

Memo No. 03/NULM

Date: 23 JUL 2026

Expression of Interest (EOI)

for

Engagement of Agency / Organization

**For Operation & Maintenance of DIHARI Shelter for Urban
Homeless in Santipur Municipality under**

Santipur Municipality

Last date for submission of EOI- 30.07.2026 within 5 p.m

NOTIFICATION – Expression of Interest

Terms of Reference

2.1 INTRODUCTION:

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

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

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

2.2. Target beneficiaries

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

The term of "homeless" means such persons who:

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

- f) Live in temporary structures including under plastic sheets on the road side or in the pavements.

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

2.2.2. PUBLICITY OF INFORMATION

In order to ensure that the information about availability of this shelter to reach the ultimate beneficiaries, i.e. the targeted population, adequate publicity measures should be taken by the selected agency with the help of Santipur Municipality on regular basis with the involvement of CBOs other NGOs etc.

2.2.3. IDENTIFICATION AND RESCUE

- i) Agency running the shelter shall have the responsibility of identifying the homeless persons and also persuading them to come to the shelter.
- ii) Infirm, sick, victims of crime, destitute, minor children and other vulnerable groups should be handled with extreme sensitivity strictly following the different rules and regulations published by respective departments.
- iii) The agency should take the rescued sick person to the nearby hospital for medical treatment, if required.
- iv) During the process of rescue, local police should be informed. Simultaneously, social welfare department; women and child welfare department; or any other concerned department should be contacted to facilitate their stay and recovery in their specific homes which are equipped to deal with their specific needs.

2.2.4. ADMISSION AND REPATRIATION

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

2.3. **Different options for engagement of organisations**

2.3.1. **Type of Shelter:**

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

2.3.2. **Running the Shelter**

The assigned organization would be responsible for the daily operation and maintenance of the shelter as per guidelines. All facilities as enumerated in the 2.2.3 and supporting document (Guidelines for Operation & Maintenance of Shelter for Urban Homeless Under erstwhile DAY-NULM) will have to be provided by the organization appointed for running the shelters.

2.4. **Components of Financial Assistance**

2.4.1. NGO Should operate the SUH with their own and fund would be provided to the respective NGO as and when fund received from SANITPUR MUNICIPALITY.

2.4.4. **Other expenditure for Specialized shelters :**

Financial support would be arranged by the ULBs or CSR sponsoring may be provided for the additional facilities.

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

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

- a) Reputed and established NGOs/ CBOs. The Organisation should be registered under the Indian Registration Act, 1860 or any relevant State Act in West Bengal.
- b) Co-operation institutions, Committees and Self Help Groups recognized by Urban Local Body.

- c) Private companies or associations as part of their Corporate Social Responsibilities. The Companies must be registered under the Indian Companies Act, 1956.
 - d) An NGO/ agency must not have been blacklisted or placed under funding restriction by any Ministry or Department of the Government of India or CAPART or by a State Government (or its agency).
 - e) The Agency/ NGO should not be directly / indirectly related to any employee of any Urban Local Bodies or SANITPUR MUNICIPALITY, UD & MA Department.
- 2.5.2. The Organisation should have previous experience of working in the field of welfare, uplift of urban poor, especially **homeless people**, for at least **the last two years**.
- 2.5.3. The Organisation should have constituted a governing body with clear corporate governance policies.
- 2.5.4. The Organisation should be financially stable. Basic financial records such as cash books, ledgers and audited financial statements should be available for **the last three years**.
- 2.5.5. The Organisation should have the manpower with requisite skills necessary to run the shelter. The Staff should be proficient in Bengali.
- 2.5.6. The Organisation should not have any pending legal cases against it. It should not have indulged in any misconduct, fraud and/ or misappropriation of fund in the post.
- 2.5.7. Preference shall be given to the Organization that considers retaining the existing number of staff for operation and maintenance of the Shelter Home.

