee will be provided to the agency

6. DELIVERABLES BY THE AGENCY

The agency is responsible for the following deliverables apart from the job descriptions mentioned:

- i. Provide technical experts for 1 year as per the ToR given in the EoI, Which will be extended for more years on the basis of satisfactory performance.
- ii. To keep the technical experts in position by the date mentioned in the RFP.
- iii. To provide suitable replacement within 30 days, in case any of the technical experts leaves the job. Beyond that period, the agency will be charged a fine which may be up to a maximum of Rs. 3,000 per day.

7. MINIMUM ELIGIBILITY/QUALIFYING CRITERIA FOR THE SUBMISSION OF EOI BY THE AGENCIES

Following are the essential qualifying criteria for agency to qualify for the assignment :

1. The agency should be registered since 3 years under Company Act 1956 & registered in Labour Department under Labour Act 1970. Both copies of Registration certificate should be furnished.
2. Agency should have minimum average annual turnover of Rs. 10 Cr. for last 3 financial year (ie. 2011-2012, 2012-2013, & 2013-2014). Audited balance sheet and profit & loss a/c should be furnished along with proposal.
3. The agency should not have been blacklisted by any state government, central government or any other public sector undertaking or a corporation as on the date of EoI. An undertaking to this effect should be submitted.

8. EVALUATION CRITERIA FOR THE EOIs

The criteria for evaluation for the proposals received in response to Expression of Interest (EoI) are as follows:

S.N	Criteria
	I. Past Experience of agency
1	Number of years in existence as HR service provider
2	Past experience of the agency handling Programme Management Units of Government of India/ State Governments in the past
3	Past experience of the agency handling Programme Management Units other than Government of India/States in the past
	II. Experience of Senior Management (maximum of 5 members)
4	Relevant experience of Senior Management (5 members) of agency
	III. Financial Performance of agency
5	Average audited annual turnover of last 3 financial years

Only those agencies that score minimum **60%** marks on the criteria will be shortlisted. All the successfully shortlisted agencies will be issued RFP containing both technical and financial components.

An agency will be selected in accordance with the Quality and Cost based System (QCBS) method.

9. DOCUMENTS TO BE SUBMITTED AS PART OF EOI

1. Covering letter on agency letter head
2. Copy of certificate of Registration under Company Act 1956 & registration in Labour Act 1970.
3. Memorandum and Articles of association of the agency
4. Profile of the organisation - scope of work, type of services, key achievements, details of Awards or recognition won etc if any
5. Curriculum Vitae (CV) of Senior Management (Maximum of 5 members)
6. Audited financial statements for last 3 financial year (Balance Sheet and P&L account)
7. Declaration statement by the agency on letter head (about not blacklisting by government agencies)
8. Copy of work orders undertaken by the agency in support of evaluation as mentioned in 8.2 & 8.3.

(Note- All above document should be attested by the authorized signatory with name, designation & seal of the agency)

10. TERMS AND CONDITIONS

10.1 Amendments to the EOI

SUDA, UP may amend the EoI documents at any time prior to the deadline for submission of EoI, by issuing suitable corrigendum. Any corrigendum issued in this regard shall be uploaded on SUDA, UP website (www.sudaup.org). To give reasonable time to the agencies, so that they can take corrigendum in to account in preparing their EoI, SUDA,UP shall extend, if necessary, the deadline for submission of proposal.

10.2 Language of EOI

The EoI, and all correspondence and documents related to EoI exchanged by the agency should be in English.

10.3 Disqualification of EOI

The EoI submitted by agency is liable to be disqualified if

- i. Not submitted in accordance with the EoI document
- ii. EoI received in incomplete form
- iii. EoI received after due date and time
- iv. EoI not accompanied by all requisite documents

10.4 SUDA, UP reserve the right to the following

- i. Reject any or all proposals received in response to the EoI without giving any reason whatsoever
- ii. Extend the time for submission of EoI
- iii. Modify the EoI document, by an amendment that would be published on the website of SUDA, UP

11. SUBMISSION OF EOI

Interested agency may submit their proposals along with a **non-refundable Demand Draft of Rs.10,000/- (Rupees Ten thousand only) drawn in favor of Mission Director, State Urban Livelihood Mission, Uttar Pradesh payable at Lucknow**, towards the cost of EOI Document. No liability will be accepted for downloading the incomplete document.

