

**OFFICE OF THE EXECUTIVE ENGINEER (CP)
NEW DELHI MUNICIPAL COUNCIL
Room No. 1611, Palika Kendra, Sansad Marg, New Delhi-110001**

“Construction of Smart PTU at Rafi Marg, New Delhi with Advertisement Rights on PPP Model”

NDMC invites proposals from reputed business entities to construct the Public Convenience facility at Rafi Marg, New Delhi on FBOT basis with advertisement rights.

PROJECT FRAMEWORK

The New Delhi Municipal Council (NDMC) intends to outsource the construction, operation and maintenance of one number Public Convenience at Rafi Marg, New Delhi with advertisement rights in limited / permitted area at the toilet to registered and authorized firms / agencies having adequate experience in this field and adequate financial strength on Finance, Build, Operate & Transfer (FBOT) basis.

BIDDING FRAMEWORK

A registered and authorized firm / agency shall be finalized in an open, transparent and competitive two stage bidding process as envisaged herewith:

The RFP must be submitted as per the instructions laid down in the document titled RFP for

**“CONSTRUCTION OF SMART PTU AT RAFI MARG, NEW DELHI WITH
ADVERTISEMENT RIGHTS ON PPP MODEL”**

RFP document can be downloaded from NDMC official website: www.ndmc.gov.in

A bidder shall be selected by a two stage evaluation process from the technical bid and financial bid submitted by bidders complying with the bidding process outlined in the RFP documents.

RFP SUBMISSION

The RFP must be submitted at the following address before 15.00 hrs. (IST) latest by 21st March, 2016.

**THE EXECUTIVE ENGINEER (CP),
NEW DELHI MUNICIPAL COUNCIL,
ROOM NO. 1611, 16TH FLOOR, PALIKA KENDRA, SANSAD MARG NEW DELHI**

PREBID MEETING

On 17th March, 2016 at 11:30 AM in the CE(C-I), 15th Floor, Room No.-1501, Palika Kendra, Sansad Marg, New Delhi-110001. NDMC reserves the right, without any obligation or liability, to accept or reject any or all the proposals at any stage of the process, to cancel or modify the process or any part thereof or to vary any of the terms and conditions at any time, without assigning any reason whatsoever. Changes Minutes of Meetings will be posted on www.ndmc.gov.in

BID SUBMISSION FORM

Date: _____

LETTER OF BID

To

EXECUTIVE ENGINEER (CP)
NEW DELHI MUNICIPAL COUNCIL
Room No 1611, 16TH Floor, Palika Kendra
Sansad Marg, New Delhi 110001

Ref: Invitation for Bid No. **RFP NO.**

We, the undersigned, declare that:

1. We have examined and have no reservations to the Bidding Documents, including Addenda issued in accordance with Instructions to Bidders.
We offer to execute in conformity with the Bidding Documents for "**Construction of Smart PTU at Rafi Marg, New Delhi with Advertisement Rights on PPP Model**" submitted to NEW DELHI MUNICIPAL COUNCIL at Room No 1611, 16TH Floor, Palika Kendra, Sansad Marg, New Delhi 110001.
2. Our bid shall be valid for a period of **six months** from the date fixed for the bid submission deadline in accordance with the Bidding Documents and it shall remain binding upon us and maybe accepted at any time before the expiration of that period.
3. If our bid is accepted, we commit to submit a performance security in accordance with the RFP Documents.
4. We also declare that Government of India or any other Government body has not declared us ineligible or black listed us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.
5. We also accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that you are not bound to accept highest ranked bid / lowest bid or any other bid that you may receive.

Yours sincerely,

Authorised Signatory

(Authorised person shall attached a copy of Authorisation for signing on behalf of Bidding company)

Full Name and Designation

(To be printed on Bidder's letterhead)



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BIDDER'S PROFILE

General:

1. Name of the firm.....
2. Name of the authorised person submitting the Bid (Shri/Smt.).....
3. Designation of the authorized person submitting the Bid.....
4. Name, Designation, address and Mobile Number of alternate person.....
.....
5. Address of the firm.....
.....
.....
6. Tel no. with STD code (O).....(Fax)..... (R).....
7. Mobile No. of the person submitting the Bid.....
8. E-mail of the person submitting the Bid.....
9. Organization's email ID.....
10. Website Address.....
11. Registration & incorporation particulars of the firm:
 - i) Private Limited
 - ii) Public Limited
 - iii) Any other – Please specify.....
12. Name of Director(s).....
13. Email ID of Director (s).....
14. Mobile Number of Director (s).....
15. Bidder's bank, its address and current account number

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16. Permanent Income Tax number, Income Tax circle

(Please attach copies of income tax return for last three years)

17. Service Tax Number.....

(Please attach copies of Service Tax Registration Number)

18. TIN Number.....

19. EPF Registration Number.....

20. ESIC Registration Number.....

21. Particulars of EMD

- i) Demand Draft / Bank Guarantee No.....
- ii) Date.....
- iii) Name of Bank.....
- iv) Address of Bank.....
- v) Validity of BG/DD.....

22. Particulars of RFP Fee

- i) Demand Draft No.
- ii) Date.
- iii) Name of Bank.....
- iv) Address of Bank.
- v) Validity of DD.....

23. Description of similar work of housekeeping services executed during the last three years (Please furnish copies of completion certificate from the Government Department / Organization) – As per Clause 2(d) Section 5.

Description of Work / Order Executed	Actual Value of work / order Executed	Name of Government Department / Organization	Start Date	Finish Date	Document evidence at page No.

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UNDERTAKING

1. I, the undersigned certify that I have gone through the terms and conditions mentioned in the bidding document and undertake to comply with them.
2. The rates quoted by me are valid and binding upon me for the entire period of contract and it is certified that the rates quoted are the lowest rates as quoted in any other institution in India.
3. I/We give the rights to the competent authority of the NEW DELHI MUNICIPAL COUNCIL to forfeit the Earnest Money/Security money deposit by me/us and initiate proceedings to blacklist me/us in case of breach of conditions of Contract.
4. I hereby undertake to provide the manpower for housekeeping services as per the directions given in the RFP document/contract agreement.

Place:

Date:

Signature of Bidder/Authorized signatory.....

Name of the Bidder.....

Seal of the Bidder

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REQUEST FOR PROPOSALS

PART-A

Section – 1 INSTRUCTIONS TO BIDDERS

- 1.1 This RFP for “Construction of Smart PTU at Rafi Marg, New Delhi with Advertisement Rights on PPP Model” comprises:
- i. Part-A: Instructions to Bidders and Bid Evaluation Process
 - ii. Part-B: Draft CONCESSION Agreement
- 1.2 **Project Framework:** The New Delhi Municipal Council (NDMC) intends to outsource Construction of Smart Public Toilet Unit (PTU) at Rafi Marg, New Delhi with Advertisement Rights to interested parties having adequate experience in this field and adequate financial strength on **PPP Model**.
- 1.3 NDMC intends to develop the project on “Finance, Build, Operate and Transfer” (FBOT) basis by inviting open RFP from registered and authorized firms / agencies to finance, construct, operate and maintain the Smart PTUs during the Concession period. NDMC will enter into a Concession Agreement with the successful registered and authorized firms / agencies (Concessionaire) for a period of **10 years** excluding the period of construction/implementation periods. During the period, the Concessionaire shall carry out the services as per the technical specifications, performance standards and guidelines given in the Concession Agreement.

GENERAL INSTRUCTIONS

- 1.4 For the Bidding / RFP Document Purposes, ‘NEW DELHI MUNICIPAL COUNCIL’ shall be referred to as ‘NDMC’ and the interested registered and authorized firms / agencies shall be referred to as ‘Bidder’.
- 1.5 The Bidders are advised to inspect the site for Smart PTUs at Rafi Marg, New Delhi before filling in and submitting the bids to get fully acquainted with the scope of work, as no claim whatsoever will be entertained for any alleged ignorance thereof.
- 1.6 The sealed bidding documents should be delivered in the Executive Engineer (CP) office by the stipulated date and time. RFP Documents may be collected from Executive Engineer (CP) Room No 1611, 16th Floor, Palika Kendra Sansad Marg, New Delhi 110001 on payment of RFP Cost of **Rs.2000/- (Rupees two thousand only)** through Bank Draft/Pay Order in favour of **Secretary NDMC**, payable at **New Delhi** on any working day between 3.00 pm to 5.00 pm.

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- 1.7 The RFP documents may also be downloaded from this office website www.ndmc.gov.in. Those bidders who wish to download the RFP documents from the office website should furnish the RFP cost of **Rs. 2000/- (Rupees two thousand only)** through Bank Draft/Pay Order in favour of **Secretary NDMC**, payable at **New Delhi** along with the Bidding Documents.
- 1.8 While all efforts have been made to avoid errors in the drafting of the RFP documents, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the RFP documents shall be entertained.
- 1.9 Each page of the RFP documents must be stamped and signed by the person or persons authorized for submitting the RFP in token of his/their having acquainted himself/ themselves and accepted the entire RFP documents including various conditions of contract. Any Bid with any of the Documents not so signed is liable to be rejected at the discretion of the NDMC. **NO PAGE SHOULD BE REMOVED/ DETACHED FROM THIS BIDDING DOCUMENT.**
- 1.10 The bidder shall attach the copy of the authorization letter / power of Attorney as the proof of authorization for signing on behalf of the Bidder.
- 1.11 All Bidders are hereby explicitly informed that conditional offers or offers with deviations from the conditions of Contract, the bids not meeting the minimum eligibility criteria, Technical Bids not accompanied with the requisite documents, or any other requirements, stipulated in the RFP documents are **liable to be rejected**.
- 1.12 **The Bidding Company should only be a Limited / Private Limited Company, registered under the Companies Act, 2013. Bidding in the form of Proprietorship Company / JV Consortium is not permitted.**
- 1.13 The Smart PTU location shall be handed over to the Concessionaire **within one week** from the date of signing of agreement. The construction of the Smart PTU shall be completed / implemented in **three months** from the date of signing of agreement within which the Concessionaire shall complete the construction and commissioning as per the specifications and standards specified herein.
- 1.14 The Concessionaire would be given the right to collect the revenues from advertisement and other permitted commercial activities except in 'NDMC area'. The 'NDMC area' shall be as per drawing at Annexure 'B', which is allowed to be used by NDMC for health care unit / facilitation centre or for any other purpose and no payment would be made to the concessioner by the NDMC during the concession period. The Concessionaire shall pay NDMC a license fee per month for Smart PTU, payable in quarterly installments in advance over the Concession period. The minimum license fee for PTU is **Rs. 10,000 (Rupees Ten Thousand only) per month**.
- 1.15 The Engineer-in-charge shall monitor project progress and act as single point platform to sort

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out issues in implementation and to monitor the performance of the concessionaire. The Engineer-in-charge to oversee the implementation of the project and issue the completion certificate and COD for the smart PTU to commence / start the revenue collection from advertisement by the concessionaire.

- 1.16 All PTUs will have to be kept open for the public use from **06.00 AM to 10.00 PM** all seven days in a week. Smart PTU shall remain available for usage **FREE OF ANY CHARGES.**
- 1.17 Architectural Drawing for Smart PTU has been provided for reference at **Annexure 'B'**. The various facilities as given herein the RFP are to be provided in Smart PTU. The concessioner will operate and maintain the Smart PTU and housekeeping of all the facilities provided within the Smart PTU. NDMC may assign / give the 'NDMC area' **to the other operator / companies / agency / individuals to run the permitted commercial activities** except advertisement in the 'NDMC area'. Other area for Bank ATM, Vending Machine and the Potable Water ATM, can be assigned / given **to the companies / agency / bank / individuals to run the permitted commercial activities** by the concessionaire.
- 1.18 The title of interest, ownership and rights with regard to Smart PTU constructed by the Concessionaire for NDMC along with fixtures/fittings provided therein and the land allotted by the NDMC under the concession agreement shall vest with the NDMC except that the Smart PTU will be operated and maintained by the Concessionaire during the concession period as per the concession agreement.
- 1.19 **License Fee**
- 1.19.1 The Concessionaire shall pay NDMC a license fee per month for Smart PTU, payable in quarterly installments in advance over the Concession period.
The minimum license fee is Rs. 10,000 (Rupees Ten Thousand only) per month.
- 1.19.2 The License Fee payable to NDMC shall be the minimum license fee or the license fee quoted by the successful bidder in financial bid, whichever is more, on quarterly basis in advance as defined in the concession agreement.
- 1.20.1 License fee shall be started after issue of completion certificate for the Smart PTU, but before issue of the COD certificate issued by the Engineer-in-charge as per clause 30 of RFP.
No advertisement will be allowed before issue of COD.

