

Expression of Interest (EOI)

for

Empanelment of Agency / Organization

For Operation & Maintenance of Shelter for Urban Homeless under DAY-NULM in different URBAN LOCAL BODIES in the STATE OF WEST BENGAL



WEST BENGAL STATE URBAN LIVELIHOODS MISSION

Implemented by

STATE URBAN DEVELOPMENT AGENCY

Department of UD&MA, Government of West Bengal

Last date for submission of EOI- 22.11.2018

NOTIFICATION – Expression of Interest

STATE URBAN DEVELOPMENT AGENCY, ILGUS BHAVAN, HC BLOCK,
SETOR- III, SALT LAKE- 700106

Terms of Reference

2.1 INTRODUCTION:

National Urban Livelihoods Mission (NULM) aims at providing permanent shelter equipped with all essential services to the urban homeless in a phased manner under the Scheme of Shelter for Urban Homeless (SUH).

The National Urban Housing & Habitat Policy (NUHHP), 2007 aims at Promoting sustainable development of habitat in the country with a view to ensure equitable supply of land, shelter and services at affordable prices to all sections of the society. However, the most vulnerable of these are the urban homeless.

The Urban homeless persons contribute to the economy of the cities and thus the Nation as cheap labour in the informal sector; yet they live with no shelter or social security protection. The urban homeless survive with many challenges like no access to elementary public services such as health, education, food, water and sanitation.

2.1.1. PROJECT AREA:

The present assignment covers 125 ULBs spread across 23 districts of West Bengal State. Selected Agency / NGO will be allotted for operationalization of shelter for Urban Homeless in different Urban Local Bodies based on their eligibility and capacity. A list of Urban Local Bodies is enclosed herewith as **Annexure-I**

2.2. Target beneficiaries

2.2.1. For the purpose of this scheme and interventions of scheme Shelter for Urban Homeless under DAY-NULM. in the future for the cause of homeless people, the following definition of “homeless” shall be used.

The term of “homeless” means such persons who:

- a) Do not have a home or settled place of stay, or
- b) Spend their nights in night shelters, transit homes, child homes for short terms stay, or
- c) Spend their nights sleeping in the place of work such as shops (including dhabas) , factories, construction sites and offices etc. or
- d) Spend their nights in/ on their means of livelihood such as hand/push carts, rickshaw etc. or

- e) Spend their nights in public places such as railway platforms, bus stands and places of worship etc, or
- f) Live in temporary structures including under plastic sheets on the road side or in the pavements.

Preference would be given to the extremely vulnerable homeless population group that has absolutely no kind of shelter-permanent or temporary and live in open air.

2.2.2. PUBLICITY OF INFORMATION

In order to ensure that the information about availability of shelters for Urban homeless reaches the ultimate beneficiaries, i.e. the targeted population, adequate publicity measures should be taken by the State/ULB on regular basis. Posters, banners, hoardings should be placed at all vantage points like railway station, bus stands, hospitals, parks, important market areas, etc. for wide publication of the location and facilities available in the shelter. Leaflets and the local newsletter should carry news about the shelters for wider dissemination.

Handholding of the homeless should also be done with the involvement of CBOs, NGOs, NSS etc. on regular basis so that the homeless people could be sensitized and encouraged to use the shelters.

2.2.3. IDENTIFICATION AND RESCUE

- i) Mandate of the scheme is not just to build a shelter but also to ensure that no one is deprived of a safe and secure roof over his/her head. Hence, it must be ensured by the ULBs and the agencies running the shelters that there are no homeless persons in the area sleeping in the open. Agency running the shelter shall have the responsibility of identifying the homeless persons and also persuading them to come to the shelter.
- ii) CBO, NGOs, and any other organization working for the cause of the urban homeless should be sensitized, trained and motivated to bring the homeless to the shelter.
- iii) Infirm, sick, victims of crime, destitute, minor children and other vulnerable groups should be handled with extreme senility. They should be rescued from the streets.
- iv) The agency should take the rescued sick person to the nearby hospital for medical treatment, if required.
- v) During the process of rescue, local police should be informed. Simultaneously, social welfare department; women and child welfare department; or any other concerned department should be contacted to facilitate their stay and recovery in their specific homes which are equipped to deal with their specific needs.

2.2.4. ADMISSION AND REPATRIATION

- i) Counseling support to the inmates should be provided by the shelter coordinator / Manager.
- ii) Local police should be actively involved in tracing the family of the homeless whenever required.
- iii) If the homeless individuals is deserted by the family, then enquiry/ counseling session with the family should be arranged to explore the possibilities of immediate reintegration; after careful verification of documents available with the family. This should be done with active involvement of concerned welfare departments/police/NGOs/CBOs.

2.3. Different options for engagement of organisations

2.3.1. Type of Shelter:

- a) General Shelter, with segregation (to the extent possible between different categories of people i.e. men, women, children, physically handicapped, mentally challenged, people in substance abuse.
- b) Specialized Shelter for special categories of people, i.e. women, children, physically handicapped, mentally challenged, people involved in substance abuse.

It is important to note that in the case of specialized shelters, issues such as transportation of the homeless families would crop up. Hence, emphasis would be given to set up more number of general shelters.

2.3.2. Running the Shelter

The appointed organization would be responsible for the daily operation and maintenance of the shelter as per guidelines. All facilities as enumerated in the background at para 2.2.3 & 2.2.4 will have to be provided by the organization appointed for running the shelters.

2.4. Components of Financial Assistance

- 2.4.1. Financial assistance would be provided for the operation and maintenance of homeless shelters. Operation & Maintenance cost will be provided by the ULBs as per agreement with ULBs based on the SUH guidelines.

All calculations are based on 50 person capacity shelter having 2500. ft. floor area. In case of availability of more space or in case of further space constraints, the calculations could be modified as appropriate.

2.4.2. O&M Plan for each Shelters

The mode of operation and maintenance work will be maintained by the concerned ULB

O&M cost per year for a 50 bedded shelter unit:-

Sl.	Item	Quantity	Unit	Rate	Amount
				Rs.	Rs.
1	Annual Maintenance cost of Shelter				
i)	Electricity charges	12	Months	5000.00	60000.00
ii)	Maintenance of Plumbing & Electrical work	12	Months	500.00	6000.00
2	Annual Servicing Cost				
i)	Sweeping charges	12	Months	3000.00	36000.00
ii)	Replenishment of bedding	10%	of capital cost		12500.00
iii)	Replenishment of Kitchen equipment	10%	of capital cost		5000.00
3	Cost of providing free food for 10% of inmates who are old/infirm and cannot pay (50x365x10%)	1825	Days	100.00	182500.00
4	Staff Salary				
i)	Manager (full time)	12	Months	10000.00	120000.00
	Caregivers: 3 nos for 3 shifts of 8 hrs (including at least one female)	36	Months	5000.00	180000.00
				Total	602000.00
				Say	600000.00

There is a provision of Rs.6.00 Lakh per annum for the shelter towards the expenditure of annual O&M for 5 years, the expenditure beyond 6.00 Lakh will be arranged by the ULB.

2.4.4. Other expenditure for Specialized shelters :

Financial support would be provided for expenditure pertaining to creating facilities and rendering services in shelters for special categories of people. The amount will be arranged by the ULBs or CSR sponsoring may be provided for the additional facilities

2.5. Eligibility criteria of Organizations that can apply under the Scheme

2.5.1. The following organizations can apply for assistance under the scheme:

- a) Reputed and established NGOs/ CBOs. The Organisation should be registered under the Indian Registration Act, 1860 or any relevant State Act in West Bengal.
- b) Co-operation institutions, Committees and Self Help Groups recognized by Urban Local Body.
- c) Private companies or associations as part of their Corporate Social Responsibilities. The Companies must be registered under the Indian Companies Act, 1956.
- d) An NGO/ agency must not have been blacklisted or placed under funding restriction by any Ministry or Department of the Government of India or CAPART or by a State Government (or its agency).
- e) The Agency/ NGO should not be directly / indirectly related to any employee of any Urban Local Bodies or SUDA, UD & MA Department.

