

**[REDACTED] Municipal
Corporation / Municipality**

TENDER DOCUMENT

FOR

**RESIDENTIAL AREA SOLID WASTE HANDLING, STREET SWEEPING, LITTER
COLLECTION, DRAINS CLEANING AND RELATED SANITATION ACTIVITIES
FOR A PERIOD OF 3 YEARS ON “BUY/HIRE, OWN & OPERATE” (BOO) BASIS**

Residential Area Work Package No:

Proposed by:
Commissioner,

[REDACTED] Municipal Corporation/Municipality

Letter of Invitation

Dated: --/--/----

Sub: RESIDENTIAL AREA SOLID WASTE HANDLING, STREET SWEEPING, LITTER COLLECTION & DRAINS CLEANING AND RELATED SANITATION ACTIVITIES FOR THE WORK PACKAGE No. _____ FOR A PERIOD OF 3 YEARS ON “BUY/HIRE, OWN & OPERATE” (BOO) BASIS

Dear Sir/ Madam,

_____ Municipal Corporation/Municipality(Authority) intends to outsource the handling of Residential Micro Pocket Solid Waste Management activities including street sweeping, litter collection and drains cleaning for the Work Package No. _____ as detailed in this document, for a period of 3 (three) years on “Buy/Hire, Own & Operate” (BOO) basis.

The Bidder has to quote a lump sum price for the total project for 3 years. The responsibilities include solid waste collection, litter picking, street sweeping, drains cleaning, disinfection, vector control and transportation of the collected waste to the designated places as per the provisions of this Tender.

The Successful Bidder will be determined by way of a “Single stage two parts” Bidding process. In the first part of the stage, the Bidder would be required to meet the minimum threshold technical qualifications and qualify for undertaking the Project as set out in this Tender document. In the second part of the stage, the Financial Bids of only those Bidders who have obtained minimum technical score and meet other terms & conditions as specified in this Tender document would be opened and evaluated. The final selection will be based on Combined Quality cum Cost Based Selection (QCBS) method. The weightage given to technical and financial evaluations is in the ratio of 70:30, respectively.

You are requested to participate in the Bid and submit your proposal (the “Bid”) for the aforesaid project in accordance with the Tender.

Please note that the Authority reserves the right to accept or reject all or any of the Bids without assigning any reason whatsoever.

Thanking you
Yours Truly,

Commissioner,

Municipal Corporation / Municipality
Authority

_____ Municipal Corporation / Municipality

Disclaimer

The Bidder is required to consider only those terms and conditions provided in this Tender document (Tender) and subsequent Corrigendums if any, issued in the e-Tender portal - <https://Tender.apecurement.gov.in/>.

This Tender is not an agreement and is neither an offer nor invitation by the Authority to the prospective Bidder or any other person. The purpose of this Tender is to provide interested parties with information that may be useful to them in making their financial offers (Bids) pursuant to this Tender. This Tender includes statements which reflect various assumptions and assessments arrived at by the Authority in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This Tender may not be appropriate for all persons and it is not possible for the Authority, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this Tender. The assumptions, assessments, statements and information contained in the Bidding Documents may not be complete, accurate, adequate or correct. Each Bidder should therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this Tender document.

Information provided in this Tender document is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The Authority, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this Tender document, including the accuracy, adequacy, correctness, completeness or reliability of the Tender and any assessment, assumption, statement or information contained therein or deemed to form part of this Tender or arising in any way for participation in this Bid.

The Authority also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused, arising from reliance of any Bidder upon the statements of information contained in this Tender.

The Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this Tender, communicated in the form of a Corrigendum.

The issue of this Tender does not imply that the Authority is bound to select a Bidder or to appoint the Selected Bidder, as the case may be, for the Project and the Authority reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of the Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority or any other costs incurred in connection with or relating to the Bid. All such costs and expenses shall be borne by the Bidder and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by the Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

1. INVITATION FOR BID SUBMISSION

Tender Notification No:

Date:

Municipal Solid Waste (MSW) is the trash or garbage that is discarded daily in a human settlement. According to Government of India's MSW Rules 2016, MSW includes commercial and residential waste generated in municipal or notified areas in either solid or semi-solid form excluding industrial, hazardous, bio-medical and e-waste. Municipal Solid Waste Management (MSWM) is a mandated service provided by the Urban Local Bodies (ULB). Efficient management of municipal solid waste results in maintaining hygienic conditions leading to better health conditions, better living environment, improved economic prosperity in the area, aesthetically cleaner surroundings, cleaner water sources and safe neighborhoods. In addition, the Government of India's Municipal Solid Waste (MSW) Rules 2016 and National Green Tribunal (NGT) directives aim at creating overall positive impact on the living environment by mitigating pollution and environmental hazards.

The Government of Andhra Pradesh has a vision of transforming Cities and Towns in Andhra Pradesh into neat, clean and litter free areas for best-in-class livability, health standards, environment and tourism and investment attractiveness. In order to realize this vision, the Department of Municipal Administration and Urban Development (MA&UD) has developed a statewide plan in the form of a Government Order GO 279 dated 31.12.2015. The major objective of this plan is to provide 100 % service coverage of sanitation and solid waste management services to all the residential and commercial areas, main roads and public movement areas such as railway stations, bus stations and other places of public gathering. In all the ULB areas, the solid waste generated in the major market, commercial and institutional areas will be collected and transported and further processed in separate streams of dry, wet and hazardous as an independent bundled work package.

For providing focused services to the residential areas, election wards are demarcated into smaller units of micro pockets consisting of, on an average, 350 waste generating units (households, petty shops and street vendors), spread out in the streets in the residential localities. In each of these micro pockets, all the sanitation and solid waste handling activities have to be carried out in an integrated manner as a total service activity. Based on the size and type of the ULB, varying numbers of micro pockets (activities) are bundled into Work Packages.

In addition to providing proper sanitation and solid waste handling services to different population segments and territorial zones in the urban areas, these service delivery plans are mainly intended to promote clean and green surroundings with wider social involvement. With this objective, the Government of Andhra Pradesh, as a policy initiative is interested in involving socially inclined private service providers to undertake long term (3 years) contracted service packages on "Buy/Hire, Own and Operate" (BOO) basis.

1.1. **Project Objectives**

- To create an efficient system for collection, transportation and temporary storage for municipal solid waste that is separated at source - households, petty shops and street vendors, into Wet (organic) Dry (recyclable) and Hazardous categories
- To handle the municipal solid waste in a stream separated manner (wet, dry and hazardous) at all stages of collection, transportation and temporary storage.
- To provide 100 % service coverage of sanitation and solid waste handling to all the households, petty shops, street vendors and public places in the urban areas.
- To create neat, clean and healthy environment in a consistent manner in the urban areas.

1.2. **Invitation from _____ Municipal Corporation / Municipality**

In the background as detailed above, _____ Municipal Corporation / Municipality (Authority) intends to engage specialized and experienced service providers (the ‘Service Provider’) for handling the Residential Area Sanitation and Solid Waste Management including solid waste collection, litter picking, street sweeping, drains cleaning, disinfection, vector control and transportation (the ‘Project’). This Work Package is intended to be outsourced on Buy/Hire, Own and Operate” (BOO) basis. The area wise details are given in Table-7 of this Tender document (Micro Pocket wise indicative work quantities included in the Work Package). Also, a ULB base map indicating the corresponding zones / locations for collection of residential waste and transportation of the same to the designated locations are provided in the same Table. Draft Service Agreement is also given along with this Tender document.

2. SCHEDULE OF BIDDING PROCESS

Bidders are invited to submit their Bids before the time and date through the e-procurement portal <https://Tender.apecurement.gov.in/>. The Bids submitted after this time and date will **not** be considered under any circumstances, unless notified by the Authority with full information of the altered date and time, as a Corrigendum in the e-procurement portal.

