

**EE (RIP), NEW DELHI MUNICIPAL COUNCIL, NEW DELHI**

**Construction / Reconstruction of Smart PTUs / CTUs at new sites and on old existing sites of  
Garbage Station / PTUs with Advertisement Rights in NDMC area on PPP Model**

**OFFICE OF THE EXECUTIVE ENGINEER (RIP)**

**NEW DELHI MUNICIPAL COUNCIL**

**Palika Kendra, Sansad Marg, New Delhi-110001**

**Construction / Reconstruction of Smart PTUs / CTUs at new sites and on old existing sites of  
Garbage Station / PTUs with Advertisement Rights in NDMC area on PPP Model.**

**NDMC invites proposals from reputed business entities to upgrade the Public Convenience  
facilities in its area on BOT basis with advertisement rights.**

**PROJECT FRAMEWORK**

The New Delhi Municipal Council (NDMC) intends to outsource the reconstruction/construction, operation and maintenance of about 105 Nos. Public Conveniences at specified locations in its area 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 Design, Built, Operate & Transfer (DBOT) basis.

**BIDDING FRAMEWORK**

A registered and authorized firms / agencies 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 / Reconstruction of Smart PTUs / CTUs at new sites and on old existing sites of Garbage Station / PTUs with Advertisement Rights in NDMC area on PPP Model.”**.

**RFP document can be downloaded from [www.ndmc.gov.in](http://www.ndmc.gov.in)**

A bidder shall be selected in 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 15<sup>th</sup> February, 2016.

**The Executive Engineer (RIP), New Delhi Municipal Council  
Room No. 2001-C, 2<sup>nd</sup> Floor, Palika Kendra, Sansad Marg New Delhi  
E-mail – [exen.rip@ndmc.gov.in](mailto:exen.rip@ndmc.gov.in) Ph. No. 23367728**

**PREBID MEETING**

On 05<sup>th</sup> February, 2016 at 11:30 AM in the CE(C-I), 15<sup>th</sup> 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](http://www.ndmc.gov.in)

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**BID SUBMISSION FORM**

Date: \_\_\_\_\_

**LETTER OF BID**

To

EXECUTIVE ENGINEER (RIP)  
NEW DELHI MUNICIPAL COUNCIL  
2<sup>nd</sup> Floor Room No 2001, 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.
2. We offer to execute in conformity with the Bidding Documents for **Construction / Reconstruction of Smart PTUs / CTUs at new sites and on old existing sites of Garbage Station / PTUs with Advertisement Rights in NDMC area on PPP Model.** NEW DELHI MUNICIPAL COUNCIL, 2<sup>nd</sup> Floor Room No 2001 Palika Kendra Sansad Marg, New Delhi.
3. 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.
4. If our bid is accepted, we commit to submit a performance security in accordance with the RFP Documents.
5. 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.
6. 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**

**EE (RIP), NEW DELHI MUNICIPAL COUNCIL, NEW DELHI**

**Construction / Reconstruction of Smart PTUs / CTUs at new sites and on old existing sites of  
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**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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**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 / Reconstruction of Smart PTUs / CTUs at new sites and on old existing sites of Garbage Station / PTUs with Advertisement Rights in NDMC area 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 / Reconstruction of Smart Public Toilet Units (PTUs) / Community Toilet Units (CTUs) at new sites and on old existing sites of Garbage Stations / PTUs with Advertisement Rights on specified area on the toilets in NDMC area 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 “Design, Built, Operate and Transfer” (DBOT) basis by inviting open RFP from registered and authorized firms / agencies to finance, construct/reconstruct, operate and maintain the Smart PTUs / CTUs 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** including the period of construction. 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 Smart PTUs / CTUs locations 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 (RIP) office by the stipulated date and time. RFP Documents may be collected from Executive Engineer (RIP) 2<sup>nd</sup> Floor Room No 2001 Palika Kendra Sansad Marg, New Delhi 110001 on payment of RFP Cost of Rs.5000/- (Rupees five thousand only) per Group (A1 or A2 or A3) 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](http://www.ndmc.gov.in). Those bidders who wish to download the RFP documents from the office website should furnish the RFP cost of Rs.5000/- per Group (A1 or A2 or A3) through Bank Draft/Pay Order in favour of **Secretary NDMC, payable at New Delhi** alongwith 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 total 105 Nos. of Smart PTUs / CTUs have been divided into three groups equally – Group A1, Group A2 and Group A3. Each Group is consisting of the new locations of Smart PTUs / CTUs, Garbage Stations and old existing PTUs / CTUs.
- i. At new locations of Smart PTUs / CTUs, the Smart PTUs / CTUs are to be constructed under this RFP.
  - ii. At the location of Existing Garbage Stations, the Garbage Stations is to be converted into Smart PTUs / CTUs by demolition.
  - iii. At the location of old existing toilet blocks, re-construction of PTUs / CTUs is to be carried out after demolition under this RFP.
- The Smart PTUs / CTUs locations shall be handed over to the Concessionaire **within two weeks** from the date of signing of agreement. The reconstruction /construction of the Smart PTUs / CTUs shall be completed / implemented in **Ten months** from the date of signing of agreement within which the Concessionaire shall complete the designing / drawing, construction and commissioning as per the specifications and standards specified herein.
- 1.14 RFP (Sealed Technical Bid and Financial Bid) is to be submitted group-wise (A1 / A2/ A3).



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The registered and authorized **firms / agencies can submit their proposal maximum for two groups separately**. The evaluations and finalizations will be group-wise and agency/firm can be shortlisted/finalized as per bidding process. The required documents, bid security, performance security, undertakings, affidavits etc. are to be submitted by bidders group-wise separately.

