

GREATER HYDERABAD MUNICIPAL CORPORATION (GHMC)



Expression of Interest (EOI) cum BID Invitation for

**“MAINTENANCE OF VARIOUS TYPES OF TOILETS  
IN VARIOUS AREAS OF JUBILEE HILLS CIRCLE-18,  
KZ, GHMC – Call for Expression of Interest (EoI)”**

**EoI cum Bid Notice NIT.No.03/EE/Cir-18/GHMC/2021-2022**

**dt.05-07-2021**

05<sup>th</sup> July 2021

Greater Hyderabad Municipal Corporation,  
JUBILEE HILLS, CIRCLE-18, KHAIRTABAD ZONE  
**Website: [www.ghmc.gov.in](http://www.ghmc.gov.in) Phone No: 9989930414**

**SCHEDULE OF BID PROCESS**

Bidders are invited to submit their Bids on or before the time, date and at the office for submission as indicated below. The Bids submitted after this time and date or at any other office other than indicated herein below will not be considered under any circumstances; unless notified by the Authority with full information of the altered time, date and the office for submission. Bid document shall be downloaded from “ <https://www.ghmc.gov.in>” under tenders notifications section.

**EoI cum Bid Notice NIT.No.03/EE/Cir-18/GHMC/2021-2022**

**Dt.05-07-2021**

S No.	Event Description	Particulars
1	RFP downloadable from website (Date & Time)	07-07-2021 from 10.00 AM onwards
2	Bid Due date / Bid Submission date	13-07-2021 upto 3.30 PM
3	Address for communication & submission of Bid	The Executive Engineer, Greater Hyderabad Municipal Corporation CIRCLE OFFICE, JUBILEE HILLS, CIRCLE- 18, KHAIRTABAD ZONE, HYDERABAD

4	Date & Time for opening of Technical Bid (Eligibility & Qualification Criteria)	13.07.2021 from 4:00 PM
5	Date & Time of opening of Financial Bid	13.07.2021 from 4.30 PM
6	Bid Security (Refundable)	<i>Rs. 25,000/- (Rupees Twenty Five Thousand only) in the form of demand draft drawn in favor of the Commissioner, Greater Hyderabad Municipal Corporation payable at Hyderabad and drawn on any scheduled bank.</i>

**Note:**

In case of any further clarification required the bidders may contact the Authority at [eec18.ghmc@gmail.com](mailto:eec18.ghmc@gmail.com) or approach the O/o. The Executive Engineer, Greater Hyderabad Municipal Corporation CIRCLE OFFICE, JUBILE HILLS CIRCLE-18, KHAIRTABAD ZONE, HYDERABAD

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## 1. INTRODUCTION

The rapid growth of Hyderabad has cast an enormous strain on the city's infrastructure. Rapid population growth in urban areas usually gets coupled with lack of individual and communal sanitary consciousness. Owing to the dire need, Greater Hyderabad Municipal Corporation (GHMC) has initiated various measures to create/ improve the city's sanitation infrastructure as a part of Swachh Bharat Mission including providing Public toilets. In this regard, Toilets been installed at multiple locations in various Circles viz., **OPERATION AND MAINTENANCE OF VARIOUS TYPES OF TOILETS IN JUBILEE HILLS CIRCLE-18, KZGHMC**

Hence, GHMC ("Authority") is inviting this Expression of Interest (EoI) cum Bid from Registered Safai Karmachari/Firms/Contractors ("Applicant") to submit proposal for maintenance of the toilets already commissioned/ constructed for sustainable sanitation to the citizens of Hyderabad.

## 2. OBJECTIVE

The broad objective of this Expression of Interest (EoI) cum Bid is to empanel the qualified and experienced firms for maintenance of the toilets in various selected locations in various Circles viz., **JUBILEE HILLSCIRCLE-18**, of Khairtabad Zone, GHMC. area for a period of initially for one year and may be extended to another (02) years upon satisfactory performance of the Agency.

## 3. SCOPE OF WORK

Broadly the empanelled firms shall provide the following services:

- a) Provide essential services such as liquid soap, soaps, napkins, dust bins etc. for users of the public Toilets.
- b) Undertake adequate measures for safety and security of users, including deployment of required personnel for operation, cleaning, security etc.
- c) Take necessary precautions for environmental and social safeguards in accordance with applicable norms and guidelines.
- d) Dedicated cleaning staff shall be provided for Public Toilet Units. Engaging men and Equipment and provide the disinfectants and implements for cleaning. Cleaning shall be carried out mechanically through Jet Sprayers. Cleaning staff shall be provided with Identity Card and Apron inscribed with name of GHMC, concerned Circle name.
- e) Filling of overhead loft water tank for a quantity of 250Ltrs and desludging of sewage from bottom sludge tank capacity of 400 Ltrs in the respective PFT's shall be taken up with Suction cum Jetting Machines and transporting the sewage to the nearest available Sewage Treatment Plant (STP) as necessary.
- f) Thorough cleaning is to be carried out by the attendant at an interval of 3Hrs for each toilet seat, the toilet seats and flooring shall be in dry condition and the toilets shall be kept odour less.
- g) One person for every cluster (20 seats) of Public Toilets to be deployed for cleaning and washing the unit round the clock, including public holiday for a period of initially for one year and may be extended to another (02)years.
  - Daily washing with water and phenyl washing mechanically.
  - Sweeping up to 25 mtrs around the structure and sprinkling of disinfectant mixture (bleaching powder and lime).
  - Disinfectant Toilet cleaner liquid such as Harpic/Domexetc.

- Removal of solid waste from dust bins at least once in a day as per GHMC Norms.
- h) Consumables required for cleaning & operation of toilets to be ensured. Provide tools - Cleaning Brooms, Sweeping brooms, Coir brush, Scraping Sheet, Bamboo Basket, Plastic containers, Plastic Buckets, Plastic Mug, Sponge piece, Washing Soap, Phenyl, Disinfectant Toilet Cleaner liquid, Bleaching powder and lime powder shall be supplied to the staff Engaged for the purpose.
  - i) Septage cleaning and/or maintenance of Bio Digester(s) shall be taken up at own cost.
  - j) To Operate the Public toilet units during the Maintenance period including regular cleaning in surrounding areas, monitoring and functioning of user amenities, handling emergency situations, functioning of information and communication systems, availability of basic infrastructure requirements such as electricity for lighting purposes, proper drainage, removal of municipal solid waste, and telecommunication etc.
  - k) The private partner is to specifically ensure that the Toilet units and clustered amenities are clean and free of debris & garbage through regular monitoring, maintenance and solid waste collection.
  - l) Maintain cleanliness around the complex to the extent of 25 metres and ensure it is litter free and urination free.
  - m) Maintain the Public Toilet Units, Greenery and clustered amenities and all of its components/facilities in good and usable condition and perform routine and periodic maintenance works including civil, plumbing, electrical & mechanical works as well as maintenance and servicing.
  - n) No commercial activities are allowed at the Public Toilets and clustered amenities, such as advertisements at the public toilets and other space rentals during the maintenance period and they shall be completely under the control of GHMC. Further, it is the responsibility of the agency not to use or allow any person to use toilet block for other purposes than intended.
  - o) The Maintenance contract is not transferable to any other agency at any point of time without prior approval of the GHMC.
  - p) Transfer Public Toilets and clustered amenities to the GHMC at the end of the concession period, pursuant to successful completion of necessary inspection, renewals/repairs/replacement.
  - q) Day wise Cleaning schedule of the PTU shall be maintained which shall be monitored by Engineer-in-Charge/ AMOH appointed by the GHMC and duly submit the monthly summarized report to the GHMC concerned officer
  - r) Maintain all the records of:
    - Day wise Record on number of users using the Public Convenience.
    - A Complaint or Suggestion Book for the users
    - Hourly cleaning report displayed at the toilet and keep a record of the same

#### **4. ELIGIBILITY**

- a. The invitation is open to all the entities that are Registered Safaikarmachari's/companies or agencies that are registered under Companies Act, 1956 or 2013 or its equivalent or under Limited Liability Partnership Act, 2008 or its equivalent or; an NGO or Society or Trust or Partnership Firm or registered contractors.
- b. The Applicant may be an independent single entity or a joint venture or a consortium/ association of entities. In case of a joint venture/ consortium the name of the entity that is the 'Lead Partner/Lead member' should be clearly

stated in their bid.

- c The Applicant shall bear all costs associated with the preparation and submission of its application and the Authority will in no case be responsible or liable for these costs, regardless of the conduct or the outcome of the EoI cum Bid process.
- d The Applicant should not be black-listed by any of Central/ State Government or PSUs or Urban Local Bodies or any other Governmentbody.
- e Decision of the GHMC, regarding the eligibility, is final and binding.

**5. Submission of EoI Cum Bid:** EoI cum Bid shall be submitted along with the filled in formats provided as appendices to this document in two cover system i.e (i) Technical Bid cover (ii) Financial Bid cover.

All envelopes shall be super scribed as NAME OF THE BIDDER .....and followed

by .....**“MAINTENANCE OF VARIOUS TYPES OF TOILETS**

**IN JUBILEE HILLSCIRCLE-18, KZGHMC**

The EoI cum Bid shall be submitted on or before 3.00PM Hrs (IST) on 29<sup>th</sup> of January, 2021

Submission by email or other electronic means will not be accepted. It is the responsibility of the interested party to ensure that it is delivered at prescribed address by the stated deadline through post/courier/ in person only. The Authority shall not be held responsible for any delay in delivery or lost in transit cases.

