



Guwahati Municipal Corporation

Invitation for Bids (IFB)

**Door to door collection of segregated Municipal solid waste and transportation of
Municipal solid waste to secondary collection points/transfer stations on Self
Sustainable Mode**

(Selection of NGOs or Agencies for primary collection of Municipal Solid Waste)

Date of issue of Bid Documents: 22/03/2022

Last date for submission of the bid: 05/04/2022



**Office of the Commissioner: Guwahati Municipal Corporation
::: Guwahati::: Panbazar ::: Guwahati-781001 :::**

No.: GGR/C/223/2021/12

Date:22/03/2022

Invitation for Bids (IFB)

Guwahati Municipal Corporation intends to issue Invitation for Bids for selection of NGOs/Agencies/institutions/Organizations for primary collection of Segregated Municipal Solid waste (Door to door collection of Solid Waste) along with street sweeping (as per Municipal Solid Waste Management Rule 2016) and transportation of the same to secondary collection points on Self-Sustainable Mode for the wards mentioned below:

Sl No	Group	Ward
1	Group 1	1, 2
2	Group 2	3,6
3	Group 3	5
4	Group 4	4,7
5	Group 5	8
6	Group 6	9, 13
7	Group 7	11
8	Group 8	12
9	Group 9	14, 15
10	Group 10	17, 31
11	Group 11	32, 33
12	Group 12	34, 35
13	Group 13	36
14	Group 14	37, 38
15	Group 15	39, 40
16	Group 16	54, 55
17	Group 17	50, 52
18	Group 18	53, 56
19	Group 19	57, 58
20	Group 20	16
21	Group 21	18
22	Group 22	19
23	Group 23	28
24	Group 24	29
25	Group 25	30
26	Group 26	41
27	Group 27	42, 43
28	Group 28	44, 45
29	Group 29	46, 47

30	Group 30	48
31	Group 31	49, 51
32	Group 32	59
33	Group 33	60
34	Group 34	10, 23
35	Group 35	22, 24
36	Group 36	25, 26
37	Group 37	20, 21, 27

1. Guwahati Municipal Corporation invites Bids from eligible bidders for Solid Waste Management (SWM) Services, for a period of 2 years.
2. Bid documents may be downloaded from the website of Guwahati Municipal Corporation at www.gmc.assam.gov.in from 22/03/2022 onwards.
3. Bid must be submitted to the office of the Commissioner, Guwahati Municipal Corporation, Panbazar, Guwahati -781001 in two bids system viz. Technical and Financial bids on or before **1400 hours** on **05/04/2022** and the opening of Technical Bid and Financial Bid will be on **05/04/2022 at 1430 hours** and **08/04/2022 at 1200 hours** respectively.
4. Other details can be seen in the bid documents.

Note:

1. Bid document fee of Rs. 2,000/- shall be paid in the form of demand draft in favour of Commissioner, Guwahati Municipal Corporation along with the Technical Bids. Otherwise downloaded bid document shall not be considered.
3. Commissioner, Guwahati Municipal Corporation reserves the right to revise or amend the notice and/ or the Bid Document, fully or partly.
5. Right to reject any or all offers without assigning any reason thereof is reserved with Commissioner, Guwahati Municipal Corporation.

Sd/-
Commissioner,
Guwahati Municipal Corporation,
Guwahati

Memo No.: GGR/C/223/2021/12

-A-

Date: 22/03/2022

Copy:

- 1) The Principal Secretary to the Govt of Assam, Department of Housing and Urban Affairs for favour of kind information.
- 2) All Divisional Engineers, GMC for information and displaying the same in the notice boards in their offices for publicity.
- 3) The Directorate of Information and Public Relation Office, Assam, Dispur with a request for publishing the above notice in one issue at two local daily newspapers one in English and one in Assamese and submit the bill to undersigned for necessary payment.
- 4) The Software Developer, GMC for upload of the notice in GMC Website.

Sd/-
Commissioner,
Guwahati Municipal Corporation,
Guwahati

REQUEST FOR PROPOSAL FOR DOOR TO DOOR WASTE COLLECTION ON
SELF-SUSTAINABLE MODE UNDER GUWAHATI MUNICIPAL
CORPORATION AREA AS A PART OF COMPREHENSIVE SOLID WASTE
MANAGEMENT PLAN

The Commissioner, Guwahati Municipal Corporation invites Request for Proposal from the intending NGOs/Agencies/institutions/Organizations for Implementation of:

Door to Door collection of waste from households, offices (Govt. & Private), schools - colleges (Govt. & Private), commercial institutions, Bazar's, Malls etc. within Guwahati Municipal Corporation Area.

Request for Proposal shall be available on website www.gmc.assam.gov.in

Date of commencement of issue of Request for Proposal (RFP)	22/03/2022
Last date & Time for submission of Request for Proposal	05/04/2022 up to 2.00 PM

REQUEST FOR PROPOSAL

ISSUED BY:	Guwahati Municipal Corporation
ISSUE DATE:	22/03/2022
Closing Time:	05/04/2022 up to 2.00 PM
Pre-Bid Meeting:	28/03/2022 at 11.00 AM Venue: Conference Hall, Guwahati Municipal Corporation, Panbazar, Guwahati
Opening of Technical bid	05/04/2022 at 2:30 PM Venue: Conference Hall, Guwahati Municipal Corporation, Panbazar, Guwahati
Presentation by the Bidder: (Only shortlisted)	NA Venue: Conference Hall, Guwahati Municipal Corporation, Panbazar, Guwahati

1. Executive Summary:

Almost 575 Tonne Per Day (TPD) of solid waste is generated in Guwahati Municipal Area amongst which 62% of the waste generated are from households. Besides households, other major waste contributors are from offices, markets, commercial establishments, street sweeping etc.

Segregation of waste at source is not 100 % in Guwahati Municipal Corporation area although door to door collection is in practice. In some parts of the town, households simply dispose of their garbage in open grounds, road, drain or into metal bin containers. It is common for households in Guwahati Municipal Corporation area to litter or indiscriminately dump some waste items. This results in clogging of sewage drains and waterlogging in the town area during the monsoon.

Given the fact that per-capita waste generation per day in the city is over 0.6 Kg and there is a shortage of adequate dumping space, management of this huge quantum of waste is a serious problem.

To meet the need of the hour, there must be a phenomenal change in the methodology of solid waste management from what is practiced today at the city by the Guwahati Municipal Corporation. The methodology should be such that it is innovative, pragmatic, sustainable and feasible to meet the expected result and make a visible difference in the field.

2. The task ahead is to:

1. Engage suitable NGO/agency/institution/organization for Door to door solid collection of waste from households, offices, shops, market, commercial institutions etc. within Guwahati Municipal Corporation area.
2. Collect user charges from all category of users by NGO/agency/institution/organization and develop a self-sustaining working model of Door to Door Collection.
3. Ensure Operational efficiency for Door to Door Collection by NGO/agency/institution/organization followed by proper transportation of waste to collection points.
4. Coordination with GMC and implementation of recommendations.

3. Scope of Work & Terms & conditions

3.1 Scope of work

The Scope of Work for Municipal Solid Waste Management for door to door collection of segregated MSW, Street Sweeping and Transportation of MSW to the designated secondary collection point/Transfer Stations.

3.2 Collection, Storage and Transportation of waste -

- a) Collection of MSW in the Segregated form at source
 - i) Biodegradable (wet waste).
 - ii) Non- biodegradable (dry- waste).
- b) Collection of wet Municipal Solid Waste (MSW) on daily basis and dry MSW minimum Twice in a week.
- c) The NGO or Agency shall collect the dry waste on a regular basis in the different localities on a specified day of a week so that the dry waste will be collected minimum twice in a week from all the households and commercial establishments.
- d) Promote MSW segregation at household level through awareness campaigns and other suitable means.
- e) Collection of waste from doorstep by ringing bell and following a fixed time schedule every day. It is the responsibility of the waste generator to give waste to the primary collection vehicle.
- f) Use of appropriate door to door collection vehicles like pushcarts, tricycles and auto tippers in the appropriate ratio depending on the condition, dimension of the street for making the collection and shifting operation easy and efficient.
- g) Preferably auto tippers should have an inbuilt mike system to announce about the door to door collection. Pushcarts & tricycles shall have to carry appropriate bell ringing system of permissible decibels to draw attention of the community.
- h) The NGO/Agency shall maintain a record to keep track of the progress of door to door collection and the same shall be submitted on monthly basis along with the statement through the Divisional Engineers to Swachhta Bighag to track the improvement ward wise.
- i) Any non-co-operation of public in offering wastes/ find littering garbage / user charges shall be brought to the notice of the Divisional Engineers with sufficient evidence.
- j) The wet waste shall be transferred from Auto Tippers/ Pushcarts/tricycles to the decentralized (ward level) waste processing units and the dry waste shall be transferred to the dry waste collection centers nearby. The NGO/Agency will be allowed to sell the recyclable waste so collected and retain the amount as an incentive with intimation to GMC.
- k) The NGO/Agency shall have their own plan for processing of wet waste within the area assigned to them. The NGO/Agency commitment for processing of Wet Waste & Dry Waste will be considered as a evaluation criteria during the tender evaluation.
- l) If there are no decentralized waste processing units, the remaining wet waste shall need to be transferred from Auto Tippers/Pushcarts/tricycles into secondary bins/Compactors/Transfer Stations, so that waste can be transported more economically, efficiently over long distances by GMC as per time fixed.
- m) Bio-degradable waste and Non-biodegradable waste shall not be mixed either at the time of collection or transferring the same to the secondary storage point/Transfer Stations.
- n) **In no case the waste should touch the ground**; it is the responsibility of the NGO/Agency that no waste should be scattered around the secondary collection points/Transfer Stations at any point of time.

- o) If GMC set up decentralized waste processing units inside the ward, the NGO or Agency will be responsible to hand over the segregated waste to the waste processing units situated inside the ward.
- p) Waste from all establishments like hotels, vegetable markets, vendors, poultry & fish outlets, Bivah Bhawans, etc. shall be compulsorily collected without allowing them to throw the waste at untimely hours near the secondary storage points/Transfer Stations. The NGO/Agency shall have separate arrangement of Bulk Garbage from the source and proper record should maintained and submit to GMC on monthly basis.
- q) The personnel deployed for door to door collection of segregated waste shall be provided with identity cards and appropriate protective gears like uniforms, gloves, masks etc. to maintain uniformity provided by NGOs or Agencies.
- r) The NGO or Agency shall be responsible to collect waste from the commercial and market areas of the particular localities/ward as fixed by GMC. The NGO or Agency shall also prepare a list of commercial establishments in its particular ward and submit the same to GMC and proper record should maintained and submit to GMC on monthly basis.
- s) In the case of removal of construction and demolition waste, the NGO or Agency will intimate GMC for providing collection vehicle to the spot after realization of the user charges. Clearing and disposal of the construction and demolition waste will be the responsibility of GMC. This particular user charge shall be handed over to GMC.
- t) In the case of removal of horticulture and garden waste, the NGO or Agency will intimate GMC for providing collection vehicle to the spot after realization of the user charges. Clearing and disposal of the horticulture and garden waste will be the responsibility of GMC in consultation with concerned NGOs or Agencies. This particular user charge shall be handed over to GMC.

