

CUTTACK MUNICIPAL CORPORATION

RFP No: 6356

Date: 25/9/2019

SELECTION OF AGENCY FOR OPERATION AND MANAGEMENT OF SHELTER FOR URBAN HOMELESS UNDER CUTTACK MUNICIPAL CORPORATION AREA

"Cuttack Municipal Corporation invites sealed proposal from the eligible bidders for "Selection of Agency for Operation & Management of Shelter for Urban Homeless at Jagatpur SUH under DAY-NULM". The contract will be for a period of two years. The registered bodies/Agency of at least 5 years of Existence such as Homeless person's collectives, Youth and Women's community based groups, Universities and Institutions, Nehru Yuva Kendra's, Unorganized worker's trade unions, AGENCYs and CSOs registered under the Societies Registration Act, 1860 and Trust Acts or other similar laws of the State Governments, Self Help Groups ALF and committees recognised by the State Govt. / Urban Local Governments, Resident Welfare Associations and Public / Private Sector Companies or Associations will be selected for Operation & Management of the Shelter for Urban Homeless centres under DAY-NULM. The selection of Agency will be on Quality Based Selection (QBS) process. The bidders have to submit only technical proposal for the SUH Centre depending upon their strength to manage the SUH centres, subject to maximum of 5-centres per town. Further details of the services are to be provided in the various annexure enclosed with this offer. Refer to the RFP documents available in www.cmcuttack.gov.in from 28/9/2019 and can be downloaded for reference. The sealed RFP document supported by relevant details and proof of their eligibility will be submitted to the Dy Commissioner-cum-SIO,CMC Vikash Bhawan,Cuttack The last date of submission of proposal is 09/10/2019 till 4.00PM.

Any change/correction/corrigendum in respect the above shall be placed on CMC website. All bidders are requested to go through the website before submission of proposal.

By Order of Commissioner


Dy Commissioner-cum-SIO

1. Schedule of Bidding Process

A. Cuttack Municipal Corporation invites technical and financial proposals from prospective bidders for Operation & Management of the Shelter for Urban Homeless at Jagatpur SUH, near Tehsil Office, Jagatpur under Cuttack Municipal Corporation (CMC) 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	Samaj, Sambad & CMC website
02	Address and email for submission of written queries for clarifications	Dy Commissioner-cum-SIO Cuttack Municipal Corporation Vikash Bhawan, Badambadi, Cuttack-753012 Tel-0671-2312663 Email:siocmc@gmail.com
03	Date of issue of RFP	28/9/2019
04	Pre-Bid Meeting Date	03/10/2019 at 4.00 PM
05	Last Date for Submission of Bid	09/10/2019 at 4.00 PM
06	Date of Opening of Technical Bid	10/10/2019 at 12.00 Noon
07	Date of Technical Presentation	11/10/2019 at 4.00 PM
08	Annual average turnover of the Applicant	INR 20 lakhs or more during the last 3 financial years i.e FY:2016-17, FY:2017-18 & FY:2018-2019
09	Cost of Bid Document	Rs.2,000/- (Non-refundable)
10	Earnest Money Deposit Value	Rs.10,000/- (Refundable)
11	Performance Security	10% of the Annual Contract Value to be submitted by the selected Bidder (Refundable on successful completion)
12	Address for Deposit of EMD	Commissioner Cuttack Municipal Corporation, Cuttack
13	Address at which proposal in response to RFP notice is to be submitted	Dy Commissioner-cum-SIO Cuttack Municipal Corporation, Vikash Bhawan, Badambadi, Cuttack Pin-753012 Tel-0671-2312663

C. The RFP document containing the details can also be downloaded from the website of CMC (www.cmccuttack.gov.in).

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RFP No. 6956, Dated. 25/9 /2019

**REQUEST FOR PROPOSALS
FOR SELECTION OF SHELTER
MANAGEMENT AGENCIES (SMA)
FOR OPERATION
& MANAGEMENT OF SHELTER
FOR URBAN HOMELESS (SUH)
CENTER UNDER DAY-NULM**

**CUTTACK MUNICIPAL CORPORATION
BIKASH BHAWAN, JAGANNATH LANE-
CUTTACK, PIN-753012,
mail id: siocmc@gmail.com**

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Section - I

Letter of Invitation

"Cuttack Municipal Corporation "invites sealed proposal from the eligible bidders for "Selection of Agency for Operation & Management of Shelter for Urban Homeless under DAY-NULM" for Jagatpur SUH. The contract will be for a period of two years. The registered bodies/Agency of at least 5 years of Existence such as Homeless person's collectives, Youth and Women's community based groups, Universities and Institutions, Nehru Yuva Kendra's, Unorganized worker's trade unions, AGENCYs and CSOs registered under the Societies Registration Act, 1860 and Trust Acts or other similar laws of the State Governments, Self Help Groups, ALF and committees recognised by the State Govt. / Urban Local Governments, Resident Welfare Associations and Public / Private Sector Companies or Associations will be selected for Operation & Management of the Shelter for Urban Homeless centres under DAY-NULM. The selection of Agency will be on Quality Based Selection (QBS) process. The bidders have to submit only technical proposal for the SUH Centre depending upon their strength to manage the SUH centres, subject to maximum of 5-centres per town. Further details of the services are to be provided in the various annexure enclosed with this offer.

- 1) The sealed proposals can be sent well in advance by registered post or speed post or in person by hand to **The Dy. Commissioner-cum SIO, Bikash Bhawan, Jagannath Lane, Cuttack Municipal Corporation (4.00 PM on 09/10/2019).**
- 2) The Proposal received shall be opened on. **(12.00 Noon on 10/10/2019 as above)** itself in the presence of representatives of bidders. Bidders are requested to ensure presence of their representative at the time of opening of the bid, who must submit an authorization letter from the bidder.

Sl. No.	List of Key Events	Important Dates
1)	Date of Issue of RFP	28/09/2019
2)	Pre-Bid Meeting Date	03/10/2019
3)	Last Date for Submission of Bid	09/10/2019
4)	Date of Opening of Technical Bid	10/10/2019
5)	Date of Technical Presentation	11/10/2019

3. This RFP Documents Includes:

- Section 1 - Letter of Invitation.
- Section 2 - Instruction to Bidder
- Section 3 - Terms of Reference
- Section 4 - Implementation Structure
- Section 5 -Data Sheet & Checklist
- Section 6 - Technical Proposal - Standard Forms

4. While all information/data given in the RFP are, to the best of the Client's knowledge accurate within the consideration of scope of the proposed contract, the Client holds no responsibility for accuracy of information and it is the responsibility of the Bidder to check the validity of information/data included in this document
5. The Client reserves the right to cancel the entire bid process or part of it, at any stage without assigning any reason thereof.
6. Interested Bidders may obtain further information from the office of the TheMunicipal Commissioner, CuttackTel-0671-2312663, e-mail id siocmc@gmail.com)

Section – 2

Instruction to Bidders

- A. These instructions should be read in conjunction with information specific to the consulting services contained in the Covering Letter, Data Sheet and accompanying documents.
- B. **The Technical Proposal shall be the basis for selection of successful bidders for engagement.**
- C. The Bidders are invited to submit Technical proposals as per the given formats in separate sealed covers for consulting services required for the assignment.
- D. The selection would be based on the **Quality Based Selection (QBS)** procedure, subject to the Technical Proposal is in substantive compliance with the RFP requirements. The proposal will form part of the contract with the selected Agency/Institution/Agency.
- E. The Technical Proposal should be submitted along with a refundable EMD of Rs. **10,000/- per centre** in shape of DD drawn in favour of "Municipal Commissioner, CuttackMunicipal Corporation.
- F. Bidders shall bear all costs associated with the preparation and submission of their proposals and contract negotiations
- G. The CMC is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Bidder.
- H. **The Technical proposals to be submitted by the Bidders should be Agency and valid for a period of 90 days from the last date of submission of the proposal**

- I. Bidders may request clarifications on the RFP document within 7 calendar days from the date of issue of this RFP. Any request for clarification must be sent in writing, or by E-Mail.
- J. At any time before the submission of Proposals, the CMC may amend the RFP by issuing an addendum. The addendum shall be a part of the original RFP and shall be uploaded in the CMC website.
- K. The proposal (Technical Proposal) shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidders themselves. The person who signed the proposal must initial such corrections. Submission letters for Technical qualification, Technical proposals should respectively be in the prescribed formats given in the Annexures 1 to 6.
- L. An authorized representative of the bidders shall initial all pages of the Technical Proposals. The authorization shall be in the form of a written power of attorney accompanying the Proposal demonstrating that the representative has been duly authorized to sign.
- M. The Agency/Institution /Agency will submit Manpower/Professionals as per Annexure- 5.
- N. The Client reserves the right to allot number of SUH centers of a town to the bidders on the basis of their weight age on performance & bid-evaluation.
- O. In no case, sub-letting / Joint venture / Consortium would be accepted.
- P. Technical Proposal shall be placed in a sealed envelope clearly marked as,

"TECHNICAL PROPOSAL FOR OPERATION & MANAGEMENT OF THE SHELTER FOR URBAN HOMELESS AT JAGATPUR.

- Q. The Proposals must reach in time at the ULB at mentioned address latest by (09/10/2019 at 4.00 PM)
- R. The proposals shall be sent by registered post or speed post or in person by hand to The Dy.Commissioner-cum-SIO, Bikash Bhawan, Jagannath Lane, Cuttack Municipal Corporation.

Eligibility Criteria

To participate in the bidding process, the applicant shall meet the minimum technical and financial criteria.

I. Technical Criteria

LOCAL CONDITIONS for the Agency/Institution/AGENCY

- A. It is extremely important for an Agency/Institution to fully inform itself on all local conditions and factors which may have any effect on discharge of the agency's responsibilities as described herein below (Scope of Work).
- B. The Agency/Institution are advised to visit and examine the city and its surroundings and obtain for themselves on their own cost and responsibility all information that may be necessary for preparing the tender and later, if selected, for discharging the

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- C. The CMC shall not entertain any request for clarification from a (prospective / intending) tender, regarding such local conditions.
 - D. It is the responsibility of the bidder that city conditions and other such factors have properly been investigated and considered while submitting the bid proposals.
 - E. The Bidders must note that no claim whatsoever shall be entertained by the ULB nor any financial adjustments arising there from shall be permitted on account of failure of a bidder to appraise itself of local conditions.
 - F. The Agency/Institution will make all arrangements for smooth effective management of as per need & urgency for better handle the situation in politely without any damage /gross loss of the organisation or of the implementing agency or of the ULB.

GENERAL CRITERIA for the Agency/Institution

- A. Should have experience of projects in Govt., Govt. Office, ULBs and Public sector Units, & should have more than 20 man power for management of Shelter for Urban Homeless.
- B. Should be registered under the Indian Societies Act / Indian Trust Act / Indian Religious and Charitable Trusts Act / or as a not for profit Company under the Companies Act or the relevant state Acts for at least five years.
- C. Should have valid registrations such as Permanent Account Number (PAN) of the Income Tax Dep't. Goods & Service Tax Registration Number: Registration No. of the Agency, EPF, ESI & Sub-commercial License (As applicable).
- D. Should have at least 5- years' experience in urban issues, such as Management of Homes for Orphanages (CGI)/ on Livelihood/Social Development/ Human Rights/ Women & Children & disabled Persons/ Human trafficking, child Care and beggar's rehabilitation.
- E. Should have at least 2- years' experience in Management of similar Centres like Urban Homeless/ SWADHAR/Old age Home/ Rehabilitation Centres. Running experience of running the centre for more than one year shall only be considered.

ESSENTIAL CRITERIA for the Agency/ Institution/Agency

- A. An Agency/Institution 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 Govt. agency.
- B. Agencies/Organisations must be registered in AGENCY Darpan Portal & must have UID number from NITI AYOGA.
- C. The Agency/Institution must not have any govt affiliation in any form .

Neither the Head of the Agency/Institution, nor any employee of the Agency, should be either a Govt. /Semi Govt. employee or the employees of any Govt.-undertaking in any (casualty/ contractually directly or indirectly) form.

- D. The Agency/Institution must not have any political affiliation in any form:

The head of the Agency/Institution and its employees must not be relative of any elected representatives such as MPs, MLAs, Councilors or ULBs, elected representatives of Panchayat Raj Institutions.

- E. The Agency/Institution must submit the audited financial statements/reports as the evidence of turnover. Please note that this proof of turnover must be part of the technical proposal.

II. Financial Criteria:

Per SUH, the annual average turnover of the Applicant shall be INR 20 lakhs or more during the last 3 financial years i.e.FY:2016-17, FY:2017-18&FY:2018-2019. The bidders need to provide audited statements, balance sheets& Copy of IT returnsto support their claim. Based on turnover Number of SUH that can be allotted shall be fixed subject to maximum of 5-SUH per ULB.

Note:

- A. Bidder must submit a Proof of registration of the legal entity.
- B. Audited Balance Sheets of the last three financial years must be submitted in support, without which the bid may not be considered. The calculation sheet for average annual turnover shall be certified by a Chartered Accountant).
- C. Copy of IT return of last three financial years must be submitted in support to Annual Audit report
- D. Bidder must submit copy of work orders and its completion certificates of assignments issued by the client.
- E. No Joint/Consortium bid is permitted

III. Bid Evaluation Committee:

The bid evaluation committee consists of the following officers who will evaluate the bids within the stipulated time period:

1. Deputy Commissioner	-	Chairperson
2. SMMU Manager	-	Member
3. CMMU Manager	-	Member
4. Community Organiser (c)	-	Member
5. Municipal Engineer	-	Member
6. Municipal Accountant	-	Member

IV. Selection Committee:

For selection of Shelter Management Agency (SMA), the Collector in Municipalities & NACs and Municipal Commissioner in the Municipal Corporations will be the chairperson of the selection committee. The selection Committee shall examine bid evaluation committee report.

Terms of Reference (ToR)

3.1 Background

Definition of Homeless Persons

Persons who do not have a 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 constructions 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 CMC 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 Shelters. Manual and Guideline. of the Commissioners of Supreme Court in March 2012 (The manual was drafted by the Commissioner of the Supreme Court based on the direction of the Honorable Supreme Court of India dated 27th February 2012 in the writ petition civil-196/2001)

The SOP primarily aims at defining the various procedures that needs to be followed by the Executive Committee, the officials of the Cuttack Municipal Corporation, the City Level Coordinator, the Shelter Advisory Committee and the Non-Government Organizations (AGENCYs) or any other organization / institutions for the implementation of 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 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)

Honourable Supreme Court of India declares:

- All cities covered under JNNURM and above 5 lakhs, to have one 24hrs, 365 days a year, homeless shelter with a capacity of 100 persons for every one lakh population.
- Basic amenities to include mattress, bed roll, blanket, portable drinking water, functional latrines, first aid, primary health facilities, de addiction and recreation facilities etc.
- 30% of these to be special shelters (Women, old and in Agency, recovery shelters).

Objective:

The objective of this assignment is to engage an Agency of at least 5 years of Existence such as Homeless person's collectives, Youth and Women's community based groups, Universities and Institutions, Nehru Yuva Kendra's, Unorganized worker's trade unions, AGENCYs and CSOs registered under the Societies Registration Act, 1860 and Trust Acts or other similar laws of the State Governments. Self Help Groups and committees recognised by the State Govt, / Urban Self Governments, Resident Welfare Associations and Public / Private Sector Companies or Associations for Operation & Management of the Shelter for Urban Homeless

3.2 Scope of Work

The Agency/Institution/Agency 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 environmental along with health and hygiene of inmates.

Task-5: Provide Required Manpower

Task-6: Ensure entitlement & reintegration of the inmates

Task-7: Capacity Building of Officials & Members of Management Committee.

Task-8: Collection of User Charges

Task-9: Submission Reports (Weekly/Monthly or as per required or instruction)

Task-10: Other Ancillary works of the Agency

Deliverables of the Agency/Institution

- 1 Preparation & submission of **Operation plan report** within 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 environmental 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) developed by SUDA and any other report as per instruction & required by the competent authority.

SECTION – 4

Implementation Structure:

Nodal Agency: The CMC will act as the Nodal agency.

Management Structure:

The Program for shelter to urban homeless people is managed by

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

1	Municipal Commissioner	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 Suppl. Engineer/ Executive Engineer of PDW Posted at Districts.	Member
8	District Inspector of Schools	Member
9.	District Supply Officer	Member
10-11.	Representative of Banks(2) nominated by Chairperson	Member
12-13.	Representative of SHGs/ Federations(2) nominated by Chairpersons.	Member
14.	City Project officer/ Assts Commissioner (Slum Improvement)NULM in case of Municipal Corporations& Project Officers/ Asst. Town Project officer or Community Organiser of Municipality/ NAC concerned nominated by Chairperson	Member Convenor
15	Any other Member (s) Co-opted by Chairperson	Member

B. Shelter Management Committee (SMC) consists of:

1.	Senior Community organiser	Chairperson
2.	CMMU Manager/ Community Organiser	Member
3.	Shelter Coordinator/Manager/Care Giver	Member
4.	Two representative of the residents (One Male & One Female)	Member
5.	Local Councillor	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 maintenances and discuss the plan for future
- * Approval of the action plans submitted by the Agency
- * Review of the performance of the Agency 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 evaluation including effective Management Information System (MIS)
- * Conduct periodic financial, social audits.

D. Roles of Shelter Management Committee (SMC)

- * The Shelter Monitoring committee (SMC) will meet Monthly & track the progress

and advise the AGENCY to take up the necessary corrective actions.

- * The grievances of the AGENCY 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 lockers.
- * Engagement of the Agency and execution of agreement
- * Timely payment of management cost to agency.

3. Role of Agency

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 AGENCY should reintegrate the residents in the shelter according to the Protocol.
4. Entitlements to Social Security, Health, Education, Legal Aid, Financial inclusion to be ensured by the AGENCYs in coordination with the ULB.
5. Provide One full time Manager/Shelter Coordinator for each Shelter .
6. Three Caretaker for one shift of 8 hours, at least one-woman Caretaker,
7. Regular management (24x7 hours) such as cleanliness/discipline of shelter
8. Functioning of kitchen for subsidized meal for Homeless person.
9. 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 check-ups and educating inmates regarding health and hygiene aspect
10. To provide basic services defined in the MOU
11. AGENCYs should ensure the safety of the inmates
12. To form a Shelter Monitoring Committee (SMC)
13. 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.
14. To conduct night survey to identify the Homeless persons and ensure the area should be free from Homeless Persons.
15. To adopt a humane and community-centric approach in managing the shelter
16. The AGENCY should recruit a full time Coordinator (preferable a trained social worker in counselling), 3 Care Giver and Sweeper (Part time).