2.5.2. The Organisation should have previous experience of working in the field of welfare, uplift of urban poor, especially **homeless people**, for at least **the last two years**.

2.5.3. The Organisation should have constituted a governing body with clear corporate governance policies.

2.5.4. The Organisation should be financially stable. Basic financial records such as cash books, ledgers and audited financial statements should be available for **the last three years**.

2.5.5. The Organisation should have the manpower with requisite skills necessary to run the shelter. The Staff should be proficient in Bengali and Hindi.

2.5.6 The Organisation should not have any pending legal cases against it. It should not have indulged in any misconduct, fraud and/ or misappropriation of fund in the post.

2.6 LIST OF DOCUMENTS TO BE SUBMITTED BY THE PARTICIPANT:

2.6.1. Registration Certificate (Updated)

2.6.2. Annual Report- last three years

2.6.3. Audit Report- last three years

2.6.4. List of Governing body/ Executive Committee

2.6.5 PAN CARD of Organization

2.6.6 Documents related to experience on same nature of job as mentioned in the eligibility criteria

2.7. Procedure of submission of applications.

2.7.1. State Urban Development Agency would bring out this notification in the portal of UD & MA Department Govt. of West Bengal <http://www.wbdma.gov.in/>. It would be updated if any corrigendum is issued.

2.7.2. Only offline proposals will be received along with the requisite documents related to eligibility criteria.

2.7.3. The proposals should be submitted on or before **5.00 PM on 22.11.2018** to Director, SUDA in the office drop box.

2.8. Terms and conditions of release of grant

Funds for Operation & Maintenance of shelters will be provided to the ULBs as an implementing authority

2.8.6. In case of any violation of the provisions of the scheme or misuse of financial assistance, concerned Urban Local Body reserves the right to initialize criminal proceedings against the implementing organizations and black list the agency.

2.8.7. The implementing organization shall, in consultation with Urban Local Body, formulate an Admission Policy for admitting homeless people on daily basis.

2.8.8. The Shelter should accommodate homeless people with emphasis on the most vulnerable category-those living in open air. The period of stay of homeless people at the shelter would be determined on appraisal of their needs on case to case basis by the Shelter Management Committee and this would be supervised by the same Committee as mentioned in Section 2.9.1 and 2.9.2.

2.8.9. Agreement may be made for a period of minimum 2 years and may be revised depending on the satisfactory performance of the Agency after due evaluation by the Shelter Management Committee.

2.8.10 Agency has to deposit a Bank Guarantee amount Rs. 25000/- (Refundable) at the time of agreement.

2.8.9. Record Maintenance:

Following records to be maintained at time of operationalization of shelters:

i) Register of inmates showing the details such as health status, skills, benefits provided to the Homeless.

ii) Permanent Register showing assets created including furniture, infrastructure.

iii) Stock register for consumables and other items.

iv) Attendance Register

v) Accounts/ Cash Book showing the expenditure i.e. daily expenditure incurred with the details of

vouchers and receipts for the amounts received including drinking water and electricity bills and

any other related expenditure.

vi) Staff Attendance Register along with honorarium payment details.

vii) Shelter Executive Committee/ Management Committee meetings register

viii) Complaints and suggestions register.

2.8.9.1. The implementing organization should furnish any operational, financial and administrative information solicited by Govt. of West Bengal.

2.8.10. Revenue generating options – The implementing organization may charge a nominal fee in the case of able bodied men using the shelter, subject to a policy decision by ULBs. In such case, the revenue earned would be utilized to meet expenditure incurred in operation and maintenance of the Shelter and the same would be adjusted against the recurring expenses made by ULB on operation and maintenance of the Shelter.

2.9. Monitoring and supervision :

2.9.1. To take care of day – to – day operation and management of the shelter, a shelter Management Committee should be formed that would comprise of the following :

Shelter Management Committee (SMC)

i)	Mayor/ Chairperson or MMIC/CIC in charge of NULM	:	Chairman
ii)	Mayor/ MMIC/ Chairperson/ CIC in charge of Social Welfare	:	Member
iii)	City Mission Manager in charge of Shelter	:	Member
iv)	CMOH or his representative	:	Member
v)	District Social Welfare Officer or his representative	:	Member
vi)	General Manager of District Industry Centre or his representative	:	Member
vii)	Officer in Charge of Local Police Station	:	Member
viii)	Representative from the Agency for O & M	:	Member
ix)	Two representative from inmates of SUH	:	Member
x)	Representative from the Civil Society	:	Member
xi)	Commissioner/ Executive Officer of ULB	:	Member Convener
xii)	Any one may co-opt. by the ULB	:	Member

2.9.2. This Shelter Management Committee would be formed to oversee the running of all shelters in the ULB. The Committee would supervise the appraisal process of the needs of the homeless people and their period of stay at the shelter. It would look into the major issues faced in operation and maintenance of the shelter as raised by the Shelter Management Committee and other issues pertaining to finance, administration, revenue collected (if any), and expenditure incurred.

2.9.3. Concerned Urban Local Bodies shall be the principal co-coordinating agency of the State level, for ensuring smooth implementation of the programme. As well as State Urban Development Agency as Nodal Agency is monitoring the overall functioning of the shelters under the scheme Shelter for Urban Homeless (SUH) under DAY-NULM within the State.

2.9.4. As per direction of Hon'ble Supreme Court of India a State Level Monitoring Committee for Shelter for Urban Homeless has been constituted in the State under the Chairmanship

of Sri Sutirthya Bhattacharya, IAS (Retd.) to oversee and co-ordinate the overall functioning of the Scheme.

3.0 AVAILABILITY OF EOI DOCUMENT:

The EOI document can be downloaded from the official website of Department of Urban Development & Municipal Affairs, Govt. of West Bengal- www.wbdma.gov.in

3.1 RIGHT TO REJECT ANY OR ALL PROPOSALS

Notwithstanding anything contained in this invitation document, SUDA reserves the right to accept or reject any Proposal and to Process and reject all proposals, at any time without any liability or any obligation for such acceptance rejection or annulment, and without assigning any reasons thereof.

SUDA also, reserves the right to reject any Proposal if:

- a. at any time, a material misrepresentation is made or uncovered, or
- b. the agency/ Organization does not submit sufficient information as being asked for

3.2 DISQUALIFICATION:

Following proposals will be summarily disqualified and rejected:

- If the proposal not signed properly
- If the proposal does not contain all required details and supporting documents and is not submitted as per the provisions of this EOI
- If the participant has made misleading false representations in the forms, statements and attachments.
- If the bidder/any of the consortium partners has been black listed by the Government of India/State/UT Government on any ground
- If the proposal does not meet each and all of conditions/criteria/requirements of the EOI

3.3 ACKNOWLEDGEMENT BY THE PARTICPANT

It shall be deemed that by submitting the Proposal, the bidder has:

- a. made a complete and careful examination of the EOI, general condition of contract, submission formalities and evaluation mechanism;
- b. received all relevant information requested from SUDA;
- c. acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in this invitation document or furnished by or on behalf of SUDA;
- d. satisfied itself about all matters, things and information necessary and required for submitting the proposal and performance of all of its obligations there under;

- e. acknowledged that it does not have a conflict of interest with any other Agencies/ o
f. Agreed to be bound by the undertaking provided by it under and in terms hereof.

3.4 SIGNING OF AGREEMENT

The selected firms will have to sign a Contract Agreement on non-judicial stamp paper of adequate denomination with the concerned ULBs as per guidelines of Shelter for Urban Homeless before operationalization of SUH.

3.5 ENQUIRIES & CLARIFICATIONS

Enquiries, if any, shall be addressed to:

DIRECTOR

STATE URBAN DEVELOPMENT AGENCY

SECTOR- III, SALT LAKE, KOLKATA- 700106

Or email to wbsulm@gmail.com/wbsudadir@gmail.com

All clarifications that are received on or before the date 05.11.2018 will be addressed by SUDA in Pre-bid Meeting on 12.11.2018. SUDA shall aggregate and consider all such clarifications, without specifying the source of clarifications. Only in case of clarifications and suggestions that are considered positively requiring modifications to EOI, response will be communicated to all the participants who are present for the pre-bid meeting and entered their contact details in the 'Attendance Register for Pre-Bid Meeting'. No communications or reply will be sent to the concerned or all participants in case of repetition of clarifications.