The complete EOI in prescribed format as provided in **Annexure-A & Appendix -1,2 & 3** along with required documents may be submitted in a sealed envelope through Speed Post/Registered Post or delivered by hand super scribing **"Expression of Interest (EoI) for short listing agencies for Selection of Human Resource Agency for SMMU & CMMU under NULM"** on top of the envelope to the following address. The last date for submission is 19th August, 2014 and EOI shall be opened on the same day at 4.00 pm in the office of Director, SUDA, UP.

**Mission Director, NULM & Director
State Urban Development Agency (SUDA), Uttar Pradesh
Nav Chetna Kendra, 10 Ashok Marg, Lucknow – 226 001
Phone: 0522-2286709 Fax- 0522-2286711
Website: <http://www.sudaup.org>**

PROPOSAL FORMAT

The EoI should be submitted in the format and should be signed by the authorized signatory with seal of the company

Part A**1. Check for the list of documents to be attached**

S.N	Name of the document	Attached (Yes/No)
1	Covering letter on agency letter head	
2	Copy of certificate of registration under Company Act 1956 & registration in Labour Act 1970.	
3	Memorandum and Articles of association of the agency	
4	Profile of the organisation - scope of work, type of services, key achievements, details of Awards or recognition won etc if any	
5	Curriculum Vitae (CV) of Senior Management (Maximum of 5 members)	
6	Audited financial statements for last 3 financial year (Balance Sheet and P&L account)	
7	Declaration statement by the agency on letter head (about not blacklisting by government agencies)	
8	Copy of work orders undertaken by the agency	

2. Basic information of the agency

S.N	Particulars	Details	Page no. (for attachment, if any)
1	Name of the agency		
2	Year of Registration under Company Act 1956		
3	Year of Registration under Labour Department under Labour Act 1970		
4	Legal Status		
5	Address for communication		
6	Name of the Contact person		
	Designation		
	Email id		
	Mobile		
	Land line		

	Fax			
7	Details the Senior Management (mention a maximum of 5 members only)			
8	S.N	Name	Highest Educational Qualification	Total experience (in years)
	1			
	2			
	3			
	4			
	5			

3. Details of the projects undertaken by the agency

S.N	Name of the project	Client name and address	Project location	Project period as per contract	No. of team members positioned	Project value	Start and end date	Brief description of project

Part B

S.N	Particulars	Details	Page no (for attachment, if any)	Score (not to be filled by agency)
1	Number of years in existence as HR service provider			
2	Past experience of the agency handling Programme Management Units of Government of India/ State Governments in the past			
3	Past experience of the agency handling Programme Management Units other than Government of India/States in the past			
4	Relevant experience of Senior Management (5 members)			
5	Average audited annual turnover of last 3 financial years (Rs. Cr)			

I / we certify that I / we have read the terms of condition of Expression of Interest for short listing of agency in as amended up to date and shall abide by us.

I / We certify that the information given above is true to the best of our knowledge. I / We also understand that if any of the information is found false, I am / we are liable to debarred from empanelment process.

Name and Signature of agency's AUTHORISED REPRESENTATIVE

Date & place:

SEAL OF AGENCY

The names of selected Cities under NULM in Uttar Pradesh :