17. The AGENCY shall ensure that the capacities of the staffs are regularly enhanced and updated
18. Counselling services should be provided, and individual records must be maintained for every resident in the shelter including rehabilitation plan within a time frame.
19. Ensure that all the residents are rehabilitated based on the specific need of the resident
20. 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, inAgency)
21. The Agency should take initiatives for inmates (Reference to Item No: 20) to enhance their livelihoods through linkage with other components of DAY-NULM as well as other Social Security's schemes of other line Departments.
22. AGENCY 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
23. AGENCY should conduct the following Capacity Building programmes
 - An inception workshop for the staff of the implementing Agency
 - Experience sharing workshops with EC and other staffs of ULB will be conducted once in 6 months
 - Facilitate supervisory visits by Corporation officers and Agency
 - Documentation
 - Sensitization meeting of officers once a month
 - Cross learning visits/Exposure Visits to other ULBs
 - Experience sharing workshops
24. Role of Manager/Shelter Coordinator of the Agency
 - Coordinate and support the supervising authority and committee members
 - Management & Decentralisation of duties among the Caretakers
 - To keep the record & register perfectly
 - Up-gradation of livelihood of Homeless persons through Counselling 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.

25 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 user's 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.

26 Collection of Users Fee through money receipt and maintenance of register & deposit in Bank A/C operated jointly by C.O&Shelter Manager.

- User's charges would be normally i.e. 1/10th of daily income of one homeless person, if he/she earns on daily basis or monthly basis
- 100% subsidized food may be provided to the residents such as old, disabled person.
- Effort may also be made to tie up with Charitable, Religious or any other organisation which could provide free food for the inmates

4. Facilities to be available the Shelter for Urban Homeless:

Facilities and Services to be made available at the shelter (to be ensured by the CMC).

- 1) **Publicity of Information:** In order to ensure the information on availability of the shelters to targeted population, adequate publicity measures should be taken by CMC on regular basis. Posters, Banners, Hoarding should be placed at advantage points like Railway station, Bus stands, Hospitals, Park, Important market areas etc for wider publication of location and facility available at Shelters. Leaf lets and local newspaper should carry news about the Shelters for wider dissemination.
- 2) Each shelter should have proper display of readable name Boards/Display Boards and the text should be provided in Odia and English
- 3) Shelters should provide all appropriate facilities for dignified human living. A space of 50 square feet per person is to be provided.
- 4) Bed and bedclothes (Bedsheet, Blanket, mattress, pillow, bed-sheets Mosquito Net.) on a use basis, with arrangements to launder these periodically.
- 5) Personal lockers for personal storage space
- 6) Water arrangements (potable drinking water and other needs) and sanitation with regular running water supply
- 7) Adequate toilet facilities with a minimum norm of one toilet and bathing space for 12 persons

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- 8) Bathing and washing area to cater to the needs to all residents with running water.
 - 9) Adequate bathing facilities, including running water, water storage cans, buckets and mugs.
 - 10) Adequate lighting and ventilation, fire protection measures, as under guidelines for enclosed public places, with clear and functional fire exits.
 - 11) Common recreation space with television, reading space, etc
 - 12) First aid kit for supplies to cover the total population at the shelter
 - 13) Regular cleaning of blankets, mattresses and sheets, and maintenance of other services Suitable waste management arrangements.
 - 14) An open space, either on the ground or the terrace, with additional spaces based on livelihood and storage needs of residents, such as for parking rickshaws and carts, and storing sacks of collected waste.
 - 15) Kitchen /cooking space and necessary equipment's such as cooking gas connections etc
 - 16) Water purifier, CCTV camera, pest and Vector (Mosquito) control arrangement.
 - 17) CMC must conduct an independent 3rd party Quality evaluation Quarterly and Social Audit annually through reputed organization/Institution. These audits should be conducted unannounced by using methods of observation and interview. Separate interview should be held with staff and inmates of the shelters.
 - 18) All the recurring procurements will be jointly procured quarterly by Nominated CMC official along with SMA official to insure timely procurement with quality material.

5. Reporting System

- 1) The Agency shall send a monthly programme and finance report along with MPR (Prescribed by SUDA, Annexure – 8) to the City level coordinator with a copy to Deputy Commissioner and the City health officer on or before 5th of every month.
- 2) The template for the Shelter home will be designed and circulated by the agency in consultation with the Deputy Commissioner
- 3) Unusual instances (Such as deaths) should be immediately report Deputy Commissioner by the Shelter Coordinator/ Manager of the Agency.

6. Grievance Redressal Systems

- 1) All shelters need to maintain a complaint register & a locked box at the shelter itself wherein residents can record complaints.
- 2) The Shelter-level coordinator/Manager will be responsible for ensuring that complaints are redressed within a maximum of 15 days of being recorded. However, for complaints which require immediate redressal, such as clogged Toilets, inadequate bedding and no drinking water, these should be addressed within 24 hours.
- 3) The Shelter Management Committee (SMC) will ensure the timely redressal of complaints.
- 4) If the complaints are not resolved by the Shelter Coordinator/Manager, or by the SMC, or by the City Level Coordinator or by the designated Grievance Redressal Officer, the Deputy Commissioner / Executive Committee will take action on the same immediately
- 5) AGENCYs should submit a monthly report in the predefined format
- 6) Effort should be made to develop suitable portal for on line registration of Complaints in addition to Manual complaints register

7. Monitoring Mechanism

- 1) Field visits to be carried out by the city level coordinator on a Weekly basis.

- 2) SMC to meet once in a month to review the monthly program and financial report submitted to the Executive Committee (EC)
- 3) Executive committee will review the program on a quarterly basis.
- 4) Shelter audit will be conducted on a quarterly basis. The audit will be conducted by the 3rd Party (Independent Institute, Civil Society appointed for the purpose) at the level Executive Committee (EC) and the report will be submitted to the Executive Committee. Apart from that, Social audit of each Shelter should be organised at least once a year.

8. Payment Terms for Agency/ Institution:-

- 1) The payment shall be made on submission of the submission of Invoices/bills (In triplicate) after the satisfactory completion of the work assigned, at approved rates.
- 2) Payment will be made within a period of 15 days after submission of the Invoice/bill and all necessary documents in triplicate
- 3) O & M cost of the AGENCYs should be based on the approved budget of the CMC & as per actual expenditure incurred during the Quarter
- 4) Prior approval should be sought for from the Deputy Commissioner on any deviation in the Expenditure to be incurred.
- 5) Quarterly (3 Months) bill will be submitted by the service providers in first week of following month.
- 6) Income Tax will be deducted at source under Section 194-C of Income Tax Act from the Bidder at the prevailing rates of such sum as income tax on the income comprised therein.

9. Bid Evaluation Methodology

Evaluation of the Technical proposals will be based on Quality Based Selection (QBS) mode with bidder getting highest technical score shall be the selected bidder.

A. Evaluation of Technical Bid:

The technical proposal shall be evaluated in three phases

- a) In the first phase the Technical Proposals shall be evaluated based on minimum eligibility criteria as mentioned above.
- b) In the second phase the top five ranked Agencies shall be shortlisted based on technical evaluation criteria Table-1 and will be invited for presentation in CMC. The presentation format is elaborated in Table No. 2.

Technical Bid Evaluation Criteria

TABLE-1		
Sl No	Summary of Technical Proposal Evaluation Forms	Score Weight
1	Years in existence- 1 marks for each year of existence subject to maximum 15 marks	15
2	Experience in no. of projects relating to Urban Issues, Such as Livelihood Promotion /Human Rights/Work with Women & Children & disable Person/Urban Employment / Social Development projects in last 5 Years /continuing In Odisha. (Project above Rs 2.0 lakhs shall only be considered) 2.5 marks for each similar project subject to maximum 15 marks	15

3	Experience in Management of Shelters for Old age Homes/Homes for Orphanages (CCI)/Facility care centre for widow women in last 5 years /continuing (Minimum 1 year operation required to qualify under this) 2.5 marks for each similar project subject to maximum 15 marks	15
4	Experience in Management of Homeless Shelters for urban Homeless specifically in last 2 years /continuing Projects in last 2 years- 1 project for 1year 5 mark ,for 2 years – 10 marks - maximum 15 marks	15
5	Organizational Financial strength 10 marks for Rs. 20 lakhs annual average turn over for last three years- 1 marks for each additional Rs. 5 lakhs turn over maximum 20 marks	20
Total		80

B. Technical Presentation:

The top ranked 5 bidders shall be required to make presentations up to 15 minutes to demonstrate their relevant credentials before the Selection Committee.

The Technical scoring (Ts) of participants shall be as per the point scoring methodology. The CMC may include a panel of experts to evaluate the technical presentation. The bidders shall be invited for a PowerPoint presentation in front of the committee. The presentation shall broadly cover the following aspects

TABLE-2 Presentation before the Technical Selection Committee		
Sl No	Adequacy of the proposed work plan and methodology in responding to the TOR:	Score Weight
1	Understanding the Project Understanding of scope of work and way forward if Selected	5
2	Approach, Methodology & work plan on sustainability of the SUH centre.	10
3	Technical Presentation	5
Total		20
(Table-1 +Table-2)=Grand Total:		100

10. Deliverables of the Agency/Institution

- Preparation & submission of **Operation plan report** within 7 days of issue of work order
- Monthly submit consolidated Report on collection of **Users Charges**.
- Monthly Submit consolidated Report on **Night Survey & rescue operation**
- Monthly Submit consolidated Report on **Shelter Management**.
- Shall submit consolidated report on **Workshop & Training**.

