

MUMBAI METROPOLITAN REGION DEVELOPMENT AUTHORITY

No. MMRDA/SDC/Metro 9/SIA/2018

REQUEST FOR PROPOSAL

The Mumbai Metropolitan Region Development Authority (MMRDA) invites sealed tenders/offers from Consultants / Non-Governmental Organizations fulfilling the eligibility criteria for Preparation of Social Impact Assessment Reports including Resettlement Action Plans to be used for rehabilitation and resettlement of project affected persons of Metro-9 (Dahisar – Mira Bhayandar) project.

Eligibility

The Consultants / NGOs desirous of submitting proposals for the assignment are expected to satisfy the following eligibility criteria :

1. It should be an agency registered in India under appropriate statute enabling it to provide the specified services and should have been actively working as a Consultant / NGO for the past at least 5 years.
2. It should have the experience in carrying out cadastral and socio-economic surveys and preparation of Social Impact Assessment Report and Rehabilitation Action / Implementation Plan for at least one infrastructure project of any Government agency in India.
3. It should have at least one senior level social scientist / social worker with familiarity and experience of working on at least one infrastructure project of any Government agency in India involving application of and compliance with social safeguard policies of multilateral or bilateral funding agencies such as the World Bank, JICA, ADB etc.
4. It should have a team of qualified and experienced Social Scientists, Urban Planner, Social Workers, computer operators, supervisors and surveyors.

Arrangement for the Assignment

The MMRDA will first scrutinize the documents and proofs for ascertaining satisfaction of above eligibility criteria and shortlist the eligible Consultants/NGOs, evaluate the eligible bids and select the Consultant/NGO, enter into an agreement with it for this purpose and will also supervise Consultants' / NGO's work, reporting etc. and make payments to it as per the details specified in the Terms of Reference and this RFP. The period of engagement will be about 6 months.

Brief Scope of Work

The Consultant / NGO is expected to carry out the detailed cadastral and socio-economic survey of structures and occupants of such structures affected by Metro 9 project (about 44) and prepare Survey Report and Maps, Social Impact Assessment Reports, including the policy framework and Resettlement Implementation Plan, in the format of and complying to the requirements of Multilateral and Bilateral funding agencies and assist MMRDA in carrying out public consultation.

Terms of Reference

The Terms of Reference indicating the scope of services is given in **Annexure-I**. The total time limit for the assignment and various outputs shall be as per **Annexure-II**.

Submission of Bids

Consultants / NGOs should submit the following documents in sealed packages :

1. An Eligibility Note providing details, including in the format provided in **Annexure-III**, demonstrating with documentary proofs how the Consultant/NGO satisfies the Eligibility Criteria. The documents should include copies of registration certificates, work orders and/or contracts indicating scope of work and terms of reference, CVs of experts specifically indicating relevant experience and should be conclusive proof of eligibility and experience.
2. Technical and Financial proposals should be separately submitted. Four copies each of the technical and financial proposals in separate sealed envelopes should be submitted for each project. Each envelope should specifically indicate type of proposal (technical or financial) / Eligibility Note, Name of Project, Name and Address of the Consultant/NGO etc. Successful bidders will be required to submit additional copies of Technical and Financial Proposal, if necessary, as desired by the MMRDA.

Contents of the Proposals

The Consultant / NGO is expected to submit only its own bids (and not as a joint venture) indicating the manpower proposed to be used for the assignment.

Technical Proposal:

1. General profile of the agency.
2. Information with documentary proofs indicating experience in carrying out cadastral and socio-economic surveys, preparation of social impact assessment reports, preparation of Rehabilitation Action / Implementation Plans, including details of year, nature of urban / rural infrastructure projects and concerned Government agency.
3. Information with documentary proofs indicating familiarity and experience of the agency / its senior social staff in working on projects involving application of and compliance with social

safeguard policies of multilateral or bilateral funding agencies such as the World Bank, JICA, ADB etc. including details of year, nature of urban / rural infrastructure projects and concerned Government agency

4. Approach to preparation of Survey Reports, Maps, SIA and RAP Reports
5. Contact details including Nodal Officer for the assignment
6. The Proposed Team and their detailed CVs
7. Schedule of Outputs
8. Detailed tasks assignment based on individual area of experience and Manning Schedule

The documents specified above should include copies of registration certificates, work orders and/or contracts indicating scope of work and terms of reference, CVs of experts specifically indicating relevant experience and should be conclusive proof of eligibility and experience. The key personnel expected to be made available for the assignment is given in **Annexure-IV**.

