

Memo No. SUDA-14012(14)/6/2022-NULM SEC(SUDA)/1357

Date: 07.07.2022

Expression of Interest (EOI)

for

Selection of Institute or Dept. of Social Science/Social Work/ Social Development under any University (Govt. affiliated)

For Social Audit of functional shelters under the scheme of Shelter for Urban Homeless under DAY-NULM in 40 (forty) URBAN LOCAL BODIES in the STATE OF WEST BENGAL

WEST BENGAL STATE URBAN LIVELIHOODS MISSION

Implemented by

STATE URBAN DEVELOPMENT AGENCY

Department of UD&MA, Government of West Bengal

Last date for submission of EOI- 15.07.2022

NOTIFICATION – Expression of Interest

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

Terms of Reference

1. INTRODUCTION:

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).

The objectives of the Shelter for Urban Homeless (SUH) are to ensure availability and access of the urban homeless population to permanent shelters including the basic infrastructure facilities like water supply, sanitation, safety and security and cater to the needs of especially vulnerable segments of the urban homeless like the dependent children, aged, disabled, mentally ill and recovering gravely ill, by creating special sections within homeless shelters and provisioning special service linkages for them. The shelter provides facilities for counseling, recreational services and medical care. The shelter aims to protect the homeless population from social evil and also ensure their basic right to shelter.

SUDA is the State Level Nodal Agency for implementing National Urban Livelihoods Mission. SUDA as per the guidelines issued by Ministry of Housing and Urban Affairs, Government of India is implementing "Shelter for Urban Homeless" component by providing shelter with all essential services to the Urban Homeless in 125 Urban Local Bodies in West Bengal State under NULM. At present, 40 SUHs are functional in the state of West Bengal.

2. Rationale:

SUDA proposes to conduct an external audit of each SUH to understand how the programme is running on field and how the audit findings can be used to implement the programme better. The Audit intends to ensure that scheme of Shelter for Urban Homeless (SUH) is designed and implemented in a manner that is most suitable to the local conditions and reflects the priorities and preferences of the people affected by the scheme. The audit intends to develop an information system that will allow SUDA to better monitor (and subsequently improve) the situation of the urban homeless within the shelter facilities and also in strengthening various forms of institutional care jurisdiction. Against this backdrop, Vidyasagar School of Social Work affiliated to Vidyasagar University submits this proposal for quality audit of 40 functional SUHs.

3. Objectives

The broad objective of the audit is to undertake a quantitative appraisal of the whole method of operation of the SUH in terms of quality care standard, treatment and procedures for strengthening the operation and maintenance of the shelters. The audit intends to promote transparency and accountability in the implementation of a programme while building on the strengths of the homeless persons to express their needs and grievances and articulate their rights and entitlements.

4. Methodology:

- ✓ A structured tool based on the major components of the scheme would be administered to collect information from all functional shelters (40) on various indicators such as types of homeless persons served in the project, infrastructure facilities, publicity of the scheme, identification of the homeless, services provided, personal care followed, types of supervision made, documentation and record keeping, grievance redressal, referral services and follow up, capacity building of the staff members, support from the ULBs etc to provide critical insight into the implementation and results of the initiative internally and externally and why, as well as how, the present project has produced results or not.
- ✓ A team of social audit volunteers with post graduate qualification in social work/ sociology/ psychology will be engaged for collecting information through administration of the structured questionnaire, collate records, verify the records with the people through shelter verifications, record their grievances, visit shelters, organize information in an easily understandable manner and prepare a social audit report under the **guidance of two key persons with PG/PhD qualification in social work/economics and minimum 10 years of teaching/research experience.**
- ✓ The audit will follow the principle of 'participation', and entail extensive discussions and engagement with all key stakeholders including the inmates, staff, ULBs, organization in charge, SMC members etc. which amplifies the participatory nature of the audit.
- ✓ Before the Social Audit, Social Audit Volunteers would be given an orientation/interaction session on objectives, components and manner of implementation of the scheme.
- ✓ The SAV will interact with the inmates in small meetings and meet SUH staff individually, visit all basic facilities and amenities provided to the inmates and verify all records maintained by the SUHs. The volunteers may hold focus group discussion (FGDs) with SMC members, inmates and KIIs (Key Informant Interviews) with SUDA officials at the ULBs.

5. Preparation and Testing of Tools:

Draft questionnaire/interview guide, FGD/KII checklists shall be prepared on reviewing literature from secondary sources and will be finalized after pre-testing and in consultation with SUDA.

Quantitative data will be collected through Computer Assisted Personal Interviews using Tablet/Mobile phone which will be uploaded in the application with login ID and Password for each investigator.