The EoI cum Bid shall be submitted through offline only and addressed to: The Executive Engineer, GreaterHyderabadMunicipal Corporation

**JUBILEE HILLSCIRCLE-18, Khairtabad ZONE Hyderabad:**

Tel: 9989930414 E-mail: [eec18.ghmc@gmail.com](mailto:eec18.ghmc@gmail.com)

For any assistance, Applicants can contact the following officer as per their convenience on the addresses given below:

The Assistant Engineer,(HD)

Greater Hyderabad Municipal Corporation  
**JUBILEE HILLSCIRCLE-18, Khairtabad ZONE Hyderabad: 500050**

Tel: 7337367277-mail: [eec18.ghmc@gmail.com](mailto:eec18.ghmc@gmail.com)

Only complete EoI response received on or before the due date and time shall be considered. After completion of time, EOI / BID will not be accepted.

## ANNEXURE-V

### 6. TechnicalBid:

The applicant shall submit the following documents in a sealed cover “Technical bidcover”

- i. Covering Letter as per AnnexureI
- ii. Details of the Applicant as per AnnexureII
- iii. Bid security of Rs.25,000/- (Rupees Twenty Five thousand only) in shape of a Demand Draft drawn in favour of “The Commissioner, GHMC” payable at Hyderabad which shall be refundable. After completion of evaluation The Bid security is returned to those applicants who are not qualified at Technical Bid stage immediately after completion of the empanelment process and the Bid security of the empanelled applicants will be returned after completion of their agreement period.

**Technical Evaluation:** A Consultancy Evaluation Committee (“Committee”) appointed by the Authority will examine the EOI submitted by the applicants based on the parameters such as cleaning methodology and maintenance of toilets. If the Committee so decides that a presentation by the Applicants on their submitted methodology is required to be given before the Committee, the same will be intimated to the applicant. The Committee reserves the right to waive-of any shortfalls during evaluation; accept the whole or part of or reject any or all responses to this Bid. The decision of the Committee is final and binding on all the applicants for selection of the methodology and no correspondence is entertained in this regard.

### 7. Financial Bidsubmission:

The Bidder shall submit the financial bid as per the **Annexure IV** in a separate sealed cover quoting maintenance fee for each toilet seat for a period of initially for one year and may be extended to another (02) years upon satisfactory performance by the agency. If any applicant not quoted, their bid will be summarily rejected.

### 8. SelectionCriteria:

The Committee will evaluate the financial bids of those Applicants who are qualified in technical evaluation. Mere submission of bid does not entitle the Applicants for qualifying in technical evaluation but the methodology shall be selected and approved by the Committee as appropriate. If the Committee so decides that a presentation by the Applicants on their submitted methodology is required to be given before the Committee, the same will be intimated to the applicant (any time before Financial bid evaluation). After arriving at the L1 of maintenance charges, the Committee shall empanel thefirms.

### 9. Other Terms &Conditions

#### PaymentTerms:

- i. Payment will be released monthly based on the submission of report

of concerned AMOH/Designated officer of the circle.

- ii. The bill will be paid duly deducting the penalties and any physical damage charges to the toilet. Penalty clause is as follows
- iii. The penalty amounts will be levied to the agency if the maintenance is not done satisfactorily on any particular day or on receipt of any specific complaint to the effect that the cleaning is unsatisfactorily and also for not following the conditions as follows

<b>Sl. No.</b>	<b>Performance indicator</b>	<b>Penalty per unit per day</b>
1	Cleaning and washing not attended ( <b>one time</b> )	200/-
2	Cleaning and washing not attended ( <b>full time</b> )	1000/-
3	Janitor absent per day at each cluster (20 seats of public toilets)	150/-
4	Phenyl not used (per day)	50/-
5	Acid not used (weekly)	100/-
6	Sweeping and sprinkling of disinfectants not attended ( <b>one time</b> )	100/-
7	Sweeping and sprinkling of disinfectants not attended ( <b>full time</b> )	200/-
8	If any report / complaint from the users	300/-

The extension of further 02 years is subject to outcome of performance in the first year of maintenance and as per certification of the Officer in charge from GHMC.

GHMC reserves the right to choose any one or more firms/agencies for empanelment based on the response in this EoI.

- iv) Further, in future the number of toilet seats may be increased to the agency/firm for cleaning purpose upon satisfactory performance by the agency/firm and the extra payment for the increased number of public toilets will be made to the agency as per the amount quoted by the agency/firm per each public toilet seat per month at the time of tender.

**Annexure I**

*(Covering letter to be submitted in the letter head of the applicant)*

Date:

**To,**

Executive Engineer,  
Greater Hyderabad Municipal Corporation  
**JUBILEE HILLSCIRCLE-18, Khairtabad ZONE**

Tel:9989930414 E-mail: [eec18.ghmc@gmail.com](mailto:eec18.ghmc@gmail.com)

**Subject: Expression of Interest (EoI) for MAINTENANCE OF VARIOUS  
TYPES OF TOILETS IN JUBILEE HILLSCIRCLE-18, KZ,GHMC**

Dear Sir

Having examined the EoI cum Bid, the undersigned, offers to submit the application in full conformity with the said EoI cum Bid. I/We have read the provisions of EoI cum Bid and confirm that these are acceptable to us.

I/We hereby declare that all the information and statement made in this proposal are true and accept that any misinterpretation contained in it may lead to our disqualification at any stage of the selectionprocess.

I/We understand that you are not bound to accept any proposal you receive. Also, at any stage, the process may be terminated without assigning any reason and without any liability to firms, whatsoever, it may be.

Thanking you.

Yours faithfully

Signature:

In Capacityof .....

Duly authorized to sign proposal for and on behalf of -----

Place..



**Annexure-II**  
**Details of Applicant**

a)	Name of the Applicant (Legal Name)	
b)	Country of incorporation	
c)	Legal Status	
d)	Year of Establishment	
e)	Registration details	(Enclose certificate of Incorporation/ Registration etc. as applicable)
f)	Address for Communication	
g)	PAN Number	Copy to be enclosed
h)	GST Number	Copy to be enclosed
i)	Brief description including details of its main lines of business	
j)	Name, Address, E-mail id and Contact Number of the Authorized Signatory, who is authorized to respond to this EoI	
k)	Any other information	

Signature of Authorized Signatory

Date:

Place:

**Annexure - III**  
**Technical bid**

Sl.No.	Item
1	Cleaning of each toilet seat using Mechanical/Manual means at least once in 3 hrs (including cost of water) ie., filling of overhead loft water tank including cost of water for a quantity of 250 Ltrs and desludging of sewage from bottom sludge tank capacity of 400 Ltrs in the respective PFTs with Suction cum Jetting Machines and transporting the sewage to the nearest available Sewage Treatment Plant (STP) as per necessity and maintaining surrounding area clean & neat upto 25 mts, avoiding open urination and providing cleaning equipment, cleaning materials like phenyl, Domex/Harpic, all consumables etc., all the time with the attendant and cleaning the toilet with Power Jet spray at regular intervals.

**Enclosures:**

- i. Documents and photos of Power Jet Spraying machine
- ii. Documents and photos of Suction cum Jetting Machines for cleaning PFT's
- iii. Any Similar nature of work Experience in the Government/PSU/Private Organization
- iv. Plan of action for maintenance of the toilets Signed copy

(Signature, name and designation of the authorized signatory)

**Annexure IV**  
**(FINANCIAL BID)**

**[on the letter head of the Bidding firm]**

EoI cum Bid Notice NIT.No.02/EE/Cir-18/GHMC/2020-2021 dt.28.01.2021

**Date:**

**The Executive Engineer**

**Greater Hyderabad  
Municipal Corporation  
JUBILEE  
HILLSCIRCLE-18,  
Khairtabad Zone,  
Hyderabad.**

Sub : “OPERATION AND MAINTENANCE OF VARIOUS TYPES OF TOILETS IN  
JUBILEE HILLSCIRCLE-18, KZGHMC”

Sir,

As a part of the Bid for the subject work, we here by submit the following as Bid price as our quote to the Greater Hyderabad Municipal Corporation Our financial quote is:

Sl No	Methodology of cleaning	in INR (Approximate Cost per each toiletseat per month)	
		(in figures)	(in words)
1	Cleaning of each toiletseat using Mechanical/Manual means at least once in 3 hrs (including cost of water) ie., filling of overhead loft water tank including cost of water for a quantity of 250 Ltrs and desludging of sewage from bottom sludge tank capacity of 400 Ltrs in the respective PFTs with Suction cum Jetting Machines and transporting the sewage to the nearest available Sewage Treatment Plant (STP) as per necessity and maintaining surrounding area clean & neat upto 25 mts, avoiding open urination and providing cleaning equipment, cleaning materials like phenyl, Domex/ Harpic, all consumables etc., all the time with the attendant and cleaning the toilet with Power Jet spray at regular intervals.		

We undertake to acknowledge that the bid evaluation be carried by the Committee authorized by the Authority and the decision of the Committee will be final and binding on us, financial bids of only those Applicants who are qualified in technical evaluation to be opened.

*Applicant Signature*

**Note:** The financial Bid to be submitted strictly as per the above format. Noncompliance to the above format shall disqualify the firm's BID.

