

# MUNICIPAL CORPORATION SHIMLA

## (e-Tender Notice)

**MCS/CHO/2019-252**

**Dated: 23-02-2019**

Municipal Corporation Shimla intends to invite sealed tenders for the **Operations and Maintenance (O&M)** of total 119 toilets consisting of 76 No of Public and 43 No of Community Toilets within the town currently in operation and which may increase or decrease over a period of time. The sealed tender can be submitted online and at Health Department, MC Shimla on or before 13<sup>th</sup> March 2019 by 11:00 AM. The tender shall be opened at 01:00 PM on 13<sup>th</sup> March 2019 in the presence of Tender Opening Committee constituted by Commissioner, MC Shimla. In this regard, it shall be mentioned on the top of the envelope that "Tender for O&M of Toilets". Following shall be the Terms & Condition for the tender.

Proposals are invited from the interested suppliers for the same. Tender document may be downloaded from the website [www.hptenders.gov.in](http://www.hptenders.gov.in) . For more information, please visit [www.shimlamc.org](http://www.shimlamc.org).

<b>Bidding Process</b>	<b>Bidding System</b>
Eligible entities (Applicant)	As per the term and condition mentioned. (Firm/Company/NGO etc.)
Date and time to submitting the bids on line & hard copies alongwith samples of items.	On or before at 11:00 AM on 13-03-2019 MC, Shimla.
Opening of Bids	Date of Opening of Bids 13-03-2019 <b>at 1:00 PM</b> in the Office of Corporation Health Officer, MC Shimla.
Technical Evaluation by Committee	2.30PM on 13-03-2019
Opening of Financial Bids	4.30 PM on 13-03-2019

### **1. Eligibility Criteria and General Conditions:-**

- I. The scope of tender includes Operations & Maintenance of Total 119 Community and Public Toilets. Details of these toilets are annexed at Annexure – A.
- II. **The successful bidder shall charge the fixed user charges as per his bidding document and acceptable to MC Shimla, which can be maximum Rs 5/- for toilet and Rs 20/- for providing bathing facility and these rates shall be displayed prominently at the entry point.**
- III. Urinals for ladies & gents shall be free at all 119 toilets.
- IV. There shall be no user charges at all for 43 Community Toilets.

- V. There shall be advertisement rights upto 2x4 feet inside the toilet and 5x8 feet (maximum) outside the toilets. Before installation of any hoarding, the same shall be got approved from MC Shimla. The income from the advertisement rights shall be kept by the successful bidder.

## **2. Submission of Bids:-**

### **(2.A) Technical bid shall contain following documents.**

The Technical Bid should be submitted in a separate sealed envelope and shall be marked at the top of the envelope as "Technical Bid for Operation & Maintenance of Toilets"

- I. Tender document shall be accompanied with the Earnest Money Deposit of Rs. 1,00 000/- (One lakh) only in the shape of Demand Draft issued in favour of "The Commissioner, Municipal Corporation Shimla" payable at any nationalized/scheduled bank at Shimla.
- II. Tender document without EMD shall be rejected summarily.
- III. Successful bidder will have to deposit additional Rs. 2.00 Lakh (Two lakhs) only as Performance Security against the total amount of Rs 3.00 Lakhs and remaining Rs. 1.00 Lakh already deposited as EMD shall be treated as Performance Security on behalf of successful bidder at the time of executing contract for Operation & Maintenance of above mentioned toilets. The successful bidder shall have to execute an agreement with MC Shimla before taking over the possession of the toilets.
- IV. No interest whatsoever shall be paid on the amount of Performance Security deposited by the agency/bidder, whosoever takes responsibility for Operation & Maintenance (O&M) of these 110 toilets.
- V. Experience of at least 10 years of doing the similar job especially the job pertaining to sanitation and **O&M of atleast 100 toilet blocks every year. The proof of providing such services of O&M of 100 toilet blocks/year for any three years in the last five years has to be provided** (i.e. for any three years between the period 2013-14 to 2017-18).
- VI. **The Turn Over of the bidder must be atleast Rs. 1.0 Crores/annum in the last three years and the proof in this regard in the form certified copy for the years 2015-16, 2016-17 & 2017-18 has to be attached.**

### **(2.B) Financial bid:**

The Financial Bid should be submitted in a separate sealed envelope and shall be marked at the top of the envelope as "Financial Bid for Operation & Maintenance of Toilets"

Financial Bid shall clearly state about the sustainable economic model for operating & maintaining the toilets in question as per the terms & conditions of the tender. Financial bid shall only be opened in those cases where the technical bid meets all the requirements mentioned above.