- F. Preparation of **Data base** of residents and report submitted monthly
- G. Formation of **Shelter Management Committee (SMC)** and its report
- H. Any other Report as per Instruction & required by the competent Authority
- I. Submission of **Monthly Progress Report (MPR)** by 5th of every month as per **Annexure-B** and any other reports as when required by Competent Authority.

11. Period of Consultancy:

The Contract period with the selected Agency shall be valid for a period of **24-months** from the date of execution of the contract agreement, extendable upon satisfactory performance which would be reviewed ½ Yearly.

12. Performance Security

At the time of signing the Contract the successful bidder shall submit a Performance Security in the **form of a demand draft** for Rupees — (Which is 10% of Expected Annual Project Cost) of a scheduled nationalized bank payable at Cuttack Municipal Corporation, CuttackCMC, in favour of Deputy Commissioner of Cuttack Municipal Corporation.

13. Signing of Agreement

The selected agency will have to sign a Contract Agreement in non-judicial stamp paper of adequate denomination with the Cuttack Municipal Corporation within 7 days from Issuance of Letter of Award given in Annexure -3

14. Default of Service

Deviation and/ or Refusal and/ or non-Performance towards in any of the obligations described in the Scope of Services would be treated as default of service of the selected Agency. Upon default of service, the CMC would reserve the right to forfeit the Performance Security and the payment outstanding for the said job. In addition, the CMC would also have the right to terminate the agreement with the selected Agency

15. Tender Document Fee

Non-refundable Tender Document cost in shape of Demand Draft from any scheduled commercial bank in favour of Deputy Commissioner of Cuttack Municipal Corporation payable at the Cuttack Municipal Corporation, Cuttack for Rs. 2000/- (Rupees Two Thousand Only) is to be furnished by the bidder along with the technical Bid. Bid without the requisite tender Document cost shall be treated as non-responsive and rejected. The mentioned Tender cost is inclusive of the GST.

16. Earnest Money Deposit (EMD)

EMD in shape of Demand Draft from any scheduled commercial bank in favour of Deputy Commissioner of the Cuttack Municipal Corporation payable at CMC for Rs.10,000/- (Rupees Ten thousand only) is to be furnished by the bidder along with the Technical Bid. Bid without the requisite EMD shall be treated as non-responsive and rejected. No exemption from submission of EMD is allowed. No adjustment of EMD with respect to other works previously lying with CMC is allowed. Unsuccessful bidder's EMD will be discharged / returned within 60 days from the date of execution of the agreement between CMC and the selected Agency. No interest will be paid on EMD.

The EMD may be forfeited in following conditions:

- (a) If a Bidder withdraws its Bid during the period of validity of the Bid.
- (b) In case of a successful bidder, if the bidder fails to execute the work assigned.

17. Validity of Bid

Proposal shall remain valid for **90 days** from the last date of submission of Proposal. A Proposal valid for a shorter period shall be rejected as non-responsive.

18. Disputes

All legal disputes are subject to the jurisdiction of the court in the Cuttack Municipal Corporation town only.

19. Acknowledgement by Bidder

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

- A. made a complete and careful examination of the RFP, general condition of contract, submission formalities and evaluation mechanism,
- B. satisfied itself about all matters, things and information necessary and required for submitting the proposal and performance of all of its obligations there under;
- C. acknowledged that it does not have a conflict of Interest with any other Agencies/ Agency; and
- D. Agreed to be bound by the undertaking provided by it under and in terms hereof.

Cuttack Municipal Corporation shall not be liable for any omission, mistake or error on the part of the Agency in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to this invitation document or the selection process, including any error or mistake therein or in any information or data given by the Cuttack Municipal Corporation

20. Right to reject any or all Proposals

Notwithstanding anything contained in this invitation document, Cuttack Municipal Corporation reserves the right to accept or reject any Proposal and to annul this selection 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

Cuttack Municipal Corporation also, reserves the right to reject any Proposal if:

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

21. Penalty (Capacity Utilization)

The Agency shall be responsible for maintaining the occupancy level of each SUH and they shall have to ensure that the occupancy level of each SUH opted should not go down below 80% of the capacity (Monthly on an Average).

In the event if the capacity of the SUH goes below the afore mentioned level, the payment of the SUH would be as per the following format:

Level of Occupancy	% of Billing Amount deducted over the Service charge Amount per month
71% to 80%	1%
61% to 70%	2%
51% to 60%	3%
Below 50%	5%

Average Attendance = (Addition of Each day's total inmates / No of days of the Month)

22. Language

The Proposal and all communications in relation to or concerning the Selection Process shall be in English language and strictly on the formats provided in this invitation document.

23. Late Submission

Proposal received after the deadline for submission prescribed by Cuttack Municipal Corporation will not be entertained and be rejected.

24. Modifications and Withdrawal of Proposals

No modifications to the Proposals shall be allowed once it is received by the CMC.

25. Award of Consultancy

After selection, a Letter of Award (the "LOA") shall be issued, in duplicate, by CMC to the selected bidder and the bidder shall, within 7 (seven) days of the receipt of the LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof. In the event the duplicate copy of the LOA duly signed by the selected bidder is not received by the stipulated date, unless it consents to extension of time for submission thereof, the right to signing of the agreement would be forfeited by CMC and the next eligible Agency may be considered for the project.

26. Execution of Agreement

After acknowledgement of the LOA as aforesaid by the selected Agency, it shall execute the Contract Agreement within the period of 7 days from the date of issuance of LOA. The selected bidder shall also deposit the performance security before the signing / execution of the contract agreement. The successful bidder shall not be entitled to seek any deviation in the Agreement.

27. Commencement of Assignment

The selected bidder shall commence the assignment within 7 days from the date of signing of the Agreement. If the bidder fails to commence the assignment as specified herein, CMC may, unless it consents to extension of time thereof forfeit the Performance Security.

28. Consortium

The bidders are not allowed to form consortium for participating in the project.

29. Service Charges Payable to Bidder/Applicant

The service charges for Agency payable shall be 10% of Project running cost, for carrying out all activities as specified under Section-4, CI No -3 and CI No - 10 above and include Financing cost of 3 months expenditures. GST at applicable Rate payable Extra. The Project running cost shall be based on actual expenditure under following heads only. The Capital cost of Providing Facilities at center specified at Section – 4(CI.No – 4) above will be arranged by CMC and no service charges on same is payable to Bidder/Applicant.

- The bidder is required to submit clear break up budget of each component of the Project Cost as detailed below for 50 inmates as per the DAY NULM guideline, inclusive of 10% service charges for the bidder. For other shelter residents, meals may be Provided at subsidized costs by the State/CMC.(To be decided). This should be approved by CMC prior to commencement of service.
- The other expenditure is to be incurred jointly by Applicant and CMC representative **modus operandi** to be finalised by CMC.
- The actual expenditure to be submitted Quarterly along with Applicant invoice for release of payments

Sl.No.	Expenditure Heads	Details
1	Annual Maintenance cost/ shelter	Includes repair & maintenance expenditure and Electricity and other misc. expenses such as sanitation items, fuel & auto, medicines etc.
2	Annual Servicing Cost	Includes cost of upkeep, maintenance, Replenishment of bedding and kitchen Equipment etc.
3	Annual Cost of providing free food	Restricted to 10% of inmates who are old / infirm etc. and cannot pay
4	Staff Salary	Includes 3 care givers in 8 hour shifts and 1 Full-time manager. The care givers are to be paid at Unskilled rate and Manager at rate applicable to skilled labour as specified by State Govt. labour Department from time to time. Bidder to ensure same and give documentary evidence. (Staff Salary to be paid as per labour law)

30. Force Majeure

1.1 Definition

- For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance, and which makes a Party's performance of its obligations here under impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, lockout or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies.

- b. Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or by or of such Party's Sub-Consultancy Agencies or agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected both to take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations here under
- c. Force Majeure shall not include insufficiency of funds or inability to make any payment required here under

1.2 **No Breach of Contract:**

The failure of a Party to fulfil any of its obligations here under shall not be considered to be a breach of, or default under this Contract in so far as such inability arises from an event of Force Majeure provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract

1.3 **Measures to be Taken:**

- a. A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure
- b. A Party affected by an event of Force Majeure shall not if the other Party of such event as soon as possible, and in any case not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible
- c. Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action because of Force Majeure.
- d. During the period of their inability to perform the Services as a result of an event of Force Majeure, the Agencies upon instructions by the "Client", shall either demobilize or continue with the Services to the extent possible, in which case the Agencies shall continue to be paid proportionately and on prorata basis, under the terms of this Contract

1.4 **Suspension:** The "Client" may, by written notice of suspension to the Agencies suspend all payments to the Agencies here under if the Agencies/Organisations fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall allow the Agencies/Organisations to remedy such failure, if capable of being remedied, within a period not exceeding thirty (30) days after receipt by the Agencies of such notice of suspension.