Financial Proposal

The Consultants shall quote their lump sum offer (estimated 44 PAPs for Metro 9) and also separate per structure / PAP cost for structures / PAPs in addition to the estimated number, if any, which shall be inclusive of all the taxes and duties including Goods and Services Tax (GST). Consultants/ NGOs shall not be entitled for getting any extra payment from MMRDA except on account of any increase in the number of structures / PAPs or revision in the rate of applicable taxes. The MMRDA will consider making extra payment for above specified items if such claims are made by the Consultant / NGO and are found valid on scrutiny by the MMRDA. Payment for any additional task not specified in the ToR will be as per the terms to be mutually agreed in writing between the MMRDA and the Consultant / NGO.

Procedure for Opening of Bids and Evaluation of Proposals

Only the agencies, which qualify in Eligibility Criteria and which have submitted valid technical and financial proposals will be eligible to participate in the bid. Incomplete, invalid and delayed submission of bids will be summarily rejected by the MMRDA. Proposals if unsigned and incomplete, not responding to the TOR fully and properly and those with lesser validity period than that prescribed in the RFP will be summarily rejected as being non-responsive. The MMRDA reserves the right to accept or reject any proposal for consideration without assigning any reason thereof.

Consultants / NGOs fulfilling the Eligibility Criteria will only be considered for evaluation of proposals. Suitability of the Consultant / NGO for awarding the work will be evaluated on the basis of their Technical and Financial proposals. The proposals will be evaluated based on the following criteria:

Sr. No.	Technical / Financial Criteria		Marks
I	Technical Criteria		
1	Relevant Experience of the Agency	i) General experience in social sector	5
		ii) No. of Govt. infrastructure projects for which socio-economic surveys of PAPs carried out	5
		iii) No. of Govt. infrastructure projects for which SIA / RIP / RAP reports prepared	5
	Total		15
2	Approach to carrying out of SIA	i) Approach to carrying out survey of affected structures and PAPs	5
		ii) Understanding of social safeguard policies of multi-lateral / bilateral funding agencies	5
		iii) Approach in preparation of SIA & RAP Report	5
	Total		15
3	Educational Qualifications and Experience of Key Personnel	i) Team Leader / Social Development Specialist	10
		ii) Urban R&R Specialist	10
		iii) Familiarity and Experience of Social safeguard Policies of Multi-lateral / Bi-lateral Funding Agencies	10
	Total		30
	Total Technical Criteria		60
II	Financial Criteria		
1	Financial proposal	All-inclusive lump-sum cost	40
	Grand Total		100

The financial criteria score for the lowest proposal will be 40 and for other proposals it will be estimated on the basis of the following formula : $40 - ((\text{Cost of Proposal} - \text{Cost of Lowest Proposal}) / \text{Cost of Lowest Proposal}) \times 40$.

The agency scoring the maximum points shall be considered as the preferred bidder followed by second and third preferred bidders depending on their scores. The technical information such as proposed team, schedule of outputs, detailed task assignment and manning schedule submitted by the preferred bidder will be scrutinized for suitability for the assignment. Improvements, if so required, will be suggested in the technical inputs proposed by such bidders, who will have to agree to carry out the same without any modification in the Financial Bid. The preferred bidder, who does not agree to such improvements will no more be considered as the preferred bidder and, in such a case, bid with the next highest score will be considered as the preferred bidder.

Other Instructions and Conditions

1. If during the bid validity period, the bidder withdraws any of his bid/s, the bidder may be disqualified from bidding for further works of MMRDA.

Technical Information for each Bid

The Consultant / NGO shall enclose following documents :

1. Details of technical personnel on the roll of Consultant / NGO to be deployed on this assignment.
2. Details of technical personnel (visiting consultants from outside etc.) to be engaged by the consultant / NGO

Financial Proposal

1. The validity of the offer shall be 180 days from the date of opening of the offer unless and until it is withdrawn by notice in writing duly addressed to Additional Metropolitan Commissioner (I), MMRDA. Withdrawal of the offer shall be effective from such date of receipt of written notice by the MMRDA.
2. The offer of the Consultant / NGO shall be treated as unconditional. Additional and/or hidden conditions, if any, shall be treated as null and void. No claim for additional payment shall be entertained on account of such conditions.
3. The Consultant / NGO shall enclose a separate break-up of the fees according to the tasks as referred to in the Terms of Reference. The Agency shall note that if, at a later stage, it is found that the Agency has not carried out a particular task to the satisfaction of the MMRDA, the MMRDA will be at liberty to deduct fees as indicated in the said break-up for that particular task. The decision of AMC (I), MMRDA shall be final and binding on the part of the Consultant / NGO in such case.
4. The Consultant / NGO shall further note that if any task as enlisted in the Terms of References is found to be not necessary at a later stage, the MMRDA shall be at liberty to delete the same from the scope of the Consultant / NGO and, in such case, the part of the fees as indicated in the above break-up shall be not be payable to the Consultant / NGO.
5. The payment to the Consultant / NGO shall be done in stages as per **Annexure-V**.

Payment of Stamp Duty and Registration of Agreement

The selected Consultant / NGO shall have to execute an agreement with the MMRDA and duly register the same with the Competent Authority as per the related rules. The Consultant / NGO shall also be responsible for payment of Stamp Duty and registration charges, including any other related charges, towards execution and registration of the agreement. Any payment under this

agreement will be made by the MMRDA only after the payment of stamp duty and registration of the agreement.

Miscellaneous

1. The assignment will need coordination and liaison with Metro PIU (mainly LA & RR Unit), SDC, DMRC, General Consultant, Govt. / Semi-Govt. departments, Funding Agency and private parties. The Consultant / NGO shall be responsible for all such duties.
2. The proposal shall be submitted in 'English' language only.
3. The Consultant / NGO shall nominate their nodal officer / liaisoning officer for the assignment. The said officer shall not be replaced during the operative period of contract. Telephone numbers/Mobile phone numbers of such representative shall be communicated to the MMRDA.
4. It will be binding on the part of Consultant / NGO to visit the Office of the MMRDA and the project sites as and when called for any clarifications, meetings etc.
5. The assignment shall be carried out as per the requirements specific in the RFP and ToR.
6. MMRDA Support : The Consultant / NGO will be provided available documents / support as specified in the ToR.

How to apply

Interested Consultants / NGOs are requested to submit detailed proposals to the office of the Chief, Social Development Cell, 4th Floor, MMRDA Building, Bandra-Kurla Complex, Bandra (E), Mumbai 400 051, Tel No. 26597451 / 26590735 on or before September 21, 2018, 5 p.m. Bids received after due time and date shall be returned unopened. In case of any clarification, please contact the Chief, SDC at the above mentioned address.

Annexure-I

Terms of Reference

The Mumbai Metropolitan Region Development Authority (MMRDA) desires to appoint a Consultant / Non-governmental Organization (NGO) to carry out a Social Impact Assessment and conduct resettlement planning for Metro 9 project, which is undertaken for implementation along with other metro projects as a part of the overall master plan, with the proposed financial assistance from multilateral funding agencies.

Background of the project

Brief details of these two projects are as follows :

Metro 9 – 9.30 k.m. long and fully elevated project extending from Dahisar (E) to Mira-Bhayandar with 9 stations and the depot at Mira-Bhayandar.

The Mumbai Metro Line 9 project is in the process of being approved by the Govt. of Maharashtra and is proposed to be implemented with the financial assistance of Multilateral, Bilateral or any other funding agency. The civil works involving the construction of viaduct (elevated corridor) is expected to be funded by the MMRDA and the remaining works consisting of track, systems, signaling, rolling stock, etc. are expected to be funded by the funding agency.

The Detailed Project Report (DPR) for this project is prepared by DMRC. Although the metro corridor will be elevated and will be built substantially within the RoW of existing roads, land on the side at station locations will be required for staircases, lifts etc. and at few locations, land would be required for construction of the elevated structures affecting some structures. The MMRDA is in the process of finalizing the alignment and identifying broad (envelope) corridor of physical impact on site on that basis. The civil works contracts will be based on 'design and build' principle and will involve preparation of detailed engineering designs for piers, viaduct, stations etc. The final impacts, mostly from amongst those identified in the broad corridor of impact, will be identified based on final designs of contractors. The Consultant engaged for preparation of SIA/RP will be required to carry out the work for the broad corridor of impact.