3.3 Street Sweeping

- a) Sweeping of arterial roads, footpaths, lane and pavements with the help of a long handled brooms to be arranged by NGOs or Agencies themselves.
- b) The waste by sweeping the roads needs to be collected using pushcart.
- c) The street sweeping will be done in the arterial roads by the NGOs or Agencies regularly. Street sweeping in the main road will be done by the GMC.
- d) Night sweeping/cleaning and Transportation shall be envisaged as a routine work at eventful commercial areas.
- e) The successful bidder shall, sweep the major markets and surrounding areas and ensure cleanliness. The MSW so collected shall be transported to the designated secondary collection points/Transfer Stations.
- f) The collection, street sweeping and related work shall be done as per the approved Implementation plan and the waste so collected shall be transported on the same day to the designated secondary collection points/Transfer Stations.
- g) Care shall be taken that the sweeping activity does not hinder traffic movement on the roads.
- h) Collect the MSW indiscriminately thrown in public places and transport the same along with the street sweeping waste to the designated secondary collection points/Transfer Stations.

- i) The NGO or Agency shall remove the MSW and shall clean the litter /community bins on a daily basis during street sweeping and more so during festivals and other community functions by engaging number of labors and vehicles.
- j) The Successful bidder shall deploy more numbers of labors, vehicle and equipment's during festival period like Durga Puja, Biswakarma Puja, Saraswati puja, Ganghi-Mela, Eid, Christmas and other Melas, Public Meetings etc.
- k) Each worker involved in sweeping activity shall use identity cards, uniform, rubberized gloves, reusable masks, brooms, drain scrapers, forks, scrapers and other appropriate tools to perform their duties effectively and hygienically as provided by the concerned NGOs or Agencies.

3.4 Bulk and other MSW collection and transportation:

- a) The bulk waste generators like Apartments, hotels/ restaurants, marriage halls, social gatherings market waste etc., should be segregated into:
 - Bio degradable and
 - Non- bio degradable waste
- b) The bulk waste generated from such source to be collected in segregated form, the wet waste shall be transported to the designated secondary collection points/Transfer Stations and dry waste shall be transported to dry waste collection centers.
- c) The NGO or Agency should collect dry-waste generated from the households and commercial establishments regularly and transport the same to the secondary collection points/Transfer Stations. The NGO or Agency is allowed to sell the recyclable waste from the dry waste collected by them as an incentive with intimation to GMC.
- d) The NGO or Agency shall be responsible for informing GMC for clearance and safe disposal of dead stray animals and birds in their jurisdiction within 1 hour to designated locations. GMC will be responsible for clearance of the same to designated sites.

3.5 Collection of user Charge:

- a) The NGO or Agency will collect user charge from each household and commercial establishment etc. at an approved rate by GMC. GMC will notify from time to time the amount of user charge to be levied to each category of waste generator.
- b) The collected user charge will be deposited to their respective account within 24 hours from the date of collection with intimation to the GMC.
- c) The user charge will be collected against the money receipt issued by GMC only.
- d) Daily collection statement of user charges has to be submitted to the Divisional Engineer by email or any other means by the NGO or Agency in a prescribed format. Collection of user charges will be the sole responsibility of the NGOs or Agencies and they can utilize the fund so generated for operational expenditure and capital investment/expenditure to be purchased of equipment's, machinery, vehicles etc. for solid waste door to door collection.

3.6 Processing & Disposal of Waste –

- a) The NGO or Agencies shall have maximum responsibility for Recycling, Processing of Waste.
- The NGOs or Agencies have to create awareness for segregation of waste at source. They have to provide handhold support to all category of waste generators.
 - The NGO or Agencies have to do capacity building of their waste collector for segregation. The segregation will be done in the following stages –
 - **Segregation at Source** – The NGOs and Agencies selected for the job have to inform all the Household, Commercial establishment etc. to segregate their waste and keep it in separate bin. The NGOs or agencies have to ensure that non-segregated waste will not be collected after giving timeline of one week to all Household, Commercial establishment etc.
 - **Collection & Transportation of Segregated waste** –
 - The NGOs and Agencies have to collect information of all ragpickers and kabadiwala within their area.
 - The NGOs and Agencies have to tie up with the kabadiwalas for selling of their recyclable dry waste.
 - Area wise plan for selling of waste have to be submitted to GMC in advance.
 - Daily record keeping of recyclable dry waste sell and the report shall be submitted to concerned division on monthly basis.
 - The non-recyclable dry waste like single use plastic, Multi layered packet etc. shall be deposited at Road side Dustbin/Transfer Station or any other location as mentioned by GMC.
 - The Biodegradable waste (Wet Waste) collected from source to be deposited at specified Road Side Bin/Transfer Station/Processing plant or as instructed by GMC within the GMC area.
 - The NGOs or agencies who have own arrangement for processing of Biodegradable waste will be given preference during the bid evaluation.
 - The NGOs or agencies of selected for Ward no - 8,9,10,14,15 have to submit segregated Wet Waste to the Bio-methanation plant at Beelpar, Chatribari. If any kind of non-Biodegradable waste mixed up with bio-degradable waste during transportation etc. the NGOs or agencies have to segregate it at plant site and deposit the non-Biodegradable at nearest bin point.
 - The NGOs or agencies of selected for Ward no – 17,18,19,20 have to submit segregated Wet Waste to the OWC at Bhanganagarh behind medical college. If any kind of non-Biodegradable waste mixed up with bio-degradable waste during transportation etc. the NGOs or agencies have to segregate it at plant site and deposit the non-Biodegradable at nearest bin point.

3.7 Other conditions

- a) The NGO or Agencies shall also be responsible for managing the annual increase in the waste generation due to increase in population and number of households for the entire contract period including roads/ carriage ways including right of way owing to further development of the city.
- b) The Bidder shall submit to GMC, an action plan on how the MSW is collected & transported locally, the routing of Push carts, tricycles and Auto Tippers, and shall give proper directions regarding the same to engage workers & Drivers.
- c) The NGO or Agency has to furnish GMC with the work mobilization chart within 7 days from the date of issue of LOA and before agreement is signed to the satisfaction of GMC, clearly stating how the contractor intends to go about with the contract, mentioning the time frame, the methodologies and route map.
- d) The service provider shall obtain all necessary and obligatory licenses from the concerned authorities and abide by it like, labour license etc. The intending contractor is responsible for maintaining the labour force, as per the applicable laws of the land.
- e) It is the responsibility of the NGO or Agency to pay all kinds of taxes as per government rules on top priority.
- f) The successful bidder shall engage laborers above 18 yrs. of age.
- g) The NGO or Agency shall in its implementation plan as per approval of GMC will submit the required number of tools, equipment's and the same should be managed by the concerned NGOs or Agency for local transportation etc. GMC will supply only Auto Tipper to the selected bidder. The operation of the vehicles including POL will be responsibility of the NGO or Agency at their own cost. Maintenance of these tools, equipment's and vehicles will be the responsibility of NGO or Agencies.
- h) The NGO or Agency shall provide dedicated manpower and the work force should be acceptable by GMC. In case of contingency the bidder should have reserve manpower to deploy as per the requirement. **As per MSW Rules 2000, for every 200 nos. of households one manpower need to be engaged.**
- i) The NGO or Agency has to ensure that all the SWM vehicles are washed and disinfected at least **THRICE** in a week.
- j) The NGO or Agency shall make all efforts to motivate the workers in the use of all safety equipment's and protective gears compulsorily and shall have awareness program periodically.
- k) The Successful bidder shall engage requisite number of supervisors and provide them with mobile phones so that they can be contacted. Their mobile number shall be made available to the Ward DM Committees/GMC field staff and public.
- l) Prompt attention to complaints, grievances, and emergency situations including festival seasons.
- m) There should be Co-ordinated efforts to create public awareness.
- n) The NGO or Agency shall establish an office in the areas where they operate and the communication facilities shall be made available to GMC officials.
- o) The NGO or Agency shall provide a place in each ward to keep the auto tippers/tricycle/ pushcarts in order to avoid the auto tippers /push carts/tricycles from being left on the roadside.

- p) Report of non-compliance of MSW management practices by waste generators to the GMC.
- q) Maintain a complaint register for registering the grievances of the waste generators and other stakeholders.
- r) NGO or Agency will be at the disposal of the **Divisional Engineer**. The NGO or Agency will work in close coordination with the Division. NGO or Agency will follow the guidelines issued by GMC from time to time.
- s) Obtain Compliance certificate from Divisions notified by GMC will be responsible for monitoring and supervision of SWM as set out in the Schedule. Any complaints of garbage collection not satisfactorily attended shall be liable for the penalty as per the penalty clause and the same will be notified later on.
- t) The NGO or Agency shall provide Photo identity cards for all his employees indicating the name, address, age, ward number, etc. to be authenticated by GMC.
- u) It will be the responsibilities of the NGO or Agency to keep a count of Number of Households in their respective wards. For this purpose, a record in the form of a datasheet (format to be provided by GMC) must be kept. This datasheet is to be signed by each house owner which is verifiable by GMC.
- v) If any NGOs/Agencies have their own land for which can be dedicatedly used for this project purpose, due weightage will be given.
- w) NGOs or Agencies should have minimum 3 years' existence. Activity report should be submitted for the same.
- x) Selected bidders must submit **Rs. 1,80,000/- (One Lakh Eighty Thousand)** only as a **Security Deposit** to GMC through Demand Draft in favour of the Commissioner Guwahati Municipal Corporation within Three (3) days of issue of LoI. Failing to submit the Security amount will lead to cancellation of the order and next shortlisted NGOs or agencies will be assigned.
- y) All the bidders must organize awareness generation in their respective ward.
- z) Bidders must ensure one garbage collector for minimum 200 household and if feasible 2 (two) garbage collectors for smooth and timely collection.
- aa) User charge/Rate/Collection chart (as per INR) as per annexure - A.
- bb) Bidders may submit proposal for maximum 2 (two) Ward out of 31 (Thirty One) ward
- cc) Ward Details are as follows:

SI No	Group	Ward
1	Group 1	1, 2
2	Group 2	3,6
3	Group 3	5
4	Group 4	4,7
5	Group 5	8
6	Group 6	9, 13
7	Group 7	11
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9	Group 9	14, 15
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30	Group 30	48
31	Group 31	49, 51
32	Group 32	59
33	Group 33	60
34	Group 34	10, 23
35	Group 35	22, 24
36	Group 36	25, 26
37	Group 37	20, 21, 27

3.8 Health & Safety Equipment's

- a) The NGO or Agency shall make an arrangement to clean all the tools, equipment's and vehicles once in two days to avoid communicable diseases to workers.
- b) Shall make arrangement for health checkup of all workers once in three months.

3.9 Responsibility of GMC:

- a) GMC will be responsible for notifying the list of main roads to be swept by GMC and remaining roads in the wards to be swept by NGOs or Agencies.
- b) GMC will be responsible for notifying the schedule of user charge to be collected from each category of waste generators.
- c) GMC will be responsible for providing the NGO or Agency with Auto Tippers for Dry & Wet Waste Collection separately. The replacement of vehicles will also be the responsibility of GMC after detailed observation of MVI.
- d) The User Charge collection amount for **SLUM AREA** will be paid by GMC to the selected bidder on monthly basis. The selected bidder has to do the survey of Slum within their area in coordination with the concerned Divisional engineer. The slum survey report has to be verified and approved by the divisional engineer for payment of necessary user charge amount.

4. Special Condition of Contract:

4.1 Workers

The Successful Bidder shall, unless otherwise provided in the Contract, make his own arrangements for the engagement of all workers and Supervisors, and for their payment.

The Successful Bidder shall, if required by the GMC, deliver to the GMC a return in detail, in such form and at such intervals as the GMC may prescribe, showing the numbers of the several classes of workers, with their details from time to time employed by the successful Bidder for the said work and such other information as the GMC may require.

4.2 Compliance with labour regulations:

During continuance of the contract, the Contractor shall abide at all times by all existing labour enactments a rules made hereunder, regulations, notifications and bye laws of the State or Central Government or local authority and any other labour law (including rules), regulations, bye laws that may be passed or notification that may be issued under any labour law in future either by the State or the Central Government or the local authority.

4.3 Compliance with MSW Rules

The NGO or Agency shall take all reasonable steps to comply the MSW Rules (Management and Handling) 2000 during the execution of the contract.

4.4 Protection of Environment:

The NGO or Agency shall take all reasonable steps to protect the environment on and off the field and to avoid damage or nuisance to persons or to property of the public or others resulting from pollution, noise or other causes arising as a consequence of his methods of operation. During continuance of the contract, the contractor shall abide at all times by all existing enactments on environmental protection and rules made there under, regulations, notifications and bye-laws of the State or Central Government, or local authorities and any other law, bye-law, regulations that may be passed or notification that may be issued in this respect in future by the State or Central Government or the local authority.

4.5 The NGO or Agency will keep close liaison with GMC for proper functioning of the garbage disposal in a hygienic manner.

4.6 Time Schedule

The Successful operator shall adhere to the time schedule set out in the table below or as decided by the GMC for implementation of the MSWM. The successful bidders shall also ensure additional cleaning requirement on festival and other contingency caused by rain and other natural disasters requiring appropriate garbage and other clearing.

Sl. no	Activity	Time Schedule
1	a) Daily Door to Door collection of MSW from Various Households.	a) 5 AM to 8 AM b) after 6 PM
	b) commercial establishments	a) 6 am to 9 am b) 6.00 pm to 11 pm
2	Daily Street Sweeping	5 am to 8 am
	i) Lanes Arterial Road and Sub-Arterial roads, markets, other than specified. ii) Footpaths, public places.	Daily
3	Markets. (Two shift)	7.30 AM to 12.30 AM
		4 PM to 8 PM
4	Night sweeping for Selected Roads/Commercial Areas/Other areas.	After 8 PM

5. Penalty / Termination

- 5.1** If the NGOs or Agencies fails to collect 90% of waste from the household and commercial establishments continuously for 3 months, their contract agreement will be cancelled forthwith.
- 5.2** The NGOs or Agencies must submit monthly report of covering of household, commercial establishments along with collection statement of user charges.
- 5.3** GMC shall conduct internal audit of the NGOs or Agencies every half-yearly and NGO shall cooperate during the audit.
- 5.4** The NGOs or Agencies will be terminated forthwith if the audit objection on any financial anomalies for the NGOs or Agencies is received by the GMC authority.
- 5.5** NGOs or Agencies shall submit an internal audit report of their books of accounts to GMC duly certified by a Chartered Accountant every half yearly. If the internal audit reports are not submitted by the NGOs or Agencies, a penalty of 5% will be deducted from their security deposit.
- 5.6** Penalty of 2 % of the security deposit amount shall be charged for non-performance and subsequently penalty of 5 % for non-performance in second time and 10% on third time and termination if the non-performances are repeated within two months.
 - a. Any kind of financial irregularities like excess user charge collection etc. will lead to the outright termination of the concerned NGOs or Agencies. The team constituted by

the GMC for this purpose to investigate the matter and based on the report of the Committee, GMC will take action for termination and penalty accordingly. In any case the Security Deposit money will be forfeited and the NGOs or agencies will be blacklisted.

- b. There shall be regular surveying of the area by the authority or its representative where 30% of the total households will be randomly verified for performance of the NGOs or Agencies and out of the 30% if the service to 70% household of the area is found either irregular or not covered, then the contract agreement will be terminated immediately.
- c. All the complaint received through offline, online or any social media shall be resolved within 24 Hours, otherwise a fine of Rs. 100/- will be imposed against each complaint remain unresolved.
- d. For non-sweeping of Lanes, Bye lanes and Sub bye lanes or any assigned sweeping works not carried out by the **NGO/Agency** a penalty of Rs. 300/- per day will be imposed.
- e. On special occasions of VVIP visit, religious function or any other function assigned by the authority the **NGO/Agency** shall work as per the direction of the authority, otherwise a penalty of Rs. 5000/- per day will be imposed.

N.B.: Performance, here, shall mean the NGOs or Agencies shall maintain the primary collection of the Area as per the prevalent Solid Waste Management Rules, 2016.

5. RFP Process:

- a. The Commissioner GMC, is the Letter of Acceptance/Work Order issuing authority as relates to this RFP and the agreement will be signed between GMC and concerned NGOs or Agencies.
- b. This RFP is illustrative in nature and all narrations are intended to be used by the applicant as a preliminary background explanation. This RFP does not necessarily contain all relevant information and the GMC reserves the right to amend its requirements or the information contained in this document at any time during the RFP process.
- c. The GMC offer no warranties in regard to the information contained in this RFP and shall not be liable for any loss or damage as relates to this RFP for any applicant, potential applicant or any other third party arising as a result of reliance on this RFP's information or any subsequent communication.
- d. If the GMC decides to select an applicant for the services, at that time a detailed LoA will be issued to the applicant selected. This LoA will not be made available until the selection of a successful applicant.
- e. Neither the RFP document nor any other related document shall constitute a contract or agreement with GMC.
- f. The GMC reserves the right to disqualify any applicant who provides information which later proves to be incorrect, or which does not supply the information required by this RFP.

g. The GMC will not be liable for any costs of any applicant participating in this RFP.

6. INSTRUCTIONS TO APPLICANT

a. Eligibility Criteria – (Pre-qualification criteria)

Sl no	Eligibility Criteria	Supporting Document	Annexures
1	The NGOs or agencies should have an office in Guwahati	Submit address of the office in Guwahati with documentary proof.	Add as Annexure - B
2	The NGOs or agencies should have an average turnover of Rs. 1,00,000/- each during the last three financial years.	Submit audited financial statement/CA certification for the last three year.	Add as Annexure - C
3	The NGOs or agencies should be operational for last three years.	Submit copy of the registration certificate along with profile of work done for the last three years.	Add as Annexure - D
4	The NGOs or agencies should have preferably previous experience in Municipal Solid Waste Management or other social activities like disaster management, plantation, sanitation, health camps and other environment related activities, etc.	Submit copy of the contract/work order with any municipality or any service provider in support of experience if any in the areas of municipal solid waste management or similar social activities.	Add as Annexure - E
5	The NGOs or agencies should have adequate man power and resource person with relevant qualification and experience. (enclose separate sheet)	Submit list of manpower (senior management and field level) available in organization to show ability to carry out similar nature of assignment.	Add as Annexure - F
6	Implementation plan and innovative ideas in waste management. The NGO shall submit the plan of execution by mentioning Road wise, Area wise detailed plan. This execution plan should include map of the area/part applied along with man power plan as per Solid Waste Management Rule 2016	Submit by writing as per Annexure.	Add as Annexure - G

A. General Requirements

- i) The response to RFP is required to address all technical requirements contained within this RFP.
- ii) Only proposals submitted strictly in accordance with the RFP Documents or as may be

- required by the GMC will be considered as valid proposals by the Authority.
- iii) The RFP is not an empanelment Order. A separate empanelment Order will be made available after selection.
 - iv) All information supplied by the GMC in connection with this RFP shall be treated as confidential.

B. Timetable

The RFP timetable is given below. The GMC retains the right to vary or discontinue the process or any part thereof at its absolute discretion.

Activity	Date
Issue of RFP Document	22/03/2022
Deadline for Proposal submission	05/04/2022 up to 2.00 PM

C. Submission of RFP

- i) Potential Applicant must submit complete proposal.
- ii) Only one original form of proposal signed by the authorized signatory in ink is required by the GMC. No typed or pencil signatures will be accepted.
- iii) Applicants are required to submit one printed original hard copy of the proposal document. The printed copy of the documents will be taken to be correct if there is any inconsistency between the versions.
- iv) The proposal must be submitted without any overwriting, corrections, double typing, etc.
- v) Applicant will submit their proposal in two parts. The first part will contain the Technical Proposal. The second part will contain the Financial Proposal.
- vi) The Technical Proposal should include the operational, managerial, staff and labour management proposition.
- vii) The Technical Bid and Financial Bid should be a complete document and should be bound as a volume separately. The document should be page numbered and appropriately flagged and contain the list of contents with page numbers. The deficiency in documentation may result in the rejection of the Bid.
- viii) The sealed envelope containing the proposal must be received in the office of the Commissioner, Guwahati Municipal Corporation, Panbazar, Guwahati- 01, 05/04/2022 up to 2.00 PM. Envelopes /documents received after the stated time and date will be rejected.
- ix) The proposal shall be opened in-front of all the bidders or their authorized representatives at 2.30 PM on 05/04/2022 in the Conference Hall of the Office of the

Commissioner, Guwahati Municipal Corporation, Panbazar, Guwahati- 01.

D) Preparation of RFP Document

Technical Bid

- i) The technical proposal will have the detailed Design and Implementation Strategy of Door to Door Collection of waste.
- ii) The Approach and Methodology for the Design and Implementation Strategy of Door to Door Collection of waste should be detailed which will showcase the understanding of the applicant on the requirements of the concept.
- iii) The applicant is also expected to showcase their past experience in related field and due weightage will be given.

Financial Bid

- i) The Financial bid will be Implementation of Door to Door Collection of waste of GMC area only as per the Scope of Work and collection of user charges.
- ii) The prices are to be entered in Indian Rupees INR (% age values are not allowed).
- iii) It is mandatory to provide breakup of all Taxes, Duties and Levies wherever applicable and/or payable.
- iv) The final Financial Bid of the applicant shall be inclusive of all Taxes, Duties and Levies including Service Tax, etc.
- v) GMC shall take into account all Taxes, Duties & Levies for the purpose of Evaluation.
- vi) Shortlisted bidders shall have to deposit security money to be fixed by the GMC.

E) Period of Validity

Proposals must remain open for acceptance for a minimum of 30 days.

7. EVALUATION OF PROPOSAL

- 1) To meet the requirements, as spelt out in the RFP, the selected Applicant must have the required eligibility in providing services in the relevant fields specified for the entire period of the contract.
- 2) Evaluation criteria proposed to be adopted will be based on the Quality and superiority of the Technical Bid of the Applicant. The evaluation would consist of following phases
 - Phase I: Evaluation of Technical Bids with 80 % weightage.
 - Phase II: Evaluation of Financial Bids with 20% weight age.
- 3) It is mandatory for the Applicant to obtain overall 60% Technical marks under each element of the Technical Evaluation Bid Criteria.

Phase I: Evaluation of Technical Bids

Part I. In this part, the technical bid will be reviewed for compliance of the bids with the necessary technical requirements and Scope of Work of this Request for proposal (RFP).

Part 2 In this part, the technical bid will be analyzed and evaluated based on specific skills of the applicant in SWM, experience of key personnel in allied field, adequacy of the proposed approach and methodology and understanding the requirements of the concept and prior credentials of the Applicant as per the following matrix:

	Bid Element	Total Marks	<u>Minimum</u> Qualification Marks
1.	Operational, Managerial and Human Resource Management skills in Solid Waste Management and related areas.	40	20
2.	Methodology of Door to Door Collection of waste and collection strategy of user charges.	40	20
3.	Knowledge & Plan for integrated Solid Waste Management and Waste disposal strategy a. Dry Waste Disposal plan – 10 Marks b. Wet Waste Disposal Plan – 10 Marks	20	10

Phase II: Evaluation of Financial Bids

I. The Financial Bids of all those Applicants who are technically qualified shall be opened.

	Bid Element	Total Marks	<u>Minimum</u> Qualification Marks
1.	Financial contingency requirement ability. Bank financial soundness certificate from Bank.	30	15
2.	Statutory documents, Actual, Provisional and Projected Balance sheets, labour and tax registration papers, Feasibility analysis etc.	30	15
3.	Other Credentials for proper management of Waste in the selected ward	20	10

4.	Revenue sharing with GMC (In Rupees per month)	20	10
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2. Right to Vary Scope of work at the time of Award:

The GMC may at any time, by a written order given to the Applicant, make changes within the general scope of the Work. If any such change causes an increase or decrease in the cost of, or the time required for, the Applicant's performance of any part of the work, whether changed or not changed by the order, an equitable adjustment shall be made in the agreed terms and conditions, or both, and the Letter of Acceptance (LOA) & Agreement shall accordingly be amended. Any claims by the Applicant for adjustment under this Clause must be asserted within 7 (Seven) days from the date of the Applicant's receipt of the GMC's changed order.

3. Right to accept any Bid and to reject any or all Bids:

The GMC reserves the right to accept any bid, and to annul the RFP process and reject any or all bids at any time prior to award of work, without thereby incurring any liability to the affected Applicant or any obligation to inform the affected Applicant of the grounds for the GMC's action.

4. Confidentiality of the Document:

This RFP is confidential and anything contained in this RFP shall not be disclosed in any manner, whatsoever.

5. Rejection Criteria:

Besides other conditions and terms highlighted in the Tender document, bids may be rejected under following circumstances:

- a. Incomplete bids that do not quote for the complete Scope of Work as indicated in the bidding documents, addendum (if any) and any subsequent information given to the Applicant
- b. Bids providing information that are found to be incorrect/ misleading at any stage / time during the bidding Process
- Technical Bid containing financial details
 - c. Bids that reveal contents in any form or by any reason before opening the Financial Bid
 - d. Bids in which the total lump sum price quoted by the Applicant is not inclusive of all taxes, duties, fees, levies, works contract tax and other charges
 - e. Bids made through Telex /Telegraphic / Fax/E. Mail
 - f. Bids which do not confirm unconditional validity of the bid for 90 days from the date of opening of bid

- g. Bids that do not confirm unconditional acceptance of full responsibility of executing the 'Scope of Work' of this RFP.

User Charge chart: (All amount in INR)

Sl. No	Category	User Charge (In INR)
1.	Household/Flats/Quarters etc.	
	Household (per kitchen)	Rs.50/- Per Month
	Flats	Rs.30/- Per Month
	Govt. Quarters	Rs.30/- Per Month
2	Offices (Govt. / Pvt.)	
	Govt.	Rs.200/- Per Month
	Private	Rs.300/- Per Month
3	School & Colleges	
	Govt. Schools	Rs. 100/- per Month
	Private Non-Residential Schools, Colleges & Coaching Centres	Rs. 500/- per Month
	Play Schools, Creches etc.	Rs. 200/- per Month
	Residential Schools & Colleges	Rs. 3000/- per Month
4.	Shops	
	Small Shops	Rs. 100/- per Month
	Big Shop	Rs. 250/- per Month
	Grocery Shops	Rs. 300/- per Month
	Flower Shops	Rs. 300/- per Month
	Wine Shops	Rs. 500/- per Month
	Juice Shops	Rs. 500/- per Month
	Showrooms	Rs. 500/- per Month
	Automobile spare parts shops	Rs. 500/- per Month
	Hardware Shops	Rs. 500/- per Month
	Furniture Shops	Rs. 500/- per Month
	Small Market Complexes	Rs. 100/- per Month per Shop
	Big Retail chains	Rs .2000/ Per Month
	Big Shopping Complexes	Rs. 3000/- per Month

5	Road Side Vendors (including vending zone)	Rs.10/- Per day.
	Roadside Fast Food & Chat House etc.	Rs. 10/- per day
6	Godowns & Warehouse	
	Up to 1000 sqft	Rs.250/-Per Month
	1000 sqft to 5000 sqft	Rs.500/-Per Month
	More than 5000 sqft	Rs.1000/-Per Month
7	Hotels, Restaurants & Open Enclosure	
	Restaurants & Hotels without accommodation,	Rs. 1000/- Per Month
	Hotel & Lodging with accommodation	Rs.2000/- per month
	Marriage Halls, Public meetings	Rs. 1000/- per function.
	Small Fast-Food Corner	Rs. 500/- Per Month
	Big Fast Food chains	Rs. 2000/-Per Month
	Small Sweet Shops	Rs. 500/- Per Month
	Big Sweet Shops	Rs. 3500/- Per Month
	Dhabas	Rs. 1000/- Per Month
	Bar etc.	Rs. 1000/- Per Month
	Five Star Hotel	Rs. 8000/- Per Month
	Four Star Hotel	Rs. 5000/- Per Month
	Two Star & Other Hotels	Rs. 2000/- Per Month

8	Medicine Shop/Dealer	
	Medicine Shop/Pharmacy	Rs. 300/- Per Month
	Medical Laboratory / Diagnostic Centers/ Pathological Centers	Rs. 1000/- Per Month
	Medicine Whole seller	Rs. 1000/- Per Month
	Medicine Retailers	Rs. 500/- Per Month
	Small hospitals / Nursing Homes	Rs. 2000/- Per Month
	Big Hospitals GNRC, Down Town, Good Health, International Hospitals, etc	Rs. 5000/- Per Month
	9	Cinema Halls & Multiplex
10	Beauty Parlour, Saloon Spa	
	Small Beauty Parlour, Saloon, Spa	Rs.200/-Per Month
	Big Beauty Parlour, Saloon, Spa	Rs.500/-Per Month
11	Showrooms, Service Centres & Garages	

	Small Garages/Service Centres/Showrooms.	Rs.1000/-Per Month
	Big Garages/Service Centres/Showrooms.	Rs.2000/-Per Month
12	Exhibition Grounds	Rs. 500/- per day.
13	a) Small Industry	Rs.1500/-Per Month
	b) Medium Industries	Rs. 3000/- Per Month
14	Other Printing Press	Rs. 1000/-Per Month
	News paper office cum press	Rs. 3000/-Per Month
15	Petrol Pump	Rs. 500 Per Month
16	Poultry Farms	Rs. 2000 Per Month
17	Go down & Warehouse	Rs. 2000 Per Month
18	For dumping of Waste directly at Dumpsite	
	Up to 2.0 CuM (per trip)	Rs. 2000 Per Trip
	Above 2.0 CuM (per trip)	Rs. 3000 Per Trip

Financial Proposal

Ward No: _____

Date:

To:
The Commissioner
Guwahati Municipal Corporation
Panbazar, Guwahati

Sub: Door to Door Collection of waste.

Ref: Your Notification No. _____ dated _____

Sir/Madam,

Having gone through this bid document and having fully understood the Scope of Work and Terms and Conditions as set out by GMC in the bid document for door to door collection of Municipal Solid Waste and street sweeping and transportation of Municipal Solid Waste to Secondary collection points/Transfer Stations, we are pleased to inform that we would offer our financial proposal for Ward No. _____ as follows:

Sl no	Item	Financial Offer	
		(Rs. in figures)	(Rs. in words)
A	Revenue Sharing with GMC on Monthly basis		
B	Revenue required from GMC on Monthly Basis		

N.B – If any bidder does not require any revenue from GMC or will not provide any revenue to GMC, they can put “0 (Zero) value” in the specified table.

We have reviewed all the terms and conditions of the invitation for Bid and would undertake to abide by all the terms and conditions contained therein. I / we hereby declare that there are, and shall be, no deviations from the stated terms in the bid document.

Yours faithfully,

For and on behalf of (Name of Bidder)

Duly signed by the Authorised Signatory of the Bidder

(Name, Designation and Address of the Authorised Signatory)

