



**VIJAYAWADA MUNICIPAL CORPORATION**

**Request for Proposal  
for  
Appointment of Agency / Company for Operation and  
Maintenance of Public Toilets (Namma Toilets) at  
Different Sites in VMC area 19 Nos. for a period of 2  
years. (2<sup>nd</sup> Call)**

**RFP No: Rc.SE-122004/2023**

**Issued by:  
Commissioner  
Vijayawada Municipal Corporation**

**VIJAYAWADA MUNICIPAL CORPORATION****NOTICE FOR RFP**

RFP No.Rc.SE-122004/2023,

Date:02.01.2024

The Commissioner, Vijayawada Municipal Corporation, invites tender in two envelope system for the following works from reputed & experienced Agency/company who are registered with Government of India/Any State Govt and/or its undertaking and those who have carried out similar type of work.

<b>Sr. No.</b>	<b>Name of Work</b>	<b>Cost of Blank Tender (Rs.)</b>	<b>Earnest Money Deposit (Rs.)</b>	<b>Work Period (In years)</b>
1	Appointment of Agency/ Company for Operation and Maintenance of Public Toilets (Namma Toilets) at Different Sites in VMC area – 19 Nos. for a period of 2 years (2 <sup>nd</sup> call)	Rs.10,000/- (Rupees Ten thousand only + Rs.1,800/- (GST)	Rs. 50,000/- (Rupees Fifty Thousand Only)	2

1. All notifications regarding this tender notice here after will be published online on the website <https://www.ourvmc.org/engg/gentenders.asp> and the office of The Superintending Engineer, Vijayawada Municipal Corporation Vijayawada.
2. Bidding documents can be downloaded from the website <https://www.ourvmc.org/engg/gentenders.asp>. It can also be purchased from the office of The Superintending Engineer, Vijayawada Municipal Corporation Vijayawada from 03.02.2024 to 12.02.2024 up to 3.00 PM.
3. The bid can be submitted at the office of The Superintending Engineer, Vijayawada Municipal Corporation Vijayawada at the address mentioned above.
4. The last date for submission of bid is 12.02.2024 up to 4.00 PM.
5. Bidders should submit Tender Fee & EMD through Demand Draft in favour of "Commissioner, Vijayawada Municipal Corporation, Vijayawada" payable at Vijayawada along with the RFP submission.
6. Technical Bid will be opened on 12.02.2024 from 5.00 PM onwards & Financial Bid after evaluation of technical bid in the office of The Superintending Engineer, Vijayawada Municipal Corporation Vijayawada
7. The right to reject or cancel any or all the tenders without assigning any reason there of whatsoever is reserved by The Commissioner, Vijayawada Municipal Corporation Vijayawada.

**The Commissioner,  
Vijayawada Municipal Corporation**

**VIJAYAWADA MUNICIPAL CORPORATION (VMC)**  
**REQUEST FOR PROPOSAL (RFP)**

VMC invites Request for Proposal for “Appointment of Agency/ Company for Operation and Maintenance of Public Toilets (Namma Toilets) at Different Sites in VMC area – 19 Nos. for a period of 2 years.” (2<sup>nd</sup> call)

Interested agencies/companies who are having experience in the similar nature of work including financial capability, having latest technical competency to perform this assignment can obtain the details and the Request For Proposal (RFP) documents from the office of the Superintending Engineer, VMC, Vijayawada by paying Rs.10,000/- (Rupees Ten Thousand only) Non-refundable and Rs.1,800/- (Rupees Eighteen Hundred only) drawn in favour of Commissioner, VMC (18% GST) through DD in favour of the Commissioner, Municipal Corporation, Vijayawada payable at any Nationalized / Scheduled Bank in Vijayawada while submission of RFP. The RFP can also be downloaded from the VMC web site i.e., <https://www.ourvmc.org/engg/gentenders.asp> .

- Available / Issue  
of Tender Schedules : 03-02-2024 to 12.02.2024 up to 3.00 PM
- Last date for Receipt of Bids : 12.02.2024 up to 4.00 PM
- Opening of Technical Bids : 12.02.2024 from 5.00 PM onwards
- Opening of Financial Bids : After evaluation of technical bids

If the office happens to be closed on the date of receipt of the bids as specified, the bids will be received and opened on the next working day at the same time and venue.

The Commissioner, VMC reserves the right to reject or cancel any or all the bids without assigning any reason thereof.

Any addendum / corrigendum / bid clarifications / time extension shall be issued on the website only. No separate press notification shall be issued.

**Address for Correspondence:**

Superintending Engineer, Municipal Corporation, Jawaharlal Nehru Buildings, Canal Road, Vijayawada-520001, Andhra Pradesh. Cell No. 9963995283; 9866897639.

**Sd/-**  
**COMMISSIONER**

**EMD:** Rs.50,000/- at the time of bid submission in the form of DD.

**Performance security:** 2.5% of the amount quoted by the bidder before concluding agreement in the form of DD/BG.

### **Background Information**

The rapid growth of the city has cast an enormous strain on the city's infrastructure. Realizing that Government agencies alone cannot cater to the massive infrastructure needs of the city, VMC has initiated various measures to create/improve the City's sanitation infrastructure.

In this context, proposals are invited from reputed and experienced NGOs/Trust/Agencies/Companies to operate and maintain Public Toilets (Namma Toilets).

The toilets shall be licensed to the selected agencies for a period of **2 years**. However, the title of the land along with the structure of public toilet with all fittings & fixtures will continue to remain with the VMC. The selected bidders shall maintain the toilets for a period of 2 years by collecting User charges from the commuters/ users subject to condition that there will not be any changes in user charges for 2 years.

Details of the scheme and eligibility etc. and the prescribed application format are given in the RFP document.

### **THE RFP INCLUDES THE FOLLOWING DOCUMENTS:**

1. Terms of References (ToR)
2. Agreement Format
3. Technical Proposal
4. Financial Proposal

## **01.TERMS OF REFERENCE(TOR)**

### **TERMS OF REFERENCE (TOR)**

The proposed toilets shall be licensed to the selected agencies/organizations for a period of **Two years from the date of issue of LOA**. The title of the land along with the structure of public toilet with all fittings & fixtures will continue to remain with the VMC. The bidder shall collect User charges from the commuters/users and pay the amount quoted to VMC monthly for 2 years.

