

**DELHI URBAN SHELTER IMPROVEMENT BOARD**  
**GOVT. OF NCT OF DELHI**  
**OFFICE OF EXECUTIVE ENGINEER, C-11**  
**Rana Pratap Bagh, Delhi-110007.**

NIQ No.10/EE,C-11/DUSIB/2017-18/D-642

Dated 19.12.2017

**NOTICE INVITING QUOTATION -2**

The Executive Engineer, C-11 on behalf of CEO, DUSIB invites item rate Quotation in sealed covers from the registered eligible Firms/NGOs, having experience in the field of "Operation, Management and Maintenance of Jan Suvidha Complexes (minimum 100 WCs) or similar housekeeping work including toilets, for a minimum period of one year, for the under mentioned work:-

**Name of Work:-** Operation, Management and Maintenance of Jan Suvidha Complexes (266 WCs) on free user charge basis at locations as per enclosed list (Annexure-A) Group-2 under jurisdiction of C-11 DUSIB, GNCTD.

**Estimated Cost of Work:-** Rs. 7,98,000/-

**Period of Work:-** 2 Months (may be extended further for one to 4 months on need basis & satisfactory performance of agency).

**Scope of Work:-**

1. The JSCs shall be operated, managed & maintained by the successful bidder/ agency on "Free User Charge Basis". The O&M agency shall be paid by DUSIB for the work of Operation, Management & maintenance of JSCs as per the awarded rate (inclusive of electricity consumption charges & GST etc.) & shall not be permitted to charge user charges from the users under any circumstances. The agency shall quote the rate for the work inclusive of electricity consumption charges & GST, etc.
2. The JSCs under the scope of work can be combination of Pucca Structures/ Semi-Pucca Structures/ Prefabricated Structures/Cubicles/ Mobile Toilet Vans (MTVs).
3. The Competent Authority on behalf of CEO, DUSIB reserves himself the right of accepting the whole or any part of the bid and the bidders shall be bound to perform the same at the rate quoted. If some JSCs are handed over by the

concerned EE to the agency at subsequent dates due to reasons whatsoever, the amount payable to the agency in that event shall be worked out & paid by the department as per the scope of work on proportionate basis.

4. During the period of the work, the DUSIB can assign/include within the scope of work additional JSCs falling within the jurisdiction of concerned EE. The increased Maintenance Charges including performance guarantee shall be worked out for that scope of work on proportionate basis.
5. The agency shall be responsible for undertaking day to day maintenance including prompt repair of pot holes in flooring, dampness in wall/ceiling, repair/replacement of sanitary fittings (i/c Taps & WCs), signages & other fixers etc., clearance of sewer-line blockage, & to prevent/rectify leakage from terrace. minor repairs of doors/hinges, water storage tanks, flushing cisterns, etc. at his own cost. The annual white washing/distempering, painting or major repair/upgradations & when required, shall be done by the department.
6. The agency shall provide suitable Nos. of dustbins both in Gents and ladies sections of the toilet complexes. Besides, the agency shall provide plastic/steel mug of one litre capacity in each WC for users. However, separate dustbin for disposal of sanitary napkins shall be provided in ladies section at appropriate place.
7. The agency shall provide soap/powder for washing hands by the users free of charge as per requirement.
8. The Agency shall be responsible for repair/replacement of all electrical fixtures, accessories in case of non-functionality including Tube Light/ Bulb Head Fixtures, Ceiling/ Exhaust Fans, Compound Light Fixtures, Wiring and Water supply Pump set and its accessories etc. at his own cost.
9. The septic tank, if provided, shall be de-silted/cleaned by the agency through mechanical means at his own cost so as to ensure unhindered and smooth operation of the JSCs.
10. The agency shall deploy sufficient number of Care takers as well as sufficient number of Safai Karamcharies at each complex to ensure proper management and maintenance of the Complexes in neat, tidy and hygienic conditions.

11. The agency shall be responsible to maintain cleanliness in and around the toilet complexes all the time and shall make efforts to get stopped open defecation in the vicinity. If cleaning of complex is not found satisfactory during inspection or at any point of time, a fine of Rs. 500/- per occasion will be imposed.

12. The Care Takers/Safaikarmcharis shall wear proper dress as per direction of the Engineer-in-charge.

The Quotations for the above said work must be submitted by the intending agencies on their letter-heads duly signed along-with necessary documents in sealed covers in the tender box in the office of Executive Engineer, C-11 latest by 3:00 PM on dated 22.12.2017 which shall be opened on the same day at 3:30 PM in presence of the intending agencies or their representatives. The intending agencies shall have to submit the documents-(i) Valid Registration Certificate, (ii). Copy of PAN, (iii). ID Proof and (iv). Experience Certificates (v).Copy of GST Registration No., along-with the quotations, otherwise their quotations shall be treated as in-valid & rejected. The work shall be assigned to the lowest agency (referred to as O & M Agency) within a maximum period of 10 days. Debarred/Black- listed/Defaulters agencies are not allowed to participate in the NIQ for said work and their bids if submitted, shall not be entertained & rejected. The terms & conditions for the said work shall be as under:-

1. The toilet complexes/JSCs shall be handed over to the O & M agency for carrying out said work as per the scope within 5 days after issue of Work Order subject to deposition of Performance Guarantee by the agency.
2. On issue of Work Order, the O & M Agency shall have to deposit Performance Guarantee @5% of Estimated Cost immediately within 3 days, before taking over of the assigned JSCs, either through Demand Draft/Bankers Cheque in favour of concerned EE or ECS/RTGS in the account of EE C-11, (DUSIB) Account No. 3420504678, Central Bank of India, 882-883, Kidar Building, Subzi Mandi, Delhi-110007, MICR Code 110016010, Bank IFC Code CBIN0280295). The Performance Guarantee shall be refunded to the agency immediately after satisfactory completion of said work/extended period.
3. The Work as per the "Scope of Work" shall be carried out and completed by the agency upto the full satisfaction of Engineer-in- Charge.

4. Time allowed for the work shall be reckoned from the date of handing over of the JSCs to the O & M agency. The payment for the work shall be made to the agency for the total functional WCs under the scope of work, on per day basis.
5. The usage of toilet complexes/JSCs by any person for any purpose shall be totally free of cost and the agency shall not take any user charges from any person under any circumstances.
6. The agency shall take Electricity Meter connection compulsorily in his name at his own cost & payment of electricity consumption charges shall be made by the agency itself & DUSIB shall not be responsible in case of any illegal connection or theft case by the agency.
7. The JSCs shall be kept open from 05:00 AM to 11:00 PM for the users. The security & safety of Women/Children users shall be ensured by the agency. The Complexes and their surroundings shall be kept lit properly during night hours to keep them free from incidents of eve-teasing etc. However, minimum four seats, two each in ladies and gents sections shall be kept open from 11:00 PM to 05:00 AM.
8. Statutory taxes (such as Income Tax, Labour Cess etc. as per prevailing Orders) and Security @ 5% of work done shall be deducted from each running/final bill, which will be submitted by the agency on monthly basis. The Security Deposit shall be refunded after 2 months on satisfactory completion of work/ extended period.
9. Necessary recoveries shall also be made by the EE,C-11 from the bills of the agency for any repair work if got done in emergency by the EE,C-11 in case of failure on part of the agency despite written instructions in Site Order Book. If such failure on part of the agency is repeated for more than 3 times in respect of any particular JSC, the concerned EE,C-11 shall be at liberty to cancel the Work Order after giving 7 days notice and after seeking approval of Competent Authority.
10. On completion of work (or as per written instructions of EE,C-11 prior to completion of work in case of default on part of the agency), all the JSCs shall have to be handed over back by the O & M agency to the concerned AE/EE,C-

11 on immediate basis in original condition. If any agency fails to hand over all the assigned JSCs back to the concerned AE/EE on completion of work or prior to completion date in case of default, the said JSCs shall be deemed taken over by the concerned EE and O & M agency shall have no claims whatsoever. The necessary recoveries shall be made from the final bill/Performance Guarantee on account of the deficiencies in JSCs in case JSCs are not handed over in original condition.

11. No T & P for the said work shall be issued by the EE, C-11
12. The O & M agency shall ensure compliance of Labour Laws as per relevant Labour Act i/c Minimum Wages etc. No labour below the age of eighteen years shall be employed by the agency on the work.
13. The concerned EE, C-11 shall have right to cancel the Work Order at any stage due to default/non-satisfactory performance of O & M agency or non-compliance of any of the terms & conditions of work Order, after giving seven days notice and after seeking approval of Competent Authority. The entire Performance Guarantee deposited by the agency, shall be forfeited in this case & shall be at the disposal of DUSIB.
14. For any dispute, the matter shall be referred by the concerned EE to the SE-4, DUSIB for final decision and the same shall be binding upon both parties i.e. EE, C-11 O & M Agency.
15. The O & M agency shall be fully responsible for safety of labour, working staff & any one deployed at the JSCs. Proper safety equipments as per requirement of site shall be provided by the agency & agency shall be fully responsible for any accident & consequential claims etc. & DUSIB shall not be responsible in any manner. The agency shall be fully responsible for safety of women and female children users within the complex.
16. No separate payment will be made for bathrooms in ladies and gents section.

Executive Engineer, C-11, DUSIB

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**Annexure-A**

**List of Jan Suvidha Complexes (JSCs):-**

S. No.	Location of JSCs	Code Nos.	No. of WCs
1	Prefab JSC JJ Cluster G.P. Block, Pitampura	14PJ1446	60
2	JSC near JJ Cluster opposite Ayurvedic Hospital, Haiderpur	14CJ1428	41
3	JSC at JJ Cluster Sarai Peepal Thala, Adarsh Nagar, Site-I	4CJ1404	31
4	JSC at JJ Cluster Sarai Peepal Thala, Adarsh Nagar, Site-II	4CJ1403	27
5	Jan Suvidha Complex No.478 near Night Shelter in JJ Clust Bhagwanpura, Samaipur, Badli	5CJ1414	24
6	Jan Suvidha Complex No.480 near State Bank of Indai in JJ Clust Bhagwanpura, Samaipur, Badli	5CJ1415	21
7	MTVs in JJ Cluster Gali No.9, Sanjay Camp, Samaipur, Badli.	5MJ1409 & 5MJ1410	30
8	JSC at JJC Balmiki Basti, Samipur, Badli	5CJ1413	32
		<b>Total</b>	<b>266</b>

Executive Engineer, C-11, DUSIB

*Ajay*  
19/11/12

### Price Schedule

**Name of work:-** Operation, management and maintenance of Jan Suvidha Complexes (266 WCs) on free user charge basis at locations as per enclosed list (Annexure "A") Group-2 under jurisdiction of C-11, DUSIB, GNCTD.

Item	No. of WCs	Quoted rate per WC seat per month	Total Amount per month (in Rs.)
Amount payable by DUSIB for Operation, Management & maintenance of JSCs (complete inclusive of Electricity Consumption charges & GST)	266		

The total quoted amount per month in Words-.....

Signature of the Agency