The requirement of permanent land for this project, particularly private land has been kept at the minimum (estimated 1.44 ha. for Metro 9 project) and such land is proposed to be acquired through negotiations / compulsorily following due process of applicable law. Certain changes in the alignment and location of stations are expected to be carried out primarily to reduce impacts on structures. It is estimated that about 44 structures used primarily as business establishments and for certain other activities are likely to be affected by these projects together. Most of the PAPs are expected to be non-title holders. The exact identification of affected structures based on finalized alignment will be required to be carried out. Some marginal changes are also expected during the actual construction on account of designs proposed by the Contractors.

Policy Framework for Social Safeguards to be followed under the project

Given the proposed funding by Multilateral or Bilateral agencies for the metro lines, the project is expected to follow MUTP R&R Policy, relevant domestic laws and comply with relevant social safeguard policies of the funding agencies in addressing the resettlement impacts under the project. The concerned funding agency is expected to review the SIA and RAP Report for compliance with its social safeguard policies and also periodically review the R&R for Metro-9 project for progress and compliances of its requirements including those related to census survey, information dissemination, consultation, grievance redress, separately dealing with vulnerable households etc. as a part of its due diligence for funding the track and systems works. Further, the mid-term and end-term evaluation of R&R is expected to be carried out by an Independent Evaluation Agency.

The Govt. of Maharashtra is expected to approve Rehabilitation and Resettlement of the Project Affected Persons (PAPs) of Metro 9 project as per the Mumbai Urban Transport Project (MUTP) R&R Policy, which was designed and approved in consultation with the World Bank for MUTP in compliance with the requirements of the World Bank on involuntary resettlement. The core salient features of the MUTP R&R Policy are as follows :

- i. PAPs occupying all types of structures in terms of ownership, use and form are covered and the legitimate occupants and users, formal and informal, enumerated in the baseline survey are considered eligible for R&R entitlements by considering survey date as cut-off date.
- ii. The resettlement options include provision of tenements constructed under Slum Rehabilitation Schemes with separate provisions for residential and non-residential structures as well as squatters and legal titleholders.
- iii. The additional R&R entitlements include 3 years' travel cost by suburban railway for additional distance in case of increase in distance to work place to workers / employees of affected establishments and in case of permanent loss of source of livelihood for employees / workers / entrepreneurs, one year's income as lump sum compensation and cost of shifting to R&R site.
- iv. The Policy also provides for rehabilitation of indirectly affected PAPs (unaffected balance PAPs left in the community with social and economic linkages with affected PAPs) and host community (original residents of resettlement site); and Grievance Redress mechanism.

The above mentioned MUTP R&R Policy ensures R&R of all the affected PAPs to the extent covered in the baseline survey thus minimizing incidences of ineligibility and thereby resistance to R&R and clearance of land. The Metro-9 project will be implemented under the Metro Railways (Construction of Works) Act and the entitlements under the Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013 as amended now have been made applicable in cases where acquisition of private land for these projects will be required. For any safeguard impacts identified through the SIA that require interventions beyond the above, they would follow the "Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013, other relevant laws in country as well as the funding agency's policies on involuntary resettlement based on the decisions to be taken at the project level.

Objectives of the Assignment

The broad objective of the assignment is to carry out Social Impact Assessment and resettlement planning in accordance with relevant domestic laws and funding agency's Social Safeguards Policies.

It is clarified that the SIA is normally carried out on a sample basis but covers broader social impacts beyond the impacts of directly affected, which are usually covered in the census survey for the purpose of RAP. However, since the SIA report and RAP are being prepared together in this assignment, broader social impacts for SIA will be assessed through primarily census survey of all project affected people to capture impacts and losses and sample socio-economic survey among different groups as well as other forms of assessment to capture the non-resettlement related impacts as well.

Scope of Work and Tasks

The scope of work and specific tasks identified for this assignment are as follows :

1. To carry out review of all documents related to projects such as DPRs, finalized alignment drawings showing corridor of direct impact, inventory of Government and private land required temporarily and permanently for the project etc. and safeguard policy related documents of funding agencies, MUTP R&R Policy, Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013, formats for baseline socio-economic survey reports and other related documents.
2. To carry out social impact assessment for Metro 9 project the results of which will provide basis for preparation of Resettlement Action Plan in order to mitigate adverse impacts and enhance development outcomes of the project. This will involve the following tasks :
 - a. To carry out the detailed initial inventory survey / listing of permanent and temporary resettlement impacts, including possible land acquisition, structural impacts. Such inventory survey / listing shall include video-graphy of entire affected area (including structures, vacant spaces etc.) and photographs of each affected structure from outside and inside. This will also involve carrying out cadastral survey / mapping of all structures likely to be affected for execution of works of all components of Metro projects. The Consultant / NGO shall take inputs from drone / land surveys carried out separately to identify structures constructed / extended / internally divided after such drone / land survey with a view to obtain R&R benefits. Such structures should be separately numbered and identified in documents to be prepared and submitted to MMRDA.
 - b. To carry out screening and assessment of other possible social impacts with the metro line construction and operation, such as noise and vibration impacts of construction and operation, which will be assessed as a part of the EIA and possible impacts on business and income;
 - c. To carry out a census survey of all those considered presently affected (including employees of establishments) based on the Detailed Project Report and alignment drawings and designs. Such survey should categorize PAPs into different type of structure uses and tile holders and non-title holders. The indicative list of information to be gathered includes but is not limited to : (i) Social status of the affected families/persons: caste/tribe/gender category of families; generation of disaggregated gender data; (ii) Economic status of the affected families/persons: source of livelihood, monthly incomes; number of bread earners in family and types of incomes, land ownership, household

assets, indebtedness, etc.; (iii) Residential families: nature and quantity of likely loss-homestead area, residential structure, types of R&R assistance preferred, etc.; (iv) Commercial Units: nature of land and structure affected, title, business type, legal status of business, monthly incomes and turnovers; number of employees, cliental, etc.; (v) List of landless wage labourers, employees working in formal or informal sector who may be adversely affected due to the project with data on nature of occupation, education and skill level, social category, age, and income; (vi) Common properties affected (cultural properties, schools, community centres, dispensaries, etc.); (viii) List of vulnerable persons/families: (poor, SC/ST, women headed, aged/infirm, physically or mentally challenged) with socio-economic profile; (ix) Other key information: travel time to work place; access to basic services; health status; participation in development schemes of the government; level of mainstream linkage; (x) Inventory of all affected common amenities and facilities and religious structures; (xi) Any other information considered important in the local context. All the data presentation in the report will include gender disaggregated analysis, wherever relevant.

- d. To take and document photographs of each affected structure from the front showing ID No. marked on the structure along with PAP Family / PAP businessmen seen in the photograph and collect all available documents of proofs of stay of occupants in the affected structures during the Census Survey.
 - e. To carry out a stakeholder analysis to identify the project stakeholders, including the PAPs and other local residents, and carry out stakeholder consultations over the proposed project, its impacts and benefits, and interventions to address the impacts and enhance the project benefits. For these consultations to be meaningful, it is fundamental that relevant project information should be disseminated before hand and focus group sessions should be held with various different groups to bring out their feedback. The consultations and its outcomes are key inputs for SIA and RAP and all consultations and its attendance, issues raised and how those are reflected in RAP and designs should be recorded and summarized in the reports.
 - f. To carry out a gender and vulnerability analysis for the project. In addition to baseline information on gender and vulnerable groups as mentioned above, specific consultations should be held with women and vulnerable groups regarding their views, concerns and recommendations over adverse impacts, their mitigation, overall project construction and development. Assessment of these feedback should inform the development of necessary gender interventions under the project, which should be proposed and developed as part of the SIA. To prepare Baseline Socio-economic Survey (BSES) report on the basis of information collected through census surveys and its analysis and maps showing structures in the corridor of impact on project designs drawings;
 - g. To analyze the above information collected, and provide recommendations to design necessary project interventions.
 - h. To document the above findings, assessment conclusions and recommendations in a Social Impact Assessment Report.
3. To conduct resettlement planning (as a part of the SIA document) for Metro 9 project to mitigate the adverse impacts identified through SIA and enhance development outcomes of the project. The resettlement planning will include the following tasks,