6. Implementation Plan

SI	Main Activities	Contents	Duration
1	The Planning Stage Desk Review	Reviewing and searching available literature from secondary sources on issues pertaining to SUH	1 week
1.1	Tool Preparation and Testing, Orientation of the Research Staff and submission of Inception Report	<ul style="list-style-type: none">▪ The audit team will prepare and test the draft tools, FGD KII guidelines in consultation with SUDA▪ Finalisation of tools and frameworks in consultation with SUDA▪ One day training programme for the audit team to be organised by SUDA	
2	Phase-2 Data Collection	Collection of quantitative data through administration of the structured questionnaire, FGD/KII with SMC members, SUH staff, Organisation head, SUDA officials at ULBs etc	5 weeks
3	Analysis,	Data available from each SUH will be collated for analysis for	2 weeks

Sl	Main Activities	Contents	Duration
	interpretation and drafting of report	preparing the draft report.	
4	Sharing of draft report	First Draft submission and inputs from the SUDA	1 weeks
5	Sharing workshop	Final soft copy is ready and approved by SUDA	

6. Composition of the Audit Team

Sl. No.	Position	Area of Specialization	Areas of Expertise
1	Principal Researcher	Child Protection Policies and Laws or relevant field	<ul style="list-style-type: none"> ▪ Child Protection Laws ▪ Expertise on Juvenile Justice System ▪ Public policies & State Governance ▪ Social research & survey ▪ Quantitative and Qualitative documentation ▪ National and International exposure in Child Protection
2	Key Person	Demography	<ul style="list-style-type: none"> ▪ Education Research ▪ Social Policy Advocacy ▪ Pedagogy
3	Key Person (Analyst)	Statistical Analysis	<ul style="list-style-type: none"> ▪ Statistical Analysis ▪ Data compilation and collation ▪ Tabulation and graphics
4	Key Person (Gender)	<ul style="list-style-type: none"> ▪ Gender studies ▪ Qualitative Research ▪ Data Analysis 	<ul style="list-style-type: none"> ▪ Gender Budgeting ▪ Gender Analysis
5	Six Audit Volunteers /Research Assistants with post graduate qualification in social work/psycho/socio and three years of experience in similar field will be appointed for field work.		

7. Timeline

Activities	Weeks								
	1	2	3	4	5	6	7	8	9
Desk Review of data from secondary sources									
Preparation/ pre-testing of Tools and Orientation of the research team									
Data collection,									
Analysis, interpretation and preparation of draft report									
Submission of draft report									

8. Draft questionnaire format for the said social Audit is enclosed here with as Annexure-I

9. Eligibility and Qualification of the EOI :

- i) Concerned Institute or Dept. of concerned University must be from West Bengal only.
- ii) Done same kind of Social Audit/ Quality Audit at least 02 in State/District level in the last 5 financial years. (Submission of work orders relating to eligibility criteria is must)
- iii) Should have Pan Card.
- iv) Should have P.Tax Certificate

10. Rates and Quotes:

The rates quoted shall be inclusive of all taxes and duties (except the logistic support for field visits) as applicable as per the law. The quoted rates shall be firm and shall not be subject to any change whatsoever. Institutes should quote for this Social Audit purpose only.

11. Time of submission:

The tender must drop in the **drop box** in the office of the State Urban Development Agency (SUDA) **by 15.07.2022 up to 05:00 pm**, SUDA may, at its own, sole discretion, extend the deadline for submission of tenders by issuing an amendment in accordance in which case all rights and obligations of State Urban Development Agency and the participants, previously subject to the original deadline shall thereafter be subject to the new deadline as extended.

12. 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 SUDA;
- c. acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in this invitation document or furnished by or on behalf of SUDA;
- d. satisfied itself about all matters, things and information necessary and required for submitting the proposal and performance of all of its obligations there under;
- e. Acknowledged that it does not have a conflict of interest with any other agrees to be bound by the undertaking provided by it under and in terms hereof;

13. ENQUIRIES & CLARIFICATIONS

Enquiries, if any, shall be addressed to:

DIRECTOR

STATE URBAN DEVELOPMENT AGENCY

SECTOR- III, SALT LAKE, KOLKATA- 700106

@ email to wbsulm@gmail.com or suh.wb2018@gmail.com

All clarifications that are received on or before the date **12.07.2022**. SUDA shall aggregate and consider all such clarifications, without specifying the source of clarifications. Only in case of clarifications and suggestions that are considered positively requiring modifications to EOI. No communications or reply will be sent to the concerned or all participants in case of repetition of clarifications.

13. Parameters for Selection

- Preference would be given to such Institute having experience of Social / Quality Audit of **same nature of work** for at least 5 years.
- Requisite number of experts on the relevant field (as mentioned in composition of Audit Team.
- The Institute should provide a '**Technical & Financial**' (in two separate envelops) proposal for this Social Audit Work

After verification of Technical proposals, shortlisted Institute will be communicated for a presentation before the selection Committee.

After this presentation Financial Proposals will be opened for the qualified Institutes based on Technical proposals.

Work will be allocated/ Institute will be engaged who will offer lowest rate (as per financial proposal).

