

Chhattisgarh Housing Board (CGHB)



**REQUEST FOR PROPOSAL
(RFP)
FOR OUTSOURCING
MANAGEMENT & OPERATIONS
OF
ESTATE MANAGEMENT**

TABLE OF CONTENTS

S.NO.	PARTICULARS	PAGE NO.
1	Disclaimer	02
2	RFP Notification Advertisement	03
3	Schedule of Bidding Process	04
4	Instructions to Applicant	05
5	Schemes of CGHB	06-10
6	Details of CGHB property	10-11
7	Details of property available for allotment	12
8	Estate Management	13
9	Scope of Work	14
10	Services	15
11	Minimum eligibility criteria	15
12	Earnest money deposit	15
13	Performance Security/guarantee	16
14	Penal Provision	16
15	Period of Agreement	17
16	Format & signing of proposal	17
17	Proposal due date	17
18	Selection Process	18-19
19	Terms & conditions for the Outsource Agency	20
20	Appendix –A, Covering Letter	21
21	Appendix –B, Detail of Agency	22
22	Appendix –C, Power of Attorney	23
23	Appendix –D, Turnover/ Financial detail	24
24	Appendix –E, Financial Proposal	25
25	Appendix –F, Broad Scope of Work	26-27
26	Appendix –G, Service Requirement	28-29
27	Appendix –H Agreement	30-32

DISCLAIMER

1. The information contained in this Request for Proposal ("RFP") document provided to the Applicants(s), by or on behalf of Chhattisgarh Housing Board (THE CGHB) or any of its employees or advisors, is provided to the Applicants (s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.
2. The purpose of this RFP document is to provide the Applicants (s) with information to assist the formulation of their Proposals. This RFP document does not purport to contain all the information each Applicants may require. This RFP document may not be appropriate for all persons, and it is not possible for THE CGHB, its employees or advisors to consider the business/investment objectives, financial situation and particular needs of each Applicant who reads or uses this RFP document. Each Applicant should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and where necessary obtain independent advice from appropriate sources. THE CGHB, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.
3. THE CGHB may, in its absolute discretion, but without being under any obligation to do so, modify the RFP update, amend or supplement the information in this RFP document.

RFP Notification Advertisement



CHHATTISGARH HOUSING BOARD HEAD OFFICE SHANKAR NAGAR RAIPUR

www.cghb.gov.in

**OUTSOURCING OF ESTATE MANAGEMENT
EXPRESSION OF INTEREST INVITED FROM FINANCIAL INSTITUTIONS**

CGHB intends to outsource its Estate Management function, this includes Sale proceeds, customer care & Marketing in-house. The basic object is to provide better services by online solution.

The eligibility criteria, scope of work & bid documents can be obtained from the office of undersigned during working hour's or can be downloaded from www.cghb.gov.in

Contact person- **Shri C.S. Bajwa, CEO, Mo. No.- 9424209005**

1. Last date of obtaining Bid documents & information - 07/11/2014
2. Pre Bid Meeting - 10/11/2014 (At 11:30 AM)
3. Last date for submission of proposal - 25/11/2014 Up to 5.00 PM
4. Meeting & presentation of Bidders - 04/12/2014

COMMISSIONER

SCHEDULE OF BIDDING PROCESS

The schedule of events during the Bidding Process shall be as follows -

Sr. No	Event Description	Date/Time
1	Issue of RFP document Notification	01/11/2014
2	Last date of Obtaining RFP & Information	07/11/2014
3	Pre Bid Meeting	10/11/2014
4	Last Date of submission of Proposal (Proposal due date)	25/11/2014 (Up to 5.00 pm.)
5	Opening of proposal	26/11/2014
6	Short listing of Agency for Presentation	26/11/2014
7	Meeting & Presentation of Bidder	04/12/2014
8	Acceptance of Proposal	Will be Separately Informed by the Board officials

INSTRUCTIONS TO APPLICANTS

Chhattisgarh Housing Board (CGHB) is a body corporate constituted under Chhattisgarh Grih Nirman Mandal Adhiniyam 1972 by state government by the notification dated 12 Feb. 2004, with the strong social need of providing shelters specially for the lower income group and weaker section of the society in the state. CGHB after its formation has constructed over 65520 houses under various scheme for the different section of the society at present about 17507 houses are under construction in various scheme.

1. Chhattisgarh Housing Board is an organization. It is just Ten (10) years old. In this short duration, however, Chhattisgarh Housing Board has made giant strides.
2. The division of assets and liabilities with the parent body, Madhya Pradesh Housing Board has been finalized and settled.
3. Chhattisgarh Housing Board is constructing houses in over 40 Centers in the State. It is constructing houses for all segments, with a strong bias in favor of the low end, because this segment does not have prospects of good profit and so does not interest the builders in the private sector.
4. Customized Housing Schemes have been designed for various sub-segments in the low-end market viz. for (a) Middle Income Group (MIG): Kushabhau Thakre Awas Yojana (b) Low Income Group (LIG): Deendayal Awas Yojana (c) For Economically Weaker Sections (EWS): Atal Awas Yojana (Revised), Atal Vihar Yojna ,General scheme
5. Chhattisgarh Housing Board has paid off all loans it had inherited from its parent organization before time. It is one of the few debt-free public sector organizations in the country.
6. Value of Works in hand at present are: (a) Housing Projects: Rs. 2000 crores (approximately), (b) Deposit Works: Rs. 50 crores (approximately).
7. The organization now also has got mandate to develop Affordable Housing in Chhattisgarh to reduce Urban Pressure on the core cities and to provide sustainable opportunities for all sectors.
8. THE CGHB has a limited manpower and in-house professional capacity to meet the challenges for implementation of the projects mentioned in Para 3 to 7 above. There is an imperative need of procuring Professional & Management services of an external agency to enhance the capacity. The CGHB intends to select and appoint Outsource agency through this RFP for the better customer services & online solution.

