

REP No. 208

Dated: 19/01/2024

REQUEST FOR PROPOSAL

**SELECTION OF AGENCY FOR OPERATION & MANAGEMENT
OF SHELTER FOR URBAN HOMELESS UNDER
RAYAGADA MUNICIPAL COUNCIL**

RAYAGADA MUNICIPAL COUNCIL

Contents:-

Introduction - Rayagada Municipality has one S.U.H located near Koraput Junction with bed capacity of 60 in mates.

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 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 year's.
- E. Having experience in undertaking activities or projects in ULBs/District will be preferred.
- F. Must have experience in resolving various Social issues in their area.
- G. Must not have been involved in any activities of criminal nature or any activity that is harmful to the people of the area.
- H. Neither 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.

Note: ALF of the local area or ward having required criteria shall be given preference during selection of ALF 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.

SECTION-3

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 << NAME OF ULB>>, the City Level Coordinator, the Shelter Advisory Committee, shelters and other basic services for the urban homeless. The Standard Operating Procedure (SOP) is placed at Annexure-9 for reference.

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 wit 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 WSHG/ALF (Registration under Societies Act, 1860.

Scope of Work:

The WSHG/ALF 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 centre under intimation to Police
- Task-4 : Day to day Management of Shelter & maintain cleanness 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 WSHG/ALF

Deliverables of the WSHG/ALF:

1. Preparation & submission of Operation plan report with in 7 days of issue of work order.
2. Monthly submit consolidated Report on collection of Users Charges.
3. Monthly submit consolidated Report on Night Survey & rescue operation.
4. Monthly submit 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 submitted monthly
8. Formation of Shelter Management Committee (SMC) and its report after the Monthly meeting.
9. Monthly progress Report (MPR) development by SUDA and any other report as per instruction & required by the competent authority.

SECTION 4

Implementation Structure:

Nodal WSHG/ALF: The ULB will act as the Nodal WSHG/ALF

Management Structure:

The Program for shelter to urban homeless people is managed by

A. Executive committee (EC) Notification 8667 dated 25th April 2014 of Govt. consists of:

1	Municipal Commissioner/ Executive Officer	Chairperson
2	Officer in Charge NRLM	Member
3	District Industrial Promotion Officer	Member
4	Officer in Charge of Modular Employable Skills	Member
5	Chief Medical Officer	Member
6	District Social Welfare Officer	Member
7	Senior Most Suptt. Engineer/Executive Engineer of PDW posted at District.	Member
8	District Inspector of School	Member
9	District Supply Officer	Member
10	Representative of SHGs/Federations (2) nominated by Chairpersons.	Member Convenor
11	Concerned Community Organiser	Member
12	Any Other Member(s) Co-opted by Chairperson	Member

B. Shelter Management Committee (SMC) consists of:

1	Executive Officer	Chairperson
2	Senior Community Organiser	Member
3	CMMU Manager / Community Organiser	Member
4	Shelter Coordinator/Manager/Care Giver	Member
5	Two representative of the residents (One Male & One Female)	Member

C. Roles of Executive Committee (EC):

- This committee will be responsible for the implementation of the initiative for the shelter for homeless
- The EC will overview the planning and implementation of the program for homeless shelters and other basic services for the urban homeless.
- The EC will meet at least once in Quarter to review the maintenance and discuss the plan for future.
- Approval of the action plans submitted by the WSHG/ALF.
- Review of the performance of the WSHG/ALF and to take necessary actions based on the same.

- To intervene when the grievances that are brought to the notice & remains unresolved and ensure that these are redressed effectively.
- Implementation of decisions taken by the shelter Advisory Committee.
- Monitoring and evolutions including effective Management information system (MIS)
- Conduct periodic financial, social audit.

D. Roles of Shelter Management Committee (SMC)

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

E. 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 WSHG/ALF and execution of agreement.
- Timely payment of management cost to WSHG/ALF.

Role of ALF/WSHG

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 WSHG/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 WSHG/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 check up 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. WSHG/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/WSHG should recruit a full time coordinator (preferable a trained social worker in counseling), 3 care Giver and sweeper (Part time).
16. The WSHG/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 WSHG/ALF).
20. The WSHG/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. WSHG/ALF 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. WSHG/ALF should conduct the following Capacity Building Programmes:

- An inception workshop for the staff of the implementing WSHG/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 WSHG/ALF

- Coordinate and support the supervising authority and committee members 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.

CORRIGENDUM TO QUOTATION-CALL NOTICE

In partial modification to this office quotation call notice no. Dtd 19.01.2024 the following corrigendum is made.

1. Date of R.F.P in N.I.C portal from 19.01.2024 to 29.01.2024.
2. Last date submission of proposal upto 5.30 PM of 29.01.2024.
3. Opening date & time - At 11.30 AM on 30.01.2024

All other forms & condition of this office quotation call notice (R.F.P) in vide letter no 205 Dtd 19.01.2024 remains unaltered.


19-01-24
Executive Officer
Rayagada Municipality

19.01.24