



**GOVERNMENT OF SIKKIM  
RURAL DEVELOPMENT DEPARTMENT  
TASHILING, GANGTOK**

Memo. No:-225 /RDD/JJM

Dated:- 09/11/2021.

**Notice for Expression of Interest (Eoi)**

**Detailed Notice Inviting Expression of Interest (EOI) for empanelment of the  
Implementation Support Agencies (ISAs) to support the GP/ VWSCs in  
implementation of Jal Jeevan Mission (JJM)**

The Rural Development Department, Government of Sikkim, on behalf of State Water and Sanitation Mission (SWSM), intends to empanel Implementation Support Agencies (ISAs) to support the GP/ VWSCs in implementation of Jal Jeevan Mission (JJM). The Government of India has recently launched Jal Jeevan Mission (JJM) which aims at providing Functional Household Tap Connection (FHTC) to every rural household by 2022. Community ownership and engagement in all phases of program i.e., planning, implementation and O&M is a fulcrum of the mission to ensure long term sustainability.

Enhancing community and village level institutional capacity for efficient planning, execution, monitoring and O&M is an important task. Hand holding of community and village level institutions throughout the project cycle is crucial for achieving desired results.

Interested eligible local organizations/NGOs/SHGs/VOs may submit sealed offer in prescribed format along with necessary certificates and documents. All eligible organizations are requested to submit their Expression of Interest (Eoi) in a sealed envelope captioned "Empanelment of Implementation Support Agencies (ISAs)" under Jal Jeevan Mission (JJM) to the Project Director, Jal Jeevan Mission, RDD, Gram Vikas Bhawan, Gangtok, East Sikkim-737101 on or before 22.11.2021. The detailed EOI will be available on the State Government's website – [www.sikkim.gov.in](http://www.sikkim.gov.in)

Project Director, JJM  
Rural Development Department  
Gangtok

# **Detailed Notice Inviting Expression on Interest (EOI) for Empanelment of Implementation Support Agencies (ISAs) under Jal Jeevan Mission (JJM) in Gangtok**

## **1. Introduction:**

The Government of India has recently launched Jal Jeevan Mission (JJM) which aims at providing Functional Household Tap Connection (FHTC) to every rural household by 2024. The program focuses on safe drinking water supply service delivery of 55 LPCD at household level throughout the year. Community ownership and engagement in all phases of program (i.e., planning, implementation and O&M) is a fulcrum of the mission to ensure long term sustainability.

Enhancing community and village level institutional capacity for efficient planning, execution, monitoring and O&M is an important task. Hand holding of community and village level institutions throughout the project cycle is crucial for achieving desired results.

Considering the quantum of works, its spread and constraints of time, the government has decided to empanel Implementation Support Agencies (ISAs) to support the GP/ VWSCs in implementation of JJM. One organization will be initially allotted one cluster of 40-60 villages; each ISA would be responsible for the entire project cycle of maximum 18 months in 40-60 villages at a time. Depending on the requirement in the district and based on the performance of ISA, next set of 40-60 villages will be given to them after four to six months or engage another ISA.

RDD Sikkim, on behalf of State Water and Sanitation Mission (SWSM), invites Expression of Interest (EOI) for empanelment of the Implementation Support Agencies (ISAs) to indicate their interest in providing these services. The agencies have to provide required information in the attached format with all supporting documents for all the credentials claimed. Empanelment shall be done on the basis of experience, available human resources and financial capacity in the related field. This empanelment is valid for 2 years which can be extended depending upon the requirement of these services.

## **2. Details and need of ISA**

NGOs/ VOs/ women SHGs/ CBOs/ Trusts/ Foundations will be referred as ISAs and will play critical role as partners in mobilizing and engaging the communities to plan, design, implement, manage, operate & maintain in-village water supply infrastructure. DWSM will engage ISAs from the empaneled ISAs enlisted by SWSM.

Based on the District Action Plan of five years, the number of villages to be covered every year will be identified. These identified villages fall under different categories, viz. villages requiring only last-mile connectivity in terms of distribution network and FHTCs, only IEC campaigns on judicious water use, O&M support, requiring new schemes, etc. and will be grouped for

engaging an ISA for handholding support. Accordingly, number of ISAs required every year is identified for each of these categories along with timeline. For new schemes, each ISA would be responsible for the entire project cycle of maximum 18 months in 40-60 villages at a time.