The financial bid should be evaluated in terms of charges for using toilet also clearly mention about the same as under:-

Amount to be charged for using toilet by Males/Females in Rs. \_\_\_\_\_

Urinal shall be free for Males/Females.

### 3. Service Level Benchmark (SLB):-

Successful bidder shall have to maintain the following minimum criteria during O&M of toilets.

- I. To ensure display of user charges at the entry/convenient place of the toilet.
- II. To ensure availability of water all the times along with usable taps and fittings with no leakages by taking services of water tanker of MC Shimla.
- III. To ensure dryness of floors and toilet floors is swept and mopped at all the times.
- IV. To ensure proper cleanliness in the toilet and to ensure that all the seats and urinals clean and usable at all the times.
- V. To ensure availability of soap and towel etc.
- VI. To ensure availability of dustbins separately for ladies & gents.
- VII. To ensure functional bolting arrangements on all the doors.
- VIII. To ensure that roaster is being maintained for regular cleaning & maintenance and a caretaker is on duty at all the time in all the Public toilets during opening hours. Further it should be ensured that the ladies staff/caretaker is deployed at the female toilet blocks/units.**
- IX. All the Community toilets should be cleaned at least thrice i.e. morning, afternoon and evening on daily basis irrespective of holidays.
- X. The cleanliness record should be kept at each toilet.
- XI. Mirrors if any are cleaned and polished.
- XII. Wash basin is cleaned and usable at all the times.
- XIII. To ensure the availability of bins & cleanliness ach public toilet.
- XIV. The premises are well lit at all the times, with each seat having own light points functional.
- XV. The premises are visible to passerby, with clear signages and no addition/alteration is allowed without the written consent of Commissioner, MC Shimla. The space of the toilet should not be used for storing any type of material during night hours.
- XVI. To ensure that the untreated faecal sludge/septage from the toilet is not discharged and/or dumped in drains, open area or water bodies. Further, the bidder shall have to maintain the cleanliness in the immediate surroundings of the toilet blocks and flowers etc shall have to be maintained, wherever available.

- XVII. Staff is provided with necessary supplies of consumables, protective gear, cleaning equipment and inventory and there should not be stock out of order at any point of time.
- XVIII. Name and contact details of Sanitary Inspectors, Supervisors and operating agency should be displayed prominently.
- XIX. Should submit the detailed monthly report to MC Shimla on the prescribed performa or as per demand by MC from time to time.
- XX. Complaint registration and redressal mechanism should be in place and all the complaints to be resolved within 2 hours.
- XXI. The above parameters shall be observed and monitored by authorized representative of Municipal Corporation Shimla on daily basis on specially designed chart for the purpose.
- XXII. To take only prescribed user charges otherwise spot penalty will be imposed to the tune of Rs 500/- (Five hundred only) per offence.
- XXIII. No other articles should be kept inside the toilet except cleanliness equipments.
- XXIV. To provide only female workers in the ladies toilet during the working hours of these toilets.
- XXV. All the toilets should be opened between 4:00 am to 10:00 pm.
- XXVI. It should be the sole responsibility of the successful bidder to take care of sanitary appliances etc. being fixed in all the public and community toilets. If it is found damaged/theft the same shall have to be replaced immediately with the same quality of article by the successful bidder.

#### **4. Other Conditions:-**

- I. The successful bidder shall be handed over the Public & Community Toilets, on "as is where is" basis and the bidder may inspect all these toilets, before participating in the bidding process. The bidder shall have to operate and maintain these toilets for a period of 10 years and will have to do the minor repairs at its own cost as and when required. No request/complaint regarding the premises/toilets in question shall be entertained after participating in the tender. The parties may inspect the premises before participating in the tender process.
- II. Before handing over the toilet to successful bidder an inventory of each toilet block shall be made in presence of representatives of both the parties and after completion of the tender period, the toilets shall have to be handed back to MC Shimla in the same conditions.
- III. The Operator shall pay electricity bill on its own and shall ensure 24 hours running water by coordinating with Water Supply department at its own level & shall also ensure proper cleanliness through sufficient manpower.
- IV. Wherever room facility is available at toilet site, the same may be used for the stay of caretaker only authorized by MC Shimla and if some

worker is already staying in the same, he/she have to be engaged by the successful bidder.