Table-1: Bid Schedule Details		
Sl. No.	Event Description	Particulars
1	Tender document download start date and time	Date Time
2	Tender document download end date and time	Date Time
3	Bid submission closing (Bid Due) date and time	Date Time
4	Name, Address, contact numbers, e-mail id of the authorised official for clarifications	
5	Last Date for submission of queries for Pre-Bid meeting	Date Time
6	Date of Pre-Bid Meeting	Date Time
7	Place of Pre-Bid meeting	
8	Date & Time for opening of Technical Bid (Qualification Criteria)	Date Time
9	Date & Time of opening of Financial Bid	After evaluation of technical Bid, will be intimated to the qualified Bidders.
10	Tender Transaction Fee (payable to AP Technology Services; Non-Refundable)	Rs. _____ (Rupees _____ only) being 0.345% of the Estimated Cost Value of the project subject to a maximum of Rs. 28,750/- The mode of payment is as indicated in the e-procurement portal.
11	Tender Processing Fee (Non- Refundable)	Rs.25,000/- (Rupees twenty five thousand only) in the form of a crossed demand draft drawn in favour of _____ Municipal Corporation / Municipality payable at _____ drawn on any scheduled bank.

_____ Municipal Corporation / Municipality

		A Legible scan copy of DD to be uploaded in the e-procurement portal.
12	Earnest Money Deposit	<p>The Bidder has to deposit <u>2.5% of the Final Contract Value of the Project for the three years as the EMD (A).</u></p> <p>Of this, 1% (one percent) of the <u>Estimated Total Cost Value of the Project for three years (B) which is Rs.</u> <u>(_____ Rupees _____)</u></p> <p>has to be deposited through Net-banking / RTGS / NEFT from the Bidder's registered bank account only in favour of the entity as indicated in the e-procurement portal. (will be refunded to the unsuccessful Bidders after the completion of Bid Selection Process)</p> <p>The Successful Bidder shall deposit the remaining EMD balance (A minus B) at the time of concluding the Service Agreement, in the form of a Bank Guarantee.</p>
13	Performance Guarantee	The Successful Bidder needs to execute a Performance Guarantee to the value of 5% of the Annual Contract Value of the Project in the form of an irrevocable Bank Guarantee.

3. BROAD SCOPE OF WORK AND CONTRACT AWARD CONDITIONS

- 3.1. The broad scope of work includes the following activities and those which may be agreed upon at the time of finalising the Service Agreement by the successful Bidder.
- i. Collection of source separated solid waste (wet, dry and hazardous waste separately) at the gates or doors of the households, shops, street vendors and litter

picking in public places on daily basis as detailed in Table -7 of this Tender document.

- ii. Manual sweeping, litter collection and removal of animal carcasses in all micro pocket streets, main and arterial roads, all street and road surfaces, footpaths, pavements, parking lots, foot over bridges, bus shelters, subways, road medians, traffic islands and any other open public areas and structures abutting the given micro pockets on daily basis;
- iii. Cleaning and removal of garbage, litter, silt or any blockages from the street side shallow surface drains (other than underground sewerage and storm water drains) on daily basis;
- iv. Cleaning and removal of plant and tree trimmings, fallen leaves and any other green waste in the above said areas
- v. Carrying out disinfectant spraying, shrubs cutting, removing earthen heaps and/or any other vector control activities;
- vi. Transfer of the collected Municipal Solid Waste (MSW) from all the above activities to the points of designated locations such as transfer stations, storage yards, compost or material recovery yard, landfill facility on daily basis, as specified by the Authority from time-to time.
- vii. While transferring the waste from residential area micro pockets to the secondary transportation vehicles, undertake weighment of the wet, dry and hazardous waste separately, for each micro pocket trip, by using the electronic weighing scales as specified by the Authority.
- viii. Transfer the drain and road sweeping silt, in separate vehicles without mixing it with wet, dry or hazardous waste to the designated places as specified by the Authority from time-to time.

3.2. In order to carry out all the above activities, the Service Provider needs to undertake the following responsibilities.

- i. Deploying required number of vehicles – push carts / battery operated autos, tractors, trucks (not more than five years old and in working condition), requisite work force, consumables, and conservancy materials and also undertake comprehensive maintenance as per the specifications given in Table -4 of this Tender.

- ii. Employing the allocated number of contract workers who are presently working with the Authority and also engaging the additional workforce as given in Table-5.
 - iii. Keeping the required number of workers on reserve to be deployed in the instances of the absenteeism by the workers.
 - iv. Ensuring adequate reserve vehicles so that work is not hampered.
 - v. Deploying and maintaining the required number of electronic hardware (electronic weighing machines integrated with RFID reader, Android mobile phones, Geo Tags and micro pocket RFID cards) according to the technical specifications as given in Table-4.
 - vi. Regularly disbursing monthly wages through bank transfers to the bank accounts of the employees and paying the employee and employer contributions into the employee accounts of PF and ESI.
 - vii. Providing the required sets of Protective Wear to the workers and supervisors with proper identification and ensuring that the employees wear the Protective Wear all the time while on duty as given in Table-6.
 - viii. Adopting the technology based Monitoring and Evaluation (M&E) tools and systems as prescribed by the Authority
- 3.3. **Date of Work Commencement:** The Service Provider shall have to commence the work within 30 days from signing of the Service Agreement.
- 3.4. **Bid Criteria:** The Bid selection will be on the basis of combined Quality cum Cost Based Selection (QCBS) method. The weightage given to technical and financial scores are in the ratio of 70:30 respectively. **The Bidders have to submit their financial quote as lump sum amount for the total project for three years in INR ('The Price')** to carry out all the activities as detailed in the Tender. The Price should be inclusive of all applicable taxes.
- 3.5. **Service Agreement:** The Authority will enter into an all-inclusive Service Agreement with the Successful Bidder.
- 3.6. **Payment for the Service:**
- i. As this is a lump-sum contract for all the activities (machinery, operations & maintenance, fuel charges, workforce and conservancy materials etc.), the Bidder is expected to quote one single price, as the Bid Price for all the activities

including the contractor premium / margin, for the total project period of three years.

- ii. The Authority will pay the agreed upon Bid price in 36 equal monthly installments. The monthly installments will be paid after deducting the applicable penalties for non-achievement of service level performance indicators (KPIs) as per the formula given in Table-8.
 - iii. The Authority is developing requisite hardware and software infrastructure for monitoring and evaluation (M&E) purposes. The cost towards these expenses is factored into the Estimated Cost Value of the Project, which is indicated in the e-procurement portal. The cost includes onetime capital cost and monthly maintenance cost.
 - iv. The Service Provider is liable to bear the cost of M&E tools, systems and their maintenance (hardware and software). The cost figures and method of deduction will be communicated to the successful Bidder at the time of entering into the Service Agreement.
- 3.7. **Consideration for the Service:** As a special consideration for providing quality services, the contracted Service Provider is permitted to take away all the dry waste, collected in the contracted package areas free of cost. However, this can be done only after proper weighment at the micro pocket level while transferring the waste into the secondary transportation vehicles. The Service Provider is required to make suitable arrangements to recycle the dry waste using systematic methods. The dry waste should not indiscriminately dumped anywhere either inside or outside the boundaries of the ULB. The Service Provider is further required to submit monthly reports to the Authority on how the dry waste is finally disposed for recycling with suitable contractual / sales information.
- 3.8. **Financing of the costs incurred towards service delivery:** The Service Provider shall bear all the costs and expenses arising from capital investments, operations and maintenance expenses including M&E System expenses (Clause 3.6 iii, iv) for the entire contract duration. The Authority shall not bear / make any more additional payments other than the contractual amount agreed upon in the Service Agreement.
- 3.9. **Contract Duration:** The Successful Bidder will be offered the Work Package for 3 (three) years. The Authority may renew the contract at its own discretion for an additional period of 2 (two) years. The two year renewal is subject to the condition that the contracted Service Provider adopts the following good operational practices.
- i. Switching over to battery operated vehicles (non-fossil fuel) for collection and transportation

