



REQUEST FOR PROPOSAL
For
SELECTION OF AGENCY
For
DOOR-TO-DOOR COLLECTION, SEGREGATION
OF MUNICIPAL SOLID WASTE (MSW) FROM EACH
ESTABLISHMENT & TRANSPORTATION TO THE
_____ PROCESSING SITE FOR MUNICIPAL
CORPORATION FARIDABAD (MCF)



(MUNICIPAL CORPORATION FARIDABAD
B.K. Chowk, Faridabad, Haryana)

RFP – 17th Oct. 2025





TABLE OF CONTENTS

NOTICE INVITING REQUEST FOR PROPOSAL (RFP).....	6
DISCLAIMER.....	8
DEFINITIONS	9
1. INTRODUCTION.....	11
1.1. PROJECT BACKGROUND	11
1.2. GENERAL INFORMATION.....	12
1.3. ANNULMENT OF CONTRACT	13
2. BRIEF DESCRIPTION OF BIDDING PROCESS	14
2.1. GENERAL	14
2.2. SCHEDULE OF BIDDING PROCESS.....	16
2.3. INSTRUCTIONS TO BIDDER(S).....	17
2.4. AMENDMENT OF RFP	19
2.5. PREPARATION AND SUBMISSION OF BIDS	19
2.6. BID SECURITY/EMD	19
2.7. CORRESPONDENCE	20
2.8. FORMAT AND SIGNING OF BID	21
2.9. BID DUE DATE	22
2.10. LATE BIDS.....	22
2.11. MODIFICATION AND WITHDRAWAL OF BIDS	22
2.12. CONFIDENTIALITY	22
2.13. CLARIFICATIONS	22
2.14. PROPRIETARY DATA	23
2.15. CORRESPONDENCE WITH THE BIDDER	23
2.16. ELIGIBILITY OF BIDDER	23
2.17. OTHER DOCUMENTS.....	25
3. CRITERIA FOR EVALUATION.....	26
3.1. TESTS OF RESPONSIVENESS.....	26
3.2. BID EVALUATION – TECHNICAL BID – PART I	26
3.3. BID EVALUATION – FINANCIAL BID – PART II.....	29
3.4. NOTIFICATION OF AWARD & ISSUE OF LETTER OF AWARD.....	30
3.5. FRAUD AND CORRUPT PRACTICES.....	30
3.6. PRE-BID MEETING/CONFERENCE	31
3.7. MISCELLANEOUS	31
4. TERMS OF REFERENCE (TOR)	33
A. TOR – CONTRACTOR/AGENCY	33
4.1. SCOPE OF WORK.....	33
4.2. ROLES & RESPONSIBILITIES OF THE CONTRACTOR/AGENCY	34
4.3. IT-ENABLED MONITORING.....	39
4.4. DELETED.....	41
4.5. SETTING UP COMPLAINT REDRESSAL CENTRE BY THE CONTRACTOR /AGENCY	41



4.6.	BRIEF MECHANISM OF COMPLAINT REDRESSAL CENTRE IS PROVIDED AS BELOW:	41
4.7.	PAYMENT TO THE CONTRACTOR /AGENCY.....	42
B.	TOR – MUNICIPAL CORPORATION FARIDABAD (MCF)	42
4.8.	SCOPE OF WORK	42
4.9.	ENFORCEMENT FOR SUSTAINING SOLID WASTE MANAGEMENT SYSTEM	45
4.10.	IEC ACTIVITIES FOR BEHAVIOUR CHANGE	47
5.	PENALTIES.....	48
5.1	PENALTIES & DEFAULTS	48
5.1	OTHER PENALTIES	51
6	PAYMENTS & INCENTIVES.....	52
6.1	PAYMENTS	52
6.2	INCENTIVES.....	52
7	PROJECT MILESTONES/TIMELINES.....	53
7.1	BIDDING MILESTONES/TIMELINES	53
7.2	AGREEMENT MILESTONES	53
7.3	PROJECT MILESTONES.....	54
8	APPENDICES.....	55
8.1	APPENDIX-I: FORMAT FOR ACKNOWLEDGEMENT OF RFP DOCUMENT.....	55
8.2	APPENDIX-II: FORMAT FOR COVERING LETTER-CUM-PROJECT UNDERSTANDING.....	55
8.3	APPENDIX-III: FORMAT FOR POWER OF ATTORNEY (POA) FOR SIGNING APPLICATION...55	
8.4	APPENDIX-IV: FORMAT FOR DETAILS OF MANAGERIAL STAFF.....	55
8.5	APPENDIX-V: FORMAT FOR UNDERTAKING FOR NON-BLACKLISTING OF BIDDER	55
	APPENDIX-I: FORMAT FOR ACKNOWLEDGEMENT OF RFP DOCUMENT	56
	APPENDIX-II: FORMAT FOR COVERING LETTER-CUM-PROJECT UNDERSTANDING.....	57
	APPENDIX-III: FORMAT FOR POWER OF ATTORNEY (POA) FOR SIGNING APPLICATION.....	58
	APPENDIX-IV: FORMAT FOR DETAILS OF MANAGERIAL STAFF.....	59
	APPENDIX-V: FORMAT FOR UNDERTAKING FOR NON-BLACKLISTING OF BIDDER	60
9	ANNEXURES	61
9.1	ANNEXURE-1: FORMAT FOR DETAILS OF BIDDER	61
9.2	ANNEXURE-2: FORMAT FOR DETAILS OF ELIGIBLE PROJECTS	61
9.3	ANNEXURE-3: FORMAT FOR AVERAGE ANNUAL TURNOVER.....	61
9.4	ANNEXURE-4: FORMAT FOR STATEMENT OF LEGAL CAPACITY	61
9.5	ANNEXURE-5: FORMAT FOR FINANCIAL BID	61
9.6	ANNEXURE-6: FORMAT FOR PROJECT INFORMATION MEMORANDUM	61
9.7	ANNEXURE-6(a): FORMAT FOR DISTANCE OF TRANSFER STATION / SECONDARY COLLECTION POINTS TO PROCESSING SITE	61
9.8	ANNEXURE-7: DELETED	61
9.9	ANNEXURE-8: FORMAT FOR MSW COLLECTION VEHICLES GAP ANALYSIS.....	61
9.10	ANNEXURE-9: FORMAT FOR MSW COLLECTION VEHICLES.....	61
9.11	ANNEXURE-10: FORMAT FOR MANPOWER REQUIREMENT	61
9.12	ANNEXURE-11: FORMAT FOR STAFF DEPLOYED LIST	61
9.13	ANNEXURE-12: FORMAT FOR STAFF DEPLOYMENT PLAN	61
9.14	ANNEXURE-13: FORMAT FOR LIST OF BINS	61



9.15	ANNEXURE-14: FORMAT FOR DEPLOYED STAFF ATTENDANCE SHEET.....	61
9.16	ANNEXURE-15: FORMAT FOR LIST OF SECONDARY COLLECTION CENTRES.....	61
9.17	ANNEXURE-16: FORMAT FOR VEHICLE MAINTENANCE/SERVICING SCHEDULE	61
9.18	ANNEXURE-17: FORMAT FOR ROUTE PLAN FOR DOOR-TO-DOOR WASTE COLLECTION	61
9.19	ANNEXURE-18: EXAMPLE OF ROUTE MAP.....	61
9.20	ANNEXURE-19: FORMAT FOR MONTHLY DETAILS OF WASTE COLLECTED	61
9.21	ANNEXURE-20: FORMAT FOR LIST OF BULK WASTE GENERATORS	61
9.22	ANNEXURE-21: DELETED	61
9.23	ANNEXURE-22: FORMAT FOR CONTRACTOR/AGENCY COMPLAINT REGISTER	61
9.24	ANNEXURE-23: FORMAT FOR CONSTITUTION OF MCF LEVEL COMMITTEE	61
9.25	ANNEXURE-24: FORMAT FOR CONSTITUTION OF WARD LEVEL COMMITTEE.....	61
9.26	ANNEXURE-25: FORMAT FOR DUTIES OF WARD COMMITTEE MEMBERS	61
9.27	ANNEXURE-25: TEMPLATE FOR AGENDA OF WARD COMMITTEE MEETING	61
9.28	ANNEXURE-26-A: TEMPLATE FOR CONDUCTING EFFECTIVE WARD MEETING	62
9.29	ANNEXURE-27: FORMAT FOR MASTER TRAINER(S) HIRED	62
9.30	ANNEXURE-28: FORMAT FOR ATTENDANCE SHEET	62
9.31	ANNEXURE-29: FORMAT FOR AUTHORISED OFFICER OF ENFORCEMENT TEAM.....	62
9.32	ANNEXURE-30: FORMAT FOR PENALTY CALCULATION	62
9.33	ANNEXURE-31: FORMAT FOR PAYMENT	62
9.34	ANNEXURE -32: FORMAT OF RAG PICKERS.....	62
	ANNEXURE-1: FORMAT FOR DETAILS OF BIDDER	63
	ANNEXURE-2: FORMAT FOR DETAILS OF ELIGIBLE PROJECTS.....	64
	ANNEXURE-3: FORMAT FOR AVERAGE ANNUAL TURNOVER.....	65
	ANNEXURE-4: FORMAT FOR STATEMENT OF LEGAL CAPACITY	66
	ANNEXURE-5: FORMAT FOR FINANCIAL BID	67
	ANNEXURE-6: FORMAT FOR PROJECT INFORMATION MEMORANDUM	69
	ANNEXURE-6(a): FORMAT FOR DISTANCE OF TRANSFER STATION / SECONDARY COLLECTION POINTS TO PROCESSING SITE	71
	ANNEXURE-7: DELETED.....	71
	ANNEXURE-8: FORMAT FOR SOLID WASTE COLLECTION VEHICLES GAP ANALYSIS	73
	ANNEXURE-9: FORMAT FOR SOLID WASTE COLLECTION VEHICLES.....	75
	ANNEXURE-10: FORMAT FOR MANPOWER REQUIREMENT.....	76
	ANNEXURE-11: FORMAT FOR STAFF DEPLOYED LIST	77
	ANNEXURE-12: FORMAT FOR STAFF DEPLOYMENT PLAN	78
	ANNEXURE-13: FORMAT FOR LIST OF LITTER BINS.....	79
	ANNEXURE-14: DELETED.....	80
	ANNEXURE-15: FORMAT FOR LIST OF SECONDARY COLLECTION CENTRES/DHALAOS.....	81
	ANNEXURE-16: FORMAT FOR LIST OF VEHICLE MAINTENANCE/SERVICING SCHEDULE	82
	ANNEXURE-17: FORMAT FOR ROUTE PLAN FOR DOOR TO DOOR WASTE COLLECTION.....	83
	ANNEXURE-18: EXAMPLE ROUTE MAP.....	84
	ANNEXURE-19: FORMAT FOR MONTHLY DETAILS OF WASTE COLLECTED, HANDED OVER TO AGENCY RESPONSIBLE FOR PROCESSING OF WASTE.....	85
	ANNEXURE-20: FORMAT FOR LIST OF BULK WASTE GENERATORS.....	86



ANNEXURE-21: DELETED.....	87
ANNEXURE-22: FORMAT FOR CONTRACTOR/AGENCY COMPLAINT REGISTER	88
ANNEXURE-23: FORMAT FOR CONSTITUTION OF MCF LEVEL COMMITTEE	89
ANNEXURE-24: FORMAT FOR CONSTITUTION OF WARD LEVEL COMMITTEE.....	90
ANNEXURE-25: FORMAT FOR DUTIES OF WARD COMMITTEE MEMBERS.....	91
ANNEXURE-26: TEMPLATE AGENDA FOR WARD COMMITTEE MEETINGS	92
ANNEXURE-26-A: TEMPLATE FOR CONDUCTING EFFECTIVE WARD COMMITTEE MEETINGS	93
ANNEXURE-26-A: TEMPLATE FOR CONDUCTING EFFECTIVE WARD COMMITTEE MEETINGS	94
ANNEXURE-26-A: TEMPLATE FOR CONDUCTING EFFECTIVE WARD COMMITTEE MEETINGS	95
ANNEXURE-27: FORMAT FOR LIST OF MASTER TRAINER(S) HIRED	96
ANNEXURE-28: FORMAT FOR ATTENDANCE SHEET OF TRAINING	97
ANNEXURE-29: FORMAT FOR AUTHORIZED OFFICER(S) OF ENFORCEMENT TEAM	98
ANNEXURE-30: FORMAT FOR PENALTY CALCULATION	99
ANNEXURE-31: FORMAT FOR PAYMENT.....	102
ANNEXURE-32: FORMAT OF RAG PICKERS	103



NOTICE INVITING REQUEST FOR PROPOSAL (RFP)

COMMISSIONER, MUNICIPAL CORPORATION FARIDABAD, HARYANA

No. _____

DATED: _____

Online bids are hereby invited on behalf of Commissioner Municipal Corporation, Faridabad, from eligible entities for the below mentioned work for five (5) years and further extendable for a period of two (2) years, and thereafter for another additional two (2) years, based on satisfactory performance subject to approval from the competent authority.

Name of Work	Estimated Project Cost (In Cr.)	Bid Security/ EMD	Performance Security	RFP Document Fee
SELECTION OF AGENCY FOR DOOR-TO-DOOR COLLECTION, SEGREGATION OF MUNICIPAL SOLID WASTE FROM EACH ESTABLISHMENT & TRANSPORTATION TO THE PROCESSING SITE FOR MUNICIPAL CORPORATION FARIDABAD (MCF)	(To be Filled)	For General/Standard Bidder(s): 2% of the Estimated Cost Put to Tender (ECPT).	For General/Standard Bidder(s): 10% of Contract amount of the one year of the project cost.	For General/Standard Bidder(s): • INR 25,000/- only.
		For Micro enterprises (Registered in Haryana): 1% of the Estimated Cost Put to Tender (ECPT).	For Micro Enterprises (Registered in Haryana): • 50% of the value applicable for General/Standard Bidder(s) to Haryana based Firms only subject to fulfilment of conditions as per eligibility criteria.	For Micro Enterprises (Registered in Haryana): • INR 12,500/- only.
		For Cooperative Labour & Construction Societies (CL&CS) and registered in Haryana: • 1% of the Estimated Cost Put to Tender (ECPT).	For CL&CS (Registered in Haryana): • 50% of the value applicable for General/Standard Bidder(s).	For CL&CS (Registered in Haryana) • INR 12,500/- only.
		For CL&CS (consisting of all members who are Women or those who belong to Scheduled castes and registered in Haryana; • 1% of the Estimated Cost Put to Tender (ECPT).	For CL&CS (consisting of all members who are Women or those who belong to Scheduled castes and registered in Haryana: • 50% of the value applicable for General/Standard Bidder(s).	For CL&CS (consisting of all members who are Women or those who belong to Scheduled castes and registered in Haryana: • INR 12,500/- only.



IMPORTANT NOTE:

1. RFP documents can be seen on and downloaded from the portal: <http://etenders.hry.nic.in> by the eligible entities registered on the portal.
2. The bidder shall deposit a non-refundable tender document fee towards the purchase of the bidding documents. The document fee has to be paid online through the payment gateway during the “Downloading of RFP document & payment of the RFP document Fee” Stage.
3. Cost of processing fee of INR 1,180/- (INR One Thousand One Hundred Eighty Rupees & Zero Paise only) i.e. has to be paid online through the payment gateway.
4. As the bids are to be submitted online and are required to be encrypted and digitally signed, the bidder(s) are advised to obtain a Digital Signature Certificate (DSC) at the earliest, as per the process mentioned in the RFP document.
5. Possession of DSC and registration of the bidder(s) on the portal, i.e., <http://etenders.hry.nic.in>, is a prerequisite for e-tendering.
6. The DNIT may be postponed or cancelled at any time due to administrative reasons, and no claim shall be entertained on this account.
7. The Performance security shall be submitted in the form of a Third-Party Fixed Deposit in the name of the MCF, hereinafter referred to as FD. The FD submitted by the selected bidder/contractor/ agency shall be valid for Five (5) years + One (1) year till the Swachh Survekshan result is declared for that year (i.e., 6th year). It is clarified that if the Swachh Survekshan result gets delayed, the agency shall submit an extended performance security in the form of FD for Six (6) months or more as per requirement. It is further clarified that if contract period is extended by two years on account of satisfactory performance by the competent authority, then the agency shall submit the FD for the extended time period.

For further details and e-tendering schedule, visit website <http://etenders.hry.nic.in>

-Sd-

Municipal Corporation Faridabad
(Haryana)



DISCLAIMER

1. The information contained in this request for proposal document (the “RFP”) or subsequently provided to bidder(s), whether verbally or in documentary or any other form, by or on behalf of MCF or any of its employees or advisors, is provided to bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.
2. This RFP is not an agreement and is neither an offer nor an invitation by MCF 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 making their key submissions, technical bid and financial bid pursuant to this RFP. This RFP includes statements which reflect various assumptions and assessments arrived at by MCF in relation to the project.
3. Such assumptions, assessments and statements do 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 MCF, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP 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 assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources on its own.
4. 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. MCF accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.
5. The MCF, 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 pre-qualification of bidders for participation in the bidding process.
6. The MCF 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.
7. The MCF may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.
8. The bidder shall bear all its costs associated with or relating to the preparation and submission of its bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the MCF or any other costs incurred in connection with or relating to its bid. All such costs and expenses will remain with the Bidder and the MCF shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a bidder in preparation or submission of the bid, regardless of the conduct or outcome of the bidding process.



DEFINITIONS

The words and expressions beginning with capital letters and defined in this RFP shall, unless repugnant to the context, have the meaning as ascribed herein. The words and expressions beginning with capital letters but not defined herein, but defined in the contract agreement, shall, unless repugnant to the context, have the meaning ascribed thereto therein. The undermentioned words and expressions used in this RFP shall have the meaning set out below:

Applicable Law	Shall mean all laws, acts, ordinances, rules, regulations, notifications, guidelines brought into force and effect by the government of India or the state government of Haryana, including rules, regulations, notifications including SWM Rules 2016, PWM Rules 2016, E-waste management Rules 2022, CPCB guidelines, bio-medical waste management Rules 2016, as amended from time to time and judgments, decrees, injunctions, writs and orders of any court of record including directions issued by hon'ble NGT from time to time, as may be in force and effect during the subsistence of the contract agreement
Applicable Permits	Shall mean all clearances, licenses, permits, authorisations, no objection certificates, consents, approvals including environment clearance etc. from the statutory authorities and exemptions required to be obtained or maintained under applicable laws in connection with the services, construction, operation and maintenance of the project during the subsistence of the contract agreement
Contract Agreement	Shall mean the agreement to be executed by the Bidder with the MCF for discharging obligations related to the project and includes any amendment or modification made to the said agreement in accordance with the provisions thereof
Contract Period	Shall mean the period of five (5) years commencing from the date of the execution of the contract agreement. Further extendable for a period of two (2) years, and thereafter for another additional two (2) years, based on satisfactory performance and subject to approval from the competent authority.
Contractor/ Agency	Shall mean the selected bidder to implement the project and sign the contract agreement with the MCF
Commencement of Work	Shall mean the date when the Door-to-Door waste collection, segregation, transportation starts, pursuant to the provisions of the contract agreement
Door to Door Collection	shall mean collection of solid waste from the doorstep of households, shops, commercial establishments, offices, institutions or any other non-residential premises and includes collection of such waste from entry gate or a designated location on the ground floor in a housing society, multi-storied building or apartments, large residential, commercial or institutional complex or premises or gated community area etc.



Municipal Solid Waste (MSW)	Shall mean the municipal solid waste as described under the solid waste management Rules, 2016 (<i>or as amended time to time</i>) & SWM by-laws
Project	Shall means the door-to-door collection segregation of MSW from each establishment and transportation up to the processing site as per terms and conditions of the contract agreement
Project Area	Shall mean the municipal areas under the MCF including areas under HSVP, Housing Board, HSIIDC, Licensed Colonies, etc. or any other area defined in the project by the MCF
Processing Site	Shall mean a place duly identified at ----- (location to be filled by MCF) for the purpose of processing of MSW by the MCF
Selected Bidder	Shall mean the bidder that has been issued the letter of award (LOA) by the MCF for the project
SWM Rules	Shall mean the solid waste management Rules, 2016 framed by the government of India under the environment (Protection) Act, 1986 (Act 29 of 1986)
MCF	shall mean the Municipal Corporation of Faridabad
User Charges/ User Fee	Shall mean a fee notified by the government of Haryana and MCF from time to time imposed upon the waste generator in the Project area
Waste Generator	Shall mean persons or establishments generating MSW within the jurisdiction of the MCF
Bulk Waste Generator (BWG)	Shall mean buildings occupied by the central government departments or undertakings, state government departments or undertakings, local bodies, public sector undertakings or private companies, hospitals, nursing homes, schools, colleges, universities, other educational institutions, hostels, hotels, restaurants, dhaba's, commercial establishments, high rise buildings, residential societies, markets, places of worship, stadium and sports complexes etc. having an average waste generation rate exceeding 100kg per day (of all waste streams put together) or as per by laws notified by MCF
Self-help Groups (SHGs)	Shall mean a small, informal association of individuals, often from similar socio-economic backgrounds, who come together to support each other and address common challenges. SHGs are typically self-governed, meaning members collectively make decisions about the group's activities and structure. The SHG should be associated to Area Level Federation registered as society/association under relevant law of Haryana State.

1. INTRODUCTION

1.1. PROJECT BACKGROUND

- 1.1.1. Municipal Corporation Faridabad (MCF) has initiated the online bidding process for selection of Bidder (contractor/agency) for providing the services detailed in the Request for Proposal. MCF has decided to carry out the bidding process (defined hereinafter) for the selection of the bidder to whom the project may be awarded.
- 1.1.2. The **Commissioner Municipal Corporation** (herein refer as CMC) Faridabad may decide whether to invite the tender by Zone/ Area wise as per quantity of MSW generated and geographical conditions of the MCF.
- 1.1.3. The brief particular of the project are as follows:

Name of the Project	Estimated Project Cost (INR, in Cr.)	No. of establishments
SELECTION OF AGENCY FOR DOOR-TO-DOOR COLLECTION, SEGREGATION OF MUNICIPAL SOLID WASTE FROM EACH ESTABLISHMENT & TRANSPORTATION TO THE _____ PROCESSING SITE FOR MUNICIPAL CORPORATION FARIDABAD	(to be filled)	(details to be filled)

- 1.1.4. The detail of total number of establishments in each colony, sector, township, basti, group housing etc. of MCF are mentioned in the Table “A” (to be filled by MCF while inviting the tender)

TABLE “A”		
S.No.	Property Description	No. of Establishments
(a)	RESIDENTIAL	
1	Residential house including hostels upto 100 Sqm. (Plot area)	
2	Residential houses including hostels more than 100 Sqm. but upto 200 Sqm. (Plot area)	
3	Residential houses including hostels more than 200 Sqm. but upto 400 Sqm. (Plot area)	
4	Residential houses including hostels more than 400 Sqm. (Plot area)	
5	Apartments, flats having covered area upto 2000 Sqft. (except EWS Flats)	
6	Apartments, flats having covered area more than 2000 Sqft.	
(b)	COMMERCIAL	
1	Individual Shops and Private Offices upto 200 Sqft. covered area including all type of shops / Eating Points / Restaurant (except BWGs) / Dhaba (except BWG) / Snack corner/ Sweetshop / Saloon / Beauty Parlor / SPA / Gym/ Fitness Center / Printing Press / Meat Shop / Liquor vend / Vegetable & Fruit shops / Shops in Grain market or vegetable market / Motor vehicle washing / Service Centre / Automobile Showroom /Clinic / Dispensary /Laboratory / Diagnostic center / Pathological center/ Aushadhalaya without indoor facility or any other commercial establishment.	
2	Individual Shops and Private Offices more than 200 Sqft. covered area including all type of shops / Eating Points / Restaurant (except BWGs) /	

TABLE “A”		
S.No.	Property Description	No. of Establishments
	Dhaba (except BWG) / Snack corner/ Sweetshop / Saloon / Beauty Parlor / SPA / Gym/ Fitness Center / Printing Press / Meat Shop / Liquor vend / Vegetable & Fruit shops / Shops in Grain market or vegetable market / Motor vehicle washing / Service Centre / Automobile Showroom /Clinic / Dispensary /Laboratory / Diagnostic center / Pathological center / Aushadhalaya without indoor facility or any other commercial establishment.	
3	Roadside Hawkers / Street Vendor	
4	Factories, Mills (except BWGs)	
5	Banks, Auditoriums, Guest Houses, Hostels, Hotels (upto 10 Rooms) (except BWGs)	
6	Petrol Pumps, Gas Stations	
7	Central and State Govt. and Public Sector Offices/Complexes, Welfare Organizations/Societies	
8	All educational Institutes of any type having Plot area upto 2 Acres (except BWGs)	
9	All Dharmshalas, Religious Places, Govt. Sports Clubs (except BWGs)	

Note:- The MCF and the contractor/agency jointly shall review the variation in numbers of establishments for collection of MSW on quarterly basis and verify any variation in the number of establishments covered under the contract. Upon finalization of the revised number of establishments, the contractor/agency shall, with the prior intimation of the MCF, shall revise and realign the manpower deployment and fleet of requisite vehicles. Such realignment shall ensure uninterrupted and efficient door-to-door collection, segregation, and transportation of Municipal Solid Waste (MSW) from all establishments.

1.2. GENERAL INFORMATION

- 1.2.1. The statements and explanations contained in this RFP are intended to provide a proper understanding to the bidders about the subject matter of this RFP and should not be construed or interpreted as limiting in any way or manner the scope of services and obligations of the contractor/agency set forth in the contract agreement or MCF right to amend, alter, change, supplement or clarify the scope of project, the contract to be awarded pursuant to this RFP or the terms thereof or herein contained. Consequently, any omissions, conflicts or contradictions in the bidding documents including this RFP are to be noted, interpreted and applied appropriately to give effect to this intent, and no claims on that account shall be entertained by the MCF.
- 1.2.2. The MCF shall receive bid proposal(s) pursuant to this RFP in accordance with the terms set forth in this RFP and other documents to be provided by the MCF pursuant to this RFP, as modified, altered, amended and clarified from time to time by the MCF (collectively the “**Bidding Documents**”), and the bid shall be prepared and submitted in accordance with such terms on or before the date specified for submission of the bid (the “**Bid Due Date**”).



1.3. ANNULMENT OF CONTRACT

The contract will be annulled in following conditions:

- 1.3.1. In case the contractor/agency fails to achieve any of the project milestones due in accordance with respective scheduled, milestones date, as set in the RFP under **SECTION 7 PROJECT MILESTONES/TIMELINES**.
- 1.3.2. The Contractor/Agency fails to start the operation and deployment of all machinery/assets required for the commencement of work within Thirty (30) days. Further, if the contractor/agency fails to provide the details of all machinery/assets within stipulated time period, then contract agreement shall be revoked by the MCF and performance security in the form of FD shall be forfeited. Further, the contractor/agency has to arrange and deploy all machinery/assets/manpower in one go and till then, existing agency shall continue the work.

As and when the new contractor/ agency deploys its total fleet of manpower and machinery in one go, existing contract of agency shall be ceased at the day and time of such new deployment.

2. **BRIEF DESCRIPTION OF BIDDING PROCESS**

2.1. **GENERAL**

The MCF has adopted a single stage online bidding process consisting of submission of a technical bid and a financial bid (both terms are defined hereafter) (the “**Bidding Process**”) for selection of the bidder to award the project. Any person intending to participate in the bidding process online is required to get registered for the electronic tendering system on the portal <http://etenders.hry.nic.in>. For more details, please see the information in registration info link on the home page.

Eligibility and qualification of the bidder (The “**Bidder**”, which expression shall, unless repugnant to the context, include the members of the consortium) will be first examined based on the details submitted (“**Technical Bid**”) with respect to eligibility and qualifications criteria prescribed in this RFP. The financial bid submitted online (“**Financial Bid**”) shall be opened of only those bidders whose technical bids are responsive to eligibility and qualifications requirements as per this RFP. For avoidance of doubt, it is clarified that financial bid has to be submitted online only. No physical hard copy of technical bid(s) & financial Bid(s) are to be submitted by the bidder(s).

- 2.1.1. Bidders shall be required to examine the project in greater detail, and carry out, at their cost, such studies with respect to the estimated project cost set out in the feasibility report/project information memorandum (PIM), annexed as **ANNEXURE-6: FORMAT FOR PROJECT INFORMATION MEMORANDUM** to the RFP, before submitting their respective bid for award of the project.
- 2.1.2. The bids are to be submitted online and are required to be encrypted and digitally signed, therefore, the bidder(s) are advised to obtain DSC as per details mentioned below;

OBTAINING A DIGITAL CERTIFICATE:

- 2.1.2.1. The bids submitted online should be signed electronically with a digital certificate to establish the identity of the bidder bidding online.
- 2.1.2.2. The bidder(s) may obtain class II digital certificate from any certifying authority or sub-certifying authority authorized by the controller of certifying authorities on the portal <http://cca.gov.in>. or may obtain information and application format and documents required for issue of digital certificate from one such certifying authority on given below which is;
 - i. TATA Consultancy Services Ltd.
11th floor, Air India Building, Nariman Point, Mumbai - 400021
Website: www.tcs-ca.tcs.co.in
 - ii. Sify Communications Ltd.
IIIrd Floor, Tidel Park, 4 Canal Bank Road, Taramani, Chennai - 600113
Website: www.safescrypt.com
 - iii. MTNL Trustline CA
O/o DGM (IT-CA), 5515, 5th Floor, Core-V Mahanagar Doorsanchal Sadan, CGO Complex, MTNL, Delhi – 125003
Website: www.mtnltrustline.com
 - iv. iTrust CA (IDRBT)
Castle Hills, Road No.1, Masab Tank, Hyderabad, Andhra Pradesh-500057
Website: www.idrbtca.org.in



- v. (n)Code solutions
301, GNFC Tower, Bodak Dev, Ahmedabad - 380054, Gujarat
Website: www.ncodesolutions.com
 - vi. National informatics centre ministry of communication and information technology,
A-Block CGO Complex, Lodhi Road, New Delhi - 125003
Website: <https://nicca.nic.in>
 - vii. e-Mudhra CA
3i Info-tech Consumer Services Ltd, 3rd Floor, Sai Arcade, Outer Ring Road, Devarabeesanahalli, Bangalore - 560036, Karnataka
Website: <http://www.e-Mudhra.com>
- 2.1.2.3. Bids in response to the RFP may be submitted only using the digital certificate. In case, during the process of a particular tender, the user loses his digital certificate (i.e. due to virus attack, hardware problem, operating system problem), he may not be able to submit the bid online. Hence, the users are advised to have back up of certificate and keep the copies at safe place under proper security to be used in case of emergencies.
- 2.1.2.4. If the digital certificate issued to the authorized user of the bidder is used for signing and submitting a bid, it will be considered equivalent to a no objection certificate/power of attorney to that user. The bidder has to authorize a specific individual via an authorization certificate signed by all partners to use the digital certificate as per Indian information technology, Act 2000. unless the certificates are revoked, it will be assumed to give adequate authority to the user to submit a bid on behalf of the entity for the project, as per information technology, Act 2000. The digital signature of this authorized user will be binding on the entity submitting the Bid. It shall be the responsibility of the management/ directors/partners of the registered entities/bidders to inform the certifying authority or sub-certifying authority, in case of change of authorized user and applies for a fresh digital certificate and issues an “Authorization Certificate” for the new user. The procedure for application of a digital certificate will remain the same for the new user.
- 2.1.3. The MCF reserves the right to visit at its own cost, one or more project Area(s) listed by the bidder(s) in its list of experience, to independently verify and satisfy itself about the quality of work performed and also verify the certificates filed by the bidder(s), as part of bidding documents. bidder(s) shall be responsible to organize meetings with their respective clients and also take around MCF team in the project area(s).
- 2.1.4. Any queries or request for additional information concerning this RFP shall be submitted through email-on-email ID mentioned in this RFP document (*details to be referred*). bidder(s) are advised to be specific and pose clause wise queries in an unambiguous manner. The MCF reserves the right not to respond to vague and frivolous queries.

The subject of the email shall mention the following:

“QUERIES/REQUEST FOR ADDITIONAL INFORMATION: SELECTION OF AGENCY FOR DOOR-TO-DOOR COLLECTION, SEGREGATION OF MUNICIPAL SOLID WASTE (MSW) FROM EACH ESTABLISHMENT & TRANSPORTATION TO THE PROCESSING SITE FOR MUNICIPAL

CORPORATION FARIDABAD for a (*Name of City/Town to be filled*) of the State of Haryana)”

The Pre-Bid queries should be submitted in the format specified below to be considered for response. Pre-bid queries not submitted in the prescribed format shall not be responded to. All the queries shall be strictly typed/neatly written as per the following format:

S.No.	Particulars	Details
1	Organization	
2	Document Name	
3	Page Number	
4	Clause Number	
5	Query	
6	Suggestion, if any	
7	Name & Designation of point of Contact	
8	Contact No. & Email ID	

2.2. SCHEDULE OF BIDDING PROCESS

The MCF would endeavour to adhere to the following schedule: However, the MCF may, at its own discretion, revise or extend any of the Timelines set-forth in this schedule;

S.No.	MC Stage	Contractor Stage	Start Date & Time	Expiry Date & Time	Stage(s)
1	Release of Tender		-	-	-
2	-	Tender Download	-	-	-
3	Pre-Bid Meeting		-	-	-
4	-	Submit Bid(s) Online	-	-	• Bid Security/EMD; • Technical Bid; • Financial Bid.
5	Open EMD & Technical Bid/PQ Bid		-	-	-

- 2.2.1. The Pre-Bid meeting will be held on (*Date to be filled*) in the office of (*details to be provided*) at (*Time to be filled*).
- 2.2.2. Any queries relating to bidding document should be given in favour of Commissioner of Municipal Corporation (*Name of City/Town to be filled*) of the State of Haryana until the Pre-Bid meeting.
- 2.2.3. Bidder(s) participating in e-tendering shall check his/her validity of Digital Signature Certificate before bidding in the specific work floated online at e-tendering portal of Municipal Corporation (*Name of City/Town to be filled*) of the State of Haryana, on the website <https://etenders.hry.nic.in>. Also, Bidder(s) will be held liable solely, in case, while bidding in particular stage - Date & Time expired as per the key dates available on the RFP Document. Key Dates are subject to change in case of any amendment in Schedule due to any reason stated by official of the MCF.



2.3. INSTRUCTIONS TO BIDDER(S)

2.3.1. Number of Bids and Costs thereof:

No Bidder(s) shall submit more than one bid for the project. The bidders shall be responsible for all of the costs associated with the preparation of their bids and their participation in the bidding process. The MCF will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the bidding process. Sub-Letting of the work in no case shall be allowed. **Also, Joint Venture, Consortium is not allowed for this work.**

2.3.2. Opening of an Electronic Payment Account:

For purchasing the RFP documents online, bidder(s) are required to pay the documents fees online using the electronic payments gateway service. For the list of payment options through which the online payments can be made, please refer to the home page of the portal <https://etenders.hry.nic.in>

2.3.3. Cost of RFP Document Fee:

The cost of the RFP document is INR 25,000/- (INR Twenty-Five Thousand only). This fee is non-refundable. For details, please refer to NOTICE INVITING REQUEST FOR PROPOSAL (RFP).

2.3.4. Submission of RFP Document Fee:

As applicable RFP Document Fee (i.e. non-refundable) has to be paid online through payment gateway during the “Downloading of RFP document & payment of the RFP document Fee” Stage.

2.3.5. Submission of Bid Security/EMD:

As applicable bid security/EMD has to be paid online through payment gateway available online mode.

2.3.6. Right to accept and to reject any or all bids:

2.3.6.1. Notwithstanding anything contained in this RFP, the MCF reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.

2.3.6.2. The MCF reserves the right to verify all statements, information and documents submitted by the bidder(s) in response to the RFP or the bidding documents. Failure of the MCF to undertake such verification shall not relieve the bidder(s) of its obligations or liabilities hereunder nor will it affect any rights of the MCF thereunder.

2.3.6.3. The MCF reserves the right to reject any proposal and appropriate the bid Security/EMD if in case it is found during the evaluation or at any time before signing of the contract agreement or after its execution or during the period of

subsistence of the contract agreement that:

- i. The bidder has made a material misrepresentation or has furnished any materially incorrect or false information, or
 - ii. The bidder does not provide, within the time specified by the MCF, the supplemental information sought by the MCF for evaluation of the proposal.
- 2.3.6.4. Any misrepresentation furnishing any improper response shall lead to disqualification of the bidder. The bidder shall be disqualified forthwith if not yet appointed as the contractor/ agency either by issue of the letter of award (“LOA”) or entering into of the contract agreement, and if the bidder has already been issued the LOA or has entered into the contract agreement, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in the RFP, be liable to be terminated, by a communication in writing by the MCF to the bidder, without the MCF being liable in any manner whatsoever to the bidder or contractor/agency, as the case may be. In such an event, the MCF shall forfeit the bid security or EMD and the bidder/selected bidder or contractor/agency shall be debarred for next two (2) years in the state of Haryana.
- 2.3.6.5. Further, in case disqualification or rejection occur after appointment of selected bidder or in case the selected bidder does not sign the contract agreement, then the MCF shall take any such measure as it deems fit in the sole discretion of the MCF, including annulling the bidding process and proceeding with re-tendering the services. In such an event, the MCF shall forfeit the bid security or EMD and the bidder/selected bidder shall be debarred for next two (2) years in the state of Haryana.
- 2.3.6.6. Any entity which has been barred by the central/state government, or any entity controlled by the central/state government, from participating in any project, and the bar subsists as on the date of bid the said entity would not be eligible to submit a bid for the project, either individually or as member of a consortium.
- 2.3.6.7. A bidder(s), in the last three (3) years, have neither failed to perform any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the bidder(s), as the case may be, nor has been expelled from any project or contract by any public entity nor have had any contract terminated by any public entity for breach by such bidder(s).

2.3.7. Other Instructions:

- 2.3.7.1. The bidder(s) shall submit details of their financial bid in the online templates of the online bid.
- 2.3.7.2. The financial bid has to be submitted mandatorily online and shall not be accepted physically under any circumstances. In case any bidder does not comply with the procedure given above, the bidder shall be disqualified from the bid. Such defaulting bidder may be de-listed without any notice for failing to abide by the strictly approved terms of notice inviting proposals in response to the RFP.
- 2.3.7.3. The bids which are not accompanied by the Bid Security/EMD or proof of Bid Security/EMD or proof w.r.t. exemption of Bid Security/EMD, do not strictly

follow the requirements set out in the bidding documents, are liable to be rejected summarily.

- 2.3.7.4. Bids which are subjective or dependent upon the quotations of another bidder(s) shall be summarily rejected.
- 2.3.7.5. The bids of the bidder(s) which do not satisfy the Eligibility Criteria in the RFP document are liable to be rejected summarily without assigning any reason and no claim what so ever on any account will be considered in such cases of rejection.

2.4. AMENDMENT OF RFP

- 2.4.1. At any time prior to the deadline for submission of bids, the MCF may, for any reason, whether at its own initiative or in response to clarifications requested by bidders, modify the terms of this RFP by the issuance of any Addendum/Corrigendum.
- 2.4.2. In order to provide the bidder(s) a reasonable time for taking an Addendum or Corrigendum into account, or for any other reason, the MCF may, in its sole discretion may extend the bid due date.

2.5. PREPARATION AND SUBMISSION OF BIDS

2.5.1. LANGUAGE AND CURRENCY

- 2.5.1.1. The bid and all related correspondence and documents shall be written in English only. Supporting documents and printed literature furnished by the bidder(s) with the bid may be in any other language provided that they are accompanied by an appropriate translation into English and the same to be notarised. Supporting materials that are not translated into English, shall not be considered. For the purpose of interpretation and evaluation of the bid the English translation shall prevail.
- 2.5.1.2. The currency for the purpose of the bid shall be Indian National Rupee (INR).

2.5.2. VALIDITY OF BID

- 2.5.2.1. The bid shall indicate that it would remain valid for a period of One Hundred Eighty Days (180) from the bid due date (Bid Validity Period). The MCF reserves the right to reject any bid that does not meet this requirement.
- 2.5.2.2. Prior to expiry of the original bid validity period, the MCF may request the bidder(s) to extend the period of validity for a specified additional period. A bidder may refuse the request without forfeiting its bid security. A bidder agreeing to the request will not be allowed to modify its Bid, but would be required to extend the validity of its Bid Security/EMD for the period of extension.

2.6. BID SECURITY/EMD

- 2.6.1. The bidder(s) will be required to deposit, along with the proposal, a Bid Security/EMD as specified under **NOTICE INVITING REQUEST FOR PROPOSAL (RFP)**. Accordingly, as applicable Bid Security/EMD has to be paid online through

RTGS/NEFT/any other available online mode, in the favour of “Commissioner Municipal Corporation, Faridabad, Haryana; A/c No.: *(to be provided)*, IFSC: *(to be provided)*”. The bid shall be summarily rejected if it is not accompanied by the specified Bid Security/EMD.

- 2.6.2. The Bid Security/EMD shall be returned to unsuccessful bidder(s) within a period of Thirty (30) Days from the date of announcement of the successful bidder. The Bid Security/EMD submitted by the successful bidder shall be released upon furnishing of the performance security in the form and manner stipulated in the contract agreement.
- 2.6.3. The Bid Security/EMD shall be forfeited in the following cases;
- 2.6.3.1. If the bidder withdraws its bid during the interval between the bid due date and expiration of the bid validity period, and
- 2.6.3.2. If successful bidder fails to provide the performance security within the stipulated time or any extension thereof provided by the MCF.
- 2.6.3.3. For grounds provided in the Bid Security/EMD, Bidder(s) may note that the MCF will not entertain any deviations to the RFP document at the time of submission of the bid or thereafter. The bid to be submitted by the bidder(s) will be unconditional and unqualified and the bidder(s) would be deemed to have accepted the terms and conditions of the RFP document with all its contents including the contract agreement. Any conditional bid shall be regarded as non-responsive and would be liable for rejection.
- 2.6.3.4. If during the evaluation of the bids or at any later stage, if any of submitted document is found to be forged. Further, the firm shall be blacklisted/debarred for two (2) years in the state of Haryana EMD/performance bank security submitted in the form of FD shall be forfeited.