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Section – 2 SCOPE OF WORK

The Smart PTU location shall be handed over to the Concessionaire **within one week** from the date of signing of agreement. The construction of the Smart PTU shall be completed / implemented in **Three months** from the date of signing of agreement within which the Concessionaire is expected to complete the implementation as per the requirements in accordance with technical specifications and standards specified herein.

- 2.1 NDMC intends to develop the Smart PTU on 'Finance, Build, Operate and Transfer' (FBOT) basis to construct, operate and maintain during the Concession period, with provision of the space for various facilities as per the design approved by NDMC at Annexure 'B'. The main facilities are **Bank ATM, Health care unit / facilitation centre (as per drawing at Annexure 'B'), Water ATM & Vending Machine along with Toilet facilities for Male, Female and Specially-abled persons and having space for child care facility and Solar Photovoltaic Rooftop thin Panels** as per the drawing enclosed.

2.2 **Construction of Smart PTU:**

The successful bidder shall construct the smart PTU as per the approved drawing provided at Annexure "B" by department of architecture and environs, NDMC to include specifications as per drawings or else approval from Engineer-in-charge. The entry shall not be provided from the back side i.e. the side opposite to the road as per drawing. The main facilities are **Bank ATM, Health care unit / facilitation centre(as per drawing at Annexure 'B'), Water ATM & Vending Machine along with Toilet facilities for Male, Female and Specially-abled persons and having space for child care facility and Solar Photovoltaic Roof Top thin Panels** as per the drawing enclosed and supplied by department of Architecture and environs, NDMC.

The advertisement Panel shall be of Back Lit Display Panels preferably LED LIGHTS on a stainless-steel frame. Digital Advertisement Panels may be considered in concurrence with Delhi Police and other statutory bodies in this regard. NDMC will extend assistance in getting the requisite permission from statutory bodies in this regard.

The material and the fixtures to be used in Smart PTU are given in details at **Annexure 'C'**. The concessionaire can propose the higher specification than the above for approval by the NDMC. Design criteria in details are given at **clause 27** and **clause 28** of RFP.

2.3 **Operations & Maintenance:**

This includes operation of the Smart PTU i.e. regular cleaning of the Smart PTU and its surrounding area, functioning of all the fixtures, deployment of dedicated personnel, supervision and providing of consumables. This includes maintenance and operation of all the necessary infrastructure provided in Smart PTU such as electricity, drainage, sewerage, waste removal, water etc. The concessioner shall clean and do housekeeping the other areas created in Smart PTU for the other facilities as specified above.

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- 2.4 **Water supply:** The Concessionaire shall ensure availability of adequate water at all times for general cleanliness of the Smart PTU and for the use of public visiting these public conveniences. Four no. water tanks of 500 litre capacity each shall be provided at locations defined **as per drawing at Annexure "B"** The provision for Automatic pressure pump designed to provide adequate pressure in all sanitary fittings of the Smart PTU shall be made. The supply shall be provided by NDMC at one point not more than 10 metres from the premises where available. Further laying of water line, connection and payment of connection and usage charges shall be the responsibility of the concessionaire. In case of non-feasibility of water supply, the concessionaire has to arrange water at his own cost.
- 2.5 **Electricity supply:** The Concessionaire shall ensure adequate electricity supply for proper lightings inside and outside the Smart PTU. The solar power plant of minimum capacity 2Kw by installing Solar Photovoltaic top thin roof panels, inverter and other required installations for the same shall be provided to feed power to the Smart PTU by the concessionaire. The extra supply shall be provided by NDMC through prepaid meter at one point not more than 10 meters from the premises and further laying of electric cables, payment of connection and usage charges shall be the responsibility of the concessionaire.
- 2.6 **Sewerage Disposal:** The Concessionaire shall ensure disposal of sewerage through pipe line to nearest municipal sewer line at his own cost. NDMC shall provide a municipal sewer at point not more than 10 meters from the premises. The connection charges and uses charges shall be responsibility of the concessionaire. Where there is no feasibility of municipal sewer line in that case bio-digester is to be provided by the concessionaire at his own cost.
- 2.7 **Landscaping:** The concessionaire shall put plants in and around each Smart PTU where space is available as per the approval of the NDMC and maintain the same in good condition at all times.
- 2.8 **Cleaning of Smart PTU:** The Concessionaire shall ensure cleaning of the Smart PTU as per the cleaning schedule provided herewith. Dedicated cleaning staff shall be provided by the Concessionaire for Smart PTU.
- 2.9 **Waste Disposal:** The Concessionaire shall provide litterbins inside and outside of the Smart PTU as specified, and disposal of the collected waste upto nearest municipal bin shall be the responsibility of the Concessionaire.
- 2.10 **Watch & Ward:** The watch & ward of the Smart PTU rests with the Concessionaire.
- 2.11 **Maintenance:** It will include daily, routine and periodic maintenance works in the Smart PTU but shall not be limited to the Civil, electrical and mechanical works for the Smart PTU, equipment maintenance and servicing.
- 2.12 The Concessionaire shall hand over the Smart PTU to NDMC in good working condition at

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the end of concession period.

- 2.13 The Concessionaire shall made regular payment of license fee to NDMC not later than 10th day of first month of the quarter in which it is due and failure to do so attract an interest of 18% per annum on the entire unpaid amount payable during the quarter chargeable from beginning of the that quarter till realization of payment. If concessionaire will not make payments for two consecutive quarters, the contract will stand terminated automatically.

2.14 **Operation schedule**

The operational schedule for the Smart PTU shall be as per **Annexure D** consisting of the procedures and practices to be followed in keeping the facility in working condition, the processes followed for operations and for deployment of equipments/machines for PTU. Daily/ Weekly/ Monthly operational schedules for the PTU shall be prepared and submitted along with the technical bid.

2.15 **Maintenance schedule**

Maintenance schedules would contain time schedules and scope of maintenance work to be taken up by the concessionaire, under the routine maintenance and regular maintenance as per Annexure D to be submitted with Technical Bids . **The maintenance schedule shall also provide details of consumables & their proposed quantity with reference to Annexure D.**

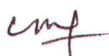
2.16 **Employment Schedule**

This shall consist of a chart showing deployment of manpower (including skilled and unskilled labour of various categories) for Operation and Maintenance schedule. The employment schedule shall be submitted along with technical bid.

2.17 **General O&M Requirements**

- 2.17.1 The Concessionaire shall comply with the cleanliness, security, operation and maintenance requirements. The O&M Manual shall be submitted with technical bid to NDMC along with the undertaking for sanitation security, operation and maintenance of the PTU during the concession Period. The concessionaire shall :

- (i) Ensure the safety of personnel deployed on the Project or part thereof;
- (ii) Keep the Project from undue deterioration and wear and in operational condition for use;
- (iii) Permit unimpaired performance of statutory duties and functions of any party in relation to the Project; and
- (iv) Not cause any disturbance/ inconvenience to users.



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2.17.2 The Concessionaire shall nominate officer(s)/ supervisor(s) ("**Concessionaire's Representative**") who shall be responsible to interact with the NDMC. The name of such Concessionaire's Representative shall be intimated to NDMC.

2.17.3 Maintenance Programme

The Concessionaire shall maintain the PTU to comply with requirements as per the Good Industry Practice, Applicable Laws and Applicable Permits. The concessionaire shall submit the Maintenance Programme along with technical bid. More specifically, the Concessionaire shall be responsible for:

- a. Undertaking daily housekeeping of the PTU as specified in O&M manual.
- b. Ensuring the safety and security of the PTU and availability of consumable as mentioned in this agreement;
- c. The repair work shall be as per CPWD specification except major or special repair work as specified in CPWD maintenance manual.
- d. Undertaking for the maintenance works in accordance with the maintenance programme submitted by the concessionaire under this agreement.
- e. Preventing any encroachments or any unauthorized usage of the PTU ensuring the deployment of personals as required as per site condition.
- f. Adherence to the applicable safety standards and security of users.
- g. Any other maintenance activity as may be required to operate, clean and maintain the PTU in accordance with this Agreement.
- h. The staff provided should be literate and courteous towards the users and assist handicapped persons and old aged users. In ladies toilet, only Lady staff has to be deputed.
- i. Proper training to be provided to the safaiwalas / personals deputed in the project.
- j. Standard cleaning materials and equipments should be used.
- k. The Concessionaire shall ensure that the PTU is not used for any purpose other than that for which it is allowed under the Agreement. The PTU should not be used for playing games, cards etc, which involves stakes/ betting etc. In case the Concessionaire is unable to enforce this Clause which is beyond the control of concessionaire, it will be brought to the notice of NDMC.
- l. The concessionaire shall abide all the rules and regulation of Sanitation enforced by Govt. or NDMC from time to time.



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- m. Maintenance Programme shall include but not be limited to the following:
 - i. Intervals and procedures for carrying out of inspection of all elements of the Project;
 - ii. criteria to be adopted for deciding maintenance needs;
 - iii. preventive maintenance schedule;
 - iv. intervals at which the Concessionaire shall carry out periodic maintenance;
 - v. intervals for major maintenance and the scope thereof.
- n. Maintenance shall include replacement of equipments / fixtures, consumable, which form part of the PTU.
- o. The Concessionaire shall keep the PTU in a clean, tidy and orderly condition free of litter, dirt and debris.
- p. The Concessionaire shall be responsible for the maintenance of the drainages within the PTU in accordance with Good Industry Practice.

Section – 3 MINIMUM ELIGIBILITY CRITERIA

The following shall be the minimum eligibility criteria for selection of technical bid of the bidders.

- 3.1 **Legal Valid Entity:** The Bidder shall necessarily be a legally valid entity either in the form of a Limited Company or a Private Limited Company registered under the Companies Act, 2013. Bidder in the form of JV/consortium, Proprietorship, Partnership is not permitted. A proof for supporting the legal validity of the Bidder shall be submitted.
- 3.2 **Registration:** The Bidder should be registered with the Income Tax, Service Tax and also registered under the labour laws, Employees Provident Fund Organization, Employees State Insurance Corporation.
- 3.3 **Clearance:** The Bidder should also have clearance from Sales/Service Tax Department, and Income Tax Department. Relevant proof in support shall be submitted.
- 3.4 **Experience:**
 - 3.4.1. The Bidder should have at **two years experience** in last five years in operation and maintenance of **Public toilets / Community Toilets / Urinal Blocks** in public premises, which are visited by a large number of public such as Hospitals, Inter-State bus terminals, bus stations, railway stations, airports, market complexes, public office complexes, malls etc. **OR**

The Bidder should have at **two years experience** in last five years in Construction, Operation and Maintenance of **Public toilets / Community Toilets / Urinal Blocks on BOT basis** in public premises, which are visited by a large number of public such as Hospitals, Inter-State bus terminals, bus stations, railway stations, airports, market complexes, public office complexes, malls etc. ;

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AND as per the following minimum criteria:

(i) Operation and maintenance of minimum **48 WC Month** (= number of WCs Operated and maintained monthly x number of months for which such WCs are operated and maintained) in last 5 years. **Or**

Construction, Operation and maintenance on BOT Basis not less than **24 WC Month** (= number of WCs constructed, Operated and maintained monthly x number of months for which such WCs are constructed, operated and maintained) in last 5 years.

3.4.2 The aforementioned five year is reckoned from last date of bid submission.

3.4.3 Equivalent WC be worked out for Urinal Pot as Two Urinal Pots \approx 1 WC

3.4.4 For BOT case, WC (Equivalent) are entitled to evaluate in both the above criteria separately.

3.5 **Turnover:** The Bidder should have average annual turnover of Rs. **100 lacs** per annum for the preceding last three years and net worth of Rs. **40 lacs** in the financial year 2014-15. The financial year means the period ending up to 31st March.

3.6 Net worth shall be calculated and certified by an Independent, Chartered Accountant/Firm of Chartered Accountants registered with the Institute of Chartered Accountants of India (ICAI).

3.7 The bidders shall meet the minimum eligibility criteria and turnover requirement.

3.8 The bidder should have its own trained manpower on their rolls required for Operation & Maintenance. A Notarized affidavit and undertaking that the workers employed would be paid at least minimum wages (both for skilled and unskilled) as per orders of Govt. of NCT of Delhi and oblige all statutory requirements with respect to ESI, EPF etc., with reference to those workers.

Documents supporting the Minimum Eligibility Criteria in TECHNICAL BID

Sl. No	Particulars	To be filled by the bidder
1	Details of Bid Security deposit	
	Amount	
	Guarantee Bank / Draft No. and Date and issuing Bank	
2	List of self-attested copies of latest	
	(i) Audited accounts	
	(ii) IT Returns filed and	
3	(iii) IT clearance Certificate	
	List of self-attested copies of	
	(i) ESIC Registration with Code No.	

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	(ii) EPF Registration No.	
	(iii) PAN/TAN Card No.	
	(iv) Service Tax Registration No	
4	<p>The Bidder experience at least three years in last five years in Construction / Operation and Maintenance of Public toilets / Community Toilets / Urinal Blocks on BOT basis in public premises as defined above. The following minimum criteria:</p> <p>(i) Operation and maintenance of 48 WC Month (= number of WCs Operated and maintained monthly x number of months for which such WCs are operated and maintained) in last 5 years. OR</p> <p>(ii) Construction, Operation and maintenance on BOT Basis not less than 24 WC Month (= number of WCs constructed, Operated and maintained monthly x number of months for which such WCs are constructed, operated and maintained) in last 5 years.</p>	
5	<p>The bidder should have its own trained manpower on their rolls required for Operation & Maintenance. A Notarized affidavit and undertaking that the workers employed would be paid atleast minimum wages (both for skilled and unskilled) as per orders of Govt. of NCT of Delhi and oblige all statutory requirements with respect to ESI, EPF etc., with reference to those workers</p>	
6	<p>The proof regarding turnover has to be submitted by the Bidder regarding the average annual turnover of Rs. 100 lacs per annum for the preceding last three years and net worth of Rs. 40 lacs in the financial year 2014-15.</p>	
7	<p>Undertaking that the company should abide with General Terms and conditions of this office shall give a demonstration. A notarized affidavit on a stamp paper of appropriate value to the effect that they have not been blacklisted or their business dealings with the Government Ministries / Departments have not been banned.</p>	

- 3.9 **Financial Sustainability:** The bidder shall prepare cost estimates for executing the work, along with a break up of proposed capital expenditure and target O&M expenses for the concession period along with the estimated target revenue during the concession period. Bidder shall

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enclose the probable means of financing the project duly certified by the Chartered Accountant.

- 3.10 Any entity which has been barred by the NDMC, MCD, Central/ State Government, or any entity controlled by them, from participating in any project (BOT or otherwise), and the bar subsists as on the date of Application, would not be eligible to submit an Application.
- 3.11 All financial documents submitted need to be authenticated by Chartered Accountant.
- 3.12 The bidders should have been registered with the Labour Commissioner under Section 7 of the Contract Labour (Regulation & Abolition) Act- 1970.

Section – 4 BIDDER'S RESPONSIBILITY BEFORE PROPOSAL SUBMISSION

- 4.1 The Bidder shall be responsible for all the costs associated with the preparation of the Proposal and their participation in the selection process. NDMC will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the selection process.
- 4.2 The Bidder shall ensure that the bid is complete in all respects and conforms to all requirements indicated in the RFP document.
- 4.3 **Site Visit, Traffic Study and Field Investigations, if any:** The Bidder shall visit and examine the site and obtain for themselves, at their own responsibility, all the information and data that may be necessary for submission of offer, and entering into concession for construction of the Public Toilets, and subsequent operation and maintenance of the same. The Public Toilets related information, which has been provided in this RFP document, is intended to guide the bidders in preparing their Proposal only. NDMC shall not stand guarantee for and shall not be held responsible for the veracity of the data related to cost and revenue, which have been made available in this document.
- 4.4 **Costs associated with Visits and Field Investigations, if any:** The costs of visiting the site, and undertaking any further studies and investigations shall be at the Bidder's own expense. The Bidder and any of his personnel or agents can visit site.
- 4.5 **Familiarity with Clearances:** The Bidder should be familiar with the clearances required from various authorities to commence work. A Bidder shall be deemed to have carried out preliminary checks with relevant authorities.
- 4.6 It would be deemed that by submitting the Bid, the Bidder has:
i. Made a complete and careful examination of the RFP document.
ii. Obtained all relevant information about the project.
- 4.7 NDMC shall not be liable for any mistake or error on the part of the Bidder in respect of the above.

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Section – 5 **BID SECURITY**

- 5.1 Bid(s) shall be accompanied by a Bid Security Deposit of **Rs. 1,00,000/- (Rupees One lakh only)** in the form of Bank Guarantee/Demand Draft of any nationalized bank. The validity of the Bank Guarantee/Demand Draft must be up to **6 (Six) months** starting from the date of submission of the bids. The Bank Guarantee / Demand Draft shall be in favour of Secretary NDMC, payable at New Delhi.
- 5.2 No request for transfer of any previous deposit of security deposit, or bid security or adjustment against any bills held by the Department in respect of any previous work shall be entertained.
- 5.3 Bidders shall not be permitted to withdraw their offer or modify the terms and conditions thereof. In case the bidder fails to observe and comply with the stipulations made herein or backs out after submitting the bids, the aforesaid bid security shall be forfeited to the NDMC.
- 5.4 The RFP bids without bid security shall be summarily rejected.
- 5.5 No claim shall lie against the NDMC in respect of erosion in the value or interest on the amount of bid security deposit.
- 5.6 **The bid security may be forfeited:**
- (i) If the bidder withdraws his bid during the period of bid validity specified by the bidder in the bid form; or
 - (ii) In case of successful bidder, if the bidder
 - (a) Fails to sign the concession agreement in accordance with the terms of the RFP document;
 - (b) Fails to furnish required performance security in accordance with the terms of RFP document within the time frame specified by the NDMC;
 - (c) Fails or refuses to honor his own quoted financial offer for the services or part thereof.

Section – 6 **VALIDITY OF BID AND BID SECURITY**

- a) Bids shall remain valid for a period of **Six (6) months** from the Bid Submission Due Date. NDMC reserves the right to reject any Bid, which does not meet this requirement.
- b) The bid security shall be valid for **two month beyond** the validity of the proposal.
- c) Any bids not accompanied with an acceptable Bid security shall be rejected.



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- d) The Bid security of the unsuccessful Bidders would be returned after the acceptance of successful bid and issuance of the letter of award to the successful bidder.
- e) The Bid security of the successful Bidder will be discharged when the successful Bidder has signed the agreement and furnished the Performance Security.

Section – 7 PRE-BID MEETING

- 7.1 A pre-bid meeting shall be held for any clarifications and replies to the queries of bidders.
- 7.2 A pre-bid meeting shall be held on 13th March, 2016 **at 11.00 AM** in the office of Chief Engineer (Civil-I), 15th Floor, Room No.-1501, Palika Kendra, Parliament Street, New Delhi-110001. Bidders will be required to send their queries in writing or mail at least 2 days prior to the pre-bid meeting to:

**Executive Engineer (CP)
New Delhi Municipal Council
Room No.1611, 16th Floor,
Palika Kendra, Sansad Marg,
New Delhi - 110001.
Email: wparashar@rediffmail.com
Tel.: 011-41501353-60 Ext: 3605**

- 7.3 Minutes of the meeting, including the text of the questions raised and the responses given, would be sent to all prospective Bidders. Any modifications of the RFP document as per the minutes of meeting, which may become necessary as a result of the Pre-bid meeting, shall be part of the agreement.
- 7.4 Non-attendance at the pre-bid meeting will not be a cause for disqualification of a Bidder. However, all clarifications and modifications presented in the Minutes of Meeting will be legally binding on all the Bidders irrespective of their attendance at the Pre-Bid Conference.

Section – 8 AMENDMENT TO RFP DOCUMENT

- 8.1 At any time prior to the deadline for submission of Proposal, NDMC may, for any reason, whether at its own initiative or in response to clarifications requested by any Bidder, modify the RFP Document by the issuance of Addenda.
- 8.2 Any Addendum thus issued will be sent in writing to all responsive bidders in pre bid meeting (Preferably through e-mail) and will be uploaded on website.
- 8.3 NDMC may, at its discretion, extend the Proposal Submission Due Date.



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Section – 9 CLARIFICATION FROM BIDDER 3

To assist in the evaluation of Proposal submitted by bidders, NDMC may, at its discretion, ask any bidder for clarification of its Proposal. The request for clarification and the response shall be in writing within the requested time. All the bidders fulfilling the eligibility criterion may be given an opportunity to make a presentation of their proposal before an evaluation committee.

Section – 10 LANGUAGE

The Proposal submission and all related correspondences should be written in the English language. Supporting documents and printed literature furnished by bidders with the Proposal may be in any other language provided that they are accompanied by appropriate translations of the pertinent passages in the English language. Supporting materials, which are not translated into English, may not be considered. For the purpose of interpretation and evaluation of the Proposal, the English language translation shall prevail.

Section – 11 BID DOCUMENTATION

- 11.1 The Proposal should have no overwriting except as necessary to correct errors made by the Bidders themselves, in which case such corrections must be initialed with date by the person signing the Bid.
- 11.2 The Proposal and its copies shall be typed or written in indelible ink and the authorized representative of the Bidder shall initial each page. All the alterations, omissions, additions, or any other amendments made to the Proposal shall be initialed by the person (s) signing the Bid.

Section – 12 RIGHT OF ACCEPTANCE AND REJECTIONS OF NDMC

- 12.1 Notwithstanding anything contained in the RFP document, NDMC reserves the right to accept or reject all Proposal submissions, at any time without assigning any reason for cancellation.
- 12.2 The NDMC reserves all rights to reject any bid including of those bidders who fail to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the highest financial offer or any specific bids. The decision of the NDMC in this regard shall be final and binding.
- 12.3 Any failure on the part of the bidder to observe the prescribed procedure and any attempt to canvass for the work shall render the bidders bids liable for rejection.
- 12.4 The competent authority of the NDMC reserves the right to award any or part or full contract to any successful bidders at its discretion and this will be binding on the bidders.
- 12.5 The NDMC may terminate the Contract if it is found that the bidder / successful bidder /



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concessionaire is black listed on previous occasions by any of the Government Departments / Institutions / Local Bodies / Municipalities / Public Sector Undertaking etc.

Section – 13 BID SUBMISSION DUE DATE

Proposal will be received up to 16.00 hours on 21st March, 2016 at Executive Engineer (CP) NDMC office. Any Proposal, which is received after the prescribed deadline shall be returned, unopened. The bids shall be opened at 16.00 hours on the due date of submission.

Section – 14 SUBMISSION OF OFFERS

The bidder shall prepare and submit their proposals in original and one copy clearly marking ORIGINAL and COPY and as per the procedure detailed below:

- 14.1 The original copy of the Bid security (DD or Bank Guarantee) of the required value and in approved format shall be sealed separately in a envelope mentioning:

Envelope - A1 BID SECURITY FOR 'Construction of Smart PTU at Rafi Marg, New Delhi with Advertisement Rights on PPP Model'.

- 14.2 The original and copy of the Technical Bid shall be sealed separately in the envelope mentioning:

Envelope – A2 TECHNICAL BID FOR 'Construction of Smart PTU at Rafi Marg, New Delhi with Advertisement Rights on PPP Model'

- 14.3 The original and copy of the all documents for **Minimum Eligibility Criteria** shall be sealed separately in the envelope mentioning:

Envelope – A3 Eligibility Criteria for 'Construction of Smart PTU at Rafi Marg, New Delhi with Advertisement Rights on PPP Model'.

- 14.4 The original and copy of the Financial Proposal shall be sealed separately in the envelope mentioning:

Envelope – B FINANCIAL BID FOR 'Construction of Smart PTU at Rafi Marg, New Delhi with Advertisement Rights on PPP Model'.

- 14.5 The original and copy of the Technical Bid in envelope 'A2' and Financial Bid in envelope 'B' shall also be sealed.

- 14.6 All the above envelops viz. 'A1', 'A2', 'A3' and 'B' shall then be sealed in one outer envelope for the original and copy of RFP.

- 14.7 The inner and outer envelopes shall be addressed to EE (CP) NDMC at the address provided in the **Para 7.2.**

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- 14.8 The inner envelopes shall also indicate the name and address of the Bidder to enable the Proposal to be returned unopened in case it is late.
- 14.9 If the outer envelope is not sealed and marked as above, NDMC will assume no responsibility for the misplacement or premature opening of the Proposal.
- 14.10 NDMC must receive proposals at the address not later than the time and date stipulated in the Section 13.

Section – 15 LATE BIDS

NDMC will not, accept any Proposal received after the Bid Submission Due Date and Time. Late submission will be rejected and returned unopened.

Section – 16 OPENING OF OFFERS

The offers as received shall be opened by the NDMC on the date and time of opening as detailed here in above, in presence of bidders who choose to be present. On opening of the main envelope it will be checked if it contains: i) Bid Security (Envelope A1), ii) Technical Bid (Envelope A2), iii) Minimum eligibility criteria (Envelope A3), (iv) Financial Bid (Envelope B).


- 16.1 The bid security will be opened first and will be checked for its requisite value and format.
- 16.2 If the documents do not contain Bid Security, or not of required value or not in acceptable form, the offers submitted will be rejected.
- 16.3 The Technical and Financial bid shall not be opened on that day and shall be kept separately in the safe custody of NDMC to be opened and evaluated later on as per the procedure detailed herein.

Section – 17 CONFIDENTIALITY

NDMC will treat all information submitted as part of Bid in confidence and would require all those who have access to such material to treat the same in confidence. NDMC will not divulge any such information unless it is ordered to do so by any authority that has the power under law to require its disclosure.

Section – 18 TESTS OF RESPONSIVENESS

Prior to evaluation of Bid submission, Department will determine whether each Bid is responsive to the requirements of the RFP document. Any Bid submission shall be



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considered responsive if:

- a) Is received by the Bid Submission Due Date including any extension thereof.
- b) Is signed, sealed and marked as stipulated in Section 14.
- c) Is accompanied by the Bid Security
- d) Contains all the information as requested in the RFP document
- e) NDMC reserves the right to reject any Bid submission which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained in respect of such Bid submissions.

Section – 19 EVALUATION AND COMPARISON OF BIDS

19.1 NDMC will evaluate and compare the bid determined to be substantially responsive and as per the procedure detailed below. In the event of any discrepancy between 'ORIGINAL' and 'COPY' the contents of 'ORIGINAL' shall prevail.

19.2 The bids of only those bidders who have submitted the complete bids (Bid Security, Eligibility criteria, technical bids & financial bids) will be considered for bid evaluation process.

19.3 Only those bidders who are meeting the minimum eligibility criteria will be **Qualified** for the opening their Technical Bid.

19.4 The Technical Bids shall be evaluated based on the available documents submitted by the bidder in accordance with the Technical evaluation parameters.

19.5 **Technical Evaluation Parameters:** Technical bids shall be opened for further evaluation by a committee constituted for the technical evaluation as per the following elaborated criteria:-

- (i) Equivalent WC be worked out for Urinal Pots \approx 1 WC.
- (ii) For BOT case, WC (Equivalent) are entitled to evaluate in both the criteria separately.

Sl. No.	Contents of Technical Bid	Brief Description of Criteria (marks)	Maximum Marks
a)	Drawing of Smart PTU	<ul style="list-style-type: none">• Innovative use of modern material, functionality, Aesthetic and maintainability (5 marks)• Solar Panel & LED fittings and design with least vandalism (5 marks)• Back lit advertising display panel covered with Poly Carbonate sheet and Digital Advertising Display Panel (5 marks)	15
b)	Operation, Cleaning and Maintenance Plan	<ul style="list-style-type: none">• Daily / Weekly / Monthly /Yearly Plan for O&M (10 marks)	20

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		<ul style="list-style-type: none"> • Daily / Weekly / Monthly Plan for cleaning (10 marks) 	
c)	Mechanized Equipments	<ul style="list-style-type: none"> • Mopping, Rubbing and Dry / Wet Vacuum Cleaning through machine (10 marks) <p>Note: List of equipments for deployment in the Project are to be given.</p>	10
d)	Manpower Deployment	<ul style="list-style-type: none"> • Number of Supervisor (Minimum 1 Number) (3 marks) • Number of skilled manpower (Electrician / fitter / plumber) (As and when required on emergency basis) (3 marks) • Unskilled manpower (Sweeper, Security, Guard, helper etc.) (Minimum 3) (4 marks) 	10
e)	Experience for Similar Work - Public Toilets/ Community Toilets/ Urinal Block exclusively on Operation & Maintenance in last five years	Operation and maintenance of number of WC Month (= number of WCs Operated and maintained monthly x number of months for which such WCs are operated and maintained) in last 5 years. (10 marks for 48 WC Month; 15 marks for more than 96 WC Month; for in between WC Month , marks will be allotted on pro-rata basis)	15
f)	Experience for Similar Work - Public Toilets/ Community Toilets / Urinal Block on BOT Basis for Construction, Operation & Maintenance of Smart PTUs / CTUs in last five year	Construction, Operation and maintenance on BOT Basis of number of WC Month (= number of WCs constructed, Operated and maintained monthly x number of months for which such WCs are constructed, operated and maintained) in last 5 years. (7 marks for 24 WC Month; 10 marks for more than 48 WC Month; pro-rata marks for in-between WC Months)	10
g)	Financial Competency-Turnover	Annual Average Turnover in last three years (10 Marks for turnover more than Rs 200 lacs; 7 marks for more than Rs 100 lacs; for turnover in between Rs 100 lacs and 200 lacs marks will be allotted on pro- rata basis)	10
h)	Financial competency – Proposed Capital Expenditure	Proposed capital expenditure for the project excluding O&M. (10 marks for expenditure of more than Rs 50 lacs; 7 marks for Rs 25 lacs ; for expenditure in between Rs 25 lacs to 50 lacs, marks will be allotted on pro-rata basis; 0 marks for less than Rs 25 lacs)	10
			100

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19.6 Illustration for working out the WC Month in five years:-

A agency Operated & Maintained 10 toilets in which each toilets have Gents (2 WC + 4 Urinal), ladies (2WC) and one for especially abled persons for three years in last five years.

WC in each Toilet = (2WC + 4/2 Urinal) + 2WC + 1WC = 7WC

For such 10 Toilet for three years: WC Month = 10 x 7 WC x 36 months = 2520 WC Month.

19.7 Only those bidders who have secured technical score of 70 marks or more in above evaluation of technical bids shall be considered for further evaluation of their financial bid.

19.8 Technical Weightage: The 70% of total marks obtained by the bidders in evaluation of technical bids (as per 19.5) shall be technical weightage.

Illustration 1 (for Technical Weightage): If bidder has secured 80 marks out of the total 100 marks in the technical evaluation as per para 19.5 his technical evaluation value shall be 56 i.e. (80 x 70%).

19.9 Opening of Financial Bid and Evaluation

19.9.1 The Financial bids of only those bidders who have secured technical score of 60 marks or more in evaluation of technical bids (as per para 19.5) shall be considered for further opening of financial bids for evaluation.

19.9.2 NDMC would intimate the date and venue of the opening of the financial Bid of only those bidders who pass through the stage of technical qualification, with a request to be present at the time of the opening.

19.9.3 The Financial Bids would be opened and read out aloud on the said date and venue in the presence of the representatives of the bidders who choose to be present.

19.9.4 The financial bid of those bidders who do not qualify the technical evaluation shall not be opened and no claim in this regard shall be entertained.

19.9.5 Minimum license fee:-

Minimum License fee shall be Rs. 10000/-(Rupees Ten thousand) Per Month and will increase 5% annually on previous year license fee.

19.9.6 In financial bids, bidder has to submit the financial offer in the specified format at **Annexure 'G'** per month and will be increased 5% annually on previous year license fee. License fee has to be paid NDMC on quarterly basis in advance as per the financial offer quoted in financial bids or minimum license fee as specified in Section 19.9.5, whichever is more.

19.9.7 **Financial Weightage:-** The Financial weightage has to be derived out as 30% of the financial

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score worked out on the basis of financial offer quoted by bidder in Financial bids. The bidder with highest financial offer (H-1) shall be assigned as financial score 100 and financial weightage as 30 (i.e. $30\% \times 100$) as per Illustration 2 below:-

Illustration 2 (for Financial Weightage):-

If the bidder at Illustration 1 is H-1 bidder and quoted financial offer Rs. 125/-, then his financial weightage will be:-

= 30% of 100 x Highest financial offer quoted by H-1 bidder / Highest Financial offer quoted by H-1 Bidder

= $(30\% \text{ of } 100) \times 125 / 125 = 30$

Total score of bidder shall be 86 i.e. (56 Technical weightage + 30 Financial weightage)

19.9.8 The financial scores of the other bidders (i.e. H 2, H 3 or so on) shall be computed as under explained below:

Illustration 3:-

$30 \times$ highest offer quoted by (H-2, H-3,..... or so on) bidders / Highest offer quoted by H-1 bidder

Section – 20 CRITERIA FOR SELECTION OF SUCCESSFUL BIDDER

20.1 The successful bidder shall be worked out on the basis of highest score obtained by the bidder, as per their technical weightage and financial weightage as Illustrated below:-

The bidders score = Technical weightage (70% of Technical score / marks obtained in evaluation of technical bids as per 19.5) + Financial weightage (30% of financial score derived on the basis of financial bid evaluation as per 19.9).

20.2 **The highest score obtained by the bidder shall be the successful bidder.**

Section – 21 NOTIFICATION OF AWARD & LETTER OF ACCEPTANCE

21.1 The Bidder who obtained highest score as per para 20 after evaluation of technical bid and financial bid, shall be the successful bidder and 'Letter of Award' will be issued by the

NDMC and successful bidder has to be duly acknowledged by Letter of Acceptance in prescribed format within a week time (Seven days) from the issue of (LoA), signed by authorized signatory.

Section – 22 AWARD OF CONTRACT

22.1 The Bidder who obtained highest score as per para 20 after evaluation of technical bid and financial bid, shall be the successful bidder and 'Letter of Award' will be issued by the

NDMC and successful bidder has to be duly acknowledged by Letter of Acceptance in prescribed format within a week time (Seven days) from the issue of (LoA), signed by authorized signatory and sign the concession agreement within 30 days of 'Letter of Award'.



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- 22.2 If the Concession Agreement is not signed by the selected bidder within 30 days of issuance of the 'Letter of Award', then NDMC reserves the right to withdraw the offer, and proceed ahead in any manner it deems fit. In such an eventuality, the Bid Security of selected bidder would be forfeited.
- 22.3 The successful bidder would have to furnish Performance Security as specified herein, before signing of the Concession Agreement. Till such time, the Bid Security of the successful Bidder would remain effective and in possession of NDMC.

Section – 23 EXTENSION OF VALIDITY OF BID

In exceptional circumstances, prior to expiry of the original Bid Validity Period, NDMC may request the pre-qualified Bidders in writing to extend the Bid Validity Period for a specified additional period.

Section – 24 PERFORMANCE SECURITY

The Concessionaire shall for due and punctual performance of obligations hereunder in relation to the **"Construction of Smart PTU at Rafi Marg, New Delhi with Advertisement Rights on PPP Model"** deliver to NDMC, a Performance Security of Rs. 50,000 (Rupees Fifty Thousand only) in the form of Bank Guarantee / Demand Draft from a Indian Scheduled Bank in favour of Secretary NDMC payable at New Delhi. The validity of Performance Security must be up to the end of concession period. If the Performance Security is submitted with validity for initially two years, then same has to be increased or submitted a fresh before expiry date up to the end of concession period without fail. This bank guarantee shall be returned upon successful completion of the Project on expiry of the concession period within 30 days of expiry of the concession period after adjustment of any dues if any.

Section – 25 REVENUE

- 25.1 **Advertisement** is the major source of revenue from permitted advertisement space as per the design approved by NDMC (10.8 sqm. subject to maximum 18 sqm) and other permitted commercial activities such as Bank ATM, Potable Water ATM's / Vending Machines etc.

In case for Digital Advertisement Panels the necessary permissions have to be obtained from Delhi Police and other statutory body.

- 25.2 Space for 'NDMC area' will be used by NDMC for Health care unit / facilitation centre or any other activity. No revenue sharing will be made by the NDMC and no claim of the concessioner in this regard will be entertained.
- 25.3 The bidder is expected to make his own estimates of revenue before submitting their proposal. No claim shall be entertained in this regard at any stage.

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Section – 26 CONCESSION PERIOD AND SMART PTU SITE

- 26.1 **Concession Period:** The 'Concession Period' will be 10 (Ten) years from the date of signing of the concession agreement excluding the implementation / construction / commissioning period of Three months.
- 26.2 The title of interest, ownership and rights with regard to Smart Public Toilets Unit constructed by the Concessionaire for NDMC along with fixtures/fittings provided therein shall vest with the NDMC and concessionaire will operate, clean and maintain during the Concession Period including permitted activities for revenue collections mentioned herein. After the end of the Concession Period all the assets created by the concessionaire will be handover to NDMC in good working conditions.

Section – 27 DESIGN OF PUBLIC TOILETS

The design of Public Toilets by department of Architecture and environs in the tentative area has been finalized considering facilities like **Bank ATM, Health care unit / facilitation centre(as per drawing enclosed at Annexure "B"), Water ATM & Vending Machine along with Toilet facilities for Male, Female and Speciallyabled persons and having space for child care facility and Solar Photovoltaic Roof Top thin Panels** as per the drawing enclosed..

- 27.2 The advertisement Panel shall be of Back Lit Advertising Display Panels (preferably LED) and Digital Advertising Panels with prior approval of Delhi Police and other statutory body.
- 27.3 For Bank ATM, the TRI-Party agreement with NDMC, Bank and the concessioner has to be executed before commencement the facilities.
- 27.4
- (a) Potable Water ATM can be provided by the concessioner through its own arrangement or with other expert agency in the field as per the agreement with prior approval of NDMC. Drinking RO water in sufficient quantity (about 500 ltr) has to be ensured with proper real time display of the quality. The maximum price of RO water per glass / bottle through coin / smart card has to be decided / fixed in consultation with NDMC.
- (b) In case, concessionaire fails to provide Potable Water ATM, within one month time from the date of completion of individual Smart PTU, NDMC can make the arrangement its own or through vendor as per the terms and conditions finalized by the NDMC. The concessionaire would not be entitle to raise any „objection“ in this regard and no claim of concessionaire will be entertain in this regard.
- 27.5
- (a) Vending Machine can be provided by the concessioner through its own arrangement or with other expert agency in the field as per the agreement with prior approval of NDMC. Items in sufficient quantity have to be ensured at all the times. The items must be sold not more than

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Maximum Retail Price.

- (b) In case, concessionaire fails to provide Vending Machine, within one month time from the date of completion of individual Smart PTU, NDMC can make the arrangement its own or through vendor as per the terms and conditions finalized by the NDMC. The concessionaire would not be entitled to raise any „objection“ in this regard and no claim of concessionaire will be entertained in this regard.
- 27.6 Health Care / facilitation centre is to be utilized by the NDMC. The concessionaire would not be entitled to raise any 'objection' in this regard and no claim of concessionaire will be entertained in this regard.
- 27.7 Social Messages through poster for the wide spread awareness and instructions has to be placed by the concessionaire in and around the Smart PTU as per the direction of NDMC time to time for the larger public behavioral changes.

Section – 28 REQUIREMENT FOR BETTER DESIGN, OPERATION, CLEANING AND MAINTENANCE OF SMART PUBLIC TOILET

- 28.1 The reference requirement for better operation, cleaning and maintenance of Smart Public Toilets are given in the **Annexure D** herewith, specially for cleaning schedule item wise, frequency of cleaning, required equipments / machines and cleaners / detergents.
- 28.2 Requirement for Inspection Card /Report of Smart Public Toilet are given in the **Annexure E** enclosed for reference and for preparing daily / weekly / monthly reports.

Section – 29 IMPLEMENTATION OF PROJECT

- 29.1 NDMC hereby undertakes to handover to the Concessionaire physical possession of the Project Site (Smart PTU) free from encumbrance within one week from the signing date of the Agreement in phased manner together with the necessary rights of way/way leaves for the purpose of implementing the project in accordance with this Agreement.
- 29.2 NDMC confirms that upon the Smart PTU site being handed over pursuant to the preceding Clause (29.1), the Concessionaire shall have the right to enter upon, occupy and use the Project Site and to make at its costs, charges and expenses such development and improvements in the Smart PTU Site as may be necessary or appropriate to implement the Project and to provide the Facility subject to and in accordance with the provisions of this Agreement.
- 29.3 The Architectural drawing from architectural & environs department of NDMC is being

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provided to along with the bid document at Annexure 'B'.

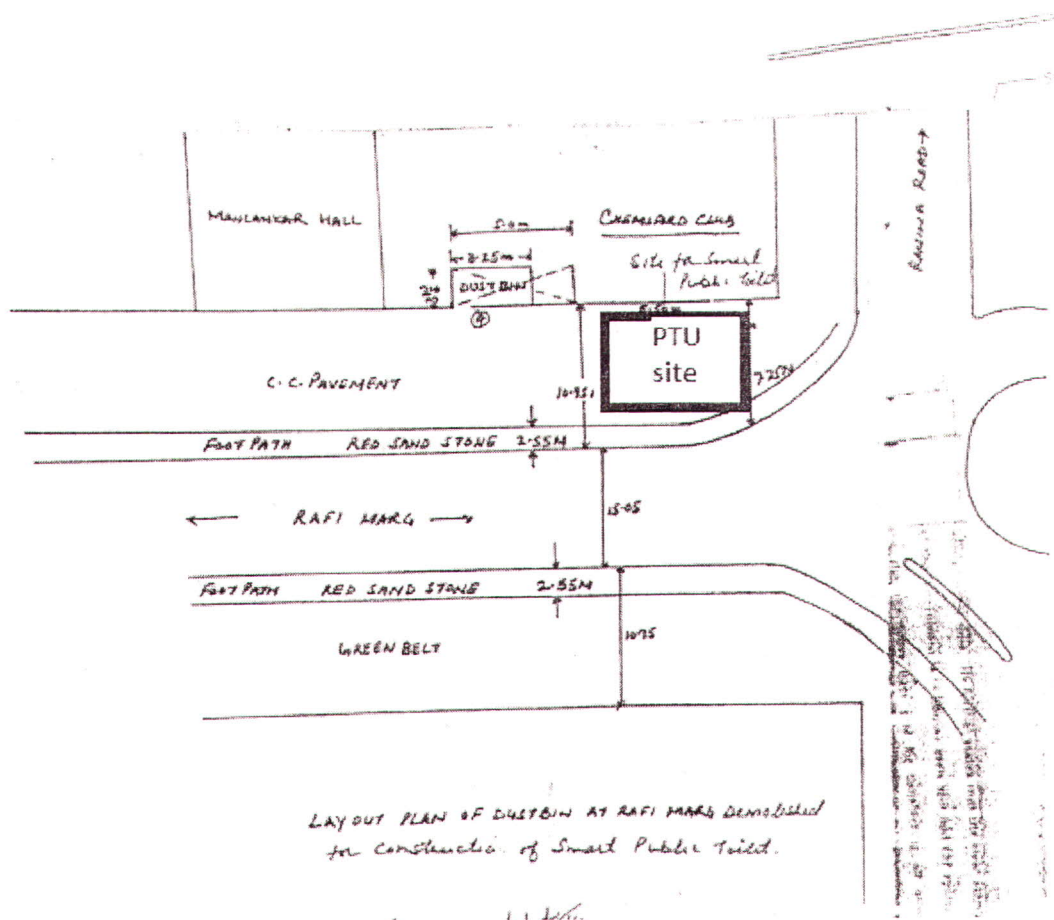
Section – 30 MILE STONE FOR COMPLETION OF SMART PTU

- 30.1 The concessionaire will start the construction activities for implementing the Project immediately as per the agreement. Concessionaire will also submit the schedule chart / program for implementing the activities complete so that the following target be achieved.
- (a) The Smart PTU shall be completed **within 03(Three) months** i.e. the completion period already defined. Failing which a **liquidity damage of Rs. 2000/- per week** will be imposed on the Concessionaire.
 - (b) The liquidity damage for Smart PTU if any will be **calculated** till the completion / provisional completion for the Smart PTU granted by the Engineer-in-Charge. The total liquidity damage will be worked out till the completion of the project granted by Engineer-in-charge for COD.
 - (c) The COD will be granted only after depositing the Liquidity Damage to NDMC in the form of Demand Draft in favour of Secretary NDMC, New Delhi.
 - (d) In case of unavoidable circumstance or delay in completion of individual Smart PTU due to NDMC's obligation such as sewer line, water supply, electricity etc. the hindrance have to be recorded properly by the Engineer-in-Charge and such period will not be counted towards the working out the Liquidity Damage for the Smart PTU.

Section – 31 INCENTIVE FOR EARLY COMPLETION OF SMART PTU PROJECT

In case of the early completion of the Smart PTU, the incentive of Rupees 2000/- per week will be granted to the concessionaire and the same will be adjusted license fee due for first quarter.

LOCATION LAYOUT OF THE SMART PUBLIC TOILET UTILITY



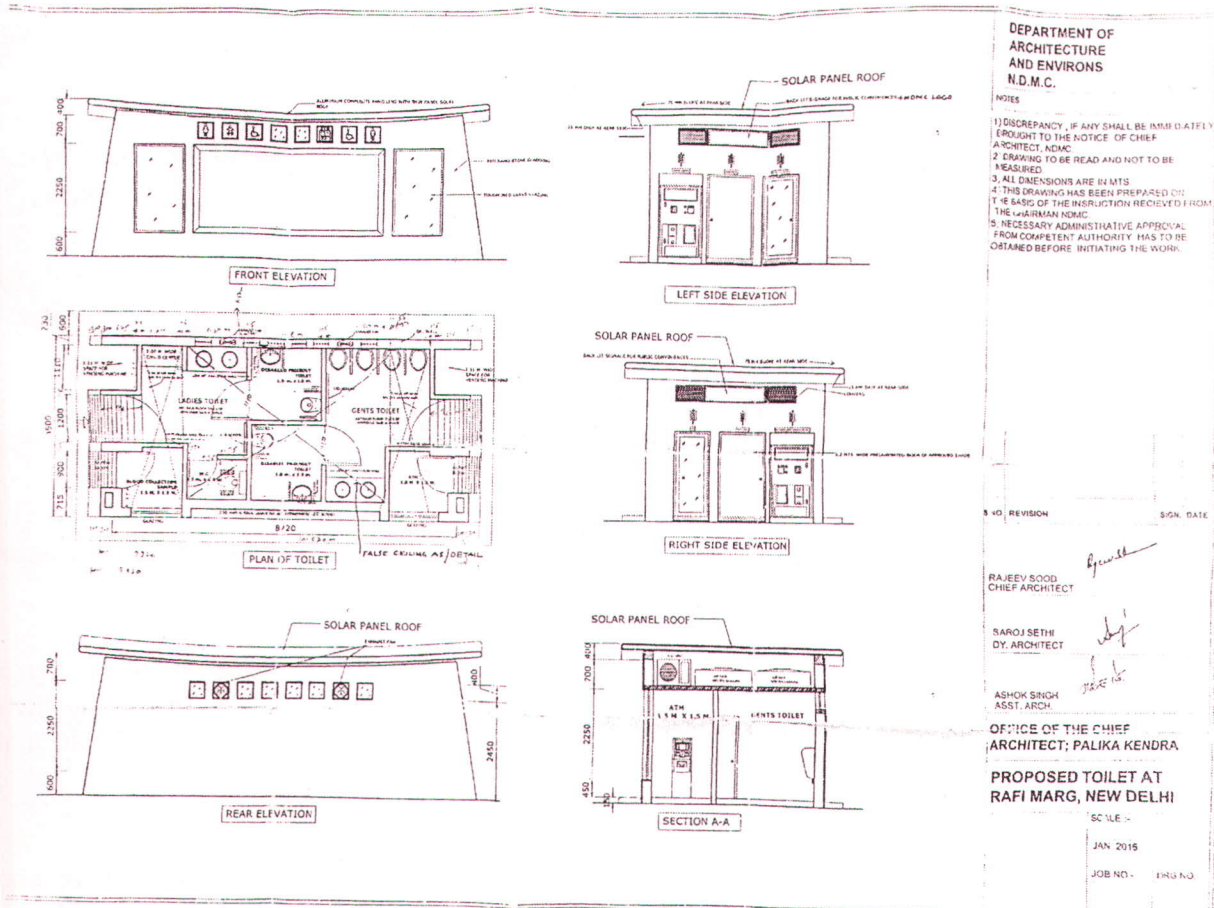
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Annexure 'B'

DRAWING OF SMART PUBLIC TOILET UTILITY



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THE MINIMUM SPECIFICATIONS AND STANDARDS FOR SMART PTU

- 1) The Smart PTU is to be constructed in accordance with the drawings, complete with proper tiling, flooring, LED fixtures, electrical fittings, sanitary fittings, solar photovoltaic roof top thin panels and plumbing etc. as per Annexure-'B'.
- 2) (a) The advertisements are only permitted to display on the front wall of the Smart PTU. The advertisement area is about 10.8 sq.mtr which can be extended to maximum 18 sq meter.

(b)The advertisements panel shall be of Back lit advertising panel(preferably LED) / Digital Advertising panel (with prior approval of the Delhi Police) in the frame of Stainless Steel and covered with poly carbonate sheet as per design approved by NDMC.

(c)The tentative size of advertising panel shall be of 4.8m x 2.25m (Front panel), as per the details given in "Annexure B"

(d)No separate structure for advertisements panel above the Smart PTU, or separate advertisements panel from the Smart PTU shall be allowed to put or add.

(e) No display/ exhibit of any picture/poster/statue or other articles in any part of the premises are allowed that are repugnant to the general standards of morality and no ambush marketing is permitted. The CONCESSIONAIRE expressly agrees that the decision of the NDMC in this regard shall be conclusive and binding on the CONCESSIONAIRE.
- 3) The provision of the space for various facilities such as **Bank ATM, Health care unit / facilitation centre (as per drawing at Annexure "B"), Water ATM & Vending Machine along with Toilet facilities for Male, Female and Speciallyabled persons and having space for child care facility and Solar Photovoltaic Roof Top thin Panels** as per the design approved by NDMC are to be provided in each Smart PTU as per Annexure 'B'..

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- 4) An area for Health care unit // facilitation Centre as per drawing at Annexure 'B' would be provided to the NDMC for which no payment would be made to the concessionaire by NDMC during the concession period.
- 5) The Public Toilets shall have separate facility such as **Bank ATM, Health care unit / facilitation centre(As per drawing at Annexure "B"), Water ATM & Vending Machine along with Toilet facilities for Male, Female and Speciallyabled persons and having space for child care facility and Solar Photovoltaic Roof Top thin Panels.**
- 6) **The number of WC seats and Urinal Pots will be as per drawing at Annexure-'B.**
- 7) The material and the fixtures to be used in each Smart PTU are given herewith for minimum standard. However, the concessionaire can propose the higher specification than the above for approval by the NDMC.
- 8) The drawings of individual Smart PTU in details are given clause 27, clause 28 of RFP and in **Annexure D.**
- 9) **Water supply:** The Concessionaire shall ensure availability of adequate water at all times for general cleanliness of the Smart PTU and for the use of public visiting these public conveniences. The supply shall be provided by NDMC at one point not more than 10 metres from the Smart PTU where available. Further laying of water line, connection and payment of connection & usage charges shall be the responsibility of the concessionaire. In case there is no feasibility of water supply immediately, in that case, the concessionaire has to arrange water at his own cost.
- 10) **Electricity supply:** The Concessionaire shall ensure adequate electricity supply for proper LED lightings inside and outside the Smart PTU from the Solar panels and Municipal electric supply. Fans and exhaust fans shall be energy efficient. The electric supply shall be provided by NDMC through prepaid meter at one point not more than 10 meters from the premises and further laying of electric cables, payment of connection and usage charges shall be the responsibility of the concessionaire.
- 11) **Sewerage Disposal:** The Concessionaire shall ensure disposal of sewerage through pipe line to nearest municipal sewer line at his own cost. NDMC shall provide a municipal sewer at point not more than 10 meters from the premises. The connection charges and uses charges shall be responsibility of the concessionaire. Where there is no feasibility of municipal sewer line in that case bio-digester is to be provided by the concessionaire at his own cost.
- 12) **Landscaping:** The concessionaire shall put plants in and around each Smart PTU where space is available as per the approval of the NDMC and maintain the same in good condition at all times.
- 13) **Cleaning of Smart PTU:** The Concessionaire shall ensure cleaning of the Smart PTU as per the cleaning schedule provided herewith. Dedicated cleaning staff shall be provided by the Concessionaire for Smart PTU.
- 14) **Waste Disposal:** The Concessionaire shall provide stainless steel litterbins inside and outside the Smart PTU as specified and dispose of the collected waste upto nearest municipal bin.

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- 16) All the necessary electrical fittings/fixtures/ LED/ Exhaust fan/ Hand dryer/LED screen etc. shall be of standard specifications energy efficient and quality, but not limited to the specified one herein and the work shall be got done through qualified electrician/wireman.
- 17) All the sanitary fittings/fixtures (WC, Urinal pot, Cistern, Taps, Dispenser , soap dispenser, wash basins etc.) shall be used of standard specifications, but not limited to the specified one herein and the work shall be got done through approved qualified plumber. The fixtures should be leak proof.
- 18) In case sub-standard/defective material is used, the same shall be replaced by the CONCESSIONAIRE at its own cost. In case of any dispute in this regard decision of NDMC shall be final.
- 19) The Smart PTU shall be provided with urinal pots, washbasins, taps, WCs (European Type & Indian Type), flushing cistern for urinals & WCs, soap dispensers, mirrors, toilet paper, spittoons, stainless steel litterbin, exhaust fan, hand dryer, solar roof panels etc.
- 20) The door and window frames shall be of Aluminium sections / epoxy coated MS sections panel door.
- 21) Ladies Toilets are to be provided with paddle operated dustbins.
- 22) Staff Room / Generator Room may be provided in the Smart PTU as per drawing, if possible.
- 23) Entire colour scheme and samples of the materials shall be got approved prior to use in the construction of Smart PTU.
- 24) **The minimum specifications for the material to be used in Smart PTU.**

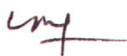
Sr. No	Item description	Minimum specifications
1.	Brick work	As per CPWD specifications / for modular partition wall shall be as per manufacturer specifications.
2.	Roof	RCC, M-25 with reinforcement of Fe-500 Grade.
3.	Flooring	Anti-Skid floor tiles and Granite flooring for ramps of required color and size as approved by Engineer-in-charge.
4.	Internal wall cladding	Matt finish wall tiles of approved size and colour by Engineer-in-charge. such as NITCO, Somany, Kajaria, Johnson or equivalent on 12 mm thick plaster in cement mortar with polymer adhesive and jointed with white cement slurry and matching pigment upto ceiling height.
5.	External wall cladding	Red sand stone cladding of approved quality & colors as per the Drawings and Engineer-in-charge.

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6.	WCs, Urinals & washbasins.	In white / Ivory colour vitreous china conforming to IS:7231 and as approved by Engineer-in-charge
7.	Cistern	PVC flushing cistern with manually controlled device, preferably concealed
8.	Storage tank	Polyethylene water storage tank 04 nos. of capacity 500 ltr. each ISI: 12701 marked indicating the BIS license no.
9.	Taps, stop cocks, Angle valves etc.	PTMT (engineering thermoplastic) fittings of Prayag or equivalent make and C. P. Brass / Metal fittings in the PTU of approved quality.
10.	Prelaminate doors & window Frames	Conforming to IS:733 and IS:1285, anodized transparent or dyed to required shade according to IS:1868. (Minimum anodic coating of grade AC 15)
11.	Particle board	Conforming to IS:12823
12.	Electrical wiring, Fittings & fixtures	All fixtures, wiring & fittings of BIS standards. All lightings shall be LED lights. Fans, exhaust fans, Hand Dryer shall be energy efficient.
13.	Solar Photovoltaic Roof Top Panels	Thin Solar photovoltaic panels of good quality shall be placed on roof for minimum 2 KW capacity as per the site feasibility along with other fittings and installations for feeding its power to the Smart PTU.
14.	Roof Top	4mm thick Aluminium composite panel material consisting of 3mm thick FR grade mineral core sandwiched between .5mm thick two aluminium sheets. The ACp sheet shall be coil coated, with Kynar 500 based PVDF/Lumiflon based fluoro polymer resin coating on approved color and side on face #1 and polymer (Service) coating on face #2.
15.	Glass Doors	12 mm thick toughened glass of approved brand and manufacture as per engineer-in-Charge
16.	Back-lit signage	For public convenience with NDMC logo



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17	1.07m wide child care center as per drawing at Annexure "B"
18	Provision of ledge for placing personal belongings within the toilet cubicle as well as wash area in toilets.

25) The entry gate for all facilities including toilets is not allowed from the backside (rear wall) of the Smart PTU.

26) Operations & Maintenance:

This includes operation of the Smart PTU i.e. regular cleaning of the Smart PTU and its surrounding area, functioning of all the fixtures, deployment of dedicated personnel, supervision and providing of consumables. The maintenance and operation of all the necessary infrastructure provided in Smart PTU such as electricity, drainage, sewerage, waste removal, water etc. The concessioner shall also clean and housekeeping the other areas created in Smart PTU for the other facilities as specified above.

27) MINIMUM MAINTENANCE REQUIREMENTS

1. The PTU should be kept opened from 6.00 a.m. to 10:00 p.m. for all seven days a week. At times it may be required to keep it open for round the clock, 24 hours in a day for all seven days a week. The decision of NDMC in this regard shall be final.
2. Dedicated Operations Team, for active monitoring of security and maintenance services on a daily basis.
3. Water must be always available for flushing and washing.
4. All fittings and fixtures are to be maintained in fully functional condition always.
5. The surroundings areas are to be kept cleaned at all times. The litter bins should not be overflowing at any time and disposal of garbage to be arranged to as required.
6. The advertisement panel to be kept clean from dust, stains etc. at all times. It is to be ensured that posters etc. are not posted on any of the panels and on structural part of Smart PTU.
7. No leakage from roof to be permitted.
8. Proper drainage is to be maintained and no accumulation of water, liquid etc. is to be allowed at any time.
9. The lighting arrangement at the Smart PTU is functional at all times. Electrical safety is to be ensured for users as well as CONCESSIONAIRE'S staff.

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10. All structural members, sanitary fittings, electrical fittings and advertisement panel are to be inspected and maintained in good condition as per Good Industry Practices.
11. Broken floor and wall tiles are to be replaced within two days of such event.
12. The staff provided at the Smart PTU should be literate and courteous toward the users and assist handicapped and old age users. The staff will always be in uniform as approved by the EE (CP).
13. The flower plants and shrubs are to be maintained and watered regularly and the wastes to be disposed off.
14. Security of all assets is to be ensured by the Concessionaire.
15. The advertisements on panels to be changed during off peak periods – preferably during night hours.
16. Exhaust fans should be functional always.
17. A round the clock mobile service van should be provided for attending to electric, plumbing and cleanliness related complaints.
18. The concessionaire shall be responsible to rectify minor complaint within 6 hours after receipt/ occurrence of complaint & major break down in any Electrical/ Sanitary installation shall be rectified next day failing which penalty @500/- per day shall be imposed.
19. Penalty for Rs 500/- Per Day for improper quality of work i.e. improper cleaning, sanitation, improper supervision, short deployment of equipments and use of inferior quality of consumables as per the details given in **Table 1 to Table 4 of Annexure “D”**, the decision of NDMC will be final in this regard.

REQUIREMENT FOR CONSTRUCTION AND MAINTENANCE OF PUBLIC TOILETS IN NDMC

INTRODUCTION

Public Toilets has evolved an embarrassing subject now a days and has gained widespread awareness and discussion. Toilet issues are related to Behaviour, Public Health, Social Graciousness, Cleaning Skills and Methods, Building Maintenance, Accessibility, Setting Norms and Standards, Legislation, Research & Development, Technologies, Public Education and Environmental issues such as Water.

These issues are different in Public Toilets than the same in building which serves different visitors than that of a shopping centre, a school, a hospital, an office, a coffee shop, etc.

The Toilet needs of a man are also different from a woman, a child, an elderly person, an infant and different kinds of handicapped people like the visually handicapped, blind, wheel-chair bound. etc. Furthermore, ethnic and cultural needs also have to be addressed.

Definition of "A Well Designed Toilet"

Anyone, who has even been in an overcrowded or uncomfortable public toilet, will value a good toilet. The usual demands placed on a high-profile, high traffic and heavily used facility requires extra thoughts for each process. A public toilet has to be:

- (a) Clean and dry
- (b) Well ventilated
- (c) Easy to maintain
- (d) Carefully planned layout
- (e) Handicap friendly

There are various types of toilets such as Public Toilets, Community Toilets or Toilets in office or school etc.

