

GOVERNMENT OF PUNJAB

Municipal Corporation Bathinda



E-tender No MCB/2026-27/29

REQUEST FOR PROPOSAL (RFP) FOR HOUSEKEEPING, OPERATION AND MAINTENANCE OF VARIOUS PUBLIC TOILETS IN BATHINDA CITY FOR 2 YEARS

Issued by:

Municipal Commissioner, Municipal Corporation, Bathinda

Railway Road, Bathinda

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LOCAL GOVERNMENT OF PUNJAB
Municipal Corporation, Bathinda
E-tender No MCB/2026-27/29
NOTICE INVITING ON-LINE BIDS

No. **997/w**.....

Date **28.09.2026**.....

1. NOTICE INVITING TENDER (NIT)

The **Municipal Corporation Bathinda** invites online e-bids from eligible and experienced agencies/firms/companies/NGOs/Self-Help Group federations for “Operation & Maintenance (O&M) of Public Toilets at Select Sites in the Urban Local Body”, through the e-tendering process, on the terms and conditions contained in this RFP document.

This initiative has been undertaken in response to persistent grievances received from market traders' associations, through the Punjab State Trader Commission, regarding the poor condition, locking and lack of gender-segregated facilities in public toilets across the Urban Local Body.

Name of Work	EMD	Date of Start of Downloading Document	Last Date & Time for Submission of Bids	Date & Time of Opening of Bids
Housekeeping, Operation and Maintenance of various Public toilets in Bathinda city for 2 years	10,62,500/-	29.09.2026	16.10.2026 up to 11:00 AM	16.10.2026 up to 11:30 AM

Pre-bid Meeting	[09.10.2026] at 11:30 AM at Meeting Hall, Municipal Corporation Bathinda / Virtual link to be notified on the e-tender portal
Cost of Tender Document	Non-refundable tender document fee of Rs. 5,000/- plus GST, payable through online mode only
Bid Processing Fee	As applicable on www.eproc.punjab.gov.in
Earnest Money Deposit (EMD)	Through Internet Payment Gateway (IPG) on the e-Proc portal OR Bank Guarantee (Annexure-D)
Bid Validity	180 days after the last date of bid submission.
Contract/Licence Period	03 (three) years from the date of handover of site, extendable by mutual consent for up to 2 further years based on satisfactory performance

1. Eligibility criteria and other terms & conditions of the work are given in this RFP document, downloadable free of cost for viewing from www.eproc.punjab.gov.in.
2. Bidders shall be required to register themselves on www.eproc.punjab.gov.in and obtain a User ID/Password.
3. Corrigenda/Addenda/Corrections, if any, shall be published only on the e-tender portal; no separate individual notices shall be issued.

4. The Urban Local Body i.e. MC Bathinda reserves the right to accept or reject any or all bids, in whole or in part, or to annul the bidding process at any stage, without assigning any reason whatsoever, and without incurring any liability to the affected bidder(s).


Corporation Engineer,
Municipal Corporation,
Bathinda

2. CRITICAL INFORMATION / FACT SHEET

Nodal Department	Municipal Corporation, Bathinda under whose limits the respective toilets fall
Availability of RFP Document	www.eproc.punjab.gov.in
Last Date & Time for Receipt of Bids	16.10.2026 up to 11:00 AM
Date & Time of Opening of Bids	16.10.2026 at 11:30 AM
Bid Validity	180 days after the last date of bid submission.
Pre-bid Meeting	09.10.2026] at 11:30 AM at Meeting Hall, Municipal Corporation Bathinda / Virtual link to be notified on the e-tender portal
EMD Mode	Through IPG on e-Proc portal OR Bank Guarantee as per Annexure-D, valid for a minimum of 6 months from the date of bid submission
Tender Document Fee	Rs. 5000/- plus applicable GST, non-refundable, through IPG only
Performance Security	10% of the quoted annual contract value, valid for the entire contract period plus 3 months claim period
Place of Opening of Bids	Address to be added
Contact Person for Queries	Add the name, designation, and contact details of the person

Note: Micro, Small and Medium Enterprises (MSMEs) registered in the State of Punjab under Udyam Registration and holding a valid Udyam Certificate are exempted from furnishing EMD/Bid Security on submission of valid proof. Societies, Trusts, Section-8 Companies and Self-Help Group federations are not exempted from furnishing EMD/Bid Security. Bids submitted without EMD/Bid Security, except from exempted Punjab-based MSME bidders, shall be summarily rejected.

SECTION I – BACKGROUND & CONTEXT

1.1 Genesis of the Requirement

Feedback collected by the Punjab State Trader Commission during its multi-district consultative meetings with market traders' associations has consistently highlighted a serious and recurring grievance concerning the state of public sanitation facilities across the Urban Local Bodies (ULBs).

Traders have reported that public toilets in a large number of market areas are habitually kept locked, are in a severely unhygienic condition, or require structural repair. There is a marked absence of clean, strictly gender-segregated facilities for male and female users, causing hardship to traders, customers, delivery staff and the general public who frequent these markets.

1.2 Objective of this RFP/Work

The **Urban Local Body (Municipal Corporation Bathinda)**, through this RFP, seeks to put in place a structured, standardised and enforceable service contract framework for the operation and maintenance of public toilets, to be implemented at the ULB level. The aim is to:

1. Ensure strictly segregated, safe and hygienic facilities for male and female users.
2. Establish sustainable daily operation and maintenance through professional agencies, funded through a mix of user fees and/or government support as viable.
3. Introduce measurable Service Level Agreements (SLAs), monitoring mechanisms and financial penalties to ensure accountability.
4. To ensure compliance with the advisories, service level expectations and O&M principles prescribed by the Ministry of Housing and Urban Affairs (MoHUA), Government of India and the Swachh Bharat Mission (Urban) 2.0 Guidelines.
5. Institutionalise a joint monitoring mechanism involving ULB officials and local trader associations.

SECTION II – INSTRUCTIONS TO BIDDERS

2.1 Mode of Submission

1. Bids shall be submitted online only through www.eproc.punjab.gov.in. Physical/offline bids shall not be accepted, except for the original EMD Bank Guarantee/Performance Security instruments where applicable.
2. Bids shall be submitted in two parts/covers:
 - Cover-I: Earnest Money Deposit / Bid Security proof.
 - Cover-II Technical Proposal (Format 2&3).
 - Cover-II: Financial Proposal (Format-4) only.
3. Conditional bids, or bids with any addition/omission/deviation to the terms of this RFP, are liable to be rejected.
4. The bidder shall quote for all toilet blocks in an Urban Local Body as shared in Annexure-A. The list in Annexure-A is not exhaustive.

2.2 Bidder Eligibility (Legal Status)

A bidder must be one of the following, duly registered in India for a minimum of three (3) years as on the date of publication of this RFP:

- 1) A company registered under the Companies Act, 2013/1956;
- 2) A Limited Liability Partnership (LLP) registered under the LLP Act, 2008;
- 3) A Partnership Firm registered under the Indian Partnership Act, 1932;
- 4) A Proprietorship Firm registered under Shops & Establishment Act / Udyam/ GST;
- 5) A registered Society/Trust/Section-8 Company/Self-Help Group federation engaged in sanitation, facility management, or urban services.

Bids shall be accepted only from a single, independent bidding entity as defined above. Unregistered associations, and bids submitted by two or more entities in the form of a Joint Venture (JV) or consortium shall not be eligible to participate under this RFP. Each bidder shall bid, qualify, and be awarded a contract solely in its own name and on its own strength.

Note:

- a) For Partnership Firm: Registered Partnership Deed and Certificate of Registration from Registrar of Firms.
- b) For Proprietorship Firm: GST Registration / Udyam Certificate / Shop & Establishment Certificate in the name of proprietor.

SECTION III – ELIGIBILITY & QUALIFICATION CRITERIA

3.1 Financial Qualification

1. The bidder shall have a minimum average annual turnover of 40% of the estimated cost of work in the last three audited financial years 2023-24, 2024-25 and 2025-26 from civil engineering/O&M works.

Note:- Necessary audited Balance Sheets and Chartered Accountant's certificate with UDIN, proving the above requirement are to be furnished with the bid. 'Other income' shall not be considered for arriving at annual turnover.

2. The bidder shall have had a positive net-worth at the close of each of the last three (3) audited financial years 2023-24, 2024-25 and 2025-26 as certified by a Chartered Accountant along with the audited balance sheets.

3.2 Experience Qualification

1. The bidder should have successfully completed similar works during the last 10 (Ten) financial years, as per following:

a) One similar work involving toilet seats not less than 70% of the number of seats in the tender;

OR

b) Two similar work involving toilet seats not less than 50% of the number of seats in the tender;

OR

c) Three similar work involving toilet seats not less than 40% of the number of seats in the tender.

2. Definition of Similar Work: Operation & Maintenance of Public Toilets / Community Toilet Blocks / Public Sanitation / Facility Management assignments for a State Nodal Agency, ULB, Government Department, PSU, Corporate Campus, Mall, Railway Station, Bus Stand, or similar high-footfall public facility.
3. Documentary proof: (a) Work Orders; (b) Completion / Ongoing-service certificates; (c) Performance certificates issued by the client, clearly indicating value of work and period.

3.3 Other Eligibility Conditions

1. The bidder must not have been blacklisted or debarred by any Central/State Government Department, ULB, PSU or statutory body, as on the date of bid submission (Self-Declaration as per Annexure-F).
2. The bidder should not be under insolvency or liquidation proceedings.
3. The bidder must possess valid PAN, GST registration, EPF registration, ESIC registration, and a functioning bank account in the name of the bidding entity. The bidder must submit copies of valid certificates for PAN, GST, EPF and ESIC.

SECTION IV – SCOPE OF WORK / TERMS OF REFERENCE (ToR)

4.1 Coverage

This RFP covers the operation and maintenance of public toilets within the jurisdiction of the Urban Local Body, as listed (illustratively) in Annexure-A. The final, site-specific list of toilet blocks, shall be provided to selected bidders for the Urban Local Body at the time of award.

4.2 Daily Operation & Maintenance

The ULB shall hand over the toilet facilities to the selected bidder in a fully functional condition. A detailed joint asset inventory and condition assessment shall be carried out prior to handover. Any major or minor repairs identified during the assessment as necessary for ensuring the functionality of the facilities shall be undertaken by the ULB before handover. Thereafter, the bidder shall be responsible for the operation and maintenance of the facilities in accordance with the terms of the contract. As part of daily operations and maintenance, the bidder will have to:

1. Attendants:

- (a) The agency shall deploy at least one trained male attendant for the men's section and one trained female attendant for the women's section per shift, for the entire notified operating hours of the toilet-block.
- (b) 07-day operation is to be achieved through attendant rostering/rotation, so as to ensure that the staff receives rest for one day per week.

- 2. Gender Segregation:** Strictly separate sections for males and females with independent, lockable entries, adequate lighting, running water and essential hygiene amenities (soap, sanitary pad vending/disposal facility in the women's section) shall be maintained at all times.
- 3. Consumables:** The agency shall supply, at its own cost, all cleaning materials, disinfectants, hand-wash liquid, and sanitary consumables for the women's section. A minimum one-week buffer stock of consumables shall be maintained on-site at all times.
- 4. Operating Hours:** Toilets shall remain open and staffed in alignment with local working hours, as notified for each toilet block, on all seven days of the week, with no exceptions except Force Majeure. The toilet blocks will remain open 5:00 AM to 10:00 PM in two shifts i.e. 5:00 AM to 2:00 PM and 2:00 PM to 10:00 PM. The contractor shall provide at least one male volunteer for male toilets in every shift for each toilet and one female volunteer for female toilets in one shift of eight hours for Public Toilets. The timing can be changed by the employer at any time.
- 5. Utilities:** Water charges for O&M if any shall be borne by the agency and shall be factored into the quoted rate. The agency shall ensure continuous water availability for flushing, cleaning and ablution during operating hours. However, the cost of electricity will be paid by Municipal Corporation Bathinda.

6. **Security:** The agency shall make its own arrangements for the security of each toilet block and its fixtures, and shall be responsible for making good any loss or damage arising from theft or negligence.
7. **Uniform & Identification:** All staff shall wear a prescribed uniform bearing the ULB Name and logo, and shall carry photo identity cards at all times, and shall be trained to deal politely and courteously with users.

4.3 Technology & Grievance Redressal

1. A QR code shall be displayed at each site, linked to the State Grievance Portal, enabling users to lodge complaints directly.
2. Complaints shall be auto-logged against the specific site and attended to within the timelines specified in Section VI (SLA & Penalties).
3. A complaint/suggestion register, along with feedback form and pen, shall be kept available and accessible to users at each site throughout operating hours.

4.4 Records to be Maintained

The agency shall maintain, at each site, and produce for inspection by the ULB, and the Joint Monitoring Committee at any time:

1. A daily cleaning log recording each cleaning cycle undertaken, countersigned by the on-duty supervisor.
2. A complaint/suggestion register capturing all complaints received (in person, or through QR code) and their resolution status and date.
3. A nominal roll of all staff deployed at the site, with valid government photo identification, updated on any change, with the change duly recorded with the concerned Sanitation Inspector of the Urban Local Body and shared with the ULB's Sanitary Inspector.
4. Records of periodic maintenance of water tanks, plumbing, electrical fixtures, and half-yearly painting/whitewashing undertaken.

The more detailed Scope of Work:

The scope of work can be increased or decreased as per the requirements of Municipal corporation Bathinda based on the rates quoted by the bidder. The bidder shall be bound to accept that increase or decrease in scope of work.

The scope of work covers the operation and maintenance of 44 Public Toilet Blocks and 3 Community Toilets/Mobile Toilets situated at various locations within municipal limits of Municipal Corporation, Bathinda for Two years. The work May be extendable by one year as per the satisfaction of the Officer in charge and Commissioner, Bathinda. The above numbers are tentative only. However, the Number of toilet blocks may increase or decrease at any time as per the site conditions during the contract period and the agency is required to maintain accordingly. The payment to the agency will be made as per the actual number of toilets be maintained by him during the time / tenure of work.

The toilet blocks will remain open 5:00 AM to 10:00 PM in two shifts i.e. 5:00 AM to 2:00 PM and 2:00 PM to 10:00 PM. The contractor shall provide at least one male volunteer for male toilets in every shift for each toilet and one female volunteer for female toilets in one shift of eight hours for Public Toilets. The timing can be changed by the employer at any time.

The toilet blocks will be under the supervision of at least 4 supervisors in one shift of eight hours for Public Toilets.

The Contractor/agency will provide all such material/consumables which are required to keep the toilet block neat and clean such as cleaning acid, phenyl, naphthalene balls, soap, brooms etc. The scope of work also includes mechanized cleaning activities such as dry sweeping, litter/dust collection, scrubbing and drying of floor space, high pressure cleaning /washable aprons, vacuum cleaning, segregation and disposal of garbage etc. using mechanized methods where ever applicable.

The agency is required to submit the detailed list of manpower proposed to be deployed for the said work before the start of the work. The deployment of manpower shall be effective only after verification and approval from the Sanitary In-charge, MCB Bathinda. No manpower shall be considered as deployed without prior verification from the Sanitary In-charge.

The responsibility of material installed in the toilets will be of the Contractor/ Agency against any kind of theft, breakage and repair & maintenance etc. complete in all respects. The agency shall also be responsible for all damages, repairs and accidents caused due to negligence on his part. Nothing extra shall be payable on this account.

Detailed Scope of O&M

A. Civil Works

- Minor masonry repairs.
- Repair of plaster, flooring, dado tiles, wall tiles, and roof leakages.
- Repair/replacement of damaged doors, windows, ventilators, partitions, and frames.
- Repair of toilet cubicles and urinal partitions.
- Repair/replacement of locks, latches, hinges, handles, door closers, and other hardware.
- Repair of ramps, steps, pathways, kerbs, and platforms.
- Repair of ceiling, false ceiling, waterproofing, and dampness treatment.
- Painting, whitewashing, distempering, and touch-up painting as required.
- Repair of boundary walls, gates, grills, and railings.
- Minor PCC/RCC repairs.
- Repair of signboards, nameplates, and display boards.
- Any other minor civil works necessary for proper upkeep.

B. Plumbing & Sanitary Works

- Repair/replacement of GI, CPVC, UPVC, HDPE, SWR, and PVC pipelines.

- Repair/replacement of taps, bib cocks, pillar cocks, angle valves, and stop valves.
- Repair/replacement of flush valves, flush tanks, cisterns, and flushing mechanisms.
- Repair/replacement of WC pans, Indian WCs, urinals, wash basins, sinks, and accessories.
- Repair/replacement of health faucets, jet sprays, shower fittings, and hoses.
- Repair of drainage, sewer lines, floor traps, gully traps, manholes, and inspection chambers.
- Removal of choke-ups in water supply and sewer lines.
- Repair/replacement of water storage tanks and float valves.
- Repair of water pumps, pressure lines, and water distribution systems.
- Repair/replacement of mirrors, soap dispensers, towel dispensers, tissue holders, and sanitary accessories.
- Leak detection and rectification.
- Any other plumbing and sanitary maintenance required.

C. Electrical Works

- Repair/replacement of wiring, cables, conduits, switches, sockets, and switchboards.
- Repair/replacement of LED lights, tube lights, bulbs, drivers, and fixtures.
- Repair/replacement of MCBs, DBs, RCCBs, isolators, and electrical panels.
- Repair/replacement of exhaust fans, ceiling fans, wall fans, and regulators.
- Earthing maintenance and testing.
- Repair/replacement of sensors, timers, photocells, and automation devices (where provided).
- Repair/replacement of electrical accessories and fittings.
- Preventive electrical inspections and rectification.
- Any other electrical work necessary for uninterrupted operation.

D. Mechanical Works

- Operation, servicing, and repair of water pumps and pumping systems.
- Maintenance of booster pumps, pressure pumps, and motors.
- Repair/replacement of pump components including bearings, seals, impellers, couplings, and starters.
- Maintenance of ventilation equipment, blowers, and exhaust systems.
- Maintenance of automatic flushing systems, if installed.

- Maintenance of sewage transfer pumps, sump pumps, and lifting devices, where provided.
- Lubrication, alignment, servicing, and preventive maintenance of all mechanical equipment.
- Any other mechanical maintenance required for proper functioning.

E. Housekeeping & General Maintenance

- Daily cleaning and sanitization of all toilet facilities.
- Removal and scientific disposal of solid waste.
- Refilling of consumables such as liquid soap, tissue paper, toilet rolls, naphthalene balls, air fresheners, etc. (if included in the contract).
- Pest control and disinfection.
- Maintaining adequate water supply and cleanliness.
- Immediate rectification of complaints and defects.
- Maintaining complaint registers and maintenance records.
- Upkeep of landscaping (where provided).
- Ensuring all facilities remain functional and safe for public use.

The Employer shall hand over the public toilet complexes, community toilets and associated assets covered under the contract along with available inventory, keys and records before commencement of services. The Contractor shall inspect the facilities jointly with the Engineer-in-Charge and Sanitation officer and record the existing condition in a handing-over memo.

On the completion of the contract period, the agency shall hand over the vacant possession of the public conveniences so constructed along with fixtures and fittings, inventory, structures in good working condition to the ULB within 24 hours and will not put any resistance failing which the premises shall be evicted and the ULB shall assume the occupation without any notice whereupon the agency will have no claim. In case of failure to do so, MC Bathinda has liberty to rectify the defect/shortcomings in the same and then the cost shall be recovered at least 2 times of the actual expenditure from the pending dues of the contractor.

SECTION V – REVENUE MODEL & FINANCIAL STRUCTURE

5.1 Pay-and-Use Model

1. The selected agency shall be permitted to charge a pay-and-use fee from users of the public toilet facilities at the rate **of Rs. 5/- per use for toilets and use for urinals will be allowed for free of cost.** The community toilets must have no user charges.
2. Fee collection shall mandatorily be through a digital payment UPI based mechanism to ensure transparency and auditability; a printed rate-card shall be mandatorily displayed prominently at each site at all times.

5.2 Funding Structure and Payment

- a. Bidders shall quote a Monthly Operations¹ & Maintenance Rate per toilet block in the Financial Bid **(Format-4)**.
- b. The agency shall retain 100% of user-fee collection for daily operations.
- c. The payments to the bidder will be made on a monthly basis.
- d. The rates to be quoted by the bidder shall include GST and other applicable statutory taxes on the Operations & Maintenance service.
- e. An annual audit of the fee collection and expenditure at all toilet complexes shall be mandatorily conducted by a certified Chartered Accountant.

Based on clauses 5.2(a) to (e):

The payments to the bidder will be made on a monthly basis.

Based on clauses 5.2(a) to (e):

Monthly Payment = Quoted O&M Rate for the Month - fine applicable against the SLA delay.

SECTION VI – SERVICE LEVELS, MONITORING & PENALTIES

6.1 Service Level Agreement (SLA) Parameters

Sr. No.	Category	Service Parameter	Minimum Service Level	Standard Timeline	Penalty
1	Cleanliness	Floors	Smooth, free of cracks/chipping; clean and dry at all times, without litter or stains	Repaired within 7 days of detection; litter/garbage removed immediately on detection	Rs.200 per day
2	Cleanliness	Cleanliness of the interior, entrance way, steps and surrounding area of the toilet complex	1) Collection and removal of litter, refuse, leaves, and debris, sweep, wash and disinfect the interior compound, entrance way, steps and surrounding area of the toilet complex (upto 02 meters beyond the toilet complex structure) that houses individual toilet units	Daily	Rs.200 per day
3	Cleanliness	Cleanliness on the urinals, walls, doors, ledges, fittings, and partitions	Treat urinals/standing areas and all sanitary ware with cleaner/descaler; wash down walls and partitions; wipe doors, ledges and fittings	Daily	Rs.200 per day
4	Cleanliness	Hygiene condition of each toilet	No waste dumping, stagnant waste-water, or overflow in or around the toilet	Hourly	Rs.200 per occurrence, per day
5	Cleanliness	Minimum Cleaning frequency	Full wash of pans/ seats/ floors/wash basins with water and disinfectant, plus continuous spot-cleaning and disinfecting all soiled sanitary ware during operating hours	4 times/day + spot-cleaning during operating hours	Rs.200 per occurrence, per day
6	Cleanliness	Maintenance of disposal bins/dustbins	Empty and disinfect all dustbins/disposal bins; spray air-freshener to mask odours.	4 times/day + spot-cleaning during operating hours	Rs.200 per occurrence, per day
7	Cleanliness	Cleanliness and maintenance of walls and ceilings	There should be no graffiti, cob-webs and	Fortnightly- repaint affected surfaces where necessary	Rs.200/- per day

Sr. No.	Category	Service Parameter	Minimum Service Level	Standard Timeline	Penalty
			dust accumulation from ceilings		
8	Cleanliness	Windows and Frames	Should be dust free and functional	a) Weekly cleaning b) In case of damage-repair within 24 hours of identification of damage	Rs.200/- per day
9	Cleanliness	Whitewashing, Polishing of the toilet block	Whitewashing/painting of the toilet block (interior and exterior); polishing of doors and hardwood fittings.	Half-yearly	Rs. 200/- per day
10	Cleanliness	Safety and maintenance of the roof	Clear rainwater gutters/downpipes and remove debris from roofs to ensure free drainage	1) Usually every 02 months 2) During monsoon or during rainfall minimum once in two days or daily- if required	Rs. 200/- per day during the monsoon season
11	Cleanliness	Water hygiene	Water tanks should be in a clean and useable conditions	Quarterly	Rs.1000/- per tank per day
12	Consumables	Consumable supplies	Replenish soap, hand-wash, toilet rolls, disinfectants, sanitary pads, cleaning equipment.	Every 02 hours	Rs.200/- per occurrence, per day
13	Damage and repair	Damaged toilet seat	A work-in progress board to be placed outside the toilet with damaged seat	Repaired/replaced within 24 hours of detection of damage	Rs.200/- per day
14	Damage and repair	Plumbing fittings	Fully functional at all times as per accepted standards	a) Check taps and pipework on a daily basis for any leakage or damage. b) Repaired/replaced within 24 hours of detection of damage or breakdown	Rs.200/- per day
15	Damage and repair	Electrical fixtures	All lights, exhaust fans, hand dryer and fittings functional; block well-lit at all times	Repaired/replaced within 24 hours of detection of damage or breakdown	Rs.200/- per day

Sr. No.	Category	Service Parameter	Minimum Service Level	Standard Timeline	Penalty
16	Damage and repair	Functional door latches	Users should be able to use a door latch at anytime a toilet block is under use	Repair/replace within 24 hours of detection of damage	Rs.200/- per day
17	Damage and repair	Water availability	Continuous availability during operating hours for flushing, cleaning and ablution	Restored within 1 hour of any shortage or interruption	Rs.200/- per day
18	Damage and repair	Repair of minor repair damage	All repairs to be completed timely by the vendor	Rectified within 24 Hours from the day of complaint/damage identification	Rs.200/- per day
19	Staffing	Attendance of male and female attendants	Both sections staffed simultaneously during all operating hours	During full working hours	Rs. 1000/- per site, per day
20	Working Hours	Functioning of toilet complex	Kept open at all times during notified operating hours	—	Rs. 200/- per site, per occurrence/day
21	User Fee	Signage/rate-card	Visible, legible and functional at all times	Repaired/replaced within 24 hours; cleaned immediately upon detection of soiling	Rs.100/- per site per day
22	User Fee	Charging only prescribed user fee	Charging only prescribed user fee	-	In case of overcharging the user Rs. 2,000/- per instance, in addition to refund to user; repeat violation may trigger termination
23	Grievance Redressal	Complaint register and functional QR code for registering online complaints	Available and accessible to users at all times during operating hours	—	Rs. 500/- per site, per day
24	Grievance Redressal	Complaint redressal (submitted in-person in the complaint register or submitted through QR Code)	All complaints should be resolved within the timelines defined in the SLA	Auto-acknowledged immediately through the portal, resolved within 24 hours - 07 days based on the SLA	Rs. 500/- per unresolved complaint within the SLA timeline

Sr. No.	Category	Service Parameter	Minimum Service Level	Standard Timeline	Penalty
				category of the complaint	
25	Reporting	Monthly Performance Report Submission	Regular submission without delay	By 5th of every following month, duly countersigned by Municipal Commissioner/ Executive Officer of the Municipal Commissioner/ Municipal Committee	Rs.500 per day, till the time of submission
26	Reporting	Joint Inspection Report	Timely incorporation of feedback given during the joint inspection by the ULB officials and representatives of the local trader association	Quarterly	As per the penalty defined against the SLAs
27	Reporting	Annual audit of fee collection and expenditure incurred	Audit of the fee collection across all toilet blocks and expenditure incurred shall be conducted and submitted to the Urban Local Body	Annual, by the first quarter of following financial year	Rs. 1000 per day
28	Reporting	Monthly submission of the user fee Report, however the amount collected through user charges shall be the sole right of the agency.	Timely submission of the user fee report for each month	Monthly (5th of each following month)	Rs.500 per day
29	User fee	Preferentially UPI based service/ user fee collection	Each toilet as a publicly visible QR Code and UPI ID visible to the users for collection of the user fee- Visible, legible and functional at all times	Repaired/replaced within 24 hours; cleaned immediately upon detection of soiling	Rs. 500 per day

- a) Cumulative penalties in a quarter exceeding 10% of the quarterly contract value shall constitute grounds for issuance of a show-cause notice, and continued default may lead to invocation of the Performance Security and termination of the contract.
- b) If during the execution period of this contract any sanitary/Electrical fixture provided in toilet blocks will not working properly/ defected, the same will be repaired / replaced by the agency within 24 hours after communication to the agency through any written/whatsapp/electronic etc., otherwise penalty will be deducted from monthly

running bill as per above. MC Bathinda has liberty to rectify the defect/shortcomings in the same and than the cost shall be recovered at least 2 times of the actual expenditure from the pending dues of the contractor other than this.

6.2 Monitoring Mechanism

1. A Joint Monitoring Committee shall be constituted at each ULB, comprising the Executive Officer/Commissioner (or nominee), the Sanitary Inspector of the area, and a nominated representative of the local market traders' association/local resident welfare association/Any other local representative.
2. The Committee shall conduct at least one joint inspection per quarter per toilet-block (more frequently for high-footfall sites), record findings in the Quarterly Joint Inspection & Monitoring Report (Annexure-E), and forward the same by the 5th day the following month of each Quarter to the Municipal Commissioner/EO of the concerned Urban Local Body.
3. The ULB reserves the right to conduct surprise inspections at any time, and to engage third-party evaluators/technical agencies for quality audits.
4. A citizen feedback mechanism (complaint register, QR-code based rating, and feedback) shall be maintained at every site, reviewed monthly by the Committee, and recorded formally in Minutes of the Meeting.

SECTION VII – BID EVALUATION PROCESS

7.1 Evaluation

Bids shall be evaluated through a single-stage price discovery process. The technically qualified bidder with the lowest (L1) quoted total operation and maintenance price as part of the financial bid will be declared as a successful bidder.

7.2 Award of Contract

- a) The Letter of Award (LoA) shall be issued to the L1 Bidder.
- b) The successful bidder(s) shall sign the Contract Agreement and furnish the Performance Security within 15 days of issue of the LoA, failing which the EMD shall be forfeited and the offer may be annulled.

SECTION VIII – GENERAL CONTRACT CONDITIONS

8.1 Contract Period

The contract/licence for each toilet-block shall be for a period of two (02) years from the date of handover, extendable by up to One (1) further years, subject to satisfactory performance and mutual consent, on the same terms as the original agreement. The extension if any, is not automatic and will depend on factors such as compliance with the scope of work, service quality.

8.2 Ownership of Assets

The land, structure, fittings and fixtures of each public toilet shall continue to vest with the concerned ULB at all times. The selected agency is granted only an operational licence to restore,

operate and maintain the facility for the contract period, and shall have no proprietary claim over the asset.

8.3 Handover & Hand-back

Sites shall be handed over to the agency “as is”, with a joint condition survey recorded. On expiry, termination, or non-renewal of the contract, the agency shall hand back the site, along with all fittings and fixtures, in good working condition, within 7 days, failing which the ULB may take possession and recover costs from the Performance Security.

8.4 Sub-contracting

Sub-contracting, sub-letting, assignment, or outsourcing of the work, in whole or in part, is strictly prohibited under this contract. The selected agency shall execute the entire scope of work through its own personnel and resources. If the agency is found to have sub-contracted, sub-let, assigned or outsourced any part of the work to any other entity at any stage, it shall be treated as a material breach of contract, leading to immediate termination of the contract, forfeiture of Performance Security and blacklisting of the agency.

8.5 Labour Compliance

The agency shall comply with all applicable labour laws, including the Minimum Wages Act, Employees' Provident Fund and Miscellaneous Provisions Act, and the Employees' State Insurance Act, in respect of all personnel deployed. The agency shall not engage child labour, shall ensure weekly rest days for staff, and shall be solely responsible for wages, compensation and statutory dues of its workforce; the ULB shall bear no such liability.

8.6 Insurance & Liability

The agency shall, at its own cost, maintain adequate insurance cover (including Workmen's Compensation Insurance) for its personnel deployed at the sites, and shall be solely liable for any loss, theft or damage to ULB assets occurring during the contract period, save where attributable to Force Majeure.

8.7 Performance Security

The Successful Bidder shall furnish Performance Security equivalent to 10% of total quoted contract value in the form of a Bank Guarantee (Annexure-D) or Demand Draft, valid for the entire contract period plus a claim period of 3 months. The Performance Security shall be liable to forfeiture, in whole or in part, for breach of contract, persistent SLA non-compliance, or failure to complete restoration works within the stipulated timeline.

8.8 Termination

- 1) **For Default:** ULB may terminate the contract, in whole or in part, by a written notice of 07 days, and shall allocate work at the L1 price to the next successful bidder:
 - a) For failing to comply with the SLA beyond the cure period.
 - a.a) For Service Level Agreement (SLA) Parameters **01,09,18,25,26,27** defined under Section VI of this RFP, the cure period shall be of 04 days.

- a.b) For all other Service Level Agreement (SLA) Parameters defined under Section VI of this RFP, the cure period shall be of 24 hours.
- b) For unauthorised sub-contracting or corrupt/fraudulent practices.
- c) Cumulative penalties in a quarter exceeding 10% of the quarterly contract value shall constitute grounds for issuance of a show-cause notice, and continued default may lead to invocation of forfeiture of the Performance Security and termination of the contract.
- 2) **For Convenience:** The ULB may terminate the contract, in whole or in part, for its own convenience, by written notice of 30 days, without any compensation for future/prospective loss of business to the agency.
- 3) **For Insolvency:** The ULB may terminate forthwith, by written notice of 30 days, if the agency becomes insolvent or bankrupt.

SECTION IX – DISPUTE RESOLUTION & FORCE MAJEURE

9.1 Amicable Settlement

Any dispute arising out of or in connection with the contract shall, in the first instance, be resolved amicably through mutual consultation between the parties within 30 days of the dispute arising.

9.2 Dispute Resolution

Disputes arising during the execution of Concession shall be settled in such manner, as may be notified by the State Government, from time to time.

9.3 Force Majeure

Neither party shall be liable for any failure or delay in performance of its obligations under the contract to the extent such failure or delay is caused by events beyond its reasonable control, including acts of God, war, riot, fire, flood, epidemic/pandemic, or government-imposed restrictions, provided that the affected party promptly notifies the other party in writing and takes all reasonable steps to mitigate the impact. Non-availability of material or ordinary commercial difficulty shall not constitute Force Majeure.

FORMAT-1: FORWARDING LETTER

(To be submitted on the official letterhead of the bidding entity)

To,

The Municipal Commissioner

Municipal Corporation, Bathinda.

Subject: Bid in response to RFP No. [.....] for Housekeeping, Operation and Maintenance of various Public toilets in Bathinda city for 2 years

Sir/Madam,

We hereby submit our bid in compliance with the terms and conditions of the RFP document. We further declare that:

1. We have read and understood the RFP document in its entirety and have carefully noted all specifications, terms, conditions, Scope of Work and SLAs contained therein.
2. We accept all the guidelines, terms and conditions of the RFP without reservation.
3. Our organisation has never been debarred or blacklisted by any Central/State Government Department, ULB, PSU or other Government agency.
4. We are not involved in any major litigation likely to affect our ability to deliver services under this contract.
5. Our offer shall remain valid for 180 days after the last date of bid submission, and for placement of the award for up to one year thereafter.
6. We shall execute the work strictly as per the specifications, terms, conditions and Scope of Work set out in the RFP.
7. The information furnished in our bid is true and correct to the best of our knowledge and belief.

Yours faithfully,

(Authorised Signatory) Name,

Designation,

Seal & Signature

FORMAT-2: BIDDER'S ORGANISATIONAL & FINANCIAL DETAILS

Sr. No.	Particulars	Details to be furnished by Bidder
1	Name of Bidder	
2	Legal Status (Company / LLP / Partnership / Society / Trust)	
3	Date & Registration No. of Incorporation	
4	Registered Office Address	
5	Name, Designation, Mobile & Email of Authorised Contact Person	
6	PAN No.	
7	GST Registration No.	
8	Tender Document Fee – payment details	
9	EMD – payment/BG details	
10	Average Annual Turnover – FY 2023-24, 2024-25, 2025-26 (Rs. in lakh, CA-certified)	
11	Net Worth (must be positive) – FY 2023-24, 2024-25, 2025-26 (Rs. in lakh, CA-certified)	

Declaration

I/We hereby certify that the information furnished above and the documents enclosed have been checked against original records and are true and correct to the best of my/our knowledge and belief. I/We understand that any incorrect information shall be viewed as a breach of trust and shall be liable for rejection of the bid/legal action.

Name of Authorised Signatory: _____

Signature & Seal: _____

FORMAT-3: EXPERIENCE / TRACK RECORD FORMAT

Sr. No.	Name of Client / Project	No. of toilet blocks	No. of toilet seats in these toilet blocks	Contract Period	Contract Value (Rs.)	Work Order / Completion Certificate Ref.
1						
2						
3						
4						
5						

(Attach copies of work orders, completion/ongoing-service certificates and client performance certificates as documentary evidence.)

FORMAT-4: FINANCIAL BID / PRICE PROPOSAL

Validate		Print		Help		Item Rate BoQ	
Tender Inviting Authority: Municipal Corporation, Bathinda							
Name of Work: House Keeping/Cleaning/ Maintenance/ Operation of various Community, Public Toilets in Bathinda city.							
Note : The Rates Quoted by the vender shall be inclusive of everything covered in the SBD. No Extra payment will be made or can claimed by the bidder.							
Name of the Bidder/ Bidding Firm / Company :							
PRICE SCHEDULE (This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevent columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)							
NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER #	TEXT #	
Sl. No.	Item Description	Quantity	Units	RATE In Figures To be entered per Toilet per month by the Bidder (Inclusive all taxes)	TOTAL AMOUNT Per Month Rs. P	TOTAL AMOUNT In Words	
1	2	4	5	13	53	55	
1	House Keeping/Cleaning/ Maintenance/ Operation of various Community, Public Toilets in Bathinda city.						
1.01	Community Toilet Blocks	3	Nos		0.00	INR Zero Only	
1.02	Public Toilet Blocks	44	Nos		0.00	INR Zero Only	
Total in Figures					0.00	INR Zero Only	
Quoted Rate in Words		INR Zero Only					

Notes

1. All rates shall be quoted inclusive of GST.
2. Rates quoted shall remain firm for 180 days after the last date of bid submission, and thereafter for the contract period, subject to Section 5 (Revenue Model) provisions.
3. Any conditional financial offer, or an offer accompanied by a covering note/footnote qualifying the rates, shall be liable for rejection.
4. In case of any discrepancy between rates in figures and words, the rate in words shall prevail.
5. Rates shall be quoted in Rs. as per Toilet Block per Month complete in all respect.

ANNEXURE-A: LIST OF ULB-WISE IDENTIFIED PUBLIC TOILET BLOCKS

The following list of sites is indicative and non-exhaustive, the final, site-specific list shall be included by the ULB. An illustrative format is given below:

Sr. No.	Zone No.	Name and Location of Toilet	Type of Toilets	Toilet ID	MALE Seats	FEMALE Seats	Safai Sewak Required in two shifts 5 A.M. To 2 P.M. & 2 P.M. To 10 P.M. (Male)	Safai Sewak Required in one shift 9A.M. To 5P.M. (Female)	Total Safai Sewak Required
1	1	Cloth Market, Near Mall Road	PT	800226PTB0007	1	1	2	1	3
2	1	Subhash Markit, Near Ajit Newspaper	PT	800226PTB0046	4	0	2	0	2
3	1	Near Fire Brigade (Gents)	PT	800226PTB0145	2	0	2	0	2
4	1	M.C. Office Near PNB Bank	PT	800226PTB0038	4	2	2	1	3
5	1	Railway Station, Near Post Office	PT	800226PTB0039	2	2	2	1	3
6	1	Gandhi Market Medical Market	PT	800226PTB0165	2	1	2	1	3
7	1	Fire Brigade (Ladies, 2 Shifts)	PT	800226PTB0008	0	3	0	2	2
8	1	Dhobi Ghaat Public Toilet	PT	800226PTB0098	2	2	2	1	3
9	1	Shastri Market	PT	800226PTB0037	2	2	2	1	3
10	1	Inside General Bus Stand	PT	800226PTB0036	3	4	2	1	3
11	1	Sirki Bazar Near PSPCL office	PT	800226PTB0073	1	1	2	1	3
12	1	Aggarwal Street	PT	800226PTB0156	2	0	2	0	2
13	1	Dana Mandi, Near Ram Bagh	PT	800226PTB0035	2	3	2	1	3
14	1	Dana Mandi, Near Jarnail Park (S.S)	PT	800226PTB0100	3	0	2	0	2
15	1	Gaushala market	PT	800226PTB0180	1	0	2	0	2
16	2	Model Town Toilet No. 10	PT	800226PTB0003	2	2	2	1	3
17	2	Model Town Toilet No. 11	PT	800226PTB0004	2	2	2	1	3
18	2	Model Town Toilet No. 12	PT	800226PTB0005	2	2	2	1	3
19	2	Power House Road K POINT	PT	800226PTB0120	3	2	2	1	3
20	2	Opposite Bus Stand, Public Toilet	PT	800226PTB0090	2	2	2	1	3
21	2	Bus stand Transgender	PT	Not on portal	2	0	2	0	2
22	2	Ajit Road Public Toilet No. 8	PT	800226PTB0002	2	2	2	1	3
23	2	Model Town Phase. 3 Dadipoti Park	PT	800226PTB0158	1	1	2	1	3
24	2	Model Town Phase. 3 Market	PT	Not on portal	2	2	2	1	3

Sr. No.	Zone No.	Name and Location of Toilet	Type of Toilets	Toilet ID	MALE Seats	FEMALE Seats	Safai Sewak Required in two shifts 5 A.M. To 2 P.M. & 2 P.M. To 10 P.M. (Male)	Safai Sewak Required in one shift 9A.M. To 5P.M. (Female)	Total Safai Sewak Required
25	2	Opposite Income Tax Office Inside The Court Complex	PT	Not on portal	1	1	2	1	3
26	2	Opposite Puda Ground Near Class Four Quarter Backside of Puda Market	PT	Not on portal	1	1	2	1	3
27	3	Amrik Singh Road, Near Sabji Mandi	PT	800226PTB0093	1	0	2	0	2
28	3	Amrik Singh Road, Near Annapurna Mandir	PT	800226PTB0013	2	2	2	1	3
29	3	Agni Dhaba	PT	800226PTB0078	2	2	2	1	3
30	3	Patta Market	PT	800226PTB0172	3	0	2	0	2
31	3	Fish Market	PT	800226PTB0179	3	2	2	1	3
32	3	Nai Basti Bhana Mal Trust (One Shift)	PT	800226PTB0068	0	1	0	1	1
33	4	Bibi wala chownk	PT	800226PTB0001	1	1	2	1	3
34	4	Kamla Nehru Market	PT	800226PTB0060	1	1	2	1	3
35	4	Fauji Chownk, Old Bus Stand	PT	800226PTB0076	1	1	2	1	3
36	4	Bibi wala road Near Rambhagh	PT	800226PTB0177	2	2	2	1	3
37	4	Sports Stadium In	PT	Not on portal	2	3	2	1	3
38	5	Near Rose Garden Chungi Wali	PT	800226PTB0104	3	1	2	1	3
39	5	Rose Garden Parking	PT	800226PTB0103	2	3	2	1	3
40	5	Inside jogger Park	PT	800226PTB0022	2	3	2	1	3
41	5	Near Rose Garden Canteen	PT	800226PTB0149	2	3	2	1	3
42	6	Paras Ram Nagar Chowk	PT	800226PTB0102	2	1	2	1	3
43	7	Main Road Lak Singh Basti	PT	800226PTB0136	1	1	2	1	3
44	8	ITI Chowk Near Industrial Area	PT	800226PTB0009	2	2	2	1	3
45	2	Cement Concrete Toilet Dhobiana Main Road	CT	800226CTB0010	2	2	2	1	3
46	6	Cement Concrete (Lake No.2)	CT	Not on portal	4	3	2	1	3
47	6	Cement Concrete (Arjan Nagar)	CT	Not on portal	4	3	2	1	3

Sr. No.	Zone No.	Name and Location of Toilet	Type of Toilets	Toilet ID	MALE Seats	FEMALE Seats	Safai Sewak Required in two shifts 5 A.M. To 2 PM. & 2 P.M. To 10 P.M. (Male)	Safai Sewak Required in one shift 9A.M. To 5P.M. (Female)	Total Safai Sewak Required
		Total Workers			93	75	90	40	130
		Total No. of Public Toilets			44				
		Total No. of Community Toilets			3				
		Total Toilets			47				
		Total No. of toilet seats			168				
		No. of Male workers required			90				
		No. of Female workers required			40				
		Total No. of workers required (Male + Female)			130				

ANNEXURE-B: MANPOWER & STAFFING NORMS

1. Minimum one male attendant and one female attendant deployed per shift, per site, for the entire notified operating hours.
2. A Supervisor shall be deployed for every cluster of sites (as specified per package) to oversee quality of cleaning, attendant conduct and record-keeping.
3. All staff shall be provided with a prescribed uniform bearing ULB Name and Logo, and photo identity cards.
4. Staff shall be trained in basic hygiene protocols, courteous public dealing, and use of digital tools (grievance redressal and fee collection app) prior to deployment.
5. The agency shall maintain a nominal roll of all deployed staff with government recognised IDs with a copy mandatorily submitted with the ULB and updated on any change.
6. The agency shall ensure compliance with the Minimum Wages Act and all applicable labour welfare legislation; wage records shall be open to inspection.

ANNEXURE-C: PERFORMANCE SECURITY / BANK GUARANTEE FORMAT

(To be stamped in accordance with the Indian Stamp Act)

To: The Municipal Commissioner/Executive Officer, **Name of the Municipal Corporation/Committee**

WHEREAS _____ (Name of Agency) (hereinafter called "the Agency") has undertaken, in pursuance of Contract/Work Order No. _____ dated _____, to carry out Operation & Maintenance of Public Toilets for ULB: _____ (hereinafter called "the Contract");

AND WHEREAS it has been stipulated that the Agency shall furnish a Bank Guarantee for the sum specified herein as security for compliance with its obligations under the Contract;

NOW THEREFORE, we, _____ (Bank Name & Branch), hereby guarantee and undertake to pay the Administration upon its first written demand declaring the Agency to be in default, without cavil or argument, any sum(s) up to a total of Rs. _____ (Rupees _____ only), without the Administration needing to prove or show grounds for its demand.

This Guarantee shall remain valid up to and including _____ (i.e., the entire contract period plus 3 months' claim period).

Signature & Seal of Bank: _____

Date: _____

Address: _____

ANNEXURE-D: EARNEST MONEY DEPOSIT (EMD) BANK GUARANTEE FORMAT

(On non-judicial stamp paper of appropriate value)

WHEREAS _____ (hereinafter “the Bidder”) has submitted its bid dated _____ for Package _____ under **RFP No. [.....]** (hereinafter “the Bid”);

We, _____ (Bank Name), hereby bind ourselves to the Municipal Corporation/Committee, **Name of the Municipal Corporation/Committee**, in the sum of Rs. _____ (Rupees _____ only), and undertake to pay the said amount upon the Urban Local Body's first written demand, without demur, if:

1. the Bidder withdraws its bid during the period of bid validity; or
2. the Bidder, having been notified of acceptance of its bid, fails to sign the Contract Agreement or furnish the Performance Security within the stipulated time.

This Guarantee shall remain valid for a period of six (6) months from the date of bid submission, or as extended.

Signature & Seal of Bank: _____

Date: _____

ANNEXURE-E: MONTHLY JOINT INSPECTION & MONITORING REPORT

Site Name & ID: _____

ULB and District Name: _____

For Month: _____

Date of joint inspection _____

Date of submission _____

Sr. No.	Category	Service Parameter	Minimum Service Level	Standard Timeline	Status/Remark
1	Cleanliness	Floors	Smooth, free of cracks/chipping; clean and dry at all times, without litter or stains	Repaired within 7 days of detection; litter/garbage removed immediately on detection	
2	Cleanliness	Cleanliness of the interior, entrance way, steps and surrounding area of the toilet complex	1) Collection and removal of litter, refuse, leaves, and debris, sweep, wash and disinfect the interior compound, entrance way, steps and surrounding area of the toilet complex (upto 02 meters beyond the toilet complex structure) that houses individual toilet units	Daily	
3	Cleanliness	Cleanliness on the urinals, walls, doors, ledges, fittings, and partitions	Treat urinals/standing areas and all sanitary ware with cleaner/descaler; wash down walls and partitions; wipe doors, ledges and fittings	Daily	
4	Cleanliness	Hygiene condition of each toilet	No waste dumping, stagnant waste-water, or overflow in or around the toilet	Hourly	
5	Cleanliness	Minimum Cleaning frequency	Full wash of pans/seats/floors/wash basins with water and disinfectant, plus continuous spot-cleaning and disinfecting all soiled sanitary ware during operating hours	4 times/day + spot-cleaning during operating hours	
6	Cleanliness	Maintenance of disposal bins/dustbins	Empty and disinfect all dustbins/disposal bins; spray air-freshener to mask odours.	4 times/day + spot-cleaning during operating hours	

Sr. No.	Category	Service Parameter	Minimum Service Level	Standard Timeline	Status/Remark
7	Cleanliness	Cleanliness and maintenance of walls and ceilings	There should be no graffiti, cob-webs and dust accumulation from ceilings	Fortnightly- repaint affected surfaces where necessary	
8	Cleanliness	Windows and Frames	Should be dust free and functional	a) Weekly cleaning b) In case of damage- repair within 24 hours of identification of damage	
9	Cleanliness	Whitewashing, Polishing of the toilet block	Whitewashing/painting of the toilet block (interior and exterior); polishing of doors and hardwood fittings.	Half-yearly	
10	Cleanliness	Safety and maintenance of the roof	Clear rainwater gutters/downpipes and remove debris from roofs to ensure free drainage	1) Usually every 02 months 2) During monsoon or during rainfall minimum once in two days or daily- if required	
11	Cleanliness	Water hygiene	Water tanks should be in a clean and useable conditions	Quarterly	
12	Consumables	Consumable supplies	Replenish soap, hand-wash, toilet rolls, disinfectants, sanitary pads, cleaning equipment.	Every 02 hours	
13	Damage and repair	Damaged toilet seat	A work-in progress board to be placed outside the toilet with damaged seat	Repaired/replaced within 24 hours of detection of damage	
14	Damage and repair	Plumbing fittings	Fully functional at all times as per accepted standards	a) Check taps and pipework on a daily basis for any leakage or damage. b) Repaired/replaced within 24 hours of detection of damage or breakdown	
15	Damage and repair	Electrical fixtures	All lights, exhaust fans, hand dryer and fittings functional; block well-lit at all times	Repaired/replaced within 24 hours of detection of damage or breakdown	

Sr. No.	Category	Service Parameter	Minimum Service Level	Standard Timeline	Status/Remark
16	Damage and repair	Functional door latches	Users should be able to use a door latch at anytime a toilet block is under use	Repair/replace within 24 hours of detection of damage	
17	Damage and repair	Water availability	Continuous availability during operating hours for flushing, cleaning and ablution	Restored within 1 hour of any shortage or interruption	
18	Damage and repair	Repair of minor repair damage	All repairs to be completed timely by the vendor	Rectified within 24 Hours from the day of complaint/damage identification	
19	Staffing	Attendance of male and female attendants	Both sections staffed simultaneously during all operating hours	During full working hours	
20	Working Hours	Functioning of toilet complex	Kept open at all times during notified operating hours	—	
21	User Fee	Signage/rate-card	Visible, legible and functional at all times	Repaired/replaced within 24 hours; cleaned immediately upon detection of soiling	
22	User Fee	Charging only prescribed user fee	Charging only prescribed user fee	-	
23	User Fee	Preferentially UPI based service fee collection	Each toilet as a publicly visible QR Code and UPI ID visible to the users for collection of the user fee- Visible, legible and functional at all times	Repaired/replaced within 24 hours; cleaned immediately upon detection of soiling	
24	Grievance Redressal	Complaint register and functional QR code for registering online complaints	Available and accessible to users at all times during operating hours	—	
25	Grievance Redressal	Complaint redressal (submitted in-person in the complaint register or submitted through QR Code)	All complaints should be resolved within the timelines defined in the SLA	Auto-acknowledged immediately through the portal, resolved within 24 hours - 07 days based on the SLA category of the complaint	
26	Reporting	Annual audit of fee collection and expenditure incurred	Audit of the fee collection across all toilet blocks and expenditure incurred shall be	Annual, by the first quarter of following financial year	

Sr. No.	Category	Service Parameter	Minimum Service Level	Standard Timeline	Status/Remark
			conducted and submitted to the Urban Local Body		
27	Reporting	Monthly submission of the user fee Report, however the amount collected through user charges shall be the sole right of the agency.	Timely submission of the user fee report for each month	Monthly (5th of each following month)	

Signature of ULB Representative: _____

Signature of Trader Association Representative: _____

Signature of Agency Representative: _____

ANNEXURE-F: SELF-DECLARATION (NON-BLACKLISTING / NO LITIGATION)

(To be submitted on the official letterhead of the bidding entity, duly notarised)

I/We, _____, the Authorised Signatory of _____ (Name of Bidder), hereby solemnly declare that:

1. Our organisation has not been debarred, blacklisted or de-registered by the Ministry of Housing & Urban Affairs, any State Urban Development/Local Government Department, any ULB, PSU, or any other Government agency in India, as on the date of this declaration.
2. Our organisation is not, to the best of our knowledge, involved in any litigation that would materially affect our ability to perform the obligations under this contract.
3. Our organisation is not under insolvency, liquidation, or similar proceedings as on the date of this declaration.
4. Should any of the above facts change during the currency of the contract, we undertake to inform the ULB within 7 days of such change; concealment shall be treated as misrepresentation and shall entail forfeiture of EMD/Performance Security and other action as deemed fit.

Signature of Authorised Signatory: _____

Name & Designation: _____

Seal: _____

Date: _____

ANNEXURE-G: PROFORMA FOR SUBMISSION OF PRE-BID QUERIES

Bidders are requested to submit pre-bid queries only in the format below, by email to the Nodal Officer specified in the Critical Information sheet, on or before the date notified for the Pre-bid Meeting.

Sr. No.	RFP Clause / Page No.	Original Clause Text	Query / Suggested Modification
1			
2			
3			
4			
5			

Name of Bidder / Organisation: _____

Email: _____

Mobile: _____