- ii. Adopting environment friendly and promotional methods in the work
- iii. Adopting good worker welfare measures
- iv. Involving and educating the local communities for source segregation, handing over the waste in segregated manner and anti-littering practices
- v. Gaining community appreciation for good sanitation and solid waste handling practices

4. ELIGIBLE SERVICE PROVIDERS

- 4.1. Non-Profit organizations, registered under section 25 of the Companies Act, 1956.
- 4.2. Companies registered under Companies Act 1956 - Private and Public Limited Companies.
- 4.3. Registered Entities such as Firms, Societies, NGOs, well organized Community Based Organizations, and Resident Welfare Associations, with considerable hands-on field experience of handling waste management, sanitation, disinfection and vector control activities in municipal bodies, industrial townships, large gated communities, private / public organizations, hospitals, hospitality industry units and large public utilities like highways, bus and train terminals and airports etc.,
- 4.4. The above entities can also form Joint Venture (JV) and Consortium arrangements among themselves. These JV / Consortium partners are required to have proven track record of having executed waste management contracts as whole and entire deliverable including deployment of vehicles, machinery, materials, engagement of workforce and operations and maintenance of the entire service package.
- 4.5. It will be an added advantage if these entities individually or as JV / Consortium partners are currently engaged in undertaking Corporate Social Responsibility (CSR) activities sponsored by large Corporates and Public Sector Undertakings in waste management, public sanitation, and environmental promotion / safeguard initiatives.
- 4.6. An entity (as referred in Clauses 4.1, 4.2 and 4.3 above) can form only one JV / Consortium with another entity and this arrangement will remain same and intact for taking part in the Bids in the same Municipal Corporation / Municipality. The same entity forming JV / Consortium arrangements with different partners for participating in the Bids for different packages in the same _____ Municipal Corporation / Municipality will **not** be allowed.
- 4.7. Those agencies or entities blacklisted by any department / unit of Government of India or State Governments or Union Territories for any of the reasons of committing serious misconducts or have been charged with committing criminal action(s), or dissatisfaction

with the performance of the bidder, or violation of any terms and conditions of the Agreement are **not** eligible to participate in this Tender.

5. QUALIFICATION CRITERIA

- 5.1. The Bidder can be a Single entity or a Joint Venture (JV) or Consortium of not more than two members (Clause 4). The Bidder should submit a Consortium Agreement in the format as at Form T-8 and also a Power of Attorney authorizing the lead member as signatory of the Bid as per the format enclosed at Form T-7.
- 5.2. All the members of the JV or Consortium shall be jointly and severally responsible and be held liable for the work under the Contract. The JV / Consortium has to appoint a lead member to receive instructions for and on behalf of all members of the Consortium and Letter of Award (LOA) will be placed on the whole entity represented by the lead member of the Consortium.
- 5.3. The Bidder (Single Entity or JV or Consortium as a whole) must satisfy the following minimum Qualification Criteria. Only those Bids which become eligible at this Bid Qualification Stage will be taken up for Technical and Financial evaluation.

Table-2: Qualification Criteria		
S No.	Criteria	Documents to be submitted
5.3.1	<p>Qualification criteria</p> <p>The Bidder may be a Company registered under section 25 of the Companies Act, 1956</p> <p>Or</p> <p>The Bidder may be a registered Company in India as per Indian Companies Act, 1956/2013;</p> <p>Or</p> <p>Registered entities such as Firms, Societies, NGOs, well organized Community Based Organizations, and Resident Welfare Associations or the CSR arm of any Corporate, Private or Public Sector companies</p>	<p>Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company or Certificate of incorporation in case of Private Limited Company, issued by the Registrar of Companies.</p> <p>In case of a JV/Consortium, legally valid agreement between the JV / Consortium members to be provided along with the Power of Attorney authorizing the lead member to submit the Bid as specified in the Forms.</p> <p>Consortium of not more than two members is allowed.</p>
5.3.2	The Bidder (Single Entity / JV / Consortium as a whole) should be	Copies of the last three financial years' (as the case may be) audited balance

	having an average annual turn-over of minimum Rs. _____ Crore per year during last three financial years, i.e., 2013-14, 2014-15 & 2015-16	sheets should be submitted along with Auditor's Certificate and Income Tax and Sales Tax Clearance Certificates
5.3.3	The Bidder (Single Entity / JV / Consortium as a whole) should have positive networth of Rs. _____ Cr. during last three years i.e. 2013-14, 2014-15 & 2015-16.	Auditor's Certificate.
5.3.4	<p style="text-align: center;">Experience Criteria</p> <p>Handling of Residential / municipal solid waste in at least 2 (two) Projects anywhere in India during the last 3 (three) years; either by the Bidder or JV/Consortium partner</p> <p>Handling of Substantial Projects as indicated in the Section 'Eligible Service Providers' as given above.</p>	<p>Copies of work orders should be enclosed along with the Certificates issued by Government Organizations / Boards or Corporations for operation and maintenance for the last 3 (three) years.</p> <p>Should also submit Letter(s) from the concerned agency/ PSU/ Govt., where the works have been done, confirming that the services provided are satisfactorily.</p>
5.3.5	Certificates/Registrations of the Bidder	<p>1. EPF Registration Certificate;</p> <p>2. ESI Registration Certificate; and</p> <p>3. VAT Registration Certificate.</p>

5.4. Along with the documents as detailed above, the Bidder shall also have to submit the Work Plan and Methodology for carrying out the Operations, as per the Project requirements and also adhering to the terms & conditions as detailed in the Service Agreement.

5.5. Even though the Bidders meet the above qualifying criteria, they are subject to disqualification if they have made misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements, and / or record of defaults such as abandoning the works, not properly completing the contract, inordinate delays in completion, litigation history, or financial failures etc.

5.6. **Contract Award Criteria:** The Authority intends to outsource _____ (no.) of Residential area work packages in the _____ Municipal Corporation / Municipality. The Bidder can participate in any number of packages. However, while awarding the contracts, each successful Bidder (single entity / JV / Consortium as a whole

entity) will be awarded contracts for not more than _____ packages in the _____ Municipal Corporation / Municipality.

6. DESCRIPTION OF BIDDING PROCESS

6.1. Pre-Bid Meeting

The date, time and venue of the Pre-Bid Meeting shall be:

Date: _____

Time: _____

Venue: Office of _____, _____

- i. During the course of Pre-Bid Meeting, the Bidders will be free to seek clarifications and make requests for consideration of the Authority. They may also send their queries by E-mail. The Authority shall endeavor to provide clarifications and such further information as it may consider appropriate for facilitating a fair, transparent and competitive Bidding Process.
 - ii. The Authority will consolidate all the written queries sent by e-mail and any further queries raised during the pre-Bid meeting. Replies to all the queries shall be published as Corrigendum in the e-procurement portal. The clarifications of the Authority to the Bidders' queries and the amendment / Corrigendum furnished in the e-procurement portal shall become part and parcel of this Tender and the same shall be binding on the Bidders.
 - iii. Non receipt of reply to the queries raised by the Bidders shall not be acceptable as a valid reason for non-submission of the Bid. It should be noted that non-reply to any query or queries shall not mean that the version of the Bidder as reflected in the query or queries has been accepted by the Authority. The conditions given in the original Tender document are valid to be good for Bid submission unless modified or clarified by any Corrigendum subsequently, till the final date of Bid submission.
- 6.2. **Bid Submission through e-Tendering method:** E-Tendering method is adopted for contract award purposes and the Bidders are advised to follow the prescribed steps. The Bidder not following any prescribed step will lead to disqualification of the Bid at any stage of the contract award process.
- 6.3. **Earnest Money Deposit (EMD)**
- i. The EMD is 2.5 % of the **Final Contract Value of the Project for the three years.**