SCHEMES OF CGHB

The brief idea about the schemes are as follows:-

DEEN DAYAL AWAS YOJNA

This is the state Government sponsored scheme specially formed for the low income group. An Applicant's annual income should be less than Rs. 2,00,000 , will eligible for this scheme. The houses shall be built in all district head quarters of the State, subject to availability of suitable land. About 14,700 houses are constructed / under-construction. Houses are available in Independent/Multistoried, Construction of houses has already begun in several towns. The houses are twin-type as well as G + 2 type. The carpet area is 455 sq. ft. to 487 sq. ft. Each house has two rooms, a kitchen and a WC.

ATAL AWAS YOJNA

This is state Government sponsored scheme. It is meant for economically weaker section (EWS) peoples. An Applicant's annual income should not exceed Rs. 1,00,000. The house shall be built in the various Block HQ towns in the State .Under this Scheme about 19,000 houses are constructed / under-construction. Each house shall be independent, built on a plot of 560 sq. ft. The built up area shall be 280 sq. ft. Each house shall have two rooms, a kitchen and a WC.

GENERAL HOUSING SCHEME

Chhattisgarh Housing Board also takes up construction of houses for General categories. These are HIG / MIG / LIG / EWS housing schemes. The schemes are announced widely through newspaper advertisements before launch.

ATAL VIHAR YOJNA

AtalViharYojana is the biggest housing scheme of Chhattisgarh Housing Board in the state since the formation of CGHB onFeb.12, 2004.The Chhattisgarh Housing Board will construct 100,000 houses at 40 locations in the state under AtalViharYojana.The Government of Chhattisgarh will provide a subsidy of Rs. 40,000 for an LIG (Lower Income Group) housing unit and Rs. 80,000 for a EWS.

MODE OF ALLOTMENT

- Hire Purchase
- Self Financing Scheme
- Out Right Sale
- Offer Sale
- Rental scheme

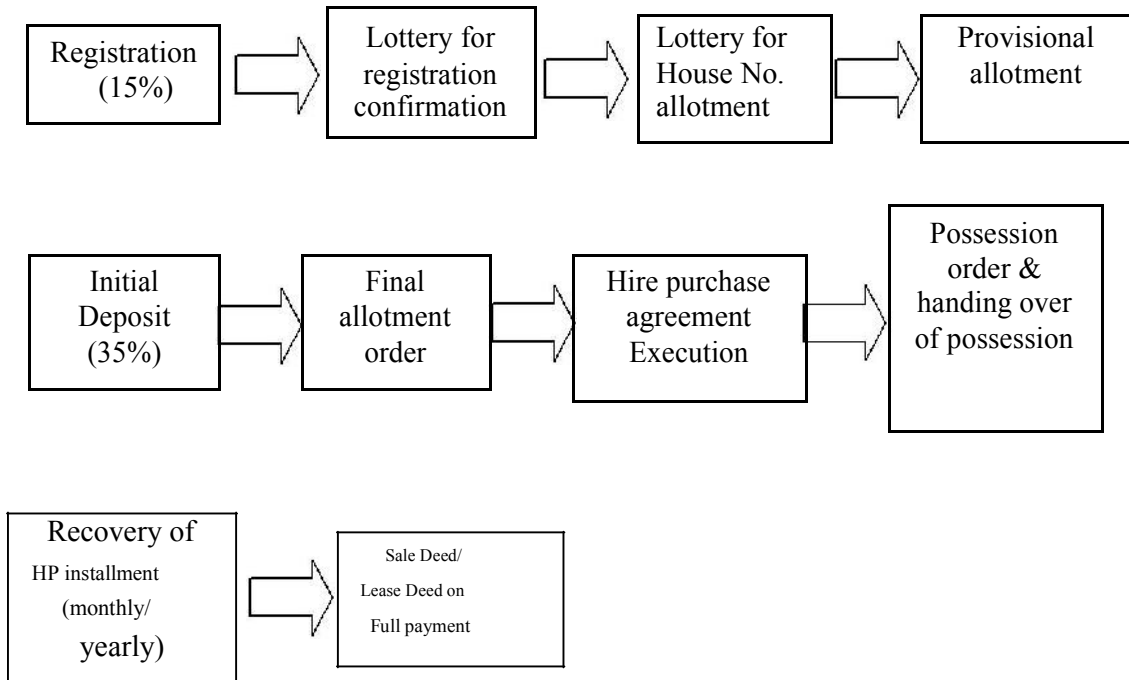
SALE OF BUILDING OR HOUSE

The sale proceeds of property takes place in following mode. The basic difference is the schedule of payment.

Hire Purchase

In Hire Purchase, Applicant has to pay the 15% of the amount with the form. After the allotment, the remaining 35% difference of 50% have to pay in the specific time given by CGHB and the remaining 50% applicant have to pay in the time period of 5/10/15 years (monthly/ yearly installment).

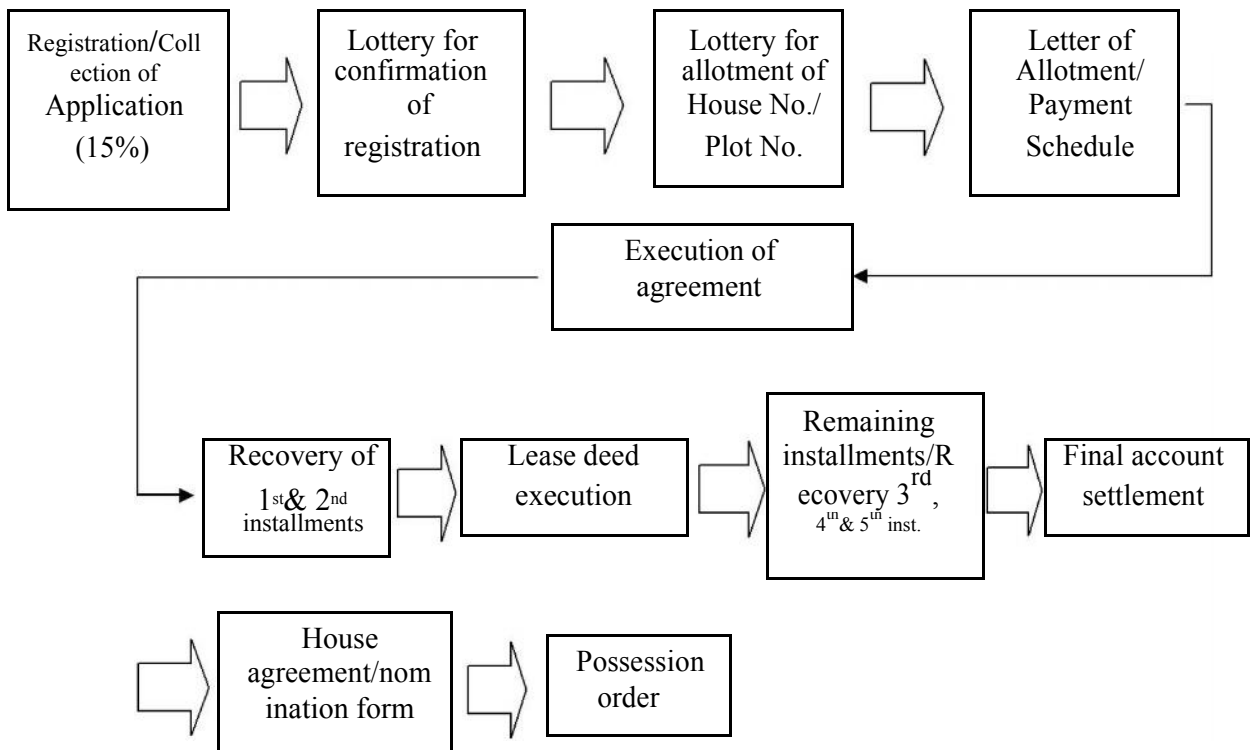
ON HIRE PURCHASE



Self Financing Scheme

In Self Financing Scheme, Applicant has to pay 15% of the amount as registration fee with the application form. Remaining 85% amount is payable in 4/5 installments in specific time period given by CGHB as per the progress of work.

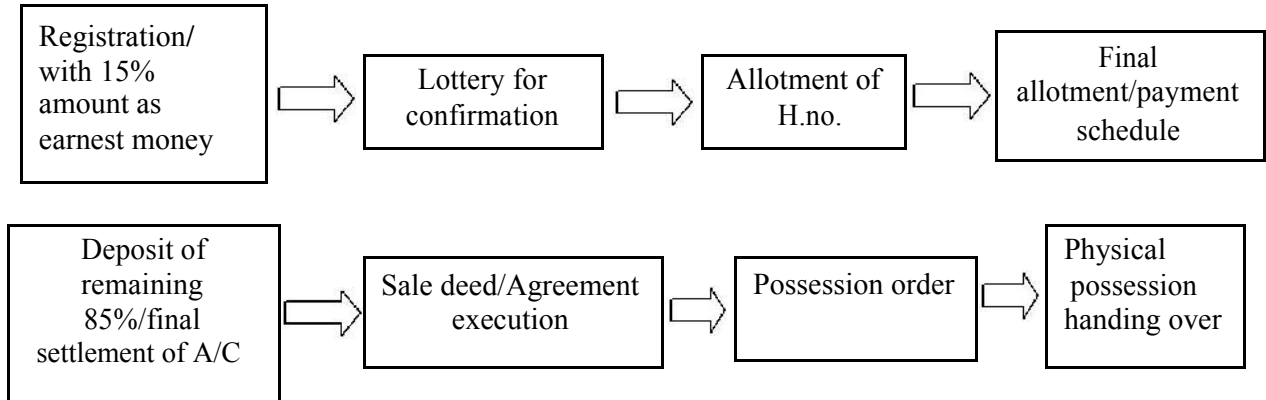
SELF FINANCING SCHEME



Outright Sale

In Outright sale applicant has to pay 15% registration amount/earnest money with the application form & after the confirmation and issue of acceptance letter. Applicant has to pay remaining 85% amount in the time period of one month. In Outright sale generally houses are in ready possession.

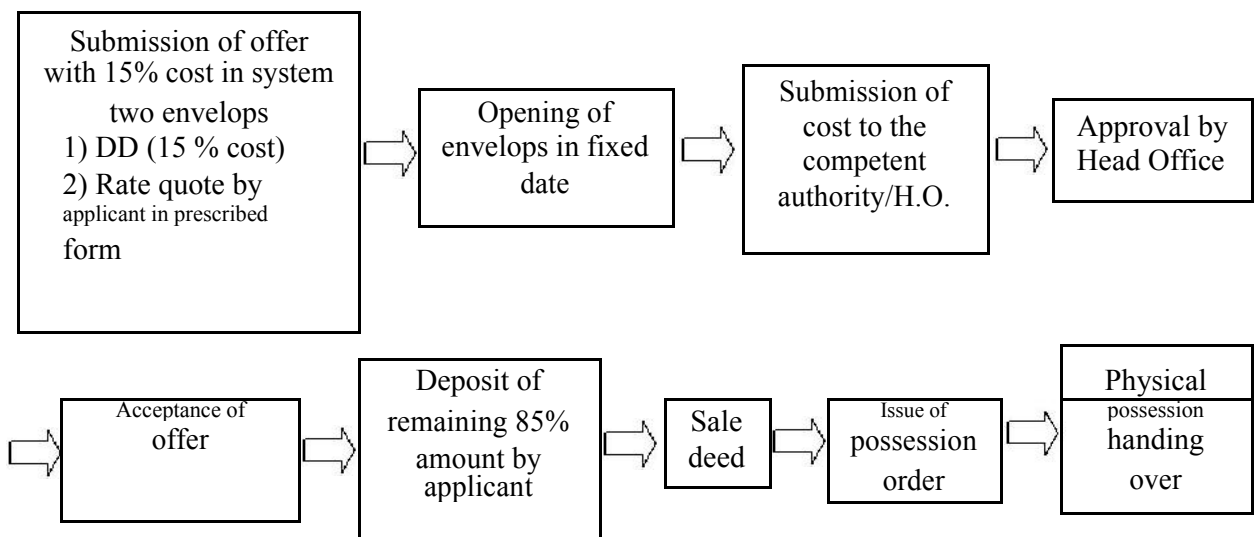
ON OUTRIGHT SALE



Offer sale scheme

In offer sales scheme applicant has to bid for the particular property by submitting offer in prescribed form with earnest money (15% of cost). Applicant has to bid high compare to the fixed rate (offset price) of the property. This mode of allotment is used in case of MIG/HIG or commercial property.

OFFER SALE



CHHATTISGARH HOUSING BOARD (CGHB)

Rental scheme

In Rental scheme CGHB provides the vacant property of Residential /commercial to the applicant for the particular period of time in yearly basis.

1. The rent is fixed as per by Rent control authority plus 10 % extra.
2. 10 % of enhancement every year.
3. First agreement for 11 months & renewable up to 3 years.

Commercial property

All commercial property is sold by Offer/Outright sale. The offers are invited with earnest money & an acceptance of offer by competent authority. The applicant has to deposit balance amount in full & to execute the sale deed. Then after the Possession is handed over to them.

Details of the Property are as follows:-

On formation of new state the CGHB is inherited from the erstwhile Madhya Pradesh Housing Board. Hence few properties prior to the 2004 are of the time of MPHB.

CONSTRUCTD HOUSES/PLOTS OF CHHATTISGARH HOUSING BOARD & MPHB

S.NO.	TYPE OF HOUSES	NO. OF HOUSES CONSTRUCTED		TOTAL HOUSES	NO. OF PLOTS ALLOTTED		TOTAL PLOTS
		CGHB	MPHB		CGHB	MPHB	
1	AtalAwasYojna	9067	0	9067	0	0	0
2	Ews	9981	6588	16569	0	3089	3089
3	Bsup	6672	0	6672	0	0	0
4	DeenDayalAwasYojna	17170	0	17170	0	0	0
5	LIG	10222	5613	15835	0	2017	2017
6	MIG	8127	5588	13715	0	613	613
7	HIG	4281	1594	5875	255	61	316
	Grand Total	65520	19383	84903	255	5780	6035

CHHATTISGARH HOUSING BOARD (CGHB)

**DETAILS OF HOUSES CONSTRUCTED DIVISION WISE UNDER
VARIOUS SCHEMES**

S. No.	Division Name	EWS	AtalAwas	LIG	DDAY	MIG	HIG	BSUP	ISHDP	Total
1	2	3	4	5	6	7	8	9	10	11
1	Division-1, Raipur	189	0	146	1015	1862	479	0	0	3691
2	Division-2, Raipur	2529	294	3467	3827	585	1492	0	0	12194
3	Division-3, Raipur	1094	2705	1272	1249	425	88	3960	0	10793
4	Division-4, Raipur	603	1091	897	2220	528	147	0	0	5486
5	CPD-1, Naya Raipur	320	0	648	0	797	900	0	0	2665
6	Division Durg	824	634	1117	2634	1090	61	0	0	6360
7	Project Division Durg	1888	0	576	0	657	609	0	0	3730
8	Division Rajnagaon	435	1352	357	1387	151	47	0	0	3729
9	Division Jagdalpur	423	373	132	268	314	60	0	0	1570
10	Division Bilaspur	618	1049	637	1796	913	223	0	1000	6236
11	Division Korba	262	225	238	1874	281	49	0	0	2929
12	Division Raigarh	572	685	558	468	431	104	0	1712	4530
13	Division Ambikapur	88	206	64	210	49	18	0	0	635
14	Division Kondagaon	136	453	113	222	44	4	0	0	972
	Total	9981	9067	10222	17170	8127	4281	3960	2712	65520

CHHATTISGARH HOUSING BOARD (CGHB)

DETAILS OF PROPERTY AVAILABLE FOR ALLOTMENT

Following are the Details of property in Residential and Commercial available for Allotment:-

S. No.	Name of Division	Ongoing Residential Projects		Constructed Commercial Projects	
		Total No. of House	Available for Allotment	Total No. of Shop/ Hall	Available for Allotment
1	Division 1 Raipur	410	331	136	25
2	Division -2 Raipur	1034	929	131	97
3	Division -3 Raipur	3513	2306	5	3
4	Division -4 Raipur	1565	1313	84	76
5	Capital Division- 1 Raipur	1750	491	124	45
6	Capital Division- 2 Raipur	Nil	Nil	Nil	Nil
7	Division Durg	1664	1226	67	24
8	Project Division Durg	Nil	Nil	Nil	Nil
9	DivisionRajnandgaon	794	626	76	5
10	Division Bilaspur	1245	1054	49	49
11	Division Raigarh	1481	891	Nil	Nil
12	Division Korba	1180	731	15	6
13	Division Ambikapur	684	209	Nil	Nil
14	Division Jagdalpur	1362	1303	18	15
15	Division Kondagaon	825	537	Nil	Nil
	Total	17507	11947	705	345

CHHATTISGARH HOUSING BOARD (CGHB)

Estate Management

In all divisions Executive Engineers were also holding the post of Estate Officer. But to provide better service to the beneficiaries of Board & Online solution to all concerned. The Estate Management Set up is separately established as follows

Estate Management Zone	Divisions Covered
Estate Management Zone - 01, Raipur	Division- 01 Division- 04
Estate Management Zone - 02, Raipur	CPD- 01 , Naya Raipur, CPD- 02 , Naya Raipur, Division- 03
Estate Management Zone - 03, Raipur	Division- 02
Estate Management Zone- Durg	Division Durg Project Division Durg Division Rajnandgaon
Estate Management Zone- Jagdalpur	Division Jagdalpur Division Kondagaon
Estate Management Zone- Bilaspur	Division Bilaspur Division Korba
Estate Management Zone - Raigarh	Division Raigarh Division Ambikapur

Estate Management involves the processes, system and man power for managing the life cycle of all acquired property including acquisition control, accountability, responsibility, maintenance, utilization and disposition. The main objective to outsource Estate management is to provide better customer care service, customer satisfaction, proper & smooth functioning of organization, coordination between the customer & the organization, planning & forecasting etc with the object to adopt the paperless work of estate management & to provide online solution for all the manual work being done presently.

The customer care functions and administration of allottees accounts is the basic task of Estate Management

Scope of Work

The scope of work under Estate Management includes the following:-

- Sale of application forms.
- Receipt of forms with stipulated amount.
- Scrutiny of forms.
- Supporting CGHB in organizing lottery draw/for confirmation of registration and allotment of house number.
- Organizing refund of deposit to unsuccessful applicants.
- Customer care & correspondence including issue of loan certificate, NOC to mortgage, tripartite agreement etc.
- Account administration, recovery of installment, issue of demand/reminder letter, levy of interest for delay payment.
- Execution of H.P./Rental agreement, lease deed, sale deed, issue of possession order etc.
- MIS etc.

The detailed scope of work is given in the Terms of Reference in the **Annexure-F**

Currently Estate Management is wholly an in-house function. However CGHB proposes to outsource it so that it can focus on the core activity of planning and building of houses. Presently all above documentation & accounts maintaining is being done manually but to perform effectively & properly such work. Software E-Awas is designed by NIC for CGHB. The outsourced agency is required to use this software linked with their application in front end, if proposed for MIS & various reports.

The documentation will be on the prescribed format of CGHB & will carry the signature of an authorized signatory (Estate officer/Estate manager). If any draft prepared on behalf of CGHB this will be issued with signature of Boards authorized signatory.

Services

"The Agency shall provide the services of a team of experts and support staff with skills and experience commensurate with the task requirements to operate from the CGHB approved location in Estate Management Zones. The minimum requirement of the expertise to be stationed at Zones is given in **Appendix G**

Minimum Eligibility Criteria

- a) Should be involved in the business of Housing loans/Real estate/Financial Management.
- b) Should be a sound financial institution with a strong presence in Chhattisgarh.
- c) Should have capacity to deploy/dedicate suitable staff for the above task.
- d) Should have handled at least one such similar job anywhere in India.
- e) Should have minimum 5 year experience in the same field.

Each Applicant shall submit a maximum of one (1) Proposal for the Assignment, in response to this RFP document. Any Applicant who submits more than one Proposal for the Assignment shall be disqualified.

Earnest Money Deposit (EMD)

- Proposal should necessarily be accompanied by Earnest Money Deposit of an amount of Rs.10000/- (Rs. Ten Thousand only) in the form of a Demand Draft in favour of Commissioner, Chhattisgarh Housing Board, of any scheduled bank payable at Raipur.
- EMD shall be returned to the unsuccessful Applicant within a period of One month from the date of signing of Outsourcing Agreement between The CGHB and the Successful Applicant. EMD submitted by the Successful Applicant shall be released upon completion of the services.
- EMD shall be forfeited in the following cases:
 - (i) If any information or document furnished by the Applicant is found to be misleading or untrue in any material respect; and
 - (ii) If the successful Applicant fails to execute the Outsource Agreement within the stipulated time or any extension thereof provided by The CGHB.

Performance Security/Gurantee

An amount of Five percent shall be deducted from each payment made to the Outsource Agency during the first year of assignment and retained as Performance Security which shall be returned after satisfactory completion of the Agency services. In case the service is continued for further period, no deduction shall be made on account of performance security but the retained amount shall be refunded after the satisfactory completion of the services.

The agency or financial institution selected for the above task then agency or financial institution has to give the bank guarantee/Demand Draft to CGHB as a security (Rs 10 lac). If agency fails to done the job or leave the work in the mid of the contract period, then CGHB will forfeit the bank guarantee/Demand draft given by agency. On successful completion of contract the above security will be release after 6 months.

The roles, responsibilities and broad scope of work of Outsourcing Estate Management composition, minimum qualification and experience of the team members are set out in the **Appendix F & G**. The scope of work may be extended on mutually agreed fees, terms and conditions.

Penal Provision

The holidays, working hours and the timings for working days shall be in accordance with those prevailing in the CGHB. For any reason whatsoever, if any team member remains absent from duty for a cumulative period of more than 30 working days in a year or more than 10 working days at one time, the Agency shall deploy a personnel of equal or higher qualification and experience at EM zone under written permission taken from the CGHB. In the event of the failure of the Agency to do so, a pro rata deduction in the fees per working day for the member remaining absent and a penalty of 5% (Five percent) of monthly fee, shall be made from the payment due." Wherever any person deployed by the agency is to be changed then they should take prior written permission from Chhattisgarh Housing Board.

Payment:-

The bill of agency on the basis of their commercial/offer accepted by CGHB will be paid by CGHB monthly by 15th of every proceeding month. The 5 % amount will be withheld from every payment in first year and shall be released after 6 months from the date of successful completion of contract.

Period of Agreement

The duration of the Outsourcing Estate Management shall be One Year initially which may be extended for a further period of Three Years with enhancement of 5 (Five) percent of fees in each year on previous year's fees provided that the services are found satisfactory and further that the enhancement shall be applicable after the completion of Two years of the services. However, the CGHB shall have right to review the performance of the Agency and if the CGHB is not desirous of continuation of the services of the Agency on ground of unsatisfactory performance or breach of any term or condition of the contract it may terminate the agreement by giving notice of 30 days and by providing reasonable opportunity to be heard. In such a case the Agency shall only be entitled to receive the fees due till the date of notice but no other claim on any ground shall be allowed.

Format and Signing of Proposal

The Applicant is required to provide all the information as per this RFP document. The CGHB shall evaluate only those Proposals that are received within the time and in the required format and are complete in all respects.

Pre Bid Meeting

A Pre bid meeting will be held with bidders before submitting the proposal related to the Estate Management outsource & scope of work.

Proposal Due Date

- Proposals should be submitted before 1700 hours IST on Proposal Due Date as indicated in the Schedule of Bidding Process, at the address and in the manner and form as detailed in this RFP document. Proposals submitted by either facsimile transmission or telex will not be accepted.
- The CGHB may, in exceptional circumstances, and at its sole discretion, extend Proposal Due Date by issuing a corrigendum.

Selection Process:-

Selection of financial institution or agency will be as follows

- First CGHB will Published the EOI in newspaper.
- CGHB will receive the EOI Proposals till last date.
- After receiving the proposals from various institutions, CGHB will check the proposals.
- After Scrutiny or checking the proposal, CGHB will select the suitable proposal.
- After selecting the suitable proposal, CGHB will call the Institution or Agency for the presentation & Negotiation.
- After all this CGHB will issue the Acceptance letter for the Proposal to the selected financial institution.
- Then after Agreement will do between both parties.
- Execution of work.

Note:- In case there are two or more Applicant's selected, the CGHB may in such case call both Applicant's for negotiations and select the Preferred Applicant on the outcome of the negotiations. The selection in such cases shall be at the sole discretion of the CGHB.

The CGHB reserves the right to reject any Proposal, if:

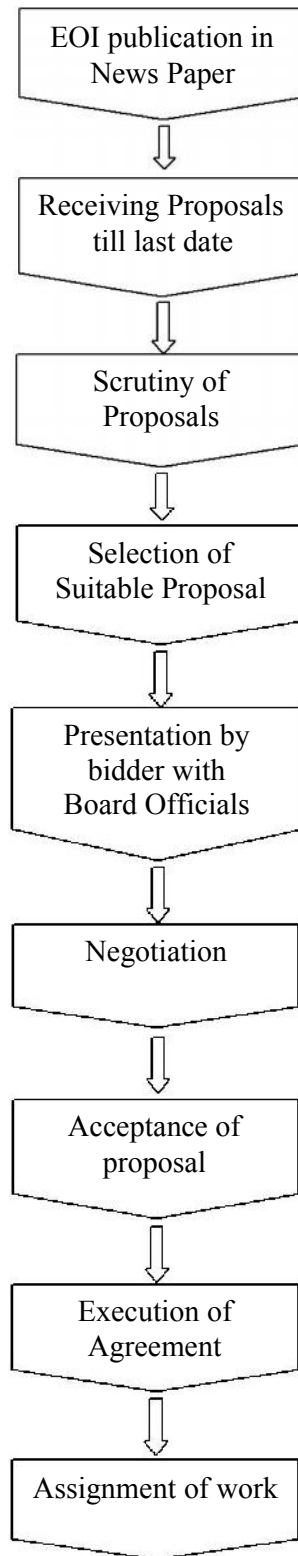
- a. At any time, a material misrepresentation is made or discovered; or
- b. The Applicant does not respond promptly and diligently to requests for supplemental information required for the evaluation of the Proposal.

Notwithstanding anything contained in this RFP, the CGHB reserves the right to accept or reject any Proposal, or to annul the bidding process or reject all Proposals, at any time without any liability or any obligation for such rejection or annulment.

Training

Chhattisgarh Housing Board will provide the 7 days training of Estate Management to agency employees for proper & smooth functioning.

Steps for selection Process of outsource agency



Terms & Conditions For The Outsource Agency

- The Commencement of the Contract/Agreement shall be from the date of issuing of order by Chhattisgarh Housing Board.
- The PF, ESIC and other statutory dues in respect of employees to be retained should be the responsibility of the Agency.
- It is expressly made clear that Agency employees will not be the employees of Chhattisgarh Housing Board.
- Agency employee will not collect or charge any fee from the allottee for providing services.

Covering Letter

(On the Letterhead of the Applicant)

Date:

To:

Commissioner

Chhattisgarh Housing Board
Shankar Nagar, Raipur, 492007,

Chhattisgarh.

TEL No : + 0771-2446283,

Fax No : + 0771-2446282

website : www.cghb.gov.in

Subject: - Response to EOI for Participation in Outsourcing Estate management Process.

Dear Sir:

Being duly authorized to represent and act on behalf of (hereinafter referred to as “the Applicant ”), and having reviewed and fully understood all of the Proposal requirements and information provided and collected, the undersigned hereby submits the Proposal on behalf of _____ (*Name of Applicant*) for the captioned Project with the details as per the requirements of the RFP, for your evaluation. We confirm that our Proposal is valid for a period of 120 days from the Proposal Due Date.

2. It is hereby agreed confirmed that –

- a. We, the undersigned, offer the following information in response to the Expression of Interest sought by you vide your Notification No. _____, dated _____.
- a. that notwithstanding any qualifications or conditions, whether implied or otherwise, contained in our Proposal, we hereby represent and confirm that our Proposal is unqualified and unconditional in all respects and we agree to the terms of the proposed Agreement, a draft of which also forms a part of the RFP document provided to us.
- b. that in the preparation and submission of our Proposal, we have not acted in concert or in collusion with any other Applicant or other person(s) and also not done any act, deed or thing which is or could be regarded as anti-competitive.

Yours faithfully,

For and on behalf of (Name of Applicant)

Duly signed by the Authorized Signatory of the Applicant

(Name, Title and Address of the Authorized Signatory)

Details of Applicant
(On the Letter Head of the Applicant)

1. (a) Name of Applicant
(b) Address of the office(s)
(c) Date of incorporation and/or commencement of business
(d) Company Registration no.
(e) Currently we are dealing with the following clients:

Clients Name (Company/group name)	Dealing since year

2. Details of individual(s) who will serve as the point of contact / communication for the CGHB with the Applicant:

- (a) Name :
- (b) Designation :
- (c) Company/Firm :
- (d) Address :
- (e) Telephone number :
- (f) E-mail address :
- (g) Fax number :
- (h) Mobile number :

POWER OF ATTORNEY
(On Stamp paper of relevant value)

Know all men by these presents, We.....(name and address of the registered office) do hereby constitute, appoint and authorise Mr / Ms.....
.....(name and residential address) who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Proposal for selection of Agency for Estate Management Outsource for Chhattisgarh Housing Board. Including signing and submission of all documents and providing information/responses to the CGHB in all matters in connection with our Proposal for the said Assignment.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this the _____ Day of _____ 2014
For _____

(Name and designation of the person(s)
signing on behalf of the Applicant)

Accepted

_____(Signature)
(Name, Title and Address of the Attorney)
Date:

Note:

- To executed only if the Applicant is a Company or Partnership firm
- The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure. Copy of such document should be submitted along with the power of Attorney.
- Also, wherever required, the Applicant should submit for verification the extract of the charter documents and documents such as a resolution/power of attorney in favour of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the Applicant.

Financial Capacity

The information regarding the turnover from Agency in Last three years should be provided in the format below.

Financial year ended	Turnover in crores of INR
March 2012	
March 2013	
March 2014	

Duly certified by CA

Format for Financial Proposal
(On the letterhead of the Applicant)

Having gone through this RFP document and Draft Agreement and having fully understood the scope of work for the Estate Management as set out in this RFP document, we are pleased to quote the following MONTHLY/YEARLY fees for the providing Estate Management Services.

S.No	Monthly	Yearly	Service tax	Total
.				

Total Billing of Financial proposal in

Words:.....
.....

Date:
Place:

Yours Faithfully
(Signature & Authorized Signatory)
(Name & Designation of Authorized Signatory)

“Broad Scope of Work” of Estate Management and Service requirement with Qualification

Broad scope of work

- Sale of application forms relating to various schemes of CGHB.
- Receiving and responding to queries from customers and prospective customers on phone, by email and in person.
- Receipt of filled-in forms from customers and the stipulated money in the stipulated manner.
- Scrutiny of the forms in accordance with the norms to be advised by CGHB from time to time according to the scheme requirements.
- Conduct of lottery among applicants for allotment of houses, as and when required in the guidance of Board officers.
- Refund of money to unsuccessful applicants
- Maintenance of allottees accounts, including such accounts of CGHB as were current on the date of this agreement, acceptance of installments only in the mode of D.D. & Cheque.
- Interest calculation and application of the account, implementation of the waiver/ concession of interest, if any as approved by Board authorized officer.
- Timely sending of reminders and default notice to allottees.
- MIS statements to CGHB relating, inter alia, to application to sold and
 - A) Registration money receipt, installments received, particulars of refund made, outstanding balances of allottees, default status etc.
 - B) MIS of Outright scheme, Hire purchase scheme, Rental scheme separately with all scheme wise, project wise, work wise & category wise.

CHHATTISGARH HOUSING BOARD (CGHB)

- Secretarial help in facilitating transfer of title to allottees as and when they pay their dues in full.
- Act as an intermediary in negotiations between buyers and CGHB.
- Customer guidance & advice on market conditions, prices, mortgages, legal requirements and related matters.
- Promote sales of properties through advertisements, open houses, and participation in multiple listing services.
- Accompany buyers during visits to and inspections of property, advising them on the suitability and value of the homes they are visiting.
- Prepare documents such as contracts & purchase agreements, closing statements, deeds and leases as & when required.
- Survey operation to determine what kinds of properties is the requirement of society.
- Generate lists of properties that are compatible with buyers' needs and financial resources.
- Display commercial and residential properties to clients and explain their features.
- Coordinate appointments to show homes to prospective buyers.
- Answer clients' questions regarding construction work, financing, maintenance, repairs, and appraisals.
- Conduct seminars and training sessions for employees to improve sales techniques.
- Pursue and coordinate between divisional offices and HO to ensure that the pace of work is going smoothly and assist board to remove any hurdles for smooth functioning.
- Visit properties to assess them before showing them to clients.
- On time display of Board properties with their location plan, layout plan, elevation, floor plan and vacant/available properties for sale.
- Agency will convert all the accounts of allottees into computerized/online & also generate the report of all property of CGHB constructed & ongoing projects with customers UID in specific time period given by CGHB.
- Outsource agency will provide one eligible & qualified person, who will work in the Head Office of CGHB. He will work as per the instruction given by CGHB officials and coordinate the same instruction/information to his subordinates & colleagues working in other Zones. So that work may be carried out in efficient & effective manner as per plan.
- Any other task that may be incidental or related to the above as and when required by CGHB.

Service requirements:-

Appendix G

Manpower profile**Details of Manpower Required**

S. no.	Zone Name	Senior Head No. Post	Unit Head No. of Post	Executive No. of Post	Total
1	Head Office, Raipur	01	-	-	01
2	Zone - 01, Raipur	-	01	03	04
3	Zone - 02, Raipur	-	01	03	04
4	Zone – 03, Raipur	-	01	03	04
5	Zone - Durg	-	01	03	04
6	Zone - Jagdalpur	-	01	02	03
7	Zone - Bilaspur	-	01	03	04
8	Zone - Raigarh	-	01	02	03
	Total	01	07	19	27

Senior Head**a) The profile of the Senior Head should be as follows:**

- Must be a MBA/Post Graduate in commerce.
- Able to speak, read and write in Hindi and English.
- Able to communicate confidently and politely, with good speaking skill
- Experience of minimum 8 years in real estate/commercial sector.
- Effective problem-solving and decision-making skills.
- Must be able to handle the team, monitor & provide all required MIS.

b) Unit Head**The profile of the Unit Head should be as follows:**

- Must be a MBA/Post Graduate in commerce.
- Able to speak, read and write in Hindi and English.
- Able to communicate confidently and politely, with good speaking skill
- Experience of minimum two years in real estate/commercial sector.
- Effective problem-solving and decision-making skills.
- Must be able to manage office & lead team, monitor & provide all required MIS.

c) Executive

The profile of Executive should be as follows:

- Must be a Graduate or equivalent.
- Able to speak, read and write in Hindi and English.
- Complete knowledge of computer (Compulsory diploma/degree of computer).
- Must be able to handle customer queries, correspondence & a/c maintenance etc.

Agreement

THIS AGREEMENT is made on the ___ this day of ----- 2014 at Raipur.

BETWEEN:

Chhattisgarh Housing Board, having its office at Shankar Nagar, Sector 1, Raipur, Pin492007, -----
--- (hereinafter referred to as “Board” or the “First Party” which expression shall, unless it be repugnant to the context or meaning thereof, include its administrators and assigns) of One part

AND

----- firm having its registered office at ----- (hereinafter referred to as the Outsource Agency or the "Second Party") which expression shall, unless it be repugnant to the context or meaning thereof, include its administrators, successors and permitted assigns) of the Other Part

THE CGHB and the Outsource Agency are collectively referred to as 'Parties' and individually as “Party”.

WHEREAS:

1. Chhattisgarh Housing Board, a body constituted by the Government of Chhattisgarh, has decided to transform the ho different category and right of way standards within the Chhattisgarh Housing Board Area of which scope of work is described in detail in Terms of Reference (TOR), Appended in as an attached document.
2. The CGHB has a limited manpower and in-house professional capacity to meet the challenges for implementation of the various projects in allover state. There is an imperative need of procuring services of an external agency to enhance the capacity and System strengthens of the CGHB. THE CGHB intends to select and appoint Outsource agency through this RFP for the support better care services & online solution.
3. Chhattisgarh Housing Board requested the Outsource agency to provide services as defined in the Terms of reference (TOR), and the General condition of contract, appended hereto. (Hereinafter called the “Services”).

CHHATTISGARH HOUSING BOARD (CGHB)

4. The Agency represent to the Client that they gave the required professional skills, resources etc. as per the RFP issued earlier have agreed to provide the services on the terms and conditions set forth in this contract.
5. Chhattisgarh Housing board has agreed to avail the services of the Agency on the terms and conditions set forth in this contract.
6. After analyzing, evolving, reviewing the proposals of various parties, Chhattisgarh Housing Board has selected the Agency and offered the appointment as the Outsource agency of the Estate Management Zones and the Agency has agree to accept the offer of Chhattisgarh Housing Board. Letter of Acceptance No. ----- dated ----- was issued.
7. It is considered appropriate and desirable by the parties herein to frame and formulate the conditions of contract for the said project, in relation to the scope of work, as set out by The Chhattisgarh Housing Board under terms of Reference (TOR), Appended hereto.
8. The Agency covenants to undertake the Assignment as set forth in the Terms of Reference (*As in Appendix F*, hereinafter referred to as “the Services”) and to perform, fulfill, comply with and observe all and singular provisions, conditions and requirements of this Agreement.
9. In consideration thereof, THE CGHB will pay to the Agency fee (hereinafter referred to as “the Fee” *As in Appendix E*) and will perform, fulfill, comply with and observe all singular provisions, conditions and requirements to the Agreement.
10. The CGHB hereby appoints ----- as the Outsource Agency on the conditions as laid down in the agreement and in the following annexure appended hereto and forming an integral part of this Agreement and the Agency accepts the appointment :-

Appendix E	Fees offered by the Agency and accepted by THE CGHB
Appendix F	Broad Scope of Work

CHHATTISGARH HOUSING BOARD (CGHB)

NOW THIS AGREEMENT WITNESSES that the parties hereto have caused this contract to be signed in their respective names as on the day and year first above mentioned,

SIGNED, SEALED AND DELIVERED ON THIS DAY AND YEAR FIRST HEREIN ABOVE MENTIONED

The Chhattisgarh Housing Board, Raipur, Chhattisgarh - First Party

By the hands of its authorized signatory

Authorized Signatory of First Party

Name :
Address: Commissioner
Chhattisgarh Housing Board Raipur (C.G.)

Authorised Signatory of Second Party

Name :
Address:
In the presence of:

1. _____, **2.** _____
Name : Name :

Address: Address: