

RFP NO- 3067

Dated: 30/03/2022



## **REQUEST FOR PROPOSAL**

**SELECTION OF AGENCY FOR OPERATION & MANAGEMENT  
OF SHELTER FOR URBAN HOMELESS (SUH) UNDER  
SAMBALPUR MUNICIPAL CORPORATION**

**SAMBALPUR MUNICIPAL CORPORATION**  
**Sambalpur**

## **Contents:-**

**Introduction** –Sambalpur Municipal Corporation has 4nos of S.U.H located near Taxi Stand Burla, inside old NAC office Hirakud, Bangalipada, Badabazar, Sambalpur, Inside DHH, Sambalpur.

## **ELIGIBILITY CRITERIA FOR SELECTION OF AREA LEVEL FEDERATION (ALF) AS SHELTER MANAGEMENT AGENCY (SMA)**

### **An ALF:**

- A. Must be a registered body under Society Registration Act. 1860.
- B. Must be having corpus fund of Rs. 1.00 Lakh on the date of application.
- C. Must have maintained updated Books of Accounts and registers at ALF level & must have continuous financial Transaction for the last 6 months.
- D. Must have addressed at least 3-5 Social issues like; Health, Education, Water supply, Swachha Bharat Mission, Anti Alcohol movement, Anti Dowry movement etc. in last 3 years.  
Having experience in undertaking activities or projects within the ULBs/District will be preferred.
- E. Must have experience in resolving various Social issues in their area.
- F. Must not have been involved in any activities of criminal nature or any activity that is harmful to the people of the area.
- G. Either the President/Secretary of the ALF, nor any member of the ALF, should either be a Govt. / Semi Govt. employee or the employees of the any Govt. undertaking in any (casually/contractually/ directly or indirectly) form.

### **MSG**

- A. The Mission Shakti Group must be adhering to **Pancha Sutra** management.
- B. The Mission Shakti Group must have been involved in Income Generation Activity (IGA) at least for 3 years.
- C. The Mission Shakti Group must having corpus fund of Rs. 50000 Lakh on the date of application.
- D. The Mission Shakti Group must have not been involved in any financial irregularities such as loan declared as NPA, Pre-settlement or one time settlement of loan etc.
- E. The Mission Shakti Group members should not have record of involvement in any anti-social activity.
- F. The Mission Shakti Group having experience in similar kind of activities may be given preference.



**Note:** ALF/MSG of the local area having required criteria shall be given preference during selection of ALF/MSG as Shelter Management Agency.

### **Essential Documents required for the ALF for Participation**

- A. Proof & copy of registration certificate of the ALF.
- B. Proof & copy of valid Permanent Account Number (PAN) of the Income Tax Department.
- C. Proof & copy of Bank Pass Book.
- D. Proof & copy of work order/ completion certificate given by the ULB/District against their assignment.
- E. Proof & copy of the resolution of ALF for engagement as SMA under SUH.

### **Essential Documents required for the MSG for Participation**

- A. Mission Shakti Group (MSG) Name, Address and Phone No.
- B. First resolution Copy of MSG.
- C. MSG PAN No. (if available)
- D. Bank statement of MSG for last 1 year
- E. Resolution of MSG for last Six months

### **SELECTION CRITERIA**

#### **CRITERIA FOR EVALUATION OF AREA LEVEL FEDERATION (ALFs) AS SHELTER MANAGEMENT AGENCY(SMA)**

Sl No	Indicator	Component	Total Mark	
			If Yes	If No
1	Maintained updated Books of Account	Case Book	10	5
		SHG Saving Register	10	5
		Regular monthly meeting Register	10	5
		Regular Book Keeping	10	5
		Register Maintenance	10	5
	FUND STATUS	Above 1 Lakh	10	5
3	Convergence Activity/ Special Project Engagement	SBM	5	2
		NHM	5	2
		MUKTA	5	2
		JALSATHI	5	2
		AAHAR KENDRA	5	2
		Others	5	2
4	Social activity/Social Issues		10	5
Total			100	47



Note :

1. The Minimum Qualifying Marks is 60.
2. Supporting Documents to be provided as per Component.
3. ALF which scores highest marks will be awarded.

**FINANCIAL BIDDING:**

Sl.No.	Particulars	Quoted Rate Per Annum	Quoted Amount Per Annum
1	Scope of Work as per ToR		

N.B. The rate quoted should be inclusive of all Taxes.

As per Govt. Order No. 2141 dtd. 11.10.2019 the total cost for 50 seated Shelter should not exceed the Price Rs.7,27,440/- (Including Service Charge and Taxes)

**SCHEDULE OF BIDDING PROCESS**

- A. Sambalpur Municipal Corporation invites proposals from interested ALF for Operation & Management of the Shelter for Urban Homeless under SMC in accordance with the conditions and manner prescribed in this RFP document. Submission of Proposal in response to this RFP shall be deemed to have been done after careful study and examination of this document.

- B. Important dates and information

Sl No	Information	Details
01	Publication of RFP	29.03.2022
02	Address and E-mail for submission of written queries for clarifications.	Sambalpur Municipal Corporation, Sambalpur <a href="mailto:sambalpurm.hud@nic.in">sambalpurm.hud@nic.in</a>
03	Last date and of receipt of proposals	07.04.2022 by 05:00 PM
04	Date and Time Proposal Opening	08.04.2022 at 11:30 AM
05	Cost of Bid Document	2240/- In favour of Commissioner, Sambalpur Municipal Corporation, Sambalpur
09	Address at which proposal in response to RFP notice is to be submitted	Commissioner Sambalpur Municipal Corporation, Berhampur PIN - 768001



- C. The RFP document containing the details regarding the scope of work and qualification criteria can also be downloaded from the website of SMC.

D. Details of Shelter for Urban Homeless in SMC

Sl No	Address	Ward No	Capacity
1	SUH Burla, Near Taxi Stand near AAhar Kendra, Burla		50
2	SUH, Hirakud Inside old NAC office Hirakud		50
3	SUH, Badabazar Bangalipada, Sambalpur		50
4	SUH, DHH, Inside DHH Sambalpur		30

- E. Duration of Maintenance 1 (one) year.

The cost of bid document Rs. 2240/- should be deposited in shape of D.D payable at SMC in favour of Commissioner, Sambalpur Municipal Corporation, Sambalpur.

### **Terms of Reference (ToR)**

#### **Definition of Homeless Persons**

Persons who do not have house, either self-owned or rented, but instead live and sleep on pavements, at parks, railway stations, bus stations and places of worship, outside shops and factories, at construction sites, under bridges, in Hume pipes and other places under the open sky or places unfit for human habitation. This also includes people who live in temporary structures without walls, under plastic sheets or thatched roofs on pavements, parks or other Common Places.

### **GUIDING PRINCIPLES**

The ULB will adopt a just, humane and sensitive approach to ensure that the urban homeless are able to access shelter and other allied services so as to safeguard their human right to life and dignity.

### **STANDARD OPERATING PROCEDURE**

The Standard Operating Procedure (SOP) is a guidebook developed for the Urban Local Body (ULB) based on the 'Urban Homeless Shelter, Manual and Guideline.

The SOP primarily aims at defining the various procedures that needs to be followed by the Executive Committee, the officials of the <<SMC>>, the City Level Coordinator, the Shelter Advisory Committee, (shelters) and other basic services for the urban homeless. The Standard Operating Procedure (SOP).



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 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.

Deendayal Antyodaya Yojana-National Urban Livelihoods Mission (DAY-NULM):

Aims at providing permanent shelter equipped with essential services to the urban homeless in a phased manner under the Scheme of Shelter for Urban Homeless (SUH).

**Objective:**

The objective of this assignment is to assign ALF (Registered under Societies Act, 1860. \_\_\_\_\_):

Scope of Work:

**The ALF/MSG shall responsible:-**

- Task-1 : To create Awareness for the Homeless Persons
- Task-2 : Identification of Homeless persons & Rescue Operations
- Task-3 : Admission of the Homeless persons in to the SUH center under intimation to Police
- Task-4 : Day to day Management of Shelter & maintain cleanliness of Shelters & its Environment along with health and hygiene of inmates.
- Task-5 : Provide required Manpower (One Manger, 3 Caregivers including one Women caretaker)
- Task-6 : Ensure entitlement & reintegration of the inmates.
- Task-7 : Capacity Building of Officials & Members of Management Committee.
- Task-8 : Submission Reports (Weekly/Monthly or as per required or instruction)
- Task-9 : Other Ancillary works of the ALF

**Deliverables of the ALF/MSG :**

1. Preparation & submission of Operation plan report within 7 days of issue of work order.
2. Monthly submission of consolidated Report on collection of Users Charges.
3. Monthly submission of consolidated Report on Night Survey & rescue operation.
4. Monthly submission of consolidated Report on Shelter Management.
5. Weekly report on environment cleanliness of shelters & health and hygiene of inmates.
6. Shall submit consolidated report on Workshop & Training



7. Preparation of Data base of residents and report to be submitted monthly
8. Formation of Shelter Management Committee (SMC) and its report after the Monthly meeting.
9. Monthly progress Report (MPR) developed by SUDA and any other report as per instruction & required by the competent authority.

**A. Role of Shelter Management Committee (SMC)**

- The Shelter Monitoring Committee (SMC) will meet monthly & track the progress and advise the ALF to take up the necessary corrective actions.
- The grievances of the ALF as well the inmates will be addressed by the SMC locally.
- The SMC will report to Executive Committee.

**B. Role of the ULB:**

- Constitution of Executive Committee
- Constitution of Shelter Management Committee (SMC)
- Engagement of City Level Coordinator (CLC)
- Provision of amenities such as electricity, 24X7 water supply, personal locker.
- Engagement of the ALF and execution of agreement.
- Timely payment of management cost to ALF.

**Role of ALF/MSG**

1. Creation of awareness among the homeless persons to take the shelter in the Urban Homeless Shelter.
2. Identification & engagement of Shelter management staff & Orientations & training among the homeless persons for their livelihood.
3. The ALF should reintegrate the residents in the shelter according to the protocol.
4. Entitlement of Social Security, Health, Education, Legal Aid. Financial inclusion to be ensured by the ALF in coordination with the ULB.
5. Provide one full time Manager/Shelter Coordinator for each Shelter.
6. Three Caretakers for one shift of 8 hours, at least one woman caretaker.
7. Regular Management (24X7 hours) such as cleanliness/discipline of shelter.
8. Liaison with other departments for facilitation/convergence of different types of assistance such as social security pension, ICDS facility, Financial inclusion, education, affordable housing, inclusion in Aadhaar Card, free legal aid, health checkup etc. for homeless persons. Shelter should be linked to nearby Colleges/ Medical Colleges for regular visit by students/interns for health checkups and educating inmates regarding health and hygiene aspect.
9. To provide basic services defined in the MOU.
10. ALF should ensure the safety of the inmates



11. To form a Shelter Monitoring Committee (SMC)
12. To examine & undertake appropriate steps to identify the beneficiaries in their area on regular basis so that the homeless people could be sensitized and encouraged to use the Shelters.
13. To conduct night survey to identify the Homeless persons and ensure the area should be free from Homeless Persons.
14. To adopt a humane and community-centric approach in managing the shelter
15. To ALF should recruit a full time coordinator (preferable a trained social worker in counseling), 3 care Giver and sweeper (Part time).
16. The ALF shall ensure that the capacities of the staffs are regularly enhanced and updated.
17. Counseling services should be provided, and individual records must be maintained for every resident in the shelter including rehabilitation plan within a time frame.
18. Ensure that all the residents are rehabilitation based on the specific need of the resident
19. Inmates staying in SUH should be discouraged to stay consecutively for long excluding special categories of inmates (old, physically challenged i.e unable to go one place to other, in ALF).
20. The ALF should take initiatives for inmates (Reference to item No. 20) to enhance their livelihood through linkage with other components of DAY-NULM as well as other Social Security's schemes of other line Departments.

**21. ALF /MSG should maintain the following records**

- Shelter Asset inventory Book
- Attendance Register
- SMC (Shelter Monitoring Committee) Meeting Register
- Personnel Register with Salary Payment Details
- Guest Register
- House Keeping Register
- Health Register
- Maintenance Register
- Shelter Audit and Accident Record
- Complaint and Suggestion Register
- Monitoring and Audit Register
- Monthly and Annual Report Record
- Food Register
- Profile of inmates/Enrolment register
- Account Register & Cash Book

**22. ALF/MSG should conduct the following Capacity Building Programmes:**

- An inception workshop for the staff of the implementing ALF




- Experience sharing workshops with EC and other staffs of ULB will be conducted once in 6 months
- Facilitate supervisory visits by
- Documentation
- Sensitization meeting of officers once a month
- Cross learning visits/Exposure Visits to other ULBs
- Experience sharing workshops

**23. Role of Manager/Shelter Coordinator of the ALF /MSG**

- Coordinate and support the supervising authority and committee members regarding Management & Decentralization of duties among the Caretakers
- To keep the record & register perfectly
- Up-gradation of livelihood of Homeless persons through Counseling among the homeless persons
- Liaison to the different offices for assistance of Govt./Non govt. facilities for homeless persons so far as guideline is concerned
- Focus Group Discussion (FGD) with residents for their living /earning /any other health problem regularly.
- Coordination & arrangement for conducting health check-up programme for homeless persons.

**24. Formation of Team among the residents of Homeless Shelter:**

- Management of Kitchen
- Cleanliness of rooms & Shelter premises
- Proper use of electricity & water
- Regular payment of users charges
- Support to government programmes
- Development of Co-operation among the inhabitants for smooth function of Homeless Shelter
- Creation of awareness among the other homeless persons to use the Shelter, who are not using the Shelter & residing on the footpath.

  
 Municipal Commissioner  
 Sambalpur Municipal Corporation