- 1.15 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 about 35 sq. feet, which is allowed to be used by NDMC for Blood Bank / Health ATM etc. 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 the group of Smart PTUs / CTUs, payable in quarterly instalments in advance over the Concession period. The minimum license fee per group is **Rs.1,50,000 (Rupees One Lakh Fifty Thousand only) per month**.
- 1.16 NDMC will constitute a Steering Group to monitor project progress and single point platform to sort out issues in implementation and to monitor the performance of the concessionaire. NDMC will appoint an Independent Engineer (PMU: Project Management Unit) to oversee the implementation of the project and issue the completion certificate for the group and COD for the group to commence / start the revenue collection from advertisement by the concessionaire. Independent Engineer will also be a member of Steering Group. Independent Engineer / PMU will be hired through tender / limited tender / quotation and charges / fee of Independent Engineer /PMU will be shared by NDMC and Concessionaire on fifty-fifty basis including the service taxes etc.
- 1.17 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. All CTUs shall be kept opened 24 hours in a day for all seven days a week. Details of Smart PTUs / CTUs are given at **Annexures A1 to A3**. Smart PTUs / CTUs shall remain available for usage **FREE OF ANY CHARGES**.
- 1.18 The design of individual Smart PTUs / CTUs location wise has to be furnished by the Concessionaire for approval by the NDMC before construction activities at site. A tentative layout for Smart PTUs / CTUs is given herein for reference at **Annexure 'B'**. The various facilities as given herein the RFP are to be provided in each Smart PTUs / CTUs as per the location specific requirements approved by the NDMC. The concessioner will operate and maintain the Smart PTUs / CTUs and housekeeping of all the facilities provided within the Smart PTUs / CTUs block. 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 e-commerce (Bank ATM) and the Potable Water ATM can be assigned / given **to the companies / agency / bank / individuals to run the permitted commercial activities** by the concessionaire.
- 1.19 The title of interest, ownership and rights with regard to Smart PTUs / CTUs constructed/ repaired/renovated/converted by the Concessionaire for NDMC alongwith fixtures/fittings

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provided therein and the land allotted by the NDMC under the concession agreement shall vest with the NDMC except that these Smart PTUs / CTUs will be operated and maintained by the Concessionaire during the concession period as per the concession agreement.

**1.20 License Fee**

- 1.20.1 The Concessionaire shall pay NDMC a license fee per month for a group (A1 or A2 or A3) of Smart PTUs / CTUs, payable in quarterly instalments in advance over the Concession period. **The minimum license fee per group is Rs. 1,50,000 (Rupees One Lakh Fifty Thousand only) per month.**
- 1.20.2 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.
- 1.20.3 License fee during the implementation period after granting the partial completion/completion certificate shall be the proportionate license fee as defined herein, for the number of Smart PTUs / CTUs for which the partial COD / COD certificate issued by the Independent Engineer as per clause 30 and clause 31 of RFP.

**Section – 2      SCOPE OF WORK**

The total 105 Nos. of Smart PTUs / CTUs have been divided into three groups equally – Group ‘A1’, Group ‘A2’ and Group ‘A3’. Each Group is consisting of the new locations of Smart PTUs / CTUs, Garbage Stations and old existing PTUs / CTUs.

- i. At new locations of Smart PTUs / CTUs, the Smart PTUs / CTUs are to be constructed under this RFP.
- ii. At the location of Existing Garbage Stations, the Garbage Stations is to be converted into Smart PTUs / CTUs by demolition.
- iii. At the location of old existing toilet blocks, re-construction of Smart PTUs / CTUs is to be carried out after demolition under this RFP.

The Smart PTUs / CTUs locations shall be handed over to the Concessionaire **within two weeks** from the date of signing of agreement. The reconstruction /construction of the Smart PTUs / CTUs shall be completed / implemented in **Ten months** from the date of signing of agreement within which the Concessionaire is expected to complete the designing / drawing, implementation as per the requirements in accordance with technical specifications and standards specified herein.

Each Group is consisting of the new locations of Smart PTUs / CTUs, the location of existing Garbage Stations, where the Garbage Stations is to be converted into Smart PTUs / CTUs by demolition and the location of old existing toilet blocks in NDMC area.

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2.1 NDMC intends to develop the Smart PTUs / CTUs on “Design, Built, Operate and Transfer” (DBOT) basis to construct/reconstruct, operate and maintain during the Concession period, with provision of the space for various facilities as per the design approved by NDMC. The main facilities are Wi-Fi facilities, Potable Water ATM, e-commerce ATM, ‘NDMC area’ / Service Centre and Solar Photovoltaic Roof Top Panels. **The number of facilities / requirements shall be as per the site feasibility and the location specific.**

2.2 **Construction /Reconstruction of Smart PTUs / CTUs:**

The successful bidder shall conceptualize Smart PTUs / CTUs, design, construct / reconstruct as per the approved drawing by NDMC. The entry shall not be provided from the back side i.e. the side opposite to the road. The Public Toilets / Community Toilets shall have separate facility for ladies, gents and especially abled persons (Divyang) and other required smart facilities such as Wi-Fi facilities, Potable Water ATM, e-commerce Bank ATM, ‘NDMC area’ / Service Centre / kiosk, Solar Roof Top Panels. Bank ATM and ‘NDMC area’ from the road side shall be made up of toughened glass of appropriate thickness.

**The requirement of WC seats and Urinal Pots may vary site to site and same has to be decided as per the location specific requirements such as Markets, BQS, Road side, JJ cluster etc.**

The advertisement Panel shall be of Back Lit Display Panels on a stainless-steel / aluminum 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 each Smart PTUs / CTUs 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 PTUs / CTUs i.e. regular cleaning of the Smart PTUs / CTUs 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 PTUs / CTUs such as electricity, drainage, sewerage, waste removal, water etc. The concessioner shall clean and do housekeeping the other areas created in Smart PTUs / CTUs for the other facilities as specified above.

2.4 **Water supply:** The Concessionaire shall ensure availability of adequate water at all times for general cleanliness of the Smart PTUs / CTUs 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 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.

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- 2.5 **Electricity supply:** The Concessionaire shall ensure adequate electricity supply for proper lightings inside and outside the Smart PTUs / CTUs. The 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 PTUs / CTUs 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 PTUs / CTUs:** The Concessionaire shall ensure cleaning of the Smart PTUs / CTUs as per the cleaning schedule provided herewith. Dedicated cleaning staff shall be provided by the Concessionaire for Smart PTUs / CTUs.
- 2.9 **Waste Disposal:** The Concessionaire shall provide litterbins inside and outside of the Smart PTUs / CTUs 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 PTUs / CTUs rests with the Concessionaire.
- 2.11 **Maintenance:** It will include daily, routine and periodic maintenance works in the Smart PTUs / CTUs but shall not be limited to the Civil, electrical and mechanical works for the Smart PTUs / CTUs, equipment maintenance and servicing.
- 2.12 The Concessionaire shall hand over the Smart PTUs / CTUs to NDMC in good working condition at the end of concession period .
- 2.13 The Concessionaire shall made regular payment of license fee to NDMC not later than 10<sup>th</sup> 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 realisation of payment. If concessionaire will not make payments for two consecutive quarters, the contract will stand terminated automatically.

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**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 Organisation, 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 **least three 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 **least three 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. ;

**AND** as per the following minimum criteria:

- (i) Operation and maintenance of minimum **840 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**
- (ii) Construction, Operation and maintenance on BOT Basis not less than **420 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  $\simeq$  1 WC
- 3.4.4    For BOT case, WC (Equivalent) are entitled to evaluate in both the above criteria separately.