Depending on the requirement in the district and based on the performance of ISA, next set of 40-60 villages will be given to them after four to six months or engage another ISA. In the district, there could be many ISAs depending upon the need of work to be done and requirement of handholding. Planning should be done in such a manner that Jal Jeevan Mission is implemented in mission mode and all villages of districts are covered with FHTCs to all rural households by 2022.

ISA will facilitate women participation at all levels of planning, implementation, management, community contribution, operation, and maintenance of in-village water supply systems.

For delivery of results, ISA will be provided minimum financial support to engage a team comprising of 6-8 members and conduct project activities. Once an ISA is selected by DWSM, it has to prepare the action plan for the villages it is allotted for entire scheme cycle with the help of Rural Development Department and clearly specifying quarterly outputs. This plan will be in-line with scheme cycle suggested by SWSM. Payment to ISA will be linked to the time schedule and outputs on quarterly basis.

### **3. Objectives and broad functions of ISAs**

The objectives of empaneling ISAs are as follows-

- i. To facilitate constitution of sub-committee of Gram Panchayat, i.e., VWSC/ Paani Samiti, etc and arrange to build capacities of its functionaries;
- ii. To handhold Gram Panchayat and VWSC, etc. in all the functions mandated in JJM guide line para 5.4 inter alia includes opening bank accounts, mobilization of community contribution, O&M arrangement, organizing Gram Sabha, organizing meetings of sub-committee, facilitating resolution in Gram Sabha and acceptance of village scheme, facilitating sanitation and grey water management activities, etc.;
- iii. To conduct need assessment of FHTCs and motivate village communities to have FHTCs;
- iv. Act as coordination platform between DWSM and VWSC;
- v. By using Participatory Rural Appraisal (PRA) tools for community mobilization and carry out need assessment;
- vi. To assist the community in water campaigns initiated by Government of India/ State Government;
- vii. To build awareness on various aspects of water such as rain water harvesting, artificial recharge, water quality, water-borne disease, water saving, water handling, drinking water source augmentation/ sustainability aspects, etc.;

- viii. To document and upload success stories from villages;
- ix. To ensure wall-paintings are done at the proper places in villages;
- x. To Carry out Social Behavioral Change Communication (SBCC) activities.

#### **4. Scope of work**

For new schemes, each ISAs would be responsible for the entire project cycle of maximum 18 months in a cluster of 40 to 60 villages at a time.

##### **Pre-planning phase**

- Re-verification and firming of the baseline data for household tap connections
  - Collection of household level data regarding FHTCs
  - Entry of the data as per government guidelines with support from District/Block appointed Government nodal officer
- Work closely with District administration to strengthen VWSC and drinking water user groups as required
- Assess the status of household connections, current water supply arrangements and issues related to water supply such as quality, quantity and sustainability.

##### **Planning phase**

- Capacity building of Gram Panchayat and VWSC functionaries
- Support the VWSCs/ GP Body for
  - Familiarization of the objectives of JJM in coordination with Rural Development Department
  - Collection of secondary data related to household drinking water supply, water conservation and available sources
  - Need assessment of FHTCs and motivate communities to have FHTCs
  - Preparation of VAP through participatory approach and using standard template and consolidation of plans
  - Facilitating resolution in Gram Sabha and acceptance of village scheme(VAP)
  - Organizing meetings of sub-committee
  - Opening bank account of VWSC/ GP Body/User Committee
  - Determination of community contribution and its deposition in the bank account as per the instruction from RDD, Govt. of Sikkim and associated Movement order in time bound manner as decided by Department.
  - Ensuring equitable distribution of drinking water in communities.
  - Ensure water quality testing using Field Test Kits (FTKs), periodic testing at laboratories & disseminate the same among community and undertake sanitary inspection.
  - Geo-tagging of assets
  - Create and maintain register for accounts (Cash book)
- Identification of local technological solutions and human resources