- a. Inventory survey of project impacts and census survey of the affected population. This is already in the scope of work of the SIA (see above).
 - b. Review of the MUTP R&R Policy and develop R&R policy framework for this project, in compliance of relevant Government and funding agencies' policies;
 - c. Formulate resettlement strategy and action plan to address the identified resettlement impacts, including post-relocation support, as well as the land acquisition and necessary livelihood restoration interventions;
 - d. Carry out consultations with local communities, including the affected population, for the above strategy and action plan finalization
 - e. Review the MUTP implementation arrangements and propose one for this project in consultation with the project authority
 - f. Estimate the cost of the resettlement and other social interventions, and propose a budget
 - g. Document the findings, conclusions and results from the above into a resettlement action plan (RAP)
4. The RAP shall cover but not limited to the following aspects :
- a. Description of the Project
 - b. Identification of Potential Impacts
 - c. Objectives
 - d. Findings of SIA report
 - e. Land Requirement and Acquisition
 - f. Legal Framework and its comparison with Social Safeguard requirements
 - g. Institutional Framework
 - h. Eligibility
 - i. Methodologies for valuation of and compensation for losses
 - j. Entitlement Framework
 - k. Resettlement Plan and Measures
 - l. Environmental Protection and Management in relocation area
 - m. Community Participation and Public Consultation
 - n. Grievance Redressal
 - o. Implementation Schedule
 - p. Costs and Budget
 - q. Monitoring and Evaluation

The MMRDA has carried out substantial R&R in the past based on the MUTP R&R Policy and is also simultaneously implementing other Metro corridors involving R&R. The Consultant / NGO engaged for preparation of SIA and RAP for Metro 6 should study the institutional arrangements and procedures already put in place for implementation and monitoring (PIU & LA&RR Unit), disclosure of information (PICs), grievance redressal (FLGRC & SLGRC) and also assets (housing stock & commercial spaces) available for R&R and, based on such study, suggest modifications or improvements, if necessary. Further, the coordination among civil works, land acquisition and resettlement activities including handing over schedule of the unencumbered land to the contractor need to be fully integrated and reflected in the RAP.

Approach and Methodology

Preparation of SIA and RAP involves activities related to Consultation with and reporting to MMRDA, Desk Research, Field Studies, Data Analysis and Preparation of Reports.

Consultation with and reporting to MMRDA involves but is not limited to obtaining various information from MMRDA, consulting MMRDA on information to be collected and method of presentation, devising formats for data and reporting, periodical reporting of progress of assignment etc. and also active communication with and holding and attending meetings with MMRDA officials, conducting site visits with them etc.

Desk Research involves but is not limited to review of literature, project documents, acts, policies, guidelines, alignment drawings, data collection from secondary sources, development of tools for collection of data through primary sources etc.

Field Studies involve but is not limited to site visits for verifying the alignment on the ground and identifying affected areas, meetings and discussion with community, mapping and enumeration of structures, creating visual record of affected structures/PAPs, collecting documents of proofs of stay of occupants, training of investigators, cadastral and socio-economic survey, public / community consultation, visits to proposed resettlement sites and their assessment etc.

Data Analysis involves but is not limited to coding, tabulation and compilation of collected data, analysis of baseline data, analysis of social impacts and findings, valuation of assets, estimation of costs, assessment of project implementation schedule, and identification of inputs for RAP etc.

Preparation of Reports involves but is not limited to preparation of Baseline Socio-Economic Survey Report including maps and SIA Report including RAP and its various Annexures in the form of draft reports and final reports and their submission to MMRDA by incorporating suggestions given by it. This may also involve making presentations of findings etc.