- ii. However, while filing the Bid response in the e-procurement portal, all the Bidders are required to **deposit only 1% (one per cent) of the Estimated Cost Value of the project as EMD share** using Net-banking / RTGS / NEFT from their registered bank accounts. The Bidders can also pay the EMD share of 1%, using Credit / Debit card, as per the VISA / Master Card guidelines.
 - iii. Payment of the 1% EMD amount is to be made in favour of the entity indicated in the e-procurement portal.
 - iv. The selected Bidder shall have to deposit the remaining EMD balance, at the time concluding the Service Agreement.
 - v. The deposit of 1% EMD of the unsuccessful Bidders will be refunded only to their registered bank accounts / originating card from which the payment was made.
- 6.4. **Bid Submission: Technical Part :** The Technical part of the Bid should be submitted in the e-procurement portal only and should consist of the following documents, the formats of which are given as a separate attachment along with this Tender document.
- (a) Attachment Form T1: Covering letter completed and signed by a person or persons duly authorized
 - (b) Attachment Form T2: Details of the Bidder
 - (c) Attachment Form T3 : Anti-Collusion Certificate
 - (d) Attachment Form T4: Proof of Eligibility certificate
 - (e) Attachment Form T5: Undertaking for Maintenance of Fair Labor Practices
 - (f) Attachment Form T6: Power of Attorney, for signing of Bids duly authorized by a Notary Public
 - (g) Attachment Form T7: Power of Attorney for Lead Member of Consortium, duly authorized by a Notary Public
 - (h) Attachment Form T8: Consortium agreement, duly authorized by a Notary Public
 - (i) Attachment T9: Work plan and the Methodology for carrying out the operations

Of these, no document should be left unfilled; otherwise the Tender filing will not be valid and the incomplete Tender response will not be considered for any evaluation. All the pages of the documents should be signed by the authorised signatory of the lead Bidder and the scanned copies of the documents should be uploaded in the e-procurement portal.

- 6.5. **Bid Submission: Financial Part:** The Financial Bid should be submitted in the format F-1 given for the purpose. The Bid amount for the project for the total period of three years should be clearly indicated in figures in INR, and signed by the Bidder's authorized signatory. In the event of any difference between the figures indicated in the Form F1 and the e-procurement portal, the amount indicated in the E-procurement portal shall be taken into account.
- Attachment Form F1: Financial Offer for the Project
- 6.6. **Bid Due Date:** The Bid submission date of both technical and financial parts is as indicated in the Schedule of the Bidding Process (Table-1). The Authority may, in exceptional circumstances, and at its sole discretion, extend the above due date and intimate as Corrigendum in the e-procurement portal.
- 6.7. **Bid Submission Method:** Bid should be submitted in the e-procurement portal only as soft copies in the formats as detailed in this Tender. Bid submitted as handwritten or printed copies or by e-mail, or any other transmission will not be accepted.
- 6.8. **Bid Validity:** Both the Technical and Financial Bids submitted by the Bidders shall be valid for a period of 90 (ninety) days from the Bid Due Date.
- 6.9. **Opening of the Technical Bid and Clarifications:** The Authority would open the Technical Qualification Criteria of the Bids on the Bid due date, after the closure of the Bid submission deadline, for the purpose of scrutinizing the eligibility of the Bidders and thereafter assessing Technical capability by the Committees constituted for the purpose. The Financial Bids of only those technically qualified Bidders shall be opened after intimation of the date, time and venue of such opening.

The general conditions for accepting the Bids for evaluation are:

- i. Bid response documents should be uploaded before the prescribed time schedule.
- ii. Bid response documents should be clear with reasonable details, and as per the norms prescribed in this Tender.
- iii. The technical qualification criteria and experience should meet the requirements, without any inconsistencies between the Bid and the supporting documents.
- iv. The Bidder should have enough workforce, equipment, transportation and capability for regularly executing the works indicated in the scope of the work.
- v. The Bidder should have sufficient experience to prove that it has sufficient capacities to execute the works as per the key service level performance indicators, (Table-8) satisfactorily throughout the entire contract period.

- vi. The Authority reserves the right to reject any Bid not submitted on time and which does not contain the information/documents as set out in the eligibility criteria.
- vii. To facilitate evaluation of Bids, the Authority may, at its sole discretion, seek clarifications in writing from any Bidder regarding its Bid.

6.10. Other Bid Submission Conditions

- i. Bidders are advised to examine the Project in greater detail, and to carry out at their cost, such studies as may be required for submitting their Bids.
- ii. Bidders cannot reduce or increase the number of Residential Micro Pockets other than as indicated in this Tender. The micro pockets will be geo-fenced and these areas will be watched over through live video monitoring and geo-tagging tools to inspect whether the workers and the required transportation vehicles are deployed in the allocated areas and the services are delivered as per the Service Agreement. The M&E System is a key feature of the project and the performance score (Table-8) arrived through the System will be the basis for making payments to the Service Provider. Therefore, the Bidder is strongly advised to verify the micro pocket boundaries, ask for any clarifications and determine the work quantities before participating in the Bid process.
- iii. The Bid Forms shall be typed and shall be signed by the authorised signatories of the Bidder. All pages of the Bid containing the entries and all corrections or amendments made therein shall be initialed by the person or persons signing the Bid. All these signed copies should be scanned and the legibly clear scanned copies should be uploaded in the e-procurement portal.
- iv. The Authority shall receive Bids in Forms T1 to T9 pursuant to this Tender and such terms and conditions as modified, altered, amended and clarified from time to time by the Authority (collectively the Bidding Documents) before the date specified for submission of Bids (Bid Due Date).
- v. The Bidder is responsible to bear all the costs involved in preparing the Bid and participating in the Bid. Any costs incurred for participating in the Bid should not be included in the Bid amount quoted by the Bidder and such costs will not be allowed.
- vi. It would be deemed that before submitting the Bid, the Bidder has
 - a. Made a complete and careful examination of terms & conditions and other information set forth in this Tender.
 - b. Made a complete and careful examination of various aspects of the Tender conditions including but not limited to

- i. Existing facilities
 - ii. Conditions of the roads/streets along with access roads and utilities in the vicinity of the work area;
 - iii. Conditions affecting collection, transportation, access, disposal, handling and storage of materials; and
 - iv. All other matters that might affect the Bidder's performance under the terms of this Tender.
- vii. In case modifications are made to this Tender, at the discretion of the Authority, such modifications will be uploaded as Corrigendum in the same e-procurement portal.
- viii. The Bid response and all communications in relation to or concerning the Bid documents shall be in English language.
- ix. If any services, functions or responsibilities which are inherent, necessary or customary of the deliverables and not specifically described shall be deemed to be included within the scope of the deliverables or services.
- x. The Bidder would provide all the information as per this Tender. The Authority would evaluate only those Bids that are received in the required format and are complete in all respects.

7. EVALUATION AND SELECTION OF SUCCESSFUL BIDDERS

- 7.1. The technical Bid response documents will be opened on the said date and time in the office of the Authority as indicated in the Bid Schedule (Table-1). At this stage, the qualification criteria (Table 2) will be verified and the Authority may ask for any further documentary proof or written clarifications. Those Bid responses that do not satisfy the eligibility criteria will be rejected.
- 7.2. Those accepted Bids that fulfil all the eligibility criteria will be taken up for Technical Evaluation.
- 7.3. **Technical Evaluation:** The Bids would be evaluated by the Technical and Selection Committees constituted by the Authority as per the scoring criteria given in Table 3, based on the comparative merits of the qualifications of the Bidders. The Authority will also ask the Bidders to make power point or other visual presentations in person to the Committees to verify whether the Bidder has understood the scope of work, deliverables, and accountabilities and has prepared suitable approach, methodology and work plan.

Table-3: Technical Evaluation Criteria		
S. No.	Technical Evaluation Criteria	Maximum Marks
7.2.1	<p>Experience of the Single Entity / JV / Consortium as a Whole Entity</p> <p>a. Handling of Residential / Municipal Solid Waste (both primary collection and transporting the solid waste to the designated place for deposit) upto 2 (two) Projects during the last three years - as commercial contracts - (Maximum of 35 marks);</p> <p>b. Handling of Residential / municipal solid waste (both primary collection and transporting the solid waste to the designated place for deposit) 3 (three) and more Projects during the last three years - as commercial contracts - (Maximum of 50 marks)</p> <p>c. Considerable hands-on field experience of handling solid waste management, sanitation, disinfection and vector control activities in municipal bodies, industrial townships, large gated communities, private / public organizations, hospitals, hospitality industry units and large public utilities like highways, bus and train terminals and airports etc. as a whole and entire deliverable including deployment of vehicles, machinery, materials, engagement of workforce and the operations and maintenance of the entire service package. Additionally, with proven track record, involvement in environmental promotion / safeguard projects or initiatives as existing JV / Consortium for social involvement activities or as Corporate Social Responsibility (CSR) activities sponsored by large Corporates and Public Sector Undertakings, in waste management. - (Maximum of 50 marks)</p> <p>Copies of work orders (completed / ongoing projects) should be enclosed along with the Certificates issued by agencies concerned that the services provided are satisfactory in Form T4.</p>	50
7.2.2	<p>Work Plan and Methodology for carrying out the operations of the Project. (Form T9)</p> <p>The Bidder has to submit the detailed work plan and the methodology of carrying out the operations as per the Scope of Work as detailed in the Tender. The Bidder has to clearly spell out</p> <p>a) the strategy that would be adopted in inculcating the habit of segregation of waste at source by the waste generators, and</p> <p>b) the resources (details of primary & secondary collection and transportation vehicles, tools and implements, conservancy articles, different categories of workforce) that would be deployed including the safety measures, route plan and work scheduling in carrying out the operations, etc. - (Maximum of 30 marks)</p>	30

7.2.3	Turnover of the Single Entity / JV / Consortium as a whole Average turnover of less than Rs. ___ crore per year in the last three years – 5 marks; and More than Rs ___ crore average turnover per year in the last three years – 10 marks.	10
7.2.4	Net worth of the Single Entity / JV / Consortium as a whole Less than Rs. ___ crore – 5 marks; and More than Rs. ___ crore – 10 marks	10
Total		100

7.4. In the Technical Evaluation, scores will be assigned which would be called as Technical Score (TS) based on scoring criteria as per Table 3. Those Bids which secure TS of 60% and above will be taken up for Financial Evaluation. They will be intimated about the date and time of Financial Bid opening in the e-procurement portal.

7.5. **Financial Evaluation:** The Financial Bids (The Lump sum amount indicated in the Form F1 and the e-procurement portal) will be evaluated for arriving at the Financial Score (FS).

7.6. **If the amount quoted in the Financial Bid is lesser than the Estimated Cost Value of the Project as indicated in the e-procurement portal, such Financial Bids will be rejected and the total Bid submitted by the Bidder will be annulled.**

7.7. The formula for arriving at the Financial Scores (FS) is as given below.

- The Lowest Financial Proposal (FL) will be given a Financial Score (FS) of 100 Marks.
- The Financial Scores (FS) of other proposals will be computed as follows:

$$FS = (FL \div F) \times 100 \quad (F = \text{amount of Financial Bid quoted by the Bidder in the e-procurement portal and Form F1})$$

7.8. **Combined Score (CS) :** For the purpose of selecting the Successful Bidder, a Combined Score (CS) of TS and FS would be arrived at for each Bidder by giving 70% weightage for TS and 30% weightage for FS as the selection is based on QCBS System.

$$CS = TS \times 0.7 + FS \times 0.3 \quad (\text{A weightage of } 0.7 \text{ is given to the TS and } 0.3 \text{ to the FS}).$$

7.9. **Ranking of the Bidders:** Based on the CS, the Bidders will be ranked. In case there are two or more Bidders securing the same CS, the scores obtained in the technical evaluation (TS) will be considered for ranking the Bidders.

- 7.10. **Selection of the Successful Bidder:** The Bid that has obtained the highest CS (1st rank) will be notified by the Authority as the Successful Bidder and will be given a Letter of Award (the 'LOA') that its Bid has been accepted.
- 7.11. The Successful Bidder will be required to execute the following.
- i. Deposit the remaining amount of the EMD value in form of an irrevocable Bank Guarantee from a schedule bank located in India favoring _____ [insert the name of the Municipal Corporation / Municipality]
 - ii. Furnish a Performance Guarantee by way of an irrevocable Bank Guarantee, issued by a scheduled bank located in India in favour of _____ [insert the name of the Municipal Corporation / Municipality].
 - iii. Execute the Service Agreement within *three weeks* of the issue of LOA or within such further time as the Authority may specify in its discretion.
- 7.12. Failure of the Successful Bidder to fulfil the above requirements (Clause 7.11) and commence the project within the given time shall lead to the annulment of the LOA, and forfeiture of the EMD deposited during Bid submission.
- 7.13. In such an event, the Authority will invite the 2nd ranked bidder and negotiate with him for undertaking the project offering the lowest of the financial quotes offered by the 1st and 2nd ranked bidders. In case the 2nd ranked bidder agrees for the offered financial quote, he will be offered the LOA with directions to follow the procedure mentioned in Clause 7.11.
- 7.14. In case the 2nd ranked bidder does not accept the offer of negotiation, the Authority shall take any such measures as may be deemed fit in its discretion including annulment of the Bidding process and take up new Tendering process.
- 7.15. However, neither of the first and second ranking Bidders will be given the LOA if they have been found at any time;
- i. Made material misrepresentation; or
 - ii. Has not respond promptly and diligently to requests for supplemental information; or
 - iii. Brought in any pressure or influence on any officers or employees of the Authority or the Government for favouring the Bid.
- 7.16. Notwithstanding anything contained in this Tender, the Authority reserves the right to reject any Bid, or to annul the Bidding process, at any time without any liability or obligation for such rejection or annulment, and without assigning any reasons thereof.

8. POST CONTRACT AWARD CONDITIONS

- 8.1. After the contract is awarded and the Service Agreement is entered upon, the Service Provider cannot sub-contract the whole or any part of the contracted works to any third party. In the event the whole or any part of the works is sub-contracted, the Service Agreement will be immediately cancelled and the Service Provider will forfeit the full amount of EMD and Performance Guarantee.
- 8.2. In case the Contract is awarded to JV or Consortium, the JV and Consortium arrangement should remain the same throughout the contract period. The whole entity will be jointly and severally responsible for the obligations it has to fulfill as per the Service Agreement. In the event of any member of the whole entity pulls out of the JV/ Consortium or if the lead partner disengages the other member of the Consortium, the total contract award will be annulled with one month notice and the Authority will take necessary steps as it deems fit. The JV / Consortium shall forfeit the EMD and Performance Guarantee.
- 8.3. In case it is found that the Service Provider (individual entity or any member of the JV/ Consortium) has committed any of the misconducts as given below, the Agreement is liable to be terminated with the forfeiture of the EMD and Performance Guarantee.
- i. Committed serious misconduct or have been charged with having committed a criminal action under the laws prevailing in the Country.
 - ii. Violating any terms and conditions of this Agreement.

9. SERVICE PROVIDER FEES AND PAYMENT MECHANISM

- 9.1. The Payment to the Service Provider shall be made monthly and shall be calculated by the following formula:

Payment to be made by the Authority every month = A – B (A minus B), while

A= Lump sum monthly service fee as agreed upon in the Service Agreement; and

B= Amount for Levy of damages / penalties as per Table 8 in the Tender Document.

