



EAST DELHI MUNICIPAL CORPORATION
OFFICE OF THE EX. ENGINEER (Central Store)
B-2 BLOCK, NAND NAGARI, DELHI



NIT No. EE(Central Store)/TC /2020-21/18

Dated: 25.09.2020

NOTICE INVITING TENDER

Executive Engineer (Central Store) EDMC on behalf of Commissioner, EDMC invites only Online open tenders from reputed agencies / firms/ Agencies [Registered and Unregistered firms or agencies both are eligible] for the following work.

Last date of Download of tender document	: 16.10.2020 upto 02:00 PM
Last date of Bid preparation and Hash Submission	: 16.10.2020 upto 02:00 PM
Last date for Closing of Bid	: 16.10.2020 upto 02:00 PM to 06.00 PM
Last date of re-encryption of Technical Bid & Financial Bid:	19.10.2020 at 02:00 P.M.
Opening date of Technical bid	: 19.10.2020 at 02.10 P.M.
Opening date of financial bid	: 21.10.2020 at 10.00 A.M.

Pre-Bid meeting 06.10.2020 at 3.00 pm in the office of CE HQ, 1st Floor, Udyog Sadan Patparganj Industrial area Delhi.

The techno Commercial bid will be opened in the office of Superintending Engineer (EMS) EDMC at 1st Floor, Udyog Sadan Patparganj Industrial area Delhi, in the presence of the tenderers, if any. The financial bid(s) of only technically qualified bidder shall be opened. The tender cost & earnest Money shall be submitted in tender box in the office of Superintending Engineer (EMS) EDMC at 1st Floor, Udyog Sadan Patparganj Industrial area Delhi on or before the last date and time of re-encryption of online bids in the form of demand draft / pay orders in the favour of Commissioner EDMC, along with the details for purchase of tenders. NIT

conditions can be seen on the Notice Board / <http://mcdetenders.com> and <https://mcdonline.nic.in/edmcportal/>. In case of negotiation the validity period will be counted from the date of negotiation. In case of holiday declared the tender will be open on the next working day.

Note :- Bidders willing to submit technical /financial bid through E-tendering and who are not registered with the EDMC / MCD for e-tendering shall have to get registered themselves with the EDMC / MCD for obtaining a temporary ID, by paying necessary fees through DD and submitting necessary documents to concerned authorities of E-tendering. Bidders also have to submit an affidavit regarding that they are neither blacklisted nor debarred at the time of submission of technical bid.

The responsibility of correctness and genuineness of all documents submitted by the agency solely lies on the agency. The competent authority on behalf of EDMC does not bind himself to accept the lowest or any other tender. Both Tender cost and Earnest money should have validity of at least 02 months at the time of submission.

Note: The financial bid(s) of only technically qualified bidder shall be opened.

No.	Name of work	Head of A/c	Tender Amt.	Bid document fee (in Rs.)	Time of Completion	Tender No.
1	Selection of Consultant To Work As "PROJECT CONSULTANT" Under The Scope Of Consultancy And MONITORING OF PPP PROJECT FOR DOOR-TO-DOOR COLLECTION & TRANSPORTATION OF MSW IN EAST DELHI MUNICIPAL CORPORATION AREA	XL-III-D-IV	Item Rate	25000/-	9 years	319246

Ex. Engineer (Central Store)

REQUEST FOR PROPOSAL

Selection of Consultant To Work As

“PROJECT CONSULTANT”

**Under The Scope Of Consultancy And MONITORING OF PPP
PROJECT FOR DOOR-TO-DOOR COLLECTION &
TRANSPORTATION OF MSW IN
EAST DELHI MUNICIPAL CORPORATION AREA.**

CONTENTS

DISCLAIMER	7
DATA SHEET	1
1. INTRODUCTION	3
1.1 Background.....	3
1.2 Sale of Invitation for RFP Document for appointment of CONSULTANT	3
1.3 Cost of Preparation /submission of RFP.....	3
1.4 Proposal Security	3
1.5 Due diligence by Bidders	3
1.6 Validity of the RFP	4
1.7 Brief description of the Selection Process.....	4
1.8 Schedule of Selection Process:	4
1.9 Communications	4
2. Instructions to Bidders.....	4
2.1 Scope of RFP	4
2.2 Minimum Conditions of Eligibility of Bidders	4
2.3 Eligible Experience	5
2.4 Financial Capability	5
2.5 Key Team Members:	5
2.6 Conflict of Interest	5
2.7 Acknowledgement by Bidder	6
2.8 Right to reject any or all Proposals.....	7
2.9 Amendment of RFP document, if any.	7
2.10Language.....	7
2.11Currency.....	7
2.12Format and Signing of Proposal	8
2.13Sealing of Proposal	8
2.14Proposal Submission Due Date	9
2.15Late Proposals.....	9
2.16Modification/ substitution/ withdrawal of Proposals	10
2.17Confidentiality	10
2.18Clarification.....	10
2.19Initial Term of the CONSULTANT	10

3. Terms of Reference	11
3.1. Brief of the Project	11
3.2. Project Scope	11
3.3. Project Monitoring Consultant	Error! Bookmark not defined.
3.4. Scope of Work	Error! Bookmark not defined.
3.5. Scope of Work During Implementation Period	13
3.6. Scope of Work During Operations Period	15
4. Opening & Evaluation process	38
4.1. Opening of Technical Bids:	38
4.2. Evaluations of Technical Bids:	38
4.3. Evaluation of Financial Bids	41
4.4. Quality- and Cost-Based Selection (QCBS)	41
5. Fraud and Corrupt Practices	42
6. Miscellaneous	43
6.1. Fee to Consultant and Payment Schedule:	43
6.2. Client Responsibility	43
6.3. Termination	43
6.4. Jurisdiction	43
Schedule 1	45
Cover Letter	45
Schedule 2	48
POWER OF ATTORNEY	48
Schedule 3	49
Bank Guarantee Format	49
Schedule 4	52
CONSULTANT’S ORGANIZATION AND EXPERIENCE	52
Schedule 5A	53
Key Personnel	54
Schedule 5B	56
APPROACH & METHODOLOGY	56
Schedule 6	57
Financial Details of the Bidder	57
Schedule -7	58

Financial Proposal	58
Schedule 8	60
Power of Attorney for Lead Member of Consortium	60

DISCLAIMER

The information contained in this Invitation for Request for proposal document or subsequently provided to Bidder(s), whether verbally or in documentary or any other form, by or on behalf of **East Delhi Municipal Corporation ("EDMC") (The Authority)** or any of its employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this Invitation for RFP document and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor invitation by EDMC to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Request for proposal ("RFP"). This RFP does not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for EDMC, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The statements and information contained in this RFP document may not be complete, accurate, adequate or correct. Each Bidder should therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the statements and information contained in this RFP and obtain independent advice from appropriate sources.

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

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

EDMC also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

EDMC may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information or assessment contained in this Invitation for RFP document.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its RFP including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by EDMC or any other costs incurred in connection with or relating to its RFP. All such costs and expenses will remain with the Bidder and EDMC shall not be

liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Bidder in preparation for submission of the RFP, regardless of the conduct or outcome of the Selection Process.

DATA SHEET

S.No.	Particular	Information																		
1.	Project Name	Selection Of Consultant To Work As “PROJECT CONSULTANT” Under The Scope Of Consultancy And MONITORING OF PPP PROJECT FOR DOOR-TO-DOOR COLLECTION & TRANSPORTATION OF MSW IN EAST DELHI MUNICIPAL CORPORATION AREA.																		
2.	Name of the Client	East Delhi Municipal Corporation																		
3.	Website	http://www.mcdonline.gov.in/																		
4.	Bid Document Fee amount is	Rs. 25000/- (Twenty Five Thousand)																		
5.	Proposal & Proposal security must remain valid for	180 days calendar days after the proposal submission deadline.																		
6.	The contact information for requesting clarifications/ Queries is	Mr. Gagan Khanna Executive Engineer(CS/PIU), 419 ,1 ST Floor Patpargang Industrial Area East Delhi Municipal Corporation, New Delhi, India Contact No9717787916																		
7.	Proposal Security amount	<u>Rs. 10,00,000 (Rupees Ten Lac Only.)</u>																		
8.	Bank Guarantee or Demand Draft in favor of	Commissioner EDMC payable at Delhi																		
9.	Schedule of Selection Process	<table border="1"> <thead> <tr> <th>S. No.</th> <th>Event Description</th> <th>Date</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Sale of RFP Document</td> <td>Zero date</td> </tr> <tr> <td>2.</td> <td>Last date of receiving queries</td> <td>+ 10 days</td> </tr> <tr> <td>3.</td> <td>Date and Time of Pre-Bid Meeting</td> <td>+ 12 days</td> </tr> <tr> <td>4.</td> <td>Authority response to queries</td> <td>+ 17 days</td> </tr> <tr> <td>5.</td> <td>Proposal Submission Due Date</td> <td>+30 days (till 15:00 hours)</td> </tr> </tbody> </table>	S. No.	Event Description	Date	1.	Sale of RFP Document	Zero date	2.	Last date of receiving queries	+ 10 days	3.	Date and Time of Pre-Bid Meeting	+ 12 days	4.	Authority response to queries	+ 17 days	5.	Proposal Submission Due Date	+30 days (till 15:00 hours)
S. No.	Event Description	Date																		
1.	Sale of RFP Document	Zero date																		
2.	Last date of receiving queries	+ 10 days																		
3.	Date and Time of Pre-Bid Meeting	+ 12 days																		
4.	Authority response to queries	+ 17 days																		
5.	Proposal Submission Due Date	+30 days (till 15:00 hours)																		

		6.	Opening of Technical Bids	+ 35 days
		7.	Presentation	+45 days
		8.	Opening of Financial Bid	+ 50 days
		9.	Letter of Intent	To be decided by EDMC
		10.	Signing of Contract	To be decided by EDMC
	<p>(+ X day's means time duration from the zero date i.e. the publication date of RFP. In case of holiday or Sunday, next working day shall be taken)</p> <p>Bid submission time: 3 PM on due date</p>			

1. INTRODUCTION

1.1 Background

- 1.1.1. The East Delhi Municipal Corporation (EDMC) is responsible for providing municipal and civic services within area falling under its jurisdiction divided into Two Zones, namely: Shahdara South Zone and Shahdara North Zone.
- 1.1.2. One major component of municipal services is collection, storage, segregation, transportation and disposal of solid waste comprising of municipal solid waste; drain silt; street sweeping waste; Green waste and other solid waste as may be prescribed (“Conforming Waste”) generated within area falling under its jurisdiction.

EDMC has appointed Concessionaire on PPP basis to undertake the ‘**Project**’ **DOOR-TO-DOOR COLLECTION & TRANSPORTATION OF MSW**

EAST DELHI MUNICIPAL CORPORATION AREA for a period of nine years in Shahdara South Zone and Shahdara North Zone.

- 1.1.3. EDMC desires to select **Project Consultant** , who shall be responsible to monitor the Project as enshrined in the ‘Tender documents for appointed Concessionaire in volume I,II and III’ available on the website of EDMC
- 1.1.4. Detailed terms of Reference and Scope of Work for Consultant are defined in this RFP.

1.2 Sale of Invitation for RFP Document for appointment of Consultant.

- 1.2.1 The Bid Documents shall be available online from dates and time mentioned in the Data Sheet. Bid Documents can be downloaded from the web site as per the Data Sheet. Bid Document fee is payable at the time submitting the Bid, failing which the Bid shall be treated null and void.
- 1.2.2 A Bidder is eligible to submit only one RFP for the Assignment.

1.3 Cost of Preparation /submission of RFP

The Bidders shall be responsible for all of the costs associated with the preparation of their Proposals and their participation in the Selection Process. EDMC will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Selection Process.

1.4 Proposal Security

Technical Proposal should be accompanied with Proposal Security as mentioned in ‘Data Sheet’, without which the Proposal shall be considered non-responsive. The proposal security shall be in the form of a Bank Guarantee or Demand Draft in favor of as mentioned in the Data sheet drawn on any scheduled bank or nationalized bank.