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- 3.5 **Turnover:** The Bidder should have average annual turnover of Rs. **5 Crores** per annum for the preceding last three years and net worth of Rs. **3.0 Crores** in the financial year 2014-15. The financial year means the period ending upto 31<sup>st</sup> 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 bidder has to submit their offer separately for Group A1 / A2 / A3. Each group will be evaluated separately. The bidders shall meet the minimum eligibility criteria and turnover requirement for each separately. The bidder can submit their proposal for maximum two groups.
- 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 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.

**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 (iii) IT clearance Certificate	
3	List of self-attested copies of	
	(i) ESIC Registration with Code No.	
	(ii) EPF Registration No.	
	(iii) PAN/TAN Card No. (iv) Service Tax Registration No	
4	The Bidder experience at least three years in last five years in Construction / Operation and Maintenance of <b>Public toilets / Community Toilets / Urinal Blocks on BOT basis</b> in public premises as defined above. The following minimum criteria: (i) Operation and maintenance of <b>840 WC Month</b> (= number of WCs Operated and maintained monthly x number of months for which such WCs are operated and maintained) in last 5 years. OR (ii) Construction, Operation and maintenance on BOT Basis	

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	not less than <b>420 WC Month</b> (= 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.	
5	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	
6	The proof regarding turnover has to be submitted by the Bidder regarding the average annual turnover of Rs. 5 Crores per annum for the preceding last three years and net worth of Rs. 3.0 Crores in the financial year 2014-15.	
7	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.	

- 3.9 **Financial Sustainability:** The bidder shall prepare cost estimates for executing the work, alongwith 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 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.

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- 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.

**Section – 5**      **BID SECURITY**

- 5.1 Bid(s) shall be accompanied by a Bid Security Deposit of **Rs.15,00,000/-** (Rupees Fifteen lakh only) (Group-Wise) in the form of Bank Guarantee/Demand Draft of any nationalized bank. The validity of the Bank Guarantee/Demand Draft must be up to **8 (Eight) 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.



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- 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.
- 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 5<sup>th</sup> February, 2016 **at 11.00 AM** in the office of Chief Engineer (Civil-I), 15<sup>th</sup> 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:

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**Executive Engineer (RIP)**  
**New Delhi Municipal Council**  
**Room No.2001-C, 2<sup>nd</sup> Floor,**  
**Palika Kendra, Sansad Marg,**  
**New Delhi - 110001.**  
**Email: [exen.rip@ndmc.gov.in](mailto:exen.rip@ndmc.gov.in)**  
**Tel.: 23367728**

- 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.

**Section – 9**      **CLARIFICATION FROM BIDDERS**

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

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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 initialled 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 initialled 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 bidder's 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 / 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 15<sup>th</sup> February, 2016 at Executive Engineer (RIP) 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.

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**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 / Reconstruction of Smart PTUs / CTUs at new sites and on old existing sites of Garbage Station / PTUs with Advertisement Rights in NDMC area 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 / Reconstruction of Smart PTUs / CTUs at new sites and on old existing sites of Garbage Station / PTUs with Advertisement Rights in NDMC area 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 / Reconstruction of Smart PTUs / CTUs at new sites and on old existing sites of Garbage Station / PTUs with Advertisement Rights in NDMC area 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 / Reconstruction of Smart PTUs / CTUs at new sites and on old existing sites of Garbage Station / PTUs with Advertisement Rights in NDMC area 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 (RIP) NDMC. at the address provided in the **Para 7.2.**
- 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.

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- 14.11 The bidder has to submit their offer separately for Group A1, Group A2, Group A3. Each group will be evaluated as separately. If one bidder is successful bidder in one group or more groups individually after due process then not more than two groups will be allotted / given at a time to the successful bidders. The NDMC has liberty to award any one or two groups to single bidder when the bidder are qualified as successful bidders in two or more groups individually. No claim whatsoever in this regards will be entertained by the NDMC and refusal by the bidder if for any group, be consider the breach of the terms and conditions of the RFP.
- 14.12 The Group wise concession agreement has to be executed separately. The clubbing of the agreement is not allowed.

**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 A(1)) ii) Technical Bid (Envelope A(2)) iii) Minimum eligibility criteria (Envelope A(3)) (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.

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**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 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 whosoever 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 whosoever 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)	Proposed Basic Design of Smart PTUs / CTUs	<ul style="list-style-type: none"> <li>• Innovative Design, use of Modern material, functionality, Aesthetic and maintainability (5 marks)</li> <li>• Solar Panel &amp; LED fittings and design</li> </ul>	15

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		<p>with least vandalism (5 marks)</p> <ul style="list-style-type: none"> <li>• Back lit advertising display panel covered with Poly Carbonate sheet and Digital Advertising Display Panel (5 marks)</li> </ul>	
b)	Operation, Cleaning and Maintenance Plan	<ul style="list-style-type: none"> <li>• Daily / Weekly / Monthly /Yearly Plan for O&amp;M (5 marks)</li> <li>• Daily / Weekly / Monthly Plan for cleaning (5 marks)</li> <li>• Inspection Reports through Mobile Apps and Email (5 marks)</li> <li>• Complaint redressal mechanism (5 marks)</li> </ul>	20
c)	Mechanised Equipments	<ul style="list-style-type: none"> <li>• Mopping, Rubbing and Dry / Wet Vacuum Cleaning through machine (10 marks)</li> </ul> <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"> <li>• Number of Supervisor (Minimum 2 Number) (3 marks)</li> <li>• Number of skilled manpower (Electrician / fitter / plumber) (Minimum 2 No.) (3 marks)</li> <li>• Unskilled manpower (Sweeper, Security, Guard, helper etc.) (Minimum 80) (4 marks)</li> </ul>	10
e)	Experience for Similar Work - Public Toilets / Community Toilets / Urinal Block <b>exclusively on Operation &amp; Maintenance</b> in last five year	<p>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 840 WC Month; 15 marks for more than 1680 WC Month; for in-between WC Month , marks will be allotted on pro-rata basis)</p>	15
(f)	Experience for Similar Work - Public Toilets / Community Toilets / Urinal Block <b>on BOT basis</b> for Construction, Operation & Maintenance of Smart PTUs / CTUs in last five year	<p>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 420 WC Month; 10 marks for more than 840 WC Month; pro-rata marks for in-between WC Months)</p>	10
g)	Financial Competency - Turnover	<p>Annual Average Turnover in last three years (10 marks for turnover more than Rs.10 cr.; 7 marks for Rs.5.0 cr.; for turnover in between</p>	10

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		Rs.5 to 10 cr. marks will be allotted on pro-rata basis)	
h)	Financial Competency - Proposed Capital Expenditure	Proposed capital expenditure for the project excluding O&M. (10 marks for expenditure of more than Rs.8 cr.; 7 marks for Rs.6 cr.; for expenditure in between Rs.6 to 8 cr. marks will be allotted on pro-rata basis; 0 marks for less than Rs.6 cr.)	10
<b>Total</b>			<b>100</b>

**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.

$$\text{WC in each Toilet} = (2\text{WC} + 4/2 \text{ Urinal}) + 2\text{WC} + 1\text{WC} = 7\text{WC}$$

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.



