

Project Department
New Delhi Municipal Council
Palika Kendra
New Delhi

TENDER NOTICE

Decentralized Drinking Water Projects in Partnership with NDMC

Date of release of tender	- 22.09.2014
Last date/time for receipt of tenders	- 29.09.2014 at 3:00 PM
Date & Time of opening of Tender	- 29.09.2014 at 3:30 PM
Earnest Money Deposit	- Rs. 50,000
Place of Submission of Tender Document	- NDMC, 7th Floor, Room No.7008, Council Room, Palika Kendra New Delhi

The Tender Document has to be downloaded & filled as per the prescribed format. There is no fee for tender form.

New Delhi Municipal Council plans to undertake decentralized drinking water project on PPP (Public Private Partnership) basis to provide safe drinking water at selected **slum communities and public places** within its jurisdiction, and invites sealed offers from agencies having requisite expertise and experience in this regard to submit their proposals.

The proposals may be submitted in a three cover system as detailed below:

Cover No. 1:-

- Earnest Money Deposit, in Demand Draft issued in favour of Secretary NDMC from a scheduled bank.
- Proof of fulfilling eligibility criteria
- Copy of the latest income tax return along with PAN

Cover No. 2:-

- Signed tender documents and details of technical qualifications
- Methodology proposed for implementing the project

Cover No.3:-

- This cover should contain Price Bid only.

All the three sealed covers shall be placed in a master cover / envelop duly sealed and super scribed with Tender for Decentralized Drinking Water Projects in Partnership with NDMC and detail of the earnest money deposit be mentioned on the envelop failing which tender shall not be considered.

The sealed cover should be delivered to the O/o Director Project, Room no.: 7008, 7th floor, Palika Kendra, New Delhi by the last date indicated above


O. P. MISHRA
DIRECTOR

Terms of ReferenceForDecentralized Drinking Water Projects in Partnership with NDMC**Overall Objective of the Project**

1. The overall objective of this project is to provide regular, safe drinking water [as per IS 10500 standard] in a regular and inexpensive manner for community access at convenient locations within NDMC Area. The under mentioned locations shall be covered under the purview of this document:
 - **Type A:** Up to 5 or more/ less pilot locations at slums
 - **Type B:** 1 pilot at Sarojini Nagar for public place installation
2. This will be done through the installation of commercial scale water purification plant and optional drinking water access points¹ or water dispensing units at pre-selected locations. The agency shall be responsible for determining the number of purification plants and access points to be installed based upon site survey.
3. For each drinking water installation, the user price for purified water must be the same at all Water Dispensing Units within one particular type of above mentioned Type A and Type B solution. Agency's revenue will comprise exclusively of the user fee levied by it in accordance with NDMC's approval.

Key Service Conditions for the Implementing organization(s)**a) Type A Installations: Slums**

1. The agency should complete all the installations within 90 days of handing over the site and be responsible for the daily operation and maintenance of the project for tenure of 5 years.
2. The agency will be required to install an appropriate commercial water purification plant and optional water access points/ dispensing units at the selected slum communities.
3. The installed water purification unit shall have a purification capacity of at least 1000 LPH.
4. The installed water purification unit shall have ability to monitor the vital operational parameters.
5. The agency will be required to submit the data reports detailing quantity of water filtered and operating hours on a weekly basis to NDMC on or before Tuesday every week (or Wednesday if Tuesday is a bank holiday).

¹ Access Point – Point of distribution at a distance from the plant at which people can purchase water that has been purified at the plant



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6. The agency will be required to indicate the methodology to collect user fee. The agency will be allowed to sell drinking water either at the plant installation site, deliver it at customers' doorstep or at optional water access points within the slum boundary.
7. NDMC shall provide a room of 250-300 sq.ft. floor space for setting up each such integrated unit. Any site related expenditure related to machine installation shall be borne by the agency.
8. NDMC shall provide access to raw water. The agency must ensure that the purification technology employed ensures that product water complies with IS:10500 standards.
9. In case of scheduled maintenance, it is preferable that the agency does it during non-operating hours. However, in case scheduled maintenance occurs during operating hours, the agency must ensure that water supply at the plant does not get affected for more than 24 hours.
10. In the event of any technical failure and resultant downtime, it is the responsibility of the agency to inform the relevant NDMC authority on a priority basis. Agency must ensure that unscheduled downtime events on account of technical failures do not occur more than once per quarter.
11. It is crucial for customers to understand the importance of safe drinking water and purchase it from the plant, both from the end-user and plant viability perspective. Hence, agency should have the ability to market to and work with low-income communities to achieve the goal of maximizing provision of safe drinking water from the plant.
12. The agency will be required to mention clearly the user fee chargeable to the customer at the plant installation site.
13. If the agency does not fulfil the terms of the final agreement with NDMC, then NDMC can revoke the right to operate the drinking water installation.
14. Management of waste water, if any generated, is the sole responsibility of the agency.
15. Cleanliness of the installation site is the sole responsibility of the agency.
16. The agency will be required to set up a toll free help line number to cater to customer complaints.



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b) Type B Installations: Public Places

1. The agency should complete all the installations within 90 days of handing over the site and be responsible for the daily operation and maintenance of the project for tenure of 5 years.
2. The agency will be required to install one water dispensing unit/ kiosk integrated with purification and chilling functionality at each such location. The unit so installed can either be manned or unmanned.
3. NDMC shall provide 30-40 sq.ft. of space for setting up each such integrated unit. Any site related expenditure related to machine installation shall be borne by the agency.
4. The integrated unit shall have an aesthetic appeal and preferably be enclosed to prevent deliberate/ accidental contamination of water.
5. The integrated unit must have an in-built capacity to monitor the vital parameters of the equipments and capture the amount of water sold on a daily basis.
6. The integrated unit must have a minimum purification capacity of 500 LPH.
7. The integrated unit shall have capability to operate independent of the power grid.
8. NDMC shall provide provision for raw water connection at the site of installation. The purification technology used by the agency must ensure that product water adheres to IS:10500 quality standards. The integrated unit shall have capability to disable/ stop dispensing if the quality of water does not meet IS: 10500 standards.
9. The agency will be required to indicate the methodology to collect user fee.
10. The integrated unit shall be capable of dispensing any quantity of drinking water ranging from 1L to 10L at once. However, to avoid after-markets there should be some mechanism for controlling excessive usage by the same individual.
11. The integrated unit should be capable of charging flexible user fee as determined by NDMC from time to time.
12. The agency should maintain daily logs of sale through all the installations and submit weekly reports to NDMC on or before Tuesday every week (or Wednesday if Tuesday is a bank holiday).
13. Once every three months, the operating agency would conduct output water quality tests covering all BIS: 10500 parameters. This would be submitted to the NDMC.


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14. If the agency does not fulfil the terms of the final agreement with NDMC, then NDMC can revoke the right to operate the drinking water installation.
15. Management of waste water, if any generated, is the sole responsibility of the agency.
16. Cleanliness of the installation site is the sole responsibility of the agency.
17. The agency will be required to set up a toll free help line number to cater to customer complaints.
18. The agency will be required to mention clearly the user fee chargeable to the customer at the plant installation site.

c) Key Conditions for the Water Dispensing Units

If the agency opts to create provision for water access points in either of the pilot projects, the conditions for such access points are mentioned below:

1. If required, the agency will be responsible for transporting water from the purification plant site to the Water Dispensing Units/ Access Point in a hygienic and untouched manner.
2. The Water Dispensing Units/ Access Points should preferably be unmanned installations having an option to operate independent of the grid power connection.
3. The Water Dispensing Units/ Access Points should have a user friendly interface.
4. The Water Dispensing Units/ Access Points should have capability to disable/ stop dispensing if the quality of water meets BIS: 10500 standards.
5. The Water Dispensing Units/ Access Points should be capable of charging flexible user fee as decided by the terms of this document.
6. The Water Dispensing Units/ Access Points could either be operated through a coin or through a card based mechanism.
7. The Water Dispensing Units/ Access Point should be capable of dispensing any quantity of drinking water ranging from 1L to 20L in a single transaction. However, to avoid after-markets there should be some way of controlling excessive usage by the same individual.

d) Water Fee

1. The customer must be charged in accordance to the amount of water purchased.
2. Once every 12 months, NDMC will consider revising the water fee by 5 paisa per litre.