1.5 Due diligence by Bidders

Bidders are encouraged to inform themselves fully about the Assignment and the local conditions before submitting the RFP. Bidders are expected to study ‘Project Scope’ of main concession agreement and how it is expected to be executed by the Concessionaires with reference to tender documents available on the website of EDMC which the Project Consultant has to monitor.

1.6 Validity of the RFP

The RFP shall be valid for a period of not less than period as mentioned in Data Sheet from the last date of submission of Proposal (the "Proposal Due Date").

1.7 Brief description of the Selection Process

Interested Bidders shall submit technical and financial proposal as per terms of the RFP. Following Quality and Cost Based approach and terms of RFP, proposals shall be evaluated to select suitable Bidder as Consultant.

1.8 Schedule of Selection Process:

Proposals received after the Proposal Submission due date as mentioned in Data Sheet will be rejected outright.

1.9 Communications

All communications/ correspondence / enquiries should be in writing by Email addressed to person and on email ID mentioned in Data Sheet.

All communications, including the envelopes, should contain the following information, to be marked at the top in bold letters along with the name of the project as mentioned in Data Sheet.

2. Instructions to Bidders

2.1 Scope of RFP

- a. Description of the objectives, broad scope of services and selection process are specified in this RFP.
- b. Bidders shall be deemed to have understood and agreed to terms of RFP and that no explanation or justification for any aspect of the Selection Process will be given. EDMC's decisions are without any right of appeal whatsoever.
- c. The Selection Process shall be governed by, and construed in accordance with, the laws of India and the Courts at Delhi shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Selection Process.
- d. The Bidder shall submit its proposals in the form and manner specified in this RFP.

2.2 Minimum Conditions of Eligibility of Bidders

- a. Bidders must fulfill the minimum Conditions of Eligibility provided herein.
- b. The Bidder shall either be a single entity who shall be a Company incorporated under the Companies Act, or a Consortium of not more than three such entities.
- c. Any Bidder which has been barred by the Central/State Government in India, or any entity controlled by them, from participating in any project, and the bar subsists as on the Proposal Submission Due Date would not be eligible to submit its proposal.

- d. To be eligible for evaluation of its Credentials, the Bidder must fulfill minimum conditions of eligibility towards Eligible Experience, Financial Capability and Key Team Members as set out below. In case of Consortium, similar details of all the members of consortium are to be given.
- e. In case the Bidder is a Consortium, the Members thereof should furnish a Power of Attorney in favors of the Lead Member as per format given in **Schedule 8**.

2.3 Minimum Experience for Eligibility

2.3.1 The Bidder should have experience as:

Project Monitoring / Management or Independent Engineer or Technical Advisor Cum CONSULTANT for a period of two years, having experience, in at least two projects of a Waste Management with minimum capacity of 200 TPD each involving Collection & Transportation during last 7 years.

2.3.2 Additional Requirement:

- a. In case the Applicant has undertaken above named eligible projects as a member of a consortium, the experience of such consortium shall be considered for evaluation of the Applicant's experience only if the share of the Applicant is at least 25% of the total capital share of consortium.
- b. Since monitoring activity will encompass large area and very intensive activity involving large number of vehicles and manpower, the Bidder shall have to demonstrate capability of deploying large monitoring team on round the year basis.
- c. Bidder should have on its role key personnel having requisite qualification(s) as per clause 2.5.

2.4 Minimum Financial Capability for Eligibility

- a. Should have average annual turnover (gross) during last three years of at least Rs. 100 lacs (Rupees One Hundred Lacs) from consultancy services named in Clause 2.3 above.
- b. Audited Balance Sheets of last three years shall be provided for verification along with certificate from Statutory Auditor certificate.

2.5 Key Team Members:

Bidder shall have key members on its roles minimum as per the personal mentioned in evaluation criteria for discharging work described under 'Term of Reference' as mentioned in the Clause 3 of this RFP document.

2.6 Conflict of Interest

- a. A Bidder shall not have a conflict of interest that may affect the Selection Process or the Assignment (the "Conflict of Interest"). Any Bidder found to have a Conflict of Interest shall be disqualified.

EDMC requires that the Project Consultant provides professional, objective, and impartial advice and at all times hold EDMC's interests' paramount, avoid conflicts with other assignments or its own corporate interests, and act without any consideration for future work. Consultant shall not accept or engage in any assignment that would be in conflict with its prior

or current obligations to other employers, or that may place it in a position of not being able to carry out the assignment in the best interests of EDMC.

An Bidder shall be deemed to have a Conflict of Interest that affects the Selection Process, if

- i. such Bidder receives or has received any direct or indirect subsidy from any other Bidder ;
or
 - ii. such Bidder has the same legal representative for purposes of this application as any other Bidder ; or
 - iii. such Bidder has a relationship with another Bidder , directly or through common third parties, that puts them in a position to have access to each other's information about, or to influence the Application of either or each of the other Bidder ; or
 - iv. If there is a conflict among this and other consulting assignments of the Bidder (including its personnel and sub-consultant) and any subsidiaries or entities controlled by such Bidder or having common controlling shareholders. The duties of the Bidder depend on the circumstances of each case. While providing consultancy services to EDMC for this Assignment.
 - v. Bidder shall not take up any assignment that by its nature will result in conflict with the present assignment; or a firm and its Associates which has been engaged by EDMC to provide goods or works for a project, will be disqualified from providing consulting services for the same project; conversely, a firm hired to provide consulting services for the preparation of implementation of a project, and its Associates, will be disqualified from subsequently providing goods or works or services.
- b. For purposes of this RFP document, Associate means, in relation to the Bidder, a person who controls, is controlled by, or is under the common control with such Bidder (the "Associate"). As used in this definition, the expression "control" means, with respect to a person which is a company or corporation, the ownership, directly or indirectly, of more than 50% (fifty per cent) of the voting shares of such person, and with respect to a person which is not a company or corporation, the power to direct the management and policies of such person, whether by operation of law or by contract or otherwise.

2.7 Acknowledgement by Bidder

It shall be deemed that by submitting the RFP, the Bidder has:

- a. Made a complete and careful examination of the RFP document and Project Tender Documents referred to in clause 3.1
- b. Received all relevant information requested from EDMC
- c. Acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the RFP document or furnished by or on behalf of EDMC

- d. Satisfied itself about all matters, things and information, necessary and required for Submitting an informed RFP and performance of all of its obligations there under acknowledged that it does not have a Conflict of Interest and
- e. Agreed to be bound by the undertaking provided by it under and in terms hereof.

EDMC shall not be liable for any omission, mistake or error on the part of the Bidder in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to this RFP document or the Selection Process, including any error or mistake therein or in any information or data given by EDMC.

2.8 Right to reject any or all Proposals

- a. Notwithstanding anything contained in this RFP document, EDMC reserves the right to accept or reject any Proposal and to annul the Selection Process and reject all Proposals, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.
- b. EDMC reserves the right to reject any proposal if at any time, a material misrepresentation is made or uncovered, or the Bidder does not provide, within the time specified by EDMC, the supplemental information sought by EDMC for evaluation of the Proposal or
- c. If such disqualification/rejection occurs after the Proposal has been opened, such Bidder shall not be eligible for participating in the Selection Process.
- d. Such misrepresentation/improper response may lead to disqualification of the Bidder, even after selection or awarding of contract.

2.9 Amendment of RFP document, if any.

- a. At any time prior to the deadline for submission of RFP, EDMC may, for any reason, modify this RFP document by the issuance of Addendum.
- b. Such Addendum to this RFP document shall be posted by EDMC on its official website and shall be binding on all Bidders.
- c. In order to afford the Bidders a reasonable time for taking an amendment into account, or for any other reason, EDMC may, in its sole discretion, extend the Proposal Submission Due Date.

2.10 Language

- a. The Proposal with all accompanying documents and all communications in relation to or concerning the Selection Process shall be in English language and strictly on the forms provided in this RFP document. No supporting document or printed literature shall be submitted with the Proposal unless specifically asked for and in case of any of these documents are in another language, it must be accompanied by an accurate translation of the relevant passages in English, in which case, for all purposes of interpretation of the Proposal, the translation in English shall prevail.

2.11 Currency

The currency for the purpose of this RFP document shall be the Indian Rupee (INR).

2.12 Format and Signing of Proposal

- a) The Bidder shall provide all the information sought under this RFP document. EDMC would evaluate only those Proposal that are received in the specified formats and complete in all respects.
- b) The bidders shall be required to submit the bids in three envelopes. Envelope - 1 :- Documents related to eligibility criterion. Envelope - 2 :- Technical bid. Envelope - 3 :- financial bid. Envelope-1 of all tenderers shall be opened first. Technical bids of tenderers who satisfy the eligibility criteria shall then be opened at notified time, date and place in presence of tenderers or their representative. The validity of the tenders shall be reckoned from the date of opening of the technical bids.

Envelope 1: Documents related to eligibility criterion (Two hardbound Sets marked ORIGINAL and COPY, One soft Copy on PD)

Envelope 2: “Technical Submissions” (Two hardbound Sets marked ORIGINAL and COPY, One soft Copy on PD):

- i. Cover letter as per Schedule 1
- ii. Power of Attorney as per Schedule 2 (for consortium as per Schedule 8)
- iii. Bid Document Fee
- iv. Proposal Security in form of Demand Draft or Bank Guarantee valid for 180 days from the date of submission of project in favor of, Commissioner, East Delhi Municipal Corporation as per Schedule 3
- v. Consultant’s Organization and Experience as per Schedule 4 along with copies supporting documents
- vi. Resume of Key Personnel as per Schedule 5A
- vii. Description of Approach and Methodology as per Schedule 5B
- viii. Financial Capability as per Schedule 6 with copies of supporting documents
- ix. The Proposal shall be made in the formats specified in this RFP document. Any attachment to such formats must be provided on separate sheets of paper and only information that is directly relevant should be provided. This may include photocopies of the relevant pages of printed documents.

Envelope 3: “Financial Bid” as per Schedule 7.

Financial bid should be submitted as per Schedule 7. It should not be conditional and should be inclusive of taxes, service tax and out of pocket expenses.

2.13 Sealing of Proposal

- a) The 3 (Three) envelopes specified shall be placed in an outer envelope, which shall be sealed. All envelopes and Outer envelope shall clearly bear the name of the Project.
- b) Each of the 3 (Three) envelopes and outer envelope shall also clearly indicate the name and address of the Bidder.
- c) The Bidders shall submit the Proposal in spiral/hard bound form by giving an index of submissions.
- d) The Proposal shall be typed or written in indelible ink, signed and stamped on each page by the authorized signatory holding valid Power OF Attorney from the Bidder. Alterations, omissions, additions, or any other amendments, made to the Proposal shall be initialed by the person signing the Proposal.
- e) No supplementary material will be entertained by EDMC, and that evaluation will be carried out only on the basis of documents received by the closing time of Proposal Submission Due Date. Bidders may however be asked to provide additional information or documents for proper evaluation of information already provided.
- f) Incomplete proposals would be rejected.
- g) EDMC reserves the right to verify all statements, information and documents, submitted by the Bidder in response to the RFP document. Failure of EDMC to undertake such verification shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of EDMC there under.
- h) In case it is found during the evaluation or at any time before short-listing and during the period of subsistence thereof, that one or more of the eligibility conditions have not been met by the Bidder or the Bidder has made material misrepresentation or has given any materially incorrect or false information, the Bidder shall be disqualified forthwith, by a communication in writing by EDMC without EDMC being liable in any manner whatsoever to the Bidder.
- i) The completed Proposal must be delivered on or before the specified time on Proposal Submission Due Date. Proposal submitted by fax, telex, telegram or e-mail shall not be entertained.

2.14 Proposal Submission Due Date

- a) Proposal should be submitted before 1500 Hours on the Proposal Submission Due Date at the address provided in RFP in the manner and form as detailed in this RFP document. A receipt thereof should be obtained from the person specified therein.
- b) EDMC may, in its sole discretion, extend the Proposal Submission Due Date by issuing an Addendum

2.15 Late Proposals

Proposals received by EDMC after the specified time on Proposal Submission Due Date shall not be eligible for consideration and shall be summarily rejected.