3.6 Parameters for Selection

- Preference would be given to NGO/CBO having experience of working in the field of welfare, uplift of urban poor, especially **homeless people** for at least 2 years.
- Detailed report on number of beneficiaries identified, process of identifying beneficiaries, support provided (food, medicine, education etc), rehabilitation procedures undertaken (in 2 pages).
- The NGO/CBO should provide a 'Plan of Action' for operating the SUH if selected along with the EOI within 2 pages

After verification of proposals, shortlisted NGOs/CBOs will be communicated for a presentation before the selection Committee.

Def 31/10/18
Director, SUDA

& Mission Director, WBSULM

ULB-wise location of Shelters (proposed / under construction)

Sl. No.	Name of the ULBs	No. of Shelters	Physical Progress achieved
1	Arambagh	1	To be functional soon
2	Asansol	4	3 SUH under construction & 1 in tender process
3	Ashokenagar-Kalyangarh	1	Proposed
4	Baidyabati	4	Proposed
5	Balurghat	1	Under construction
6	Bankura	1	Under construction
7	Baranagar	4	Proposed
8	Barasat	1	Work order issued
9	Barrackpore	2	1 SUH under construction
10	Baruipur	2	Proposed
11	Beldanga	1	Soil test has been done
12	Berhampore	1	Under construction
13	Bhadreswar	1	Sanctioned & in tender process
14	Bhatapara	1	Under construction
15	Bolpur	1	Proposed
16	Burdwan	1	Proposed
17	Chamdani	1	Proposed
18	Chandernagore	1	To be functional soon
19	Contai	1	Sanctioned & in tender process
20	Dalkhola	1	Proposed
21	Dum Dum	1	Tender floated
22	Garulia	1	Proposed
23	Ghatal	1	Proposed
24	Habra	1	Under construction
25	Halisahar	1	Under construction
26	Hooghly Chinsurah	1	Proposed
27	Howrah	6	1 SUH to be functional soon & 1 SUH Alternative Land identified
28	Islampur	1	Tender floated
29	Jiaganj-Azimganj	1	Under construction
30	Kalimpong	1	Proposed
31	Kaliyaganj	1	Soil test has been done
32	Kalyani	2	Sanctioned & in tender process
33	Kamarhati	2	Proposed
34	Kanchrapara	1	Proposed
35	Katwa	1	Tender floated
36	Kharagpur	1	Proposed
37	Khardah	1	Proposed
38	Kolkata MC	3	2 SUH under construction
39	Madhyamgram	1	Under construction

Sl. No.	Name of the ULBs	No. of Shelters	Physical Progress achieved
40	Maheshtala	1	Under construction
41	Mal	1	Proposed
42	Naihati	1	Tender floated
43	Nalhati	2	Proposed
44	New Barrackpore	1	Proposed
45	North Barrackpore	1	Proposed
46	North Dum Dum	1	Tender floated
47	Panihati	1	Proposed
48	Purulia	1	Sanctioned & in tender process
49	Raiganj	1	Proposed
50	Rajpur-Sonarpur	1	Under construction
51	Rampurhat	1	Proposed
52	Ranaghat	1	Proposed
53	Rishra	1	Proposed
54	Sainthia	2	Proposed
55	Santipur	1	Alternative land identified
56	Serampore	1	Proposed
57	Siliguri	4	Proposed
58	South Dum Dum	1	Proposed
59	Suri	1	Proposed
60	Taki	1	Proposed
61	Tamralipta	1	Under construction
62	Tarakeswar	2	Under construction
63	Titagarh	1	Tender floated
64	Uluberia	1	Proposed
65	Uttarpara-Kotrung	1	Under construction
Total :		91	