

MUNICIPAL CORPORATION SHIMLA
(Short Term e-Tender Notice)

No.MCS/CHO/19-1439

Dated 24-07-2019

Municipal Corporation Shimla intends to invite sealed tenders for the **Operations and Maintenance (O&M)** of total 120 toilets consisting of 75 No of Public and 45 No of Community Toilets within the town. The sealed tender can be submitted at Health Department, MC Shimla on or before 8th August 2019 by 11:00 AM. The tender shall be opened at 01:00 PM on 8th August 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 service providers for the same. Tender document may be downloaded from the website www.hptenders.gov.in. For more information, please visit www.shimlamc.org.

Bidding Process	Bidding System
Eligible entities (Applicant)	As per the terms and conditions mentioned. (Firm/Company/NGO etc.)
Date and time to submitting the bids online with hard copies.	On or before at 11:00 AM on 08-08-2019 MC, Shimla.
Opening of Bids	Date of Opening of Bids 08-08-2019 at 1:00 PM in the office of Corporation Health Officer, MC Shimla.
Technical Evaluation by Committee	2:30 PM on 08-08-2019
Opening of Financial Bids	4:30 PM on 08-08-2019

1. Eligibility Criteria and General Conditions:-

- I. The scope of tender includes Operations & Maintenance of Total 120 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 120 toilets.
- IV. There shall be no user charges at all for 45 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 envelop 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 120 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 envelop 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 in each 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 performan 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 two hours.
- XXI. The above parameters shall be observed and monitored by authorized representative on 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 Benchmark (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 1st 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 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

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

38	Community	Sanskrit College Fagli	12
39	Public	Tax Branch Car Parking	13
40	Community	Ghora Sarai	13
41	Community	Sunder Building Krishna Nagar	13
42	Community	Near Valmiki Mandir	13
43	Community	Gaddi Khana Cow shed	13
44	Community	Below Govt.Adarsh S.S.S Lal pani	13
45	Community	Labour Hostel Lal Pani	13
46	Community	Darni Ka Bagicha	13
47	Community	Near MC Line (Abkari)Lal Pani	13
48	Community	Near SDS Sr. School Ganj Bazar	14
49	Public	Ganj Bazar	14
50	Public	Ganj Road (Urinal)	14
51	Public	Near Shimla Club, (Shilli Chowk)	14
52	Public	Local Bus Stand Ladies & Gents	14
53	Public	Tourist Information Center Near Victory Tunnel	14
54	Public	Sabji Mandi (above sadar)	14
55	Public	Subzi Mandi (Auction Place)	14
56	Public	Above Subzi Mandi Ground	14
57	Community	New Bakery	14
58	Community	Near Suji Line ,MC Qtrs.	14
59	Public	Near Ram Mandir	14
60	Public	Near SD School	14
61	Public	Near Shere-E-Punjab	14
62	Public	Near Dayanand School	14
63	Public	Near Pratap Politary Subji Mandi	14
64	Public	Near High Court	14
65	Public	US Club Urinal	14
66	Public	The Ridge, Infront of Town Hall	15
67	Public	The Mall Near Rotary Town Hall	15
68	Public	Middle Bazar Below New Plaza	15
69	Public	Middle Bazar (Jain Hall Stairs) Lower Bazar	15
70	Public	Near Tunnel Lower Bazar	15
71	Public	Near Nathu Halwai Shop Male Urinal	15
72	Community	Middle Bazar Below Kumar Studio.	15

73	Public	Ladies Park	15
74	Public	Lift Parking	15
75	Public	Oak Wood Palace Jakhoo	16
76	Public	Ritz (Urinal)	16
77	Public	Infront Diplomate Hotel Lakkar Bazar	
78	Public	Infront Hotel White Lakkar Bazar	16
79	Community	Jakhoo Amar Bhawan Car Parking	16
80	Community	Corner House Hill Top	17
81	Public	Police Chowki Sanjauli	17
82	Community	Engine Ghar Sanjauli	18
83	Community	Sanjauli Bangala Colony	18
84	Public	Near Children Park Sanjauli	18
85	Public	Near IGMC Lakkar Bazar	18
86	Community	Verma Colony (Lower)	19
87	Public	Sanjauli Chowk	19
88	Community	Verma Colony Sanjauli(Upper)	19
89	Community	Chaulonhi	19
90	Public	Dhalli Chowk	20
91	Public	Dhalli Tunnel	20
92	Public	Mashobra	20
93	Public	Cemetry Tunnel	22
94	Community	Malyana Near Baba Balak Nath Mandir	24
95	Public	Panthaghatti Near Bus Stop	26
96	Public	Kasumpti Near Panchyati Raj	27
97	Public	Kasumpti Bazar Near PHC	27
98	Public	SDA Complex Near Latawa Furnishers	27
99	Public	Chotta Shimla Bazar	28
100	Public	Vikas Nagar Police Chowki	29
101	Public	New Shimla BCS	31
102	Public	Sec-2 Bus Stand	31
103	Public	Khalini Bazar	33
104	Public	Hanuman Mandir Khalini	33
105	Community	GHS Lower Khalini	33
106	Community	Lower Kanlog Cemetry	34
107	Community	CPRI Office Bemloe	34
108	Community	Shiv Puri Primary School	34
109	Public	Charlie Villa	34

110	Community	Shiv Puri near Jhoshi Bhawan	34
111	e-Toilet	Taka Bench	16
112	e-toilet	Opposite Secretariat	28
113	e-Toilet	Navbahar Chowk	22
114	e-Toilet	Near DC Office	14
115	e-toilet	Near ISBT Tutikandi	10
116	e-Toilet	Near Fingask	2
117	e-Toilet	Chalaunthi Chowk	19
118	Bio-toilet	Near Crossing	2
119	Bio-toilet	Mashobra	20
120	Bio-toilet	Annadale	4