In addition to the tasks specified in the Scope of Work, some of the important aspects that need to be considered in deciding the approach and methodology for the assignment are highlighted below:

1. Developing clear understanding of various components, physical extent and scope of projects.
2. Developing clear understanding of legal and safeguard policy framework applicable to the projects, including eligibility and entitlements of occupants and owners, those on Government lands and private lands, Title and Non-Titleholders, residential and non-residential users etc.
3. 100% coverage of structures and PAPs likely to be fully or partly affected by the projects in the census survey (this could involve repeated visits to locked structures or non-responsive PAPs).
4. Appreciating and incorporating different data requirements for different types of structures such as residential, non-residential (to be specified), residential-cum-commercial, community resources etc.
5. Formulation, testing and use of structured questionnaire covering all types of information required to be collected through survey.
6. Appropriate presentation of structure-wise data collected through the survey in the form of a report and maps.
7. Suggest effective strategies for disclosure of information about the projects.
8. Carrying out public consultation with clear understanding of objectives and expected outcomes.
9. Understanding different categories of land required for the projects and the processes involved and evolving strategies for obtaining them.
10. Carrying out valuation of assets and losses with clear understanding of principles of replacement cost, market value etc.

11. Understanding of MMRDA's past R&R experiences, including aspects such as procurement of R&R tenements, Slum Rehabilitation Schemes, Accommodation Reservation etc. and use such knowledge in preparing RAP.
12. Defining and identifying vulnerable PAPs (including those below applicable poverty line) and devising specific strategies for vulnerable PAPs, if any, and also for relocation of community structures such as public toilets, religious places affected by the projects.
13. To devise formats for maintenance of various information / data related to social safeguards and for their reporting during monitoring and evaluation.
14. Designing LA & R&R implementation schedule in the broader context of project implementation schedule having regard to encumbered and un-encumbered lands and nature of encumbrances.
15. Appointing a nodal officer for communication and co-ordination with MMRDA and for attending meetings and conducting site visits.

Support by MMRDA

The MMRDA will provide the following documents or provide support in obtaining certain information and carrying out certain tasks:

- a. Necessary technical documents and information
- b. Technical drawing showing corridor of direct impacts to enable demarcation of the impact zones,
- c. Inventory of Government and private land required temporarily and permanently for the project
- d. MUTP R&R Policy
- e. Facilitate access to project and impact sites
- f. Participate in public consultation as necessary
- g. Facilitate co-ordination with technical team, DMRC, General Consultant and any other entity related to the project as may be necessary
- h. Providing information on resettlement options, project implementation schedule etc.
- i. Providing information on institutional set up including for grievance redressal

Annexure-II

Time Limits for the Assignment

The total period of engagement will be for 6 months. The time allocation for main milestones identified for each project would be as follows:

Task Details	Completion time from the date of Commencement
To identify impacts and carry out cadastral and PAP Surveys (including video-graphy and photos during inventory / listing)	45 days
To take photographs of each affected structure from the front showing ID No. marked on the structure and PAP Family / PAP businessmen and collect documents of proofs of stay of occupants	45 days
To analyze survey information and present findings including for vulnerable PAPs	60 days
To review Detailed Project Reports, Social Safeguard Policies of Funding Agency and MMRDA, Legal Framework for LA & R&R etc.	60 days
To prepare detailed survey report including project maps identifying structures affected / likely to be affected	90 days
To carry out public / community consultation	120 days
Devising eligibility and entitlement framework and resettlement and compensation options	120 days
To prepare Social Impact Assessment Report including Resettlement Action Plan in the format as per the requirement of the Funding Agency and MMRDA	150 days
To revise SIA & RAP report as per the requirements of the Funding Agency and MMRDA	180 days

The above timelines are subject to variation depending on the progress of project preparation schedule of Metro 9 project. The basic work of survey and preparation of SIA reports is expected to be completed in 5 months. Another 1 month's time is expected to be required to incorporate any revision in the impacts, survey and SIA & RAP report. The MMRDA will review the progress and performance and convey its comments and suggestions, if any, which shall be adhered and incorporated in subsequent actions. The documents / reports required to be submitted by the Consultant / NGO shall be prepared in English and shall use SI units in mathematical, engineering and statistical data analysis. All documents, reports databases etc. should be submitted to the MMRDA in soft and hard formats.