2. Termination

- 2.1 **By the "Client":** The "Client" may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through(i) of this Clause
- If the Agency fails to remedy a failure in the performance of its obligations hereunder, as specified in notice of suspension pursuant to Clause within thirty (30) days of receipt of such notice of suspension or within such further period as the "Client" may have subsequently approved in writing
 - If the Agency becomes (or, if the Agencies consists of more than one entity, if any of its Members becomes and which has substantial bearing on providing Services under this contract) insolvent or go into liquidation or receivership whether compulsory or voluntary.
 - If the Agency fails to comply with any final decision reached as a result of arbitration proceedings pursuant to the decision.
 - If the Agency, in the judgment of the "Client", has engaged in corrupt or fraudulent practices in competing for or in executing this Contract
 - If the Agency submits to the "Client" a false statement which has a material effect on the rights, obligations or interests of the "Client".
 - If the Agency places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to the Client.
 - If the Agency fails to provide the quality services as envisaged under this Contract. The Consultancy Monitoring Committee (CMC) formulated to monitor the progress of the assignment may make judgment regarding the poor quality of services, the reasons for which shall be recorded in writing. The CMC may decide to give one chance to the Consultancy Agency to improve the quality of the services.
 - If, as the result of Force Majeure, the Agency is unable to perform a material portion of the Services for a period of not less than sixty (60) days.
 - If the "Client", in its sole discretion and for any reason whatsoever, decides to terminate this Contract
- 2.2 In such an occurrence the "Client" shall give a not less than thirty(30) days written notice of termination to the Agency, and sixty (60) days in case of the event referred to in(i).
- 2.3 If the Agency fails to perform as envisaged under this Contract the **EMD & PBG amount will be forfeited & the Agency will be blacklisted by the Govt. In H & UD Dept on recommendation from the "Client"**

SECTION - 5

Data Sheet and Check List

A. Data Sheet:

1.	Title of Consulting Service: SELECTION OF SHELTER MANAGEMENT AGENCIES (SMA) FOR OPERATION & MANAGEMENT OF SHELTER FOR URBAN HOMELESS (SUH) CENTER AT JAGATPUR UNDER DAY-NULM.
2.	Name of the Client: (Name of the ULB)
3.	Method of selection: Quality Based Selection (QBS) through bids from Agencies.
4.	Selection of agencies: The bidders have to submit the technical Proposal giving their credentials, experience, financial status as per technical proposal form given at Annexure – 2, 3 & 4. The evaluation shall be made as per evaluation criteria specified at Annexure – 6
5.	Details of the centers for which agencies are to be selected. Applications are to be submitted CMC and a bidder can apply for 1 center. The selection of agencies will be made on the basis of technical score as explained in Clause No-9 (Section -3).
6.	Technical proposal to be submitted: YES, as format given at Annexure – 2, 3, 4 & 5 along with all supporting documents. Bidder offering for more than one center can submit one set of supporting documents. However separate form is to be given for each center applied along with EMD amount for that center in separate envelop.
7.	Financial proposal to be submitted: NO.
8.	Address for submission of Proposals The Municipal Commissioner (Name & Address of the CMC)
9.	A pre-bid conference to be held: YES Date: Time: Place:
10.	Proposals shall remain valid for 90 days after the submission date indicated in this Data Sheet.
11.	Clarifications may not be requested after (Date). All requests for clarifications will be directed to the Client's representative. The Client shall respond to requests for clarifications by electronic means after three (3) days of pre-bid meeting date by uploading in ULB website
12.	The Bidders required to include with its proposal written Confirmation of authorization to its representative to sign on behalf of the Bidder: YES
13.	Joint Ventures or Consortium offer: NOT permissible
14.	Bidders Eligibility Criteria – Applicable As per details given at Annexure-II clause 2. Eligible bidder.

15.	While submitting the proposal the bidder has to ensure that a single technical Proposal for each SUH Center in original to be kept in sealed envelope with superscription "Technical Proposal for selection of Agencies for Operation & Management of shelter for Urban Homeless centre under DAY- NULM" at (name of the location)
16.	The outer envelope must be labeled with: a) RFP Number/ Date. b) Last date of bid Submission; c) Full address of bid submission authority with contact no and email on the right; d) Full address of the Bidder with contact no and email on the left.
17.	If any envelope is not sealed and marked as instructed, the Client will assume no responsibility for the misplacement or premature opening of envelopes leading to disqualification of the Bidder from the bidding process
18.	Tender fee must be deposited: YES Tender fee of Rs. 2,000/- per center (non-refundable) to be deposited Earnest Money Deposit (EMD) to be submitted: YES EMD of Rs. 10,000/- per center (Refundable on successful completion) to be deposited
19.	Form of Tender fee & Earnest Money Deposit will be: in shape of <u>Demand Draft</u> in favor of the Municipal Commissioner/ Executive Officer, payable at (Name of the Town) Bids not accompanied by tender fees and EMD shall stand rejected.
20.	Performance Security is to be submitted by the selected Bidder upon signing of Contract: YES
21.	The amount will be 10 percent of the Annual contract value i.e. Rs. _____/- per center (Refundable on successful completion) will be deposited as Performance Security and the same will be provided in the form of <u>Demand Draft only</u> . Performance Security will be made in the name of the Municipal Commissioner / Executive Officer of the concern ULB.
22.	Proposals must be submitted no later than the following date and time:
23.	Date and time for public opening of the Proposals received
24.	Expected date/month for commencement of services:
25.	Expected date/month for completion of consulting services:

B. Check List:

The bidders are requested to check the following points before submitting the bids:

Sl No	Particulars	Status	Page No
i)	1. Whether the Technical Proposals have been properly marked, superscripted, labeled and sealed, as required? Separate proposal center- wise.		
	2. Whether each proposal has been ink-signed by the appropriate authority ? Have all the pages of the proposal been ink-signed & page marked ?		
	3. Whether the Audited Financial Statement ,balance sheet , IT returns for last three years been submitted along with the proposal and chartered accountants certificate for consultancy turnover?		
	4. Have the Tender Fee and EMD been enclosed with the technical proposal?		
	5. Whether the number of pages of the proposal properly indexed?		
ii)	1 All the bidders should send		
	a. Agency's consent letter	b.	c.
	b. Brief Profile of the Agency along with copy of the registration certificate & Bye-law.		
	c. Experience Certificate in working with Urban Issues , Such as Livelihood Promotion /Human Rights/Work with Women & Children& disable Person/Urban Employment / Social Development projects in last 5 Years (copy of work order & completion certificate to be enclosed)		
	d. Experience Certificate in Management of Old age Homes/Homes for Orphanages (CCI)/ Facility care centre for widow women in last 5 years /continuing		
	e. Experience Certificate in Management of Homeless Shelters for urban Homeless in last 2 years /continuing		

Annexure-1

Covering Letter

(On the Letterhead of the applicant)

To:

**The Municipal Commissioner ,
Cuttack Municipal Corporation, Cuttack.**

Madam/Sir,

We, the undersigned, offer to provide the Service for Operation & Management of the Shelter for Urban Homeless at Jagatpur..... in accordance with your Request for Proposal dated 09/10/2019. We are hereby submitting our Proposal, which includes this Technical Proposal sealed under separate envelopes.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it would lead to our disqualification.

We also hereby agree and undertake as under:

Notwithstanding any qualifications or conditions, whether implied or otherwise, contained in our Proposal we hereby represent and Confirm that our Proposal is unconditional in all respects and we agree to the terms and conditions of the Request for Proposal.

We hereby certify and Confirm 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.

Thanking You,

Yours Sincerely,

**Duly signed by the Authorised Signatory of the Applicant
(Name, Designation and Address of the Authorised Signatory)**

Organization Profile & Details of Applicant

(On the Letter Head of the Applicant)

(For Financial Eligibility & scoring)

- (a) Name of the Agency/company :
- (b) Year of Establishment :
- (c) Registered Office :
- (d) List of Directors/GB :
- (e) PAN :
- (f) GST Registration No, if any :
- (g) Brief description of Background of the Agency for this Assignment :
- (h) Name of the contact person :
Who will serve as the point of Contact
- (i) Designation :
- (j) Address :
- (k) Telephone number :
- (l) E-mail address :
- (m) Fax number :
- (n) Mobile number :
- (o) Average Annual Turnover :

FY: 2016-17: RS.-----Lakh

FY: 2017-18: RS.-----Lakh

FY: 2018-19 RS.-----Lakh

(p) Income Tax Return of above 3 years: (To Be enclosed)

Duly signed by the Authorised Signatory of the

Applicant (Name, Designation and Address with Seal)

Signed and sealed by a Chartered Accountant

Membership No:

DECLARATION FOR PROPOSAL SUBMISSION

Date:

To
**The Municipal Commissioner,
 Cuttack Municipal Corporation**

Sub: Technical Proposal against RFP for engaging Agency to undertake Operation & management of Shelter for Urban Homeless at Jagatpur under DAY-NULM in, Cuttack. Municipal Corporation, Cuttack.

Dear Madam/Sir,

1. With reference to your RFP dated _____, I/we, having examined the RFP Documents and understood their contents, hereby submits our Proposal for Operation & management of Shelter for Urban Homeless at Jagatpur SUH.
2. The Proposal is unconditional and unqualified.
3. All information provided in the **Proposal** and in the **Forms & Annexure** is true and correct. This statement is made for the express purpose of qualifying as an Applicant for undertaking the Project.
4. We shall make available to the CMC any additional information it may find necessary or require to supplement or authenticate the Bid.
5. We acknowledge the right of the CMC to reject our Proposal without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
6. We certify that in the last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty or a judicial pronouncement or arbitration award, nor been expelled from any project or contract nor have had any contract terminated for breach on our part.
7. **We declare that:**
 - a. We have examined and have no reservations to the Bidding Documents, including any Addendum issued by CMC,
 - b. We do not have any conflict of interest in accordance with the RFP document;
 - c. We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in the RFP document in respect of any tender or request for proposal issued by or any agreement entered into with the CMC or any other public sector enterprise or any government, Central or State; and
 - d. We hereby certify that we have taken steps to ensure that in conformity with the provisions of the RFP, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice.
8. We understand that you may cancel the Bidding Process at any time and that you are neither bound to accept any Proposal that you may receive nor to invite the Bidders to Bid for the Project, without incurring any liability to the Bidders, in accordance with the RFP document.