No.	Name of the District	Name of the City/Town	Population Criteria
1	LUCKNOW	LUCKNOW (M Corp.)	Large cities (> 5 Lakh population) (15 Cities)
2	KANPUR NAGAR	KANPUR (M Corp.)	
3	GHAZIABAD	GHAZIABAD (M Corp.)	
4	AGRA	AGRA (M Corp.)	
5	MEERUT	MEERUT (M Corp.)	
6	VARANASI	VARANASI (M Corp.)	
7	ALLAHABAD	ALLAHABAD (M Corp.)	
8	BAREILLY	BAREILLY (M Corp.)	
9	MORADABAD	MORADABAD (M Corp.)	
10	ALIGARH	ALIGARH (M Corp.)	
11	SAHARANPUR	SAHARANPUR (M Corp.)	
12	GORAKHPUR	GORAKHPUR (M Corp.)	
13	FIROZABAD	FIROZABAD (NPP)	
14	GHAZIABAD	LONI (NPP)	
15	JHANSI	JHANSI (M Corp.)	
16	MUZAFFARNAGAR	MUZAFFARNAGAR (NPP)	Medium cities (> 3 & < 5 Lakh Population) (4 Cities)
17	MATHURA	MATHURA (NPP)	
18	SHAHJAHANPUR	SHAHJAHANPUR (NPP)	
19	RAMPUR	RAMPUR (NPP)	
20	MAU	MAUNATH BHANJAN (NPP)	Small cities (< 3 Lakh Population) (63 Cities)
21	FARRUKKHABAD	FARRUKKHABAD (NPP)	
22	HAPUR	HAPUR (NPP)	
23	ETAWAH	ETAWAH (NPP)	
24	MIRZAPUR	MIRZAPUR (NPP)	
25	BULANDSHAHR	BULANDSHAHR (NPP)	
26	SAMBHAL	SAMBHAL (NPP)	
27	AMROHA	AMROHA (NPP)	
28	HARDOI	HARDOI (NPP)	
29	FATEHPUR	FATEHPUR (NPP)	
30	RAEBARELI	RAEBARELI (NPP)	
31	JALAUN	ORAI (NPP)	
32	BAHRAICH	BAHRAICH (NPP)	
33	JAUNPUR	JAUNPUR (NPP)	
34	UNNAO	UNNAO (NPP)	
35	SITAPUR	SITAPUR (NPP)	
36	FAIZABAD	FAIZABAD (NPP)	
37	BANDA	BANDA (NPP)	
38	BADAUN	BADAUN (NPP)	
39	LAKHIMPUR KHERI	LAKHIMPUR KHERI (NPP)	

40	HATHRAS	HATHRAS (NPP)
41	MAINPURI	MAINPURI (NPP)
42	LALITPUR	LALITPUR (NPP)
43	GHAZIABAD	MODINAGAR (NPP)
44	DEORIA	DEORIA (NPP)
45	PILIBHIT	PILIBHIT (NPP)
46	BULANDSHAHR	KHURJA (NPP)
47	GHAZIPUR	GHAZIPUR (NPP)
48	ETAH	ETAH (NPP)
49	BASTI	BASTI
50	SAMBHAL	CHANDAUSI (NPP)
51	GONDA	GONDA (NPP)
52	AMBEDKAR NAGAR	AKBARPUR (NPP)
53	AZAMGARH	AZAMGARH (NPP)
54	CHANDAUJI	MUGHALSARAI (NPP)
55	SULTANPUR	SULTANPUR (NPP)
56	FIROZABAD	SHIKOHABAD (NPP)
57	SHAMLI	SHAMLI (NPP)
58	BALLIA	BALLIA (NPP)
59	BAGPAT	BARAUT (NPP)
60	KASGANJ	KASGANJ (NPP)
61	MAHOBA	MAHOBA (NPP)
62	BIJNOR	BIJNOR (NPP)
63	G.B.NAGAR	DADRI (NPP)
64	AURAIYA	AURAIYA (NPP)
65	KANNAUJ	KANNAUJ (NPP)
66	BALRAMPUR	BALRAMPUR (NPP)
67	BARABANKI	NAWABGANJ (NPP)
68	PRATAPGARH	PRATAPGARH (NPP)
69	CHITRAKOOT	CHITRAKOOT DHAM KARVI (NPP)
70	BAGPAT	BAGPAT (NPP)
71	KUSHINAGAR	PADRAUNA (NPP)
72	SANT KABIR NAGAR	KHALILABAD (NPP)
73	SONBHADRA	RABERTSGANJ (NPP)
74	HAMIRPUR	HAMIRPUR (NPP)
75	MAHARAJGANJ	MAHARAJGANJ (NPP)
76	SIDDHARTH NAGAR	SIDDHARTH NAGAR (NPP)
77	SHRAWASTI	BHINGA (NP)
78	CHANDAUJI	CHANDAUJI (NP)
79	KANPUR DEHAT	AKBARPUR (NP)
80	KAUSHAMBI	MANJHANPUR (NP)
81	AMETHI	AMETHI (NP)
82	BHADOHI	GAYANPUR (NP)
	75 District	82 Cities/Towns