**I. Location(s) – Appointment of Agency/ Company for Operation and Maintenance of Public Toilets (Namma Toilets) at Different Sites in VMC area – 19 Nos. for a period of 2 years. (2<sup>nd</sup> call)**

The proposed toilets should normally include following facilities:

- a. Easily accessible for the physically challenged/handicapped persons.
- b. Separate toilet blocks for men and women with separate entries.
- c. Urinal facilities for men.

#### **Conditions:**

- a. The agency shall collect the charges from the commuters/ users for toilet facilities with maximum charge of Rs. 5/- towards use of toilets only. Urinals are allowed to use at free of cost.
- b. Required electricity charges towards water drawn from the nearest source for cleaning shall be borne by the agency itself.
- c. The VMC will grant license for a period of 2 years. The agency must maintain the cleanliness around the Toilets and also ensure that the premises are litter free and urination free as per the provisions made to retain the certificate of ODF, ODF+ and ODF ++ of Swachh Bharat Mission.
- d. The agency shall maintain the above toilets for a period of 2 years and at any circumstances the agency should not stop the Operation & Maintenance of toilets.

#### **Selection Process**

The committee constituted from the VMC officers/expert individuals/expert agencies as decided by the Commissioner VMC, will evaluate the bids and select the bidders, who are qualified in the technical evaluation and offer highest annual license fee, subjected to full-fulfillment of other minimum criteria as per RPF Document.

#### **Eligibility Criteria :**

- a. The Applicant shall be an individual, a society, trust, foundation or a Company/Agency under the Companies/Societies Act or the relevant state Acts and must be duly registered with the appropriate authority under the appropriate law for at least four years (Documentary evidence shall have to be submitted with the 'Technical Proposal'). **Should be empanelled with Swachh Andhra Corporation (PAN & GST should be submitted)**

- b. If the applicant be an Individual, Agency, trust or company, should have experience in O & M of Toilets in Public gathering places like Malls, Theaters, Factories and RTC Bus stands etc., for past four years OR in case of in the ULBs certified as ODF ++ for two years period (would have completed one successful year and should be in the second year of O & M), (Documentary evidence shall have to be submitted with the 'Technical Proposal').
- c. The applicant must have necessary financial resources to be able to maintain and operate the facility (Documentary evidence in respect of financial resources shall have to be submitted with the 'Technical Proposal').
- d. The applicant must have the capacity to mobilize the required manpower to operate the facility (Documentary evidence like list of employees with photos, Aadhar Cards etc shall have to be submitted with the 'Technical Proposal').
- e. **The bidder should not have any dues to Vijayawada Municipal Corporation and should not been blacklisted/debarred by any ULB/State Government/Central Government or its agencies in India or abroad as of today.**

#### **Minimum Financial Qualification**

The amount spent under various similar nature projects as shown in audited financial statements in last three years (average of 3 years) shall constitute the only evidence of financial qualification. Total Turnover of the Company Shall be **at least Rs.50.00 lakhs** for last three years (cumulative).

#### **Minimum Technical Qualification**

The applicant shall be an Individual, Agency, trust or company, having experience in O & M of Toilets in Public gathering places like Malls, Theaters, Factories and RTC Bus stands etc., for past four years OR in case of in the ULBs certified as ODF ++ for two years period (would have completed one successful year and should be in the second year of O & M), **Should be empaneled with Swachh Andhra Corporation** (PAN & GST should be submitted)

#### **Documents to be attached with the Application.**

The RFP shall include the following documents.

- a) Organization details of current activities, background of promoters & management structure.
- b) Details of projects of similar magnitude successfully implemented in the past **four years**.
- c) Annual reports and Audit Statements of the past three (3) financial years.

### **Sanitation and Water Supply**

In respect of the maintenance of the sanitary & water supply fittings and fixtures, all the necessary sanitary fitting fixtures shall be used of standard specifications and the work shall be got done through approved licensed plumber having a certificate to this effect. The fixtures should be leaking proof.

### **Standards of Maintenance of Public Toilets**

- a. The agency shall engage at least one person per shift of eight hours for every unit of Public Toilet for cleaning and washing the unit round the clock, including public holidays to carry out the following Sanitation works:
  1. washing of floor, cubical with water in periodical intervals and maintain a record.
  2. Use of phenyl and other fragrance giving liquids for washing and use of fragrance tablets in each cubical.
  3. Placing dust bins and Removal of solid waste.
  4. Custodian duty (protecting the structure against damage and misuse) and to prevent open urination surrounding the unit and to maintain greenery surrounding the toilet complex.
5. Floor cleaning using chemicals on continuous basis and always keeping the corridor and cubical in dry conditions.
  - a. The agency or his representative shall personally visit the public toilets regularly twice a day to keep watch over the performance of the workers employed by him and also to record the visit report and place in the complex for VMC verification.
  - b. The agency shall carry out the work by engaging men/women as needed, train them on O & M of best toilets, intimate to ULB with photos etc., and provide equipment's, the disinfectants and implements for cleaning and arrange for sufficient water supply at the urinal/Toilets for Cleaning, maintain all the required records on cleaning activity.
  - c. The agency should maintain Septic Tanks Connected with the toilet units with periodical cleaning and removal of sludge and effluent and its disposal to nearest STP of VMC at the own cost of bidder and also require maintaining the de-sludging records, whether the sludge is unloaded for treatment or not.
  - d. The agency should maintain sewage pipe plumbing system, water supply plumbing system, electrical pump sets, wiring systems intact and any repair works shall be attended immediately at the own cost of bidder without causing any inconvenience to the users. The agency shall also fix LED light in each cubical, corridor, outside the premises, Neon light or glow sign board to be visible to a reasonable distance during night times. Also, shall maintain a board containing details of caretaker, complaint number, toilet operational timings as per the provisions made in ODF + and ODF ++.