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**19.9.5 Minimum license fee:-**

Minimum License fee shall be Rs. 150000/- (Rupees One lacs fifty thousand) Per Group (A-1 or A-2 or A-3) 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'** for individual group (A-1 or A-2 or A-3) 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 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% x 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 % of 100) x 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 x 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.**

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**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".
- 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 / Reconstruction of Smart PTUs / CTUs at new sites and on old existing sites of Garbage Station / PTUs with Advertisement Rights in NDMC area on PPP Model**' deliver to NDMC, a Performance Security of Rs. 35 lacs (Rupees Thirty Five Lacs 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 upto 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

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upto 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 (15 sq mtr per Smart PTUs / CTUs subject to maximum 18 sq meter) and other permitted commercial activities such as e-commerce ATM, Potable Water ATM's / Vending Machines, Wi-Fi etc.

In case for Digital Advertisement Panels the necessary permissions have to be obtained from Delhi Police and other statutory body. Similarly necessary approval / permissions for Wi-Fi from the statutory body / department have to be obtained by the concessionaire.

25.2 Space for 'NDMC area' / kiosk will be used by NDMC for Blood Collection Centre / First Aid / Police Booth / Floweriest and other commercial activities. 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.

**Section – 26 CONCESSION PERIOD AND Smart PTUs / CTUs SITE**

26.1 **Concession Period:** The 'Concession Period' will be 10 (Ten) years from the date of signing of the concession agreement including the implementation / construction / commissioning period of Ten months.

26.2 The title of interest, ownership and rights with regard to Smart Public Toilets Units / Community Toilets Units, renovated / reconstructed / constructed / converted by the Concessionaire for NDMC along with fixtures/fittings provided therein shall vest with the NDMC and concessionaire will operate, clean and maintains 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 / COMMUNITY TOILETS**

27.1 The proposed concept design of Public Toilets / Community Toilets (separately) in the tentative area of about 25 feet x 12 feet has to be submitted by the bidders considering separate facility for ladies, gents and especially abled persons '**DIVYANG**' and other required

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smart facilities such as Potable Water ATM, e-commerce ATM, 'NDMC area' / Service Centre / kiosk, Wi-Fi and Solar Panels.

The tentative lay out plan incorporating the desired facilities are attached herewith for the reference.

The requirement of WC seats and Urinal Pots may vary site to site and same has to be decided as per the location specific requirement.

- 27.2 Location wise design / drawings for Public Toilets and Community Toilets with required facilities are to be submitted by Concessionaire for approval by the NDMC / Independent Engineer / PMU as per the site feasibility.
- 27.3 The advertisement Panel shall be of Back Lit Advertising Display Panels and Digital Advertising Panels with prior approval of Delhi Police and other statutory body.
- 27.4 For e-commerce ATM, the TRI-Party agreement with NDMC, Bank and the concessioner has to be executed before commencement the facilities.
- 27.5
- (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 PTUs / CTUs, NDMC can make the arrangement its own or through vendor as per the terms and conditions finalised 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.
- 27.6 'NDMC area' / Service Centre / Floweriest Kiosk / Blood Collection Centre is to be utilized 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.
- 27.7 Social Messages through poster for the wide spread awareness and instructions has to be placed by the concessionaire in and around the Smart PTUs / CTUs as per the direction of NDMC time to time for the larger public behavioural changes.
- 27.8 The design of Public Toilets Units near the market, Road side locations and of Community Toilets may be different as per the requirements, since in market Urinal Pots are required more then the WC seats and in Slum area No. Of WC seats are required more than other facilities. Therefore, location wise design of Smart PTUs / CTUs is the most important aspect alongwith the other smart facilities.

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**Section – 28**    **REQUIREMENT FOR BETTER DESIGN, OPERATION, CLEANING AND  
MAINTENANCE OF SMART PUBLIC TOILETS / COMMUNITY TOILETS**

- 28.1            The reference requirement for better operation, cleaning and maintenance of Smart Public toilets / Community 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 Toilets / Community Toilets are given in the **Annexure E** enclosed for reference and for preparing daily / weekly / monthly reports.
- 28.3            Mobile App for Inspection and Report mechanism shall be ready before start of COD. MIS for reporting and complaint redressal mechanism is to be prepared by the concessioner for proper quality services and accountability. The same has to be started with the COD without failure.

**Section – 29**    **IMPLEMENTATION OF PROJECT**

- 29.1            NDMC hereby undertakes to handover to the Concessionaire physical possession of the Project Site (Smart PTUs / CTUs) free from encumbrance within two weeks 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 PTUs / CTUs 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 PTUs / CTUs 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 and Engineering working drawing are to be prepared and submitted by the concessionaire **within four weeks** from the date of possession of site for approval by the NDMC in further **two weeks' time**.

**Section – 30**    **MILE STONE FOR COMPLETION OF SMART PTUS / CTUS**

- 30.1            After approval of the design / drawings of individual Smart PTUs / CTUs, the concessionaire will start the construction activities for implementing the Project as per this agreement. Concessionaire will also submit the schedule chart / program for implementing the activities complete so that the following target be achieved.

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- (a) **Total 17 No. of Smart PTUs / CTUs** will be completed **within seven month** from the signing of agreement.
- (b) **Total 25 Nos. of Smart PTUs / CTUs** will be completed **within nine months**.
- (c) **Total 35 Nos Smart PTUs / CTUs** have to be completed in **ten months** from the signing of agreements.
- (d) The Smart PTUs / CTUs / CTUs shall be completed strictly as per the above specified timeline. Failing which a **liquidity damage of Rs.2000/- per week per Smart PTUs / CTUs wise** will be imposed on the Concessionaire.
- (e) The liquidity damage for Smart PTUs / CTUs if any will be **calculated** Smart PTUs / CTUs wise till the completion / provisional completion for the Smart PTUs / CTUs granted by the Independent Engineer. The total liquidity damage will be worked out till the completion of the project granted by Independent Engineer for COD.
- (f) 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.
- (g) In case of unavoidable circumstance or delay in completion of individual Smart PTUs / CTUs due to NDMC's obligation such as sewer line, water supply, electricity etc. the hindrance have to be recorded properly by the Independent Engineer and such period will not be counted towards the working out the Liquidity Damage for the Smart PTUs / CTUs.

**Section – 31 TOILETS PARTIAL COMPLETION/PARTIAL COD**

31

- (a) In case of delay in implementation / completion of the project in ten month time, on account of the concessionaire, the fifty percent share of NDMC towards the Independent Engineer fee will be also borne by the concessionaire till completion of project, in addition to their share of fifty percent fee of Independent Engineer till the completion of project.
- (b) After the extended period upto **sixteen months** from signing of the agreement, the completion certificate would be issued by the Independent Engineer and the project will be made deemed completed. **The license fee** (the minimum license fee or as quoted by successful bidder, whichever is more) **would be paid by the Concessionaire to the NDMC** and the liquidity damage of Rs.2,000/- per Smart PTUs / CTUs per week would be paid for balance uncompleted Smart PTUs / CTUs to NDMC till the completion of the project. No claim on account such circumstances will be entertained by the NDMC.
- (c) The partial COD may be granted by the Independent Engineer, after achieving the mile stone time line as per 30.1 (a) and 30.1 (b) above.
- (d) After completion of construction activities for individual Smart PTUs / CTUs, the Smart PTUs / CTUs have to be made operational immediately for general public use and will maintain by the concessionaire as per this agreement. But **the commercial activities and**

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**advertisements will only start after the issuing of the COD / partial COD by the Independent Engineer.**

- (e) After opening the individual Smart PTUs / CTUs for general public use the social message / creative information of NDMC have to be displayed by the concessionaire in the back lit the Advertising Display Panels / Digital Advertisement Display Panel, till the grant of partial COD / COD.
- (f) After issue of the **partial completion certificate**, the **partial COD** be granted by the Independent Engineer and license fee have to be pay by the concessionaire during the implementation period as mentioned herein.

**Section – 32 INCENTIVE FOR EARLY COMPLETION OF SMART PTUS / CTUS PROJECT**

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

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**ANNEXURE – ‘A-1’**

Sr. No.	Proposed Location for Smart PTUs / CTUs in Group A1	Facilities in each PTU's / CTU's		
		Bank ATM & Wi-Fi	Potable Water ATM	'NDMC area' at disposal of NDMC
<b>NEW SITES</b>				
1	Toilet at Back Side of RML Hospital near Gate No. 6 Old R. K. Ashram Marg	Yes	Yes	Yes
2	Toilet at Back Side of RML Hospital near Gate No. 6 Old R. K. Ashram Marg	—	Yes	Yes
3	Toilet at Shankar Road, Ravinder Rangshala Side	—	Yes	—
4	Toilet at Shankar Road, Budha Jainity Park Side	Yes	Yes	—
5	Toilet in Lane at Corner, near BQS Park Street, Talkatora Stadium Side	Yes	Yes	Yes
6	Toilet near Subway Navyug School Mandir Marg in the land of Tourism Department	Yes	Yes	—
7	Toilet at Bhai Veer Singh Marg near T- Junction Kali Bari Marg	Yes	Yes	Yes
8	Toilet at Pant Marg near BQS in front Bunglow No.-15	Yes	Yes	Yes
9	Toilet in Lane at Corner outside Akashwani Building, Pt. Pant Marg	—	Yes	—
10	Toilet at Pt. Pant Marg near BQS	Yes	Yes	—
11	Toilet near DTC Time Keeping Booth Church Road	—	Yes	—
12	Toilet block at R K Ashram Marg near Car Accessories Market	Yes	Yes	Yes
13	Outside Morarji Desai Yoga Institute, GPO	Yes	Yes	Yes
14	Toilet outside Lady Harding Hospital on Panchkuian Road	Yes	Yes	Yes
15	Toilet at Safdar Hashmi Marg near Safal Mother Dairy Booth	Yes	Yes	Yes
16	Toilet in Fire Brigade Lane at corner of Lane near NDMC Site Office.	—	Yes	Yes
17	Toilet adjoining Vidyut Bhawan near Shivaji Bridge Railway Station.	Yes	Yes	Yes
18	Toilet at New Barakhamba Lane behind Lalit Hotel in Parking	—	Yes	—
19	Talkatora Road outside Bungalow No. 15	Yes	Yes	Yes



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<b>EXISTING GARBAGE STATIONS TO BE CONVERTED IN PTU's / CTU's</b>				
20	Ashoka Road near Police Station (Parliament Street)	Yes	Yes	Yes
21	Near Navyug School, Peshwa Road	—	Yes	Yes
22	Doctor Lane Near Gupta Sweet	Yes	Yes	Yes
23	R. K. Ashram Marg Metro Station	Yes	Yes	—
24	Church Road near Petrol Pump	Yes	Yes	Yes
25	Pt. Pant Marg near BD Marg	Yes	Yes	—
26	N P School Mandir Marg	Yes	Yes	Yes
27	Near Birla Mandir lane, Mandir Marg	Yes	Yes	Yes
<b>EXISTING PTU's/ CTU's</b>				
28	DID Camp, Near Safdarjung Road Toilet - 1	—	Yes	Yes
29	DID Camp, Near Safdarjung Road Toilet - 2	—	Yes	—
30	B. R. Camp, Race Course Road Toilet - 1	—	Yes	Yes
31	B. R. Camp, Race Course Road Toilet - 2	—	Yes	—
32	Arjun Dass Camp, Laxmi Bai Nagar	—	Yes	—
<b>COMMUNITY TOILETS NEW SITES</b>				
33	C-33 Kali Bari Marg	—	Yes	Yes
34	JJ Camp, C-32, Peshwa Road	—	Yes	Yes
35	Arjun Dass Camp	—	Yes	Yes

Note: Locations mentioned at Sl. No. 28 to 35 are for CTUs.

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**Construction / Reconstruction of Smart PTUs / CTUs at new sites and on old existing sites of Garbage Station / PTUs with Advertisement Rights in NDMC area on PPP Model**

**ANNEXURE – ‘A-2’**

Sr. No.	Proposed Location for Smart PTUs / CTUs in Group A2	Facilities in each PTU's / CTU's		
		Bank ATM & Wi-Fi	Potable Water ATM	‘NDMC area’ at disposal of NDMC
<b>NEW SITES</b>				
1	Toilet at Tolstoy Marg adjoining Masonic Lab near Metro Station	Yes	Yes	Yes
2	Toilet at Rafi Marg between BQS and NDMC Shops	Yes	Yes	Yes
3	Toilet at R P Road in front of National Archives of India	Yes	Yes	Yes
4	Toilet at Janpath near Eastern Court toward Metro Station Side	Yes	Yes	Yes
5	Toilet at Tolstoy Marg near Janpath Lane Inquiry	—	Yes	Yes
6	Tolstoy Marg behind C Point Hotel	—	Yes	—
7	Sikandra Road near Metro Station	Yes	Yes	Yes
8	Toilet adjoining Parking at Shershah Road toward National Gallery of Art	Yes	Yes	Yes
9	Toilet at Humayun Road Near Junior Modern School	—	Yes	—
10	Toilet at Maharishi Raman Marg Near Bus Stop Bharti Nagar Side	Yes	Yes	Yes
11	Toilet in Lane near Taxi Stand Max Muller Marg	—	Yes	Yes
12	Toilet Block at Rafi Marg near Udyog Bhawan	Yes	Yes	Yes
13	Toilet at Palika Bazar near Gate No. 2	Yes	Yes	—
<b>EXISTING DUSTBINS TO BE CONVERTED IN PTU's</b>				
14	Near Ashoka Road Corner, India Gate	—	Yes	Yes
15	Purana Quila Road outside NSCI JJ Camp	—	Yes	Yes
16	Near Akbar Road Corner, India Raod	—	Yes	Yes
17	Near Taj Man Singh Hotel Taxi Stand, Darbhanga Lane	—	Yes	Yes
18	Opposite side of Khoti No. 15 at Arch Bishop Marg	—	Yes	Yes
19	Amrita Shergill Marg Taxi Stand Rabinder Nagar Side	Yes	Yes	Yes
20	Rabinder Nagar Gate No. 8, Amrita Shergill Marg	—	Yes	Yes
21	Rafi Marg near Air Force Head Quarter	Yes	Yes	Yes

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Garbage Station / PTUs with Advertisement Rights in NDMC area on PPP Model**

22	Jantar Mantar Lane near Metro Parking	Yes	Yes	Yes
23	Atul Grove Road Opp. Kothi No T-22	—	Yes	Yes
24	Opp. Haryana Bhawan at Copernicus Marg	Yes	Yes	Yes
25	Jantar Mantar Road	—	Yes	Yes
26	Palika Bazar near Gate No. 4	Yes	Yes	Yes
27	Hanuman Lane near Hanuman Mandir	—	Yes	—
28	Rafi Marg behind RBI	Yes	Yes	Yes
<b><u>EXISTING PTU's/ CTU's</u></b>				
29	Chelmsford Club J. J. Camp at Raisina Road	Yes	Yes	Yes
30	Tees January Lane behind Gandhi Smriti Toilet - 1	—	Yes	—
31	Tees January Lane behind Gandhi Smriti Toilet - 2	—	Yes	—
32	Tuglak Lane J J Cluster	—	Yes	—
<b>COMMUNITY TOILETS NEW SITES</b>				
33	Teen Murti Lane along Kushak Nallaha	—	Yes	—
34	Vivekanand JJ Camp	—	Yes	—
35	Tuglak Lane JJ Cluster	—	Yes	—

Note: Locations mentioned at Sl. No. 29, 32, 33 to 35 are for CTUs.

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**Construction / Reconstruction of Smart PTUs / CTUs at new sites and on old existing sites of Garbage Station / PTUs with Advertisement Rights in NDMC area on PPP Model**

**ANNEXURE – ‘A-3’**

Sr. No.	Proposed Location of Smart PTUs / CTUs in Group A3	Facilities in each PTU's / CTU's		
		Bank ATM & Wi-Fi	Potable Water ATM	'NDMC area' at disposal of NDMC
<b>NEW SITES</b>				
1	Toilet at Aurobindo Marg in Safdarjung Tomb Parking	Yes	Yes	Yes
2	Toilet at Najaf Khan Road near Gate of Najaf Khan Tomb	Yes	Yes	Yes
3	Toilet at B-Avenue Near 2 <sup>nd</sup> Cross Road towards Community Hall	Yes	Yes	Yes
4	Toilet at Teen Murti Lane near Horticultural Enquiry	—	Yes	Yes
5	Toilet at South Avenue Lane near DMS Booth (LHS)	Yes	Yes	Yes
6	Toilet at Kushak Road adjoining CPWD Enquiry	—	Yes	Yes
7	Toilet at Krishana Menon Road near CPWD Horticulture Nursery	—	Yes	—
8	Toilet Near Metro Station at K. Kamraj Marg	Yes	Yes	—
9	Toilet at San Martin Marg adjoining Manas Marg	Yes	Yes	Yes
10	Toilet at San Martin Marg adjoining Railway Property near Ring Road	Yes	Yes	Yes
11	Toilet at Ashoka Hotel Parking Gate toward Petrol Pump, Niti Marg	—	Yes	Yes
12	Toilet in Lane adjoining Police Play Ground, Vinay Marg	—	Yes	Yes
13	Bardoloi Lane at corner in place of existing abandoned structure	Yes	Yes	Yes
14	Railway Reservation Centre Sarojini Nagar	Yes	Yes	----
15	Parking Nehru Planetarium Teen Murti Marg	Yes	Yes	Yes
16	Satya Marg adjoining PSOI both side entry	Yes	Yes	Yes
17	Bhairaon Mandir at Nehru Park, Vinay Marg	Yes	Yes	Yes
18	Toilet in Parking Lodhi Garden near Gate No.- 4	Yes	Yes	Yes
<b>EXISTING GARBAGE STATION TO BE CONVERTED IN PTU's / CTU'S</b>				
19	Pillangi Village Opposite A Block	—	Yes	—
20	Sarojini Nagar Main Market	Yes	Yes	Yes
21	Raj Mata Scindia Marg	Yes	Yes	Yes

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22	In front D-Block, Near Gate of Delhi College of Arts & Commerce, Netaji Nagar	Yes	Yes	—
23	Tikender Jeet Singh Marg	Yes	Yes	—
<b><u>EXISTING PTU's/ CTU's</u></b>				
24	Lodhi Garden (Outside) Toilet at Lodhi Road	Yes	Yes	Yes
25	Lodhi Garden (Outside) Toilet at Max Muller Marg	Yes	Yes	Yes
26	Lodhi Garden(inside) Toilet No-1	—	Yes	—
27	Lodhi Garden(inside) Toilet No-2	—	Yes	—
28	Lodhi Garden(inside) Toilet No-3	—	Yes	—
29	33 Qtrs Akbar lane Near Park	—	Yes	—
30	Aliganj Market, CPWD Colony	Yes	Yes	—
31	Toilet at parking at India International Annexe and Islamic Cultural Centre Max Muller Marg	Yes	Yes	—
<b>COMMUNITY TOILETS NEW SITES</b>				
32	Sanjay Camp, Chankya Puri	—	Yes	Yes
33	Sanjay Camp towards Singapore Embassy	—	Yes	Yes
34	Harijan Basti Anant Ram Dairy	—	Yes	Yes
35	Shankar Camp Moti Bagh	—	Yes	Yes

Note: Locations mentioned at Sl. No. 29 to 35 except 31 are for CTUs.

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**Construction / Reconstruction of Smart PTUs / CTUs at new sites and on old existing sites of Garbage Station / PTUs with Advertisement Rights in NDMC area on PPP Model**

**Annexure 'B'**

**TENTATIVE / INDICATIVE DESIGN OF TOILET**

**FRONT ELEVATION**

**REAR ELEVATION**

**LEFT SIDE ELEVATION**

**RIGHT SIDE ELEVATION**

**PLAN OF TOILET**

**SECTION A-A**

**DEPARTMENT OF ARCHITECTURE AND ENVIRONS N.D.M.C.**

**NOTES**

- 1) DISCREPANCY, IF ANY SHALL BE IMMEDIATELY BROUGHT TO THE NOTICE OF CHIEF ARCHITECT, NDMC.
- 2) DRAWING TO BE READ AND NOT TO BE MEASURED.
- 3) ALL DIMENSIONS ARE IN MTS.
- 4) THIS DRAWING HAS BEEN PREPARED ON THE BASIS OF THE INSTRUCTION RECEIVED FROM THE CHIEF ARCHITECT, NDMC.
- 5) NECESSARY ADMINISTRATIVE APPROVAL FROM COMPETENT AUTHORITY HAS TO BE OBTAINED BEFORE INITIATING THE WORK.

S. NO. REVISION SIGN DATE

RAJEEV SOOD  
CHIEF ARCHITECT

SAROJ SETHI  
DY. ARCHITECT

ASHOK SINGH  
ASST. ARCH.

**OFFICE OF THE CHIEF ARCHITECT, PALIKA KENDRA**

**PROPOSED TOILET AT RAFI MARG, NEW DELHI**

SCALE :-  
JAN 2016

JOB NO.- DRG N

**EE (RIP), NEW DELHI MUNICIPAL COUNCIL, NEW DELHI**

**Construction / Reconstruction of Smart PTUs / CTUs at new sites and on old existing sites of  
Garbage Station / PTUs with Advertisement Rights in NDMC area on PPP Model**

**Annexure - C**

**THE MINIMUM SPECIFICATIONS AND STANDARDS FOR SMART PTUS / CTUS**

- 1) The Smart PTUs / CTUs as per the Annexure - A1, A2 & A3 are to be reconstructed /constructed in accordance with the drawings, complete with proper tiling, flooring, LED fixtures, electrical fittings, sanitary fittings, solar photovoltaic roof top panels and plumbing etc.
  
- 2) (a) The advertisements are only permitted to display on the front wall and side walls of the Smart PTUs / CTUs. The advertisement area is about 15 sq.mtr which can be extended to maximum 18 sq meter if location permits per Smart PTUs / CTUs.  
  
(b)The advertisements panel shall be of Back lit advertising panel / Digital Advertising panel (with prior approval of the Delhi Police) in the frame of Aluminium / Stainless Steel and covered with poly carbonate sheet as per design approved by NDMC.  
  
(c)The tentative size of advertising panel shall be of 6m x 1.5m (Front panel), 1.5m x 2m (Side wall panel) as per the details given in Annexure 'H'.  
  
(d)No separate structure for advertisements panel above the Smart PTUs / CTUs, or separate advertisements panel from the Smart PTUs / CTUs 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) Smart PTUs / CTUs are to be reconstructed/ constructed at New locations for Smart PTUs / CTUs, at the existing location of Garbage Stations and at location of old existing Smart PTUs / CTUs as per list in Annexure A1, A2 & A3.
  - (a) At New locations of Smart PTUs / CTUs, the Smart PTUs / CTUs are to be constructed.
  - (b) At the location of Existing Garbage Stations, the Garbage Stations is to be converted into Smart PTUs / CTUs by demolition.
  - (c) At the location of old existing toilet blocks, re-construction of Smart PTUs / CTUs is to be carried out after demolition.
  
- 4) The provision of the space for various facilities such as Water ATM, e-commerce ATM, 'NDMC area' / Service Centre, Solar Photovoltaic Roof Top Panels , Wi Fi as per the design approved by NDMC are to be provided in each Smart PTUs / CTUs. **The number of facilities / requirements shall be as per the site feasibility and the location specific requirements such details are at Annexure A-1, A-2 & A-3.**

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- 5) An area of about 35 sq. feet i.e. 'NDMC area' would be provided to the NDMC for which no payment would be made to the concessionaire by NDMC during the concession period.
- 6) The Public Toilets / Community Toilets shall have separate facility for ladies, gents and especially abled persons (Divyang) alongwith the other required smart facilities such as **Water ATM, e-commerce ATM, 'NDMC area' / Service Centre / kiosk, Wi-Fi and Solar Roof Panels.**
- 7) **The requirement of number of WC seats and Urinal Pots may vary site to site and same has to be decided as per the location specific requirements such as Markets, BQS, Road side, JJ cluster etc in consultation with NDMC.**
- 8) The material and the fixtures to be used in each Smart PTUs / CTUs are given herewith for minimum standard. However, the concessionaire can propose the higher specification than the above for approval by the NDMC.
- 9) Design criteria for preparing/submission the drawings of individual Smart PTUs / CTUs in details are given clause 27, clause 28 of RFP and in **Annexure D.**
- 10) **Water supply:** The Concessionaire shall ensure availability of adequate water at all times for general cleanliness of the Smart PTUs / CTUs 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 PTUs / CTUs 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.
- 11) **Electricity supply:** The Concessionaire shall ensure adequate electricity supply for proper LED lightings inside and outside the Smart PTUs / CTUs 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.
- 12) **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.
- 13) **Landscaping:** The concessionaire shall put plants in and around each Smart PTUs / CTUs where space is available as per the approval of the NDMC and maintain the same in good condition at all times.
- 14) **Cleaning of Smart PTUs / CTUs:** The Concessionaire shall ensure cleaning of the Smart PTUs / CTUs as per the cleaning schedule provided herewith. Dedicated cleaning staff shall be provided by the Concessionaire for Smart PTUs / CTUs.
- 15) **Waste Disposal:** The Concessionaire shall provide stainless steel litterbins inside and outside the Smart PTUs / CTUs 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 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) All the Smart PTUs / CTUs 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 PTUs / CTUs as per drawing, if possible.
- 23) Entire colour scheme and samples of the materials shall be got approved prior to use in the reconstruction / construction of Smart PTUs / CTUs.

**24) The minimum specifications for the material to be used in Smart PTUs / CTUs.**

<b>Sr. No</b>	<b>Item description</b>	<b>Minimum specifications</b>
1.	(i) 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	Granite flooring with 18 mm thick granite stone or granite tiles of required colour as approved by NDMC.
4.	Internal wall cladding	Digital wall tiles of min 5 mm thickness 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	Granite tiles/ sand stone cladding of approved quality & colours as per the drawings.

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6.	WCs, Urinals & washbasins.	In white / Ivory colour vitreous china conforming to IS:7231
7.	cistern	PVC flushing cistern with manually controlled device, preferable concealed cistern.
8.	Storage tank	Polyethylene water storage tank ISI: 12701 marked indicating the BIS license no.
9.	Taps, stop cocks, Angle valves etc.	PTMT (engineering thermoplastic) fittings of Prayag or equivalent make in the CTUs and C. P. Brass / Metal fittings in the PTUs of approved quality.
10.	Aluminium 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	Solar photovoltaic panels of good quality shall be placed on roof for about 2 KW to 3 KW capacity as per the site feasibility.
14.	Modesty boards of not less than 300x800 mm height.	
15.	Urinal and wash basin for child.	
16.	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 PTUs / CTUs.

**26) Operations & Maintenance:**

This includes operation of the Smart PTUs / CTUs i.e. regular cleaning of the Smart PTUs / CTUs 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 PTUs / CTUs such as electricity, drainage, sewerage, waste removal, water etc. The concessioner shall also clean and housekeeping the other areas created in Smart PTUs / CTUs for the other facilities as specified above.

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**27) MINIMUM MAINTENANCE REQUIREMENTS**

1. All PTUs should be kept opened from 6.00 a.m. to 10:00 p.m. for all seven days a week. All CTUs shall be kept opened 24 hours in a day for all seven days a week. However, the Concessionaire may be allowed to open it early and close it later, if the utility is located in parks, markets & commercial areas etc. in consultation with NDMC. At some places 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 PTUs / CTUs.
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 PTUs / CTUs is functional at all times. Electrical safety is to be ensured for users as well as CONCESSIONAIRE'S staff.
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 PTUs / CTUs 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(RIP).
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 1,000/- Per Toilet / 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.

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**ANNEXURE 'D'**

**REQUIREMENT FOR DESIGN 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 Design, 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 / Community 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 design. The usual demands placed on a high-profile, high traffic and heavily used facility requires extra thoughts for each process. A well-designed 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's used should be sufficient and prominently displayed in all main traffic passageways, so that the user does not need to ask for directions.

Signages 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: 2W.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.

### **1.3 Materials**

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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 Non-slip ceramic tiles, natural stone, homogeneous tiles, terrazzo etc.
- (b) Wall shall be of Ceramic tiles, natural stone, homogeneous tiles, stainless steel, enamelled steel panels, glass block, aluminium panels, phenolic cladding etc.
- (c) Ceiling shall be of Mineral fibre board, fibrous plaster board, Aluminium panels or strips 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 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.

If two or more urinals are installed, one should be installed at child's height. 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 850mm (min) x 1500mm (min).

An ablation 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 ablation 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 minimum size of 500mm in length and 400mm in width.

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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 PTUs / CTUs.

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 PTUs.

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

Landing : every 750mm of vertical rise

Width & Depth: Toilet clear inner size 1500mm to 1800mm.

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

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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.

**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 provide a clear opening of 1100 mm, clear opening of at least 1050 mm with the door swing outwards

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**

- 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.
- 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 strips 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.



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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.

### **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
- (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).

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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.

#### **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 Persuading Users to do their Part**

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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 PTUs / CTUs:-**

- (a) Each Smart PTUs / CTUs 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 PTUs / CTUs 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, Gents Toilet, Ladies Toilet, Toilet for Divyang, Dustbin, No Smoking area, Water ATM, ‘NDMC area’.
- (d) Social Message ‘keep the Toilet Clean’, ‘Save Water’ ‘Use Dustbin’ ‘Don’t Spit’ ‘Wash your Hand’ 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 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 displace should be selected.

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**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”.



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**Table – 2 A**

**Public Toilet, Operation, Cleaning and Maintenance**

**Frequency for Periodic / Thorough Cleaning in Smart PTUs / CTUs:-**

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

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**Table – 2 B**

**Frequency for Spot Cleaning of Smart PTUs / CTUs on daily basis.**

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

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***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. Signages 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***

<b>CLEANING AGENTS FOR DIFFERENT FINISHES</b>	
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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**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 / Reconstruction of Smart PTUs / CTUs at new sites and on old existing sites of Garbage Station / PTUs with Advertisement Rights in NDMC area 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.

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

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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 \_\_\_\_\_

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**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.(RIP)**

Room No. 2001-C, 2<sup>nd</sup> Floor,  
NDMC,  
Palika Kendra, Sansad Marg,  
New Delhi-110001

**Dear Sir,**

**Sub:- ‘Construction / Reconstruction of Smart PTUs / CTUs at new sites and on old existing sites of Garbage Station / PTUs with Advertisement Rights in NDMC area 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 / reconstruction, operation and maintenance of Public Toilet Utilities / Community Toilets for Group A or Group B or Group C (whichever is relevant only and strike the others) 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

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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

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**Annexure –‘G’**

**(Format of Financial Bid )**

**FORMAT FOR LICENSE FEE**

**SUB: CONSTRUCTION / RECONSTRUCTION OF SMART PTUS / CTUS AT NEW SITES  
AND ON OLD EXISTING SITES OF GARBAGE STATION / PTUS WITH  
ADVERTISEMENT RIGHTS IN NDMC AREA ON PPP MODEL.**

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**We agree to pay NDMC a License fee amounting to Rupees..... ( in words also) per month for a Group A1 or Group A2 or Group A3 subject to minimum license fee of Rs 1.5 Lakhs (Rupees One Lakh fifty thousand only) per month from COD issued by Independent Engineer 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 Independent Engineer 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)**

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**Annexure – H**

**Tentative Design for Backlit Advertising Panels / Digital Advertising Panel**