Details of the Technical Experts to be positioned at SMMU level

State Mission Management Unit (SMMU) will have six experts in States. The details of the positions at SMMU level are as follows:

1. State Mission Manager - Social Mobilisation and Institution Development
2. State Mission Manager – Shelters and Social Infrastructure
3. State Mission Manager - Skills and Livelihoods
4. State Mission Manager – Financial Inclusion & Micro Enterprises
5. State Mission Manager - MIS & ME
6. State Mission Manager – HR & Capacity Building

Terms of Reference (ToR) for SMMU positions

I. Scope of work

The person selected for these positions will assist the State Mission Director, SULM in operationalizing the respective components of NULM at the state level. The position is a contractual engagement, initially for two years. Renewal of contract is done every two years based on performance appraisal. The incumbent will directly report to the State Mission Director, SULM. S/he will work closely with and support the teams at the city level responsible for respective component of NULM. The person will need to travel extensively to NULM cities of the state. The person should have good command on writing and speaking both English and the regional language

II. Educational Qualifications, Experience and Competencies

S.N	Position	Education and Experience Particulars	Competencies
1	State Mission Manager - Social Mobilisation and Institution Development	Two year full time Post graduate diploma in Management/ MBA or Masters in any other relevant discipline with 5 years of experience Or Graduate from government recognised institutes with 8 years of experience in Social Development work with poverty reduction programmes of considerable size and scale	The person should be Proficient with MS office; should have acknowledged capabilities in partnership management; strong analytical, conceptual and strategic thinking skills; ability to handle large scale planning; handling MIS etc. Experience of working with government institutions will be given preference
2	State Mission Manager – Shelters and Social Infrastructure	Two year full time Post graduate diploma in Management/ MBA or Masters in any other relevant discipline with 5 years of experience Or Graduate from government recognised institutes with 8 years of experience in poverty reduction programmes involving social development and establishment/ monitoring / maintenance of community infrastructures	
3	State Mission Manager - Skills and Livelihoods	Two year full time Post graduate diploma in Management/ MBA or Masters in any other relevant discipline with 5 years of experience Or Graduate from government recognised	

		institutes with 8 years of experience in implementation of skill training and placement programmes with considerable size and scale	
4	State Mission Manager – Financial Inclusion & Micro Enterprises	Two year full time Post graduate diploma in Management/ MBA or Masters in any other relevant discipline with 5 years of experience Or Graduate from government recognised institutes with 8 years of experience in dealing with credit linkages, social security and/or micro enterprises promotion in poverty reduction programmes / financial institutions	
5	State Mission Manager – HR & Capacity Building	Two year full time Post graduate diploma in Management/ MBA or Masters in any other relevant discipline with 5 years of experience Or Graduate from government recognised institutes with 8 years of experience in staff recruitment, training and capacity building work with state level projects	The person should have, in addition to the above mentioned competencies, acknowledged capabilities in client management; excellent negotiation skills; ability to handle large scale recruitment; developing a theme based capacity building strategy and modules etc.
6	State Mission Manager – MIS & ME	Two year full time Post Graduate diploma / Masters in Computer Science, M.Sc. (computer science), B.Tech (computer science) or MCA from government recognized institute / university with at least 5 years of experience in designing and implementation of MIS and ME for large development projects, preferably poverty reduction project and full understanding of Data Analysis Technique	The person should have, in addition to the above mentioned competencies, very good documentation skills and should be very good at preparation of reports; Proficient with Project Management software; Database Management systems; website development and management