- e. The agency should attend maintenance works such as structural repair works, painting works, beautification, maintenance of grab bars, ramp, fixtures inside toilet, wash basin, hand wash liquid etc. as and when necessary and from time to time at the own cost of bidder duly informing VMC and certified by the concerned Authority in VMC.
  - f. The authorized representative of VMC (concerned AMOH or SI or as decided by the VMC) will supervise the work from time to time and point out any unsatisfactory service rendered by the selected agency and shall be entitled to give suggestions as may be considered necessary and the selected agency shall be bound to carry out the instruction(s) for improvement of the work.
  - g. In the event of unsatisfactory service, negligence or slackness is found of the agency in carrying out the work or instruction(s) , the VMC shall call for the explanation, impose fines (as listed in the Annexure) and terminate the contract, if there is no improvement even after repeated instructions.
  - h. The selected agency shall ensure that the labour engaged by him shall be well dressed, obedient, polite towards users to carry out the work shall not claim any right whatsoever against the VMC by virtue of service rendered under this contract and shall not hamper the work by resorting to demonstration agitation etc.
  - i. The selected agency shall be held responsible for all or any of the act done by the staff/workers and shall be alone responsible for the payment of wages or any loss or damage caused by them during the course of service or work undertaken and shall also be responsible and be liable for payment of any compensation under workmen compensation Act. The VMC will not be liable for any such event whatsoever.
1. The agency should furnish the names, address, photos and Aadhar details of the persons engaged for maintenance to VMC duly certified by the concerned Sanitary Inspector or as decided by the VMC.
  2. The agency should maintain uniform in the Olive-green colour to the engaged staff. The logo of the VMC to be printed on the uniform.
  3. The agency should maintain cleanliness chart duly signed by the supervisor.
- a. That agency shall not engage child labour and shall agree and permit the workers to avail weekly off.
  - b. The agency should make available Suggestion Box and Complaint Register within the premises of the Public Toilets for users.
  - c. The agency shall not sublease or assign any part or portion of the work or the whole on the basis of the commission to others. If such conductor action is found and brought to the notice of the VMC, the VMC is entitled to rescind and cancel the contract altogether.

- d. The VMC has the authority either to suspend or to cancel the contract when it is not desirable to continue the contract at any point of time due to non-satisfactory performance with prior notice.
- e. The VMC also reserves the right to alter, modify, change or remove any of the conditions mentioned in the agreement, with prior notice to the agency.
- f. the agency shall upgrade/maintain/repair the toilet as per the ODF + and ODF ++ protocol of SBM with their own expenditure and shall qualify as best toilet within 3 months from the date of operations and to be audited by VMC.

#### **Annexure for imposing fines**

- 1. Rs.500 for each default of quality assessment sheet upto 10 Nos. of violations.
- 2. Rs.1000 for each default of quality assessment sheet upto 11-20 Nos. of violations
- 3. Rs.2000 for each default of quality assessment sheet upto 21-30 Nos.
- 4. Issue of notice for termination.

The quality assessment will be carried once in 3 months.

The default in service is cumulative during the 2 years period for the purpose of counting.

#### **TERMS & CONDITIONS**

- a. This AGREEMENT shall be governed by and constructed in accordance with the laws of India.
- b. The selected bidders shall maintain the Public toilets for a period of 2 years. User charges shall be collected from the users for toilets only with maximum charge of Rs.5/-. Urinals are allowed to use at free of cost.
- c. The agency shall collect the user charges from the users of Public toilets which are to be approved by the VMC. The amount collected is to be certified by the concerned AMOH/SI and to be remitted to VMC on monthly basis.
- d. The agency shall operate and maintain the Toilets to the entire satisfaction of VMC and clean regularly toilets, urinals and ensure continuous service ability including continuous availability of power and water. He shall ensure that the requisite quantity of cleaning materials such as phenyl, acid, naphthalene balls are used to ensure that the toilets look clean and free from foul smell at all time.
- e. The selected agency/organization shall maintain the facility as per maintenance schedule agreed between the Department and the agency. The VMC may engage third party evaluators to check the quality of maintenance and in case the maintenance is found to be insufficient the VMC may penalize the agency/organization.

- f. The electricity charges towards water drawn from the nearest source by the agency shall be included in the maintenance cost and will not be borne by the VMC.
- g. The agency will have to pay an annual license fee to the VMC as quoted in the bid. Agreement will be terminated in case of default of payment for consecutive three (3) months from the scheduled date of deposition of annual license fee with interest.
- h. The agency may be allowed to earn on such display, subject to the condition of preapproval from the Commissioner in advance (on request through a proposal) without damaging the structure. In such case 50% of such income shall be deposited to VMC, to be certified by the AMOH and AE of the concerned area.
- i. The agency shall ensure that the premises are not used for playing games etc., which involves stakes/betting, play cards etc., or for any un-lawful activities.
- j. The title of interest, ownership and rights with regard to public Toilets/fittings provided there in and the land allotted by the VMC shall vest with the VMC except that these will be operated and maintained by the agency as agreed in this agreement.
- k. In case of loss due to theft or damage to the assets created in the public Toilets, the agency shall be responsible for making good the same immediately at its own cost and shall continue to keep the Toilets operational and available for public use, to all times, as prescribed.
- l. The VMC shall have the right to cancel/remove/terminate the agreement at any stage in case of breach of any of the stipulated terms and condition by the agency or in case their performance is not found satisfactory. The VMC shall be entitled to terminate the agreement in case of any neglect or lapse on the part of the agency in respect of the regular maintenance of the public Toilets in clean and hygienic conditions and to keep the public convenience in a state of good repairs at the cost of agency. Such cancellation/removal or termination of agreement shall be preceded by a notice of 15 days, whereby the agency shall be directed to explain its conduct as to such breach/neglect/lapses or unsatisfactory performance.
- m. The site and the work & service assigned to the agency by the VMC shall not be transferred by the agency to any person, trust, society or institution in any manner what so ever at any time whether during or after the termination of this agreement.
- n. The premises of public Toilets shall not be used by the agency for purpose other than that for which it is allowed under the agreement for operation and maintenance.
- o. The agency or its employees or agents shall have and deal politely with due courtesy with the users of these public Toilets.