2.7. CORRESPONDENCE

- 2.7.1. All necessary correspondence/enquiries in hard copies should be submitted to the following in writing by courier/email/fax/post:

Attention of:	
Designation	
Address	
Fax No.	
E-Mail ID	

- 2.7.2. No interpretation, revision, or other communication from the MCF regarding this solicitation shall be valid unless it is in writing and is signed by the authorized signatory of the MCF. The MCF may choose to send to all bidder(s) or will upload on the website (details to be provided) written copies of MCF responses, including a description of the enquiry.



2.8. FORMAT AND SIGNING OF BID

- 2.8.1. The bidder shall provide all the information sought under this RFP and upload the same online as a part of its online submission of bid. The MCF will evaluate only those bids that are received in the required formats and complete in all respects.
- 2.8.2. The bidder(s) shall submit their bid(s) online consists of:
- 2.8.2.1. Bid Security/EMD
- The online bid security shall contain reference details of the Bid Security/EMD deposit instrument and scanned copy of documents.
- 2.8.2.2. Technical Bid
- The online technical bid shall contain the information and scanned copies of the documents/certificates as required to be submitted supporting eligibility criteria and technical bid as specified in Clause 2.8.4.
- 2.8.2.3. Financial Bid
- To be only submitted mandatory online "*Information related to Price Bid of the Tender*". Price bid should not be submitted in the form of hard copy.
- 2.8.3. The bidder(s) can submit their RFP Documents as per the dates mentioned in the Schedule above, subject to the following conditions:
- 2.8.3.1. The bid without Bid Security/EMD will not be opened.
- 2.8.3.2. The bid of the Bidder(s) who does not satisfy the eligibility and technical bid criteria in the bid documents is liable to be rejected summarily without assigning any reason and no claim whatsoever on this account will be considered.
- 2.8.3.3. The bid(s) submitted by the bidder(s) shall remain open for acceptance during the bid validity period to be reckoned from the Date of "Online bid preparation and submission". If any bidder(s) withdraws his bid(s) before the said period, any modifications in the terms and conditions of the bid(s), the said Bid Security/EMD shall stand forfeited. Bid(s) would require to be valid for One Hundred Eighty Days (180) from the bid due date of "Online bid preparation and submission stage".
- 2.8.3.4. The Bid Security/EMD shall be returned to unsuccessful bidder(s) within a period of Thirty (30) Days from the date of announcement of the successful bidder without any interest.
- 2.8.4. Technical bid shall include scan copies of:
- Acknowledgement of RFP document and notification of intent to submit bid appendix as per **APPENDIX-I: FORMAT FOR ACKNOWLEDGEMENT OF RFP DOCUMENT**.
 - Covering letter cum project undertaking as per **APPENDIX-II: FORMAT FOR COVERING LETTER-CUM-PROJECT UNDERSTANDING**.
 - Power of attorney for signing the bid as per the format at **APPENDIX-III: FORMAT FOR POWER OF ATTORNEY (POA) FOR SIGNING APPLICATION**.
 - Details of technical staff along with their Bio-Data as per the format at **APPENDIX-IV: FORMAT FOR DETAILS OF MANAGERIAL STAFF**



- v. Undertaking regarding non-blacklisting as per the format **APPENDIX-V: FORMAT FOR UNDERTAKING FOR NON-BLACKLISTING OF BIDDER.**
 - vi. Details of bidders as per **ANNEXURE-1: FORMAT FOR DETAILS OF BIDDER.**
 - vii. Details of eligible project(s) as per **ANNEXURE-2: FORMAT FOR DETAILS OF ELIGIBLE PROJECTS.**
 - viii. Statement of legal capacity as per **ANNEXURE-4: FORMAT FOR STATEMENT OF LEGAL CAPACITY**
- 2.8.5. Financial bid as per the format set out in **ANNEXURE-5: FORMAT FOR FINANCIAL BID**

Financial bid shall be made indicating expected number of establishments for executing scope of project as defined in the terms of reference (TOR). For the avoidance of any doubt, the financial bid shall only be submitted online as per the provision of this RFP and no physical financial bid shall be entertained.

2.9. BID DUE DATE

- 2.9.1. Bid(s) should be submitted before [●]1500 Hours IST on the bid due date mentioned in the schedule of bidding process, to the address provided in 2.7 CORRESPONDENCE in the manner and form as detailed in this RFP document. Applications submitted by either facsimile transmission or telex will not be acceptable.
- 2.9.2. The MCF, at its sole discretion, may extend the bid due date by issuing an Addendum/Corrigendum.

2.10. LATE BIDS

- 2.10.1. Any bid received by the MCF after [●]1500 Hours IST on the bid due date will not be entertained at all.

2.11. MODIFICATION AND WITHDRAWAL OF BIDS

- 2.11.1. The bidder(s) are not allowed to modify or withdraw the bid(s); once they are submitted.

2.12. CONFIDENTIALITY

- 2.12.1. Information relating to the examination, clarification, evaluation and recommendation for the short-listed bidder(s) shall not be disclosed to any person not officially concerned with the process. The MCF will treat all information submitted as part of bid in confidence and will ensure that all who have access to such material treat it in confidence. The MCF will not divulge any such information unless it is ordered to do so by any Government authority that has the power under law to require its disclosure.

2.13. CLARIFICATIONS

- 2.13.1. To assist in the process of evaluation of bids, the MCF may, at its sole discretion, ask any bidder for clarification on its bid. The request for clarification and the response shall be in writing. No change in the substance of the bid would be permitted by way of such clarifications. However, such clarification(s) may without prejudice includes clarifications



with respect to minor deviations found in the bid and shall be provided within the time specified by the MCF for this purpose. If a bidder does not provide clarifications sought under this Clause above within the prescribed time, its bid shall be liable to be rejected. Further, it is highlighted that no additional documents will be considered from the bidder and only clarification will be sought on the already submitted documents which are not readable.

In case the bid is not rejected, the MCF may proceed to evaluate the bid by construing the particulars requiring clarification to the best of its understanding, and the bidder shall be barred from subsequently questioning such interpretation of the MCF.

2.14. PROPRIETARY DATA

2.14.1. All documents and other information supplied by the MCF or submitted by the bidder(s) to the MCF shall remain or become the property of the MCF. Bidder(s) are to treat all information as strictly confidential and shall not use it for any purpose other than for preparation and submission of their bid. The MCF will not return any bid or any information provided along therewith.

2.15. CORRESPONDENCE WITH THE BIDDER

2.15.1. Save and except as provided in this RFP, the MCF shall not entertain any correspondence with any bidder in relation to the acceptance or rejection of any bid.

2.16. ELIGIBILITY OF BIDDER

2.16.1. Basic Pre-Qualification (PQ) Criteria:

2.16.1.1. The Bidder(s) for Pre-Qualification should be a single entity, not a group of entities (the **"Joint Venture/Consortium"**); **Joint Ventures/Consortium are not allowed as per this RFP, to implement the Project.** However, no bidder(s) applying, as the case may be, can be member of another bidder(s). The term bidder used herein would apply to a single entity. A bidder may be a natural person or a body corporate including but not limited to a company incorporated under the Companies Act, 1956/2013 or under the applicable laws of the jurisdiction of its origin or a society registered under the societies registration Act, 1860 or any other applicable governing law or a trust registered under the Indian Trusts Act, 1882 or Limited Liability Partnership (LLP) or a sole proprietorship registered under the relevant applicable governing law or any combination of them.

2.16.1.2. A bidder(s) shall not have a conflict of interest (the **"Conflict of Interest"**) that affects the bidding process. Any bidder(s) found to have a Conflict of Interest shall be disqualified. In the event of disqualification, Municipal Corporation/Council/Committee shall be entitled to forfeit and appropriate the Bid Security/EMD, as the case may be, without prejudice to any other right or remedy that may be available to Municipal Corporation, (*Name of City/Town to be filled*) under the bidding documents or otherwise. Determining the conflict of Interest shall be the prerogative of the Municipal Corporation, (*Name of City/Town to be filled*).



2.16.1.3. Without limiting the generality of the above, a bidder(s) shall be deemed to have a conflict of interest affecting the bidding process, if:

- i. The bidder, its Member or associate (or any constituent thereof) and any other bidder, its Member or any Associate thereof (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this qualification shall not apply in cases where the direct or indirect shareholding of a bidder, its member or an associate (or any constituent thereof) is less than 25% of the paid up and subscribed capital of the other bidder, its member or associate (or any constituent thereof); or
- ii. A constituent of such bidder is also a constituent of another bidder; or
- iii. Such bidder, its member or Associate receives or has received any direct or indirect subsidy, grant, loan or subordinated debt from any other bidder, its member or associate, or has provided any such subsidy, grant, loan or subordinated debt to any other bidder, its member or associate thereof; or
- iv. Such bidder has the same legal representative for purposes of this bid as any other bidder; or
- v. Such bidder, its member or associate (or any constituent thereof) and any other bidder, its member or any associate thereof (or any constituent thereof) have common controlling shareholders or other ownership interest.
- vi. Such bidder has a relationship with another bidder, directly or through common third parties, that puts either or both of them in a position to have access to each other's' information about, or to influence the bid of either or each other; or. Such bidder has participated as a consultant to Municipal Corporation, (*Name of City/Town to be filled*) of the state of Haryana in the preparation of any documents, design or technical specifications of the project. A bidder shall be liable for disqualification if any legal, financial or technical adviser of the MCF in relation to the project is engaged by the bidder, its Member or any Associate thereof, as the case may be, in any manner for matters related to or incidental to the project. For the avoidance of doubt, this disqualification shall not apply where such adviser was engaged by the bidder, its member or associate in the past but its assignment expired or was terminated six (6) months prior to the date of issue of this RFP. Nor will this disqualification apply where such adviser is engaged after a period of five (5) years from the date commencement of work.
- vii. Any entity which has been barred/blacklisted by the Central/State Government, or an entity controlled by it, from participating in any project, and the bar subsists as on the date of bid (even if the litigation is pending on the same dispute (barred/blacklisted) under the jurisdiction/arbitration/laws), would not be eligible to submit a bid, either individually or as member of a consortium.

Explanation:

For purpose of this RFP, 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 fifty percent (50%) 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 by operation of law.

It is clarified that a certificate from a qualified external auditor who audits the book of accounts of a bidder bidding individually for the project shall be provided to demonstrate that a person is an associate of the bidder bidding individually, as the case may be.

2.17. OTHER DOCUMENTS

- 2.17.1. The bidder(s) shall enclose with its application, to be submitted as per the format mentioned in Clause 2.8, complete with its appendices and annexures, the following:
 - 2.17.1.1. In case Bidder(s) is attaching experience certificate in the Bid, then; Experience certificate(s) along with copy of agreement(s) from its concerned client(s) in support of above work undertaken clearly stating the completed project value for the works collection & transportation and processing of MSW, manual & mechanized road sweeping, processing of legacy waste, waste to CBG, waste to energy & bio-methanation should be attached.
 - 2.17.2. The bidder(s) should submit a power of Attorney (POA) as per the format at **APPENDIX-III: FORMAT FOR POWER OF ATTORNEY (POA) FOR SIGNING APPLICATION**, authorizing the Signatory of the Bid to commit the Bidder duly supported by a charter document or board resolution in favour of executants.
 - 2.17.3. “Ineligibility Due to Fraud or Cheating, Backlisted or Debarred” - Any bidder, or its directors, associates, affiliates, or related parties, who have been debarred or found to be involved in any fraudulent activity, cheating in any contract with any ULB, Government or Public Sector organization, shall be deemed ineligible to participate in this tender. The bidder shall submit a declaration on a Non-Judicial Stamp Paper of ₹100 (Rupees One Hundred only), duly notarized, affirming that neither the bidder nor any of its directors, associates, or related parties have ever been involved in any cheating, fraudulent activities, nor have they been debarred or blacklisted in the past by any ULB, Government Department, Public Sector Undertaking, or any other agency.



3. CRITERIA FOR EVALUATION

3.1. TESTS OF RESPONSIVENESS

- 3.1.1. Prior to evaluation of the Bid(s), the MCF will determine whether each Bid(s) is responsive to the requirements of the RFP Document. A Bid shall be considered responsive if:
- It is received as per format prescribed under the RFP.
 - It is received by the Bid Due Date including any extension(s) granted by the MCF.
 - It is accompanied by the Power of Attorney as specified in RFP.
 - It contains information in Formats specified in this RFP.
 - It does not contain any condition or qualification; and.
 - It is not non-responsive in terms hereof.
- 3.1.2. The MCF reserves the right to reject any Bid which in its opinion is non-responsive and no request for modification or withdrawal shall be entertained by the MCF in respect of such Bid.
- 3.1.3. Conditional Bid(s) shall not be considered. Any Bid(s) found to contain conditions attached, will be rejected.

3.2. BID EVALUATION – TECHNICAL BID – PART I

3.2.1. TECHNICAL CAPACITY

To be considered Technically Qualified (“**Technically Qualified**”), the Bidder(s) shall have to fulfil following criteria:

- The Bidder should have prior experience of execution or under execution (including procurement and deployment of manpower & machinery) of one (1) project in last seven (7) years related to Door-to-Door Collection and Transportation of Municipal Solid Waste (MSW) up to the processing site/integrated projects (which includes Collection, Transportation and Processing of Municipal Solid Waste (MSW)) in India, having completed project cost equal to or greater than 80% of the estimated project cost i.e., Rs. _____ for the Zone/MCF, as on the bid due date.

OR

The Bidder should have prior experience of execution or under execution (including procurement and deployment of manpower & machinery) of two (2) projects in last seven (7) years related to Door-to-Door Collection and Transportation of Municipal Solid Waste (MSW) up to the processing site/integrated projects (which includes Collection, Transportation and Processing of Municipal Solid Waste (MSW)) in India, each having completed project cost equal to or greater than 60% of the estimated project cost i.e., Rs. _____ for the Zone/MCF, as on the bid due date.

OR

The Bidder should have prior experience of execution or under execution (including procurement and deployment of manpower & machinery) of three (3) projects in last seven (7) years related to Door-to-Door Collection and Transportation of Municipal Solid Waste (MSW) up to the processing site/integrated projects (which includes Collection, Transportation and Processing of Municipal Solid Waste (MSW)) in India, each having completed project cost equal to or greater than 40% of the estimated project cost i.e., Rs. _____ for the Zone/MCF, as on the bid due date.

- ii. The Bidder shall have experience of design, construction, operation, and maintenance of transfer station(s) of a capacity equal to or greater than 80% of the daily generated quantity of MSW of the Zone/MCF.
- iii. The Bidder(s) shall provide Documentary evidence w.r.t. project/projects Door-to-Door Collection and Transportation of Municipal Solid Waste (MSW) up to the processing site/integrated projects (which includes Collection, Transportation and Processing of Municipal Solid Waste (MSW)) and design, construction, operation, and maintenance of transfer station(s) of given capacity by way of satisfactory experience certificate of services/operation (duly signed by the competent authority) along with Agreement Copy, as the case may be, in support of the Technical Capacity as specified in this Clause. Such documentary evidence shall be duly signed by the authorized signatory of the Bidder(s). The MCF shall mandatorily verify the submitted experience certificate from Incharge of the issuing authority before opening of the financial bid.

3.2.2. FINANCIAL CAPACITY

To demonstrating Financial Capacity, the Bidder(s) shall have to fulfil following conditions (“**Financial Capacity**”):

Turnover	The minimum average Annual Turnover of the Bidder for the last three financial years (2022-23, 2023-24 & 2024-25) should be at least 30% of the total project cost for one (1) year
Net worth	The Net Worth (the “Financial Capacity”) of the bidder shall be positive at the close of preceding financial year duly certified by the CA
Bidding Capacity	The bidding capacity of the bidder should be equal to or more than the estimated cost of the work put to tender. The bidding capacity shall be certified by registered Chartered Accountant by working out the following formula: - $\text{Available Bid Capacity} = \{(A \times N \times 2) - B\}$ Where: - A = Maximum value of financial turnover (as certified by the Chartered Accountant) in any one year during the last three years

	(updated to price level of the last financial year at the rate of 8% per year compounded yearly) N = Number of years prescribed for completion of the works for which bids are invited (period up to 6 months to be taken as $\frac{1}{2}$ and more than 6 months as 1 in a year). B = Value, at the current price level (compounded yearly @8% per year), of existing commitments and on-going works to be completed during the period of completion of the works for which bids are invited.
--	--

- i. For the purposes of this RFP, **Net worth** shall mean:
 - a) **In case of a Company:** the aggregate value of the paid-up share capital and all reserves created out of the profits and securities premium account, after deducting the aggregate value of the accumulated losses, deferred expenditure and miscellaneous expenditure not written off, as per the audited balance sheet, but does not include reserves created out of revaluation of assets, write-back of depreciation and amalgamation; and
 - b) **In case of a Society or a Trust:** the sum of available corpus and reserves.
 - c) **In case of any other entity/body corporate:** the aggregate value of the paid-up capital and reserves of such entity, after deducting the aggregate value of the intangible assets.
- ii. For the purposes of this RFP, **Turnover** shall mean:
 - a) **In case of a Company or any other entity/body corporate other than Society or Trust:** the aggregate value of the realization of amount made from the sale, supply or distribution of goods or on account of services rendered, or both, by the company during a financial year. For avoidance of doubt, it is clarified that it shall not include interest earned from financial instruments.
 - b) **In case of a Society or Trust:** the gross receipts which includes donations from individuals and corporations, support from government agencies, income from activities related to the organization's mission, and income from fundraising activities, membership dues, and financial investments such as stock shares in companies.
- iii. In case the Annual accounts for the last Financial Year are not audited and therefore the Bidder(s) cannot make it available, the Bidder(s) shall give an undertaking to this effect, certified by the Statutory Auditor/Chartered Accountant. In such a case, the Bidder(s) shall provide the Audited Annual Reports for the Financial Year preceding the latest Financial Year for which the Audited Annual Report is not being provided.
- iv. The Bid must be accompanied by the Audited Annual Reports of the Bidder(s) for the last Three (3) consecutive Financial Years at the close of the preceding Financial Year prior to the Bid Due Date. The Bidder(s) shall enclose, the Certificate(s) from its Statutory Auditors specifying the Net worth and Turnover of the Bidder(s) at the close of the Financial Year preceding the Bid Due Date and also specifying that the Methodology adopted for calculating such Net worth.
- v. The Bidder(s) shall provide Documentary evidence by way of Statutory Auditor's certificate and/ or Chartered Accountant's certificate in support of its Financial Capacity, as the case may be, in support of the Financial Capacity as specified in this



Clause. Such documentary evidence shall be duly signed by the authorized signatory of the Bidder.

- 3.2.3. Any entity which has been barred by the Central/State Government, or any entity controlled by it, from participating in any project (Build, Own and Transfer or otherwise), and the bar subsists as on the Date of the Bid, would not be eligible to submit the Bid, either individually or through any firm/company, etc.
- 3.2.4. In the event that the Bidder(s) submits a Bid for the Project, and the Bidder(s) does not meet the Technical Capacity or/and Financial Capacity as described as described under Clause 3.2, the Bidder(s) shall be Dis-Qualified and the Financial Bid(s) of such Bidder(s) shall not be opened.

3.3. BID EVALUATION – FINANCIAL BID – PART II

- 3.3.1. The shortlisted Bidder(s) adjudged as responsive and Technically Qualified at the end of the Bid Evaluation – Technical Bid – Part I shall be notified and informed of the Date and Time of opening of Financial Bid(s).
- 3.3.2. Financial Bid(s) of all the shortlisted Bidder(s) who meet the Technical Capacity and Financial Capacity Evaluation Criteria, shall be evaluated on the basis of the Financial Bid(s) (the “**Financial Bid Parameter**”) as specified in this RFP.

3.3.3. FINANCIAL BID PARAMETER

The Bidder(s) shall quote in the Financial Bid(s), Indian National Rupees (**exclusive of GST**) per ton of waste collected and transported to the processing site which shall be paid, in lieu of the expenses incurred by the bidder in rendering the services of collection of segregated MSW from each and every property and Transportation to Processing Site, **subject to and in accordance with the terms hereof and the Contract Agreement.**

It is hereby clarified, clearly recorded and understood by the Bidder that the Payment shall be made as per the mechanism set out below and as particularly specified in the Contract Agreement:

3.3.4. Goods & Service Tax (GST)

GST, if applicable shall be paid by the MCF as per Applicable Laws in addition to agreed Fee.

- 3.3.5. Financial Bid(s) of shortlisted Bidder(s) who qualify after Bid Evaluation – Technical Bid – Part I, may be opened in the presence of the representatives of shortlisted Bidder(s), who choose to attend. The Financial Bid(s) of the shortlisted Bidder(s) shall be read out and recorded.
- 3.3.6. The Lowest Bidder L1 and subsequently L2, L3, L4..... Further, the negotiation policy of the state issued from time to time shall be applicable for selection of the successful bidder.
- 3.3.7. In the event that Two (2) or more Bidders quote exactly the same validated Financial Bid Parameter for the project, then the MCF reserves the right either to:
- Invite fresh Financial Bids from only such Bidders in sealed Envelope(s) before Tender Inviting Authority or any constituted committee; or
 - Identify the Selected Bidder by draw of lots, which shall be conducted, with prior notice, in the presence of the Tied Bidders, who choose to attend; or



- iii. Take any such measure as may be deemed fit in its sole discretion, including annulment of the bidding process.

3.4. NOTIFICATION OF AWARD & ISSUE OF LETTER OF AWARD

- 3.4.1. The Selected Bidder shall be issued a Letter of Award (LOA) within 7 days after approval of the competent authority.
- 3.4.2. The MC shall first examine the proposed “Action plan including approach, project milestones, timelines etc. particular to the Project” submitted by Bidder(s) at the time of bid in view of their requirements and will approve, if it is found to be in line with the required manpower, machinery, project milestones and timelines etc. If the proposed “Action Plan including approach, project milestones, timelines etc. particular to the Project” submitted by the Bidder(s) is not viable, MC shall ask the Agency/Finalized contractor to revise its action plan including requisite no. of manpower, machinery, milestone and timelines of the project etc.

3.5. FRAUD AND CORRUPT PRACTICES

- 3.5.1. The Bidder(s) participating in the Bidding Process and responding to the RFP and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, the MCF may reject any Bid(s) without being liable in any manner whatsoever to the Bidder if it determines that the Bidder(s) has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process may attract criminal proceedings against the contractor/agency.

Without prejudice to the rights of the MCF under the RFP herein above, if Bidder(s) is found by the MCF 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 Bidding Process, such Applicant shall not be eligible to participate in any tender or RFP issued by the MCF for a period of minimum Two (2) Years or as specified by MCF from the Date such Bidder is found by the MCF 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, as the case may be. For the purposes of this RFP, the following terms shall have the meaning here in after respectively assigned to them:

- 3.5.1.1. “Corrupt Practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to, or employing, or engaging in any manner whatsoever, directly or indirectly, any official of the MCF who is or has been associated in any manner, directly or indirectly, with the Bidding Process or the LOA or has dealt with matters concerning the Contract Agreement or arising therefrom, 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 the MCF, shall be deemed to constitute influencing the actions of a person connected with the Bidding Process); engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOA or after the execution of the Contract Agreement, as the case may be, any person in respect

of any matter relating to the Project or the LOA or the Contract Agreement, who at any time has been or is a legal, financial or technical adviser of the MCF in relation to any matter concerning the Project;

- 3.5.1.2. “Fraudulent Practice” means misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process or vitiating the bidding process by any mean;
- 3.5.1.3. “Coercive Practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the Bidding Process;
- 3.5.1.4. “Undesirable Practice” means (i) establishing contact with any person connected with or employed or engaged by the MCF with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and
- 3.5.1.5. “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 Bidding Process.

3.6. PRE-BID MEETING/CONFERENCE

- 3.6.1. A Pre-Bid meeting/conference of the interested Bidder(s) shall be convened at the designated Date, Time and Place. During the course of Pre-Bid meeting/conference, the Bidder(s) will be free to seek clarifications and make suggestions for consideration of the MCF. The MCF shall endeavour to provide clarifications and such further information as it may, in its sole discretion, consider appropriate for facilitating a fair, transparent and competitive Bidding Process.

3.7. MISCELLANEOUS

- 3.7.1. The Bidding Process shall be governed by, and construed in accordance with the laws of India and the Courts at *(to be filled)* MCF shall have the exclusive jurisdiction over all disputes arising under, pursuant to and/ or in connection with the Bidding Process.

The MCF, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to;

- i. Suspend and/or Cancel the Bidding Process and/or amend and/or supplement the Bidding Process or modify the Dates or other terms and conditions relating thereto;
- ii. Consult with any Bidder(s) in order to receive clarification(s) or further information(s);
- iii. Pre-Qualify or not to Pre-Qualify any Bidder(s) and/or to consult with any Bidder(s) in order to receive clarification(s) or further information(s);
- iv. Retain any information and/or evidence submitted to the MCF by, on behalf of, and/ or in relation to any Bidder(s); and/or
- v. 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.

It shall be deemed that by submitting the Bid(s) the Bidder(s) agrees that the MCF, its employees, agents and advisers are irrevocably, unconditionally, fully and finally



indemnified 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 and the Bidding Documents, pursuant hereto, and/or in connection with the Bidding Process, to the fullest extent permitted by Applicable Law, and waives any and all rights and/or claims it may have in this respect, whether actual or contingent, whether present or in future.



4. **TERMS OF REFERENCE (TOR)**

A. **TOR – CONTRACTOR/AGENCY**

4.1. **SCOPE OF WORK**

- 4.1.1. Contractor/agency will collect the Municipal Solid Waste (i.e., plastic, dry & wet waste, domestic hazardous waste, e-waste, sanitary waste etc.) in segregated manner from all the establishments falling under the MCF and transport the same to the Processing Site. The contractor/agency shall collect the waste from the commercial area, residential area, industrial area, garbage vulnerable points (GVP), dust-bins (if any, provided by MCF & others), bulk waste generators (if required), sweeping waste from designated site and transport it to the Processing Site. It shall be ensured by the MCF that the contractor/agency will not collect the C&D waste and Horticulture waste from any place in the project jurisdiction.

Further, the contractor/agency responsible for processing of MSW shall ensure that the all-recyclable waste (glass, metal, rubber, plastic bottles, cardboard, packaging material, paper etc.), domestic hazardous waste and sanitary waste (discarded medicines, sanitary pads, syringes etc.) and e-waste (electrical & electronics items) shall be stored, at identified place within the processing site area, in separate bins/container and shall be sent to government registered recyclers/ handed over to agencies authorized by the Haryana State Pollution Control Board (HSPCB).

The scope of the work shall mean and include facilities and infrastructure for:

- i. Door to Door collection of MSW;
 - ii. Secondary collection, Segregation, and Transportation of MSW at the doorstep of the Processing Unit as designated by MCF;
 - iii. Performance and fulfilment of all other obligations in accordance with the provisions of Contract Agreement and matters incidental thereto or necessary for the performance of any or all of the obligations under Contract Agreement.
 - iv. Any other Solid Waste Management (SWM) related activity or service that may, in future, be declared, notified, or ordered to be undertaken under the Solid Waste Management Rules, 2016 and its subsequent amendments, or as directed by any Government / Competent Authority, shall also form part of the Contractor's scope of work. However, in such cases where the said activity involves additional financial implications, the cost of such additional activity shall be borne by the MCF. The Contractor shall submit a cost proposal for the same, which shall be examined and approved by the MCF before implementation.
 - v. The scope of the Project shall also include any and all other activities that are ancillary to the above-mentioned scope of the Project. Background document shall form part of the Scope of the project.
- 4.1.2. **DOOR-TO-DOOR COLLECTION** means that the collection of Municipal Solid Waste (MSW) shall start from the MSW generator i.e. source. The contractor/agency shall collect segregated Municipal Solid Waste (MSW) using compartmentalized vehicles such as auto-tippers, Light Commercial Vehicles (LCVs), or e-rickshaws. The vehicles shall be suitably designed to collect wet waste and mixed waste and shall be deployed six days a week. Further, in addition to above-mentioned vehicles of mixed waste and wet waste, a dedicated vehicle for collection & transportation of dry waste shall be deployed twice a week (days to be fixed by the MCF). All these vehicles shall have separate storage for domestic hazardous waste, sanitary waste and e-waste.

If the MCF establishes/make agreement with any bio-gas processing facility or other organic waste treatment plant, the contractor/agency shall deploy a separate dedicated number of vehicles required for the collection and transportation of wet (organic) waste generated from restaurants, hotels, food establishments, and malls that are not covered under the BWGs category.

- 4.1.3. **Transportation** of MSW means the waste collected from each establishment, GVP, sweeping waste, Dust-Bins and bulk waste generators (if required) is brought to the designated processing site. The transportation vehicles shall have the Geographic Positioning System (GPS) and a MIS based monitoring mechanism.
- 4.1.4. **Segregation** of MSW is a critical requirement since it enables recycling, reuse, treatment and scientific disposal of different components of waste. It is primary responsibility of waste generator. Therefore, MCF shall emphasize on segregation of waste at source.

4.2. ROLES & RESPONSIBILITIES OF THE CONTRACTOR/AGENCY

- 4.2.1. Based on the household data, contractor/agency shall define the total number of vehicles and manpower required for carrying out collection and transportation activities in the jurisdiction of the MCF as per **ANNEXURE-6: FORMAT FOR PROJECT INFORMATION MEMORANDUM**
- 4.2.2. Contractor/agency on the basis of scope of work mentioned above to design the infrastructure as follows:
- Total establishments in Colony/Sector/Townships/ etc.: (*details to be verified in line to Table "A"*)
 - E-Rickshaw/LCV/Motorized Vehicle or any other machinery: Total assigned establishment (establishments as mentioned in **ANNEXURE-8: FORMAT FOR SOLID WASTE COLLECTION VEHICLES GAP ANALYSIS**)
- 4.2.3. Contractor/agency shall provide following data/information to Municipal Corporation Commissioner within Fifteen (15) Days after issuing Letter of Award (LOA)/Work Order (WO):
- The detailed gap analysis sheet of total no of establishment (in response to Annexure 5) may be submitted to Municipal Corporation Commissioner by agency.
 - The contractor/agency shall provide the Colony/Sector/Townships/ (BWG if required) etc., wise details of vehicle(s) deployed in MCF. The details shall be furnished in the form attached at **ANNEXURE-9: FORMAT FOR SOLID WASTE COLLECTION VEHICLES**
 - The contractor/agency shall provide the Colony/Sector/Townships/ (BWG if required) etc., wise details of Manpower deployment in MCF. The details shall be furnished in the form attached at **ANNEXURE-10: FORMAT FOR MANPOWER REQUIREMENT**
 - The basic detail of staff deployed for daily activities of Door-to-Door collection & transportation of waste i.e., the Driver along with the helper shall be submitted to



MCF as per **ANNEXURE-11: FORMAT FOR STAFF DEPLOYED LIST**

- v. The contractor/agency shall provide the Colony/ Sector/Townships/BWG if required etc., wise detailed Staff Deployment Plan for the MCF. The details shall be furnished in the form attached at **ANNEXURE-12: FORMAT FOR STAFF DEPLOYMENT PLAN**
- 4.2.4. The attendance of the staff deployed shall be marked only through Biometric Attendance System.
- 4.2.5. The contractor/agency shall deploy 100% required machinery for Door-to-Door collection, segregation & transportation of waste in each Colony/ Sector/Townships (BWG, if required by the MCF) etc. as per action plan and shall ensure that work is not hampered during any machinery breakdown. Agency may either procure machinery or arrange on rental basis.
- 4.2.6. The contractor/agency shall ensure that all machinery for Door-to-Door collection & transportation of waste must be GPS enabled having proper partitions for segregated waste collection.
- 4.2.7. The contractor/agency shall ensure that the Light Commercial Vehicles (LCVs) deployed for Door-to-Door collection of Municipal Solid Waste are Electric Vehicles (EVs) or Compressed Natural Gas (CNG) fuel based vehicles, fully compliant with all applicable emission norms, and duly registered and insured in accordance with prevailing laws. Further, the remaining 20% of the LCV vehicles deployed for Door-to-Door collection of Municipal Solid Waste shall mandatorily be Electric Vehicles (EVs) and shall be maintained in accordance with the prescribed environmental and safety standards. These 20% LCV will be in addition to e-rickshaw deployed in narrow street
- 4.2.8. Proper dashboard for vehicle tracking system (GPS) must be installed by the contractor/agency and the access to it should be provided to the MCF.
- 4.2.9. The contractor/agency shall ensure Door-to-Door Collection of MSW and transportation to the processing site (identified by the MCF) as per MSW Rules, 2016 and its amendments from time to time, orders or directions of Hon'ble Courts, Hon'ble NGT / CAQM / CPCB / HSPCB or any other direction from the competent authority. Further, if any penalty of the nature of environmental compensation or otherwise is imposed on the MCF by Hon'ble Courts, NGT, CAQM, CPCB, HSPCB due to non- compliance of rules & regulation concerning Door-to-Door Collection of Municipal Solid Waste (MSW) and its transportation to the processing site, then the contractor/agency shall bear the same and the same amount shall be recovered from the contractor/agency by the MCF.
- 4.2.10. In case any household or establishment fails to provide segregated waste for three (03) consecutive days to the contractor/agency, the contractor/agency shall immediately provide the list of such households to the MCF through the prescribed mobile application developed by the contractor/agency linked with RFID tag scanner. The said application shall be mandatorily integrated with the Solid Waste Management (SWM)/NDC portal of the MCF for real-time monitoring and record-keeping. The MCF shall immediately take the cognisance of the matter and impose penalty on the waste generator (as applicable) and the contractor/agency shall continue to collect such waste and shall submit such default reports regularly.
- 4.2.11. The contractor/agency will strive to achieve the target of 100% segregated waste collection from 50% of establishments within six (6) Months of commencement of work and 100%



- segregated waste from each establishment within one (1) year of the commencement of work by motivating and counselling of the waste generator.
- 4.2.12. The contractor/agency should make and publish time table for collection of waste (Door to Door vehicles) as per locality in consultation with MCF and publish the same in Two (02) Local Newspapers (i.e. most popular read newspaper) and Pamphlets, any change in the time table should be notified in Local Newspapers and Pamphlets. The time table should also be provided to all RWAs, Market Associations, and Ward Councillors etc.
- 4.2.13. The contractor/agency will collect all the waste twice a day from commercial areas, twice a day from public areas and once in a day from the residential areas, as per scheduled timetable or as per directions of MCF.
- 4.2.14. The street sweeping waste shall be collected from the point(s) designated by the MCF (swept waste shall be deposited in appropriate size bins by the MCF workers or sweeping contractor) and the same shall be transported by the contractor/agency to the identified site using separate vehicles meant for collection of sweeping waste, distinct from those deployed for Door-to-Door Collection of Municipal Solid Waste (MSW). The contractor/agency shall ensure that the sweeping waste is not mixed with the MSW collected through Door-to-Door Collection of Municipal Solid Waste, and both streams of waste shall be managed and disposed of by the contractor/agency at the sites identified by the MCF separately.
- 4.2.15. The contractor/agency shall provide timetable in consultation with MCF for;
- Residential Areas Door to Door for Collection of Waste.
 - Commercial/Institutional Areas Door to Door collection of waste.
 - Twin Bin(s) for waste collection.
 - Secondary Bin(s) for waste collection.
- 4.2.16. The contractor/agency shall use compartmentalized motorized vehicles for collection & transportation of 100% waste in segregated manner from each establishment of waste generator as per applicable laws.
- 4.2.17. The contractor/agency shall ensure that the collection bins, vehicles, and devices are cleaned on a daily basis using disinfectants and waste should not be littered around/outside the dustbins. Also, waste shall not be transported uncovered.
- 4.2.18. The contractor/agency shall ensure that the machinery (collection vehicles, compactor vehicles, dumpers, excavators, loaders and etc.) should be Global Positioning System (GPS) and Radio Frequency Identification Device (RFID) enabled & connected to the Department's Management Information System (MIS) provided by the MCF. All the vehicles should have Reading/Scanning devices.
- 4.2.19. The contractor/agency shall submit monthly data/analysis of the waste collected from each establishment (in a segregated manner), waste collected from Litter Bins, solid waste collected from road/street site, waste collected from Bulk waste generators (if any)
- 4.2.20. The contractor/agency will have no right on user charges and will not collect the same from household /bulk waste Generator /institution /establishment /RWA or any other user/waste generator.
- 4.2.21. DELETED
- 4.2.22. The contractor/agency shall make adequate arrangement for collection of domestic hazardous waste, Sanitary Waste, E-waste separately. Further, the vehicles used for



collection of MSW will have separate storage for domestic hazardous waste, sanitary waste and e-waste.

- 4.2.23. The contractor/agency shall transport the collected Municipal Solid Waste (MSW) using Light Commercial Vehicles (LCVs) or e-rickshaws (for narrow streets), up to transfer station(s)/secondary collection point(s) or directly to the processing site upto a distance of 20 km from the transfer station/secondary collection point. The transfer station(s)/secondary collection point(s) shall be equipped with a mechanized fixed/mobile compactor and the MSW collected at transfer station shall be transported upto the processing site (within 20 km) through refused compactor on the same day.

The MCF shall identify the no. and location of transfer stations/ secondary collection point(s) to be established by the contractor/agency and shall provide the distance of transfer station(s)/secondary collection point(s) from the processing site in Project Information Memorandum {**Annexure 6(a)**}.

The MCF may relocate the processing site due to administrative or any other reasons then the contractor/agency shall transport the total or partial quantity of MSW to such identified processing site. If such identified processing site is at a distance more than 20 km from the designated transfer station(s)/secondary collection point(s), then the MCF shall pay the transportation charges beyond 20 km distance at the rate of Rs. ___per ton per km (to be filled by the MCF).

For the purpose of calculating the distance to the processing site, the MCF will consider the transfer station/secondary collection point as the benchmark location and the distance shall be measured using the crow-flies principle, i.e., the straight-line aerial distance between the benchmark (transfer station/secondary collection point) and the processing site, irrespective of the actual road length.

- 4.2.24. The contractor/agency shall replace the present secondary collection point(s)/dhalaos with mechanised secondary collection point(s)/ transfer station(s) within 30 days of starting of work. The details of secondary waste collection point(s)/dhalaos which needs to be replaced with mechanised secondary collection point(s)/ transfer station(s) shall be identified and provided to the contractor/agency by the MCF ANNEXURE-15: FORMAT FOR LIST OF SECONDARY COLLECTION POINTS.
- 4.2.25. Secondary collection point(s)/transfer station(s) to be designed in such a way that waste can be transferred directly to secondary collection vehicle from primary collection vehicle i.e., from LCV to fixed/mobile waste compactors and e-rickshaw to fixed/mobile waste compactors through mechanical arrangements. The machinery required for the operation of the transfer station(s)/secondary collection point(s) shall be procured, installed & maintained by the contractor/agency, while the basic infrastructure shall be developed by the MCF.
- 4.2.26. The presence of GVPs implies that contractor/agency is not fulfilling its obligation of 100% door to door collection of MSW which is the very first reason of creation of the GVPs in any colony/ward therefore it shall be responsibility of the contractor / agency to eliminate such GVPs. So, the contractor/agency shall ensure elimination of all such Garbage Vulnerable Points (GVPs) by preparing a plan in consultation with MCF and eliminate the same within limited frame (i.e., maximum 30 days of starting of work) and by the time, if same is not eliminated, contractor/agency shall ensure 100% cleaning of Garbage Vulnerable Points (GVPs) in their area. If after repeated cleaning of GVPs,



- households/shops/rickshaws still dump garbage at GVP points than contractor shall prepare the list of such persons, units and submit it to the MCF for further action.
- 4.2.27. The contractor/agency shall submit vehicle maintenance cum servicing schedule to the MCF as per format attached at **ANNEXURE-16: FORMAT FOR LIST OF VEHICLE MAINTENANCE/SERVICING SCHEDULE**
- 4.2.28. The contractor/agency shall provide the MSW in segregated manner such as dry & wet waste, e-waste, domestic hazardous, sanitary waste separately to the processing agency at the processing site (identified by the MCF) for further processing. Data of such waste in terms of ton shall have to be maintained by both the agencies and same are to be reflected in the bills submitted by the agencies.
- 4.2.29. The contractor/agency shall take all applicable approvals/clearances in sequence and comply with the provisions therein from time to time and the MCF should assist the contractor/agency in obtaining such approvals/clearances required for execution of the project.
- 4.2.30. The contractor/agency shall comply with all the Applicable Laws.
- 4.2.31. The contractor/agency shall engage the unorganized or informal waste pickers identified by MCF and shall promote and establish a system for integration of these unorganized-informal waste-pickers to facilitate their participation in door-to-door MSW collection activity. If this provision is not followed then penalty shall be imposed as per penalty clause.
- 4.2.32. The selected contractor /agency shall be bound to follow the amendments made in the RFP by the competent authority from time to time, except those relating to the financial implications which will be borne by the MCF.
- 4.2.33. The selected contractor/agency shall engage Self Help Group (SHG) in the work of Door-to-Door collection for at least 7500 Households as identified by the MCF. Priority shall be given to the Self-Help Group (SHG) with all members of SC category or women.
- 4.2.34. The selected Self-Help Group (SHG) shall collect segregated waste from allotted households using its own resources, in accordance with the conditions specified in the agreement with the agency. The SHG shall also be responsible for transporting the waste to the designated processing site. The agency shall make full payment to the SHG for servicing the identified for 7500 Households for MCF, without any deductions, except in cases where penalties are applicable as per the terms of the agreement for specific lapses.
- 4.2.35. The contractor/agency will deploy a senior/managerial staff to MCF for co-ordination with following qualification:
- Any Graduate with Three (3) Years of overall experience out of which having atleast One (01) Year of relevant experience of any Solid Waste Management Project.
 - Knowledge of MS office.
- 4.2.36. The contractor/agency shall ensure to deploy its total fleet of manpower and machinery in one go on commencement day of the work.
- 4.2.37. The contractor/agency shall ensure that speakers are installed on each vehicle for conducting awareness campaigns. The vehicles shall be adequately equipped with necessary provisions for playing approved jingles.
- 4.2.38. The contractor/agency shall establish and operate two (2) Recycling Centres in MCF, at locations approved by the Authority. These centres shall serve as collection points where



citizens can voluntarily bring and sell their recyclable materials (such as plastic, paper, glass, metal, etc.) at pre-notified rates approved by the contractor.

4.3. IT-ENABLED MONITORING

IT-Enablement monitoring of movable inventory along with activities related to collection & transportation to be carried out by the contractor/agency:

- 4.3.1. The contractor/agency has submitted the detail of the route fixed for vehicles for Door-to-Door collection & Transportation of MSW as per format attached at **ANNEXURE-17: FORMAT FOR ROUTE PLAN FOR DOOR-TO-DOOR WASTE COLLECTION**
- 4.3.2. In order to monitor the movement of Door-to-Door waste collection & Transportation vehicles as per the route map of the vehicle submitted by the contractor/agency, GPS must be installed in all vehicles on the day of commencement of work.
- 4.3.3. The contractor/agency shall also submit the area-wise route map of vehicles with a timetable every six month to ensure 100% Door to Door collection & Transportation. An example of the route map prepared is attached at **ANNEXURE-18: EXAMPLE ROUTE MAP** for reference.
- 4.3.4. MCF shall ensure that the contractor/agency has submitted the area-wise list of IT-Enabled (i.e., GPS, RFID Tags and Readers, etc.) vehicles which are deployed in the MCF.
- 4.3.5. The Route map prepared by the contractor/agency in discussion with MCF shall be reviewed by MCF once in a Month for updation/correction, if required to ensure maximum coverage.
- 4.3.6. Also, the contractor/agency shall ensure:
 - 4.3.6.1. Management Information System (MIS) with real-time update parameters of project (Link to be provided to MCF).
 - 4.3.6.2. Radio Frequency Identification Device (RFID Tags) for route optimization at various locations, collection route, project site, entry & exit point.
 - 4.3.6.3. All the vehicles should have Reading/Scanning devices.
 - 4.3.6.4. All the RFID Tags should be installed at ground floor & operational at each and every establishment in consultation with MCF along with its location marked on the GPS Tool/Dashboard, in case of installation of new RFID Tag the same should be updated in GPS Tool/Dashboard (on SWM Portal). Following are the Timelines w.r.t. major activities;

Municipal Corporation		
1	Within Thirty (30) Days of signing the Agreement	Installation and operation of 100% RFID Tags, in consultation with MCF

- 4.3.7. To ensure efficient monitoring of Door-to-Door Collection & Transportation of segregated MSW, the following IT-Enabled mechanisms shall be adopted:

S.No.	IT Components	Application of the System
1	GPS installation in all Vehicles	
	Each vehicle deployed for waste collection and transportation shall have a GPS system installed and maintained in working condition at all times.	Monitor and keep record of trips completed by vehicles.

S.No.	IT Components	Application of the System
	The GPS feed from these systems shall be integrated with the Integrated with Management Information System (MIS)/ICCC for real-time monitoring.	Plan efficient waste collection schedule in minimum trips.
2	RFID Tags, Tag readers	
	All vehicles should be equipped with reading/scanning devices. These scanning devices shall be utilized to scan installed RFIDs at household levels, Garbage collection bins and secondary collection points.	To ensure 100% household waste collection
	The RFID Tag readers shall be integrated with the SWM Portal.	
3	Real-Time monitoring and integration of system	
	The contractor/agency shall provide real-time feed and monitoring of GPS and RFID Tags through web-based technology.	Ensures automatic tracking and recording of vehicle identification and movement in all vehicles.
	The machinery (collection vehicles, compactor vehicles, dumpers, excavators, loaders and etc.) should be Global Positioning System (GPS) and Radio frequency Identification device (RFID) enabled connected to Management Information System (MIS) system.	Optimise use of deployed resources
4	Installation of RFID Tags at Establishment Level, Garbage Collection Bins and Secondary Collection Points	
	Stainless Steel RFID Tags shall be installed at each establishment, all the Garbage collection bins and secondary collection points based on the higher count from the Property Tax Register, or Ward Bandi, in consultation with the Participating MCF	To ensure 100% household waste collection. To measure service level benchmark regarding coverage of waste collection
5	Integration of System with ICCC (Integrated Control and Command Centre)	
	The GPS and RFID Tags should be Integrated with Management Information System (MIS)/ICCC of the MCF	Inspection and monitoring by MCF officials.

4.3.8. The selected bidder is also required to regularly submit information/data using SWM Portal (app developed by DULB) or any other amendments from time to time by Govt. including the details given below:

- Details of Manpower deployed: Name, mobile number, Aadhar number, Photograph etc. (Web portal).
- Vehicle information: Registered Number, Make, Model, Photograph etc. (Web portal).
- Route Plan/ Area of Work for deployed vehicles and manpower (Web portal).
- Type of work assigned and area assignment (colonies) to Manpower (Web portal).
- Daily Attendance of manpower by Supervisor (Mobile App).
- Enter data of waste collected from secondary collection points (Mobile App).
- Report households not giving segregated waste (Mobile App).
- Daily clean-up information of secondary sites (Mobile App).



- 4.3.9. The contractor/agency shall submit the monthly detail of waste collected, handed over to the agency responsible for processing of waste, in **ANNEXURE-19: FORMAT FOR MONTHLY DETAILS OF WASTE COLLECTED, HANDED OVER TO AGENCY RESPONSIBLE FOR PROCESSING OF WASTE** along with the bills.

4.4. DELETED

4.5. SETTING UP COMPLAINT REDRESSAL CENTRE BY THE CONTRACTOR /AGENCY

- 4.5.1. The contractor/agency working in the MCF shall setup at least One (1) complaint redressal centre for easy monitoring of operations of the project and ensure prompt response to address customer complaints.
- 4.5.2. The compliant register for all the written complaints shall be maintained by MCF.
- 4.5.3. The telephonic complaint received in Complaint Redressal Centre shall be recorded by contractor/agency as per format given in **ANNEXURE-22: FORMAT FOR CONTRACTOR/AGENCY COMPLAINT REGISTER**
- 4.5.4. There shall be an online platform/portal/app provided by the MCF wherein all the complaints shall be received and redressed by the contractor/agency.

4.6. Brief Mechanism of Complaint Redressal Centre is provided as below:

S.No.	DESCRIPTION	REQUIREMENTS
1	Modes of Complaint Registration	- Complaints received on Online portal. - The Complaint Redressal Centre should be capable of registering complaints through written communication, telephone calls, and personal visits by consumers. - The Complaint Redressal Centre should provide support in English, Hindi, and the Regional Language to cater to the language preferences of the customers. - The Complaint Redressal Centre shall be integrated with the existing complaint mechanism of the MCF, whether offline or online, and shall retrieve & address the registered complaint data on a daily basis
2	Dedicated Phone Lines to be set up	The Complaint Redressal Centre should have a minimum of three operational dedicated phone lines for receiving customer calls and complaints.
3	Display of Contact Information	- The telephone numbers of the Complaint Redressal Centre should be clearly displayed on all secondary storage equipment and transportation vehicles. - The contact numbers should be mentioned in English, Hindi, and the Regional Language to ensure accessibility for all customers.

S.No.	DESCRIPTION	REQUIREMENTS
4	Operational Hours	The Complaint Redressal Centre should remain operational from 8 AM to 8 PM, Seven (7) Days a week.
5	Complaint Verification and Redressal	Complaints should be verified & redressed within timelines provided in Right to Service Act.
6	Complaints through Participating MCF	- Aggrieved residents can also register their complaints directly with the offices of the MCF - MCF should designate a Nodal Officer to receive and forward such complaints to the Complaint Redressal Centre.
7	Immediate Action and Status Report	- The contractor/agency working in the MCF should take immediate action on the complaints forwarded by the MCF Nodal Officers. - The contractor/agency should send a status report to the Nodal Officer within 24 hours of redressing the complaint, specifying the action taken.
8	Penalty for Delayed Action or Status Report	If the contractor/agency working in the MCF fails to take action or send the status report within the specified time period, it shall be liable to penalized as mentioned in the Penalty clause for each day of delay.

4.7. PAYMENT TO THE CONTRACTOR /AGENCY

- 4.7.1. All payments to the contractor/agency shall be processed only through SWM Portal. The system-generated data available on the portal shall be the sole basis for processing the monthly bills. While processing the payment, the MCF shall verify compliance strictly in accordance with the **ANNEXURE-31: FORMAT FOR PAYMENT**
- 4.7.2. Payment against the monthly bill shall be released in two parts: 50% by the 5th day of each month, and the remaining 50% by the 30th day of the same month, subject to verification of system-generated data on the SWM Portal and compliance with the form-31 checklist by the MCF.

B. TOR – MUNICIPAL CORPORATION FARIDABAD (MCF)

4.8. SCOPE OF WORK

The MCF would be required to provide the under-mentioned Project related services to the contractor/agency;

- 4.8.1. MCF shall prepare complete city profile under the supervision of CMC, Faridabad which shall include all types of establishments mentioned . **in the Table ‘A’ at 1.1.3.** MCF shall prepare the same on the basis of NDC portal
- 4.8.2. City Profile prepared by the MCF shall also include the detailed information regarding the current movable and immovable inventory available with the MCF, please use the following details for the bid:

S.No.	Parameter	Details
A	General	
1	Existing population	
2	Total waste generation in TPD	
3	Total area in sq.km	
4	Name and No. of zones	
5	Total no. of wards	
6	Total no. of establishments (in Table 'A' 1.1.3)	
7	Name and No. of colony	
8	Name and No. of sectors (HUDA)	
9	Name and No. of townships	
10	Name and No. of slum areas	
11	No. and details of BWGs	
B	Site Details	
1	No. and location of sites for Transfer Stations/Secondary Collection Points	
2	Kindly confirm that the allocated site for Transfer Stations/Secondary Collection Points has been demarcated and is unencumbered and vacant.	
3	Name and location of processing site (MRF centres /composting plant)	
C	Details of Primary & Secondary Collection Vehicles available with MCF in good condition for rent	
1	No. of E-Rickshaws	
2	No. of Light Commercial Vehicles (LCV)	
3	No. of Refused Compactors	
4	No. of Dumper Placers	
5	No. of JCB	
6	Any other (<i>please mention details</i>)	

4.8.3. DELETED

4.8.4. The MCF shall provide suitable land parcel within its jurisdiction for the development of such number of transfer station(s)/secondary collection point(s) as deemed necessary from time to time. The MCF shall be responsible for developing the basic infrastructure (i.e., Boundary wall, shed, water, entry gate) at the transfer stations/secondary collection points. The number of transfer stations shall be clearly specified in the Project Information Memorandum to enable the contractor/agency to plan and deploy the requisite machinery and manpower accordingly.

4.8.5. The MCF shall provide the site for parking of vehicles to the contractor/agency free of cost, while all necessary arrangements and requirements at the parking site shall be made by the contractor/agency.

4.8.6. Collection of User Charges shall be done through NDC Portal by the MCF

4.8.7. Weekly meeting with agency staff and MCF staff for project development and monitoring progress.

4.8.8. In case any household or establishment fails to provide segregated waste for three (03) consecutive days to the contractor/agency, the contractor/agency shall immediately provide the list of such households to the MCF through the prescribed mobile application developed by the contractor/agency linked with RFID tag scanner. The said application



shall be mandatorily integrated with the Solid Waste Management (SWM)/NDC portal of the MCF for real-time monitoring and record-keeping. The MCF shall immediately take the cognisance of the matter and impose penalty on the waste generator and the contractor/agency shall continue to collect such waste and shall submit such default reports regularly.

- 4.8.9. CMC shall ensure that all the penalty clauses mentioned in the RFP and agreement shall be enforced by the MCF on the contractor/agency wherever required and no relaxation can be given on the penalty levied by the MCF, except speaking orders passed by CMC on representation of appropriate unforeseen reasons only.
- 4.8.10. MCF shall ensure that the machinery provided by the contractor/agency (collection vehicles, compactor vehicles, dumpers, excavators, loaders and etc.) shall be Global Positioning System (GPS) and Management Information System (MIS enabled and shall be connected to SWM monitoring portal provided by the MCF.
- 4.8.11. Sanitation Incharge of MCF shall ensure that the contractor/agency is following all the monitoring mechanisms as mentioned in the Request for Proposal and Agreement.
- 4.8.12. MCF shall declare or prepare the list of Bins situated (if any) in jurisdiction along with location in **ANNEXURE-13: FORMAT FOR LIST OF LITTER BINS**
- 4.8.13. MCF shall identify area wise all the BWGs generating waste more than 100 Kgs or notified by MCF itself and submit a list as per format attached in **ANNEXURE-20: FORMAT FOR LIST OF BULK WASTE GENERATORS**
- 4.8.14. MCF has to furnish a detailed sheet providing the detailed Gap analysis of vehicles. The Format for detailed sheet is attached in **ANNEXURE-8: FORMAT FOR SOLID WASTE COLLECTION VEHICLES GAP ANALYSIS**
- 4.8.15. Various mandatory compliances applicable to Bulk Waste Generators (BWGs) under the Solid Waste Management (SWM) Rules, 2016 shall be ensured and implemented either directly by the BWGs themselves or through the MCF.
- 4.8.16. MCF shall provide the list of rag-pickers to the contractor/agency while floating the tender as per **ANNEXURE-32: FORMAT OF RAG PICKERS**
- 4.8.17. The MCF shall help out the contractor/agency in installation of RFID on each and every establishment within its jurisdiction. If a citizen refuses or does not permit the contractor/agency to install the RFID tag, the contractor/agency shall immediately inform the MCF in writing and the MCF shall assist the agency in installation of RFID tags on that premises.
- 4.8.18. The MCF shall provide the email Id of the concerned officer to the contractor/agency for conversation/communication related to the project during the operation.
- 4.8.19. The MCF shall identify a pocket having atleast 7500 households for MCF and shall ensure that the selected agency shall engage SHG for the work of collection, segregation of MSW & Transportation upto the processing site of this particular pocket.
- 4.8.20. The concerned ward supervisor/ Safai Daroga shall carry out regular inspection in the area allotted to him and shall ensure 100% collection of segregated waste from all establishments under his supervision and transportation of the same upto processing site. Further, if agency fails to carry out its obligations, then the concerned ward supervisor/ Safai Daroga shall have to intimate the same to his immediate senior for taking appropriate action against the agency as per the penal clauses. If the concerned ward supervisor/ Safai Daroga fails to do so, disciplinary action should be initiated against him immediately.
- 4.8.21. The MCF shall ensure that the minimum quantity promised to the processing contractor/agency, i.e., 80% of the estimated processing quantity, is transported to the processing site by the collection & transportation agency.



- 4.8.22. The MCF shall ensure that the selected agency shall deploy its total fleet of manpower and machinery in one go on date of commencement of the work.
- 4.8.23. The MCF shall ensure that awareness campaign on 3R model (i.e., Reduce, Reuse & Recycle) shall be conducted in each ward.
- 4.8.24. The MCF shall provide four (4) designated sites in each zone for the disposal of sweeping waste, which primarily comprises of soil and silt.

4.9. ENFORCEMENT FOR SUSTAINING SOLID WASTE MANAGEMENT SYSTEM

Effective enforcement of directives is crucial for establishing an efficient solid waste management system in the MCF. It is essential to constitute committees tasked with monitoring the progress and enforcing penalties, if necessary.

- 4.9.1. At Ward Level, Ward-wise committees will be constituted to ensure participation of citizens with a motive to create awareness among Society. Ward Level committee will be headed by Ward Councillors.
- 4.9.2. The Nodal Officers will monitor the enforcement activities in coordination with the ward committee members (if constituted).
- 4.9.3. Project Implementation Unit (PIUs) may be set up to monitor MCF and ward committee initiatives. PIU shall be constantly monitoring the working of MCF and report to CMC.
- 4.9.4. Penal provisions in case of Non-Compliance shall be ensured so that proper implementation of the campaign can be done.
- 4.9.5. Detailed role and responsibilities of various units is as below:
 - 4.9.5.1. **Monitoring by In-charge i.e., CMC**
 - i. CMC shall monitor the progress of work in MCF and conduct a review meeting every month.
 - ii. CMC may set-up a Project Implementation Unit which will be responsible for monitoring of the project at district level.
 - iii. CMC shall assign targets to nodal officers for efficient and time-bound implementation.
 - 4.9.5.2. **MCF Level Enforcement Units**
 - i. To ensure effective monitoring & evaluating the overall project success in the entire area, Enforcement Units have to be constituted by CMC. The format for constitution of MCF level committees is attached at **ANNEXURE-23: FORMAT FOR CONSTITUTION OF MCF LEVEL COMMITTEE**
 - ii. MCF Enforcement Unit shall conduct random Inspection visits to check the ground level situation and penalize the Citizen/contractor/agency, if required.
 - iii. MCF Enforcement Unit shall ensure that the contractor/agency have established a Complaint Redressal system to address the complaints of the users.
 - 4.9.5.3. **Monitoring through Ward Level Committees**
 - i. CMC shall constitute dedicated ward level committees to monitor Solid Waste Management activities. The format for office order for constitution

of ward level committees is attached at **ANNEXURE-24: FORMAT FOR CONSTITUTION OF WARD LEVEL COMMITTEE**

- ii. Ward committee shall have atleast Six (6) Members comprising of the following committee members: +

S.No.	Member(s)	Designation
1	Ward Councillor	Chairman
2	Ward Cluster In-charge	Member Secretary
3	Chairman of Resident Welfare Association	Member
4	Chairman of Market Welfare Association	Member
5	Public speakers (preferably women)	Member
6	NGOs working in the ward/respective area	Member

- iii. Nodal Officer shall issue the list of ward committee members for each ward/respective area including their contact details.
- iv. Ward committee members can be increased or decreased in accordance with the performance of duties assigned to committee members in due course of time.
- v. Ward committee shall attend the training organised by MCF to understand the project and task assigned to them.
- vi. Ward committee shall ensure proper training and campaigning/awareness of their wards/respective area.
- vii. They shall encourage waste generators of their respective area that only segregated waste is being provided to the Door-to-Door waste collector.
- viii. Duties shall be divided among the members of ward committee for proper implementation of the plan. Duties charter for Ward Committee members shall be prepared by Nodal Officer as per the format attached in **ANNEXURE-25: FORMAT FOR DUTIES OF WARD COMMITTEE MEMBERS**
- ix. Ward Committee shall encourage the waste generator that waste is not being dumped in the ward/respective area by residents/the contractor/agency.
- x. Ward Committee shall support the MCF/contractor/agency working in their ward/respective area for conducting campaigns and IEC activities to aware citizens about SWM rules, source segregation, health and environment impacts in ward/respective area.
- xi. The Ward Committee will conduct the meetings based on sanitation issues being faced in the ward and the Ward Committee calendar. The fixed agenda points are mentioned in **ANNEXURE-26: TEMPLATE AGENDA FOR WARD COMMITTEE MEETINGS**
- xii. Ward Committee members shall provide the ward/respective area information & statistics and submit the same to nodal officer. The format is attached at **ANNEXURE-26-A: TEMPLATE FOR CONDUCTING EFFECTIVE WARD COMMITTEE MEETINGS**
- xiii. All reports submitted by the Ward Committee shall be examined vis-a-vis the data available on the SWM Portal. Any discrepancies identified during such examination will be duly recorded and addressed in accordance with the directions of the CMC.



4.10. IEC ACTIVITIES FOR BEHAVIOUR CHANGE

- 4.10.1. IEC activities are necessary in creating awareness among the community, and prepare residents for upcoming Project, inform about SWM Rules, source segregation, health and environment impacts, Waste Management Project, etc.

Possible tools of IEC will be through web site, mass media communication strategies such as newspapers releases, hoardings, glow sign boards, radio, TV, street plays, awareness campaigns at schools etc.

The MCF shall run large scale awareness campaign in all the Schools/Colleges/Universities or other educational institutes. Level of awareness and attitudes of students will significantly influence the waste disposal practices in the MCF.

4.10.1.1. Training of Committees

- i. Training Programme shall be conducted by MCF for the MCF level committee, ward committee members, to prepare the members of both committee about the health and environmental impacts of Solid waste source segregation, tasks assigned to them, penal provisions, roles of MCF and contractors in the Project, etc.
- ii. Master Trainer shall be nominated in MCF or the purpose of causing awareness amongst the residents by conducting various campaigns. MCF can hire more than One (1) Trainers depending upon the size of the MCF.
- iii. MCF shall prepare a list of Master Trainers nominated in MCF as per the format attached in **ANNEXURE-27: FORMAT FOR LIST OF MASTER TRAINER(S) HIRED**
- iv. Two (2) Comprehensive Trainings shall be conducted by master trainer within 1 month to prepare the committees about their roles and responsibilities in the campaign.
- v. Nodal Officer shall monitor the training and ensure that every member of the committee shall attend the committee and understand their roles and responsibilities.
- vi. The format for the attendance sheet for Training of Committees is attached at **ANNEXURE-28: FORMAT FOR ATTENDANCE SHEET OF TRAINING**
- vii. Standard of Procedure for the task assigned to master trainer is as below:

S.No.	Standard Operating Procedure	Frequency
1	Shall conduct 1 st Training Programme for committees	Within One (1) Week of constitution of committees
2	Shall conduct 2 nd Training Programme for committees	Within Twenty (20) Days of 1 st Training Programme
3	Shall conduct awareness campaign to educate residents about source segregation	Twice a Month
4	Shall conduct awareness programme in schools in coordination with MCF	Twice a Month



5. PENALTIES

5.1 PENALTIES & DEFAULTS

- 5.1.1 CMC shall authorize the Enforcement Team in each ward/respective area for imposing penalties. The list of authorized officers for the Enforcement team in each ward/respective area shall be prepared and submitted to CMC as per Format attached in **ANNEXURE-29: FORMAT FOR AUTHORIZED OFFICER(S) OF ENFORCEMENT TEAM**
- 5.1.2 Penalties shall be levied on the contractor/agency in case of non- compliance of SWM Rules, 2016 & SWM by-Laws. The contractor/agency will be notified through SMS of such penalty. A period of three (3) days will be given to the contractor for submitting a response against the penalties. In case a “nil” response is received within this period, the penalty shall be imposed. If the response is received, then MCF will examine the response and speaking order will be passed by the Commissioner MCF and intimate to the contractor/agency.
- 5.1.3 MCF Enforcement team shall submit a ward/respective area wise checklist of the penalties collected from residents once in a month to Nodal officer.
- 5.1.4 MCF Enforcement team shall submit a ward/respective area wise checklist of the penalties collected from the contractor/agency once in a month to Nodal officer. Format of the ward/respective area wise checklist is attached at **ANNEXURE-30: FORMAT FOR PENALTY CALCULATION**
- 5.1.5 MCF Enforcement officer issue notices against those who denied to pay challan and send a copy of the notice to concerned officer; who is authorized for recovery.
- 5.1.6 MCF Enforcement officer shall ensure that concerned Officer shall update the amount of penalty in the Demand Register/Online Portal against the defaulter’s immovable property whether paid or not.
- 5.1.7 In case of non- collection and transportation of Municipal Solid Waste (six days a week) post Thirty (30) days from commencement of work, penalty shall be levied on the contractor/agency as per below formula;

Penalty for Residential Establishment = Rs. 50 X No. of establishments from where waste was not collected X No. of Days

Penalty for Non-Residential Establishment = Rs. 100 X No. of establishments from where waste was not collected X No. of Days

- 5.1.8 In addition to Clause No. 5.1.7, this penalty shall be imposed on the Contractor/Agency on account of the overall monthly efficiency of waste collection. After completion of Thirty (30) days from the commencement of work, penalties based on the efficiency of waste collection from the total number of establishments shall be levied as per the table given below:

Waste Collection Efficiency, in Percentage (%)	Penalty, Per Day
98% and above	No Penalty
From 90% to 97%	1% of the Total Monthly Bill
From 80% to 89%	2% of the Total Monthly Bill

From 70% to 79%	3% of the Total Monthly Bill
From 60% to 69%	4 % of the Total Monthly Bill
From 50% to 59%	5 % of the Total Monthly Bill
Below 50%	10% of the Total Monthly Bill

- 5.1.9 The vehicle shall be designed for collection of wet and dry waste in compartmentalised along with pockets for domestic Hazardous waste if the same is not found and waste is mixed due to non- compartmentalised of the vehicle, then the penalty shall be levied @ 1.5 Time of quoted bid variable (per ton) X Mixed waste quantity.
- 5.1.10 For Non-functioning of Complaint Redressal Centre penalty of INR One Thousand Only (INR 1000/-) per day will be levied.
- 5.1.11 For not attending the complaints received by any means within Three (3) Hours, penalty of INR Two Hundred Only (INR 200/-) per complaint will be levied.
- 5.1.12 For Motorised vehicles for Door-to-Door collection & transportation without fixed compartment and without fabricated covering (temporary arrangement like cloth covering, trampoline sheet or any other temporary covering or arrangement will not be allowed) for collection of MSW in MCF area, Penalty of INR One Thousand (INR 1000/-) per day per vehicle will be levied.
- 5.1.13 For non-transportation of wet waste through closed vehicles such as tipper trucks, compactors etc., penalty INR One Thousand (INR 1000/-) per Day per Instance will be levied.
- 5.1.14 For any littering/Spillage of solid waste during transportation, penalty of INR One Thousand (INR 1000/-) per Day per instance will be levied. Further, in the event of failure by the contractor/agency to collect road sweeping waste, a penalty of ₹1,000/- per instance shall be levied
- 5.1.15 For burning of garbage by any agency/employee of the contractor/agency, Penalty of INR Five Thousand (INR 5,000/-) per Day per Instance or as per NGT Guidelines; whichever is higher, will be levied.
- 5.1.16 If any sanitation worker found without uniform and PPE as per MSW rules 2016, Penalty of INR Five Hundred (INR 500/-) per Day per Worker will be levied.
- 5.1.17 If the contractor/agency failed to install RFID within stipulated Timelines as per RFP, Penalty of INR One Hundred and Fifty (INR 150/-) per RFID Tag per Day or 1.5 times of the cost of RFID Tag per day will be levied. The actual bill of RFID Tag will be provided by the contractor/agency to MCF.
- 5.1.18 If the contractor/agency fails to eliminate/replace the identified Garbage Vulnerable Points (GVPs) within the agreed timeline, the contractor/agency shall submit a plan and justification for the delay to the MCF. Penalty INR One Thousand (INR 1,000/-) per GVP per Day shall be levied only after joint inspection and verification by the MCF and the Contractor, and only in cases where the delay is attributable solely to the contractor/agency.
- 5.1.19 In case contractor/agency found dumping the collected waste illegally (at any site, other than the designated sites by MC) then the following penalties shall be levied on agency:

S.No.	Default	Penalty
1	In case of 1 st Instance	1 % of the total bill of that particular Month

2	In case of 2 nd Instance	5 % of the total bill of that particular Month
3	In case of 3 rd Instance	10 % of the total bill of that particular Month
4	In case of 4 th Instance	the Termination of the agreement may be proposed

5.1.20 In case if C&D waste is found being transported to the processing site under this contract, the contractor/agency shall be liable for the penalty of INR Ten Thousand (INR 10,000/-) per instance.

5.1.21 Construction and Demolition waste cannot be mixed with Municipal Solid Waste, if found, the contractor/agency will face a penalty of INR Ten Thousand (INR 10,000/-) per instance.

5.1.22 Penalties w.r.t. default for RFID and GPS:

S.No.	Default	Penalty
1	In case of GPS not working on Vehicles	INR One Thousand (INR 1000/-) per Day per Vehicle
2	In case RFID not installed on all the Vehicles within Fifteen (15) Days from the signing of the Agreement	INR One Thousand (INR 1000/-) per Day
3	In case of RFID not working on Vehicle(s)	INR One Thousand (INR 1000/-) per Day per Vehicle
4	In case, RFID is not installed on each & every establishment as per conditions specified under RFP	INR Ten Thousand (INR 10,000/-) per Day

In case, RFID are not installed on each & every establishment within given timeline as mentioned in clause no 4.3.7.5, then Agreement ceases to exist and balance work will be got executed from any other agency on his risk of cost, and the contractor/agency will be blacklisted and performance security will be forfeited.

5.1.23 If agency does not deploy the manpower/machinery as per action plan approved by the MCF, within Thirty (30) Days of signing of the contract agreement, then the contractor/agency will face a penalty as mentioned below: -

- @ Rs. 500 per person per day
- @ Rs. 1000 per day on E-Rickshaw and LCV
- @ Rs. 1500 per day on another vehicle

If agency fails to deploy required machinery & manpower after 30 days of prescribed time limit specified above (30 days) then the contract agreement will be terminated and the performance security will be forfeited and agency will be debarred/blacklisted for two (2) years in Haryana State. In the event of termination of the contract due to violation of any enabling provisions of the RFP, the Contractor/Agency shall continue to carry out the work for a period of 60 (sixty) days from the date of termination notice, in order to enable the MCF to make necessary stop-gap arrangements.

5.1.24 If contractor/agency does not compliance with the SWM rules and its amendments from time to time then the contractor/agency will face a penalty as per applicable provision.



- 5.1.25 If contractor/agency fails to engage the informal/ unorganised rag-pickers as identified by the MCF then the contractor/agency will face a penalty @ 0.5% of the Monthly bill.
- 5.1.26 The penalties specified in Chapter 5 of the RFP shall be revised annually in the same manner as the payments to the contractor/agency, corresponding to the inflation rate as measured by the Wholesale Price Index (WPI) of the preceding financial year.

5.1 OTHER PENALTIES

- 5.1.1 In addition to above, following Penalties shall also be imposed based on the score obtained during respective “Swachh Survekshan”:

S.No.	Score in “Swachh Survekshan” (For the component of Door-to-Door Collection, Segregation & Transportation of MSW)	Penalty
1	Below 80%	10% of the Annual Bill Amount
2	80 to 85% of Total Score	5% of the Annual Bill Amount
3	85 to 90% of Total Score	2% of the Annual Bill Amount
4	90 to 95% of Total Score	NIL



6 **PAYMENTS & INCENTIVES**

6.1 **PAYMENTS**

- 6.1.1 All the Payments shall be made as per checklist attached at **ANNEXURE-31: FORMAT FOR PAYMENT**
- 6.1.2 The payment shall be processed through sanitation portal only and the contractor/agency is bound to comply the amendments made, for the betterment of solid waste management, in the data updation means, modes and categories at SWM portal.
- 6.1.3 No physical bills will be submitted by the contractor/agency and the monthly bill shall be generated automatically.
- 6.1.4 MCF shall release 50% of the payment by the 5th day of each month, without requiring any calculations or verification of bills. Further, the remaining 50% shall be released after due diligence, but in no case later than the 30th day of every month. In event of any delay beyond the above-mentioned timeline, the MCF shall be liable to pay interest on the delayed amount, calculated on a pro-rata basis for each day of delay at the rate of the prevailing RBI repo rate until the payment is made in full.
- 6.1.5 Yearly escalation in the quoted price will be subject to inflation rates linked with the Wholesale Price Index (WPI) of the financial year. However, in the event of a negative increase in WPI in any of the financial year, then no escalation as well as deduction shall be made to the contractor/agency for that particular year. For this purpose, the CMC shall pass the speaking order on the first day of that financial year i.e., 1st April, 20___. In addition to this, in future, if the Government/Competent Authority revises the minimum wages or adopt HKRN rates or any other wages during the contract, the MCF shall compensate the concessionaire for the newly applicable rates/wages limited for the nos. of manpower approved in the action plan submitted by contractor/agency and the contractor shall pay the revised wages to the manpower as per revised wages.

6.2 **INCENTIVES**

- 6.2.1 The contractor/agency shall sell all the collected recyclables and own all the revenue generated out of it.
- 6.2.2 The contractor/agency will be provided incentive of 0.25% of the Monthly Bill, if met all the following condition mentioned below;
- 100 % segregated Door to Door waste collection.
 - Maintaining the Timetable of waste collection (+/- 10 mins).
- 6.2.3 If the score of the MCF in Swachh Survekshan (for the component of Door-to-Door Collection, Segregation & Transportation of MSW) of the MCF is 95% and above, 2% Amount on Total Annual Bill will be given to the contractor/agency as incentive.
- 6.2.4 If the cumulative amount of penalties imposed upon the agency is less than 5% of 1 year cost of project value for the consecutive 7 years, then interest accumulated during project time period will be given to the agency as incentive otherwise no interest shall be paid.

7 **PROJECT MILESTONES/TIMELINES**

7.1 **BIDDING MILESTONES/TIMELINES**

S.No.	MILESTONE	TIMELINES	
		DATE & TIME	REMARKS
1	Invitation of Bid(s)	DD.MM.YYYY; 03:00 PM (IST)	-
2	Pre-Bid Meeting	DD.MM.YYYY; 11:00 AM (IST)	within Seven (7) Days from Invitation of Bid(s)
3	Submission of Bid(s)	DD.MM.YYYY; 03:00 PM (IST)	on Twenty-First (21) Day from Invitation of Bid(s)
4	Opening of Bid(s): Pre-Qualification /Technical Bid(s)	DD.MM.YYYY; 05:00 PM (IST)	on Twenty-First (21) Day from Invitation of Bid(s)
5	Submission of Power of Attorney in original	DD.MM.YYYY; 05:00 PM (IST)	on Twenty-First (21) Day from Invitation of Bid(s); prior to Opening of Bid(s): Pre-Qualification /Technical Bid(s)
6	Opening of Bid(s): Financial Bid(s)	DD.MM.YYYY; 11:00 PM (IST)	After completion of Bid Evaluation – Technical Bid – Part I
7	Issuance of Letter of Award (LOA)	DD.MM.YYYY; 05:00 PM (IST)	After completion of Bid Evaluation – Financial Bid – Part II

7.2 **AGREEMENT MILESTONES**

S.No.	MILESTONE	TIMELINES	
		DATE & TIME	REMARKS
1	Submission of Hard copy of Performance Security	DD.MM.YYYY; 05:00 PM (IST)	within Five (5) Days from Issuance of Letter of Award (LOA)
2	Signing of the Contract Agreement	DD.MM.YYYY; 11:00 AM (IST)	within (5) Days from Acceptance of Performance Security OR within Ten (10) Days from Issuance of Letter of Award (LOA); whichever is earlier
3	Commencement of Work	DD.MM.YYYY; 09:00 AM (IST)	Within Thirty (30) Days of signing of the Contract Agreement



7.3 PROJECT MILESTONES

S.No.	MILESTONE	TIMELINES	
		DATE	REMARKS
1	Mobilization of Team	DD.MM.YYYY	Before Commencement of Work
2	Submission of Detailed Action Plan/Work Plan	DD.MM.YYYY	Fifteen (15) Days prior of the Commencement Date of Work
3	Mobilization & Deployment of Manpower & Equipment(s)	DD.MM.YYYY	Within Thirty (30) Days of signing of the Contact Agreement
4	Setting Up of Complaint Redressal Centre	DD.MM.YYYY	Before Commencement of Work
5	Installation of GPS on Vehicle(s)	DD.MM.YYYY	Within Thirty (30) Days of signing of the Contact Agreement
6	Installation of RFID Tags on each Establishment	DD.MM.YYYY	Within Thirty (30) Days of signing of the Contact Agreement



8 APPENDICES

- 8.1 APPENDIX-I: FORMAT FOR ACKNOWLEDGEMENT OF RFP DOCUMENT**
- 8.2 APPENDIX-II: FORMAT FOR COVERING LETTER-CUM-PROJECT UNDERSTANDING**
- 8.3 APPENDIX-III: FORMAT FOR POWER OF ATTORNEY (POA) FOR SIGNING APPLICATION**
- 8.4 APPENDIX-IV: FORMAT FOR DETAILS OF MANAGERIAL STAFF**
- 8.5 APPENDIX-V: FORMAT FOR UNDERTAKING FOR NON-BLACKLISTING OF BIDDER**



APPENDIX-I: FORMAT FOR ACKNOWLEDGEMENT OF RFP DOCUMENT

(To be submitted on the Letter-Head of the Bidder)

DATE: DD.MM.YYYY

**To
Commissioner
Municipal Corporation**

REFERENCE: RFP FOR SELECTION OF AGENCY FOR DOOR-TO-DOOR COLLECTION, SEGREGATION OF MUNICIPAL SOLID WASTYE (MSW) FROM EACH ESTABLISHMENT & TRANSPORTATION TO THE PROCESSING SITE FOR MUNICIPAL CORPORATION FARIDABAD

Dear Sir/Madam,

The undersigned hereby acknowledges and confirms receipt of the Request for Proposal (RFP) Document for the captioned project from the MCF and conveys its intention to submit a Bid for the said Project.

Name of the Bidder

Signature of the Authorised Personal

Name of the Authorised Personal



**APPENDIX-II: FORMAT FOR COVERING LETTER-CUM-PROJECT
UNDERSTANDING**

(To be submitted on the Letter-Head of the Bidder)

DATE: DD.MM.YYYY

**To
Commissioner
Municipal Corporation**

**REFERENCE: RFP FOR SELECTION OF AGENCY FOR DOOR-TO-DOOR COLLECTION,
SEGREGATION OF MUNICIPAL SOLID WASTYE (MSW) FROM EACH
ESTABLISHMENT & TRANSPORTATION TO THE PROCESSING SITE FOR
MUNICIPAL CORPORATION FARIDABAD**

Dear Sir/Madam,

I/We have read and understood the Request for Proposal (RFP) Document in respect of the project captioned above.

I/We am/are hereby submitting our Bid online for the captioned project.

I/We confirm that our Bid is valid for a period of One Hundred Eighty (180) Days from the Bid due Date.

We hereby agree and undertake as under:

Notwithstanding any Qualifications or Conditions, whether implied or otherwise, contained in our Bid we hereby represent and confirm that our Bid is qualified and unconditional in all respects and we agree to the terms of the Draft Contract Agreement, a draft of which also forms a part of the RFP Document provided to us.

Dated this _____ Day of _____ of Year _____.

Name of the Bidder

**Signature of the Authorised
Personal**

Name of the Authorised Personal



APPENDIX-III: FORMAT FOR POWER OF ATTORNEY (POA) FOR SIGNING APPLICATION

(To be executed on the Stamp Paper of INR 100/-)

DATE: DD.MM.YYYY

Know all men by these presents, We (Name of the Firm and Address of the Registered Office) do hereby irrevocably constitute, nominate, appoint and authorise Mr./Ms. (Name) son/daughter/wife of (Name) and presently residing at (Address), who is presently employed with us/and holding the position of (Designation), as our true and lawful attorney (here in after referred to as the “Attorney”) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our application for Pre-Qualification and submission of our Bid for **RFP FOR SELECTION OF AGENCY FOR DOOR TO DOOR COLLECTION, SEGREGATION OF MUNICIPAL SOLID WASTE (MSW) FROM EACH ESTABLISHMENT & TRANSPORTATION TO THE PROCESSING SITE FOR MUNICIPAL CORPORATION FARIDABAD** by the MCF including but not limited to signing and submission of all applications, bids and other documents and writings, participate in Pre-Applications and other conferences and providing information/responses to the MCF, representing us in all matters before the MCF, signing and execution of all contracts including the Contract Agreement and undertakings consequent to acceptance of our bid, and generally dealing with the MCF in all matters in connection with or relating to or arising out of our bid for the said Project and/ or upon award thereof to us and/or till the entering into of the Contract Agreement with the MCF.

AND we 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.

IN WITNESS WHEREOF WE, _____, THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS _____ Day of _____ of Year _____.

The undersigned hereby acknowledges and confirms receipt of the Request for Proposal (RFP) Document for the captioned project from the MCF and conveys its intention to submit a Bid for the said Project.

For

Signature, Name, Designation &
Address

(NOTORISED)

Witnesses:

- 1.
- 2.

Accepted:

Signature, Name, Title & Address of
Attorney

NOTE:

1. The mode of execution of the Power of Attorney (POA) should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants (s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.
Wherever required, the Bidder should submit for verification the extract of the charter documents such as a board or shareholder's resolution/power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.
For a Power of Attorney executed and issued overseas, the document will also have to be legalised by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney is being issued. However, the Power of Attorney provided by Bidders from countries that have signed the Hague Legislation Convention, 1961 are not required to be legalised by the Indian Embassy if it carries a conforming Apostille certificate.



APPENDIX-IV: FORMAT FOR DETAILS OF MANAGERIAL STAFF

(To be submitted on the Letter-Head of the Bidder)

DATE: DD.MM.YYYY

S.No.	Name of Staff	Qualification	Institute	Experience with Name of Organisation

NOTE:

1. Bidders are expected to provide information of each Managerial Staff attaching the self-attested copies of supporting Documents.



**APPENDIX-V: FORMAT FOR UNDERTAKING FOR NON-BLACKLISTING OF
BIDDER**

(Non-Judicial Stamp Paper of ₹100 (Rupees One Hundred only))

DATE: DD.MM.YYYY

**To
Commissioner
Municipal Corporation**

**REFERENCE: RFP FOR SELECTION OF AGENCY FOR 'COLLECTION, SEGREGATION OF
MUNICIPAL SOLID WASTYE (MSW) FROM EACH ESTABLISHMENT &
TRANSPORTATION TO THE PROCESSING SITE FOR MUNICIPAL CORPORATION
FARIDABAD**

Dear Sir/Madam,

I/We (*Name of the Firm and Address of the Registered Office*) undertake and certify that we have not been barred or blacklisted or found to be involved in any fraudulent activity, cheating in any contract with any ULB, Government or Public Sector organization by the central/state government, or any entity controlled by the central/state government, from participating in any project, as on the date of bid submission.

I/we are hereby affirming that neither the bidder nor any of its directors, associates, or related parties have ever been involved in any cheating, fraudulent activities, nor have been debarred or blacklisted in the past by any ULB, Government Department, Public Sector Undertaking, or any other agency.

Company Seal/Stamp, Sign

Name of the Bidder's Authorised Personal

**Designation of the Bidder's Authorised
Personal**

Address of the Bidder's Authorised Personal

Attested By

(NOTORISED)



9 ANNEXURES

- 9.1 ANNEXURE-1: FORMAT FOR DETAILS OF BIDDER**
- 9.2 ANNEXURE-2: FORMAT FOR DETAILS OF ELIGIBLE PROJECTS**
- 9.3 ANNEXURE-3: FORMAT FOR AVERAGE ANNUAL TURNOVER**
- 9.4 ANNEXURE-4: FORMAT FOR STATEMENT OF LEGAL CAPACITY**
- 9.5 ANNEXURE-5: FORMAT FOR FINANCIAL BID**
- 9.6 ANNEXURE-6: FORMAT FOR PROJECT INFORMATION MEMORANDUM**
- 9.7 ANNEXURE-6(a): FORMAT FOR DISTANCE OF TRANSFER STATION / SECONDARY COLLECTION POINTS TO PROCESSING SITE**
- 9.8 ANNEXURE-7: DELETED**
- 9.9 ANNEXURE-8: FORMAT FOR MSW COLLECTION VEHICLES GAP ANALYSIS**
- 9.10 ANNEXURE-9: FORMAT FOR MSW COLLECTION VEHICLES**
- 9.11 ANNEXURE-10: FORMAT FOR MANPOWER REQUIREMENT**
- 9.12 ANNEXURE-11: FORMAT FOR STAFF DEPLOYED LIST**
- 9.13 ANNEXURE-12: FORMAT FOR STAFF DEPLOYMENT PLAN**
- 9.14 ANNEXURE-13: FORMAT FOR LIST OF BINS**
- 9.15 ANNEXURE-14: FORMAT FOR DEPLOYED STAFF ATTENDANCE SHEET**
- 9.16 ANNEXURE-15: FORMAT FOR LIST OF SECONDARY COLLECTION CENTRES**
- 9.17 ANNEXURE-16: FORMAT FOR VEHICLE MAINTENANCE/SERVICING SCHEDULE**
- 9.18 ANNEXURE-17: FORMAT FOR ROUTE PLAN FOR DOOR-TO-DOOR WASTE COLLECTION**
- 9.19 ANNEXURE-18: EXAMPLE OF ROUTE MAP**
- 9.20 ANNEXURE-19: FORMAT FOR MONTHLY DETAILS OF WASTE COLLECTED**
- 9.21 ANNEXURE-20: FORMAT FOR LIST OF BULK WASTE GENERATORS**
- 9.22 ANNEXURE-21: DELETED**
- 9.23 ANNEXURE-22: FORMAT FOR CONTRACTOR/AGENCY COMPLAINT REGISTER**
- 9.24 ANNEXURE-23: FORMAT FOR CONSTITUTION OF MCF LEVEL COMMITTEE**
- 9.25 ANNEXURE-24: FORMAT FOR CONSTITUTION OF WARD LEVEL COMMITTEE**
- 9.26 ANNEXURE-25: FORMAT FOR DUTIES OF WARD COMMITTEE MEMBERS**
- 9.27 ANNEXURE-25: TEMPLATE FOR AGENDA OF WARD COMMITTEE MEETING**



- 9.28 **ANNEXURE-26-A: TEMPLATE FOR CONDUCTING EFFECTIVE WARD MEETING**
- 9.29 **ANNEXURE-27: FORMAT FOR MASTER TRAINER(S) HIRED**
- 9.30 **ANNEXURE-28: FORMAT FOR ATTENDANCE SHEET**
- 9.31 **ANNEXURE-29: FORMAT FOR AUTHORISED OFFICER OF ENFORCEMENT TEAM**
- 9.32 **ANNEXURE-30: FORMAT FOR PENALTY CALCULATION**
- 9.33 **ANNEXURE-31: FORMAT FOR PAYMENT**
- 9.34 **ANNEXURE -32: FORMAT OF RAG PICKERS**



ANNEXURE-1: FORMAT FOR DETAILS OF BIDDER

DATE: DD.MM.YYYY

A	General Information:	
1.	Name	
2.	State & Country of Incorporation:	
3.	Address of the corporate headquarters and its branch office(s), if any, in India:	
4.	Date of Incorporation and/ or commencement of Business:	
B	Brief description of the Bidder including details of its main lines of Business and proposed Role and Responsibilities in this Project	
C	Details of individual(s) who will serve as a Point of Contact/Communication for the MCF:	
1.	Name	
2.	Designation	
3.	Correspondence Address	
4.	Contact No.	
5.	E-mail	
D	Particulars of the Authorised Signatory of the Bidder:	
1.	Name	
2.	Designation	
3.	Correspondence Address	
4.	Contact No.	
5.	E-mail	

NOTE:

1. A statement by the Bidder disclosing material non-performance or contractual non-compliance in past projects, contractual disputes and litigation/arbitration in the recent past is given below (attach extra sheets, if necessary).



ANNEXURE-2: FORMAT FOR DETAILS OF ELIGIBLE PROJECTS

DATE: DD.MM.YYYY.

1.	Name of the Project	
2.	Nature of the Project	
3.	Entity for which the project was executed	
4.	Location of the Project	
5.	Project Capacity & Project Cost (INR)	
6.	Date of Commencement of Project/Contract	
7.	Date of successfully completed projects	
8.	Equity Shareholding (<i>with period during which equity was held</i>)	

NOTE:

1. Bidders/Members are expected to provide information in respect of each Eligible Project in this Annexure.
2. A separate sheet should be filled for each Eligible Project.
3. Certificate from respective Clients must be furnished along with w.r.t. each Eligible Project.



ANNEXURE-3: FORMAT FOR AVERAGE ANNUAL TURNOVER

DATE: DD.MM.YYYY

S.No.	Financial Year	Figures
1.		
2.		
3.		

NOTE:

- 1. The Audited Annual Reports for the last Three (3) consecutive Financial Years certified by CA alongwith UDIN no. must be submitted by the Bidder(s).*
- 2. The Certificate(s) from its Statutory Auditors specifying the Networth and Turnover of the Bidder(s) at the close of the Financial Year must be submitted by the Bidder(s).*



ANNEXURE-4: FORMAT FOR STATEMENT OF LEGAL CAPACITY

(To be submitted on the Letter-Head of the Bidder)

DATE: DD.MM.YYYY

**To
Commissioner
Municipal Corporation**

REFERENCE: RFP FOR SELECTION OF AGENCY FOR DOOR-TO-DOOR COLLECTION, SEGREGATION OF MUNICIPAL SOLID WASTYE (MSW) FROM EACH ESTABLISHMENT & TRANSPORTATION TO THE PROCESSING SITE FOR MUNICIPAL CORPORATION FARIDABAD

Dear Sir/Madam,

I/We hereby confirm that I/We (*Name of the Firm and Address of the Registered Office*) (constitution of which has been described in the application) satisfy the terms and conditions laid out in the RFP Document

I/We (*Name of the Firm*) have agreed that (*Name of the Individual*) will act as our representative on its behalf and has been duly authorized to submit this RFP. Further, the Authorised Signatory is vested with requisite powers to furnish such Letter and Authenticate the same.

Thanking You

Bidder(s) Seal/Stamp, Sign

Name of the Bidder's Authorised Personal

Designation of the Bidder's Authorised Personal

Address of the Bidder's Authorised Personal

For and on behalf of



ANNEXURE-5: FORMAT FOR FINANCIAL BID

DATE: DD.MM.YYYY

To
Commissioner
Municipal Corporation

REFERENCE: RFP FOR SELECTION OF AGENCY FOR DOOR-TO-DOOR COLLECTION, SEGREGATION OF MUNICIPAL SOLID WASTE (MSW) FROM EACH ESTABLISHMENT & TRANSPORTATION TO THE PROCESSING SITE FOR MUNICIPAL CORPORATION FARIDABAD

Dear Sir/Madam,

I/We are pleased to submit our Financial Bid for RFP FOR SELECTION OF AGENCY FOR DOOR-TO-DOOR COLLECTION, SEGREGATION OF MUNICIPAL SOLID WASTYE (MSW) FROM EACH ESTABLISHMENT & TRANSPORTATION TO THE PROCESSING SITE FOR MUNICIPAL CORPORATION FARIDABAD

S.No.	Description	Amount per Ton (in Figures) exclusive of Taxes as applicable	Amount per Ton (in Words) exclusive of Taxes as applicable
1	Per Ton of Municipal Solid Waste collected and transported up to the processing site		

In witness thereof, I/we (Name of the Firm and Address of the Registered Office) submit this establishment-wise Financial Bid under and in accordance with the terms & conditions of the RFP Document.

Bidder(s) Seal/Stamp, Sign

Name of the Bidder's Authorised Personal

Designation of the Bidder's Authorised Personal

Address of the Bidder's Authorised Personal

Dated this _____ Day of _____ Year _____ at _____.

NOTE:



1. Bidder can generate Revenue out of Recyclables . Also, Bidder shall keep the same in consideration while calculating the cost.
2. The Price quoted by the Bidder(s) under Financial Bid will be exclusive of GST.



ANNEXURE-6: FORMAT FOR PROJECT INFORMATION MEMORANDUM

(To be filled by MCF- To be reviewed on quarterly basis)

DATE: DD.MM.YYYY

<u>C&T VEHICLE(S) DEPLOYMENT & MANPOWER DEPLOYMENT SHEET</u>				
Particulars		Unit	Quantity	Remarks
A	Nos. of Establishment as per NDC portal	Nos.		
B	Total No of Population as per FIDR/approved (Add 10% extra on FIDR population as floating population)	Nos.		
C	Average no. of person in each house (approx.)	Nos.		
D	Per Capita Waste Generation	gm		
E	Waste Generation per Establishment (C X D)	gm		
F	Total Waste Generation (A X E)	Ton		
G	Name & Location of the processing site	No		
H	No of Secondary Collection Point/Transfer Station	No		
I	Distance of the processing site from secondary collection point / transfer station (above 20 km) as per RFP clause no 4.2.23	KM		
PRIMARY COLLECTION				
E-RICKSHAWS WITH COMPARTMENT				
Capacity of e-rickshaws (approx.)		kg	400	
Number of Households which can be covered (2 rounds)		Nos.	300	
Manpower per E-Rickshaw (Driver)		Nos.	1	
No. of E-Rickshaw Required		Nos.		
No. of Manpower Required		Nos		
LIGHT COMMERCIAL VEHICLES WITH HYDRAULIC TIPPING CONTAINERS				
Capacity of LCV		Kg	2000	
Number of Households covered by each vehicle		Nos.	750	
Manpower Per LCV (Driver + Helper)		Nos.	2	
No. of LCV required		Nos.		
No. of Manpower Required		Nos.		
SECONDARY COLLECTION POINT /TRANSFER STATION				
Capacity of Refuse Compactor		Kg	8000 to 16,000	
Total Waste to be transported through Compactor		kg		
No. of Compactor Required		Nos.		
No. of manpower required (Driver + helper)		Nos.		
No. of Supervisor (1 supervisor in 1 ward)		Nos.		
Complaint Attendant		Nos.		
Others				
Any Other Machinery/Vehicle required				
Any other Manpower required				



RFID Scanner each Vehicle/Hand Scanner	Nos.		As per Vehicle Requirement
RFID Tag on each Establishment	Nos.		As per NDC Portal

NOTE:

1. Details w.r.t. Waste Generation, establishment covered by vehicles are based on CPHEEO Manual guidelines.



(To be filled by MCF– To be reviewed on quarterly basis)

[illegible]

Page 71 of 103





ANNEXURE-8: FORMAT FOR SOLID WASTE COLLECTION VEHICLES GAP ANALYSIS

(To be filled by the MCF)

DATE:

Colony/Sector/Townships/BWG if required etc. wise Solid Waste Collection Vehicles Gap Analysis												
S.No.	No. of Residential Households	No. of Commercial	No. of Industries	Total	GAP Analysis of Primary Collection Vehicles						Spare Vehicles (if any)	
					Required		Existing		GAP			
					Motorized /LCV	E-Rickshaws	Motorized /LCV	E-Rickshaws	Motorized /LCV	E-Rickshaws	Motorized /LCV	E-Rickshaws

E-Rickshaw	Congested Area:	300
	Medium Density Area:	250
	Scattered Area:	200
	Hilly Area:	125
Light Commercial Vehicles (LCV) having 2000 Kg Capacity	750	
LCV with more than 2000 Kg Capacity and above	1,000 to 1,500	

a) E-Rickshaw: Total assigned House/(Households as per above)



एक कदम स्वच्छता की ओर

b) LCV/ Motorized Vehicle = Total assigned House/(Households as per above)

Data/Detail Provided By (authorized Personnel of Agency)

Name: _____

Designation: _____

Date: _____

Verified By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____

Checked By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____

Approved By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____



ANNEXURE-9: FORMAT FOR SOLID WASTE COLLECTION VEHICLES

(To be filled by the Contractor/agency)

DATE: DD.MM.YYYY

Name of Colony/Sector/Townships/BWG if required) etc. _____

Colony/Sector/Townships/BWG if required) etc. wise Solid Waste Collection Vehicles							
Sr No.	Vehicle Type	Capacity of Vehicle	Registered Number	Year and Model of Vehicle	Does it have compartments to store Segregated Waste? (Y/N)	GPS ID	RFID Tag Scanner available? (Y/N)

Colony/Sector/Townships/BWG if required) etc. wise Solid Waste Collection Vehicles - Spare							
Sr No.	Vehicle Type	Capacity of Vehicle	Registered Number	Year and Model of Vehicle	Does it have compartments to store Segregated Waste? (Y/N)	GPS ID	RFID Tag Scanner available? (Y/N)

Data/Detail Provided By (authorized Personnel of Agency)

Name: _____

Designation: _____

Date: _____

Verified By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____

Checked By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____

Approved By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____



ANNEXURE-10: FORMAT FOR MANPOWER REQUIREMENT

(To be filled by the Contractor/agency)

DATE:

Name of Colony/Sector/Townships/BWG if required) etc. _____

Colony/Sector/Townships/BWG if required) etc. wise Solid Waste Collection Vehicles						
S.No.	Name of Colony/ Sector/Townships/BWG if required) etc.	No. of Motorized Vehicles/LCV	Staff Required		No. of E-Rikshaws	Staff Required
			Driver	Helper/Labour		Driver

Vehicle for Primary Collection	Staff Required
E-Rickshaw:	1 Person per E-Rickshaw
Light Commercial Vehicles (LCV) having 2000 Kg Capacity:	1 Driver and 1 Labour per LCV <i>(Number of Labours may be increased as per requirement)</i>
LCV with more than 2000 Kg Capacity:	1 Driver and 1 Labour per LCV <i>(Number of Labours may be increased as per requirement)</i>

Data/Detail Provided By (authorized Personnel of Agency)

Name: _____
Designation: _____
Date: _____

Verified By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____

Checked By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____

Approved By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____



ANNEXURE-11: FORMAT FOR STAFF DEPLOYED LIST

(To be filled by the Contractor/agency)

DATE: DD.MM.YYYY.

Name of Colony/Sector/Townships/BWG if required) etc. _____

Name of In-Charge _____

Contact Details _____

Place of Attendance. _____

Colony/Sector/Townships/BWG if required) etc. wise Staff Deployed List						
S.No.	Name of Personnel	Contact Details	Aadhar No.	Code No.	Work Allocation	Remarks
List of Drivers						
List of Helpers						
List of Labours						

Data/Detail Provided By (authorized Personnel of Agency)

Name: _____

Designation: _____

Date: _____

Verified By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____

Checked By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____

Approved By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____



ANNEXURE-12: FORMAT FOR STAFF DEPLOYMENT PLAN

(To be filled by the Contractor/agency)

DATE: DD.MM.YYYY

Name of Colony/Sector/Townships/ BWG if required etc.

Name of Incharge

Contact Details

Colony/Sector/Townships/ BWG if required etc. wise Monthly Staff Deployment Plan						
S.No.	Service Area/Street/Colony/ Apartment	House Nos. (range covered)	Service Timings	No. of Waste Collectors to be deployed	Location of Reporting	Remarks

Data/Detail Provided By (authorized Personnel of Agency)

Name: _____

Designation: _____

Date: _____

Checked By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____

Verified By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____

Approved By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____



ANNEXURE-13: FORMAT FOR LIST OF LITTER BINS

(To be filled by the MCF)

DATE: DD.MM.YYYY

Colony/Sector/Townships etc. wise List of Bins					
S.No./Code No.	Location of Bin	Capacity of Bin	No. of Times to be Cleared Per Day	Scheduled Time of Clearing	Vehicles Details assigned for Collection of Waste

Data/Detail Provided By (authorized Personnel of Agency)

Name: _____

Designation: _____

Date: _____

Verified By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____

Checked By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____

Approved By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____



ANNEXURE-14: DELETED



ANNEXURE-15: FORMAT FOR LIST OF SECONDARY COLLECTION CENTRES/DHALAOS

(To be filled by the MCF)

DATE: DD.MM.YYYY

Name of Colony/Sector/Townships/GHS _____
etc.

Colony/Sector/Townships/GHS etc. wise Secondary Collection Centres/Dhalaos situated in areas covered in Door-to-Door Collection

S.No./Code No.	Location of Secondary Collection Centres/ Dhalaos	No. of times (to be cleared per day)	No. of Refused Compactors required	Scheduled time of clearing	Vehicles Registration details assigned for transportation of waste

Data/Detail Provided By (authorized Personnel of Agency)

Name: _____

Designation: _____

Date: _____

Verified By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____

Checked By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____

Approved By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____



ANNEXURE-16: FORMAT FOR LIST OF VEHICLE MAINTENANCE/SERVICING SCHEDULE

(To be filled by the Contractor/agency)

DATE: DD.MM.YYYY

Name of Colony/Sector/Townships/GHS etc.

Vehicle Maintenance/Servicing Schedule							
S.No.	Vehicle Details		Washing Details		Servicing Details		
	Registration No.	Type	Scheduled Date	Washing Done on Scheduled Date (Y/N)	Scheduled Date	Servicing Done on Scheduled Date (Y/N)	Emergency Servicing Details (If any)

Data/Detail Provided By (authorized Personnel of Agency)

Name: _____
Designation: _____
Date: _____

Checked By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____

Verified By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____

Approved By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____



ANNEXURE-17: FORMAT FOR ROUTE PLAN FOR DOOR TO DOOR WASTE COLLECTION

(To be filled by the Contractor/agency)

DATE: DD.MM.YYYY

Name of Colony/Sector/Townships/GHS _____
etc.

ROUTE PLAN FOR DOOR TO DOOR WASTE COLLECTION

S.No.	Service Area/ Street/Colony/ Apartment	Vehicle Type	Vehicle Registered Number	Name of In-Charge Driver	GPS ID					Waste Transported to (Name of Transfer Station)	Estimated Waste Collected per Day
						Start Point	End Point	No. of Households to be covered	Service Timings		

Data/Detail Provided By (authorized Personnel of Agency)

Name: _____

Designation: _____

Date: _____

Verified By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____

Checked By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____

Approved By (authorized Personnel of MCF)

Name: _____

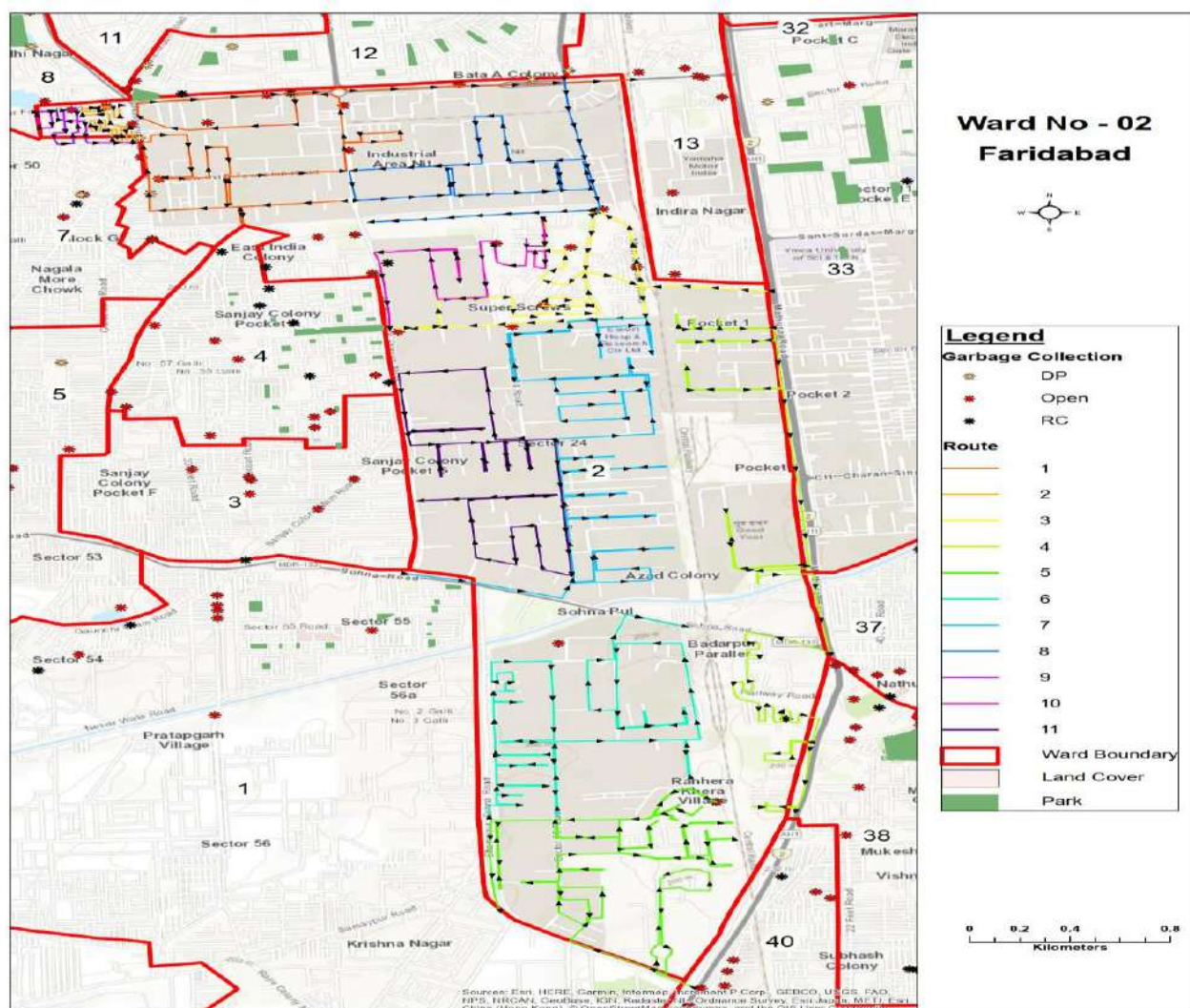
Designation: _____

Date: _____

ANNEXURE-18: EXAMPLE ROUTE MAP

DATE: DD.MM.YYYY

Colony/ Sector/Townships/GHS etc. wise Solid Waste Collection Route Map: Example



Suggested Specifications of Ward-wise Maps:

1. The Map should be prepared using GIS, QGIS or any other Spatial Mapping Software.
2. Map should be at least of A3 Size for each Ward(s).
3. Map should be clearly marked with Ward Boundary, Land Cover, Location of Bins/Dhalao, Open Dumping Sites etc. with appropriate Legends and Scale.
4. All the Trips Routes should be marked with Starting Point, End Point, Direction guides in separate colors.
5. Maps should be readable with marked Primary, Secondary and Internal Roads, specific Areas, major Landmarks, Parks etc.



**ANNEXURE-19: FORMAT FOR MONTHLY DETAILS OF WASTE COLLECTED, HANDED OVER TO AGENCY
RESPONSIBLE FOR PROCESSING OF WASTE**

(To be filled by the Contractor/agency)

DATE: DD.MM.YYYY

Monthly Details of Waste Collected, Handed Over Agency Responsible for Processing of Waste.						
S.No.	Total Waste collected (Tonne)	Wet Waste (Tonne)	Dry Waste (Tonne)	Other Waste (Sanitary , E- Waste & DHW)(Tones)	Waste handed over to Processing Agency	Remarks

1.

Data/Detail Provided By (authorized Personnel of Agency)

Name: _____

Designation: _____

Date: _____

Verified By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____

Checked By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____

Approved By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____



ANNEXURE-20: FORMAT FOR LIST OF BULK WASTE GENERATORS

(To be filled by the MCF)

DATE: DD.MM.YYYY

Name of Colony/Sector/Townships/GHS _____
(BWG) etc.

Colony/Sector/Townships/GHS (BWG) etc. wise Bulk Waste Generators								
S.No./ Code No.	Name of Bulk Waste Generator	Address and Contact Details	Waste Generation (in Kg per Day)	Wet Waste Processing		Dry Waste Processing		
				Waste Processing on premises or through MCF/Private Party?	Method of Waste Processing	Waste Processing through MCF or Private Company?	Details of Private Company	User Charges in case of Waste Processing through MCF

**NOT
E:**

1. MCF to conduct Field Visits to all such units of Bulk Waste Generators.
2. The criteria to identify (if any) unit is a BWG or not as specified in SWM Rules, 2016 is as follows:

S.No.	Category of BWG	Criteria	Per unit Waste Generated (in Gms.)
1	Hostel	Per Bed per Day	300
2	Hotel/Guest House	Per Bed per Day	600
3	Restaurant	Per Table per Day	2000
4	Commercial Officers, Bank, Insurance Offices, Coaching Classes, Education Institutes etc.	Per Capita per Day	400
5	Marriage Halls, Festival Halls, Exhibition and Fairs	Per Capita per Day	600

Data/Detail Provided By (authorized Personnel of Agency)

Name: _____
Designation: _____
Date: _____

Verified By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____

Checked By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____

Approved By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____



ANNEXURE-21: DELETED



ANNEXURE-22: FORMAT FOR CONTRACTOR/AGENCY COMPLAINT REGISTER

(To be filled by the Contractor/agency)

DATE: DD.MM.YYYY

**Name of Colony/Sector/Townships/ BWG if _____
required etc.**

Colony/Sector/Townships/BWG if required etc. wise Complaint & Redressal Register for Solid Waste Management									
S.No.	Name of Complainant	Contact Details of Complainant with Address	Complaint Description	Date	Time	Complaint received by:	Action Taken	Complaint Resolution Time taken	Complaint Disposed of Time and Date

Data/Detail Provided By (authorized Personnel of Agency)

Name: _____
Designation: _____
Date: _____

Verified By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____

Checked By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____

Approved By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____



ANNEXURE-23: FORMAT FOR CONSTITUTION OF MCF LEVEL COMMITTEE

(To be filled by the MCF)

DATE: DD.MM.YYYY.

Municipal Corporation Faridabad

Ward No. (Name of Colony/Sector/Townships/BWG if required etc)

Name of CMC

Name of Nodal Officer

Constitution of MCF Level Committee					
Zone	Included Colony/Sector/Townships/BWG if required /respective Area	Area (Sqm.)	Zone In-charge Nodal Officer (EE/EO/AE/Secretaries)	Name of Officer who will assist Nodal Officer	Contractor /Representative Supervisor

Data/Detail Provided By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____

Verified By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____

Checked By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____

Approved By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____



ANNEXURE-24: FORMAT FOR CONSTITUTION OF WARD LEVEL COMMITTEE

(To be constituted by the MCF)

DATE: DD.MM.YYYY

Office Order for Constitution of Ward Level Committee

Memo No. _____

Dated: _____

Municipal Corporation

Faridabad

Ward No. _____

Ward Committee of Ward/Respective Area **WARD NO.** _____ for Solid Waste Management is hereby constituted for providing effective service under “The Haryana Municipal Citizens’ participation Act 2008”.

Constitution of Ward Level Committee				
S.No.	Name	Category	Contact Details	To Act as
1	Ward Councilor			Chairman (Ward Councilor)
2				Member Secretary
3				Member
4				Member
5				Member
6				Member
7				Member

NOTE:

1. The list is subject to Additions/Deletions in accordance with the Performance of Duties assigned to Ward Committee Members in due course of Time.
2. The members are requested to share their Case and Category as specified under “The Haryana Municipal Citizens’ Participation Act 2008”.

Signature By (Commissioner)

Municipal Corporation Faridabad _____

Note: The Copy of above order should be forwarded to all the concerned officers of the MCF and CMC.



ANNEXURE-25: FORMAT FOR DUTIES OF WARD COMMITTEE MEMBERS

(To be filled by the MCF)

DATE: DD.MM.YYYY

In accordance with Haryana Citizen's Participation Act, 2008; the following Teams have been formed from among the Ward Committee Members to enable Public participation in making successful the initiatives taken by Municipal Corporation/Council/Committee 2008".

Duties Charter for Ward Committee Members				
S.No.	Particulars	Concerned Ward Committee Member	Contact Details	Responsibilities/Area Assigned
1	Overall Coordination (with Nodal Officer and various Teams)			1. Coordinate with various Teams working within the respective area. 2. Share Daily Progress with Nodal Officer on various on-going Tasks.
2	IEC & Awareness Team (Refer to Swachh School Swachh Ghar SOP)			Lead IEC activities in the following Ward/respective area locations.
3	Door to Door Monitoring Team: A. Monitoring Door to Door Garbage collection within the respective area w.r.t the Route Charts. B. Identify the uncovered areas within the Ward. C. Promoting Waste Segregation by Households and Commercial Establishments. D. Installation of Twin Bins at all			Lead IEC activities in the following ward/respective area locations:
4	Monitoring of GVPs and Secondary Points Team			Divide half of the area as per Choice/Need
5	Enforcement Team (Refer to Enforcement SOP)			Divide half of the area as per Choice/Need
6	Enforcement Team (Refer to Enforcement SOP)			Divide half of the area as per Choice/Need
7	Other Monitoring Teams			Divide half of the area as per Choice/Need

Data/Detail Provided By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____

Verified By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____

Checked By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____

Approved By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____



ANNEXURE-26: TEMPLATE AGENDA FOR WARD COMMITTEE MEETINGS

DATE: DD.MM.YYYY

Template to be used for preparing Agendas for Ward Committee Meeting		
S.No.	Agenda Points	Specific Details to be discussed
1	Steps to ensure 100% Door To Door Garbage Collection across the entire area and to make their area Garbage Free.	
2	Steps to promote Waste Segregation by Households/Commercial Establishments.	
3	Steps to spread Awareness among all residents within the respective area.	
4	Steps to spearhead enforcement activities in coordination with Enforcement Teams assigned by MCF _____.	
5	Cleaning GVPs within the respective area (only after 100% Door To Door Garbage collection is completed).	
6	Resolve respective area specific issues.	
7	Steps to improve the functioning of the Sewage System, strengthening it and monitoring it on a Daily basis.	
8	Steps to improve the functioning of the Water Supply System, strengthening it and monitoring it on a Daily basis.	
9	Steps to improve the functioning of the Storm Water System, strengthening it and monitoring it on a Daily basis.	
10	Steps to improve road and Footpath infrastructure, strengthening it and monitoring it on a Daily basis.	
11	Steps to protect MCF _____ Land or other Assets from encroachment.	
12	Any other priority initiative (as per information shared by MCF _____ from Time to Time).	

Data/Detail Provided By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____

Verified By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____

Checked By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____

Approved By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____



ANNEXURE-26-A: TEMPLATE FOR CONDUCTING EFFECTIVE WARD COMMITTEE MEETINGS

DATE: DD.MM.YYYY

Template to be used for conducting effective Ward Committee Meeting				
S.No.	Particulars	Status/Statistics/Duties Assigned To		
1	Ward No. (with Name of Colony/Sector/Townships/BWG if required etc.)			
2	Number of Households in respective area	Total	Covered	Un-Covered
3	Number of Commercial Units in respective area	Total	Covered	Un-Covered
4	Number of units in Slum Areas in the respective area (with Names of Slum Areas)	Total	Covered	Un-Covered
5	Updated List of RWAs and MWAs within the Wards/respective area (to be attached)	Total	Covered	Un-Covered
6	Survey Report – Identification of BWGs in the Ward/respective area (to be assigned)	(Nominate 2-3 Ward Committee Members and Ward Cluster In-charge to execute the actions as per the SOPs)		
7	Identifying Large-Scale Kabaadis for their empanelment in each Ward/respective area	(Identifying 2-3 Large-Scale Kabaadis within the Ward for separating reusable Dry Waste)		
8	IEC Plan (Awareness activities in schools, RWAs, MWAs, etc.)	(Nominate 2-3 Ward Committee Members and Ward Cluster In-charge to execute the necessary actions)		
9	Duties assigned to Ward Committee Members as per their interest and expertise.			



ANNEXURE-26-A: TEMPLATE FOR CONDUCTING EFFECTIVE WARD COMMITTEE MEETINGS

DATE: DD.MM.YYYY.

Template to be used for conducting effective Ward Committee Meeting		
S.No.	Particulars	Parameters to Review the current Status & Progress across various Work Streams
1	Steps to ensure 100% Door To Door Garbage Collection across the entire Ward/respective area (Reporting of unauthorized Rikshaw under Vendors, non-installation of partitions in all Vehicles, User Charge Collection etc.)	
2	Steps to promote Waste Segregation by Households/Commercial Establishments (Awareness activities by NGOs in Schools, RWAs, MWAs, etc.)	
3	Steps to spread Awareness in Commercial Unit for installing Twin Bins.	
4	Steps to spearhead enforcement activities in coordination with Enforcement Teams assigned by MCF	
5	Cleaning GVPs within the ward/ respective area (Only after 100% Door To Door Garbage Collection is completed)	
6	Steps to protect MCF _____ Land or other assets from encroachment	
7	Preparation of Ward/respective area Management Plan (Ownership, Management and Timelines)	
8	Discuss the Ward/respective area specific issues	
9	Activities done by NGOs (attach Schedule of Awareness Sessions planned)	
10	IEC planned by CSR Partners (attach Schedule of Awareness Sessions planned)	
11	Awareness and Capacity Building Sessions planned for Trainers/Master Trainers (attach Schedule of Awareness Sessions planned)	



ANNEXURE-26-A: TEMPLATE FOR CONDUCTING EFFECTIVE WARD COMMITTEE MEETINGS

DATE: DD.MM.YYYY

Attendance Sheet of Ward Committee Meeting (To be Signed by each Present Members)				
S.No.	Name of Committee Member	Designation	Contact Details	Signature
1				
2				
3				
4				
5				
6				
7				

NOTE:

1. All the Secretaries to mail a filled Copy of this Form to Nodal Officer after each Ward Committee Meeting.

Data/Detail Provided By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____

Verified By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____

Checked By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____

Approved By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____



ANNEXURE-27: FORMAT FOR LIST OF MASTER TRAINER(S) HIRED

(To be filled by the MCF)

DATE: DD.MM.YYYY.

Colony/Sector/Townships/BWG if required etc. wise List of Master Trainer(s) Hired				
S.No.	Colony/Sector/Townships/BWG if required) etc.	Name of Master Trainer	Date of Training (same as Ward Committee Meeting Date)	Place of Training
1				
2				
3				
4				
5				
6				
7				

Data/Detail Provided By (authorized Personnel of Agency)

Name: _____
Designation: _____
Date: _____

Verified By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____

Checked By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____

Approved By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____



ANNEXURE-28: FORMAT FOR ATTENDANCE SHEET OF TRAINING

(To be filled by the MCF)

DATE: DD.MM.YYYY

- For MCF Level Monitoring Committee Training.
- For Members of Ward Level Committee Training.
- For Members of Project Implementation Unit Training

Attendance Sheet				
S.No.	Name	Designation	Contact Details	Signature
1				
2				
3				
4				
5				
6				
7				

Data/Detail Provided By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____

Verified By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____

Checked By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____

Approved By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____



ANNEXURE-29: FORMAT FOR AUTHORIZED OFFICER(S) OF ENFORCEMENT TEAM

(To be filled by the MCF)

DATE: DD.MM.YYYY

List of Authorized Officer(s) of Enforcement Team				
Ward/respective Area	Name of Supervisor/In-charge Nodal officer	Name of Enforcement Officer	Regular/Contractual/Outsource	Code No.
1				
2				
3				
4				
5				
6				
7				

Data/Detail Provided By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____

Verified By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____

Checked By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____

Approved By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____



ANNEXURE-30: FORMAT FOR PENALTY CALCULATION

(To be filled by the MCF)

DATE: DD.MM.YYYY

Penalties for Non-Functioning					
S.No.	Default	Average Daily Waste Collection	No. of Times of Default	Quoted Bid Variable	Penalty
		(W)	(Y)	(X)	
1	Non-Functioning of Daily Waste Collection				$=1.5*W*X*Y$
Other Compliance(s)					
S.No.	Default	Amount per Default	No. of Times of Default	Penalty	
			(Y)		
1	Non-Compliance of Call Centre & all other Complaints within 3 Hours	Rs. 200/- Complaint		$=200*Y$	
2	Any Littering while Transportation	Rs. 1000/- per Day per instance			
3	Burning of Garbage by Agency/ Employee of Contractor Agency	Rs. 5,000/- per Day or as per NGT Guidelines, whichever is Higher			
4	Any Sanitation Worker found without Uniform and PPE as per MSW Rules 2016,	Rs. 500/- per Day			
5	During the Door-to-Door Collection, Transportation of Waste to Transfer Station or to the designated Place during the Transit or at designated Site if the Waste collected is found mixed or un-segregated after achieving 100% segregation as per clause no 4.2.11	Rs 5,000/-	1		
6	During the Door-to-Door Collection, Transportation of Waste to Transfer Station or to the designated Place during the Transit or at designated Site if the waste collected is found mixed or un-	Rs 10,000/-	2 to 5		



	segregated mixed or un-segregated after achieving 100% segregation as per clause no 4.2.11				
7	C&D Waste is found being Transported to the any designated Site under the Contract.	Rs 10,000/-			
8	C&D Waste is found mixed with Municipal Solid Waste.	Rs. 10,000/-			
Non-Compliance of Vehicles					
S.No.	Default	Amount per Default	No. of Vehicle in Default	No. of Times of Default	Penalty
		(A)	(X)	(Y)	
1	GPS not working on Vehicles	Rs. 1,000/-			=A*X*Y
2	RFID not working on Vehicles	Rs. 1,000/-			=A*X*Y
3	Motorised Vehicles without fixed Compartment and without Fabricated Covering for collection of MSW in MCF area.	Rs. 1,000/-			=A*X*Y
Waste Collection Efficiency in Percentage					
S.No.	Default	Average Daily Waste Collection	Bid Variable	Charges	Penalty
		(X)	(Y)	(M)	
1	80-89%			5% of the Total Monthly Bill	
2	70-79%			10% of the Total Monthly Bill	
3	60-69%			15% of the Total Monthly Bill	
4	50-59%			20% of the Total Monthly Bill	
5	Below 50%			No payment will be made for that particular month (The whole payment of that particular month will not be made and this deduction shall be considered as the penalty of that particular month) and if violation continue for next	



				30 days , the agreement shall be terminated.	
Non-Compliance of Vehicles					
S.No.	Default	Amount as per Default	No. of Household in Default	Penalty	
		(A)	(X)		
1	If Contractor/agency failed to install RFID within prescribed Timelines.	Rs. 150/per RFID Tag per Day			

Data/Detail Provided By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____

Verified By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____

Checked By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____

Approved By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____



ANNEXURE-31: FORMAT FOR PAYMENT

(To be done by the MCF)

DATE DD.MM.YYYY
:

Checklist for Payment			
S.No.	Requirement	Yes/No	If no, the amount of penalty to be imposed
1	Biometric Attendance System has been installed for all the Employees.		
2	Date-Wise Quantity of Segregated Waste Collected.		
3	Date-Wise Quantity of Total Waste Collected.		
4	Copy of weigh slip of each vehicle weight		
5	MIS of disposal of each and every Complaint received on Call Center or any other means.		
6	Contractor/agency has installed speakers on each Vehicle for Awareness Campaign for playing Jingles and should be well equipped by the provisions to play the Jingles.		
7	Contractor/agency working in the MCF has setup atleast One (1) Complaint Redressal Center for easy monitoring of Operations of the Project and establishment of Standard Protocol to address Customer complaints.		
8	100% Segregated Waste is handed over at the processing site		
9	Transportation of waste in the covered vehicle.		
10	The Vehicle deployed for C&T have separate Compartment for different type of Waste.		
11	Contractor/agency is covering 100% Door to Door Collection of Solid Waste from all establishments		
12	All the Vehicles are GPS enabled or not.		
13	Vehicle & Manpower Deployment Plan along with Route and Timing followed.		
14	RFID Tag has been installed and are in working condition at every establishment.		

Data/Detail Provided By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____

Verified By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____

Checked/Verified By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____

Approved By (authorized Personnel of MCF)

Name: _____
Designation: _____
Date: _____



ANNEXURE-32: FORMAT OF RAG PICKERS

(To be filled by the MCF)

DATE: DD.MM.YYYY.

S.No.	Name	Aadhar No	Address & Location	Mobile No

Data/Detail Provided By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____

Verified By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____

Checked/Verified By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____

Approved By (authorized Personnel of MCF)

Name: _____

Designation: _____

Date: _____