III, Key Responsibility Areas

a) State Mission Manager – Social Mobilisation and Institution Development

- i. Ensure that state and cities adhere to the guidelines prescribed by NULM
- ii. Develop work plan for implementation of Social mobilisation component in the state
- iii. Responsible for the SM&ID targets of the state with respect to community mobilisation, SHGs, Federations and Revolving Fund
- iv. Identification and empanelment of Resource Organisations (ROs) under NULM
- v. Ensure the SHGs, ALF and CLF structures are established across all cities in the state

- vi. Identifying technical and capacity building resource agencies, regular interface with them and engage them in implementation of NULM
- vii. Responsible for providing need based Technical Assistance to the City Mission Management Units
- viii. Support the resource agencies in capacity building/ sensitization of CMMUs with in or across the states. S/he will also oversee the development of capacity building modules, arranging cross learning workshops related to KRAs as and when required
- ix. Arranging for appropriate linkages with relevant agencies/departments and integrate Social mobilisation agenda in implementing of NULM
- x. Ensure reporting of the Social mobilisation and institution Development component
- xi. Work closely with other State Mission Managers at the state level for successful implementation of NULM
- xii. Perform any other related tasks assigned by the State Mission Director, SULM.

b) State Mission Manager – Shelters and Social Infrastructure

- i. Ensure that cities adhere to the guidelines prescribed by NULM
- ii. Planning, establishment and operationalisation of CLCs in the state
- iii. Ensure implementation of USVs & SUH components in the state
- iv. Identification of facilitation organisations for promotion of CLCs and implementation of the same through PPP mode
- v. Work closely with ULBs with regard to CLCs, Vendor Markets and Shelters for Urban homeless
- vi. Ensure that all the city vendor development plan are prepared and operationalized at city level
- vii. Responsible for providing need based Technical assistance to the City Mission Management Units
- viii. Responsible for ensuring linkages with other line departments at the state level for integrating the social infrastructure agenda for effective coordination and implementation of the mission at the state level
- ix. Support the resource agencies in capacity building/ sensitization of CMMUs with in or across the states. S/he will also oversee the development of capacity building modules, arranging cross learning workshops related to KRAs as and when required
- x. Ensure reporting against KRAs
- xi. Work closely with other State Mission Managers at the state level for successful implementation of NULM
- xii. Perform any other related tasks assigned by the State Mission Director, SULM

c) State Mission Manager – Skills and Livelihoods

- i. Ensure that state and cities adhere to the EST & P guidelines prescribed by NULM
- ii. Prepare work plan for EST & P agenda across the state
- iii. Responsible for the EST & P targets of the state
- iv. Responsible for Identification and empanelment of Skill Training Providers (STPs), agencies for accreditation and certification
- v. Monitoring the performance quality of the STPs and other agencies involved

- vi. Responsible for providing need based Technical assistance to the City Mission Management Units
- vii. Support the resource agencies in capacity building/ sensitization of CMMUs. S/he will also oversee the development of capacity building modules, arranging cross learning workshops related to KRAs as and when required
- viii. Ensure linkages with industry associations, skill development mission, sector skill councils, line departments, resource institutes, and other relevant agencies
- ix. Ensure reporting against KRAs
- x. Work closely with other State Mission Managers at the state level for successful implementation of NULM
- xi. Perform any other related tasks assigned by the State Mission Director, SULM

d) State Mission Manager – Financial Inclusion and Micro Enterprises

- i. Ensure that state and cities adhere to the guidelines prescribed by NULM
- ii. Prepare work plan for Universal Financial Inclusion (UFI) and Self Employment Programme (SEP) agenda across the cities
- iii. Responsible for UFI & SEP targets of the state
- iv. Ensure the bank linkages for SHGs and its members
- v. Facilitate access to credit for micro enterprises set up by the urban poor
- vi. Responsible for providing need based Technical Assistance to the City Mission Management Units
- vii. Support the resource agencies in capacity building/ sensitization of CMMUs within or across the states. S/he will also oversee the development of capacity building modules, arranging cross learning workshops related to imparting financial literacy to urban poor and other KRAs as and when required
- viii. Arranging for appropriate linkages with relevant agencies/departments and integrate Universal Financial Inclusion and Self-employment programme agenda in implementing of NULM
- ix. Ensure reporting against KRAs
- x. Work closely with other State Mission Managers at the state level for successful implementation of NULM
- xi. Perform any other related tasks assigned by the State Mission Director, SULM

e) State Mission Manager – MIS & ME

- i. Prepare work plan for monitoring of the components of NULM
- ii. Responsible for the ensuring proper implementation of MIS at the state level, compilation of information across the cities and submission of the same to the national level
- iii. Undertake field visit to cities /ULB's for real time monitoring of the scheme
- iv. Ensure timely information is submitted by ULB's (CMMU's) for accessing the percolation of the program at grass root level at state level
- v. Responsible for providing need based Technical Assistance to the City Mission Management Units
- vi. Support capacity building of CMMUs within or across the states in implementation of MIS and M&E. S/he will also oversee the development of capacity building modules related to MIS etc.

- vii. Ensure adherence to all monitoring and reporting systems like baseline study, MPRs, Process documentation etc.
- viii. Work closely with other State Mission Managers at the state level for successful monitoring of NULM
- ix. Perform any other related tasks assigned by the State Mission Director, SULM

f) State Mission Manager – HR & Capacity Building

- i. Ensure that state and cities adhere to the guidelines prescribed by NULM
- ii. Prepare work plan for implementation of CB&T component in the state
- iii. Responsible for the CB&T targets of the state
- iv. Ensure CMMU structures are established and staffed across all cities in the state
- v. Identifying technical and capacity building resource agencies, regular interface with them and engage them for building the capacities of the stakeholders of NULM
- vi. Responsible for providing need based Technical Assistance to the City Mission Management Units
- vii. Support the resource agencies in capacity building/ sensitization of CMMUs within or across the states. S/he will also oversee the development of capacity building modules, arranging cross learning workshops related to KRAs as and when required
- viii. Arranging for appropriate linkages with relevant agencies/departments in order to strengthen the capacities of the staff and other stakeholders of NULM
- ix. Reporting against KRAs
- x. Work closely with other State Mission Managers at the state level for successful implementation of NULM
- xi. Perform any other related tasks assigned by the State Mission Director, SULM

Details of the Technical Experts to be positioned at CMMU Level

City Mission Management Units (CMMUs) will have with two experts in cities below 3 lakh population, three experts in cities with a population of 3 to 5 lakh and four experts in cities having more than 5 lakh population. The details of the positions at CMMU level are as follows:

Large cities (> 5 Lakh Population)	Medium cities (>3 &<5 Lakh Population)	Small cities (<3 Lakh Population)
1. Manager - Social Development & Infrastructure 2. Manager - Skills and Livelihoods 3. Manager –Financial Inclusion& Micro Enterprises 4. Manager – MIS &ME	1. Manager - Social Development & Infrastructure 2. Manager - Skills and Livelihoods 3. Manager –Financial Inclusion& Micro Enterprises	1. Manager - Social Development & Infrastructure 2. Manager - Skills and Micro Enterprises

B) Terms of Reference (ToR) for CMMU positions

I. Scope of work

The person selected for these positions will assist the City Project Officer, CMMU in operationalizing the respective components of NULM at the city level. The position is a contractual engagement, initially for two years. Renewal of contract is done every two years based on performance appraisal. The incumbent will directly report to the City Project Officer, CMMU. The person should have good command on writing and speaking both English and the regional language

S.N	Position	Education and Experience Particulars	Competencies
1	Manager - Social Development & Infrastructure	Two year full time Post graduate diploma in Management/MBA or Masters in any other relevant discipline with 3 years of experience Or Graduate from government recognised institutes with 6 years of experience in Social Development work with poverty reduction programmes	The person should be Proficient with MS office; strong analytical skills; Experience of working with government institutions will be given preference
2	Manager - Skills and Livelihoods	Two year full time Post graduate diploma in Management/MBA or Masters in any other relevant discipline with 3 years of experience Or Graduate from government recognised institutes with 6 years of experience in implementation of skill training and placement programmes	
3	Manager – Financial Inclusion & Micro Enterprises	Two year full time Post graduate diploma in Management/MBA or Masters in any other relevant discipline with 3 years of experience Or Graduate from government recognised institutes with 6 years of experience in dealing with credit linkages, social security and/or micro enterprises promotion in poverty reduction programmes/ financial institutions	
4	Manager – MIS &ME	Two year full time Post Graduate diploma / Masters in Computer Science, M.Sc. (computer science), B.Tech (computer science) or MCA from government recognized institute/ university with at least 3 years of experience in designing and implementation of MIS and ME for large development projects, preferably poverty reduction project	The person should have, in addition to the above mentioned competencies, very good documentation skills and should be very good at preparation of reports; Proficient with Project Management software; Database Management systems; website development and management

III. Key Responsibility Areas

a) Manager – Social Mobilisation and Institution Development

- i. Ensure that city adheres to the guidelines prescribed by NULM
- ii. Develop work plan for implementation of Social mobilisation component for the city
- iii. Responsible for the SM&ID, USVs & SUH targets of the city with respect to community mobilisation, SHGs, Federations, Revolving Fund, CLCs, Vendor development plan, Vendor Markets development and Shelters for Urban homeless etc.
- iv. Ensure the SHGs, ALF and CLF structures are established in the city
- v. Responsible for providing need based Technical Assistance to Community Organisers (COs)
- vi. Arranging for appropriate linkages with relevant agencies/departments and integrate Social mobilisation agenda in implementing of NULM
- vii. Ensure reporting of the Social mobilisation and institution Development component
- viii. Work closely with other Managers at the city level for successful implementation of NULM
- ix. Perform any other related tasks assigned by the City Project Officer, CMMU

b) Manager – Skills and Livelihoods

- i. Ensure that the city adhere to the EST & P guidelines prescribed by NULM
- ii. Prepare work plan for EST & P agenda for the city
- iii. Responsible for the EST & P targets of the city
- iv. Ensure Identification of Skill Training Providers (STPs) at the city level and monitoring the performance quality of the STPs and other agencies involved
- v. Responsible for providing need based Technical assistance to COs
- vi. Ensure linkages with industry associations, skill development mission, sector skill councils, line departments, resource institutes, and other relevant agencies
- vii. Ensure reporting against KRAs
- viii. Work closely with other Managers at the city level for successful implementation of NULM
- ix. Perform any other related tasks assigned by the City Project Officer, CMMU

c) Manager – Financial Inclusion and Micro Enterprises

- i. Ensure that the city adhere to the guidelines prescribed by NULM
- ii. Prepare work plan for Universal Financial Inclusion (UFI) and Self Employment Programme (SEP) agenda for the city
- iii. Responsible for UFI & SEP targets of the city
- iv. Ensure the bank linkages for SHGs and its members at the city level
- v. Facilitate access to credit for micro enterprises set up by the urban poor at the city level.
- vi. Responsible for providing need based Technical Assistance to COs
- vii. Arranging for appropriate linkages with relevant agencies/departments and integrate Universal Financial Inclusion and Self-employment programme agenda in implementing of NULM
- viii. Ensure reporting against KRAs
- ix. Work closely with other Managers at the city level for successful implementation of NULM

x. Perform any other related tasks assigned by the City Project Officer, CMMU

d) Manager – MIS & ME

i. Prepare work plan for monitoring of the components of NULM

ii. Responsible for the ensuring proper implementation of MIS at the city level, compilation of information at the city level and submission of the same to the state

iii. Undertake real time monitoring of the scheme at the city level

iv. Responsible for timely submission of information to state

v. Responsible for providing need based Technical Assistance to COs

vi. Adhere to all monitoring and reporting systems like baseline study, MPRs, Process documentation etc. at city level

vii. Work closely with other Managers at the city level for successful monitoring of NULM

viii. Perform any other related tasks assigned by the City Project Officer, CMMU

B) Terms of Reference (ToR) for Community Organiser (CO)

I. Scope of work

The person selected for this position will cover least 3000 urban poor families at the city level. S/ he will interact and will have direct interface with the urban poor and assist them in accessing all the benefits of NULM. The position is a contractual engagement, initially for two years. Renewal of contract is done every two years based on performance appraisal. The incumbent will report to the City Project Officer, CMMU or any other officer assigned by him. The person should have good command on writing and speaking both English and the regional language

II. Education and experience particulars

The suggested educational qualification for this position is Intermediate (10+2) in any discipline. However, states and cities may decide to increase the educational qualification required for this position based on the local conditions. Candidates should have at least 5 years of experience in working with community on social development. If the existing COs fulfil the criteria, they may also be considered. Proficiency in MS office (Word, Excel, power point etc) is required.

III. Key Responsibility Areas

i. Ensure that the social mobilisation of urban poor in his or her operational area – directly or through Resource Organisations (ROs)

ii. Facilitate community in forming into groups/federations

iii. Facilitate implementation of various programmes/aspects related to NULM in his/her operational area

iv. Develop community level comprehensive database on infrastructure, assets and social aspects, update the database periodically

v. Support and strengthen SHGs and their federations including the SHGs of disabled persons in accessing convergent services

vi. Promote SHG-Bank linkage

vii. Establish liaison with government departments for convergence

viii. Assist in surveys related to NULM

ix. Support implementation of development works like community contracts, O & M of community assets etc.

- x. Document the working of good practices
- xi. Organize and attend community level meetings trainings, as per the need.
- xii. Submit periodic reports as necessary
- xiii. Any other tasks/ duties as assigned from time to time by the CPO

COVERING LETTER ON AGENCY LETTERHEAD

(The agencies are required to submit the covering letter in the Form (sample). This form should be in the letter head of the agencies, who are submitting the proposal.)

Date -----

To

Mission Director, NULM & Director
State Urban Development Agency (SUDA), Uttar Pradesh
Nav Cetna Kendra, 10 Ashok Marg, Lucknow – 226 001

Subject:

Expression of Interest (EoI) for short listing agencies for Selection of Human Resource Agency (for Recruitment of Experts, COs & deploy them at SUDA/DUDA/ULB on his Pay roll) for SMMU & CMMU under NULM-EoI proposal

Dear Sir,

Having examined the EOI, the undersigned, offer to be shortlisted for 'Selection of Human Resource Agency for recruitment of Experts & COs in SMMU & CMMU under the NULM' in full conformity with the said EOI. I have read the provisions of EOI and confirm that these are acceptable to us.

I hereby declare that all the information and statement made in this proposal are true and accept that any misinterpretation contained in it may lead to our disqualification at any stage of short listing and even later.

I understand you are not bound to accept any proposal you receive. Also, at any stage, the short listing process may be terminated without assigning any reason and without any liability to agencies, whatsoever, it may be.

Signature

Duly authorized to sign proposal for and on behalf of

Date:

Place:

Postal Address:

Telephone Number:

Mobile:

Email Id:

DECLARATION STATEMENT ON LETTER HEAD

To whomsoever it may concerned

This is to certify that ----- (full name of the agency, with address particulars) has not been blacklisted by a government/ semi government organisation for unsatisfactory performance or financial conduct in the last five years

Signature [In full]:

Name and Title of Signatory: Name of Agency / Organization: (Company /Organization Seal)

STANDARD FORMATS OF CURRICULUM VITAE (CV) FOR SENIOR MANAGEMENT

- i. Name:
- ii. Designation:
- iii. Years with agency:
- iv. Membership in professional societies:
- v. Professional Experience:

[Reverse order every employment held. List all positions held giving dates, names of employing organizations, titles of positions held, and locations of assignments.]
- vi. Educational Qualifications:
[Summarize college / university and other specialized education of staff member, giving names of schools, dates attended, and degrees obtained.]
- vii. Languages:
[For each language indicate proficiency: excellent, good, fair, or poor; in speaking, reading, and writing]
- viii. Date of Birth: