



Government of Odisha  
Housing & Urban Development Department

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EXPRESSION OF INTEREST (EOI)

State Mission Director, Swachh Bharat Mission(Urban) invites application for maintenance of Community & Public Toilets in different ULBs through Expression of Interest (EOI) from different agencies. The detailed information are available in the H&UD Deptt. website [www.urbanodisha.gov.in](http://www.urbanodisha.gov.in) & [www.orissa.gov.in](http://www.orissa.gov.in). Last date of receipt of application is up to 5p.m on 20.02.17. Receipt of queries, if any, from applicant is upto 16.01.17 & reply to queries by 21.01.17. Queries to be mailed to [sbmpmu@gmail.com](mailto:sbmpmu@gmail.com). Any Addendum/Corrigendum/Clarification issued in connection with the tender shall be uploaded in the above website and no newspaper advertisement shall be given. Bidders are advised to visit the website regularly for obtaining all such details.

Sd/-

Joint Secretary to Government &  
State Mission Director SBM (U)

# **EXPRESSION OF INTEREST (EOI)**

**for**

**Empanelment of Operator(s) / Service  
Provider(s) for Operation and Maintenance of  
Public & Community Toilets in the State of  
Odisha**

**January, 2017**



**Government of Odisha  
Housing & Urban Development Department**

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## 1. Introduction

Census 2011 summarizes the fast-paced Indian urbanization and its manifestation on different aspects of planning. India's urban population which was 377 million (31% of the total population) is forecasted to reach 600 million by 2031 and 50% of the country's population by 2050. The number of cities and towns had also increased significantly from 5161 (2001) to 7935 (2011). In 2011, close to eight million households do not have access to toilets and defecate in the open (7.90 million). Weak sanitation has significant health costs and indicates both the scale of the challenge ahead of the Indian cities and the huge costs incurred from not addressing them.

The Government of India has launched flagship program the Swachh Bharat Mission (SBM), a joint mission of the Ministry of Urban Development (MoUD) and the Ministry of Drinking Water and Sanitation (MDWSS). The vision set forth is to realize the dream of Mahatma Gandhi that "all cities, towns and villages should become clean", as a tribute on his 150<sup>th</sup> Birth Anniversary to be celebrated on 2nd October 2019.

## 2. Government of Odisha initiatives

In line with SBM (Urban) vision, Government of Odisha has launched the Swachh Bharat Mission with a goal of achieving "Open Defecation Free Cities" by 2019. Achieving these goals mandated Government of Odisha to strategize interventions on creating infrastructure (individual / community / public / hybrid toilets) and their sustained operations and maintenance). To inform citizens as well as reach sustained outcomes special focus on demand creation through IEC coupled with behavioral change was also strategized.

The SBM city sanitation plan provides a framework for supporting public toilet solutions (community and public). Accordingly, more than 16,000 seats of community & public toilets are planned for construction in the State of Odisha.

### **SBM Definitions for Public Sanitation Components**

**By Public Toilets**, it is implied that these are to be provided for the floating population / general public in places such as markets, train stations, tourist places, near office complexes, or other public areas where there are considerable number of people passing by.

**By Community toilets**, it is implied that a shared facility provided by and for a group of residents or an entire settlement. Community toilet blocks are used primarily in low-income and/or informal settlements / slums, where space and/or land are constraints in providing a household toilet. These are for a

### **3. Strategies for Public & Community Toilets**

One of the critical strategies contributing to elimination of open defecation via public and community toilets is constant engagement with private sector who render varied services in this space. This strategy while directly contributing to sanitation needs of general public and those living in slums / urban poor areas, is also expected to cover indirectly the needs of migrants, homeless and the construction labour through suitable mechanisms.

Creating an enabling environment for private sector participation in public sanitation, through:

- recognizing and understanding of private sector
- Linking demand and supply for public sanitation infrastructure
- Developing tools & instruments to ensure seamless service delivery
- Formalizing the role and contributions of private sector through mechanisms like empanelment, contracting and replication of best practices.

