



West Bengal Industrial Infrastructure Development Corporation

DJ-10, Sector-II, Salt Lake City, Kolkata- 700 091

NOTICE FOR RATE INVITING e- TENDER

No. IIDC_11C_2024_2025 OF THE SUPERINTENDING ENGINEER, WBIIDC

TENDER ID NO: 2024_IIDC_734433_1

**SOLID WASTE HANDLING FOR A PERIOD OF 3 YEARS ON “BUY/HIRE, OWN &
OPERATE” (BOO) BASIS**

Letter of Invitation

Memo No: Infra/ Eng/1E-solid waste/2024/1699

Dated: 14.08.2024

Sub: AREA SOLID WASTE HANDLING, FOR A PERIOD OF 3 YEARS ON “BUY/HIRE, OWN & OPERATE” (BOO) BASIS AT ULUBERIA INDUSTRIAL PARK, BIRSHIBPUR, DIST.-HOWRAH, PIN-711409.

Dear Sir/ Madam,

West Bengal Industrial Infrastructure Development Corporation (Authority) intends to outsource the handling of maintenance of sanitation and solid waste management activities in the allocated areas in the Industrial Park as detailed in this document, **for a period of 3 (three) years** on “Buy/Hire, Own & Operate” (BOO) basis.

The Bidder has to quote item wise price as per BOQ for the total project for 3 years. The responsibilities include solid waste collection, vector control and transportation of the collected waste to the designated places as per the conditions of this Tender. All Bidders are requested to visit the site before submission of their Bid.

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.

Superintending Engineer

Disclaimer

The Bidder is required to consider only those terms and conditions provided in this Tender document (Tender) and subsequent Corrigendum if any.

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

Memo No: Infra/ Eng/1E-solid waste/2024/1699

Dated: 14.08.2024

Industrial Solid Waste (ISW) is the trash or garbage that is discarded daily in a human settlement. According to Government of India's Solid Waste Management (SWM) Rules 2016, ISW includes commercial and residential waste generated in Industrial Parks areas in either solid or semi-solid form including industrial, hazardous, bio-medical and e-waste. Efficient management of industrial 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 SWM Rules 2016 and National Green Tribunal (NGT) directives aim at creating overall positive impact on the living environment by mitigating pollution and environmental hazards.

WBIIDC has a vision of transforming Industrial Parks in West Bengal into neat, clean and litter free areas for best-in-class livability, health standards, environment and investment attractiveness. The major objective of this plan is to provide 100 % service coverage of sanitation and solid waste management services to all the industrial parks areas, main roads and public movement areas.

In addition to providing proper sanitation and solid waste handling services to different industrial units in the industrial park areas, these service delivery plans are mainly intended to promote clean and green surroundings with wider social involvement. With this objective, WBIIDC is interested in involving socially inclined private service providers / NGOs / Self Help Groups to undertake long term (3 years) contracted service packages on "Buy/Hire, Own and Operate" (BOO) basis.

Detailed description of the objectives, scope of the work and other requirements relating to this Tender are given in this Tender document. The conditions of service are detailed in the draft Service Agreement issued along with this Tender document. The documents for technical response and financial response are also issued along with this Tender document. While responding to this Tender, the bidders are required to read together all these documents and should consider these documents as one inclusive packet of this Tender. Responses to this Tender call will be deemed that the bidder has understood and agreeing to comply with the requirements and terms and conditions of this tender offer detailed in these four documents.

1.1. Project Objectives

- To create an efficient system for collection, segregation, transportation and temporary storage for industrial solid waste that is separated at source – industrial units into Wet (organic) Dry (recyclable) and Hazardous categories
- To handle the industrial 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 industrial unit, commercial and public places in the industrial parks areas.

- To create neat, clean and healthy environment in a consistent manner in the industrial park areas.

1.2. Invitation from West Bengal Industrial Infrastructure Development Corporation.

In the background as detailed above, WBIIDC (Authority) intends to engage specialized and experienced service providers (the 'Service Provider') for handling the Industrial Park Area Sanitation and Solid Waste Management including solid waste collection, litter picking 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-4 of this Tender document. 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 at the Office address mentioned above. 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	14.08.2024 at 06.00 p.m.
2	Tender document download end date and time	27.08.2024 at 05.00 p.m.
3	Bid submission closing (Bid Due) date and time	27.08.2024 at 05.00 p.m.
4	Name, Address, contact numbers, e-mail id of the authorized official for clarifications	Sri Debkumar Dutta, OSD Ex-Off EE(C), DJ-10, Sector-II, Salt Lake City, Kolkata-700 091 wbiidc.ho@gmail.com
5	Last Date for submission of queries for Pre-Bid meeting	19.08.2024 upto 01.00p.m.
6	Date of Pre-Bid Meeting	19.08.2024 at 11.00 a.m.
7	Place of Pre-Bid meeting	DJ-10, Sector-II, Salt Lake City, Kolkata-700 091
8	Date & Time for opening of Technical Bid	30.08.2024 at 10.30 a.m.
9	Date & Time of opening of Financial Bid	After evaluation of technical Bid, will be intimated to the qualified Bidders.
10	Cost of Tender Paper	Rs.1180.00 including GST

11	Earnest Money Deposit	<p>The Bidder has to deposit Rs.25,000.00 (Rupees twenty five thousand) only through Net-banking / RTGS / NEFT from the Bidder's registered bank account only in favour of WBIIDC payable at ICICI Bank, Dakshindari Road Branch, Branch Code : 3322 , Bank A/C No. : 332201001251, IFSC : ICIC0003322 (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(to cover 2% of the offered value) at the time of concluding the Service Agreement.</p>
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3. SCOPE OF WORK AND CONTRACT AWARD CONDITIONS

- 3.1. The scope of work includes all the activities detailed below and those which may be agreed upon at the time of finalizing the Service Agreement by the successful Bidder. The micro pocket areas and locations included in this work package for carrying out the below mentioned activities are as detailed in the base map and Table-4 of this Tender document.
- i. Collection of source segregated solid waste (wet, dry and hazardous waste separately) at the gates or doors of the industrial units and street vendors and from the bulk waste generators in the commercial and institutional areas on daily basis.
 - 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, road medians, traffic islands, walking tracks, and any such 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 as identified by the Authority in Table-4 (other than underground sewerage and storm water drains) on daily basis;
 - iv. Carrying out disinfectant spraying, shrubs cutting, jungle cutting, rubbish removing and /or any other vector control activities;
 - v. Collection of source segregated bulk waste from appointed locations of industrial units and other areas. The responsibility of premises sweeping, organizing separate waste collection bins and bringing the waste in a separated manner to a designated place, handed over to the Service Provider of this work package, lies with the Service Provider. The service provider's responsibility is also lies to collection of the bulk waste from the appointed location at these premises and to dispose the

same to ultimate dumping ground, arranged by the Service Provider with due intimation and approval of the Authority.

- vi. Transfer of the collected Industrial Solid Waste (ISW) from all the above activities to the points of designated locations such as transfer stations, storage yards, compost or material recovery yard and land fill facility on daily basis, as specified by the Authority from time-to time. All the collected waste of all types should be transferred to the outside of the industrial parks on daily. The designated locations have to be arranged by the service provider.

3.2. In order to carry out all the above activities, the Service Provider needs to fulfill the under mentioned obligations. To ensure that all the under mentioned responsibilities are fulfilled without fail and to be in contact with the Authority on regular basis, for all communications related to the project, the Service provider shall appoint a Work package Manager with suitable qualifications and experience.

Handling of Solid Waste Collection and Transportation Activities

- i. Deployment of the indicated number of sanitary workers, loaders, drivers and supervisors of both categories as specified by the service provider.
 - ii. Deployment of indicated number of supervisors for each Industrial Park (Phase wise) as specified by the service provider.
 - iii. One manger to be employed for managing the responsibilities of the entire package activities
 - iv. Deployment of required number of vehicles – push carts / battery operated autos, tractors, trucks (not more than five years old and in working condition), consumables, tools and implements , HDPE bins, Tarpaulin bags and conservancy materials as per the specifications given in Table-4 of this Tender.
 - v. Keeping the required number of reserve workers and supervisors to be deployed in the instances of the absenteeism by the work force.
 - vi. Keeping adequate number of reserve vehicles so that work is not hampered.
 - vii. Service Provider is to arrange for Log Book duly certified by the WBIIDC to record daily collection from each unit / collection point and dated photographs which is to be submitted along with the monthly bills.
 - viii. Delivering Services as follows:
 - a. Sanitary workers shall collect source segregated solid waste at the doors / gates of the households, shops and street vendors in the micro pocket areas and the commercial area shops and establishments, every day at specified time schedules as agreed upon with the Authority..
 - b. The industrial solid waste shall be collected by the sanitary workers in differently colored bins and tarpaulin bags. Wet organic waste shall be
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collected in the three green bins kept in the push cart / battery operated autos. The dry and recyclable waste shall be collected in the tarpaulin bags kept in the push carts / battery operated autos. The hazardous waste shall be collected in the red bin(1 no.) kept in the push cart / battery operated autos.

- c. Sanitary workers are required to politely insist that the waste is given to them by the waste generators in a source separated manner. In case the waste generators resist giving the waste in segregated manner, the sanitary workers can refuse to accept the waste and immediately report to their supervisors for necessary actions.
- d. After collecting all the waste in the above manner, the sanitary workers are required to move the waste filled bins and tarpaulin bags in the push carts / battery autos to the designated micro pocket transfer points.
- e. The service provider shall undertake an optimal route planning for secondary collection trucks and allocate fixed time schedules and micro pocket collection points and ensure that the schedules are maintained on daily basis as planned.
- f. Loaders allocated for each secondary transportation truck shall transfer the waste directly from the bins in to the truck. The wet organic waste shall be transferred into the body part of truck. The hazardous waste shall be transferred into the red bins kept in the truck in a corner. The dry recyclables should be transferred to the tarpaulin bags kept in the truck. While transfer and during the transportation it should be ensured that the three categories of waste do not get mixed up.
- g. The sanitary workers and the loaders shall ensure that the waste is always collected and carried in the allocated bins and bags and transferred directly in the truck as specified above. They must adopt a principle of ***‘Waste-Not-Touching-the-Ground’*** during collection and transportation.
- h. While transferring the waste from Industrial units / residential area micro pockets etc to the secondary transportation vehicles, the wet, dry and hazardous waste shall be recorded and signed by the authorized representatives of both the parties in the Log Book.

Handling of Sanitation Activities

- ix. Sanitation workers shall undertake the maintenance of sanitation activities in the afternoon schedules as notified by the Authority.
 - a. Cleaning and removal of garbage, litter, silt or any blockages from the street and road side shallow surface drains including clearing of the garbage and choking under the covers of the drains in front of houses,

shops and other public places (other than underground sewerage and storm water drains) on daily basis. All the drains that are maintained by WBIIDC in the Industrial Park, within the work package limits shall be covered under this tender.

- b. 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, road medians, traffic islands, walking tracks and any other open public areas and structures abutting the micro pockets and based on Table -4 of this Tender on daily basis.
- c. Cleaning and removal of plant and tree trimmings, fallen leaves and any other garden waste in the residential areas from all above mentioned locations within the work package limits.
- d. Carrying out disinfectant spraying, shrubs cutting, removing rubbish, uprooting of weeds alongside the roads and streets and from all above mentioned locations within the work package limits.

Waste Transportation

- x. The Service Provider is obligated to :
 - a. Transporting all the collected Industrial Solid Waste (ISW) 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.
 - b. Road silt, dust, drain silt and other inert materials should be collected in separate vehicles (other than the vehicle for wet and dry waste collection) at a separate time to avoid mixing of the silt waste with wet organic and dry recyclable waste.
 - c. The waste carrying bins and bags should be made of HDPE material and the primary and secondary transportation vehicles should be sufficiently protected with suitable inner liners with polyethylene or tarpaulin sheets in order to avoid the spillage of watery / liquid substances oozing out of the vehicles on to the streets and roads while transportation.
 - d. The waste collected should be unloaded at only specified locations arranged by the Service Provider and accepted by the Authority. Dumping of the material in any unspecified place will be considered a serious violation of the Agreement and necessary legal actions will be initiated as per the prevailing environmental regulations.

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- e. Collection of waste in differently colored bins and tarpaulin bags (Green Bin for wet waste Red Bin for hazardous waste and tarpaulin bags for dry and recyclable waste). Waste should not be loaded into the body part of the collection vehicle (push cart or battery auto) . The bins and the bags are to be permanently allocated for waste collection only and not to be used for any other purpose. Bins are to be painted with words or images to indicate the purpose for which they are used, as specified by the Authority. The bins and bags are to be sufficient in number for waste collection from the entire service area included in this work package

Workforce Management Obligations

- xi. The service provider shall engage on its roll the categories of personnel, as indicated in Table 5 and strictly adopt the stipulated procedures:
 - a. 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.
 - b. Keeping the required number of workers on reserve to be deployed in the instances of the absenteeism by the workers.
 - c. Get labour license from the Labour Department on the name of the Service Provider as per the Service Agreement.
 - d. Get the Service Provider registered under PF and ESI as per regular norms.
 - e. Maintain Daily Attendance and Wage Register.
 - f. Open for every employee on the rolls, an Aadhaar linked Salary Account in a Scheduled Bank. Every month, payment of wages should be done through this Salary Account only.
 - g. Remit the PF and ESI contribution of both employee and employer, payable before the stipulated date into the respective PF and ESI accounts of the employee.
 - h. While claiming the monthly payment from the Authority, the bank statement for wages paid, and the PF and ESI payment acknowledgement from respective organizations should be attached.
 - i. Follow appropriate rules and regulations that are in force in the State, for engaging contract workers, including their welfare and disciplinary matters.
 - j. While claiming the monthly payment from the Authority, the Log Book, dated photographs are to be submitted as a proof of daily collection and disposing etc..
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- xii. Providing to all the employees regularly engaged in the Project, as indicated in Table-5, one day weekly off, as an entitlement, without deducting any wage or the PF and ESI contributions for the weekly off day.
 - xiii. Organizing workforce on rotational basis to attend to special / emergency service requirements as required by the Authority. Providing Aadhar linked photo identity card for the employees indicating the Names of the ULB and the Service Provider/Contractor, Work Package No., and Employee Name, Name of Father / Husband / Guardian, Aadhar Card No., Blood Group, E.S.I and PF Nos. and Emergency Contact number.
 - xiv. Providing uniforms, safety wear, etc., as given in Table -6. The Radium Jacket and the Rain Coats are to be differently colored for workers and supervisors and printed with the insignia of the ULB and the Service Provider and ULB printed. This differential colors are required to enable the public, municipal and other public officials to identify the workers and the supervisors and approach them accordingly.
 - xv. Conducting awareness programs periodically for the staff on the use of safety equipment and protective wears.
 - xvi. In addition to those employees as indicated in Table-5, engaging adequate number of *reserve* employees as leave reserve to meet the absenteeism caused by the employees. In addition to making payments of wages, the Service Provider is also required to make the PF and ESI contributions as per the prevailing Contract Labour Management Rules. However, the Authority is not liable to meet the wages and PF and ESI contributions of the *reserve* workers.
 - xvii. Not employing any person below the age of eighteen years in the Project.
 - xviii. Making the Project known, promoted, displayed and advertised in the name of WBIIDC. The Authority will provide the design, the specifications and the promotional slogans & Logo.
 - xix. Organizing health check up every three months for all workers.

Operations and Maintenance Obligations

- xx. Using appropriate primary collection vehicles like push carts and autos in suitable ratios depending on dimensions of the street for easy collection and shifting of waste efficiently.
 - xxi. Having built in announcement (audio) system to announce about
 - a. The door-to-door / gate-to-gate collection system
 - b. Source separation of waste into dry, wet and hazardous categories
 - c. Handing over the waste to the public health service staff in three separate categories without mixing of the waste
 - d. Hazardous waste such as diapers, sanitary napkins and medical waste to be
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wrapped in paper or paper covers and handed over separately

- xxii. Carrying appropriate bell ringing / audio system with limits of permissible decibels in the primary collection vehicles to announce the arrival of the waste collection vehicles.
- xxiii. Taking all measures to comply with Solid Waste Management Rules, 2016 & National Green Tribunal Directives as amended from time to time in handling MSW during the Contract Period.
- xxiv. Maintaining a Complaint Register for registering the grievances of the waste generators and other stakeholders and creating a common communication point- E-mail id, phone number, social media etc., to enable the public and the Authority to provide feedback, information and lodging of complaints.
- xxv. Maintaining a Log Book duly certified by WBIIDC for recording the daily collection of waste, signed by both the parties and should be submitted along with the monthly bill.
- xxvi. Maintaining a record for the total service package, of service delivery details, incidents like service failures, breakdown of vehicles, and non-cooperation of the public in handing over the waste in separated categories. Recording or reporting should be backed up with sufficient evidence. The recorded information shall be submitted to the Authority as a weekly report, in the specified format.
- xxvii. Ensuring that all the collection and transportation vehicles, tools and implements are cleaned, washed and disinfected regularly.
- xxviii. Painting the vehicles in green colour with the number of the work package, and areas covered along with the name and contact numbers of the Service Provider and the Authority.
- xxix. In coordination with the Authority, ensuring that the waste generators comply with the prescribed MSW handling rules and practices.
- xxx. Cooperating with the Authority to involve Non-Governmental Organizations (NGOs), Resident Welfare Associations (RWAs), City Sanitation Task Force (CSTF), Local Resource Persons and other Volunteers and Service Organizations, for handling and promoting good waste management practices in the manner prescribed by the Authority.
- xxxi. Providing and ensuring that all the staff deployed in the services wears the protective dress such as uniforms, gloves, shoes/boots, masks etc., including their photo identity cards while on duty, as specified by the Authority.
- xxxii. Regularly disbursing monthly wages through bank transfers to the employee bank accounts and making payments of both employee and employer contributions towards PF and ESI subscriptions into the employee accounts of PF and ESI.

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- xxxiii. Switching over to battery operated vehicles (non-fossil fuel) for collection and transportation otherwise prior permission from the authority will be required.
 - xxxiv. Adopting environment friendly and environment promotional methods in the work practices
 - xxxv. Involving the local communities for source segregation, handing over the waste in segregated manner and anti-littering practices
 - xxxvi. Gaining community appreciation for good sanitation and solid waste handling practices
- 3.3. **Date of Work Commencement:** The Service Provider shall have to commence the work within 30 days from signing of the Service Agreement or as specified by the Authority.
- 3.4. **Bid Criteria: The Bidders have to submit their financial item wise quote as per BOQ 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 Goods and Service Tax (GST), as and when incurred by the Service provider for purchase of any machinery, materials, tools and implements, conservancy materials etc., will be reimbursed to the service provider at actual. The Service provider is required to raise appropriate invoices, along with original proofs of such payments as and when such expenses are incurred.
- 3.7. **Consideration for Quality Service:** In principle, all the collected municipal belongs to the Authority. However, 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. 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 I. Park . The Service Provider is further required to submit monthly reports to the Authority
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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. 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 3 (three) years. The three 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 otherwise prior permission from the authority is required.
 - 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 and additional qualification, if these entities individually or as JV / Consortium partners were / are currently engaged in undertaking Corporate Social Responsibility (CSR) activities, through their own contributions or sponsored by large Corporates and Public Sector Undertakings and large national and international NGOs and organizations in waste management, public sanitation, and environmental promotion / safeguard initiatives.
- 4.6. Self Help Group duly recorded and certified by the BDO or any Govt. Authority .

4.7. 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 under the same Authority. The same entity forming JV / Consortium arrangements with different partners for participating in the Bids for different packages under the same Authority will **not** be allowed.

4.8. 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) or Self Help Group duly recorded and certified by the BDO or any Govt. Authority.

5.2. 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.

5.3. All the members of the JV or Consortium or self-help group 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.

5.4. 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
5.4.1	<p align="center">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>
5.4.2	The Bidder (Single Entity / JV /	Copies of the last three financial years'

	Consortium as a whole) should be having an average annual turn-over of minimum Rs. __0.50__ Crore per year during last three financial years, i.e., 2013-14, 2014-15 & 2015-16	(as the case may be) audited balance sheets should be submitted along with Auditor's Certificate and Income Tax and Sales Tax Clearance Certificates
5.4.3	The Bidder (Single Entity / JV / Consortium as a whole) should have positive net worth of Rs. __0.50__ Cr. during last three years .	Auditor's Certificate.
5.4.4	<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>
5.4.5	Certificates/Registrations of the Bidder	<ol style="list-style-type: none"> 1. EPF Registration Certificate; 2. ESI Registration Certificate; and 3. GST Registration Certificate.

- 5.5. 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.
- 5.6. 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.
- 5.7. **Contract Award Criteria:** The Authority intends to outsource 1 (no.) of Industrial area work packages in the Uluberia Industrial Park. The Bidder can submit his bid for any number of work packages. But, the same bidder cannot submit more than one bid response for the same work package. While awarding the contracts, each successful Bidder (single entity / JV / Consortium as a whole entity) will be awarded contracts for not more than single packages.

6. DESCRIPTION OF BIDDING PROCESS

6.1. Pre-Bid Meeting

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

Date: 19.08.2024

Time: 11.00 a.m.

Venue: Office of Superintending Engineer, DJ-10, Sector-II, Salt Lake City, Kolkata- 700 091

- 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: The Bidders are advised to follow the NIT.

6.3. Earnest Money Deposit (EMD)

- i. All the Bidders are required to **deposit only Rs. 25,000.00 as EMD in the bank account of WBIIDC** using Net-banking / RTGS / NEFT from their registered bank accounts.
- ii. The successful bidder is to deposit the balance amount of EMD to cover 2% of the contract value before concluding the service agreement.
- iii. The deposit of EMD of the unsuccessful Bidders will be refunded only to their registered bank accounts.

6.4. Bid Submission: Technical Part: The Technical part of the Bid should be submitted and should consist of the following documents, the formats of which are given as a separate attachment along with this Tender document.

All the pages of the technical documents should be signed by the authorised signatory of the lead Bidder.

6.5. Bid Submission: Financial Part: The Financial Bid should be submitted in the format through e-tender 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. The quoted Bid amount shall be inclusive of all duties, taxes and other levies payable by the contractor as per State / Central Government rules.

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- Financial offer must be submitted in separate sealed envelope .

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 .

6.7. **Bid Submission Method:** Technical Bid should be submitted at the above office address only in two separate envelope support of their Technical bids 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. The bidders shall sign on all the statements, documents, certificates, uploaded by him, owning responsibility for their correctness / authenticity. After submitting the Technical / Price bid, the originals of the submitted statement, certificates, documents, (except the Price bid / offer) will be verified by this office of the Authority at the time of technical bid opening or before the date of Technical evaluation by the Bid Selection Committee. Failure to furnish originals of any of the documents, certificates, before the said dates as above, will entail rejection of the bid and forfeiture of EMD. Similarly, if any of the certificates, documents, etc., furnished by the tenderer is found to be false / fabricated / bogus, the bidder will be blacklisted and the EMD forfeited.

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. During the above mentioned period no plea by the tenderer for any sort of modification of the tender based upon or arising out of any alleged misunderstanding of misconceptions or mistake or for any reason will be entertained. In exceptional circumstances, prior to expiry of the original time limit, the Tender Inviting Officer may request the bidders to extend the period of validity for a specified additional period. Such request to the Tenderers shall be made in writing. A Tenderer may refuse the request without forfeiting his E.M.D. A Tenderer agreeing to the request will not be permitted to modify his Tender, but will be required to extend the validity of his E.M.D. for a period of the extension.

6.9. 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. 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 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. The Bid response and all communications in relation to or concerning the Bid documents shall be in English language.
- viii. 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.
- ix. 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. TENDER OPENING, EVALUATION AND SELECTION OF SUCCESSFUL BIDDERS

- 7.1. **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 and evaluated in the e-procurement portal on the intimated date and time.

The general conditions for accepting the Bids for evaluation are:

- i. Bid response documents should be submitted 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 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.

7.2. 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. Either the tenderer himself or one of his representative with proper authorization only will be allowed at the time of tender opening. If any of the tenderer is not present at the time of opening of tenders, the tender opening authority will, on opening the tender of the absentee tenderer, reads out and records the deficiencies if any, which shall be binding on the tenderer.

Clarification on the Technical Bid

7.3. While verifying the documents for their sufficiency and genuineness, the Authority, if required, will ask the bidders and / or the agencies / companies / organizations that provided the work completion certificates along with work orders for clarifications in writing to ensure the correctness of qualification documents. Written communications will be sent to the bidder or the agencies / companies / organizations that provided the work orders / experience certificates and the replies obtained in writing before the date of technical evaluation by the Bid Selection Committee. This scrutiny will be done in all cases when the work completion certificates are given by any agency other than Governmental agencies (Central and State Governments in India, or Central and State Public Sector Undertakings, or Semi or Quasi Government (Central or States in India) Organizations and Urban Local Bodies. Failure of the bidder or the agencies / companies / organizations to provide clarifications in writing shall render such bids invalid for evaluation and be rejected. The decision of the Authority and Bid Evaluation Committee will be final which will be recorded and duly signed. Only those bids accepted as per the criteria detailed above, shall be considered for Technical Evaluation.

7.4. Those accepted Bids that fulfill all the eligibility criteria will be taken up for Technical Evaluation.

7.5. **Technical Evaluation:** The Bids would be evaluated by suitable Bid Selection Committees constituted by the Authority. The Authority may 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. Regarding technical criteria, relaxation may be considered in case of non-availability of minimum bidders.

Table 3A : Technical Parameters	
Work Experience Criteria –	No. of Completed Projects
Experience of completing Solid Waste Management contract projects in large gated communities, smaller industrial townships, corporate multi-specialty hospitals,(50 beds and above) large hotels(3 star and above), large shopping malls and similar hospitality industry units	1 Project
	2 Projects
	3 and more projects
Experience of completing Solid Waste Management contract projects in large public utilities such as state and national highways, bus terminals, train terminals, and airports situated in the metropolitan and other cities in the state and national capitals.	1 Project
	2 Projects
	3 and more projects
Experience of completing Solid Waste Management	1 Project

contract projects in municipalities and municipal corporations with over 50,000 population and larger industrial townships of central public sector undertakings (PSU)	2 Projects
	3 and more projects
Average annual turnover of greater than or equal to 50% of the estimated annual project package value per year in the last three financial years	
Positive net worth of greater than or equal to 25% of the estimated annual project package value per year in the last three financial years	
Entities that have implemented sanitation, solid waste management, projects and initiatives of one year duration for entities with over 15000 population with community involvement, as Corporate Social Responsibility (CSR) projects by their own contribution or under the sponsorship of large Corporates and Public Sector Undertakings, and large national and international NGOs and Organizations . Bidder should submit proofs of project experience and corresponding financial payments certificates for gaining the allotted marks	1 Project
	2 and more projects
Does the work plan include Time Schedules for waste collection, street sweeping and drains cleaning and vector control activities (Daily and Weekly)?	
In the Work Plan, are the Roles and Responsibilities planned separately for each category of the employee - Sanitary worker, loader, driver, supervisor and Manager?	
Does the work plan include specific plans to meet all the seven service level performance indicators including remedial measures, if failures occur?	
Does the work plan include steps to get the community involved in source segregation and avoid littering in streets and public places?	
Does the work plan include separate steps for handling the dry recyclable waste from the secondary transportation stage to final disposal?	

- 7.6. **Financial Evaluation:** The Financial Bids (The Lump sum amount indicated in the separate envelope) will be evaluated by the committee.
- 7.7. **Selection of the Successful Bidder:** The selected Bid will be notified by the Authority and the Successful Bidder and will be given a Letter of Award (the 'LOA') that its Bid has been accepted.
- 7.8. The Successful Bidder will be required to execute the following.
- i. Deposit the remaining amount of the EMD value in the prescribed form in favoring **West Bengal Industrial Infra-structure Development Corporation**. The EMD deposited by the successful bidder will not carry any interest.
 - ii. 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.
- 7.9. Failure of the Successful Bidder to fulfill the above requirements 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.

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- 7.10. 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.
- 7.11. 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.
- 7.12. 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.
- 7.13. 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.
- 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 along with the Log Book duly signed by entrepreneurs and service provider and dated photographs of activities 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 7. After deducting the penalties levied if any, the eligible payment to the Service Provider 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. While making the project cost estimations, the Bidder is expected to take into consideration the costs of the vehicles and materials which are provided by the service provider. For all 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.

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. ____ 1 (UlB)_		
Area :160 acres ; Length of road : 3.70 Km (approx) ; Length of drain : 4.35 Km (approx)		
No. of micro pockets included in the Work Package: 90 nos.(approx.); out of which 70 nos. (approx) producing waste .		
Industrial / Residential Waste Generated per day from the Micro pockets included in this work package : to be surveyed for assessment by the bidder		
Total Waste Generated through Street Sweeping & Litter picking: to be assessed by the service provider.		
Sl. No.	Items and Specifications	To be procured by the Service Provider(Capital

		Purchase and O&M Responsibilities)
Waste Collection and Transportation Items		
01	<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>5 nos. To be supplied by the service provider.</p>
02	<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 service provider</p>	<p>1 No. To be supplied by the service provider.</p>
03	<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>To be supplied and nos. (as required) to be filled up by the bidder</p>
04	<p>Tarpaulin Bags 85 X 56 cms outer- Tarpaulin Fabric with 50 Microns, The bag shall be double stitched.</p>	<p>To be supplied and nos. (as required) to be filled up by the bidder</p>
Tools and Implements		<p>To be procured by the Service Provider (Capital Purchase and O&M Responsibilities)</p>
01	<p>Tubs (Gamelalu) : Made with 14-18 gauge G.I. sheet of 12"- 15"Dia. with SSI unit Certificate</p>	<p>To be supplied and nos. (as required) to be filled up by the bidder</p>

02	Hand Spades: 'Spades with Handles (<i>Chethiparalu</i>)' made with 16 gauge G.I. sheet of 12" x 8" size	--Do--
03	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	--Do--
04	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	--Do--
05	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 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	--Do--
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	--Do--
07	Sickle (<i>Kodavali</i>) For cutting grass and shrubs: Shall be in the appropriate set of sharpened wood and sheet-steel fists	--Do--
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	--Do--
09	Heavy Knives: In good quality of <i>Kattulu (Kaman Kattulu)</i> weight 700gms with handle	--Do--
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	--Do--
11	Broom Sticks: <i>Malabar</i> type of Dark strands which should be more than 3 feet and stuck without leaves.	--Do--
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	--Do--

10.2. Workforce Planning and Management

- The Service Provider should engage the additional number of workers and other categories of employees as indicated in the Table-5 (to be filled up by the service provider) and meet the regulatory requirements for wages and PF and ESI contributions as per applicable State laws.

Table- 5: Work force 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. of employees to be engaged by the Service Provider	Monthly Wages in Rs.	ESI Contribution (in %)	PF Contribution (in %)
1	Micro Pocket Worker	to be filled up by the bidder			

2	Driver	to be filled up by the bidder			
3	Loader	to be filled up by the bidder			
4	Supervisor	to be filled up by the bidder			

- i. 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, and will be reimbursed to the service provider.
- ii. 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 – Differently colored for workers and supervisors with the insignia of the Service Provider and LB printed (to be supplied / provided by the service provider)		
01	One(1) ID Card (1 per person) Aadhar 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)	

1.2. 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.
- i. To observe the physical conditions of the service areas such as waste dumps, uncleaned places, road litters, and unsanitary conditions and work deviations, the physical inspection will be made and 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.

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

- Service Coverage in the allocated service areas
- Segregated Collection
- Dust free and litter free roads, Free flow of drains without chocking
- Entrepreneurs Complaints & Resolution Within 24 hours (quality and timeliness)
- Payment of Salary, PF, ESI, Protective Wears and One day Weekly Off
- Worker and Supervisor Absenteeism
- Assessment of Entrepreneurs' 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-7.

From the monthly performance scores of the package operators and the amount to be deducted from their monthly payments for service failures will be made. **Penalty will be imposed as per Table 7 in case of failures.** The information will be available for viewing by the Authority and the Service Provider. The performance score will be on the basis of authorization of the Authority to make payments to the Service Provider and also for terminating the contract for continued service failures.

Table -7: Base map 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 -7: 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
Waste Collection and Transportation Coverage	Providing collection and transportation service for at least 6 out of 7 days is the top priority. 100% primary collection and secondary transportation daily. Non reporting of the transportation vehicles at scheduled time and points, vehicle breakdowns and non-service coverage will be noted as major KPI failures.	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. Penalty to be levied : = (Monthly Contractor Payment X Weightage of the Indicator) X % of Service Failure Illustration for Failure in Coverage Indicator (Rs. 2, 00,000 X 20 %) X 10% = Rs. 4,000 Termination Condition : 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.
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 Satisfaction Levels	Audit Reports,	90%	10%	

End of the Document

Superintending Engineer