2.16 Modification/ substitution/ withdrawal of Proposals

- a) No Proposal shall be modified, substituted, or withdrawn by the Bidder once submitted.
- b) Any alteration/modification in the Proposal or additional information or material supplied subsequent to the Proposal Submission Due Date, unless the same has been expressly sought for by EDMC, shall be disregarded.

2.17 Confidentiality

Information relating to the examination, clarification, evaluation, and recommendation for the selection of Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional adviser advising EDMC in relation to or matters arising out of, or concerning the Selection Process. EDMC will treat all information submitted as part of the Proposal, in confidence and will require all those who have access to such material to treat the same in confidence. EDMC may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/or EDMC. The Consultant / Monitor is under contractual obligation to treat the information and documents of concessionaire with confidentiality.

2.18 Clarification

- a) To facilitate evaluation of Proposals, EDMC may, at its sole discretion, seek clarifications from any Bidder regarding its Proposal. Such clarification(s) shall be provided within the time specified by EDMC for this purpose. Any request for clarification(s) and all clarification(s) in response thereto shall be in writing.
- b) If a Bidder does not provide clarifications sought within the specified time, its Proposal shall be liable to be rejected. In case the Proposal is not rejected, EDMC may proceed to evaluate the Proposal by construing the particulars requiring clarification to the best of its understanding, and the Bidder shall be barred from subsequently questioning such interpretation of EDMC.
- c) Pre-bid conference There shall be a pre-bid conference in which the doubts of the intending tenderers shall be clarified, besides discussions on any additional suggestion proposed by the tenderers. If found necessary, a corrigendum to the tender documents would be issued to all the intending tenderers, and thereafter no further query/condition shall be entertained.

2.19 Term of the Consultant

The term of the Consultant shall be for nine years to be reviewed on year to year basis. Based on performance evaluation, EDMC on its discretion, can terminate the contract by giving three months notice.

3. Terms of Reference

3.1. Brief of the Project

One of the major goals of the Delhi Government is to make Delhi a center of urban excellence, a well-managed, clean and hygienic city. Cleanliness is the most vital indicator of good urban management process. Solid Waste generated by the City contributes the major share towards the environmental problems and challenges for better urban management and on account of tremendous increase in population and increase in per capita income; generation of domestic waste has increased considerably. It is estimated that the quantity of Municipal Solid Waste (MSW) within in the National Capital Territory (NCT) of Delhi would reach 17,000 – 25,000 MT per day (as per MCD) by 2021.

After the trifurcation of MCD in year 2012, there are five agencies responsible for Municipal Solid Waste (MSW) management in Delhi namely the East Delhi Municipal Corporation (EDMC), North Delhi Municipal Corporation (NDMC), South Delhi Municipal Corporation (SDMC), the New Delhi Municipal Council (NDMC) and the Delhi Cantonment Board (DCB). The area covered by all Corporations is approximately 1399.26 sq. km.

Project Coverage Area

East Delhi Municipal Corporation (EDMC) comprises of two Zones specifically Shahdara South Zone and Shahdara North Zone for management of the sanitation system in a systematic manner. One consultant shall be appointed for both Zones. Further these Zones are divided into Wards as per table below:

Zone-Wise Number of Wards

Zone	Number of Wards
Shahdara South	30
Shahdara North	34

As per 2011 census, EDMC has a population of around 4 million with decadal growth rate of 21% in the decade 2001-2011. EDMC encompasses an area approximately 105.98 Sq. Km. with density of population as 37743 per sq Km. EDMC has conducted detailed survey of solid waste generated and peculiarities associated with types of solid waste in both the Zones. Based on its findings EDMC has proposed a plan of action to appoint concessionaire and an independent Project consultant as documented in the **Project Tender Documents**. Bidders are advised to refer main concession agreement to better understanding of the work and scope involved.

3.2. Scope of main work

Project Scope as per **Project Tender Documents** for the Concessionaire Scope of Work and how it is expected to be executed has been defined and elaborated in the Project Information Memorandum (**PIM**) of main concession document. Concessionaire shall adhere to PIM for accomplishing Scope of Work, methodology prescribed for carrying out the work, procurement and deployment of equipment and vehicles prescribed, quality and quantum of manpower to be deployed while executing the work assigned, establish monitoring system, fulfill reporting requirements and implement awareness campaign to achieve desired outcome of the Project.

There are 2 (Two) major identifiable components from the concessionaire as under:

1. Primary collection and transportation of Municipal Solid Waste (MSW) and Street Sweeping Waste in segregated manner from households, slums, informal settlements, commercial, institutional and other non-residential premises, multi storage buildings, large commercial complexes, mall, housing complexes.
2. Implementing IEC for better sanitation and waste management

The Concessionaire shall execute project based on the guidelines established in the PIM for effective implementation of the system in close coordination with EAST DMC and Project Consultant appointed by East DMC under this RFP for monitoring, reporting and advising East DMC and Concessionaire.

Scope of the consultant

Advisory firm will be appointed to jointly work with EDMC and Concessionaire in achieving desired results in all following areas.

- i. **Project Monitoring ;**
- ii. **IT based monitoring;**
- iii. **IEC strategy;**

As mentioned above to achieve goals targeted in main concession document

To Review matters related to safety and environment management measures adopted by the Concessionaire for the Project

The task of the Consultant / Monitor is to review independently and objectively, whether and to what extent the concessionaire comply with the obligations under his concession agreement.

The Consultant will attend all the meetings convened by EDMC and can also raise need of a meeting to EDMC as the occasion arises. Consultant will work as member secretary for such meetings.

Concessionaire while executing day to day work shall through GPS/ RFID and other automation tools create management information reports. Consultant's prime role shall be to cross verify MIS generated on daily basis.

Consultant shall to the extent possible, validate the data using automated methods (e.g. – Mobile applications, RFID readers etc.) and minimal manual intervention and shall generate reports using Centralized Software.

Consultant shall during site visits, using smart phones enter Waste Collector ID / Vehicle's ID / Secondary Collection Point ID/ Assets ID / and location and transmit the data to Central Server for cross verification of reports generated by Concessionaire through CENTRALLY CONTROLLED SERVER SYSTEM. The SMS shall get reflected in the MIS as inputs from CONSULTANT. CONSULTANT shall also using internet and mail system submit softcopies of daily and monthly reports to CENTRALLY CONTROLLED SERVER SYSTEM

CENTRALLY CONTROLLED SERVER SYSTEM will allow CONSULTANT to draw out the MIS reports / and variation reports for analysis and reporting

As soon as the Consultant / Monitor notices, or believes to notice, a violation of Concession agreement, he will so notify to the concessionaire under information to the EDMC. In case of no corrective action by concessionaire, consultant will request the EDMC to take /initiate recommended actions or as deemed fit by EDMC.

3.3. Scope of Work During Implementation Period

CONSULTANT shall ensure that Concessionaire has undertaken project implementation as per PIM and directions of EDMC. CONSULTANT shall submit weekly progress reports during the implementation period specifically covering following activities/items:

- i. Review, advice on the following documentation submitted by the Concessionaire and execution steps taken:
 1. Micro Implementation & Operational Plan is submitted in accordance with the IIO and PIM.
 2. R & M Plan is submitted in accordance with the IIO and PIM. Certify and approve R&M plan.
 - 3. The Project Consultant shall study and validate all the plans submitted by the concessionaire and may ask for improvements if any to meet the requirements to match main concession agreement before submitting to EDMC for its final acceptance.**
 4. The Project Consultant shall certify that all procurements & deployment of resources is being done in accordance with the Resource Deployment Schedule (given by the Concessionaire), IIO, MIO and PIM. Variation if any noticed in the technical

specifications and/or quantity shall be reported within 7 days of verification. CONSULTANT to carryout physical verification of all procurements with regards to numbers and quality and include the comments. Submit report in the following format:

Table 1. P&D Verification

S. No.	Date & Time of Verification	Deviation/s from P&D Plan (Yes/No)	Details of Deviation/s	Comment/s
1.				

5. To ensure that employees/ manpower deployment is as per MIOP. Submit variance report at least 10 days before COD. The record of employee/manpower has to be validated from the bio-metric attendance.
 6. To prepare minutes of handing over/taking over of Project sites and facilities from EDMC to concessionaire. The report shall indicate type/size/measurement/ place/ current status of each and every dhalaos
 7. To certify documents to ensure Concessionaire is duly incorporated as per conditions laid down in RFP and CA.
 8. To facilitate all the required approvals to be procured by the Concessionaire.
- ii. Review compliance with Conditions Precedent as per Concession Agreement.
 - iii. Monitor the progress in implementation of the Project based on the Initial and Micro Level Implementation Plan (IIOP and MIOP) submitted by the Concessionaire.
 - iv. Independently review, monitor and where required by the Agreement, to approve activities associated with the design, drawings and certification. Verify the 'As-Built' drawings for each component of the works prepared by the Concessionaire and require removal of deficiencies found therein. Include in weekly report work undertaken.
 - v. Review and monitor the quality assurance and quality control procedures followed by the Concessionaire in accordance with good industry practice.
 - vi. Review and approve the material testing and mix designs results and recommend special tests, where required, for material and/or completed works, require removal/substitution of unsuitable materials and /or works and report deficiencies in respect of the same to EDMC in the weekly progress report.
 - vii. Review safety, environment and traffic management measures undertaken.
 - viii. Review and ascertain the cost variation arising as a result of Change in Law and determine the Additional Cost.

- ix. Review approvals and permits expected to be obtained by the Concessionaire
- x. Review and assist in finalization of the R&M Manual and first annual R&M Plan prepared by the Concessionaire.
- xi. Issue Provisional Certificate and/or Completion Certificate in accordance with the applicable provisions of the Agreement.

3.4. Scope of Work During Operations Period

- I. During operation period the Consultant would monitor the operations and maintenance activities undertaken by the Concessionaire so as to ensure compliance with the requirements as per the Project Tender Documents comprising of RFP, Project Information Memorandum (PIM), Concession Agreement, IIOIP, MIOIP & R&M plans.
- II. PIM of the Project Tender Documents carries MIS formats as Annexure. Bidders are advised to carefully examine these MIS formats. These MIS Reports would be generated by the Centralized Server System using software prepared under scope of IT.
- III. CONSULTANT is expected to cross verify reports generated by the system by undertaking field survey on daily basis. Variations reports are to be analyzed by senior CONSULTANT staff and presented to EDMC on monthly reports by 7th of each month.
- IV. The Consultant shall countersign the records of the quantum (measured in Metric Tons) of MSW and other wastes collected by the Concessionaire on daily basis and submit monthly, quarterly and annual reports of the same to EAST DMC

3.6.1 Manpower Deployment:

- 1. Approve monthly deployment plan
- 2. Conduct regular /surprise checks and cross verify with attendance records/ salary and wages records.
- 3. Cross verify attendance with approved monthly deployment plan.
- 4. Vetting of MIS reporting by the Concessionaire and those generated by the Central Server System on daily basis using the IT systems developed under IT scope.
- 5. Report on personal protection gear used by employees or not. Photographs using the application developed by IT has to be taken and used as a base for creating this report.
- 6. Yearly report on compliance of labor related laws by 30th April every year.

3.6.2 Vehicle Deployment:

- a) Review monthly deployment plan submitted by concessionaire and approve after due

consultation with EDMC.

- b) Conduct regular /surprise checks and cross verify with approved monthly deployment plan.
- c) Vetting of MIS reporting by the Concessionaire and those generated by the Centralized Server System on daily basis.
- d) Ensure Concessionaire is maintaining Project facilities as described in Concession Agreement following best industry practices.

3.6.3 Weigh Bridge :

- a) Project Monitoring Consultant shall cross verify from MIS reports and weighment reports from weigh bridges to certify quantity of waste collected and transported to the prescribed destinations on daily basis.
- b) Verification and random checks of weighment and Testing of the MSW and other specified waste at the W2E Plant, SLF or any other site designated by EDMC.
- c) The Project Monitoring Consultant will conduct or arrange an audit of the weighbridge data and records for the purpose of verifying weighbridge data provided by the Concessionaire

3.6.4 Carryout physical Inspection of Project Facilities

S. No.	Items	Frequency of inspection	Sample selection requirement
1	Dhalaos, Open Sites, Street Corner Bins, Static and Mobile Compactor Transfer Stations etc.	Once a Week	A minimum sample of 10 % of each category of sites. There should not be repetition of the same set of sites in the next round of inspection
2	Transport and Loading Vehicles	Once a week	A minimum sample of 10 % of each category of vehicles deployed in the each zone. There should not be repetition of the same set of vehicles in the next round of inspection.
3	Costumer care center/ control	Once a week	All components

	room/ complaint address system.		
4	Workshop Site	Once a week	All Components
5	Manpower Deployment	Daily	A minimum sample of 10 % of work force deployed for each activity such as door to door/ street level/ commercial/ hotels/ green waste/silt/ mechanised street sweeping
6	Weighbridge Facility at SLF/W2E	Daily	10% reports generated by weighbridge are to be cross verified by the CONSULTANT on daily basis.
7	Action Plan of the work for next month	Monthly	
8	Verification of MIS reports for all components of C&T	Daily	
9	GPS/RFID on all project Assets	Once a week	A minimum sample of 10 % of each category of vehicles deployed in the each zone. There should not be repetition of the same set of vehicles in the next round of inspection

- a) Carry out physically audit of all movable and fixed assets of SPV every three months to ensure compliance and report on status including physical conditions of all vehicles deployed.
- b) Ensure assets are adequately insured and premium is paid on timely basis.

3.6.5 Physical Verification Report of All Movable Assets

S. No.	Date, Time and Place of Physical Verification	RC Number	Insurance Status	Physical Status	History of Major Repair/ Repair Docket number / date/ fault

- c) Inspect the Project Facilities and as and when exigencies require to ascertain conformity with Project Requirements

3.6.6 Penalties

- a) CONSULTANT shall also be responsible to levy the penalties on the Concessionaire for non-compliance of service levels as indicated in the PIM document.

3.6.7 Records

- a) Undertake a quarterly review of the various records and registers to be maintained by the Concessionaire (including the records relating to complaints and accidents) and suggest suitable remedial measures/ procedures, where necessary.
- b) Undertake Accounting Audit of SPV once a year to ensure compliance with applicable laws.
 - i. Assist the Parties in arriving at an amicable settlement of disputes, should be need arise, and

3.6.8 Hand back: At the time of handing back the Project Facilities to EDMC at the end of Contract period, the Project Monitoring Consultant shall:

- a. Monitor and certify compliance with Project Facility Hand back Requirements and
- b. Issue a Certificate of Compliance with Project Facility Hand back Requirements

Meetings and Records

- a. The Consultant would be required to participate in the Project review meetings held from time to time by the Parties, which are ordinarily expected to be held once a month during the implementation period and once every two months during the Operations Period and also to participate in emergency or extra-ordinary meetings of the Parties held to deal with any Emergency, Force Majeure Event or other exigencies.
- b. Consultant shall, in the ordinary course, maintain record of the activities undertaken by it in discharge of its functions and responsibilities.

3.6.9 Reports

Following reports shall be generated by CENTRALLY CONTROLLED SERVER SYSTEM incorporating inputs from CONSULTANT. CONSULTANT shall have to give justification or defend its reports in writing:

- a. **Daily Reports:** Prepare, certify and submit on a daily basis, the following reports:

- i. Analyze real time and daily reports submitted by concessioner (as detailed in PIM) and highlight all the variance and non-compliance by the concessionaire.
- ii. Daily progress of works
- iii. Daily report on the Gaps of O&M requirements. This report has to be generated from the IT system that will compare data collected by CONSULTANT field team with data supplied by EDMC.
- iv. Review daily penalty deductions of concessionaire and create a plan to monitor and rectify the default areas by concessionaire.
- v. Slippages, if any, in the construction during modification of Dhalaos vis-à-vis concession agreement and planned construction schedule and the reasons thereof

b. Monthly Reports

- i. All monthly reports submitted by the concessionaire are to be validated by CONSULTANT.
 - ii. Progress Report (including details of slippages and remedial measures)
 - iii. Report on Tests and report on notices Issued
 - iv. Report on project equipment and vehicles purchased by the Concessionaire
 - v. Reviews of documents submitted to it by the Concessionaire to meet Project Requirements, such as manuals, Drawings, As-Built drawings, schedules, plans and reports
 - vi. Inspections undertaken and notices/instructions issued to the Concessionaire
 - vii. Tests carried out
 - viii. Impact of IEC campaign
 - ix. Increase/decrease in door to door collections
 - x. Number and nature of complaints and their redressal status
 - xi. Reports on Change in Law
 - xii. Emergency situations witnessed and advised (including accidents)
 - xiii. Force Majeure Events
 - xiv. Breaches and defaults by the Parties
- c.** Manpower deployed and other organizational arrangements of the Project Monitoring Consultant with names /designation / attendance record (biometric)/ daily work done. Attendance record of Field Staff and Key Staff to accompany monthly invoice.
- d.** Any supplemental or special report that may be considered necessary by the Project Monitoring Consultant (including Emergency, Force Majeure, and breach of obligations).

- e. Any other report as may be reasonably required by EDMC or as may be necessary to give effect to the provisions of the Agreement.
- f. Annual Review and Reporting
 - i. Any other report as may be reasonably required by EDMC or as may be necessary to give effect to the provisions of the Agreement.
 - ii. Report on Project Facility Hand back Requirements.
 - iii. Any other report as may be reasonably required by EDMC or as may be necessary to give effect to the provisions of the Agreement.

Management Information System (MIS)

Consultant appointed by East DMC shall set-up a “secure online MIS” and “application for customer care center/control room” that facilitate effective monitoring of the project. This system shall be “automated” as per below mentioned methods or with further improvements to the methods suggested. There shall be provision to feed the information “manually”, in case information is not obtained automatically. There are three major components of this system:

- a. MIS Reports that shall be delivered by the System
- b. Customer Care Center/Control Room Application to receive customer, East DMC staff complaints, requests on phone calls, SMSs or emails.
- c. Automation using GPS, RFID/RFID Reader, Photo & Request Update using “Mobile Applications”, SMS, Bio-Metric Machines etc.

Please note that the recommended requirements are:

- i. Minimum that the East DMC requires at this stage. There can be more reports/automation that can be suggested by East DMC from time to time to enhance effective monitoring of the project.
- ii. Derived from East DMC perspective. Concessionaire is free to use data from system for monitoring projects and resources at their end and can increase any reports/database that they deem fit for their purpose (at their own cost).
- iii. The information that is required for generating reports and project monitoring shall be provided by the concessionaire. Following sections describes the minimum system and reporting requirements.

MIS Reporting System

The MIS reports proposed in this section are classified into following categories:

- a. Street level/door to door Collection & Transportation from each Colony/ Locality
- b. Collection and Transportation from Hotels, Dhabas, Restaurants, Banquet Halls, Institutions, Farm House & All Other Commercial Establishments.
- c. Collection and Transportation of Drain silt and Clearing of Bins.
- d. Collection and Transportation of Street Sweeping Waste and Clearing of Bins.
- e. Clearing of Fixed Compactor Transfer Stations and Mobile Transfer Stations
- f. Cleaning of Secondary Collection Points

To the extent possible, aggregating the data using automated method and minimal manual intervention shall generate reports e.g. GPS feed, SMS from field, Real Time Bio-Metric Attendance etc. (However, on the real time basis, reports shall be viewable on the server, so that East DMC has a clear view about the status of ongoing work

Following are the system requirements:

Procedure for Generating MIS Reports

- a. Before the Start of the month the Concessionaire shall upload the File containing information about Action Plan for the Month. This will form base for Master information for automatically generating MIS reports.
- b. Daily, Biometric Attendance shall be taken of staff deployed and data pushed into the System.
- c. At the Start of an Activity (such as primary collection vehicle starting a route; or door to door waste collector starting a beat etc.) the concerned person will send a START SMS to the system. System will acknowledge the receipt of such message to confirm logging.
- d. Thereafter GPS system will take-over to see the progress of the activity and shall automatically prepare the process reports.
- e. At the end of the Primary Collection Route (routes end at recycling center/ compactor); the vehicle operator, at when reaching the Recycling Center shall weigh and deliver the 'recyclable waste' to the Center; and send SMS to the system about the quantity of recyclable waste delivered and the overall assessment of quantum of waste collected (short/normal/excess). GPS will automatically detect stoppage at the Compacting Station to close the route. System will acknowledge close of route by sending SMS.

- f. For rickshaw/E Rickshaws deployment, each supervisor of a service area shall, check the number of rickshaws sent out and send SMS of no of rickshaws deployed on a particular day. System shall acknowledge. When a rickshaw carried and delivers recyclable waste at the Recycling Center, The Operator at the Recycling Center shall send SMS to system regarding the weight of recyclable waste received through a rickshaw.
- g. When a secondary collection vehicle clears waste from a Dhalao or a bin or a recycling center, the operator shall, through a mobile application, click a photo of the cleared item. The application shall automatically upload the clearing information & photo through GPS system. In addition, the mobile application shall allow the operator to record the type of waste cleared and also if any non-confirming waste (along with type) was found in the said Dhalao/bin. In case of recycling Center, the waste shall be weighed before transferring it to the vehicle. The weight of recycled waste, thus cleared shall also be recorded through the mobile application.
- h. When the secondary collection vehicle reaches the disposal site (SLF/ W2E waste site etc.), the vehicle shall be weighed at the weighbridge. The weighbridge operator shall on-line report the receipts at the disposal site into the system.
- i. For Compactors and Mobile Transfer stations, since the vehicles/ containers are connected to GPS, the system shall automatically note clearance / arrival at disposal site.
- j. For Bin-washers, same method as (c), (d) and (e) above; except the fact that the bin washing vehicle will not be required to end at disposal point.
- k. For complaint redressal, same method as (h) above.
- l. For Inspection Reports, the concerned inspectors shall be provided with a mobile application through which he can feed and upload his inspection report in the system. The application will be GPS based, so that inspector only needs to record his observations, and/or upload photo.
- m. Concessionaire shall also be provided view (and down load) access to the data and reports generated through this system for his use. Concessionaire shall get access to data/information only in respect of his area of operation.
- n. Since East DMC will be generating the MIS reports, Concessionaire shall be allowed to download such reports from the system and submit to East DMC

Customer Care Center/Control Room

Customer Care Center/Control Room/Complain address system shall have following key components:

- a. Dedicated phone lines and staff to receive complain or request from public and East DMC staff.
- b. Mobile phone's short code number to receive complaint's SMS and Web-Interface for customer to directly feed complaints.
- c. Workflow to track the work that is reported and report back to person originating the complaint.
- d. This Customer Care center/Control Room shall be manned by concessionaire staff.

Dedicated Phone Lines System to be suggested by the consultant:

- a. A dedicated phone number with minimum 10 lines (and extendable based on actual requirement). Maximum call waiting time shall be 2 minutes for any received complaints. While the customer is waiting, a recorded voice message indicating that complains can be logged by SMS or on web shall be played, in addition to general greetings.
- b. All calls shall be recorded and shall be reviewed for the quality of interaction of their staff with the customers/ East DMC staff. This recording shall be made available to East DMC, any or all the agency/ies designated by East DMC for auditing purpose.
- c. Report received from customer shall be stored online directly. Unique ticket number shall be generated and communicated to caller along with expected time for correcting the issue.
- d. Control Room shall be staffed adequately to receive and process the complaints. Control room shall be operational from 7 am till 10 pm on all days.

SMS to Receive Complain

- a. Short code based SMS service shall be deployed by Concessionaire to receive complains/requests in structured SMS form.
- b. Similar Short code based SMS service shall be deployed by Concessionaire to receive requests from East DMC staff for on demand service.
- c. User friendly web shall be created to receive complains from EAST DMC/customers online.

Workflow to Track Status

- a. Each complaint request shall be assigned a unique ticket number.
- b. Each complaint shall be forwarded via-SMS and system to the concerned executing person with a copy to reporting supervisor.
- c. Once ticket is closed, it shall be updated in the database. In case complaint is not addressed

within specified time, reason for delay along with likely resolution time shall be supplied in database.