- 9.2. The Service Provider shall submit to the Authority a monthly invoice by 7th day of succeeding month for the services rendered in the month. The Authority shall scrutinize the invoice with reference to the Service Level Performance Scores obtained by the Service Provider (Table 8) from the M&E software. The necessary payment to the Service Provider, after deducting the penalties levied, if any shall be made by the Authority within 7 days from the date of receipt of monthly invoice in accordance with the formula specified in

Clause 9.1 and conditions detailed in Clause 3.6. The Authority will make all the payments to the Service Provider by way of bank transfers.

10. OTHER IMPORTANT CONTRACT AWARD CONDITIONS

10.1. Planning the Capital and Operations and Maintenance (O&M) Costs of Vehicles and Materials

The Project under the contract offer is a Service Contract, wherein the outsourced Service Provider is expected to deliver services as per key service level indicators (KPIs). The services involve deployment of the required number and categories of work force and use of push carts, trucks, HDPE bins, tarpaulin bags, tools and implements and conservancy articles. Of these, the Authority will spare some quantities for use in the service operations. Table-4 provides the specifications and required quantities of vehicles and materials to be deployed in the Project. While making the project cost estimations, the Bidder is expected to take into consideration only the operations and maintenance costs of the vehicles and materials which are provided by the Authority. For other items, the Bidder is expected to make estimations of both capital cost (buy or hire basis) and operations and maintenance cost for the total project period. However, after the issue of LOA, the Service Provider can make physical inspection of the vehicles and materials to ensure that they are in working condition and request the Authority in writing, to make necessary repairs and reconditioning. Only after these repairs and reconditioning, the Service Provider can take possession of these vehicles and materials for deployment into the work package.

The Service Provider can also bring environment friendly vehicles and materials of better design and quality (where both Capital and O&M costs are involved). However, he has to ensure that the expected service levels are met without any deviations and quality compromises. He can also adopt better methods of work execution to achieve greater efficiency, better citizen satisfaction and environment promotion.

Table-4 : Material Quantities to be deployed in the Work Package			
Work package no. _____			
No. of micro pockets included in the Work Package: _____			
Residential Waste Generated from the Micro pockets included in this work package (Considering 5 members per household): _____ Tons per day			
Total Waste Generated through Street Sweeping & Litter picking: _____ Tons per day			
Sl. No.	Items and Specifications	To be Provided by the Authority (only O&M Responsibilities)	To be procured by the Service Provider (Capital Purchase and O&M Responsibilities)
Waste Collection and Transportation Items (Set for all the three years)			

<p>01</p>	<p>Push Cart: Overall size 1.2 x 0.90 x 0.85mtrs. (for carrying 4 Nos. 60 Ltrs. Bins). Box Frame; Iron Box Frame Size: 90 Cms. x 40 Cms. x 40 Cms. for bins placement and providing 20 gauge G.I. sheet bottom three sides and providing front door with lock system. Bottom supporting angulars: 25mm x 25mm x 3mm and supporting flats 20mm x 3mm Protection of bins using heavy duty fiber wheels Front: 2 Wheels Heavy Duty Rubber wheels of size 30cms x 7.5cms dia with bearings. Rear: Rotation wheels 2 Nos. rotation wheels with brackets of size 25 cms x 5 cms. with bearings Axle: 25mm dia rod; Having round pipe handle including cost of material, labour, transport, painting, with one coat red oxide, and two coats enamel paint, lettering / stickering, numbering and all taxes etc. complete as per sample available in P.H. Section. The weight of the Push Cart is 45 Kgs. as per specification and delivery at ULB +5% tolerances will be allowed as directed by the departmental officers.</p>		
<p>02</p>	<p>Secondary Transportation Vehicle: Tractor Trucks Manufactured in 2011 onwards along with Hydraulic trailer of minimum 3 tonne capacity including fuel crew and maintenance charges and consumables extra complete for conveying the solid waste daily from Micro pocket to the designated place/ specified place by the ULB.</p>		
<p>03</p>	<p>60 Ltrs. Bins (HDPE) Unbreakable/break resistant Plastic Bins 60 Ltrs capacity with Lid (Top Outer Dia 47cm inner dia 42cm bottom outer dia ; 30 cm. outer height 53cm weight of the bin 2.5 kgs. to 2.8 kgs. of Varsa Brand / Neelkamal / Sintex / Aristo etc., or equivalent Standard Make / ISI including cost of material, labour, transport charges, lettering and numbering etc., complete as per sample available in P.H. Section.</p>		
<p>04</p>	<p>Tarpaulin Bags 85 X 56 cms outer- Tarpaulin Fabric with 50 Microns, The bag shall be double stitched.</p>		

	Electronic Hardware for Monitoring and Evaluation (M&E) Tool (Set for all the three years)	
01	<p>Android Mobile Phone : (For GPS based Vehicle Tracking, Weighment information uploading and worker attendance monitoring) Screen Size: 4.5" - 5.5"(minimum); Ram: 2 GB Min; Card Slot: Required; Battery: 2500+ MAH; 4G supported Camera: 8mp ;(Required Software Application will be separately installed by M&E Solution Provider) One Phone for each Secondary Transportation Vehicle and the Supervisor</p>	
02	<p>Weighing Machines: For Weighing the quantities of Wet, Dry and Hazardous waste at each Micro pocket and Trip. Integrated with electronic display for indicating the different types of waste and RFID reader to recognize the RFID chip with micro pocket ID (One for Each Tractor) Maximum capacity 100kg, accuracy(error) 20gm; Class-III, BIS & ISO certified weighing scale; Platter size 400mmx400mm ;The scale should be equipped with automatic wireless data transfer system.</p>	
03	<p>Geo Tags : For Monitoring the Staff movement in the allotted work areas (One for each Worker with the specifications- Screen - OLED display ; GPS - (- 159DB); LBS - L1, 1575.42MHZ C/A code; GPRS - 850/900/1800/1900;SIM - Micro SIM standard; Battery - Lithium battery 400mAH; Standby time - About 70 hours; Calling from the device to central Office; Emergency call button/ SOS; G-Censor - in three axis; Remote monitoring; GPS+LBS+WiFi positioning; One-key first-aid; One-Key Emergency call button; Safety fence; Low battery alarm</p>	
04	<p>RFID Chip integrated Micro pocket ID card(one for each Micro pocket) - Screen- 0.96 inch OLED Display; solution- MT6261; GPS Sensitivity - (- 159DB); GPS-MT3337; LBS - L1, 1575,42 MHz, C/A code; Sim card- Micro Sim card; Anti-Take off Alarm Support; Calling Support; SOS Support; G-Sensor Support(in three Axis); Remote Sensing Support ;Battery- Lithium Battery 400 mA H , stand by time is about 70 hours ; Dimension - 35*60*13mm; Accessories- USB cable and user manual; Functions - GPS + LBS +Wi-fi positioning; Call Function; One-key First – Aid; Wrist Off Alarm; Safety fence; Historical Trace</p>	
Tools and Implements (Set for one year)		
01	<p>Tubs (Gamelalu) : Made with 14-18 gauge G.I. sheet of 12"- 15"Dia. with SSI unit Certificate</p>	
02	<p>Hand Spades: 'Spades with Handles (<i>Chethiparalu</i>)' made with 16 gauge G.I. sheet of 12" x8" size</p>	
03	<p>Drain cleaning spades (small): 20 x 10 cm size made of new iron sheet of 16 gauge fitted properly and strongly welded with 25 mm dia and 4 cm length MS Pipe of 3mm wall thick with two holes for nails inserted into the space to one and fitted with solid straight Bamboo sticks of 25 to 30 mm dia and 155 to 160 cm length into the MS Pipe are firmly nailed. Tolerance 5% allowed</p>	
04	<p>Drain cleaning spades (big): 23 x 13 cm size made of new iron sheet of 16 gauge fitted properly and strongly welded with 25 mm dia and 4 cm length MS Pipe of 3 mm wall thickness with two holes for nails inserted into the space to one and fitted with solid straight Bamboo sticks of 25 to 30 mm dia and 155 to 160 cm length into the MS Pipe are firmly nailed. Tolerance 5% allowed</p>	
05	<p>Four teeth long Handle Forks (<i>Dantenalu</i>): Made of 14 mm MS rod length 26 cm bend to form as form (hook) of size 16 cm length bend portion and</p>	