Public Toilets facilities is generally open to any member of the Public or restricted to the patrons of the owner of the facility. Public toilets are places where one is obliged to ease oneself in unfamiliar surroundings among the strangers of the same sex, therefore, the fundamental principles of design of toilets include psychological studies and not just physical clearances and space requirement.

Design

1.0 Introduction

A number of different activity spaces are occupied by the appliances itself, additional space required by the user and further space for circulation within the toilets. In many cases, these latter spaces may overlap on occasion.

Placing the appliances in order of use simplifies the circulation and reduces the distance travelled by the user. Using sensor-operated appliances should encourage hygiene.

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No unsupervised installation can prevent vandalism. Even with the most vandal-resistant appliances, an unsupervised facility will eventually become sub-standard. In most cases, facility engineers and cleaners play an important role, which will result in well-maintained toilets. However, all designs should allow for individual items to be replaced. Pipe work, traps and electrical supplies should be concealed for aesthetic and hygiene reasons.

1.1 Layout

Single entrance/exit plans work satisfactorily provided the path of the users do not cross each other and the entrance is wide enough. Dispensing with the entrance door to the public toilet helps to improve the ventilation within the toilet.

Electronic products for toilets such as flush valves and faucets require minimum maintenance but offer enhanced operations that promote sanitation and perceived cleanliness because of hands-free operation. Simultaneously it has a lot of challenge in public domain.

Directional signs leading to the toilets should not be too remote from main traffic area to avoid long distance walking for the aged with weak knees. It has to be easily accessible for those with urgency and for better personal safety for the user.

Signage used should be sufficient and prominently displayed in all main traffic passageways, so that the user does not need to ask for directions.

Signage used should show contrast of dark solid figure against a white background and significant to be seen by the visually handicapped and the aged.

The ratio of fittings in male and female toilets should be 1 W.C & 1 Urinal for male: 2 W.C.s for female. As far as possible, fixtures such as urinals and W.C.s should be fitted back-to-back with common pipe ducts in between. All public toilets should be mechanically ventilated with an exhaust fan.

1.2 Lighting

A well-designed lighting system will save electrical energy and improve the appearance of the toilet. Dark and shadowy, off-coloured lighting can create the impression that a toilet isn't clean. Natural lighting can be used to help create a softer, friendlier environment.

All public toilets should be provided with warm-colour lighting for general lighting as well as down lights above the wash basin/mirror. The minimum general lighting level is 300 lux. Warm-colour lighting aids in creating a better ambience in the toilets, which in turn encourages more care and responsibility from the users.

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1.3 Materials

Materials shall be used of durable, resistant to vandalism and neglect. Detailed specification item wise are already given in **Annexure 'C'**.

Examples of good materials: -

(a) Floor shall be of Anti-skid tiles..

(b) Inside Wall shall be of Matt finish tile and outside wall of Red Sand Stone etc.

(c) Ceiling shall be of Mineral fibre board, fibrous plaster board, Aluminium panels or st CPs etc.

Carefully selected, durable materials minimise maintenance and prevent misuse. It is highly desirable that painted finishes are avoided, together with any materials, which are affected by moisture or corrosion (e.g. woodchip products and ferrous metals).

Floor finishes with anti skid tiles are important material support the image being presented. The finishes must be sufficiently durable to withstand the anticipated traffic levels and the toilet-cleaning frequency should also be sufficient to keep the floor looking well maintained and clean.

Non-slip homogeneous tiles are often selected because they are durable and are relatively easy to clean. The walls should be tiled, allowing the cleaners to sponge down the walls and floors thoroughly with little difficulty.

Wall and floor tiles of large surface areas are encouraged for easy maintenance. Use colours to brighten the toilet, create interest, and produce a conducive environment. Colour, achieved with materials and lighting, is one of the vital ingredients in creating ambience.

1.4 Urinals

All Urinals should be fitted with a flush valve and may be with an automatic flushing device. The fixture should be concealed for easy maintenance and to deter vandalism.

As a further enhancement to keep the urinal areas dry, stainless steel grating could be installed over the drainage and below the urinal bowls.

1.5 Water Closets

All W.C.s should be wall hung or seated / stand and should be fitted with flushing device. The fixture should be concealed for easy maintenance and to deter vandalism. W.C. cubicles should be as per



Construction of Smart PTU at Rafi Marg, New Delhi with Advertisement Rights on PPP Model

drawing at Annexure "B".

An ablution tap coupled with hose and a spring-loaded nozzle should be installed in at least 1 W.C compartment in male and female toilets. Floor trap should be provided within the W.C. where it is fitted with the ablution tap. The flooring of W.C. cubicles should be properly graded towards the floor trap so as to keep the floor as dry as possible.

1.6 Wash Basins

The basins should have a quantity and size as per drawing at Annexure 'B'.

All wash basins should be installed into vanity tops, and located beneath the vanity.

Vanity tops should have backsplash and apron edges.

All wash basin taps should be to conserve water. The water pressure and tap/wash basin position should not cause water to splash onto user's body during activation.

Where there are two or more basins, one should be installed at child's height.

In order to keep the floor dry, the vanity top-cum-wash basin should be installed outside the toilets for common use by all users. Liquid soap dispensers, paper towel dispenser or hand dryer and litter bins should be installed adjacent to the washbasins.

1.7 Provision of Facilities

All public toilets should be fitted with:

- (a) Waste bins inside each male and female toilet..
- (b) Either paper towel dispenser or hand dryer, directly above or in close proximity to the washbasin.
- (c) Suitable air fresheners to promote a fragrant, pleasing environment.
- (d) Sanitizers in each W.C bowl/ urinal fitting.

1.8 SPECIAL NEEDS FOR UNIVERSAL ACCESSIBLE TOILET FOR PHYSICALLY CHALLENGED PERSONS (DIVYANG)

1.8.1 The provision of toilet for the handicapped in each Smart PTU.

Where sanitary provisions are to be made for wheelchair users, such provisions shall be in accordance with the requirements stipulated for Barrier-Free Accessibility for PTU.

1.8.2 The wash basin in handicap toilets should be within reach from a seated position so that the handicapped can do his washing without shifting himself.

1.8.3 SPECIFICATIONS

Gentle Slope for ramps : 1:12 max



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Landing : every 750mm of vertical rise

Width & Depth: as per Drawing at Annexure "B"

Surface (ramp + landing) should be slip resistant.

A ramp should be accompanied by a flight of easygoing steps.

HANDRAILS

Handrails should be circular in section with a diameter of 40-50mm of Stainless Steel, at least 45 mm clear from the surface to which they are attached, at the height of 850-900mm from the floor, extend by at least 300mm beyond the head and foot of the flight and ramp, in the line of travel and firmly grouted in the ground. The specifications and location of items shall be as per drawing attached at Annexure "B".

TACTILE SURFACE

Ground surface of a different texture through tactile be provided for allowing guiding/warning for persons with vision impairment by a tactile signal. Line-type blocks indicate the correct path/route to follow. Dot type blocks indicate warning signal, to screen off obstacles, drops-offs or other hazards, to discourage movement in an incorrect directions and to warn of a corner or junction. Tactile should be placed 300 mm at the beginning and end of the ramps, stairs, and entrance to any door.

DOOR

Should be provided and placed as per Drawing attached herewith at Aneexure "B".

Be fitted with lever action locks and D- handles of circular section, between 850mm and 1100mm from floor level.

Also be fitted with vision panels at least between 900mm and 1500mm from floor level.

A distance of 450mm to 600mm should be provided beyond the leading edge of door to enable a wheelchair user to maneuver and to reach the handle. Be provided with a horizontal pull bar at least 600mm long on the inside and 140mm long on the outside at a height of 700mm.

WATER CLOSET (WC)

- An unobstructed space 900mm wide should be provided from the edge of the WC to the rear wall to facilitate side transfer, together with a clear space 1200mm in front of the WC
- Be located between 460mm to 480mm from the centerline of the WC to the adjacent wall.
- The top of the WC to be 475mm to 490 mm from the floor.
- Have a back support.
- Grab bars at the rear and the adjacent wall. On the transfer side-swing away/up type and on the wall side L-shape grab bars should be provided.

WASHBASIN

- The locations and dimensions should be as per drawing attached at Annexure "B".
- Be of dimensions 520mm and 410mm, so mounted that the top edge is between 700mm-800mm from the floor have a knee space of at least 760mm wide by 200 mm deep by 65mm-680mm high.

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- Lever type handles for taps are recommended
- Mirror's bottom edge to be 1000 mm from the floor and mirror may be inclined to an angle.

1.9 Installation Standards

All pipe works should be concealed, except for final connections to the fixtures. Pipework exposed to view should be chrome-plated.

Avoid surface mounting of cables. They should be fully concealed.

Avoid sharp corners or edges. Coved tiles or PVC st CPs should be provided along these edges as far as possible.

Access panels to pipe ducts should be located as far as possible in inconspicuous areas.

Mirrors should be flush with the wall surface.

1.10 Ventilation System

Proper ventilation of a public toilet is one of the highest priorities. Ineffective ventilation can make a public toilet unbearable, even if it is well designed. Effective ventilation ensures that vitiated air is quickly extracted, and helps to avoid dampness and subsequent growth of mould on floors and walls.

The toilet air should be extracted to the outside by a mechanical ventilation system at a rate not less than 15 air charges per hour through exhaust fan as specified in drawing at Annexure "B".

1.11 Landscaping

The ambience of public toilets can be enhanced further by placing of wall pictures and illuminated by delicate lighting on them. The planters and aquarium shall also be provided inside the Toilet Block and aesthetic landscaping surrounding the toilet / near ingress / egress be developed.

Maintenance

2.1 Sequence of Cleaning

General cleaning should be carried out daily. It should follow a systematic sequence to avoid areas, which were previously cleaned from becoming wet and soiled again before the cleaning process is completed.

The general cleaning should be divided into spot and thorough cleaning. Spot cleaning refers to the process whereby only specific areas are cleaned, Thorough cleaning refers to the cleaning of the entire restroom and is usually carried out once a day.

The sequence of cleaning should follow this checklist:

- (a) Replace all expendable supplies
- (b) Pick up litter and sweep floor
- (c) Clean and sanitize commodes and urinals
- (d) Clean and sanitize basins



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- (e) Clean mirrors and polish all bright work
- (f) Spot-clean walls, ledges, vents and partitions
- (g) Wet-mop floors
- (h) Inspect work and correct any errors

An inspection card should be used in the supervising and monitoring of the daily maintenance of the toilet. This card should be placed at the back of the entrance door to the toilet. A copy of the inspection card is shown herein annexed at **Table-1**.

2.2 Schedule Cleaning

Scheduled cleaning should be carried out periodically on a weekly, fortnightly or monthly basis (different surfaces, wares and fittings require different cleaning periods to maintain their cleanliness).

Scheduled cleaning should be carried out during off-peak hours to avoid inconveniencing the user. The periodic cleaning schedule shown **Table-2** annexed herein should be adopted.

2.3 Timing and Frequency of Cleaning

The timing and frequency of cleaning should be determined by the crowd flow. Cleaning should be done more often during peak hours and less during off-peak hours.

2.4 Basic Equipment and Supplies

Different equipment for different joints and corners, as well as different disinfectants, should be used in the cleaning of different sanitary wares and fittings.

To carry out proper toilet maintenance, cleaners should have the equipment listed in **Table-3** annexed herein.

2.5 Correct Use of Cleaning Agents

Cleaners of public toilets should be trained in the proper usage of specific cleaning agents and equipment for different types of materials and finishes in the toilets, e.g. tiles, mirrors, stainless steel. A recommended list of the appropriate type of cleaning agents for the different types of finish is shown in **Table-4** annexed herein

2.6 Mechanical Ventilation System

Mechanical ventilation systems should be: -

- (a) Properly maintained to ensure maximum efficiency and optimal operating conditions.
- (b) Checked and serviced on a monthly basis. Cleaning of the systems should also be done weekly via wiping or dusting.

2.7 Training

Toilet cleaners / Toilet attendant should be properly trained and certified to perform the task well. Supervisors should also be trained with the right knowledge and skills to effectively supervise the cleaners.

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2.8 Performance-Based Contracts

Toilet operators who engage cleaning labour / staff for toilet cleaning should specify in their contract a performance-based outcome rather than headcount-based outcome. The performance-based contract should also stipulate a requirement for trained cleaners.

3.0 User Education

Having public education messages in the toilets can help persuade users to do their part in keeping toilets clean. And other social message help to commuters as well maintained hygienic conditions as well as comfort to all.