- d. Status of complain if completed or not completed (along with reason and likely date of addressing) shall be supplied to the customer on or before the specified date.
- e. Customer feedback shall be taken on completion of task and shall be stored in the database.
- f. Similar system shall be in place for East DMC staff raised request/complaint ticket.
- g. Status shall also be searchable online using ticket number and customer phone number.
- g. Current status of all open and closed complaints shall be visible online and user shall be able to view their status by date or/ and complain number etc.
- h. On completion of work – SMS shall be sent back to the customer indicating completion of work. Systems shall have provision to take feedback of customer on the level of satisfaction based on service provided.
- i. Daily summary report, sub-zone, ward wise shall be sent to the relevant designated East DMC staff. These repots shall be auto-generated from the customer complaint database

MIS SOFTWARE, HARDWARE & OTHER COMPONENTS NEED TO BE PLACED BY CONCESSIONAIRE TO MEET THE MIS/IT REQUIREMENTS WILL BE PROPOSED BY THE CONSULTANT

EAST DMC IT CONSULTANT SHALL BE PRESCRIBING THE SYSTEM AND TYPE OF THE HARDWARES TO BE INSTALLED. THE CONCESSIONAIRE SHALL BE RESPONSIBLE FOR INSTALLING MIS SOFTWARE AND COMPATIBLE HARDWARES. IT IS EXPECTED FOLLOWING TYPES OF AUTOMATION AND MONITORING HARDWARES SHALL BE INSTALLED.

Unique numbering System for Project Assets

As a precursor for automation, a unique numbering system should be followed for marking all Secondary Collection Points/Assets in such a manner so that all such points are uniquely identified across the East DMC area. This numbering shall be referred in all time-table/customer complainant redressal systems and other communications.

Following are some examples for unique numbering:

- a. For uniquely identify the bin number 120 in Shahdara North Zone, Ward 38: EAST DMC/SSZ/W38/B120
- b. For uniquely identify the Dhalao (collection point)120 in Shahdara North Zone, Ward 38:EAST DMC/SSZ/W38/D120
- c. For uniquely identify the 2nd container at the Fixed Transfer point 101-1 in Shahdara North Zone, Ward 38/EAST DMC/SSZ/W38/F101-1

The final numbering mechanism shall be approved by the East DMC

GPS in All Vehicles

Concessionaire shall install GPS system in all the vehicles with following device specification or better:

- a. General Specifications:**
 - i. Dual band GPRS (900/1800 Mhz).
 - ii. On-board Storage of at least 2 days of data.
 - iii. Internal battery to sustain operation for at least 10 hours with a minimum recording at interval of 30s and reporting at intervals of minimum of 120s.
 - iv. A minimum reporting interval of 30s.
 - v. Alerts on external power disconnection.
 - vi. Internal antenna or antenna wire enclosed in metal sheath.
 - vii. IP 65 enclosure (i.e. water proof for occasional sprays of water and dust proof).
 - viii. Device should be hidden – minimum of -161db gain for GPS antenna.
 - ix. Ability to work against sustained external voltage of upto 33v and handle transient of as high as non-spike 55v/6000 Joules spikes (To work in presence of hydraulics, falling battery).
 - x. Digital Input: 2 minimum. Changes to digital input must be communicated immediately – i.e. changes should not be missed because it falls in between recording interval. On the other hand transients (< 1-2s) must be discarded.
 - xi. Analog Input: 1 minimum
- b. Accessories:**
 - i. Must be able to detect engagement of bin's raising/lowering.
 - ii. Must be able to detect raising/lowering of tipper's body
- c. Protocol:**
 - i. Commands for controlling devices via SMS and protocol/data format must be shared with

East DMC and vendor must warrant that the users can choose to use their software to work with devices without paying anything extra

d. Over the air control of device – including server to which devices communicate with

e. GPS Running Requirement

- i. 98% of installed GPS shall be operational all the time.
- ii. Any non-operational GPS shall be replaced within 24 hours of time of non-functioning.
- iii. If any GPS is not operational (within the above limits), driver shall be provided with android/Mobile Application enabled phone with location tracking capability and same shall be monitored separately by concessionaire.

1.1.1.1. RFID (Radio Frequency Identification Reader)

- a) RFID tag in non-breakable, non-temper & non-removable enclosure shall be fixed on all key project assets by the Concessionaire. Key assets shall include (but not limited to):
 - (i) 1.1 cum RC bin
 - (ii) Container of 10 cum
 - (iii) All vehicles
- b) RFID tag should contain following information

Table 8: Asset Information Sheet

Asset type	Asset no.	Ward no.	Asset Implementation Date

Vehicle RFID Tags shall store Information in RC and Insurance details, in structured format.

- c) Consultant shall provide a system that Concessionaire shall provide (2 RFID Readers per ward) including inbuilt display to read RFID tag information. These readers shall be fitted with GPRS module and information shall be relayed to the asset records on server – indicating asset validation date (and comments if any)

Mobile Application for Reporting from site

Consultant appointed by East DMC shall provide robust mobile applications to report the site conditions. Following are minimum requirements:

- a) Mobile application shall be able to send information to control room about the ground situation along with "Photo", "Geo-Tag (latitude-longitude) and Status update.
- b) This mobile application shall work even when GPRS connectivity is not there and the moment GPRS connectivity is available, data shall be uploaded to the servers.
- c) Data collected from this application shall not be alterable by the originator. Adequate encryption shall be supplied for the same.
- d) This application shall be used for (but not limited to):
 - i. Report Arrival of Street to Street/Door to Door Collection vehicle by sending photograph of street (along with marked timetable on ground) about the arrival.
 - ii. Report Arrival of Auto-Tipper to Dump in the Fixed/mobile compactor
 - iii. Report Lifting of Bins from Secondary Collection Points (SCPs)
 - iv. Reporting after clearing road sweeping waste bins
 - v. Reporting of any site condition that is required to be reported by East DMC from time to time.

Information Education Communication (IEC) Programme For Municipal Solid Waste Management

Objectives of the IEC Campaign

The objective of the Solid Waste Management project designed is to modernize the waste management process, and thus reduce the waste collected in Dhalao, Street Corner Bins and Open Sites. For this

purpose, emphasis has been laid in the project for door-to-door collection of waste/street level collection of waste and vehicle-to-vehicle transfer of waste for transportation.

Another important objective of the project is to introduce 3 Rs (Reduce, Re-use and Recycle) so as to reduce the load of disposal of solid waste. For this purpose, the concept of segregation of waste (dry and wet) at household level, separate waste handling chain for different kind of waste and recycling centers at ward level have been envisaged.

The success of the project is dependent upon participation of the stakeholders. The Citizen being one of the most important stakeholder in the project, due emphasis is required to have an IEC strategy for increased participation of citizens and residents.

The IEC strategy shall be prepared with an objective to create awareness among target audience and ensure public participation in the municipal solid waste management program envisaged in this project.

This IEC strategy would provide the framework and facilitate EAST DMC to address the communication needs related to implementation of sanitation and waste management project in the city.

The main objectives of developing and implementing the IEC campaign are to change the attitude and behavior of the target audience through:

- Increasing level of awareness on the concept of waste accumulation and the way it affects their lives.
- Inducing the waste generators to adopt modern waste management system introduced by EAST DMC such as segregation of waste as 'Dry & Wet Waste' at source, usage of 'door-to-door' and 'street level' collection systems, storage of segregated waste in separate bins, separation of hazardous waste from the regular wastes and safe disposal of all the segregated waste as per the designed waste management system.
- Sharing information about the waste management system placed by the municipal corporation like schedule of collection of different kinds wastes, free and chargeable facilities, change or update in any fixed schedule/s or route/s, emergency or on-demand facilities, complaint redressal numbers, customer care centers etc.
- Promoting public participation in the successful operation and maintenance of waste management system through sensitization of citizens, RWAs, Traders Associations, etc.
- Propagating the message that the "Clean City" is a pride of every citizen.
- Approaching Zero Waste situation in due course

Strategy will be formulated by the Consultant keeping in view the following objectives:

Target Audience	Communication Objective
HIG/MIG Households	<ul style="list-style-type: none"> • To create awareness on importance of separate storage of wet and dry waste at source • To encourage use of two dustbins • To encourage for payment of collection charges for door-to-door collection/street level collection • To disseminate information on services and infrastructure provided by EAST DMC for waste management • Encourage participation in door-to-door/street level waste management in their area • Promote 3Rs and usage of Recycling Centre in the area • Share information on municipal rules and laws regarding waste management
LIG/EWS/JJ/ Resettlement Households	<ul style="list-style-type: none"> • Motivation for use of dustbins for storage and disposal of household waste • To create awareness on importance of separate storage of wet, and dry waste at source • Encourage use of dustbins or designated places for disposal household waste • To encourage use of dustbins whenever out of house • To encourage for payment of collection charges for door-to-door collection • To disseminate information on services and infrastructure provided for waste management • Encourage participation in door-to-door/street level waste management in their area • Promote 3Rs and usage of Recycling Centre in the area

	<ul style="list-style-type: none"> • Share information on municipal rules and laws regarding waste management
Owners and workers of commercial establishments	<ul style="list-style-type: none"> • To create awareness on importance of proper disposal of waste to the designated sites/bins/ places • To sensitize them to keep the area around their establishment clean for better sales and re-visits of customers • To sensitize them on the payment of user/collection fee • Encourage participation in the street level waste management in their area • Promote 3Rs and usage of Recycling Centre in the area • To disseminate information about the services and infrastructure provided for commercial area for waste collection and disposal • Share information on municipal rules and laws regarding waste management in commercial areas. • Awareness on their role to improve the system through Compliant Redressal System,
School children	<ul style="list-style-type: none"> • To educate and create awareness on various aspects of solid waste management and environmental sanitation issues • Awareness on impact of poor waste management on health • Promote volunteerism and motivation for taking active part in promoting “clean city” drives and other environmental sanitation, and waste management activities in the city • Encourage participation of family in the ‘Clean City’ campaign • To disseminate information about the services and infrastructure provided in their localities for waste collection and disposal
Associations and organizations	<ul style="list-style-type: none"> • Encourage their participation in the Sanitation programme of EAST DMC and take their support in meeting the objectives of the project. • Use the influence and good-will of these organizations in seeking community support for the programme. • Using them to monitor the performance or outputs of the project, and report shortcomings, if any.

	<ul style="list-style-type: none"> • Use such organizations to create awareness on various aspects of solid waste management and environmental sanitation issues • Use such organizations to disseminate information about the services and infrastructure provided in their localities for waste collection and disposal • Share information on municipal rules and laws regarding waste management and for disseminating them to their members • Creating their role to improve the system through Compliant Redressal System.
Os and CBOs	<ul style="list-style-type: none"> • Encourage their participation in the Sanitation programme of EAST DMC and take their support in meeting the objectives of the project. • Use the influence and good-will of these organizations in seeking community support for the programme. • Using them to monitor the performance or outputs of the project, and report shortcomings, if any. • Use such organizations to create awareness on various aspects of solid waste management and environmental sanitation issues • Use such organizations to disseminate information about the services and infrastructure provided in their localities for waste collection and disposal • Share information on municipal rules and laws regarding waste management and for disseminating them to their members • Creating their role to improve the system through Compliant Redressal System. • Using them to organize IEC programme in the communities of their influence
g-pickers and kabariwalas	<ul style="list-style-type: none"> • To create awareness on safe handling of recyclables collected from the waste • To create awareness on importance of segregation of waste and harmful effects of littering • To encourage and educate rag pickers for joining the Company as

	<p>partners/ employees of the SPV</p> <ul style="list-style-type: none"> To integrate them into the project
Sanitary workers (of EAST DMC)	<ul style="list-style-type: none"> To create awareness on the new system introduced and their role To create awareness on changes introduced in Dhalao management. To create awareness on safe handling and disposal of waste To create awareness on importance of segregation of waste. To encourage participation in waste management system. Disposal of waste to the secondary designated points, benefits of compactor stations, street to street collection system and its benefits How to handle street sweeping waste How to handle drain silt
Service providers- EAST DMC/Concessionaire and NGOs	<ul style="list-style-type: none"> To sensitize on the importance of regular and repetitive IEC experience activities covering all aspects of waste management Based on the experience and leaning from past, improve and modify IEC plan Devise monitoring of IEC plan Seek reports from the Target Audience through survey / or any other means on effectiveness of the campaign
Councilors and local leaders	<ul style="list-style-type: none"> Sensitization on the issues of waste management and its impact on the public health Motivate to mobilize the community support for waste management in their area of operation/wards

Summary of Activity Implementation Plan

Following table summarizes some of the key activities:

Activity	Tasks
Development of support Materials such as messages, scripts,	<ul style="list-style-type: none"> Organize a workshop attended by key stakeholders from EAST DMC, to discuss and review the contents developed by CSP Incorporate suggested changes

slogans, jingles and production of materials	<ul style="list-style-type: none"> • Produce and approve prototype of all the materials • Pre-test the materials in the target audience • Modify the materials if needed • Lay down supervision and Implementation guidelines
Relationship building with key organizations/persons	<ul style="list-style-type: none"> • Before the start of implementation of the communication campaign, a relationship building exercise would be taken up to ensure participation of the key stakeholders such as RWS, NGOs, Associations, local leaders, youth groups, women’s group, school management and principal and media personnel.
Launching of campaign)	<ul style="list-style-type: none"> • The campaign will be launched in formal ceremony organized to create hype and enable coverage of the campaign launch. Hon’ble Mayor, Councilors, prominent citizens of the area, political leaders, school principals, municipal authorities, commissioner of East DMC, media persons, campaign partners and general public would invited to attend the function. • A suitable place in consultation with the East DMC will be selected and requisite arrangements such as tent, chairs, tables, snacks, posters, banners; public address system, drinking water, etc. will be arranged. • The function should be formally addressed by renowned persons including invited guests. • Salient features of the campaign will be presented to public through this ceremony • Efforts would be made ensure maximum coverage of the event by vernacular as well as main stream media
Interactive group discussions	<ul style="list-style-type: none"> • Meeting with the representatives of RWAs, Market Associations and School principal with a request to organize interactive sessions after informing them about the objectives of the campaign.

	<ul style="list-style-type: none"> • Seek their permission/approval/support • Finalize date, time and venue well in advance • Ensure presentation facilities such electricity connection, plug points, projector, laptop, presentation material, white board, marker, etc. • Distribute handbills before the presentation or community meetings • Allow audience to raise questions and give comments • Answer queries • Allow everyone to participate in the discussion • Give information about the campaign in detail • Conclude and thank the audience and organisers for their cooperation • Seek feedback
Door to door campaign	<ul style="list-style-type: none"> • Seek support from RWAs, Colonies, Corporator, local youth, influential persons, members of the association and women groups and request them to accompany you • Use supervisors as campaign agents • Schedule visits in advance and share the schedule with the local contact • Check if they are available at the time and date you are scheduling the visits • Take help of the sanitary workers to know more about the localities and area • Carry educational materials such as pamphlets and handbills • Ensure that you are not disturbing anyone at odd hours • Confirm about best time to make visits • Keep the meeting short (not more than 5 minutes) • Be polite and thank at the end of the meeting • Seek feedback • Organization and Logistics cost to be borne by Concessionaire
Cable TV Network	<ul style="list-style-type: none"> • Meet the operators of the area

	<ul style="list-style-type: none"> • Tell them about the campaign and seek their participation and support for the same • Show them the strips which you want them to run on their network • Request them to run the same at appropriate time (time as suggested by you) • Request them to run the strips several times a day • Logistics to be organized by Communication Partner
Putting Up Publicity Materials (Posters)	<ul style="list-style-type: none"> • Locate suitable (clearly visible and seen) places (frequented by local people) for pasting the posters • Seek permission if the location belongs to private or public owner • Put up the posters • Visit the areas again and seek people's opinion on suitability of the posters and whether people are paying attention to it • Posters shall be provided by EAST DMC. The activity to be conducted by Concessionaire.
Distribution of Pamphlets/ stickers	<ul style="list-style-type: none"> • Meet a responsible resident, preferably RWA's/Commercial Association's representatives and seek their support • Tell them about the objective of distributing pamphlets • Visit households/establishment and distribute pamphlets • Answer question if asked by the recipients • Pamphlets shall be provided by East DMC.
Putting up Hoardings and Wall Writings by Concessionaire	<ul style="list-style-type: none"> • Consult East DMC authorities and commercial association to identify suitable location where hoardings and wall writing could be put up • Consultant to suggest. • EAST DMC to bear cost. • Concessionaire to implement.
Distribution of Stickers by Concessionaire	<ul style="list-style-type: none"> • Contact commercial establishment, taxi/tempo associations, tree wheeler associations, rickshaw stands, bus union and tell them about the campaign and seek their support to paste the stickers on vehicles.

	<ul style="list-style-type: none"> • Give them some stickers and request them to stick them on at relevant places • Take care that the stickers are visible and easily readable • Stickers shall be Suggested by Consultant. • The activity to be conducted by Concessionaire.
School Activities	<ul style="list-style-type: none"> • Prepare a plan for each school in advance (at least 15 days) • Meet the principal of the school and share the plan with him/her • Make necessary changes suggested by them • Seek a date for organizing the activity • Organize the activity on given date without any fail • Distribute prizes next day in the assembly • Seek suggestion from the students about the next activity which can be organized. • Plan next activity accordingly if appropriate • Activity to be conducted by Concessionaire. • East DMC and Communication partner to provide material support.
Street Plays/local meetings	<ul style="list-style-type: none"> • Identify a suitable place in the areas where street plays would be performed in consultation with the local leaders, ward members, NGOs or local youth groups • Finalize timings in consultation with the local leader to ensure maximum participation • Inform the performing groups in advance (two days) about the timings and place • Make announcement in the locality about the programme in advance or put it up notice boards • Organize the performance with the help of community volunteers and leaders • Seek feedback on the performances and messages given through the play • Take suggestion of the people on format, languages and entertainment aspects of the play

	<ul style="list-style-type: none"> • Pass on the feedback and comments to the performing team and ensure they have incorporated the appropriate changes • Activity to be conducted by Concessionaire. • Communication partner to material support.
Planning	<ul style="list-style-type: none"> • Make a calendar of events with date and place clearly mentioned • Prepare a small questionnaire to record observation and comments of the audience • Record observations in regard to SWM in the areas where campaign is launched and observe changes if any • Feed the data into computer and analyse various reports.

Monitoring Effectiveness of IEC Campaign

a. Monitoring of IEC activities shall be done by the consultant on the 'Monitoring Indicators' given below-

- Number of events (meetings, folk shows, posters, banners etc.) organized
- Number of participants (male and female) in the meetings, discussions, etc.
- Number of households being serviced by waste collection service
- No. of CBOs, RWAs, SHGs, NGOs, Schools, Institutions and Commercial establishments involved in the IEC programme
- No of households, institutions, commercial establishment, schools, etc covered under the IEC programme (as per tables below)
- No of calls received regarding provisions or services
- Number/places requisite infrastructure is provided
 - The consultant will Monitoring and MIS software as per needs of the Project.
 - The Consultant will be developing IEC material as per needs of the Project

a. Advertisement / Hoarding Charges

Consultants shall advice EAST DMC on using advertising rights on the Project facilities and help prepare advertising material.

4. Opening & Evaluation process

4.1. Opening of Technical Bids:

- a) EDMC shall open the Proposal at 15:30 Hours on the Proposal Submission Due Date, at the office of EDMC and in the presence of the Bidders who choose to attend.
- b) Prior to evaluation of Proposals, EDMC will determine whether each Proposal is responsive to the requirements of this RFP document. A Proposal shall be considered responsive only if:
 - i. Is received by the Proposal Submission Due Date including any extension thereof, if any.
 - ii. Is signed, sealed and marked as stipulated in RFP.
 - iii. Contains all the information and documents specified herein and in the formats set out in this RFP document.
 - iv. Mentions the validity period as set out in RFP.
 - v. Proposal Security is submitted.
 - vi. Bid Document Fees is submitted.
- c) EDMC reserves the right to reject any Proposal which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by EDMC in respect of such Proposals.
- d) EDMC would subsequently examine and evaluate Proposals in accordance with the provisions of RFP for assessment of the Minimum Conditions of Eligibility prescribed at clause 2.2

4.2. Evaluations of Technical Bids:

Technical evaluation criteria

- a) Bidders who satisfy the Minimum Conditions of Eligibility as per clause 2.2, 2.3, 2.4, and 2.5 shall be shortlisted for participation in the next stage of the Selection Process.
 - a. To enable EDMC to evaluate the Credentials, Bidder should furnish the details of experience, along with supporting documents for the parameters, as applicable, separately. The Bidder, in addition to the details, should also submit project information, as set out in Schedule 4 for such project(s).
 - b. The Bidder shall submit the supporting documents in the form of completion certificates or work orders for the Credentials in accordance with the provisions of Schedule 4.
 - c. The Bidder should furnish the details of Key Personnel in the format set out in Schedule 5A.
 - d. The Bidder shall submit the Approach & Methodology as per the Schedule 5B.

- e. The parties would be called for a presentation of the Technical proposal to a high level technical committee of EDMC. The information and content of the presentation should have the same, as submitted in the Proposal by the consultants.
- f. The Technical Proposal shall not include any financial information. A Technical Proposal containing financial information may be declared non responsive.
- g. Responsive Proposal will be given a technical score.
 - i. **Specific experience of the Consultant (as a firm) relevant to the Assignment:** [20 points]

Sub-Criteria for assessing Specific Experience of Firm/JV

Sub-Criteria	Max Marks	Method of Evaluation
Experience of Lead Partner in Consultancy Services in Solid waste management	4	>=5 year experience – 4 marks 4.0-4.9 year experience – 3 marks 3.0-3.9 year experience – 2 marks 2.0-2.9 year experience – 1 marks <2 year experience – 0 marks
Execution of consultancy Projects/assignments in Solid Waste Management by bidder	4	>= 6 projects – 4 marks 4-5 projects – 3 marks 2-3 projects – 2 marks < 2 projects – 0 marks
Expertise of Bidder in ancillary aspects of assignment	2	It will be evaluated whether the bidder has / does not have the past expertise/ experience in ancillary aspects of the assignment; and points awarded accordingly.
Evaluation of Two Key Projects	5 x 2	For each project: Value of the Assignment – 1mark Client – 1 marks How much near to the current assignment – 3 marks TOTAL 5 marks
TOTAL	20	

- ii. Adequacy and quality of the proposed methodology, and work plan in responding to the Terms of Reference (TORs): [40 points] {Notes to Consultant: the Client will assess whether the proposed methodology is clear, responds to the TORs, work plan is realistic and implementable; overall team composition is balanced and has an appropriate skills

mix; the work plan has right input of Experts; and has to be supported by Presentation to the Client}

- iii. Key Experts' qualifications and competence for the Assignment: {Notes to Consultant: each position number corresponds to the same for the Full Time Key Experts in Form Schedule 5A to be prepared by the Consultant}
Total points for criterion c.: [30]

The number of points to be assigned to each of the above positions shall be determined considering the following three sub-criteria and relevant percentage weights:

- 1) General qualifications (general education, training, and experience): [weight 20 %]
 - 2) Adequacy for the Assignment (relevant education, training, experience in the sector/similar assignments): [weight 70%]
 - 3) Relevant experience in the region (working level fluency in local language(s)/knowledge of local culture or administrative system, government organization, etc.): [weight 10 %]
- Total weight: 100%

Bidders to note that Key Experts evaluated for bid purpose shall be available full time throughout the contract period and no request for change shall be accepted unless approved by EDMC in writing. Absence of Key Experts shall call for deduction from the fee based on justification submitted along with financial bid.

- iv. Financial Capability of the Firm (Turnover of the Company – Average of 3 financial years): [10 Points].
{In case of Joint Venture, Turnover of lead partner would be considered}

Assessment Methodology for Financial capability

Average Turnover	Marks
Less than 100 Lakhs	0
100 Lakhs-150 Lakhs	1
150 Lakhs- 2 Crore	2
2 Crore-2.5 Crore	3
2.5 Crore-3 Crore	4
More than 3 Crore	5

The evaluation criteria for the technical part is given in the table below:

No.	Criteria	Max Points	Avg. Points Awarded
I.	Technical Proposal		
1.	Specific experience of the consultant/firm relevant to the Assignment:	20	
2.	Adequacy and quality of the proposed	40	

	methodology and work plan and responding to the Term of Reference		
3.	Adequacy of team composition man months, deployment of key professionals	30	
4.	Financial Capability of the Firm (Turnover of the Company – Average of 3 financial years)	10	
Total		100	

The bidder should have to obtain at least 60% marks in each of the above sections, failing which bid will be rejected.

Evaluation of Financial Bids

- a) The Financial Proposals shall be opened by the Client’s evaluation committee in the presence of the representatives of those Consultants whose proposals have passed the minimum technical score. At the opening, the names of the Consultants, and the overall technical scores, including the break-down by criterion, shall be read aloud. The Financial Proposals will then be inspected to confirm that they have remained sealed and unopened. These Financial Proposals shall be then opened, and the total prices read aloud and recorded. Copies of the record shall be sent to all Consultants who submitted Proposals and to the Client.
- b) The lowest evaluated Financial Proposal (Fm) is given the maximum financial score (Sf) of 100.
- c) The formula for determining the financial scores (Sf) of all other Proposals is calculated as following:

$$Sf = 100 \times Fm / F,$$

in which “Sf” is the financial score, “Fm” is the lowest price, and “F” the price of the proposal under consideration.
- d) Conditional bids will be rejected. Any conditional discounts by bidder shall not to be taken into account for the purpose of evaluation.
- e) EDMC will not entertain any query or clarification from Bidder s who fails to qualify at any stage of Selection Process.
- f) Bidders are advised that selection will be entirely at the discretion of the EDMC. Bidder will be deemed to have understood and agreed that no explanation or justification on any aspect of the Selection Process or selection will be given.
- g) Any information contained in the RFP shall not in any way be construed as binding on EDMC, its agents, successors or assigns, but shall be binding against the Bidder if the assignment is subsequently awarded to it.

4.3. Quality- and Cost-Based Selection (QCBS)

- a. In the case of QCBS, the total score is calculated by weighting the technical and financial scores and adding them as per the formula and instructions in the Clause below. The Consultant achieving the highest combined technical and financial score will be invited for negotiations.
- b. The weights given to the Technical (T) and Financial (P) Proposals are:

$$T = 80\%, \text{ and } P = 20\%$$
- c. Proposals are ranked according to their combined technical (St) and financial (Sf) scores using the weights
 (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) as following:

$$S = St \times T\% + Sf \times P\%.$$

5. Fraud and Corrupt Practices

- a) The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP document, EDMC shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the “Prohibited Practices”) in the Selection Process.
- b) Without prejudice to the rights of EDMC under Clause 5. hereinabove and the rights and remedies which EDMC may have under the short-listing process, if an Bidder is found to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the short-listing process, such Bidder shall not be eligible to participate in any tender issued by EDMC during a period of 2 (two) years from such date.
- c) For the purposes of this Clause, the following terms shall have the meaning hereinafter respectively assigned to them:
 - i. “corrupt practice: means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of EDMC who is or has been associated in any manner, directly or indirectly with the Selection Process or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of EDMC , shall be deemed to constitute influencing the actions of a person connected with the Selection Process or (ii) engaging in an manner whatsoever, whether during the Selection Process or after short-listing, as the case may be, any person in respect of any matter relating to the Project, who at any time has been or is a legal, financial or technical consultant/adviser of EDMC in relation to any matter concerning the Project;

- ii. “fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- iii. “coercive practice: means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person’s participation or action in the Selection Process;
- iv. “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by EDMC with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- v. “Restrictive practice: means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

6. Miscellaneous

6.1. Fee to Consultant and Payment Schedule:

6.1.1. The fee payable to the Selected CONSULTANT shall be paid on monthly basis as per financial bid submitted for the entire period of 9 (nine) years coinciding with Concession Period of the Concessionaire or extended period on terms as may be mutually agreed to between EDMC and CONSULTANT.

6.1.2. Inflation Adjustment - An yearly increment @ 4% shall be payable. But rates in financial bids are to be quoted without Inflation Adjustment.

6.2. Client Responsibility

- a. The EDMC shall give all required support in terms of information/data available.
- b. Seeking permissions from governmental offices
- c. Approving draft submissions prepared by Project Monitoring Consultant.

6.3. Termination

If the agency fails to comply with any of the clauses of the agreement after entering into the same with EDMC, the agreement will be terminated on three month notice. The project will be reviewed every month by EDMC. In case of failure of any agency and termination of the agreement, the EDMC may allot the work to other shortlisted Bidders on fresh financial bid or may award to some other agency or as deemed fit by EDMC.

6.4. Jurisdiction

- a) The Selection Process shall be governed by and construed in accordance with the laws of India and the Courts at Delhi shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Selection Process.
- b) EDMC , in its sole discretion and without incurring any obligation or liability, reserves the right, at

any time, to:

- i. suspend and/or cancel the Selection Process and/or amend and/or supplement the Selection Process or modify the dates or other terms and conditions relating thereto
- ii. consult with any Bidder in order to receive clarification or further information
- iii. retain any information and/or evidence submitted to EDMC by, on behalf of and/or in relation to any Bidder ; and/or
- iv. Independently verify, disqualify, reject and/or accept any and all submissions or other information and/or evidence submitted by or on behalf of any Bidder.
- v. It shall be deemed that by submitting the RFP, the Bidder agrees and releases EDMC , its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/or performance of any obligations hereunder, pursuant hereto and/or in connection herewith and waives any and all rights and/or claims it may have in this respect, whether actual or contingent, whether present or future.

Schedule 1

Cover Letter

To,

The Commissioner

East Delhi Municipal Corporation

Delhi

Dated:

Sub: Selection of Consultant to Work for the Implementation of Project for East Delhi Municipal Corporation in Delhi.

Dear Sir,

With reference to your RFP document dated -----, we, having examined the RFP document and understood its contents, hereby submit our Proposal for the aforesaid Project.

- 1 The Proposal is unconditional and unqualified.
- 2 All information provided in the Proposal and in the Schedules is true and correct and all documents accompanying such Proposal are true copies of their respective originals.
- 3 We shall make available to EDMC any additional information it may find necessary or require to supplement or authenticate the Proposal.
- 4 We acknowledge the right of EDMC to reject our Proposal without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
- 5 We certify that in the last 3 (three) years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty or a judicial pronouncement or arbitration award, nor been expelled from any project or contract nor have had any contract terminated for breach on our part.
- 6 We declare that:
 - a. We have examined and have no reservations to the RFP Document, including any Addendum issued by EDMC.
 - b. We do not have any conflict of interest in accordance with Clauses of RFP document;
 - c. We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in Clause

5 of the RFP document, in respect of any tender issued by or any agreement entered into with EDMC or any other public sector enterprise or any government, Central or State;

d. We hereby certify that we have taken steps to ensure that in conformity with the provisions of Clause 5 of the RFP document, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice; and

e. We hereby acknowledge that neither we, nor our Associates, have been engaged by the Concessionaire to provide goods or works or services for the Project.

- 7 We understand that you may cancel the Selection Process at any time and that you are neither bound to accept any RFP that you may receive nor to invite the Bidders to submit their RFPs for the Project, without incurring any liability to the Bidders, in accordance with Clause of the RFP document.
- 8 We believe that we satisfy the Conditions of Eligibility and meet the requirements as specified in the RFP document and are qualified to submit Proposal in accordance with the provisions of the RFP document.
- 9 We certify that in regard to matters other than security and integrity of the country, we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.
- 10 We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our Associates.
- 11 We further certify that no investigation by a regulatory authority is pending either against us or against our Associates or against our CEO or any of our Directors/ Managers/ employees.
- 12 We undertake that in case due to any change in facts or circumstances during the Selection Process, we are attracted by the provisions of disqualification in terms of the guidelines referred to above, we shall intimate EDMC of the same immediately.
- 13 We hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by EDMC in connection with the short-listing of Bidders, or in connection with the Selection Process itself, in respect of the above mentioned Assignment and the terms and implementation thereof.
- 14 We have studied the entire RFP document carefully and also surveyed the Project site. We understand that, we shall have no claim, right or title arising out of any documents or information provided to us by EDMC or in respect of any matter arising out of or concerning or relating to the Selection Process including the award of Assignment.
- 15 We agree and understand that the Proposal is subject to the provisions of the RFP document. In no case, we shall have any claim or right of whatsoever nature if we are not short-listed or our Proposal is not opened.

16 We agree to keep this offer valid for 180 days from the Proposal Submission Due Date specified in the RFP document.

17 We agree and undertake to abide by all the terms and conditions of the RFP document.

In witness thereof, we submit this Proposal under and in accordance with the terms of the RFP document.

Yours faithfully,

Date: (Signature of the Authorized signatory)

Place: (Name and designation of the of the Authorized signatory)

Name and seal of Bidder

Schedule 2

POWER OF ATTORNEY

(On Stamp paper of relevant value)

Know all men by these presents, We.....(name and address of the registered office) do hereby constitute, appoint and authorize Mr. / Ms..... (name and residential address) who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Proposal for Selection of Consultants to Work as a Consultant for implementation of Project for East Delhi Municipal Corporation in Delhi, including signing and submission of all documents and providing information/responses to EDMC in all matters in connection with our Proposal for the said Assignment.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this the Day of 2020 Accepted

For Name & signature

(Name and designation of the person(s)

Signing on behalf of the Bidder)

Note:

1. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure. Copy of such document should be submitted along with the power of Attorney.
2. Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a resolution/power of attorney in favor of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder

Schedule 3

Bank Guarantee Format

G. No. Dated:

In consideration of you, Commissioner , East Delhi Municipal Corporation having its office at Delhi (hereinafter referred to as the "Employer", which expression shall unless it be repugnant to the subject or context thereof include its, successors and assigns) having agreed to receive the Proposal of [a Company registered under provision of the Companies Act, 1956] and having its registered office at ____ (hereinafter referred to as the "Bidder" which expression shall unless it be repugnant to the subject or context thereof include its/their executors administrators, successors and assigns), for Selection of Consultants to Work as a Consultant for implementation of Project for East Delhi Municipal Corporation in Delhi("the Project"

- 1 The Project" pursuant to the RFP dated ***** issued in respect of the Project and other related documents (hereinafter collectively referred to as "Bidding Documents"), we [Name of the Bank] having our registered office at _____ and one of its branches at _____ (hereinafter referred to as the "Bank"), at the request of the Bidder, do hereby in terms of Clause given in the RFP, irrevocably, unconditionally and without reservation guarantee the due and faithful fulfillment and compliance of the terms and conditions of the Bidding Documents (including the RFP) by the said Bidder and unconditionally and irrevocably undertake to pay forthwith to the Employer an amount of Rs. 10,00,000/- (Rupees Ten Lac only/-) as Proposal Security (hereinafter referred to as the "**Proposal Security**") as our primary obligation without any demur, reservation, recourse, contest or protest and without reference to the Bidder if the Bidder shall fail to fulfill or comply with all or any of the terms and conditions contained in the said Bidding Documents.
- 2 Any such written demand made by the Employer stating that the Bidder is in default of the due and faithful fulfillment and compliance with the terms and conditions contained in the Bidding Documents shall be final, conclusive and binding on the Bank.
- 3 We, the Bank, do hereby unconditionally undertake to pay the amounts due and payable under this Guarantee without any demur, reservation, recourse, contest or protest and without any reference to the Bidder or any other person and irrespective of whether the claim of the Employer is disputed by the Bidder or not merely on the first demand from the Employer stating that the amount claimed is due to the Employer by reason of failure of the Bidder to fulfill and comply with the terms and conditions contained in the Bidding Documents including failure of the said Bidder to keep its Proposal open during the Proposal validity period as set forth in the said Bidding Documents for any reason whatsoever. Any such demand made on the Bank shall be conclusive as regards amount due and payable by the Bank under this Guarantee. However, our liability under this Guarantee shall be

restricted to an amount not exceeding Rs. 10,00,000/- (Rupees Ten Lacs only/-).

- 4 This Guarantee shall be irrevocable and remain in full force for a period of 180 (one hundred and eighty) days from the Proposal Submission Due Date inclusive of a claim period of 60 (sixty) days or for such extended period as may be mutually agreed between the Employer and the Bidder, and agreed to by the Bank, and shall continue to be enforceable till all amounts under this Guarantee have been paid.
- 5 We, the Bank, further agree that the Employer shall be the sole judge to decide as to whether the Bidder is in default of due and faithful fulfillment and compliance with the terms and conditions contained in the Bidding Documents including, inter alia, the failure of the Bidder to keep its Proposal open during the Proposal validity period set forth in the said Bidding Documents, and the decision of the Employer that the Bidder is in default as aforesaid shall be final and binding on us, notwithstanding any differences between the Employer and the Bidder or any dispute pending before any Court, Tribunal, Arbitrator or any other Employer.
- 6 The Guarantee shall not be affected by any change in the constitution or winding up of the Bidder or the Bank or any absorption, merger or amalgamation of the Bidder or the Bank with any other person.
- 7 In order to give full effect to this Guarantee, the Employer shall be entitled to treat the Bank as the principal debtor. The Employer shall have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee from time to time to vary any of the terms and conditions contained in the said Bidding Documents or to extend time for submission of the Bids or the Proposal validity period or the period for conveying acceptance of Letter of Award by the Bidder or the period for fulfillment and compliance with all or any of the terms and conditions contained in the said Bidding Documents by the said Bidder or to postpone for any time and from time to time any of the powers exercisable by it against the said Bidder and either to enforce or forbear from enforcing any of the terms and conditions contained in the said Bidding Documents or the securities available to the Employer, and the Bank shall not be released from its liability under these presents by any exercise by the Employer of the liberty with reference to the matters aforesaid or by reason of time being given to the said Bidder or any other forbearance, act or omission on the part of the Employer or any indulgence by the Employer to the said Bidder or by any change in the constitution of the Employer or its absorption, merger or amalgamation with any other person or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the Bank from its such liability.
- 8 Any notice by way of request, demand or otherwise hereunder shall be sufficiently given or made if addressed to the Bank and sent by courier or by registered mail to the Bank at the address set forth herein.
- 9 We undertake to make the payment on receipt of your notice of claim on us addressed to [name of Bank along with branch address] and delivered at our branch in Delhi, who shall be deemed to have been duly authorized to receive the said notice of claim.
- 10 It shall not be necessary for the Employer to proceed against the said Bidder before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank, notwithstanding any other security which the Employer may have obtained from the said Bidder or any other person and

which shall, at the time when proceedings are taken against the Bank hereunder, be outstanding or unrealized.

11 We, the Bank, further undertake not to revoke this Guarantee during its currency except with the previous express consent of the Employer in writing.

12 The Bank declares that it has power to issue this Guarantee and discharge the obligations contemplated herein, the undersigned is duly authorized and has full power to execute this Guarantee for and on behalf of the Bank.

Signed and Delivered by _____ Bank

By the hand of Mr./Ms. _____, its _____ and authorised official.

(Signature of the Authorized Signatory)

(Official Seal)

Schedule 4

CONSULTANT'S ORGANIZATION AND EXPERIENCE

A. Consultant's Organization

1. Provide here a brief description of the background and organization of your company, and – in case of a joint venture – of each member for this assignment.
2. Include organizational chart, a list of Board of Directors, and beneficial ownership

B. Consultant's Experience

All relevant documents in support of eligibility criteria set out in this document.

Credentials of the Bidders

1. Format for Project Information

Assignment Name:		Country:	
Location within Country:		Key Professional Staff Provided:	
Name of Client :		No. of Professional Staff:	
Address:		No. of Professional Staff Months; duration of assignment:	
Start Date (Month/Year):	Completion Date (Month/Year):	Approximate Value of Services (in INR):	
Name of Associated Consultants, if any:		No. of Months of Key Professional Staff, Provided by Associated Consultants:	
Name of Senior Staff involved:			
Narrative Description of Project:			
Description of Actual Services provided:			

2. Supporting documents for evaluation of Credentials

The supporting documents to be submitted by the Bidders are set out below:

Any one of the following documents could be submitted to demonstrate experience:

Completion Certificate/Work order/Agreement/ relevant supporting documents from the client.

Key Personnel

Format of Curriculum Vitae (CV) for Proposed Key Personal

Summary of key qualification

1. Proposed Position				
2. Name of Firm				
3. Name of Staff				
4. Date of Birth		Citizenship	Indian	
5. Education				
6. Membership of Professional Associations:				
7. Other Training				
8. Publications				
9. Languages	Languages	Speaking	Reading	Writing
	English			
	Hindi			

10. Employment Record	<p>From: Employer: Position held:</p> <p>From: Employer: Position held:</p> <p>From: Employer: Position held:</p>
11. Detailed tasks Assigned	12. Work Undertaken that best illustrates Capability to Handle the Tasks Assigned:

Certification

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

Signature of the staff:

(In blue ink)Date

Schedule 5B**APPROACH & METHODOLOGY**

S. No.	Particulars	Maximum Pages	Marks
1.	Understanding of the Project	3	5
2.	Decoding TOR	2	5
3.	Team structure & Composition (Key, Non-Key Experts and relevant technical and administrative support staff), Qualification, Relevant Experience and Skills	5	5
4.	Approach & Methodology and Resource Deployment Plan	4	5
5.	Reporting Mechanism, MIS and Reporting Formats to assess quantitative and qualitative assessment.	5	5
6.	Key area requiring higher degree of monitoring and proposed plan.	1	5
7.	Innovations proposed for better monitoring.	1	5
8.	Process Flow Chart of all the activities proposed to implement the project.	1	5

Schedule 6

Financial Details of the Bidder

	Turnover (Rs. Crores)
Financial Year (2019-2020)	
Financial Year (2018-2019)	
Financial Year (2017-2018)	
Average Turnover	

The Bidders to furnish audited turnover details along with balance sheets and profit & loss accounts for last three years along with a certificate from Statutory Auditor/ Chartered Accountant to establish minimum average annual turnover from consultancy income required toward Financial Eligibility.

Schedule -7

Financial Proposal

A. FINANCIAL PROPOSAL SUBMISSION FORM

{Location, Date}

To: [Name and address of Client]

Dear Sirs,

We, the undersigned, offer to provide the consulting services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal.

Our attached Financial Proposal is for the amount of Rs.per month applicable for financial year ending march 2020 (in words and figures), inclusive of all taxes, cess or other charges.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature {In full and initials}:

Name and Title of Signatory:

In the capacity of:

Address:

E-mail:

{For a joint venture, either all members shall sign or only the lead member/consultant, in which case the power of attorney to sign on behalf of all members shall be attached}

B. SUMMARY OF COSTS

Item	Cost {Consultant must state the proposed Costs}
Cost of the Financial Proposal	
Including:	
(1) Remuneration	
Key Experts	
Others with designation	
(2) Overheads/Miscellaneous Expenses.	
(3) Taxes	
Total Cost of the Financial Proposal:	

Bidders to quote financial bid in the form of monthly fee, inclusive of all taxes, duties, cess, out of pocket expenses etc.

C. BREAKDOWN OF REMUNERATION FOR KEY STAFF

Name of Expert	Position (as in Schedule 5A)	Person-month Remuneration Rate	Time Input in Person/Month	Total Remuneration

Schedule 8

Power of Attorney for Lead Member of Consortium

Whereas the East Delhi Municipal Corporation(EDMC) has invited bids for Selection of Consultants to Work as a Consultant for implementation of Project for East Delhi Municipal Consultant in Delhi.

Whereas, and (collectively the “Consortium”) being Members of the Consortium are interested in bidding for the Project in accordance with the terms and conditions of the Request for Proposal (RFP) and other connected documents in respect of the Project, and

Whereas, it is necessary for the Members of the Consortium to designate one of them as the Lead Member with all necessary power and authority to do for and on behalf of the Consortium, all acts, deeds and things as may be necessary in connection with the Consortium’s bid for the Project and its execution.

NOW, THEREFORE, KNOW ALL MEN BY THESE PRESENTS

We, having our registered office at, and M/s. having our registered office at, (hereinafter collectively referred to as the “Principals”) do hereby irrevocably designate, nominate, constitute, appoint and authorize M/s. having its registered office at, being one of the Members of the Consortium, as the Lead Member and true and lawful attorney of the Consortium (hereinafter referred to as the “Attorney”) and hereby irrevocably authorize the Attorney (with power to sub-delegate) to conduct all business for and on behalf of the Consortium and any one of us during the bidding process and, in the event the Consortium is awarded the Concession/Contract, during the execution of the Project and in this regard, to do on our behalf and on behalf of the Consortium, all or any of such acts, deeds or things as are necessary or required or incidental to the submission of its bid for the Project, including but not limited to signing and submission of all applications, bids and other documents and writings, accept the Letter of Award, participate in bidders and other conferences, respond to queries, submit information/ documents, sign and execute contracts and undertakings consequent to acceptance of the bid of the Consortium and generally to represent the Consortium in all its dealings with the EDMC, and/ or any other Government Agency or any person, in all matters in connection with or relating to or arising out of the Consortium’s bid for the Project and/ or upon award thereof till the Concession Agreement is entered into with the EDMC.

AND hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us/ Consortium.

IN WITNESS WHEREOF WE THE PRINCIPALS ABOVE NAMED HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF, 20.....

For

(Signature, Name & Title)

For

(Signature, Name & Title)

(Executants)

(To be executed by all the Members of the Consortium)

Witnesses:

1.

2.

Notes:

- The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.
- Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/ power of attorney in favor of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.

Sl. No.	Proposed Position	Number	Qualifications	Relavant Experience
1	Team Leader	1	B. Tech in Environmental Engineering/ PHE/ Civil/ Chemical/ Industrial	Minimum 15 year experience for Bachelor Degree holder in the field of Urban Development, Infrastructure or in sanitation, environment with expertise in SWM. He should have done at-least 5 projects of SWM in the entire value chain.
2	Sanitation Management Expert/ Environment, Health & Safety Expert	2	M. Sc. In Environmental Science or Diploma in EH&S	Minimum 7 years experience in case of M. Sc. and 7 years experience in case of diploma. He should shave the experience in the relevant field
3	IT Monitoring and evaluation expert	1	BE/B. Tech Computer Science or MCA/PGDCA in IT or Equivalent Qualification with 10 years of experience	Minimum 10 year experience in the field of Urban Development, Infrastructure or in sanitation, environment with expertise in Information Technology. He should have done at-least 2 projects of IT in SWM sector
4	Process Auditing Expert	1	Bachelors in civil/environment /PHED	Minimum 05 years' experience in the field of Urban Development, Infrastructure or in sanitation with expertise in project audit in the entire value chain of SWM
5	Financial Expert	1	MBA in Finance or CA	Minimum 5 years experience in the relevant field
6	Application Development Expert	2	BE/ B. Tech in IT/Computers/ Electronics or equivalent qualification	Minimum 5 years experience in the relevant field

7	IEC and Monitoring and evaluation expert	1	Degree in Mass Communication/Journalism/information or Master in Social work/ Science/MBA/or equivalent with exposure in MIS/ Municipal Accounting	05 years experience in government/semi-government/autonomous organization/private company. He should have exposure of monitoring and evaluation in the infrastructure projects.
8	Field Managers	4	Graduate in Engineering	4 years' experience in Urban Development, infrastructure works or in field of Environment and sanitation with expertise in monitoring of Garbage Collection, transportation etc.
9	Community mobilisation and engagement expert	2	Graduate in social sciences	Minimum 07 years experience in the field of community mobilization, participatory planning, communication, advocacy and media management
10	Stakeholder coordination and engagement expert	2	Post Graduate/ Graduate in social sciences	Minimum 07 years' experience in the relevant field
11	Computer Operator	4	Graduate	Typing speed as per govt. norms.