### **Implementation phase**

- Mobilize community engagement for construction of in-village infrastructure including source strengthening, grey water reuse, water conservation measures, etc.
- Provide support for convergence of JJM activities with ongoing schemes to augment funds and enhance water resources in terms of quality, quantity and longevity /sustainability
- Conduct various capacity building programs for PRIs to enable them to carry out the assigned responsibilities of JJM implementation in an effective and sustainable manner
- Build awareness on various aspects of water such as rainwater harvesting, artificial recharge, water quality, water-borne disease, water saving and judicious use of water, water storage and handling, drinking water source augmentation/sustainability aspects, etc.
- Support during third party inspection and certification before payment to the executing agency
- Reporting and feedback to the district about progress and issues if any
- Assist the community in water campaigns initiated by Government of India/State government
- Geo-tagging existing and new assets.
- Tariff collection/gap analysis and support in maintaining accounts at community level for RWS scheme.

### **O&M Phase**

- Facilitate testing and trial runs on scheme completion
- Facilitate the process for handing over of scheme
- Provide assistance for recording water supply scheme assets details in GP registers
- Provide assistance to GP / VWSC for conducting review meeting and undertake social audit
- Identification and documentation of best practices regarding various components of JJM implementation

One organization will be initially allotted one cluster of 40-60 villages; each ISA would be responsible for the entire project cycle of maximum 18 months in 40-60 villages at a time. Depending on the requirement in the district and based on the performance of ISA, next set of 40-60 villages will be given to them after four to six months or engage another ISA. One ISA will be eligible to work in maximum 3 clusters. The organization will be open to inspection by an officer/ third party agency authorized by the Department.

### **Pre-requisites of ISAs:**

- i.) Separate bank account to receive financial assistance will be opened by the organization.
- ii.) Working in rural drinking water sector should reflect in their Memorandum of

- Association as one of the activities
- iii.) The organization will be open to inspection by an officer/ third party agency authorized by the Department.

## **5. Eligibility criteria**

The Rural Development Department on behalf of State Water and Sanitation Mission (SWSM) will identify suitable ISAs working in the field of drinking water and community management, water quality, rainwater harvesting/ recharge, watershed, water resources management, capacity building and awareness generation, public health engineering and gender equality.

The eligibility criteria for the ISAs would be

- 6.1 Any NGOs/ VOs/ SHGs/ CBOs/ Trust/ Foundation will be considered eligible.
- 6.2 A minimum 3 years' experience as a registered organization including organizations under Registration of Societies Act 1860, or a Public Trust registered under Indian Trust Act 1982 or a corporation registered under Section 8 Companies Act. Or, experienced Self-Help Groups (SHGs) within districts;
- 6.3 The organization should be a not-for-profit organization or use its profits, if any, or other income in promoting charitable objectives;
- 6.4 At least 3 years work experience in the aforementioned fields of the NGO chairpersons/ board/ or relevant authority who is proposed to lead the initiative.
- 6.5 Experience of using Participatory Rural Appraisal (PRA) techniques and other communication tools in community mobilization;
- 6.6 Last three years duly audited and properly maintained account and income tax return and published Annual Report;

## **6. Selection and monitoring**

EOI submitted in prescribed format with required document and on or before closing date will be considered for empanelment process. RDD will do the technical evaluation of all the agencies. The agency that qualifies the process will be empanelled and notified by RDD.

Only such organizations having a good track record in the related fields may be considered and preference may be given to ISAs with technical expertise of facilitating community- based rural water supply.

### **6.1 Monitoring process**

Once an ISA is selected by DWSM, it must prepare an action plan for allotted villages for entire scheme cycle with the help of Rural Development Department and clearly specify phase wise outputs. This plan will be in-line with the scheme cycle suggested by SWSM.

Work of ISAs will be monitored by DWSM cell with guidance from SWSM. Monitoring of various activities proposed under the agreement and the action plan will be done on regular basis. Periodic meetings will be organized as per requirement where the ISAs will make a presentation of the work done. Payment to ISA will be linked to the phase wise activities, deliverables and payment schedule.

## **7. Submission of EOI**

Interested eligible organizations may submit sealed offer for the Expression of Interest in prescribed format along with necessary certificates and documents. All eligible organizations are requested to submit the offer in a sealed envelope captioned “Empanelment of Implementation Support Agencies (ISAs)” under Jal Jeevan Mission (JJM) in Sikkim to the Project Director, JJM,RDD, Gram Vikas Bhawan, Gangtok, East Sikkim 737101 on or before 22.11.2021.

## **10. Instructions and Guidelines for Submission of Application Form for Empanelment.**

11.1 The application shall be serially page numbered and self-attested by the authorized person(s). All pages of the documents shall be stamped & signed by the applicant. Power of Attorney of the authorized person shall be attached.

11.2 The application shall be submitted only as per the enclosed formats (Refer Annexure), Self-attested documentary proof(s) as asked in various forms, in respect of the details furnished in the application form shall be submitted along-with the application. Suppression of any information in this regard may lead to cancellation of empanelment of the Firm concerned, if such information comes to the notice of RDD even after empanelment.

11.3 The participants must not have, during the last three years, failed to perform on any agreement, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or an arbitration award against the applicant, nor been expelled from any project or agreement nor have had any agreement terminated for breach of contract by such Applicant.

Even if a participant satisfies the above noted requirements, it is liable to be disqualified if it is found to have:

- a) Made a false representation in the form, statement and attachments required in the documents for this empanelment;
- b) A record of poor performance such as abandoning work, not properly completing contract, financial failures or delayed completion;
- c) Been convicted by any court of law.
- d) Must not have been blacklisted by any government/ semi government department in the last three years.

11.4 Certified copies of work experience certificates etc. should be enclosed with the EOI document.

- 11.7 All Annexure duly completed should be submitted. Incomplete applications will be summarily rejected.
- 11.8 RDD Sikkim shall not be responsible for any delay/loss of document or incorrect filling of Application form & Annexure of the Application form. Also, RDD Sikkim shall not be responsible for delay/loss/non-receipt of filled-in Application form along-with documentary proofs sent by post.
- 12.** RDD Sikkim reserves the right to accept or reject any or all applications without assigning any reasons. RDD Sikkim also reserves the right to call off empanelment process at any stage without assigning any reason.
- 13.** RDD Sikkim reserves the right to verify the credential submitted by the agency at any stage (before or after the empanelment or award of work).



**Format of Application for Expression of Interest to be used by agency for ISA**  
**Format-I**

S. No.	Particulars	Description				
1	Name of Agency					
2	Address					
3	Registration Number and year					
4	Financial details of last three years					
	Financial Year	Turnover (Rs.)      Audit Report (Annexure Number)				
a)	2017-18					
b)	2018-19					
c)	2019-20					
	Average turnover/year					
5	Details of manpower which the agency would deploy in conducting designated activities in water and sanitation sectors					
No.	Name	Educational Qualification	Work experience in years in the fields of Water and Sanitation			Annexure Number
			IEC	HRD	<u>OR</u> combined experience of IEC and HRD	
a)						
b)						
c)						
6	Self-declaration by agency that it is not blacklisted for any program by any department of central and state government					
7	Details of IEC activities conducted in last 5 years (from 2015-16 to 2019-20) on water and sanitation.					
8	Details of HRD activities conducted in last 5 years (from 2015-16 to 2019-20) on water and sanitation.					
9	Name of the organizations/departments from which grant/projects in IEC and HRD on water and sanitation have been received in last 5 years					
10	List of physical resources/assets available with the agency					

11	Details of any three projects/activities completed with central/state government	
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### **Format 2**

How many years' experience does the agency have for conducting IEC activities on water and sanitation				..... years.		
S. No.	Name of project/program	Name of Organization/Department	Cost of project/program	Year wise duration	Geographical work area	Key Achievements

### **Format 3**

How many years' experience does the agency have for conducting HRD activities on water and sanitation				..... years.		
S. No.	Name of project/program	Name of Organization/Department	Cost of project/program	Year wise duration	Geographical work area	Key Achievements

**Format 4**

How many years' experience does the agency have for conducting important activities/programs other than those described in formats 1,2 and 3				..... years.		
S. No.	Name of project/program	Name of Organization/Department	Cost of project/program	Year wise duration	Geographical work area	Key Achievements