9. We declare that we have no business relationship with any other Agency submitting a Proposal for the Project.

10. We declare that

A. We do not have any govt affiliation in any form

(Neither the Head of the Agency/Institution, nor any employee of the Agency, should be either a Govt. /Semi Govt. employee or the employees of any Govt.-undertaking in any (casualty/ contractually directly or indirectly) form.)

B. We do not have any political affiliation in any form:

(The head of the Agency/Institution and its employees must not be relative of any elected representatives such as MPs, MLAs, Councillors or CMC, elected representatives of Panchayat Raj Institutions.)

11. We certify that in regard to matters other than security and integrity of the country, we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.

12. We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our Associates.

13. We further certify that no investigation by a regulatory authority is pending either against us or against our Associates or against our EO or any of our Directors/ Managers/ employees.

14. We undertake that in case due to any change in facts or circumstances during the Bidding Process, we shall intimate the CMC of the same immediately.

14. We hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by CMC in connection with the selection of the Bidder, or in connection with the Bidding Process itself, in respect of the above mentioned Project and the terms and implementation thereof.

15. In the event of our being declared as the successful applicant, we agree to enter into an Agreement in accordance with the draft attached in the RFP document.

16. We have studied all the RFP Document carefully. We understand that except to the extent as expressly set forth in the Agreement, we shall have no claim, right or title arising out of any documents or information provided to us by the CMC or in respect of any matter arising out of or concerning or relating to the selection Process including the award of contract.

17. The Assignment Fee of 10% payable as per RFP is acceptable to us after taking into consideration all the terms and conditions stated in the RFP draft Agreement.
18. We agree and understand that the Proposal is subject to the provisions of the RFP Documents. In no case, we shall have any claim or right of whatsoever nature if the Project is not awarded to me/us or our Proposal is not opened.
19. We agree to keep this offer valid for 90 (Ninety) days from the Proposal Due Date specified in the RFP
20. We agree and undertake to abide by all the terms and conditions of the RFP document. In witness thereof, I/we submit this Proposal under and in accordance with the terms of the RFP document

Yours faithfully,

Date: (Signature of the Authorized signatory)

Place: (Name and designation of the of the Authorized signatory)

Name and seal of Bidder

Annexure-4

Documents to be submitted by the Bidder

Sl no	Subject head / Particulars	Corresponding Page Number
1	Name, address, telephone & e-mail Id of the bidder:	
2	Registration No. (Incorporate certificate No. and Date etc. as applicable) Enclose copy of certificate:	
3	Name, Address, Telephone and e-mail Id of the Head of the Organization / Agency	
4	No of full time Project Management staff working in your organization / Agency as on 31.03 2019. Minimum 20 Nos is the eligibility criteria. Statement duly certified by Head of Organisation/agency to be enclosed	
5	Registration of Organisation/Agency i. PAN----- ii. GST----- iii. EPF----- iv. CSI----- v. Sub commercial Licence----- (Copy of Registration certificates to be enclosed)	
6	Registration Number of AGENCY in Darpan Portal	
7	UID Number from NITI Ayoga	

8	Year wise turnover of the Organization/ Agency over last 3 years With Account statement and CA certificate
9	List of Projects in last 5 years with Government/VULB/PSU

Date (Signature of the Authorized signatory)

Place: (Name and designation of the of the Authorized signatory)

Name and seal of Bidder

Annexure-5

Team Composition

Sl. No.	Name of Professional	Designation in Team	Qualification	Task Assigned

CV Format

1.	Proposed Position	
2.	Name of Agency:	
3.	Name of Staff:	
4.	Date of Birth	
5.	Nationality	
6.	Education	
	Name of Institution	Degree(s) or Diploma(s) obtained: Date
7.	Membership in Professional Associations/ Trainings attended	

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9. Countries of Work Experience:			
9. Languages			
Language	Reading	Speaking	Writing
English			
Hindi			
Any other			
10. Employment Record.			
FROM		TO	
CLIENT			
POSITION/S HELD			
FROM		TO	
CLIENT			
POSITION/S HELD			
FROM:		TO	
CLIENT			
POSITION/S HELD			
11. Work Undertaken that Best Illustrates Capacity to Handle the Tasks Assigned			
	Name of assignment or project:		
	Year		
	Location:		
	Client:		
	Main project features		
	•		
	Position/s held:		
	Activities performed:		
•			
	Name of assignment or project:		
	Year:		
	Location:		
	Client		
	Main project features		
	•		

	Position/s held:	
	Activities performed:	
	Name of assignment or project:	
	Year:	
	Location:	
	Client:	
	Main project features:	
	Positions held:	
	Activities performed:	
12	Certification	
	I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged. Full name of authorized representative:	

Approach and Methodology

Description of Approach, Methodology and Work Plan for Performing the Consultancy Assignment

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal divided into the following three chapters:

Technical Approach and Methodology:

In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

Work Plan:

In this chapter you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. The work plan should be consistent with the Work Schedule.

Staffing:

In this chapter you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff. The support staff profiles shall be different from Key professional staff as required in the Data Sheet.

Details for Eligibility:

Format -A

- A. Should have experience of projects in Govt., Govt. Office, ULBS and Public sector Units, & should have more than 20 man power for management of Shelter for Urban Homeless- Declaration with list of resources to be attached in below format.

Sl NO	Resource Name	Designation	Experience in years	Qualification

- B. List of 5- years' experience in urban issues, such as Management of Homes for Orphanages (GCI)/ or Livelihood/Social Development/ Human Rights/ Women & Children & disabled Persons/ Human trafficking, child Care and beggar's rehabilitation.

Year of Execution	Project Details	Client Name & Details	Time period	Work order/Completion certificate (Details enclosed at Page No--)

- C. List of 2- years' experience in Management of similar Centres like Urban Homeless/ SWADHAR/Old age Home/ Rehabilitation Centres. Running experience of running the centre for more than one year shall only be considered

Year of Execution	Project Details like Urban Homeless/ SWADHAR/Old age Home/ Rehabilitation Centers	Client Name & Details	Time period	Work order/Completion certificate (Details enclosed at Page No--)

Date: (Signature of the Authorized signatory)

Place: (Name and designation of the of the Authorized signatory)

Name and seal of Bidder

Details for Technical Evaluation:

Format –A

Experience in no. of projects relating to Urban Issues , Such as Livelihood Promotion /Human Rights/Work with Woman & Children & disable Person/Urban Employment / Social Development projects In last 5 Years /continuing in Odisha. (Project above Rs 2.0 lakhs shall only be considered)

2.5 marks for each similar project subject to maximum 15 marks

Sl No.	Name Of the Project	Sponsoring Agency/Govt Dept./Other Client Details	Duration of Project	Contract Value in Rs – Lakh	Location	Work order/Completion certificate (Details enclosed at Page No--)

*The Bidder should submit copies of work order from client with scope of work and project value and work completion Certificate.

Format –B

Experience In Management of Shelters for Old age Homes/Homes for Orphanages (CCI)/Facility care centre for widow women in last 5 years /continuing (Minimum 1 year operation required to qualify under this)

2.5 marks for each similar project subject to maximum 15 marks

Sl No.	Name Of the Project	Sponsoring Agency/Govt Dept./Other Client Details	Duration of Project	Contract Value in Rs – Lakh	Location	Work order/Completion certificate (Details enclosed at Page No--)

*The Bidder should submit copies of work order from client with scope of work and project value and work completion Certificate.

Format –C

Experience in Management of Homeless Shelters for urban Homeless specifically in last 2 years /continuing

Projects in last 2 years- 1 project for 1year 5 mark ,for 2 years – 10 marks -maximum 15 marks

Sl No.	Name Of the Project	Sponsoring Agency/Govt Dept./Other Client Details	Duration of Project	Contract Value in Rs – Lakh	Location	Work order/Completion certificate (Details enclosed at Page No--)

***The Bidder should submit copies of work order from client with scope of work and project value and work completion Certificate.**

Date: (Signature of the Authorized signatory)

Place: (Name and designation of the of the Authorized signatory)

Name and seal of Bidder

Annexure-7

UNDERTAKING

It is certified that my Agency/company has never been black listed by any of the Departments/Autonomous Institutions/Universities/Public Sector Undertakings of the Government of India or Government of Odisha or any other State Government or Public Sector Banks or Local Bodies/Municipalities and no criminal case is pending against the said Agency as on _____.

Date: ____/____/2019

Place:

Signature of Bidder

Name of Signatory

Name of the Agency

Seal of the Agency

Monthly Progress Report (MPR)

SHELTER FOR URBAN HOMELESS (SUH) UNDER DAY-NULM

Monthly Progress report for the Month of:

(A) Brief Profile

Sl No	Description	Particulars	Option
1	ULB Name		
2	Name of the City		
3	Name of the Shelter		
4	Plot No		
5	Street		
6	Landmark		
7	Ward No		
8	Shelter Type		New Construction, Refurbishment, O&M only
9	Category		General, Men, Women, Special
10	Date of operationalization		DD/MM/YYYY
11	Funding Source		DAY-NULM, Other than NULM
12	Capacity		No's

(B) Details of Inmates Capacity SUH will cater

Sl No	Description	Value	Option
1	No of Families		No's
2	No of men		No's
3	No of Women		No's
4	No of Transgender		No's
5	No of Children		No's
6	No of PWD /Others if any		No's

(C) Reporting for SUH Inmates

Sl No	Description	Value	Option
1	No's of inmates availed facility in Shelter for the reporting month		No's
2	Men		No's
3	Women		No's
4	Children		No's
5	Transgender		No's
6	TOTAL		No's
7	Persons with Disabilities (Men) out of total		No's
8	Persons with Disabilities (Women) out of total		No's
9	Cumulative No of inmates availed facility in Shelter since operationalisation of SUH including the reporting month		No's
10	Men		No's

11	Women		No's
12	Children		No's
13	Transgender		No's
14	TOTAL		No's
15	Persons with Disabilities (Men) out of total		No's
16	Persons with Disabilities (Women) out of total		No's
(D)			
Sl No	Description	Value	Option
1	Executive Committee In Position		Yes,No
2	Shelter Management Committee in Position		Yes,No
3	Inclusion of Shelters in City Master Plan		Yes,No
4	Shelter is Managed by		External Agency/ULB
5	Name of the Shelter Management Agency if External		AGENCY, Trust, Company
6	Date of Agreement with Management Agency		DD/MM/YYYY
7	Date of Expiry of the Agreement with the External Agency		DD/MM/YYYY
8	Monthly due amount as per Agreement (In Rs.)		Rs
9	O/M Amount Paid to the external Agency for the reporting month		Rs
10	Cumulative O/M Amount paid to the external agency		Rs
11	O/M amount spent by ULB towards O/M for reporting month.		Rs
12	Cumulative O/M amount spent by ULB towards O/M		Rs
(E) Staff in Position For Shelter			
Sl No	Name	Designation	Contact No
1			
2			
3			
4			
5			
6			
7			
(F) Infrastructure/amenities in the shelter			
Sl No	Description	Value	Option
1	Well ventilated rooms/dormitories		Yes,No
2	Adequate space for each inmates(@50 sqft)		Yes,No
3	Lighting		Yes,No
4	Fan facilities		Yes,No
5	Kitchen with vessels and Gas connectivity		Yes,No

6	Piped water supply & drinking water	Yes, No
7	Cloak room/ Personal Lockers	Yes, No
8	Space for recreation/Library/others	Yes, No
9	Toilet/Bath Rooms facility	Yes, No
10	Provision for Hot water-Geysers/Solar Device	Yes, No
11	Purified water facility-Rosetc	Yes, No
12	Cots/Bunker Beds with shelter	Yes, No
13	Sleeping mats /blankets	Yes, No
14	Washing Provisions- Blankets/Bed Sheets	Yes, No
15	Display Board at entrance of shelter	Yes, No
16	CCTV Camera Installed	Yes, No
17	Ramp / other facilities for Persons with Disabilities	Yes, No
18	Pest and Vector control	Yes, No
19	Fire protection measures	Yes, No
20	Food arrangements	Yes, No
21	Food arrangements by Shelter Management Agency	Yes, No
22	Food arrangements by any other Agency/Institute	Yes, No
23	Is it tie up with Aaharcenter	Yes, No

(G) Health Care & Other linkages with Entitlements

Sl No	Description	Value	Option
1	First aid kit Is with emergency medicines		Yes_No
2	Periodicity of Medical check ups		Monthly/bi-monthly/Quarterly
3	Number of children enrolled with ICDS/Anganwadi		No's
4	Number of children enrolled with Regular School		No's
5	Number of inmates issued Identity cards		No's
6	Number of inmates Issued Aadhar Cards		No's
7	Number of Inmates issued ration cards		No's
8	No of inmates provided with any other entitlements, Specify		No's

(H)

SL No	Description	Value	Option
1	Shelter Asset inventory register		Yes, No (If Yes mention last updated date)
2	Account Register/ cash book		Yes, No (If Yes mention last updated date)
3	Staff Attendance register		Yes, No (If Yes mention last updated date)
4	Stock/Assest register		Yes, No (If Yes mention last updated date)
5	Minutes book of Shelter Mangement Committee		Yes, No (If Yes mention last updated date)
6	Constitution date of SMC		DD/MM/YYYY
7	No of Meetings held		No's

8	Last date of SMC meeting held		DD/MM/YYYY
9	Personnel register with salary payment details		Yes, No (If Yes mention last updated date)
10	House Keeping & Maintenance register		Yes, No (If Yes mention last updated date)
11	Profile of inmates/Enrollment Register		Yes, No (If Yes mention last updated date)
12	Food Register		Yes, No (If Yes mention last updated date)
13	Health Check-up register		Yes, No (If Yes mention last updated date)
14	Complaint & Suggestion register		Yes, No (If Yes mention last updated date)
15	Records with Shelter-Computerized or Manual		Computerised/Manual/Both
(I)			
Sl No	Additional (Services/entitlements / convergences) if any:	Value	Option
1	Monitoring of the Shelter by ULB Officials		weekly/bi-weekly/fortnightly
2	Grievance Redressal		24 hours/15 days
3	Quality Audit of Operational Shelters		Quarterly
4	Engagement of 3rd party for Quality Audit		Yes, No
5	Social Audit once in a Year		Yes, No
6	Admission and Repatriation		
6.1	Collection of Socio demographic Particulars		Yes, No
6.2	Counselling support to Inmates by Shelter Coordinator/ Manager		Yes, No
6.3	Information to Local Police		Yes, No
6.4	Family Reintegration in the reporting month		No's
6.5	Cumulative Family Reintegration till date including reporting month		No's
12	Publicity & Information		
12.1	Use of Poster/ Banner & Hoardings for wider publication		Yes, No
12.2	Radio jingle/ TV scrolling Ads		Yes, No
12.3	Leaflets / News paper / Wall painting		Yes, No
12.4	Media Coverage on SUH(Newspaper, Electronic Media, etc)		Yes, No (If yes attach supporting)
(J) User Fee			
Sl No	Description	Value	Option
1	Whether User fee collected from the inmates		Yes, No
2	Rate of User fee for SUH inmate (@Rs/inmate)		Rs/inmate
3	Total collected in the reporting month		Rs
4	Total collection till date		Rs

Signature
Shelter Management Agency

Signature
M.C/D.C.

Annexure-9

OPERATION & MANAGEMENT OF SHELTER FOR URBAN HOMELESS UNDER DAY-NULM

The National Urban Housing & Habitat Policy (NUHHP), 2007 aims at Promoting sustainable development of habitat in the country with a view to ensuring 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.

National Urban Livelihoods Mission (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).

HONORABLE SUPREME COURT OF INDIA DECLARES:

All cities covered under JNNURM and above 5 lakhs, to have one 24hrs, 365 days a year, homeless shelter with a capacity of 100 persons for every one lakh population

Basic amenities to include mattress, bed roll, blanket, portable drinking water, functional latrines, first aid, primary health facilities, de-addiction and recreation facilities etc

30% of these to be special shelters (Women, old and inAgency, recovery shelters)

1.		Abbreviations
2.	BPL	Below Poverty line
3.	BSUP	Basic Services to Urban Poor
4.	CO	Community Organizer
5.	CHO	City Health Officer
6.	CLC	City Level Coordinator
7.	CMO	Chief Medical Officer
8.	CCI/CWC	Child Care Institution / Child Welfare Committee
9.	EOI	Expression of Interest
10.	FGD	Focus Group Discussion
11.	MIS	Management Information Systems
12.	MOU	Memorandum of Understanding
13.	AGENCY	Non-Government Organization
14.	NULM	National Urban Livelihood Mission
15.	NUHM	National Urban Health Mission
16.	PDS	Public Distribution Service
17.	RSBY	RasthyaSwasthyaBima Yojana
18.	RFP	Request for Proposal
19.	SAC	Shelter Advisory Committee
20.	SI	Sanitary Inspector
21.	SMC	Shelter Monitoring Committee
22.	SOP	Standard Operating Procedure
23.	SULM	State Urban Livelihood Mission
24.	SWD	Social Welfare Department

Note: All Homeless Shelters should run as per the SUH Guidelines, Amendments of Govt. of India and strict adherence to direction of the Honourable Supreme Court of India time to time.

1. Definition of Homeless Persons

Persons who do not have a 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.

1.1 Guiding Principles

- a) 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.

1.2 Standard Operating Procedure

The standard operating procedure (SOP) is a guidebook developed for the ULB based on the 'Urban Homeless Shelters, Manual and Guideline of the Commissioners of Supreme Court in March 2012 (The manual was drafted by the Commissioner of the Supreme Court based on the direction of the Honourable Supreme Court of India dated 27th February 2012 in the writ petition civil-196/2001). The SOP primarily aims at defining the various procedures that needs to be followed by the Executive Committee, the officials of the Cuttack Municipal Corporation, the City level Coordinator, the Shelter Advisory Committee and the Non-Government Organizations (AGENCYs) or any other organization / institutions for the implementation of shelters and other basic services for the urban homeless.

Standardized Operating Procedure

The services to be provided to the urban homeless will be guided through participatory and standardized procedures. These activities involve various processes such as;

- 1. Identification**
- 2. Rescue**
 - ▶ Homeless without special needs
 - ▶ Homeless with special needs
- 3. Admission**
 - ▶ At the time of Admission
 - ▶ After Admission
- 4. Entitlements**
- 5. Reintegration**
- 6. Housing continuum**
- 7. Death of Resident**
- 8. Reporting**

Identification of Homeless persons & Rescue Operations

- Agency need to ensure 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 persuading them to come to the shelter also.
- In Agency, sick, victims of crime, destitute, minor children and other vulnerable groups should be handled with extreme of sensitivity. They should be rescued from the streets and brought into shelter.
- The agency should take the rescued sick person to the nearby hospital for medical treatment, if required.
- 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.
- The socio-demographic particulars of the individuals should be collected by the Shelter Manager / Coordinator in the prescribed format as per Annexure-1 at the time of the admission to the shelter.
- Counselling support to the inmates should be provided by the Shelter Manager / Coordinator. Paper bag making training to be provided to discourage use of polythene.
- Local police should be actively involved in tracing the family of the homeless whenever required.
- If the homeless individual is deserted from the family, then the enquiry / counselling 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 / AGENCIES / CBOs.