- p. The agency will not use or allow any person to use public convenience for residential purpose and not keep any animal/motor vehicle in or around the Toilets other than one attend an tan done security guard per shift of eight hours to ensure continuous service ability.
- q. The agency shall be allowed to plant flowering and other shrubs around each toilet block subject to the approval by the VMC who is responsible for ensuring right of way to the public.

#### **Any repairs**

- r. The agency shall ensure enforce men to existing labour laws, Minimum Wages Act and at no point of time, the VMC shall be drawn into litigations on these counts.
  - i. The agency shall execute the agreement within 15 (fifteen) days on the receipt of issuance of letter of award.
  - ii. The agency shall ensure that services of water supply, sewerage, drainage, electricity etc., in this vicinity encountered during the period of running/maintenance of the toilet block are not damaged.
  - iii. On the completion of the contract period, the agency shall hand over the public Toilets along with fixtures and fittings, inventory, structures in good working condition to the VMC within 24 hours and will not put any resistance failing which the premises shall be vacated by way of eviction and the VMC shall assume the occupation without any notice where upon the agency will have no claim.
  - iv. Any of the conditions mentioned above can be altered, modified, changed or removed by the appropriate authority as per the necessity and with prior notice to the agency and the new conditions shall be binding on the part of the agency.

#### **Disclaimer**

The information contained in this RFP document or subsequently provided to Bidder(s), whether verbally or in documentary or any other form, by or on behalf of the VMC or any of its employees or advisors, is provided to Bidder (s) on the terms and conditions set out in this RFP document and such other terms and conditions subject to which such information is provided.

This RFP document is neither an agreement nor an offer by VMC to the prospective Bidders or any other person. This RFP document does not support all the information that teach Bidder may require. RFP document may not be appropriate for all persons, and it is not possible or VMC, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP document.

The statements and information contained in this RFP document may not be complete, accurate, adequate or correct. Each Bidder should therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the statements and information contained in this RFP document and obtain independent advice from appropriate sources.

Information provided in this RFP document to the Bidder (s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. VMC accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

VMC, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder, under any law, statute, rules or regulation sort or to, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP document or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of this RFP document and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP document or arising in any way with short-listing of Bidder (s) for participation in the Selection Process.

VMC also accepts no liability of any nature whether resulting from negligence or otherwise how so ever caused arising from reliance of any Bidder upon the statements contained in this RFP document.

VMC may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information or assessment contained in this RFP document. The issue of this RFP document does not imply that VMC is bound to short-list Bidders for next stage of the Selection Process for the Project and VMC reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.

The Bidder shall be or all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, with any demonstrations or presentations which may be required by VMC or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Bidder and VMC shall not be liable in any manner what so ever for the same or for any other costs or other expenses incurred by an Bidder in preparation or submission of the Proposal, regardless of the conductor out come of the Selection Process.

#### **Interpretation**

- a. In respect of interpretation of any ambiguity in this RFP or anything contain adhere in, the decision of the Department shall be final and binding.
- b. In respect of any point not covered here in or partially covered here in , the decision of the Department shall be final and binding.

**Performance Guarantee:**

The amount of **2.5% of the Quoted value by the Bidder** shall be submitted in the form of D.D/B.G in favor of the Commissioner, Vijayawada Municipal Corporation, Vijayawada from any Nationalized /Scheduled Bank.

**(To be submitted by the bidder at the time of concluding Agreement with VMC)**

**The operator shall pay a deposit of 3 months in advance in the form of D.D/B.G to VMC from any Nationalized Bank in favour of the Commissioner, VMC (calculated based on Bid quoted by the Successful Bidder).**

**Rules:**

- 1 The tender is called is for O & M for a period of 24 months in packages.
- 2 All the minor repairs shall be done bidder during the period of O&M.
- 3 All the electricity or any other charges shall be paid by bidder during the period of O&M. Before the 15<sup>th</sup> of every month shall clear all dues.
- 4 In any toilets if VMC is supplying water through its supply lines there will not be any charges for the same.
- 5 In any toilets if VMC is supplying water through its water tanker, nominal charges as fixed by VMC shall be paid.
- 6 The date of occupation of the toilets for O&M by the successful bidder should be intimated to VMC in a written format by concerned officer.
- 7 The O&M period seizes on date of concluding the Agreement .
- 8 The operators shall bear the costs of caretaker, cleaning chemicals, minor repairs, electricity charges and other equipment for cleaning.
- 9 The operator shall pay a deposit of 3 months in advance in the form of D.D/B.G to VMC (calculated based on Bid quoted by the Successful Bidder).
- 10 Before the 15<sup>th</sup> of every month starting from the 2<sup>nd</sup> month the operators shall pay monthly charges as quoted in the tender in the form of cheque or DD.
- 11 The operators shall possess PAN, GST, Aadhaar (Principal owner) and a bank account .
- 12 The operator shall handover the toilet in the similar form when he occupied the toilet.
- 13 The deposit will be refunded on completion of successful tenure.
- 14 The toilet shall be open as mentioned in the annexure and any failure found by VMC officials, if recorded fine will be levied.

- 15 The toilet shall be well maintained as per SBM norms and any lapse found by VMC officials, if recorded fine will be levied.
- 16 All the caretakers shall be present in a standard uniform, and they shall be trained in O&M of toilets, which shall be recorded by VMC officials.
- 17 VMC reserves the right to conduct surprise checks with its authorized persons on O&M of Toilets.
- 18 VMC reserves the right to cancel the O&M contract and forfeit the deposit in case of sever violations.
- 19 Any major damage to the toilets shall be intimated to VMC call center in written format to take up immediate repairs.
- 20 The operator shall maintain a visitor book and collection the citizen and officer, feedback on O&M.

## **02. TECHNICAL PROPOSAL**



**FORMAT FOR SUBMISSION OF TECHNICAL PROPOSAL FOR  
MAINTENANCE AND OPERATION OF PUBLIC TOILETS (NAMMA  
TOILETS)**

Place: Date:

**FROM:**

[Name & Designation of Contact Person  
(Service Provider Side)  
With Complete Address of Communication]

**TO:**

[Name & Designation of Contact Person  
(Client Side)  
With Complete Address of Communication]

**Subject:- Appointment of Agency/ Company for Operation and  
Maintenance of Public Toilets (Namma Toilets) at Different Sites  
in VMC area – 19 Nos. for a period of 2 years.(2<sup>nd</sup> call)**

I/We, the undersigned, offer to provide the services for the above in accordance with your Request for Proposal **No. dated**. We are here submitting our application which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope. Our proposal is valid for acceptance, and we confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date. If negotiations are held during the period of validity of the Proposal, we undertake to negotiate on the basis of the merit of our proposal. Our Proposal is binding upon us and subject to the modifications resulting from contract negotiations, if any. I/We have examined the information provided in your Request for Proposal (RFP) and to undertake the work described in accordance with requirements. This proposal is valid for acceptance for 6(six) months, and I/we confirm that this proposal will remain binding upon us and may be accepted by you at any time before this expiry date.

I/We accept that any contract that may result will comprise the contract documents issued with the RFP and be based upon the documents submitted as part of our proposal and placed by the *(agency/organization's name)*. The Proposal (Technical & Financial) has been arrived at independently and without consultation, communication, agreement or understanding (for the purpose of restricting competition) with any other party invited to tender for this contract.

I/We agree to be at all costs incurred by us in connection with the preparation and submission of this proposal and to be at any further pre-contract costs. Certain information included in this proposal would if disclosed prejudice our commercial interests.

I/We confirm that I/We have the authority of **(Agency/Organization)** to submit proposal and to clarify any details on its behalf. I/We understand you are not bound to accept any Proposal you receive.

Were main,

Yours sincerely,  
**(Signature)**

**Name& Designation of Authorized Signatory**

Name of the Agency/Organization:

Address:

## **TECHNICAL PROPOSAL**

S.N.	ITEM	RESPONSE
1	Name of the Applicant	
2	Type of Agency/Company / Organization(✓)	
3	Registration Number and Date	
4	Registered Office Address with Fax, Telephone No. ,e-mail id of Organization	
5	Name & Designation of the Contact Person	
6	Contact Person's Address with Fax, Telephone No. ,e-mail id of Contact Person	
7	Contact Person's Cell-phone Number(s)	
8	Nature of Current Engagements <i>Please attach Annual Report of last 3Years</i>	
9	Experience in the field of O&M of public amenities/facilities (Give details) <i>Please attach Work Orders, Work Completion Certificates /Reports</i>	
10	Financial Capability <i>Please attach Audited Annual Accounts along with Audited Reports of last three years</i>	
11	Any other point	
12	Particulars of Demand Draft (Non-Refundable)	Name of the Bank
		Branch
		Cheque/DD No
		Amount
		In favour of

**Certificate:**

I/We confirm that I/we have read the relevant documents and understood the Scheme for Operation and maintenance of Public Toilets, particularly our scope of work, and other terms and conditions. I/We convey your acceptance of the terms and conditions. The undersigned confirms that he/she has the necessary authority to submit this RFP on behalf of the applicant.

Date: **(Signature)**

Place: **(Full Name and Seal)**

## **Technical Proposal Evaluation**

For the purpose of Qualification, the Bidders should satisfy the minimum eligibility criteria.

The Applications will be evaluated on the basis of Applicant's experience and the experience of Key Personnel. Only those Applicants whose Applications score **70** points or more out of **100** shall be qualified.

The scoring criteria for evaluation shall be as follows.

<b>S. N.</b>	<b>Criteria of Evaluation</b>	<b>Marks</b>	<b>Total Marks</b>
<b>1</b>	<b>Experience of the Applicant</b>		
	Completed / Ongoing work experience in Commercial Toilets maintenance in huge public gathering places (firm/organization/company/agency as a sole bidder).  <b>Ex: ODF ++ ULBs, shopping malls, Corporate Offices/Hospitals, Bus Stands and Factories.</b>	<b>30</b>	
<b>2</b>	<b>Relevant Experience of the Agency/Firm/Company in last 4 years</b> 10 marks per each year of experience in relevant field	<b>40</b>	
<b>3</b>	<b>Employment of Mechanical Machines for Cleaning Operations AND OTHER MEANS OF UTILIZATION OF MODERN EQUIPMENT WITH PHOTOGRAPHIC EVIDENCE.</b>	<b>20</b>	
<b>4</b>	<b>Knowledge, Display on Swachh Bharat ODF +, ODF ++ and best toilets protocol ( Evidence to be submitted)</b>	<b>10</b>	
<b>GRAND TOTAL</b>			<b>100</b>

In addition, the bidder may note the following.

The Tender Inviting Authority would evaluate the Technical Proposal to ascertain the qualification criteria of the party / bidder for opening of financial proposal. Bidders who qualify the minimum eligibility criteria and who gets qualification by getting score 70 marks out of 100 in technical proposal evaluation only will be considered for opening of Financial Proposal.

### **Opening and evaluation of second envelope viz financial Proposal**

Financial Proposal of responsive bidders who are found acceptable on scrutiny of technical contents and satisfy the criteria for evaluation, Proposal Document will be opened in the presence of authorized representative of concerned bidders who may wish to remain present. The date and venue of opening of the financial proposal will be conveyed to qualified bidders.

Financial proposals with any counter conditions or ambiguous remarks shall be rejected.

**Bid Evaluation:** - In the case of **QCBS (Quality & Cost Based Selection)**, the lowest Financial Proposal ( $Fm$ ) will be given a financial score ( $Sf$ ) of 100 points. The financial scores ( $Sf$ ) of the other Financial Proposals will be computed as indicated below.

$Sf = 100 \times Fm/F$ , in which  $Sf$  is the financial score,  $Fm$  is the lowest price and  $F$  the price of the proposal under consideration.

Proposals will be ranked according to their combined technical ( $St$ ) and financial ( $Sf$ ) scores using the weights:

$T$  = the weight given to the Technical Proposal: 60%

$P$  = the weight given to the Financial Proposal: 40%

$T + P = 1$

indicated in the Data Sheet:

$S = St \times T\% + Sf \times P\%$

The bidder scoring the highest total score is considered as L1 and LOA will be issued.

### **Award of Assignment /Services:**

Prior to the expiration period of proposal validity, the Employer will notify the successful consultant who submitted the appropriate financial proposal among the qualified bidders in technical evaluation, in writing by registered letter/ cable /telex or email and invite it to negotiate the Contract if required. The party selected for an award of assignment shall be issued a Letter of Award by Employer. This letter along with written acknowledgement of the successful party shall constitute a contract between the party/lies with Employer, till signing of formal agreement.

### **Confirmation of receipt:**

Agencies/Companies shall acknowledge the Employer by email/ post/ courier the receipt of Letter of award and confirm the acceptance of the proposal.

# 03.FINANCIAL PROPOSAL

## FINANCIAL PROPOSAL

Place: Date:

**FROM:TO:**

Dear Sir

I/We, the undersigned, offer to provide the services for [Operation and Maintenance of Public Toilets (Namma toilet) at different places in VMC as per enclosed list] in accordance with your Request for Proposal vide no: dated and our Technical Proposal.

I/We do hereby agree to carry out the job as per terms and conditions of the 'RPF' document and shall pay Rs.\_\_\_\_\_for 2 years (i.e Rs.\_\_\_\_\_per month) payable to VMC on monthly basis. The financial quote should not be less than Rs.1,00,000.00 per month (Basic Rate as estimated by VMC).

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, if any, up to expiration of the validity period of the Proposal.

No fees, gratuities, rebates, gifts, commissions or other payments have been given or received in connection with this Proposal.

I/We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

**Authorized Signature [*In full and initials*]: Name and Title of**

**Signatory:**

**Name of**

**Agency/Organization:**

**Address**

### **Penalties for Lapses / Shortfalls**

The penalty amounts will be levied to the agency if the maintenance is not done satisfactorily on any day or on receipt of any specific complaint to the effect that the cleaning is unsatisfactorily and for not following the conditions laid down as follows:

<b>S.no</b>	<b>Performance Indicator</b>	<b>Penalty per item/all items/per day (Amount to be decided by the VMC)</b>
1	Cleaning and washing of toilets not attended ( <b>per day</b> )	Rs. 100/- Per day
2	On genuine complaint from the user(s)	Rs. 500/- Per complaint
3	On report from the inspection team/visiting Officer	Rs. 500/- Per day

**\*\* The Penalty rate may be revised by the VMC from time to time without any prior notice\*\***

No fees, gratuities, rebates, gifts, commissions, or other payments have been given or received or paid in connection with this Proposal.

I/We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

**Authorized Signature [*In full and initials*]:**

**Name and Title of Signatory:**

**Name of Agency/ Organization:**

**Address**

## **SUMMARY OF FINANCIAL PROPOSAL**

The bidder has to offer a lump sum amount on a monthly basis as license fee.

**Note:**

1. The Agency/ Company must submit the required supportive documents to the client during making their payment.
2. The basic price mentioned in the above financial proposal may vary and will be intimated through amendment or corrigendum before the end of the bid proposal.

**\*GST & Other Taxes shall be borne by Agency/Firm which were amended by the Government from time to time.**



## 04. MODEL AGREEMENT

### MODEL AGREEMENT FOR OPERATION AND MAINTENANCE OF PUBLIC TOILETS IN VMC

(TO BE EXECUTED ON A NON-JUDICIAL STAMP PAPER)

This agreement is made on the    th day of 20    between

VMC (Herein after called as 1<sup>st</sup> party)

**AND**

\_\_\_\_\_ (Name of the 2<sup>ND</sup>

PARTY : NGO/Foundation/ agency/ company/ Trust) having its Address of  
Correspondence

at \_\_\_\_\_

(Here in after called as "the 2<sup>nd</sup> Party")

#### **AND WHEREAS**

(a) The "1<sup>st</sup> Party" has decided to entrust the operation and maintenance of Public Toilets (Namma toilets) by the "2<sup>nd</sup> Party" under the jurisdiction of more fully described in the schedule annexed separately.

(b) The "2<sup>nd</sup> Party", having represented to the client that he /she has the required professional expertise, technical skill and resources, has agreed to undertake the work of operation and maintenance of Public Toilets situated at different places of VMC as per annexed list under the jurisdiction of according to the terms and conditions set forth in this Agreement;

**NOW THE BEFORE** , the parties hereby agreed as follows:

1. The following documents attached here to shall be deemed to Form an integral part of this Agreement:

Section 1-General Conditions of the Agreement

Section 2-Technical Specification for Maintenance of Public Toilets;

2. The mutual rights and obligations of the Client (1<sup>st</sup> Party) and the Service Provider (2<sup>nd</sup> Party) shall be as set forth in the Contract , in particular:

- a. The Service Provider shall carry out the Services in accordance with the provisions of the Agreement; and
- b. The 2<sup>nd</sup> Party shall make payments as license fees to the 1<sup>st</sup> party in accordance with the provision of the agreement.

c. This AGREEMENT shall be governed by and constructed in accordance with the laws of India.

### **3. Commencement and Duration of the Services**

The Service Provider shall start the Service on.....("the Start Date") and shall complete them by.....("the End Date") unless this Contract is terminated earlier in accordance with its terms and conditions.

***INWIT NESS WHERE OF***, the Parties here to have caused this Agreement to be signed in the irrespective names as of the day and year first written above.

For and on behalf of the *[1<sup>st</sup> Party]*

---

*[Authorized  
Representative]*

*Witness1:*

*Witness2:*

For and on behalf of the *[2<sup>nd</sup> Party]*

---

*[Authorized  
Representative]*

*Witness1:*

*Witness2:*

***[Note: If the Service Provider consists of more than one entity, all such entities should appear as signatories]***

**SECTION-1**  
**GENERAL CONDITIONS OF THE AGREEMENT**

**1.1 Terms & Conditions**

- i. This AGREEMENT shall be governed by and constructed in accordance with the laws of India.
- e. The selected bidders shall maintain the Public toilets for a period of 2 years. User charges shall be collected from the users for toilets only with maximum charge of Rs.5/-. Urinals are allowed to use at free of cost.
- ii. The Agency/Company will collect user charges from the date of issuance of work order by VMC.
- iii. The toilets shall be licensed for a period of 2 years. The agency has to maintain the cleanliness around the Toilets and also ensure that the premises are litter free and urination free.
- iv. The title of the land along with the structure built there on for public toilet purpose with all fittings & fixtures will continue to vest with the VMC
- v. The 2<sup>nd</sup> party shall operate and maintain the Toilets to the entire satisfaction of 1<sup>st</sup> party and clean regularly toilets urinals and ensure continuous serviceability as also continuous availability of clean water.
- vi. The 2<sup>nd</sup> party shall maintain the facility as per a maintenance schedule agreed between the two. The 1<sup>st</sup> party may engage third party evaluators to check the quality of maintenance and in case the maintenance is found to be deficient the 1<sup>st</sup> party may penalize the 2<sup>nd</sup> party.
- vii. The charges to wards water drawn from the nearest source as required by the 2<sup>nd</sup> party shall be included in the maintenance cost and will not be borne by the 1<sup>st</sup> party.
- viii. The 2<sup>nd</sup> party will have to pay an annual license fees monthly to the VMC as quoted in the bid.
- ix. The agency may be allowed to earn on such display, subject to the condition of pre approval from the Commissioner in advance (on request through a proposal) without damaging the structure. In such case 50% of such income shall be deposited to VMC, to be certified by the AMOH and AE of the concerned area.
- x. The 2<sup>nd</sup> party shall ensure that the premises are not used for playing games etc., which involves stakes /betting, play cards etc., or for any un-lawful activities.
- xi. The 2<sup>nd</sup> party shall ensure adequate water for general cleanliness of the public Toilets. Rain water storage can be incorporated as an additional requirement to decrease burden on potable water from public utility or underground.
- xii. The possession of the entire structure as constructed along with fittings and fixtures provided in the public convenience will be handed over to the 1<sup>st</sup> party in good

working condition on the conclusion of the agreement without causing any damage.

- xiii. The title of interest ownership and rights with regard to public Toilets contracted by the 2<sup>nd</sup> party for 1<sup>st</sup> party along with fixtures /fittings provided there in along with its land allotted by the 1<sup>st</sup> party shall vest with the 1<sup>st</sup> party except that these will be operated and maintained by the 2<sup>nd</sup> party as agreed in this agreement.

The agency shall ensure enforce men to existing labour laws, Minimum Wages Act and at no point of time, the VMC shall be drawn into litigations on these counts.

- i. The agency shall execute the agreement within 15 (fifteen) days on the receipt of issuance of letter of award.
  - ii. The agency shall ensure that services of water supply, sewerage, drainage, electricity etc., in this vicinity encountered during the period of running/maintenance of the toilet block are not damaged.
  - iii. On the completion of the contract period, the agency shall hand over the public Toilets along with fixtures and fittings, inventory, structures in good working condition to the VMC within 24 hours and will not put any resistance failing which the premises shall be vacated by way of eviction and the VMC shall assume the occupation without any notice where upon the agency will have no claim.
  - iv. Any of the conditions mentioned above can be altered, modified, changed or removed by the appropriate authority as per the necessity and with prior notice to the agency and the new conditions shall be binding on the part of the agency.
- xiv. In case of loss due to theft or damage to the assets created in the public Toilets, the 2<sup>nd</sup> party shall be responsible for making good the same immediately at its own cost and shall continue to keep the Toilets operational and available for public use, to all times, as prescribed.
- xv. The 1<sup>st</sup> party shall have the right to cancel /remove /terminate the agreement at any stage, in case of breach of any of the stipulated terms and condition by the 2<sup>nd</sup> party or in case their performance is not found satisfactory. The 1<sup>st</sup> party shall be entitled to terminate the agreement in case of any neglect or lapse on the part of the 2<sup>nd</sup> party in respect of the regular maintenance of the public Toilets for cleanliness and hygienic conditions and to keep the public convenience in a state of good repairs at the cost of 2<sup>nd</sup> party. Such cancellation/ removal or termination of agreement shall be preceded by a notice of 15 days, where by the agency shall be directed to explain its conduct as to such breach /neglect/ lapses or unsatisfactory performance.
- xvi. The site and the work assigned to the 2<sup>nd</sup> party by the 1<sup>st</sup> party shall not be transferred by the 2<sup>nd</sup> party to any person, trust, society or in situation in any

manner whatsoever at any time whether during or after the termination of this agreement.

- xvii. The premises of public Toilets complex shall not be used by the 2<sup>nd</sup> party for purpose other than that for which it is allowed under the agreement for operation and maintenance.
- xviii. The 2<sup>nd</sup> party or its employees or agents shall be have and deal politely with due courtesy with the users of these public Toilets.
- xix. The 2<sup>nd</sup> party will not use or allow any person to use public convenience for residential purpose and not keep any animal/ motor vehicle in or around the complex other than one attendant and one security guard to ensure continuous serviceability.
- xx. The 2<sup>nd</sup> party shall be allowed to plant flowering and other shrubs around each toilet block subject to the approval by the 1<sup>st</sup> party who is responsible for ensuring right of way to the public.
- xxi. The 2<sup>nd</sup> party shall ensure enforcement of existing labour laws. Minimum Wages Act and at no point of time, the 1<sup>st</sup> party shall be drawn in to litigations on these counts.
- xxii. The 2<sup>nd</sup> party shall execute the agreement within 7(seven) days on the receipt of issuance of the 'letter of award' duly submitting the performance security.
- xxiii. The 2<sup>nd</sup> party shall ensure that services of water supply, sewerage, drainage, electricity etc., in this vicinity encountered during the period of operation/ maintenance of the toilet block are not damaged.
- xxiv. On the completion of the contract period, the 2<sup>nd</sup> party shall handover the vacant possession of the public Toilets along with fixtures and fittings, inventory, structures in good working condition to the 1<sup>st</sup> party within 24 hours and will not put any resistance failing which the premises shall be evicted and the 1<sup>st</sup> party shall assume the occupation without any notice where upon the 2<sup>nd</sup> party will have no claim.
- xxv. Any of the conditions mentioned above can be altered, modified, changed or removed by the appropriate authority as per the necessity and with prior notice to the agency and the new conditions shall be binding on the part of the 2<sup>nd</sup> party.
- xxvi. The 2<sup>nd</sup> party should maintain separate account for operation and maintenance of toilets so as to pay license fee to VMC for maintenance of toilets
- xxvii. The 2<sup>nd</sup> party should maintain the toilets round the clock by engaging persons in shift wise and also to maintain cleanliness chart duly signed by the supervisor or concerned Authorities.

## **2.1. Operation and Maintenance of Public Toilets:**

- i. The agency shall engage one person for every unit of Public Toilet for cleaning and washing the unit round the clock, including public holidays to carry out the following sanitation works:
  - a. washing with water
  - b. phenyl washing.
  - c. Sweeping around the structure and sprinkling of disinfectant mixture
  - d. Removal of solid waste.
  - e. Custodian duty (protecting the structure against damage and misuse) and to prevent open urination surrounding the unit.
- ii. The agency or his representative shall personally visit the Public toilets regularly twice a day to keep watch over the performance of the workers employed by him.
- iii. The agencies shall carryout the work by engaging men and equipment and provide the disinfectants and implements for cleaning and arrange for sufficient water supply at the urinal/ toilets for Cleaning.
- iv. The agency should arrange for sufficient water supply at the structure for cleaning and washing.
- v. The following implements/ disinfectants shall be supplied by the Agency to the staff Engaged by them.
  - a. Compress or propelled mechanized cleaners
  - b. Cleaning Brooms
  - c. Sweeping brooms
  - d. Coir brush
  - e. Scraping Sheet
  - f. Bamboo Basket
  - g. Plastic containers
  - h. Bamboo Reapers
  - i. Plastic Buckets
  - j. Plastic Mug
  - k. Sponge piece
  - l. Washing Soap
  - m. Adequate quantity of Phenyl, Oxalic acids, Hydrochloric (diluted) Acids and Bleaching and lime powder

- n. Photo Identity Cards for each staff
- o. Apron for each staff with 1<sup>st</sup> party 2<sup>nd</sup> party's name printed on it
- vi. The officials authorized by the 1<sup>st</sup> party will supervise the work from time to time and point out any unsatisfactory service rendered by the 2<sup>nd</sup> Party and shall be entitled to give suggestions as may be considered necessary and the 2<sup>nd</sup> Party shall be bound to carry out the work.

#### **Annexure for imposing fines**

- 5. Rs.500 for each default of quality assessment sheet upto 10 Nos. of violations.
- 6. Rs.1000 for each default of quality assessment sheet upto 11-20 Nos. of violations
- 7. Rs.2000 for each default of quality assessment sheet upto 21-30 Nos.
- 8. Issue of notice for termination.

The quality assessment will be carried once in 3 months.

The default in service are cumulative during the 2 years period for the purpose of counting.

- vii. In the event of incomplete and unsatisfactory service, negligence or slackness is found on the 2<sup>nd</sup> party of the first party in carrying out the work, the 1<sup>st</sup> party shall call for the explanation and terminate the contract, if there is no improvement even after repeated instructions.
- viii. The agency shall ensure that the labour engaged by him to carry out the work shall not claim any right whatsoever against the corporation by virtue of service rendered under this contract and shall not hamper the work by resorting to demonstration, agitation etc.
- ix. The agency shall be held responsible for all or any of the Act done by the staff/ workers and shall be alone responsible for the payment of wages or any loss or damage caused by the during the course of service or work undertaken and shall also be responsible and be liable for payment of any compensation under workmen compensation Act. The VMC will not be liable for any such event whatsoever.
- x. That agency shall not engage child labour and shall agree and permit the workers to avail weekly off.
- xi. The agency shall not sub lease or assign any part or portion of the work or the whole on the basis of the commission to others. If such conductor action is found and brought to the notice of the 1<sup>st</sup> party, the 1<sup>st</sup> party is entitled to rescind and cancel the contract altogether.
- xii. The 1<sup>st</sup> party has the authority either to suspend or to cancel the contract when it is noted sir able to continue the contract at any point of time with prior notice.

- xiii. The 1<sup>st</sup> party also reserves the right to alter, modify, change or remove any of the conditions mentioned in the agreement without assigning any reason to the 2<sup>nd</sup> party.
- xiv. The 1<sup>st</sup> party reserves right to extend the contract agreement depending on the satisfactory performance of 2<sup>nd</sup> party duly obtaining proper approvals.



ANNEXURE								
LIST OF NAMMA TOILETS- IN VMC AREA								
S. No	Div. No.	Location of the Toilets	No of Seats				Total No of Seats	New Ward
			Male	Female	PH			
		Male			Female			
1	25	Mallikarjuna Peta, Hill area	5	5	0	-	10	52
2	25	Durga Ghat	13	12	1	-	26	38
3	49	Baptist Church, yerra katta	2	1	1	-	4	49
4	40	K.G Market front North Side	2	1	1	-	4	37
5	21	Besant Road-Ansari Park	2	2	1	-	5	23
6	42	Old GGH - Hanuman pet	3	2	1	-	6	36
7	42	INOX Back side Samba Murthy Road	3	2	1	-	6	36
8	42	Opp: Alankar Theatre Samba Murthy Road	3	2	0	-	5	36
9	44	Indian Bank S.N Puram BRTS Road	2	2	1	-	5	28
10	44	BRTS Road New Bridge beside Machavaram	2	2	1	-	5	28
11	46	Govt Press Muthyalampadu	2	2	1	-	5	31
12	47	Circle-II Office Satyanarayanpuram back side	2	2	1	-	5	33
13	57	Raithu Bazar Nuzvid Road	4	4	1	-	9	62
14	2	New Government General Hospital	2	2	1	1	6	3
15	5	Chuttugunta, Near Alluri Seetharamaraju Vanthena	4	4	1	0	9	26
16	18	Water Tank Road, Labbipet	5	3	1	1	10	24
17	24	Opposite Padmavathi Ghat	3	3	1	0	7	37
18	23	Seetharampuram Signals	3	3	0	0	6	23
19	4	Guru Nanak Colony	3	3	0	0	6	4
TOTAL			65	57	15	2	139	