- V. In case if it is observed by the officer/representative of MC Shimla duly authorized by the Commissioner, MC Shimla that the operator is not maintaining & fulfilling the Service Level Benchmarks (SLBs) in a proper manner penalty shall be imposed. The Ward Councilor can also visit any of the toilets at any time and if the complaint is lodged with respect to non-performance of Service Level Benchmark/cleanliness etc by the Councilor or any of the authorized person, a penalty @ Rs 1000/- shall be imposed, which shall have to be deposited on the same day by the bidder, failing which further penalty @ Rs 100/- per day shall be added till the same is deposited in full.
- VI. In case the successful bidder fails to operate and maintain the toilets as per the SLBs, then in the 1<sup>st</sup> instance the Corporation Health Officer shall impose a penalty of Rs 500/- per day per toilet/unit and for subsequent failure, the amount of the penalty shall be doubled of the amount of the previous penalty and shall be recovered from the security amount of the successful bidder deposited with the MC Shimla and in case of insufficient amount the penalty shall be recovered prescribed under Section 124 of the HPMC Act, 1994.
- VII. Violation of any SLB in one unit or more than one unit in any particular day shall be considered as single default and in case of continuous five defaults, the Corporation shall be at liberty to cancel the Contract agreement with prior notice of 15 days and in case of cancellation the Commissioner, MC Shimla shall forfeit the Performance Security.
- VIII. The cancellation of contract agreement on account of default on the part of the successful bidder shall not only entail aforesaid penalty, but the bidder shall also be liable for all the expenses which may be incurred by the MC Shimla for operation and maintenance of these toilets during the intervening period on account of cancellation of the contract till the work is awarded and taken over by the new successful bidder.
- IX. In case any damage to the toilets is found/noticed during the time period of the contract agreement, the Performance Security shall be released only after deduction of the damages and without any interest.
- X. The Commissioner, MC Shimla reserve all the rights to cancel or revise any or all the conditions of the tender at any later stage.
- XI. Any dispute arising out of the contract agreement qua O&M of the toilets shall be in the jurisdiction of Shimla Courts only.
- XII. In case the successful bidder intends to leave the job under the contract, they will require issuing three month advance notice with reasonable ground for abandoning the contract to MC Shimla. Final decision in this regard shall be taken by the Commissioner, MC Shimla which shall be binding upon the parties. In case of breach of contract in this regard, the

Performance Security deposited by the bidder shall be forfeited, besides taking other actions as deemed fit.

XIII. The successful bidder shall ensure deployment of proper staff in the toilets and shall also ensure that the staff so deployed shall behave in a proper manner with the users of the toilets and in case of misbehave by the staff shall entail penalty and will also be considered as breach of contract.

XIV. The staff deployed in the toilet shall avoid use of alcohol during working hours and in case of breach of this condition will entail criminal action against the said staff.

XV. The successful bidder shall ensure that no damage shall be caused to the MC property/toilets and articles/ accessories affixed in those toilets in any manner and in case of breach, the MC Shimla shall recover the entire amount from successful bidder and shall also be liable for maintenance, upkeep and replacement of damaged articles/accessories during the time period of the contract.

XVI. For more information Corporation Health Officer, MC Shimla can be contacted on any working day between 10:00 AM to 05:00 PM on 0177-2802771-76 at Ext. 213 Health Department.

Corporation Health Officer  
Municipal Corporation Shimla

(Annexure A)

Detail of Toilets		
S.No.	Toilet Type	Toilet Name
1	Public	Padam Dev Complex
2	Public	Longwood Chowk
3	Community	Harminton
4	Public	Police Line Bharari
5	Public	Auckland Tunnel
6	Community	Bharari Bazar
7	Public	Near Kali Bari
8	Community	Idgha Colony
9	Community	Near Kot Hill
10	Public	Upper Kaithu Bazar
11	Public	Lower Kaithu Bazar
12	Public	Near Tara Hall
13	Public	Police Line Kaithu
14	Public	Chaura Maidan Near Cecil Hotel
15	Public	Near Kennedy House
16	Community	Bihari Line Annadale
17	Public	Annadale Bazar
18	Community	Chowk Summer Hill
19	Community	Lower Summer Hill Bazar
20	Community	12 Ghar Ki Line MC Shimla
21	Community	Summer Hill Shiv Boudi
22	Public	Totu Chowk
23	Public	Boileauganj Bazar
24	Community	Boileauganj Padaw
25	Public	Near PHC Boileauganj Toilet & Urinal
26	Community	Panu Ram Estate
27	Public	Near BJP HO Chakkar
28	Public	Near Bhargava Estate
29	Public	Zoo road near Janta Store
30	Community	Near Chet Villa
31	Public	Near 103 Tunnel below Hawaghar
32	Public	Nabha Estate
33	Public	Railway club Phagli
34	Community	Near Dhobighat Ramnagar
35	Community	Leprosy Colony
36	Community	MC Quater Ram Nagar
37	Community	Labour Hostel Fagli
38	Community	Sanskrit College Fagli
39	Public	Tax Branch Car Parking
40	Community	Ghora Sarai
41	Community	Sunder Building Krishna

		Nagar
42	Community	Near Valmiki Mandir
43	Community	Gaddi Khana Cow shed
44	Community	Below Govt.Adarsh S.S.S Lal pani
45	Community	Labour Hostel lal Pani
46	Community	Darni Ka Bagicha
47	Community	Near MC Line (Abkari)Lal Pani
48	Community	Near SDS Sr. School Ganj Bazar
49	Public	Ganj Bazar
50	Public	Ganj Road (Urinal)
51	Public	Near Shimla Club, (Shilli Chowk)
52	Public	Local Bus Stand Ladies & Gents
53	Public	Tourist Information Center Near Victory Tunnel
54	Public	Sabji Mandi (above sadar)
55	Public	Subzi Mandi (Auction Place)
56	Public	Above Subzi Mandi Ground
57	Community	New Bakery
58	Community	Near Suji Line ,MC Qtrs.
59	Public	Near Ram Mandir
60	Public	Near SD School
61	Public	Near Shere-E-Punjab
62	Public	Near Dayanand School
63	Public	Near Pratap Politary Subji Mandi
64	Public	Near High Court
65	Public	US Club Urinal
66	Public	The Ridge, Infront of Town Hall
67	Public	The Mall Near Rotary Town Hall
68	Public	Middle Bazar Below New Plaza
69	Public	Middle Bazar (Jain Hall Stairs) Lower Bazar
70	Public	Near Tunnel Lower Bazar
71	Public	Near Nathu Halwai Shop Male Urinal
72	Community	Middle Bazar Below Kumar Studio.
73	Public	Ladies Park
74	Public	Lift Parking
75	Public	Oak Wood Palace Jakhoo
76	Public	Ritz (Urinal)
77	Public	Infront Diplamate Hotel Lakkar Bazar
78	Public	Infront Hotel White Lakkar Bazar



79	Community	Jakhoo Amar Bhawan Car Parking
80	Community	Corner House Hill Top
81	Public	Police Chowki Sanjauli
82	Community	Engine Ghar Sanjauli
83	Community	Sanjauli Bangala Colony
84	Public	Near Children Park Sanjauli
85	Public	Near IGMC Lakkar Bazar
86	Community	Verma Colony (Lower)
87	Public	Sanjauli Chowk
88	Community	Verma Colony Sanjauli(Upper)
89	Community	Chaulonhi
90	Public	Dhalli Chowk
91	Public	Dhalli Tunnel
92	Public	Mashobra
93	Public	Cemetry Tunnel
94	Community	Malyana Near Baba Balak Nath Mandir
95	Public	Panthaghatti Near Bus Stop
96	Public	Kasumpti Near Panchyati Raj
97	Public	Kasumpti Bazar Near PHC
98	Public	SDA Complex Near Latawa Furnishers
99	Public	Chotta Shimla Bazar
100	Public	Vikas Nagar Police Chowki
101	Public	New Shimla BCS
102	Public	Sec-2 Bus Stand
103	Public	Khalini Bazar
104	Public	Hanuman Mandir Khalini
105	Community	GHS Lower Khalini
106	Community	Lower Kanlog Cemetry
107	Community	CPRI Office Bemloe
108	Community	Shiv Puri Primary School
109	Public	Charlie Villa
110	Community	Shiv Puri near Jhoshi Bhawan
111	Public e-Toilet	Taka Bench
112	Public e-toilet	Opposite Secretariat
113	Public e-Toilet	Navbahar Chowk
114	Public e-Toilet	Near DC Office
115	Public e-toilet	Near ISBT Tutikandi
116	Public e-Toilet	Near Fingask
117	Public Bio-toilet	Near Crossing
118	Public Bio-toilet	Mashobra
119	Community Bio-toilet	Annadale