2.6 **LIST OF DOCUMENTS TO BE SUBMITTED BY THE PARTICIPANT:**

- 2.6.1. Registration Certificate (Updated)
- 2.6.2. Annual Report- last three years
- 2.6.3. Audit Report- last three years
- 2.6.4. List of Governing body/ Executive Committee
- 2.6.5 PAN CARD of Organization

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

2.7. Procedure of submission of applications.

2.7.1. Santipur Municipality would bring out this notification in the portal of www.santipurmunicipality.in It would be updated if any corrigendum is issued.

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

2.7.3. The proposals should be submitted on or before **5.00 PM on 30.07.2026** to Santipur Municipality in the office drop box.

2.8. Terms and conditions of release of grant

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

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

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

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

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

2.8.9. Record Maintenance:

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

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

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

iii) Stock register for consumables and other items.

iv) Attendance Register

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

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

any other related expenditure.

vi) Staff Attendance Register along with honorarium payment details.

vii) Shelter Executive Committee/ Management Committee meetings register

viii) Complaints and suggestions register.

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

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

2.9. **Monitoring and supervision :**

2.9.1. To take care of day – to – day operation and management of the shelter, a shelter Management Committee should be formed as outlined in the supporting document.

3.0 **AVAILABILITY OF EOI DOCUMENT:**

The EOI document can be downloaded from the official website of Santipur Municipality www.santipurmunicipality.in

3.1 RIGHT TO REJECT ANY OR ALL PROPOSALS

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

SANITPUR MUNICIPALITY also, reserves the right to reject any Proposal if:

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

3.2 DISQUALIFICATION:

Following proposals will be summarily disqualified and rejected:

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

3.3 ACKNOWLEDGEMENT BY THE PARTICIPANT

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

- a. made a complete and careful examination of the EOI, general condition of contract, submission formalities and evaluation mechanism;
- b. received all relevant information requested from Santipur Municipality
- c. acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in this invitation document or furnished by or on behalf of Santipur Municipality ;
- d. satisfied itself about all matters, things and information necessary and required for submitting the proposal and performance of all of its obligations there under;
- e. ~~Agreed~~ acknowledged that it does not have a conflict of interest with any other
- f. Agreed to be bound by the undertaking provided by it under and in terms

hereof.

3.4 SIGNING OF AGREEMENT

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

3.5 ENQUIRIES & CLARIFICATIONS

Enquiries, if any, shall be addressed to:

The Chairman

Santipur Municipality

Or email to sulm.santipur@gmail.com

3.6 Parameters for Selection

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

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



Chairman
Santipur Municipality
Chairman
Santipur Municipality

Guidelines for Operation & Maintenance of Shelter for Urban Homeless Under DAY-NULM

❖ PUBLICITY OF INFORMATION

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

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

❖ IDENTIFICATION AND RESCUE

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

❖ ADMISSION AND REPATRIATION

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

❖ **Shelter Management Committee (SMC)** : A Shelter Monitoring Committee (SMC)

will be appointed in every city to oversee the monitoring of the homeless shelters. The shelter monitoring committee will comprise representatives from the relevant governmental departments, the urban local body, the district administration, the shelter operating organization and local civil society organisations working with the homeless, representatives from users of this service, activists/professionals from the social sector and State Advisors to the Commissioners to the Supreme Court in the Right to Food case.

- Composition format (**Annexure-I**)

❖ Selection of Shelter Operating agency & Management

The operations and management of the shelters can be undertaken by ULBs or any other agencies identified by the ULBs such as:

- i) NGOs and CSOs registered under the societies Registration Act, 1860 and Trust acts or other similar laws of the State Governments.
 - ii) Self Help Groups and committees recognized by the State govt/Urban self Governments.
 - iii) Resident welfare Associations
- These agencies may also facilitate orientation, training and identification of shelter staff.
 - Capacity building programme of the staff managing the shelter should be carried out to sensitise them towards the needs of the homeless so that they are able to empathise with their problems and are able to treat them with respect and dignity.
 - To ensure the deliverance of quality services, an inception workshop may be held in the beginning of their employment followed with experience sharing workshops conducted once every 6 months among all the shelter staff in the city.