	2 extra 16 cm size hooks firmly welded with ring around the rod to make as 4 forks and further having 3 mm thick and 25 mm dia and length of 4 cm MS pipe properly fixed welded and fixed with about 150 to 155 cm size strong solid straight Bamboo sticks fixed firmly with nails. Tolerance 5% allowed	
06	Iron scrapers: Made of 18 gauge new iron sheet with 15 cm width and 23 cm length and 20 mm folded at one side. Tolerance 5% allowed	
07	Sickle (Kodavali) For cutting grass and shrubs: Shall be in the appropriate set of sharpened wood and sheet-steel fists	
08	Iron Crow bar: Iron crow bar of size 25 mm dia steel bar and 160 cm with one side sharp edge. Tolerance 5% allowed	
09	Heavy Knives: In good quality of <i>Kattulu (Kaman Kattulu)</i> weight 700gms with handle	
10	KNAP SACK Sprayer: MS 37 Shoulder mounted engine, Discharge- 0.5 to 20 LPM, Tank capacity of 15 lts, Cylinder type High density polyethylene. ISI Brand	
11	Broom Sticks: <i>Malabar</i> type of Dark strands which should be more than 3 feet and stuck without leaves.	
12	Disinfectant Spraying to be used per Micro Pocket: Dry lime, smooth and white lime powder , Bleaching: 33 1/3% Chlorine, ISI Mark – 1065" - 30KG / Month per Micro pocket	
13	Vector Control to be used per Micro Pocket: Temphos (Abate) - EC50 with BIS standards – 0.5 ltrs / Month per Micro pocket	
14	Vector Control (Anti-larvae oil) to be used per Micro Pocket: Kingfog Oil/ Delfog - Deltramithrin 1.25% ULV with BIS standards, Malarial Oil with BIS standards - 10.0 ltrs. / Month per Micro pocket	

10.2. Workforce Planning and Management

- i. The Authority will provide certain number of temporary sanitary workers currently available with it to the contract work packages. It is an obligatory contract award condition that these allocated temporary workers are taken on to the rolls of the Service Provider and engaged as Contract Workers as per the applicable State laws. In addition, the Service Provider should engage the additional number of workers and other categories of employees as indicated in the Table-5 and meet the regulatory requirements for wages and PF and ESI contributions as per applicable State laws.

Table- 5: Workforce Quantities to be deployed in the Work Package					
Work package no. _____					
No of micro pockets included in the work package _____					
Sl. No.	Worker Category	No. Allocated by the Authority	Monthly Wages in Rs.	ESI Contribution (in %)	PF Contribution (in %)
1	Micro Pocket Workers				
2	Drivers				
3	Loaders				
4	Supervisors				

Sl. No.	Worker Category	Additional no. of employees to be engaged by the Service Provider	Monthly Wages in Rs.	ESI Contribution (in %)	PF Contribution (in %)
1	Micro Pocket Workers				
2	Drivers				
3	Loaders				
4	Supervisors				

- ii. The Service Provider is required to pay the wages to all the workers through their bank account. He is also required to make payment of ESI and PF contributions (employee and employer share) into their respective accounts before the due dates. Further, he is required to submit the required documentary proof, which will be technologically monitored in the M&E system and will be verified by the Authority before making monthly contractual payment.
- iii. The Service Provider should provide personal protective wear as detailed in Table-6 to all the employees engaged in handling the sanitation and waste management works. Protecting the employees' working condition is an important responsibility of the Service Provider. It should be ensured that the employees are educated on the importance of wearing the protective dress which safeguards their health and personal hygiene. The Service Provider should also ensure that the employees wear the protective dress while they are performing the sanitation and waste management works. The Radium Jacket and the Rain Coats are to be differently colored for workers and supervisors with the insignia of the Service Provider and the ULB printed. The differential colors enable the citizen, municipal and other public officials to identify the service staff and the supervisors; and approach them for required services.

Table- 6: Personal Protective Wear for all Employees – (Set for one year) Differently colored for workers and supervisors with the insignia of the Service Provider and ULB printed	
01	One(1) ID Card (1 per person) Aadhaar linked photo ID card
02	Two(2) Caps (2 per person)
03	Twelve(12) pairs of Gloves: Industrial wearing rubber coated hand gloves of standard make and as approved by the Authority suitable for staff in Garbage Collection and Sanitation
04	Twelve(12) Nose Masks: Dust respirator protection mouth mask of ISI mark suitable for sanitation staff in collection of garbage
05	Two (2) Radium Jackets: (2 per person) Safety Jackets having highly reflective straps on either sides which make it visible from far distance even in darkness or misty condition. The jacket shall be made as per specifications. (universal size) Fabric: thick, plain, polyester; Type: High Glass white with tape 2 inches or high glass light yellow tape; Style : one side opening ; Color : Green / Orange; Side free opening for air flow

06	one(1) Rain Coat : The full-dress of the company make- Duck back Water proof Rain coats	
07	One(1) Gum Gloves -Are of good quality and durability	
08	One(1) Gum Boots - Are of good quality and durability	
09	Detergent Soaps = 500 grams (12 per person / Per year)	
10	Coconut oil = 250 ml (12 per person / Per year)	

10.3. Performance Monitoring

- i. The quality and diligence in work delivery will be regularly monitored as per the Key Performance Indicators (KPIs) given in Table-8 by the authorized officials of the Authority and the Department of MA&UD, Government of Andhra Pradesh. A comprehensive and technology based Monitoring and Evaluation (M&E) application will be deployed using internet, GPS, video, electronic weighment and mobile based applications.
- i. **Geo Fencing** of the micro pockets; through which the latitude and longitude coordinates of the micro pocket boundaries will be captured and mapped on to the ULB map.
- ii. For ensuring service efficiency, employees will be provided **Geo Tags**, with which their movement within their service areas can be monitored to ensure that the worker is available in the allotted work areas, for the entire shift and provide the allocated services. The geo marked maps of the micro pockets and service zones will be used as basic reference maps for this purpose.
- iii. In addition, **live video streaming** of the service areas is also undertaken. Inputs will be obtained from **mobile video cameras, stationery traffic cameras, and drone-mounted cameras** and live streamed on the monitors at the control rooms to observe the physical conditions of the service areas such as waste dumps, uncleaned places, road litters, and unsanitary conditions and work deviations. Snap shot pictures will also be taken. On the basis of observations and pictures, alerts and information will be given to the Service Provider to take immediate corrective actions and report back on the actions taken.
- iv. The waste collected from each micro pocket trips at the point of secondary transportation, will be weighed using **electronic weighing scales**. The data will be directly sent to the M&E application server and mapped to the micro pocket details. This system will help in ensuring collection efficiency of the segregated waste and also to obtain accurate data on area wise quantities of dry, wet and hazardous waste generation.
- v. Data will be obtained for the existing mobile based '**Puraseva**' application to arrive at a performance metrics on the quality and timeliness of the citizen grievance redressal by the Service Provider. (Details of Puraseva application can be obtained in CDMA, GoAP Website <http://cdma.ap.gov.in/>)

- vi. Further, **Interactive Voice Response System (IVRS) and Bulk SMS Management Systems** will be deployed to proactively obtain feedback on citizen satisfaction levels.

Based on the inputs from the above Systems, a **Performance Score Card** for evaluating the performance efficiency of the Service Provider will be arrived at using M&E application software. The performance parameters factored for the purpose include:

- Service Coverage in the allocated service areas
- Segregated Collection -Weighment at Micro Pocket Transfer Point
- Dust free and litter free roads, Free flow of drains without chocking
- Citizen Complaints & Resolution Within 24 hours (quality and timeliness)
- Payment of Salary, PF, ESI, Protective Wears and One day Weekly Off
- Worker and Supervisor Absenteeism
- Social Audit, IVRS and Bulk SMS based assessment of citizen satisfaction levels

The relative weightages for each of the performance parameter and the formula for levying penalties for service failures are given in the Table-8.

From the centrally implemented M&E software platform, the monthly performance scores of the package operators and the amount to be deducted from their monthly payments for service failures will be made available in the internet enabled M&E application software. The information will be available for viewing by the Authority and the Service Provider. The performance score made available in the M&E website will be the basis of authorization for the Authority to make payments to the Service Provider and also for terminating the contract for continued service failures.

Tender for Residential Area Sanitation and Solid Waste Handling Work Package No.____

Table-7: Micro Pocket wise Indicative Work Quantities included in the Work Package <i>(The Authority to provide a full list of all Micro Pockets and other details for this work package as per the scope of the work)</i>														
Work Package No. _____ (_____ no. of micro pockets)														
Residential Area Details										Main Roads Sweeping, Litter Picking and Drains Cleaning (Areas abutting the micro pocket)				
Sl. No.	Ward No	Micro Pocket No.	No .of Gates	No of Waste Generators (HH + petty shops + street vendors)	Names of the locality / roads, streets, lanes and Bi-lanes and other public utility places abutting the micro pocket	Start Point of the Micro Pocket with Landmarks	End Point of the Micro Pocket with Landmarks	Street Sweeping		Drains Cleaning		Main and Arterial Roads Length (in meters)	Shallow Surface Drains Length (in meters)	Road Sweeping and Drains Cleaning Schedules
								Length of the Streets, lanes and Bi lanes (in meters)	10	Length of the shallow surface drains (in meters)	12			
1	2	3	4	5	6	7	8	10	12	13	14	15		
1														
2														
3														
4														
5														
n														

Table -7: Base map of ULB indicating the micro pockets and work package boundaries including the temporary waste storage points for wet organics and road and drain silt- inert materials separately)

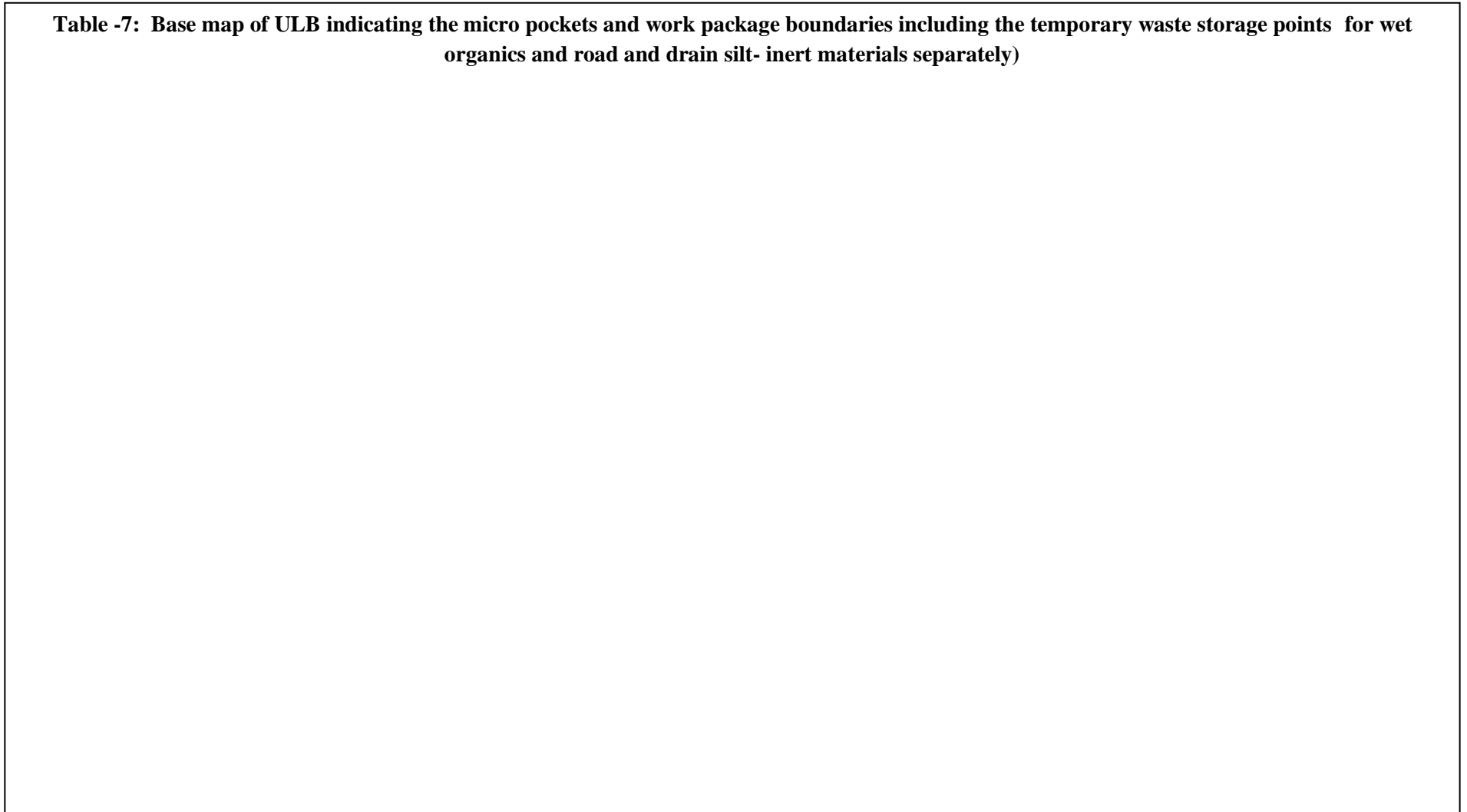


Table -8: Service Level Key Performance Indicators (KPIs) for Micro-Pocket Management and Formula for Penalties and Contract Termination

Key Performance Indicators	Field Evidence	Service Level Benchmark	Weight age	Formula for Levying Penalties and Contract Termination
Coverage	100% collection coverage daily is the key to prevent indiscriminate littering & disposal - Providing collection service at least 6 out of 7 days is the top priority	100%	20%	<ul style="list-style-type: none"> Daily Performance will be recorded and service failure (deviation from the benchmark levels) will be calculated on monthly basis Formula for levying monthly penalties from the monthly contractor payment. <p>Penalty to be levied :</p> <p>= (Monthly Contractor Payment X Weightage of the Indicator) X % of Service Failure</p> <p>Illustration for Failure in Coverage Indicator</p> <p>Rs. 2, 00,000 X 20 %) X 10% = Rs. 4,000</p> <ul style="list-style-type: none"> Termination Condition : <p>Continuous failure to achieve 80% satisfaction in all the indicators, for three months will result in termination of contract with a notice period of one month.</p>
Segregated Collection - Weighment at Micro Pocket Transfer Point and at the Designated Place	Collection of the dry and wet waste in the quantities within the range as specified by the ULB (to ensure that the coverage targets are achieved fully)	80% (75% Wet 20% Dry 5% hazardous)	20%	
Dust free and litter free roads, Free flow drains without chocking	Sweeping and removal of dust creates clean and aesthetic look to the ULB and is a top priority Manual Collection of Litter at regular intervals and sweeping of pavements, Road margins, Bus Stops, FOBs, Subways and areas where mechanical sweeping is not possible.	80%	10%	
Citizen Complaints & Resolution Within 24 hours	Complaint and redressal reports	90 %	10%	
Payment of Salary, PF, ESI, Protective Wears and One day Weekly Off	Payment receipts	100%	20%	
Worker and Supervisor Absenteeism	100% attendance of allotted manpower is a priority as there is provision for reserve PHWs	100%	10%	
Social Audit / IVRS Satisfaction Levels	Audit Reports, IVRS reports (Generated by ULB)	90%	10%	

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