3.1.1 Persuading Users to do their Part.

Having public education messages in the toilets can help persuade users to do their part in keeping toilets clean.

In order to be effective in persuading people to do their part, a message has to be

- (a) attended to
- (b) assimilated
- (c) remembered (for future action)

3.2 SIGNAGES FOR Smart PTU:-

- (a) Each Smart PTU displays a sign board **“Maintained by (Name of Agency) for NDMC” along with the NDMC logo and well lit at inconspicuous area. The e-mail address of concessionaire and Engineer-in-charge with telephones numbers for any suggestion and complaint by the user.**
- (b) LED signage of appropriate size at least in two number, shall be put on the Smart PTU as most visible locations for general public display **‘Free Public Conveniences’ in Hindi & English language.**
- (c) All the signage shall be preferably in Stainless Steel Plate for the following information : Hand Dryers, Genst Toilet, Ladies Toilet, Toilet for Divyang, Dustbin, No Smoking Area, water ATM, “NDMC Area” etc.
- (d) Social Message ‘ Keep the toilet Clean’, ‘Save water’, ‘Use dustbion’, ‘Don’t Spit’, ‘Wash your hands’ etc.

3.2 Message Design

The message shall be readable for people readily attend to visuals. This makes the use of visuals an important part of the design of the message. Generally, visuals should be

- (a) Simple and uncluttered
- (b) Attractive
- (c) Eye-catching

The language of public education has to be kept simple. This helps ensure that the message reaches all regardless of their educational level. It also ensures that the message is attended to, understood and

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remembered for future action.

- i. Jargon, big words and long sentences should be avoided.
- ii. Slogans can be very effective because they are short, catchy and easy to remember.

3.3 Message Placement

The usual means of message placement in public toilets are posters and stickers.

To maximize the effectiveness of the message, the right medium and manner of display should be selected.

The main purpose of user education is to address specific behavioural concerns such as littering, careless aiming or the flinging of water everywhere

Placed strategically at the spot where the problem behaviour occurs. For example: on the wall above the urinal – to encourage better aiming; At the wash basin area – to discourage flinging of water everywhere.

Posters can be used to convey generic messages such as “Help Keep This Toilet Clean and Nice”.

WASHROOM INSPECTION CARD

LOCATIONMONTH.....CHECKED BY.....

[illegible]

Table – 2 A

Public Toilet, Operation, Cleaning and Maintenance

Frequency for Periodic / Thorough Cleaning in Smart PTU:-

PERIODIC CLEANING SCHEDULE		
ITEM	ACTIVITY	FREQUENCY
FLOOR	Machine scrub to ensure removal of soil from Grounting	Fortnightly
Walls	Hand scrub to ensure removal of soil from Grounting	Monthly
Bins	Hand scrub to ensure removal of soil from Grounting	Fortnightly
Wash Basins	Scrub with scrubbing pad to remove stubborn Stains	Weekly
Bowls / Urinals	Scrub with scrubbing pad to remove stubborn stains. Scrub beneath rim to ensure removal of yellow Stains	Weekly
Soap Dispensers	Dismantle and check / clear chokes	Weekly
Exhaust Fans	Wipe clean to remove dust	Weekly

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Table – 2 B

Frequency for Spot Cleaning of Smart PTU on daily basis.

Sr. No	Description of item/ maintenance task	Frequency for spot Cleaning
(i)	Cleaning of MS/ Stainless steel railing including balusters & Signage.	Daily & as and when required.
(ii)	Cleaning of doors / windows	Daily
(iii)	Cleaning /Sweeping of pavement/ walkways / Floors	Once in each shift & as and when required.
(iv)	Cleaning of litterbins etc.	Once in each shift & as and when required including disposal of litters etc. to the nearest NDMC dustbin/ compactors.
(v)	Cleaning & Sanitation of toilets/ WC/ Urinals etc.	Regular cleaning of toilets/ WC/ Urinals etc. in each shift and as and when required including dry and wet mopping to keep the floor clean and dry at all times.
(vi)	Cleaning of sanitary fixtures.	2 to 3 times in each shift & as and when required to keep fixture neat and clean.
(vii)	Removal/ disposal of waste of toilets, unchocking of WC, urinals etc.	Once in each shift & as and when required.
(viii)	Checking of all plumbing/ electrical connections / fitting/ fixtures in all the toilet.	Weekly basis or as and when required.
(ix)	Cleaning of surrounding of toilets.	Daily & as and when required.

Note:- Thorough cleaning once a day and spot cleaning for the remaining period as per the above frequency specified in Table 2 B.

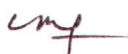


Table - 3

Public Toilet Operation, Cleaning and Maintenance

Equipment and supplies list for cleaners	
1.	Service tray or cart
2.	Premixed glass cleaner (with spray bottle)
3.	Premixed disinfectant cleaner (with spray bottle)
4.	Disinfectant cleaner concentrate
5.	Scouring power
6.	Stainless Steel Cleaner (if necessary)
7.	Toilet Bowl swab and container
8.	Putty knife
9.	Broom
10.	Dust- Pan corner brush
11.	Mop / Bucket / Wringer
12.	Signage such as "Wet Floor" and "closed for cleaning"
13.	Duster (feather / lambs wool)
14.	Clean cloth
15.	Paper towels / toilet paper / soap
16.	Gloves

Table - 4

CLEANING AGENTS FOR DIFFERENT FINISHES	
1. Wall / Floor (Ceramic, granite and marble tiles)	Use neutral based cleaners or disinfectants. Do not use acid based cleaner on marble
2. Glass / Mirror (Neutral cleaners can also be used)	Use ammonia – or neutral based cleaners
3. Sanitary Wares	Use disinfectant cleaners
4. Stainless Steel / Chrome	Use Stainless steel / chrome polish
5. Plastic / PVC	Use neutral based cleaners
6. Toilet Bowls	Use disinfectant or mild abrasive liquid cleaners

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Construction of Smart PTU at Rafi Marg, New Delhi with Advertisement Rights on PPP Model

Annexure 'E'

Format of Bank Guarantee for 'Bid Security'

(To be executed on Requisite Non-Judicial Stamp Paper of Rs.100)

WHEREAS, (Name of the Bidder) wishes to submit his Bid for the selection of Concessionaire for

'Construction of Smart PTU at Rafi Marg, New Delhi with Advertisement Rights on PPP Model' hereinafter called "Bids".

KNOW ALL MEN by these presents that we (Name of bank) of (city and country) having our registered office at _____ (hereinafter called "the Bank") are irrevocably and unconditionally bound to the New Delhi Municipal Council or its successor, (hereinafter referred to as " NDMC" in the sum of Rs. _____ (in Words) _____ which payment can truly be made to NDMC. The Bank binds themselves, their successors and assigns by these presents.

Sealed with the Common Seal of the Bank this _____ day of, 2016 THE CONDITIONS of this obligation are:

- (a) If the Bidder withdraws his Bids at any time during the stipulated period of Bid Validity specified in the RFP document and; or
- (b) If the Bidder, for the period of the Bid Validity as per RFP in NDMC's opinion, commits a material breach of any of the terms and/or conditions contained in the RFP Documents and/or subsequent communication from NDMC in this regard; or
- (c) If the Bidders refuses to accept the minutes of pre bid meetings; or
- (d) If the Bidder, having been notified of the acceptance of its Bid by the NDMC fails or refuses to comply with the following requirements:
 - To submit the performance security as specified in the RFP document to New Delhi Municipal Council (NDMC)
 - Sign the Concession agreement as provided in the RFP Document.

We agree and undertake, absolutely, irrevocably and unconditionally to pay to the NDMC, as the case may be, the above amount without protest, delay or demur upon receipt of NDMC's first written demand, without the NDMC having to substantiate its demand, provided that in its demand the NDMC will note that the amount claimed by it is due to it owing to the occurrence of one or more of the conditions set out above, specifying the occurred condition or conditions in the RFP.



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The Guarantee will remain in force up to and including the date of expiry of the period of Bid Validity as stated in the RFP Document or as extended by NDMC at any time as per RFP, notice of which extension to the Bank being hereby waived. Provided however, that In the event that this Bidder is selected for award of the project through the issue of the Letter of Intent, the Bid Security shall remain in force until the date of signing of agreement by such Bidder

OR

In the event this Bidder is not selected for award of the Project, the Bid Security shall remain in force up to and including a period of 60 days after the expiration of the bid validity period or signing of the agreement, which is later.

Any demand in respect of this Guarantee should reach the Bank not later than the date of expiry (as defined above) of this Guarantee.

The jurisdiction in relation to this Guarantee shall be the courts of Delhi and the Indian law shall be applicable.

SIGNATURE OF AUTHORIZED
REPRESENTATIVE OF THE BANK _____
NAME AND DESIGNATION _____
SEAL OF THE BANK _____
NAME OF THE WITNESS _____
ADDRESS OF THE WITNESS _____

Construction of Smart PTU at Rafi Marg, New Delhi with Advertisement Rights on PPP Model

Annexure – 'F'

(Format of Technical Bid)

(The covering letter is to be submitted by the Bidding Company along with the other documents required)

Date :

Place:

To

The E.E.(CP)

NDMC, Room No. 1611,
16th Floor, Palika Kendra,
Sansad Marg, New Delhi-
110001

Dear Sir,

Sub:- Construction of Smart PTU at Rafi Marg, New Delhi with Advertisement Rights on PPP Model.

Pursuant to the RFP document, issued by the NDMC, New Delhi, I/we hereby submit my/our completed bid for the captioned subject. Please find enclosed one original and one copy of our Technical Bid and one original of Financial Bid in separate sealed envelopes in respect of the selection of Concessionaire for construction, operation and maintenance of Public Toilet Utility in NDMC area in response to and complying with the RFP Document issued by NDMC.

I/we hereby confirm the following:

- (a) I/we have examined in detail and have understood the terms and conditions stipulated, in the RFP Document issued by NDMC, and in any subsequent communication, and reply to any other queries concerning the project sent by NDMC. We agree and undertake to abide by all these terms and conditions.
- (b) The information submitted with respect to our qualification criteria is complete, is strictly as per the requirements stipulated in the RFP, and is correct to the best of my/our knowledge, understanding and belief. I/we would be solely responsible for any errors or omissions in our bid. I/we certify that we meet and shall adhere to meet continued eligibility criteria under all circumstances and agree to our disqualification if found non-complying with the same.
- (c) I/we acknowledge the right of NDMC to reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
- (d) That I/we have not been barred by the [Central/State Government, or any entity controlled by them], from participating in any project (BOT or otherwise), and that no bar subsists as on the date of Application.
- (e) That I/we, in the last three years, have neither failed to perform any contract, as evidenced by imposition of a penalty by an arbitral judicial authority or a judicial pronouncement or



EE (CP), NEW DELHI MUNICIPAL COUNCIL, NEW DELHI

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arbitration award against the bidder, nor have I/we been expelled from any project or contract nor has had any contract terminated for my/our breach.

- (f) I/we do not have any outstanding dues against NDMC (clarification required in case of disputed amount)
- (g) As required by the Terms and Conditions of the RFP document, I/we send herewith the Bank Guarantee as Bid Security for Rs. _____ (Rupees _____ only) issued by (name of Indian Nationalized/Scheduled Bank and Branch) dated _____.

For and on behalf of:

Signature :

(Authorized Representative and Signatory)*

Name of the person :

Designation :

(* enclose authorization letter)

Enclosures : Bid & other information as per RFP requirements

(Format of Financial Bid)

FORMAT FOR LICENSE FEE

SUB: CONSTRUCTION OF SMART PTU AT RAFI MARG, NEW DELHI WITH
ADVERTISEMENT RIGHTS ON PPP MODEL.

We agree to pay NDMC a L i c e n s e fee amounting to Rupees..... (in words also) per month subject to minimum license fee of Rs 10,000/-(Rupees Ten thousand only) per month from COD issued by Engineer-in-charge or sixteen month from the signing of the agreement whichever is earlier . The license fee (payable) shall be increased by 5% (five percent) per year on the previous year license fee in subsequent years till end of the concession period .

The license fee is payable to NDMC on quarterly basis in advance in accordance with the provision of the RFP. COD means Commercial Operation Date for the Project issued by Engineer-in-charge after issuing the completion certificate for the project.

We agree to pay the license fee as applicable as prescribed in the RFP.

Authorized Signatory

(With Stamp of the concessionaire)

Annexure – 'H'

Tentative Design for Backlit Advertising Panels / Digital Advertising Panel



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