- Each shelter shall have the following minimum full time staff for looking after daily management, upkeep, cleanliness and discipline at the shelter:

(i) One Manager (full time)

(ii) 2 Caregivers (One must be Women) + 1 Security (Day & Night shift)

The staff may be engaged by the ULB or resourced through agencies/ institutions responsible for operating the shelters. For shelters with women inmates, minimum one woman caregiver should be given.

- The salary cost for the above positions can be included in O&M cost of the project, however if more staff is required, then the ULB / State Government may arrange for the funds from other sources.
- Each shelters should prominently display the rights and responsibilities of the residents.
- Shelters will be a space for convergence and provisions of various entitlements of social security, food, education and health care systems. All homeless persons, in shelters should be given priority under various schemes, and government programmes. These responsibilities should be taken by Shelter Management Agency. An illustrative list where such convergence is desirable is given below:
 1. Identity Proof & Postal Address, Elector's Photo Identity Card (EPIC), etc.
 2. Old age, widows and disability pensions.
 3. BPL cards, PDS ration cards, etc.
 4. Bank or post office accounts.
 5. ICDS services.
 6. Admission to government schools.

* Rastriya Swasthya Bima Yojana, Pradhan Mantri Suraksha Bima Yojana, Pradhan Mantri Jeevan Jyoti Bima Yojana, Pradhan Mantri Jan Dhan Yojna etc.

- ULBs must ensure adequate supply of electricity and water, fire protection measures, as per the norms laid in the MOU.
- Pest and vector control, regular cleaning of blankets, mattresses and bed-sheets, and maintenance of other services must be done weekly basis. This has to be ensured by SUH Operational agency.

❖ Meals/Food

Efforts may also be made to tie up with such charitable, not-for-profit organization or any other Community Based Organization (CBO) which could provide free food for the inmates.

❖ Health And Hygiene

- i) ULBs have to organize Health Camp on quarterly basis jointly with Local Hospitals.
- ii) Agency engaged for O&M must be aware of the following diseases:
 - a) Communicable (Chicken Pox, Tuberculosis, Pneumonia, Diphtheria, Conjunctivitis, Scabies, Common Cold etc.)
 - b) Non-Communicable (heart diseases and stroke, chronic respiratory diseases, cancers etc.) and upon emergency occurrence inform the nearest facility
- iii) In addition to this for emergency and for basic first aid purpose a first aid box should be retained in the shelters for first aid treatment. Staff of the shelters should be aware about the first aid service to the inmates.

❖ Records to be maintained

- i) Register of inmates showing the details such as health status, skills, benefits provided to the Homeless.
- ii) Permanent Register showing assets created including furniture, infrastructure.
- iii) Stock register for consumables and other items.
- iv) Attendance Register
- v) Accounts/ Cash Book showing the expenditure i.e. daily expenditure incurred with the details of vouchers and receipts for the amounts received including drinking water and electricity bills and any other related expenditure.
- vi) Staff Attendance Register along with honorarium payment details.
- vii) Shelter Executive Committee/ Management Committee meetings register
- viii) Complaints and suggestions register.

❖ USER FEES

User fees, if any, will be levied with the objective of improving participation of the residents in operations of the shelter and would be modestly priced. The fund so collected could be utilised for maintenance of the facilities. The following will determine the norms and application of user fees by any implementing authority:

a) Nominal charges could be collected depending on the income levels of the urban homeless at rates ranging from 1/10 to 1/20 of their income. For those with no payment capacities, total exemption should be granted. b) Meals provided at the shelter must be fully subsidized for old, infirm, disabled women and men and all children. For other shelter residents, meals may be provided at subsidized costs as decided by the State/ULB. c) All residents will be encouraged to offer voluntary services for maintenance of shelter homes including mess facilities, cleanliness, etc. on rotation basis (e.g. half day service per person /week). These norms to be evolved by the shelter manager together with the shelter management committee.

❖ Quality Audit:

i) In addition, quality audit of operational shelters will be conducted at the shelter level on a quarterly basis. The audits are expected to be conducted by third party external review.

ii) Apart from that, social audit should be organized at least once a year.

Annexure-I

Shelter Management Committee (SMC)

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


Chairman
Santipur Municipality