Outputs for the Assignment

The details of documents to be submitted, schedule of submission and copies to be submitted are as follows:

Documents	Schedule of Submission from the date of Commencement	No. of Copies
Draft Survey Report and Maps in Volume – I & II *	90 days	2
Videos and photos taken during inventory / listing and Photographs of affected structures and PAPs	90 days	2
Documents of Proofs of Stay obtained from PAPs	90 days	2
Final Survey Report and Maps in Volume – I & II	120 days	5
Draft SIA / RAP Report **	150 days	2
Final SIA & RAP Report	180 days	5

* The survey reports and maps shall be submitted in two volumes : Volume-I consisting of schedules of surveys, methodology and process of survey, description and documentation of consultations carried out during survey, tables of analysis of surveys and findings etc. and Volume-II consisting of detailed tables providing variety of information about PAPs / Families / Enterprises/ Community Assets as well as Structures and section-wise scaled maps showing corridor of impacts and affected / nearby structures with ID Numbers etc. The formats for these reports may be obtained from MMRDA.

** SIA / RAP Report will have to comply with the requirements of Funding Agency and MMRDA. The format for this report may be obtained from MMRDA.

In addition to the above, the Consultant / NGO shall submit quarterly progress reports to MMRDA.

Annexure-III

Format for Details on Fulfillment of Eligibility Criteria

Sr. No.	Eligibility Criteria	Description	Documentary Proofs provided	Page No.
1	It should be an agency registered in India under appropriate statute enabling it to provide the specified services and should have been actively working as a Consultant/NGO for the past at least 5 years	(Registered under what statute and when and some of the assignments carried out at least during past 5 years)		
2	It should have experience in carrying out cadastral and socio-economic surveys and preparation of SIA Report or Rehabilitation Action/Implementation Plan for at least one infrastructure project of any Government agency in India	(Specific details of actual tasks, name of the project, name of the Govt. agency, year of completion of assignment)		
3	It should have at least one senior level Social Scientist/R&R Specialist with familiarity and experience of working on at least one infrastructure project of any Government agency in India involving application of and compliance with social safeguard policies of multilateral or bilateral funding agencies such as the World Bank, JICA, ADB etc.	(Name of the expert, specific details of actual tasks, name of the project, name of the Govt. agency, name of the funding agency, year of completion of assignment)		
4	It should have a team of qualified and experienced Social Scientists, Social Workers, computer operators, supervisors and surveyors.	(Names of specific persons)		

Annexure-IV
Expected Key Personnel

The Consultant / NGO will operate principally from Mumbai. Given the scale of the assignment, it is envisaged that the Consultant / NGO will work in close partnership with a team of officials from the MMRDA and DMRC.

Composition of the Team

The Consultant / NGO should propose appropriate team (depending on man-month requirement of specific experts) for this assignment. Experts with appropriate qualification and experience in the following disciplines are necessary on the team :

- ❖ Team Leader / Social Development Specialist with appropriate educational qualifications (Post Graduation or PhD in Social science) and adequate and actual experience of preparation of SIA and RAP Reports for infrastructure projects
- ❖ Urban R&R Specialist with appropriate educational qualifications (Post Graduation in Social Science or Social Work) and knowledge and experience in social safeguard policies of multi-lateral / bilateral and other funding agencies, legal framework for land acquisition and R&R etc.
- ❖ Urban Planner with appropriate educational qualifications (Post Graduation in Urban Planning) and knowledge of zoning and Development Control Regulations, Slum Redevelopment Schemes, asset valuation etc.
- ❖ Social Workers appropriate educational qualifications (Post Graduation in Social Work) and with experience in surveys, public consultation, Community Development work related to R&R
- ❖ Computer Operators
- ❖ Supervisors and Surveyors

The team shall be led by an experienced and qualified Social Development Specialist with 10-15 years of similar experience. The Consultant / NGO will be responsible for managing all the staff working on the assignment.

The estimated number of key experts and their man-month inputs expected to be required for Metro 9 project are as follows:

Sr. No.	Expert	Number	Total Man-months
1	Team Leader / Social Development Specialist	1	3
2	Urban R&R Specialist	1	3
3	Urban Planner	1	0.5
4	Social Workers	2	6

Annexure-V

Schedule of Payment

Task Details	Fee as % of Accepted Cost	Cumulative % of Fee Payable
On Execution of Agreement	10%	10%
On Submission of Draft Survey Report and Maps, Videos & Photographs during Inventory / Listing, PAP / Structure Photographs and Documents	15%	25%
On Submission of Final Survey Report and Maps	20%	45%
On Submission of Draft SIA& RAP Report	35%	80%
On Submission of Final SIA & RAP Report	20%	100%