Sd/-

**Director, SUDA
& Mission Director, NULM**

List of ULBs where SUH is Functional

Sl. No.	District	ULB Name	Capacity
1	Hooghly	Arambag	50
2	Paschim Bardhaman	Asansol MC (Jamuria)	50
3	Paschim Bardhaman	Asansol MC (Kulti)	50
4	Bankura	Bankura	50
5	North 24 Parganas	Barasat	50
6	Murshidabad	Berhampore	50
7	North 24 Parganas	Bongaon	50
8	Hooghly	Chandannagore MC	50
9	Coochbehar	Coochbehar	50
10	North 24 Parganas	Dum Dum	50
11	Paschim Bardhaman	Durgapur MC	50
12	Malda	Englishbazar	50
13	Nadia	Gayespur	50
14	North 24 Parganas	Habra	50
15	Purba Midnapore	Haldia	50
16	North 24 Parganas	Halisahar	50
17	Howrah	Howrah MC	50
18	Uttar Dinajpur	Islampur	50
19	Jalpaiguri	Jalpaiguri	50
20	Murshidabad	Jiaganj-Azimganj	50
21	Nadia	Kalyani	50
22	Purba Bardhaman	Katwa	50
23	Paschim Midnapore	Kharagpur	50
24	Kolkata	Kolkata MC (Boubazar)	110
25	Kolkata	Kolkata MC (Gouri Bari)	35

List of ULBs where SUH is Functional

Sl. No.	District	ULB Name	Capacity
26	Kolkata	Kolkata MC (Kalighat)	250
27	Kolkata	Kolkata MC (Raja Manindra Road) U-I	26
28	Kolkata	Kolkata MC (Raja Manindra Road) U-II	26
29	Kolkata	Kolkata MC (Ward-122)	50
30	Nadia	Krishnanagar	50
31	North 24 Parganas	Madhyamgram	50
32	South 24 Parganas	Mahestala	50
33	Paschim Midnapore	Medinipur	50
34	Nadia	Nabadwip	50
35	North 24 Parganas	Naihati	50
36	South 24 Parganas	Rajpur-Sonarpur	50
37	Nadia	Ranaghat	50
38	Nadia	Santipur	50
39	Purba Midnapore	Tamralipta	50
40	Hooghly	Tarakeswar	50

Draft format for functional SUH visit (Annexure-I)

Month:

Date of Visit

Name of ULB :

Name of SUH :

Capacity :

Type :

Shelter Management Committee meeting held Yes/ No, If Yes mention the last meeting date:

A)	Documents Verification	
1	Are all the registers as mentioned below maintained properly in the shelter? Checked - (Yes/ No)	
2	Register of inmates	
3	Permanent Register	
4	Stock register	
5	Attendance Register	
6	Accounts/ Cash Book	
7	Staff Attendance Register	
8	Shelter Management Committee meetings register	
9	Complaints and suggestions register	
10	Are all the registers updated?	
11	Are all the records regarding, the inmate maintained properly?	
12	Study grievance addressed in Grievance Register?	
B)	Work Verification	
1	Have all the staff aware about their duty?	
2	Have all the staff received the capacity building training for O & M of SUH?	
3	Is the night survey conducted in this month for identification of homeless? Yes/No	
4	If yes mention the date & number of person identified & rescued:	
C)	Physical Verification	
(I)	Condition of Shelter	
1	Number of inmates at present	

2	Number of inmates left out the shelter in the present month			
3	Remarks			
II)	Inventry of soft furnishings	Total	Usable	Not usable
	Bed Sheets :			
1	Pilows			
2	Pilow Covers			
3	Mosquito nets			
4	Water purifier			
III)	Check whether the water purifier is functional			
	Whether it is covered under AMC? If yes, mentioned the date upto which it is covered.			
1	Entertainment facility			
2	How many televisions are there and whether they are functional?			
IV)	Please specify the group of urban homeless cater in the shelter			
a.	Men			
b.	Women / Single Women and their dependent children			
c.	Children			
d.	Aged			
e.	Physically Challenged			
f.	Mentally Disabled			
g.	Family			
h.	Any other (as mentioned in Para 3.3 of the SUH Guidelines)			
(D)	Other issues			

(i)	Any linkage with social entitlements & if yes mention it with number of beneficiaries:	
(ii)	Health check up & screening test of inmates arranged in the present month [Yes / No]	
	If yes, mention the date & how many people covered in this:	
(iii)	When were you last present for the night survey to identify beneficiaries? Mention the details (places visited, number identified, male, female and age breakup)	
(iv)	Did you have meal with the inmates? If yes, quality of the meal.	
(v)	Is the kitchen garden being raised and maintained?	
(vi)	Are toilettries supplied to the inmates? If yes, mention the items.	
(E)	General Observations	
1	Good Practices:	
a.	General Hygiene maintained by inmates:	
b.	Cooking practices	
c.	Is the food provided to inmates tested & Quality of food & menu for the inmates on that time	
d.	Entertainment facility:	
e.	Is any Livelihood opportunity created for inmates:	
2	Any issue Infrastructure related:	
3	Poor practices:	