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3. If drinking water is being made available through a Water Dispensing Unit/ Access Points, the pricing mechanism should be able to accommodate change in water fee.

e) Role of the NDMC

1. For each installation NDMC is willing to consider provision of the following inputs for the project:
 - a. For slum based installation - Right to use 250-300 sq.ft. of a machine room, rent free, for the entire period of operations, i.e. for a 5-year tenure.
 - b. For public place installation - Right to use 30-40 sq.ft. of public space, for the entire period of operations, i.e. for a 5-year tenure.
 - c. Access to a raw water for the entire project tenure
 - d. Request relevant power company to enable agency to take electricity connection, with agency paying for usage at commercial rates.
2. Any other clearances, within reasonable limits, required for efficient working of the project.
3. NDMC would be willing to collect and test specific water samples from aquifers that the agency identifies as possible sources of input water. NDMC is willing to bear the cost of testing these samples.
4. NDMC may also monitor, directly or through third parties, the performance and uptake of the plants.
5. NDMC may at any time collect and test output water samples to monitor the quality of plant operations.

f) Service Level Agreement

The agency will be responsible for provision of safe drinking water and must adhere to the under mentioned SLA targets during the project tenure. The agency might be required to put in place appropriate and relevant local resources to ensure adherence to these guidelines.

Work	Time Limit	Penalty Beyond Time Limit
Water Not Available due to Purification Plant Breakdown	24 hours	INR 500 /day
Water Not Available due to Inoperative Water Dispensing Units	48 hours	INR 500/ day
Water Not Available die to unavailability of vehicle/ transport issues	24 hours	INR 500/day


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NDMC will deal separately with incidents of physical damage to the machine in cases of force majeure/ power unavailability at machine site/ network issues/ human vandalism.

g) Time Frame

The project will be for a period of 5 years from the start date, where the start date will be deemed as the date of operationalization of the installed drinking water infrastructure.

h) Eligibility Criteria

The applicant should be a legal entity – a sole proprietorship/ partnership firm, a company, a trust or a society fulfilling the following conditions:

- The agency should have at least 3 years of experience in successfully working with drinking water plants of capacity greater than or equal to 500 litres per hour (LPH)
- The agency should be running, operating and maintaining more than 50 water purification units (not less than 500 LPH) and Water Dispensing Units at the time of application.
- At least 2 years of experience in the water/sanitation sector in low-income communities, either by providing decentralized drinking water or by providing household water/sanitation connections.

Note: Experience certificate can be submitted in the form of an affidavit.

Subsequent subletting/ offloading of full or part of the work will not be allowed. Multiple bid by a single bidder is not allowed. For 'Bidder' qualification and evaluation, all financial parameters will be calculated based on the total value of contribution of both the parties.

i) Procedure for Applying

Agencies interested in carrying out the assignment may submit their proposals through a covering letter enclosing an envelope containing three envelopes as described below:

Cover No. 1:-

- a. Earnest Money Deposit, in Demand Draft issued in favour of Secretary NDMC from a scheduled bank.
- b. Proof of fulfilling eligibility criteria
- c. Copy of the latest income tax return along with PAN

Cover No. 2:-

- a. Signed tender documents and details of technical qualifications
- b. Methodology proposed for implementation of the project

Cover No.3:-

- a. This cover should contain Price Bid only.

The three envelopes prepared as above are to be placed in an outer envelope indicating "Tender for Decentralized Drinking Water Projects in Partnership with NDMC". The Bidder shall bear all costs


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associated with the preparation and submission of its bid and the NDMC will in no case be responsible or liable for those costs, though NDMC may withdraw Notice Inviting Tender (NIT) or reject any or all the bids without assigning any reason thereof.

j) Amendment of Bidding Documents

1. The NDMC may at its sole discretion amend the Bidding Documents at any time prior to the deadline for submission of bids. However in case of such amendment, the Bid submission date may be extended at the discretion of the NDMC.
2. Amendments made prior to submission of bid will be provided in the form of Addenda to the Bidding Documents and will be sent in writing to all Bidders.

k) Details required from the bidders

One common document shall be submitted for all the proposed pilot projects.

1. Organizational background:

- a. History of organization and main areas of work
- b. Profiles of key personnel
- c. Profiles of members on the board

2. Credentials of organization for proposed project:

- a. Outline key skills relevant to setting up decentralized water plants in low income communities
- b. Prior experience in running decentralized water plants of capacity equal or greater than 500 LPH
 - i. No of years of experience in running decentralized drinking water plants
 - ii. Total no of plants set up (rural and urban)
 - iii. No of plants set up in the last 2 years.
- c. Prior experience working in the water/sanitation sector in low-income communities, either by providing decentralized drinking water or by providing household water/sanitation connections
 - i. No of years of experience working in the water/sanitation sector in low-income communities
 - ii. No of households reached through decentralized drinking water plants or no of households provided water/sanitation connections.

For (b)&(c) here produce performance certificate from the district administration .

- d. Please provide a profile of one or more of your plant installations (in rural, semi-urban or urban areas) that you would like to highlight. Please bring out the following in this profile:
 - i. Location and slum population
 - ii. Months the plant been operational


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- iii. Plant capacity and technology used
- iv. TDS levels of input water, product water and wastewater
- v. Wastewater management technique
- vi. Average sales/day
- vii. Filtration fee charged to users (p/L)
- viii. Role/s of your organization/s (e.g., financing, operating, maintenance, etc.)
- ix. If any other partners were involved, describe their roles
- x. Anything else about the plant you would like to highlight

3. Technical Solution and Requirements for Physical Resources [Separate section for **Type A and B** installations]

- a. Overview of purification technology
- b. Plant capacity (LPH)
- c. Storage tank capacity used (L)
- d. Detailed maintenance requirements for individual components (including frequency and cost of replacement)
- e. Water usage efficiency (%)
- f. Land required (sq ft) – for purification plant and Water Dispensing Units/ Access Points
- g. Type of electricity connection required (1/3 phase)

4. Overview of Operating Roles and Responsibilities (please cover all aspects, like plant provision, day-to-day operations, awareness creation/demand generation etc)

- a. Lead/your organization
- b. Other organizations involved in the project

5. Overview of Financial Structure and Roles (please cover all aspects, like amount and provision of upfront capital, plant ownership, right to revenues etc)

- a. Lead/your organization
- b. Other organizations involved in the project

6. Suggested Approach to Sales and Distribution

7. Suggested Approach to Social Marketing (where applicable)

- a. Social Marketing Strategy (individual conversations, group activities, distribution of pamphlets etc)
- b. Proportion of people to be targeted who live within 500m of the plant site
- c. Frequency of interactions/social marketing efforts

8. Brief suggested approaches to manage wastewater (given that the site has no drainage system)

- a. Amount and quality (including TDS level) of wastewater produced daily
- b. How would waste water be managed?

9. Approach to Plant Maintenance and Quality Control (including vendor plans if outsourced)

10. Measures to provide adequate governance


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a. Methods to ensure governance (surprise visits, water quality testing, maintain sales logs etc)

11. Indicative Project timelines

12. Other features about the product/technology/your organization that you would like to highlight

D) Evaluation Procedure

The proposals shall be evaluated by an Evaluation Committee, to be constituted for the purpose. The evaluation shall be a 3-step process as outlined below:

Step-1: Assessment of capacity and experience on the basis of documentary evidence submitted

Parameter	Marks	Maximum Marks
<i>A: Experience of Agency in Field of Safe Drinking Water</i>		
Less than 3 years of experience	5	15
3-5 years of experience	10	
More than 5 years of experience	15	
<i>B: Number of Installations being managed on the date of application</i>		
21-50 Installations	5	15
51-100	10	
More than 100	15	
Total		30

Step-2: Assessment of Presentation

Bidders scoring 20 marks or above shall be invited to make a presentation before the selection committee explaining the methodology proposed for implementing the assignment.

Each presentation shall be assigned a score on a scale of 0-70 where the committee shall score the projects on the following parameters:

Parameter	Marks	Max. Marks
<i>C: Technology of Purification</i>		
Removes both bacterial and ionic impurities	10	20
Active regular monitoring mechanism	10	
<i>D: Technology of Water Dispensing Unit</i>		
Energy Efficiency	15	40
Ability to ensure price control and usage pattern tracking	10	
Ability to display quality to the customer at the point of dispensing	15	
E: Previous experience of installing community drinking water projects with Government entities		10
Total		70


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The final result shall be decided on the basis of total marks, i.e. marks assigned to the technical proposal plus the marks assigned after the presentation.

Step-3: Financial Assessment

Interested agencies will be required to bid for water fee chargeable for each type of project. The final scores for an applicant would be weighted average of technical and financial proposals, where the technical and financial proposals will be assigned a weight of 70 and 30 percent respectively.

m) Other Terms and Conditions

1. **Last Date:** The deadline for submission of the proposals is 29.09.2014 at 3:00 PM
2. Earnest Money of **INR 50,000 (Fifty thousand only)** in the form of Demand Draft from any commercial bank in favour of "Secretary NDMC" should accompany the Proposal. Earnest Money of unsuccessful bidders will be returned within 30 days of the award of contract
3. Each page, Form, Annexure and Appendices of the Technical Proposal must be signed by the Authorised signatory of the firm /legal entity. NDMC reserves the right to accept or reject one or all applications without giving any explanation.


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DIRECTOR

Map & Demographic Profile of the Slum communities and Public Place

Letter of Transmittal

Date -

To,
Director (Projects)
New Delhi Municipal Council,
7008, 7th Floor, Palika Kendra,
New Delhi - 110001

Sir,

We, the undersigned, offer to implement the "Decentralized Drinking Water Project in Public Places of NDMC Area", in accordance with your Request for Proposal dated

We are hereby submitting our Proposal in the attached envelope with two envelopes as follows:

- Cover - 1 containing Earnest Money Deposit and Proof of Eligibility
- Cover - 2 containing Technical Proposal
- Cover - 3 containing Financial Proposal

We hereby declare that all the information and statements made in this Proposal are true and we accept that any misrepresentation of facts may lead to our disqualification and/ or black-listing.

The offer made by us in the Financial Proposal is valid till six months from the date of submission of the proposal. We confirm that this proposal will remain binding upon us and may be accepted by you at any time before the expiry date.

We agree to bear all the costs incurred by us in connection with the preparation and submission of the proposal and to bear any further pre-contract costs.

We understand that the NDMC is not bound to accept the lowest financial bid or any proposal or to give any reason for award, or the rejection of any proposal.

We confirm that we have the authority of to submit the proposal and negotiate on its behalf.

Yours faithfully,

[signature]


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DIRECTOR

Financial Proposal Submission Form

NDMC

Description of Work	Bid
Implementation of Decentralized Drinking Water Project in Slums of NDMC Area	<u>Water Fee at Plant outlet:</u> INR per 20 litres (inclusive of taxes) <u>Water Fee at Door Step Delivery/ Dispensing unit:</u> INR per 20 litres (inclusive of taxes)
Implementation of Decentralized Drinking Water Project in Public Places of NDMC Area	<u>Water Fee:</u> INR per litre (inclusive of taxes)

[Signature]


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DIRECTOR