Identification:

The homeless are identified through a process of enumeration, these are the following steps involved in the identification:

1. Survey/ Enumeration

- The Agency will conduct the detailed identification process through a methodology in consultation with Shelter Advisory Team.
- The Agency will carry out the survey.
- The enumeration will include the following components
 - Demographic and Occupational Profile of the Homeless
 - Social Vulnerabilities
 - Access to Services/Schemes
 - Needs Assessment
- Survey will be the base document for planning Shelter Initiative.
- The City Level Coordinator (CLC) in coordination with Executive Committee and the agency will make the necessary arrangements for the survey in their respective Areas.
- The agency will coordinate with reputed institution for deployment of a team of researchers to evaluate and consolidate the findings of the survey.

2. Other identification process

- a. Calls from public to CMC Toll free No- 18003457728
- b. Information from other sources like Civil Society, Police, Social activist or any other etc.

Rescue

Specific Instructions on the Rescue Process for the Homeless people:

1) The rescued homeless without any of the special need category* will undergo the following process:

- * The case referrals availed at the CMC, Phone No- 0671-2312663 or by the Shelter Coordinator/Manager of the agency during the street engagement process regarding the location of the urban homeless will be taken to the shelter.
- * The shelter coordinator of the agency should inform local police station about the rescue process and to trace the family/relatives of the homeless.
- * The rescue operation will be carried out in coordination with the local police.
- * Filling up of Admission prescribe form with the general details of the rescue mission at the shelter by the shelter coordinator
- * The shelter coordinator and the agency will be exclusively in charge of the following induction procedure of the homeless person.

2) The rescued homeless with any of the special need category will undergo the following process:

- * The social worker will accompany the rescue team when the homeless is identified to be a person with special need.
- * The Agency will take the rescued individual to the nearby hospital to undergo health screening and medical treatment.
- * The Shelter Coordinator/Manager will do a preliminary assessment and will complete the admission process for the rescued homeless to the specific transit shelter.
- * For the persons with special needs, will equipped with specialised transit shelters so that the rescued homeless will entitled to specialized pre-induction process
- * Legal Procedures to be adhered:
 - a) The arrival of the individual should be intimated to the nearest police station within 24 hours
 - b) If a person with psycho social disability or any other vulnerable categories need to be rescued, it should be done by calling PCR / ambulance
 - c) The disable persons, He/she should be taken to the nearest hospital for medical check-up and further course of action may be taken as advised by the Doctor
 - d) This above process has to be completed by the CLC and Shelter Coordinator/ Manager of implementing Agency.
- * After the due process the homeless individual will be shifted to the shelter catering to the special needs of the homeless

- * The CLC and the Shelter Coordinator/ Manager -The AGENCY will be exclusively in charge of the following induction procedure of the homeless person.

Admission Process

At the time of admission In the Shelter:

- * The complete socio economic and family particular demographic particulars of the individuals should be collected by the shelter coordinator
- * The nearest police station should be informed about the arrival of new person in the shelters.
- * The person should be provided with necessary items for her/his stay in the shelter
- * The AGENCY shall keep coordination with CMMU of the CMC hospital for weekly health check-up for inmates. In case of emergency, the agency shall make arrangement for admission of the patient in the nearest Govt. Hospital
- * Counselling support will be provided by the Shelter coordinator /Manager

After admission In the Shelter

- * If the homeless individual is deserted from the family, enquiry/counselling session with the family to explore the possibilities of immediate reintegration and verification of documents available with the family
- * Detailed profiling to be undertaken based on the counselling process, police follow-up and family enquiry reports.
- * The referral or reintegration process will be based on the detailed profile.
- * The rescued homeless individual under exceptional circumstances (family/parents unwilling to take custody and absence of claimant will be referred to specialized shelter or other orphanage homes in the CMC.
- * Repatriation process (for those who have run away or found missing from institutions or family will be carried out after enquiry and verification along with the local police station
- * Closure report may be submitted to the CMC after the referral or the repatriation process.
- * Legal Procedures to be adhered for Child: If a homeless child is rescued the child should be produced before the Child Welfare Committee (CWC)
- * Emergency numbers should be made available in the shelter & each shelter to have a phone number.

Linkages with Entitlements:

Shelters should be a space for convergence and provisions for various entitlements of social security, food, education, and livelihood and housing schemes of the government to ensure that they are no longer homeless. Entitlements for the homeless residents in the shelters: Convergence with other departments for realizing the various entitlements of Homeless.

- Linkages with Pradhan Mantri Suraksha Bima Yojana, Pradhan Mantri Jeevan Jyoti Bima Yojana, Pradhan Mantri Dhan Jan Yojana. etc.
- Linkage to Housing for All (HFA), NULM and other schemes / services / entitlements of the Ministry
- Identity Proof & Postal Address, Elector's Photo Identity Card (EPIC)
- Admission to Govt Schools , Admission to Public Hospitals for Health Care
- Free Legal Aid, ICDS services
- Rehabilitation of disable schemas of Ministry of Social Justice and Empowerment
- Referral Services for women & Children in distress with SWADHAR, UJJAWALA, SABALA, One Stop Centre, Women Help Line Scheme of MoW&CD
- Direct Benefit Transfer under Various Govt Schemes.
- Old age, widows, and disability pensions
- BPL identification / Voter ID cards/Aadhaar Card
- Bank , Post Office , Jan Dhan Yojana accounts
- Access to Anganwadi services /Admission to government schools
- linkage with State Urban Livelihood Mission (SULM)/National Urban Livelihood Mission (NULM)/National Urban Health Mission (NUHM)-Subject to eligibility
- Admission to all hospitals with free medicines and treatment
- Training for paper bag making.

Reintegration

- The Agency can refer those requiring long-term social protection services in coordination with CLC to Govt. of Odisha
- Staff of the AGENCY should be present during the reintegration process

Housing continuum

The residents should be supported with the following facilities by the Agencies as a part of housing continuum:

- Ownership of affordable dwelling units in programmes such as other affordable Housing projects/Scheme
- Labour transit camps for construction workers

Death:

In case of death in the shelters, the Agency & CMC has to be informed and involved till the closure of files that are duly verified and signed by the CLC and designated Authority

Administrative Arrangements for Institutionalizing Shelters & Allied Services for the Urban Homeless

Implementation Structure:

- **Nodal Agency:** The State Urban Development Agency (SUDA), is designated as the Nodal Agency. The CMC will act as the Sub -Nodal agency
- **Central Office** The City Level Coordinator (CLC) will be provided with an office space in the CMC along with the required administrative facilities inclusive of travel
- The office of the CLC will be the centralized office for ensuring basic services for the urban homeless.
- The Central Office will also be the first level of contact for availing information about the shelter for the homeless from the CMC
- The ULB will also provide all information of Urban Homeless shelters & its beneficiaries in online service.
- Funding support will be given to CMC from SUDA & in turn CMC will release to the Agency within 15-days from the date of receipt of Invoices from the SMA.
- The agency will deploy Manager/Coordinator with better remuneration to do over all supervision of all 5 nos. of SUH centers and to coordinate with the CMC.

Reporting :

- The Shelter Management Agency will submit weekly/fortnightly/monthly report to the CMC on the progress & problem relating to the inmates & centre.

INVOICE FOR OPERATION & MANAGEMENT OF SHELTER FOR URBAN HOMELESS

To The Municipal Commissioner, CMC, Cuttack		Invoice No: Invoice Date: Invoice for the Month: Year:	
SUH Name & Address			
Name of the SMA			
Contact Person & Contact No.			
Date of Initiation of Agreement		Date of Expiry of Agreement	

Invoice Details:

S.N.	PARTICULARS	AMOUNT
1		
2		
3		
4		
5		
6		
7		
8		
Total		
Add Service Charge @ 10%		
Grand Total		

(Rupees) Only

PLEASE MAKE THE PAYMENT TO:

BANK NAME	BRANCH NAME	ACCOUNT HOLDER NAME	BANK ACCOUNT NO.	IFSC CODE

This invoice is in respect of Operation & Management of Shelter for Urban Homeless under SUH component of DAY-NULM and is addressed purely for payment purpose. I certify that the amounts claimed in this invoice have been wholly and necessarily incurred for the engagement and have not been claimed before.

List of Enclosure:

Sl. No.	Documents	Enclosed (Yes/No)
1	M²R of the same month	
2	Success Story & New Paper Publication If any	
3	Supporting Documents against Staff Salary	
4	Supporting Documents against other expenditures	

Signature of Shelter Manager with seal

Signature of Authorized Person with Seal
Shelter Management Agency

FOR OFFICE USE ONLY:

Particulars	Amount	Remarks
Total Expenditure Claimed by Shelter Management Agency		
Less Deduction If Any		
Actual Expenditure Incurred by Shelter Management Agency		
Add Service Charge		
If Occupancy is 81%-100% Add 10%		
If Occupancy is 71%-80% Add 9%		
If Occupancy is 61%-70% Add 8%		
If Occupancy is 51%-60% Add 7%		
If Occupancy is below 50% Add 5%		
Total		

(Rupees.....) Only

Space for any other Official Remarks

Signature of Accountant/ Account Officer