In line with point IV above, an empanelment process has been initiated for services related to public & community toilets from different operators / service providers. The content below outlines the process of empanelment and submittals required thereof.

### **4. Scope of Empanelment**

To further efforts of Govt. of Odisha in meeting Swachh Bharat Mission commitments on public sanitation, the Mission Directorate, SBM(U), Odisha on behalf and in association with cities / towns of Odisha intends to partner with agencies / service providers / operators of public & community toilets on PPP mode. The scope of this empanelment is limited to **Public & Community Toilets** only.

The purpose of empanelment of service providers / operators is to make available for the Govt. of Odisha and ULBs (cities / towns) a roster of dedicated agencies from whom O&M services of public & community toilets can be undertaken. The details of the legal status of interested applicants and others details is to be provided is detailed in Annex I & II below. The Govt. reserves right to accept / reject any application without assigning any reason and can cancel the empanelment at any point of time.

The Govt. of Odisha or ULBs from the roster of empaneled agencies, if they desire so, may directly invite financial proposals for specific services, following the prevailing procurement practices.

### **5. Broad Contents expected under EOI**

Applicants willing to get empaneled are required to furnish details as outlined in Annexure II below along with evidence documents as cited.

**Part A** - Proof of existence of establishment and profile, legal status individually, contact information as on the date of publication of EOI.

**Part B** - Experience and institutional capability for the past 5 years to render interested services, employee details and interest areas. This includes detailing of successful projects/or for the desired service category and city(s)/town(s) for which the projects/assignments are undertaken or under progress.

Names, qualifications and experience of the key personnel engaged in such projects/ assignments and length of their association with agency.

**Part C** - Financial capability of the institution  
Related submittal on suggested formats

**Note:** Onus will be on applying agency to provide relevant and true information in EOI as per the items mentioned above for empanelment and related evaluation taken up from time to time either by the Govt. of Odisha or ULBs. Upon verification, if facts stated are found to be incorrect, termination of empanelment & legal action as deemed appropriate will be taken.

#### **6. The Schedule of EOI Process**

<b>Event Description</b>	<b>Scheduled Date</b>
EOI upload on website	09.01.17
Date of Receipt of queries (if any) from applicants	Up to 5 PM on 16.01.17
Replies to queries	21.01.17
Last date for Receipt of EOI's	Up to 5 PM on 20.02.17

On completion of evaluation process, parties considered eligible for empanelment for respective cities will be intimated.

**Note:** Any amendment to any of the above EOIs shall be uploaded in Govt. of Odisha's H&UD Department website

#### **7. Evaluation Criteria**

The Agencies responding to this EOI will be evaluated by the Govt. based on typical evaluation criteria and metrics. The key areas covered under evaluation shall be on:

- i. Experience of the firm
- ii. Institutional Capacity and Capability
- iii. Financial Strength of the Firm

#### **8. Minimum Qualifying Criteria**

The agencies should meet the following minimum qualifying criteria

The turnover should be more than 5 lakhs for every year in last two years

Audited Balance Sheet / Statement of Account should be produced for FY 2014-15 & 2015-16

Net worth should be positive

Agency must have experience in at least three contracts together in any of the services mentioned in *Annexure -II, B – 1.b): Experience in last 5 years.*

## Annexure -I

*The agencies are required to submit the EOI including the sample covering letter. This form should be printed be in the **letter head of the applicant** submitting the proposal.*

To,

Date:

**Shri Parameswaran B., IAS**  
**Joint Secretary to Govt.**  
**State Mission Director, Swachh Bharat Mission (U)**  
**H&UD Department,**  
**State Secretariat, Odisha**  
**Bhubaneswar - 751001**

**Subject:** Expression of Interest (EOI) For Empanelment of Operator(s) / Service Provider(s) for Operation & Maintenance of Public & Community Toilets in the State of Odisha

Dear Sir,

Having examined the EOI, the undersigned, offers to be empaneled for **Operation and Maintenance of Public & Community toilets in the State of Odisha** in full conformity with the said EOI. I/We have read the provisions of EOI and confirm that these are acceptable to us.

I/We hereby declare that all the information and statement made in this proposal are true and accept that any misinterpretation contained in it may lead to our disqualification at any stage of empanelment and even later.

I/We understand you are not bound to accept any proposal you receive. Also, at any stage, the empanelment process may be terminated without assigning any reason and without any liability to firms, whatsoever, it may be.

Thanking you, Yours faithfully

Signature-----

In Capacity of -----

Duly authorized to sign proposal for

And on behalf of -----

Date-----

Place-----

Postal Address: -----

Telephone Number-----

Mobile-----



(INCLUDE SEAL)

**Annexure – II****EOI FORMAT FOR SUBMISSION BY AGENCY / APPLICANT****A. DETAILS OF OPERATOR(S) / SERVICE PROVIDER(S) [HEREINAFTER REFERRED TO AS AGENCY FOR THE PURPOSES OF THIS EMPANELMENT]**

(**Note:** The format is designed to bring in uniformity for the purpose of understanding the capability of applicants and its evaluation. However, firms can add more details to substantiate its capabilities, in serial no.2.)

**1. Name and Incorporation**

a) Name of Agency	
b) Country of incorporation	
c) Core business area	
d) Legal Status (Indicate as applicable)	Public limited company Private limited company Society Trust Non-profit Foundation Cooperative Society NGO/CBO/Association Sole Proprietor Partnership firm Corporation Joint Venture Others
e) Date of incorporation and/ or commencement of business	
f) Confirm whether registration is valid (Yes/No)	
g) Incorporation details / Registration Number	
h) Address of the Corporate Headquarters / Registered Office	
i) Address of Branch Office(s), if any (Provide address for all offices)	

**List of Offices in Odisha**

S No.	Address	Name of the Contact Person with Phone Numbers
1		
2		
3		
4		

**2. Brief description of the Agency including details of its main lines of business and proposed role and responsibilities in this Project**

**3. Details of individual(s) who will serve as the point of contact/ communication for the Authority**

Name	
Designation	
Company	
Address	
Telephone Number(s)	
Fax Number(s)	
Mobile Number(s)	
Website	
E-Mail Address	

**4. Particulars of the Authorized Signatory of the Agency**

Name	
Designation & Relation to agency	
Authorization document(s)	
(Provide Power of Attorney/ any other authorization)	
Company	
Address	
Telephone Number(s)	
Fax Number(s)	
Mobile Number(s)	
Website	
E-Mail Address	

Signature(s) of applicant(s): Name & Signature

SEAL OF AGENCY

SIGNATURE OF AGENCY's AUTHORISED REPRESENTATIVE

Date & Place:

**B. EXPERIENCE AND INSTITUTIONAL CAPABILITY TO RENDER SERVICES****1. Experience in Rendering Services since incorporation**

- a) Number of years of providing services related to sanitation / housekeeping / construction of toilets: \_\_\_\_\_ number of years
- b) Experience in last 5 years as on 1<sup>st</sup> Dec 2016 (Add more lines if required):

<b>Operation &amp; Maintenance of Toilets:</b>							
Sl. No.	Project	Name of the Client with address & phone number	Work Order Date & Period of work	Value of contract in Lakh	No. of Seats	No. of Staff Engaged	Copy of work order / Certificate from client*
1							
2							
3							
<b>Housekeeping:</b>							
Sl. No.	Project	Name of the Client with address & phone number	Work Order Date & Period of work	Value of contract in Lakh	No. of Staff Engaged		Copy of work order / Certificate from client*
1							
2							
3							
<b>Construction of Toilet:</b>							
Sl. No.	Project	Name of the Client with address & phone number	Work Order Date & Period of work	Value of contract in Lakh	No. of Seats	No. of Staff Engaged	Copy of work order / Certificate from client*
1							
2							
3							
<b>Any other service related to sanitation:</b>							
Sl. No.	Project	Name of the Client with address & phone number	Work Order Date & Period of work	Value of contract in Lakh	Type of Service	Copy of work order / Certificate from client*	Brief description of the project
1							
2							
3							

\* Format of Certificate from client in support of experience (**only in case work order is not available**)

This is to certify that \_\_\_\_\_ (Name of the Bidder) has undertaken \_\_\_\_\_ project (Title & Nature of the Project) for \_\_\_\_\_ (Name of the client) and deployed \_\_\_\_\_ manpower for maintenance / construction / renovation of \_\_\_\_\_ number of toilet seats / \_\_\_\_\_ square feet of area under the project for carrying out activities related to housekeeping or other related sanitary projects.

The Project was commenced on \_\_\_\_\_ (Date of start of the Project) and completed on \_\_\_\_\_ (Date of completion of the Project).

Name of the Client:  
Seal of the /Client:  
(Signature, name and designation of the Authorized Signatory)  
Date:

- c) Cities and Towns in Odisha, where services are currently being rendered as per the table below:

Name of the cities in Odisha	Details of on-going projects

- d) Cities and Towns in Odisha where your agency is willing to provide this service:

Sl. No.	ULB Name	Put ✓ mark
1	Anandpur (M)	
2	Anugul (M)	
3	Asika (NAC)	
4	Athagad (NAC)	
5	Athmallik (NAC)	
6	Attabira NAC	
7	Balangir (M)	
8	Baleshwar (M)	
9	Balimela (NAC)	

Sl. No.	ULB Name	Put ✓ mark
56	Joda (M )	
57	Junagarh (NAC)	
58	Kabisurjyanagar (NAC)	
59	Kamakshyanagar (NAC)	
60	Kantabanji (NAC)	
61	Karanjia (NAC)	
62	Kashinagar (NAC)	
63	Kendrapara (M)	
64	Kendujhar (M)	

Sl. No.	ULB Name	Put ✓ mark
10	BALLIGUDA NAC	
11	Balugaon (NAC)	
12	Banapur (NAC)	
13	Banki (NAC)	
14	Barapali (NAC)	
15	Barbil (M)	
16	Bargarh (M)	
17	Baripada (M)	
18	Basudebpur (M)	
19	Baudhgarh (NAC)	
20	Bellaguntha (NAC)	
21	Belpahar (M)	
22	Bhadrak (M)	
23	Bhanjanagar NAC	
24	Bhawanipatna (M)	
25	Bhuban (NAC)	
26	Bhubaneswar (MC)	
27	Binika (NAC)	
28	Biramitrapur (M)	
29	Brahmapur (MC)	
30	Brajarajnagar (M)	
31	Buguda (NAC)	
32	Byasanagar (M)	
33	Champua NAC	
34	Chhatrapur (NAC)	
35	Chikiti (NAC)	
36	Choudwar (M)	
37	Cuttack (MC)	
38	Daspalla NAC	
39	Debagarh (M)	
40	Dharmagarh NAC	
41	Dhenkanal (M)	
42	Digapahandi (NAC)	
43	G. Udayagiri (NAC)	
44	Ganjam (NAC)	
45	Gopalpur (NAC)	
46	Gudari (NAC)	
47	Gunupur (NAC)	
48	Hindol NAC	
49	Hinjilicut (NAC)	
50	Jagatsinghapur (M)	
51	Jajapur (M)	
52	Jaleshwar (M)	
53	Jatani (M)	

Sl. No.	ULB Name	Put ✓ mark
65	Kesinga (NAC)	
66	Khalikote (NAC)	
67	Khandapada (NAC)	
68	Khariar (NAC)	
69	Khariar Road (NAC)	
70	Khordha (M)	
71	Kochinda (NAC)	
72	Kodala (NAC)	
73	Konark (NAC)	
74	Koraput (M)	
75	Kotpad (NAC)	
76	Malkangiri (M)	
77	Nabarangapur (M)	
78	Nayagarh (NAC)	
79	Nilagiri (NAC)	
80	Nimapada (NAC)	
81	Nuapada NAC	
82	Padmapur NAC	
83	Paradip (M)	
84	Paralakhemundi (M)	
85	Patnagarh (NAC)	
86	Pattamundai (M)	
87	Phulabani (M)	
88	Pipili (NAC)	
89	Polasara (NAC)	
90	Puri (M)	
91	Purusottampur (NAC)	
92	Rairangpur (M)	
93	Rajagangapur (M)	
94	Rambha (NAC)	
95	RANPUR NAC	
96	Raurkela (MC)	
97	Rayagada (M)	
98	Redhakhhol (NAC)	
99	Sambalpur (MC)	
100	Sonapur (M)	
101	Soro (M)	
102	Sunabeda (M)	
103	Sundargarh (M)	
104	Surada (NAC)	
105	Talcher (M)	
106	Tarbha (NAC)	
107	Titlagarh (M)	
108	Tusura NAC	

Sl. No.	ULB Name	Put ✓ mark
54	Jeypur (M)	
55	Jharsuguda (M)	

Sl. No.	ULB Name	Put ✓ mark
109	Udala (NAC)	
110	Umarkote (M)	

## **2. Organisational Strength:**

- a) Staff / manpower in the agency related to operation / maintenance / house-keeping services / sanitation
  - i. Permanent employees:
  - ii. Temporary employees:
  - iii. Project based employees:
- b) Staff / manpower in the agency related to construction of toilets
  - i. Permanent employees
  - ii. Temporary employees
  - iii. Project based employees

**Note:** It may be noted that in the absence of any supporting document as set out above, the information would be considered inadequate and could lead to exclusion of the relevant project in evaluation of Eligible Experience.

## **3. Shortfall in Performance (on agency letter head)**

*(Submit on agency letter head signed with the following details)*

Details are to be provided on whether the agency has been blacklisted or penalized by a Government /Semi-government/ Public sector undertaking agency / Private sector agency for unsatisfactory performance or conduct in the last five years.

Signature(s) of applicant(s): Name & Signature

SEAL OF AGENCY

SIGNATURE OF AGENCY's AUTHORISED REPRESENTATIVE

Date & Place:

### C. FINANCIAL CAPABILITY TO RENDER SERVICES

#### 1. Financial Capability Details

Year	Turnover ** (Rs. Lakh)	Net Worth (Rs. Lakh)
2015-16		
2014-15		

(\*\* Attach copies of audited report / Balance Sheets and calculations of net worth for the indicated FYs)

**Note:** Net worth has been adopted as the criterion for assessing financial capacity since it is a comprehensive indication of the financial strength of the Applicant. In exceptional cases, however, the Authority may also prescribe net cash accruals as an indication of the Applicant's cash flows and financial health. The minimum net worth shall be positive for any financial year.

#### 2. Permanent Account Number (PAN):

#### 3. Service Tax No.:

#### 4. Bank Account details

#### 5. Bank Branch and Address:

### Certificates

I/We (including all partners) certify that I/We have read the terms of condition of Expression of Interest for empanelment of agency in as amended up to date and shall abide by us.

I/We certify that the information given above is true to the best of our knowledge. I/We also understand that if any of the information is found false, I am / we are liable to be debarred from empanelment process.

Signature(s) of applicant(s): Name & Signature

SEAL OF AGENCY

SIGNATURE OF AGENCY's AUTHORISED REPRESENTATIVE

Date & Place: