

# **Municipal Corporation Manesar**

**Empanelment of Agency  
For  
Collection, Transportation & Processing  
of Waste  
Produce By  
Bulk Waste Generators**

**Draft Terms and Conditions**  
**For**  
**Empanelment of the Agency for Waste Management Services to be provided to the**  
**Bulk Waste Generators existing in Manesar.**

## **1.Introduction**

The Solid Waste Management Rules 2016 identifies entities producing more than 100 kgs of waste per day as Bulk Waste Generators (BWGs). All Bulk waste generators are required to manage their own wet waste and make their own arrangements for dry, bio-hazardous, E-waste management. However, it has been noticed that currently, BWGs in the city lack adequate in-house technical expertise and required infrastructure. To support the BWGs, Municipal Corporation Manesar (MCM) is in the process of empanelling agencies that can provide waste management services to the BWG.

MCM has defined BWG as any entity generating 50 or more kgs per day of waste (wet+ dry+ domestic hazardous) and or any entity having more than 5000 sq. mt of campus.

MCM has the right to change/modify the process of / requirement or eligibility for empanelment as service provider, at its discretion. MCM can cancel/terminate the empanelment of any or all service providers at any time at its sole discretion if the performance of the agency found unsatisfactory, with a one month notice period.

MCM does not guarantee any work will be allocated to the empanelled service providers. It shall be the sole decision of the BWGs / citizens/communities to choose their service provider. It is important to note that MCM does not bear any financial or legal or dispute resolution responsibility in relation to engagement between the BWGs and any Empanelled service provider.

To facilitate the BWGs of Manesar for fulfilling their responsibilities, it is proposed to empanel service providers for the following 4 categories. Interested agencies can choose any of the categories:

**Category 1:** Management of all waste streams - wet, dry, domestic hazardous. This includes.

a) Supply and provide services for wet waste processing equipment and wet waste processing (In-situ and or offsite) through composting/bio methanation. This will not include companies supplying OWC solutions using induced heat mechanisms to process wet waste.

b) Services for collection, transportation, and further processing of Dry and Domestic Hazardous (In-situ and or offsite).

**Category 2:** Management of wet waste i.e. supply and providing services for wet waste processing equipment and wet waste processing solutions (In-situ and/or offsite) through composting/bio methanation. This will not include companies supplying OWC solutions using induced heat mechanisms to process wet waste.

**Category 3:** Management of dry and domestic hazardous waste. This includes services for collection, transportation and further processing of Dry, Domestic hazardous waste.

**Category 4:** Collection, storage and further processing of e-waste by CPCB/HSPCB authorized e-waste dismantlers/recyclers.

The empanelment of a service provider shall be valid for 1 years from the date of empanelment, subject to modifications/terminations made by MCM from time to time.

All agencies empanelled for wet waste processing (Category 1 or 2) can also provide services for horticulture waste management to the BWGs.

## 2. Eligibility Criteria

The empanelment of the agency will be done based on its merit, details of which are as follows:

1. The agency should be registered in India either as a Limited, Private Limited Company, Sole Proprietorship, Partnership, LLP, OPC, or public company. Organizations registered as Trust/Society/ Section 25 can also apply for the empanelment. The Agency must have Waste Management as its core business. The agencies must submit their MOA /AOA document.
2. The Agency must have a valid GSTN certificate, ESIC, and EPF registrations as applicable.
3. The applicant agency should not be blacklisted/ debarred/ terminated of contract by any Government/ Government Board/ Corporation Agency/ firm/ Statutory Board/ PSU agency/ firm/ Non- Government/ Private agencies and Funding agencies in the last 05 years. Past/present litigations, disputes, if any (submit details separately with the proposal)
4. In respect of any work done earlier for MCM or any ULB in Haryana or any other state, if it is under investigation by any agency/Government such agency will not be eligible to participate in this RFP and will be considered disqualified.
5. The Agency should have experience of at least 2 years in handling municipal solid waste for BWGs or will have a waste management expert with minimum 3 years of experience in waste management.
6. Copy of MOUs with BWGs (3 nos over the last 2 years) to be submitted along with
  - i. address of BWG & GPS coordinates,
  - ii. Photographs.
  - iii. Contact number of RWA members.
  - iv. Contact number of Estate/property manager.
  - v. Reports of last 1 year.

The Agency must have provided services for at least 12 months to at least one BWG whose details are given.

## 3. Terms and Condition

1. The Agency shall enter into a written agreement with the BWG to whom it must provide services, in which the responsibilities of the Agency and BWG have been clearly determined for the safe collection/management/disposal of the waste. A copy of the agreement shall be submitted to the MCM.
2. The Agreement between the Agency and the BWG; shall be executed by the Agency entirely. The Agreement cannot be used by the Agency or BWG for any official or non-official action against MCM.
3. Agency should submit their Work Plan Methodology.
4. The Agency should deposit security amount of Rs. 100000/-
5. MCM will not be involved in any legal matter between the Agency and the BWG.

6. The Selected Agency shall arrange for the transportation of collected waste streams (as per the Category approved) from the bulk waste generators' premises to the authorized and designated processing or recycling facilities with evidence.
7. The Agency will ensure that the waste treatment facilities comply with environmental regulations and have the necessary approvals from respective government departments (such as CPCB/SPCB/SBM/DPCB etc.), as and if required.
8. The agencies applying for category 4 as authorized e-waste dismantlers / recyclers must have collection and storage system as per e-waste management rules.
9. Agency shall ensure Door-to-Door collection of applicable waste streams from the premises (only segregated waste to be collected) with the support of BWG or BWG will ensure in-house door-to-door collection.
10. Transportation of waste shall be done in properly compartmentalised vehicles to ensure dry, wet and hazardous waste remains segregated. Transportation must be done in covered vehicles, and no waste should be seen flying, leaking, or littering during transportation. The vehicles used for transportation should be GPS enabled and declared to MCM/GMDA.
11. To enable smooth services to BWGs, MCM shall provide support to the Agency to get permission to run their GPS enabled vehicles without 'no entry restrictions'.
12. Agency should have CCTV recording on plant of all activities with recording storage of 30 days. Undertaking should be submitted at Agency in Municipal Corporation Manesar. The same can be checked by MCM at any time, failure to provide the same will led to blocklisting/cancellation of empanelment and/or fine.
13. Electronic Wight Bridge (Certified by Legal and Metrological Department, Haryana as an when required as per rules and guidelines), Real time data to be furnished in MIS (is needed at the Processing site).
14. Agency will deploy the waste pickers for the segregation of waste.
15. Agency will make ensure for Health Insurance, EPF/ESI of all workers of related work.
16. The agency shall ensure further sorting of the dry waste and sending it to the authorized seller/recyclers. The prescribed certificate for compliance as per PWM Rule-2016 from the recyclers/resellers shall be obtained by the agency and submitted to MCM along with the monthly report).
17. Agency must segregate e-waste from the collected waste and send it to the authorized e-waste recycler.
18. Sanitary and medical waste (Domestic Hazardous waste) will be collected by MCM from the agency, or can be dropped off at the secondary collection centre by the agency in a sealed distinguishable bag for disposal by MCM.
19. Inert and reject waste shall be dropped off at the secondary collection centre by the agency for disposal by MCM. Inert and reject waste should not be beyond 10% of the total waste processed by the agency, in case if it exceeds the agency shall pay the charge of INR 1/ Kg for the additional waste.
20. Agency will ensure composting/bio methanation of wet waste at the space provided by the concerned RWA/Society/Bulk Waste Generator or at a decentralized processing unit.
21. Agency must submit samples of compost for testing by valid NABL-certified laboratories designated by MCM on a yearly basis. It will be based on random sampling picked by the laboratory/MCM representative. The laboratory should have its office/testing lab in Gurugram / NCR.

22. In case the agency converts Wet-Waste to Biogas/Bio-CNG all necessary compliances as per different government agencies and SWM 2016 must be met. The sole responsibility of compliance lies on the Agency.
23. No construction and demolition waste are to be collected.
24. No dead animals are to be collected.
25. If anyone is using plastic below 120 microns, the same to be reported to MCM for further action.
26. The agency and BWG both will ensure compliance to the guidelines of Solid Waste Management Rule 2016, as well as any order issued by the Hon'ble National Green Tribunal (NGT), Central Pollution Control Board or State Pollution Control Board from time to time.
  - i. MCM shall not be liable for claims, damages, liabilities, cost penalties etc. from or by any Government Authority, including CPCB and Haryana State Pollution Control Board and third party for damages to the environment or any acts, omissions, default, or negligence by Agency/BWG that damages the environment and
  - ii. Resulting from accidents at work, Occupational Diseases, and contingencies etc. that may arise at or around the site.
27. The necessary arrangement required for the installation of any machinery equipment/electric connection/water connection/ space for installation is to be decided mutually by the BWG and Agency. If there is space constraint, the Agency may develop its own decentralized units/Composting centre to provide services.
28. The Agency will appoint an independent Waste Management Expert with a qualification not less than a master's degree in Environment with 3 years of experience working in waste management or a graduate having at least 5 years of experience working in BWG waste management, in case it does not have an in-house expert with similar qualifications.
29. If the agency does not start the work within a period of -60 days after signing the contract with a BWG, then a show cause notice will be issued to the agency, whose satisfactory reply will have to be given to BWG/MCM within 10 days. If this does not happen, then the empanelment of that agency can be cancelled.
30. Payments for collection, transportation, processing and installation of the plant and machinery will be made directly by the BWG to the Agency. MCM will not be held responsible for any non-payment issue.
31. The Agency shall maintain records of waste collection, waste processing, plant operations, maintenance activities, and performance data and prepare monthly reports as per the format given by MCM. This data shall be shared with MCM when asked. In addition, as and when the MIS portal of MCM/GMDA is operational, all information must to uploaded on the portal on a weekly /daily basis or as specified by MCM.
32. The Agency shall inform MCM of any signing of the contract with BWG within the period of 7 working days.
33. Selected agency shall ensure to start least 1 project within 60 days of receiving/confirmation of the empanelment from MCM. The agency must ensure that within the period of 180 days after selection, the number of agreements with the BWGs should not less than 10, failing which the empanelment can be cancelled by MCM. To ensure the number of agreements with BWGs, MCM will support/interact/penalization non-complaint BWGs.
34. In case of littering or burning of waste etc., statutory action or penalty or both can be imposed by the Municipal Corporation on the BWG, and the Agency involved as per rules.
35. The empanelled agencies will prioritize the adoption of **Zero Waste Practices**, aiming to minimize waste generation and maximize recycling and resource recovery.

36. Agency cannot quit from the empanelment without 30 days prior notices to Municipal Corporation Manesar.
37. Additional chargers as “**swachhta fees**” will be applicable to the BWG’s if they opted out for offsite waste management chargers will be payable to Municipal Corporation Manesar as mentioned in the table below:

Sr No	Type of BWG	Yearly Charges (Proposed)
1	Housing Society Group Housing, Private Builders, Gated communities, Sector RWA etc	INR 1,000 multiplied by Number of households / Year
		Example 100 Flats society x 1000 = 1,00,000/Year
2	Office Complex	INR 5,00,000 / year for Office Complex with Multiple companies
		INR 3,00,000 / year for Office Complex of a single company with more than 500 seats
		INR 1,50 ,000 / year for Office Complex of a single company with 200-500 seats
		INR 1,00 ,000 / year / unit Office Complex of a single company with less than 200 seats
3	Market Place	INR 2,000 / year/ Unit or Shop
		Example 100 Shops x 2000 = 2,00,000/Year
4	Mall	INR 2,000/ year/ Unit or shop
		Example 100 Shops x 2000 = 2,00,000/Year
5	Hospitals	INR 1,000/year/ bed (up to 50 beds)
		INR 2,000/year/ bed (above 50 beds)
		Example 100 Beds x 2000 = 2,00,000/Year
6	Schools	INR 15,000/ year (up to 100 student)
		INR 30,000/ year (up to 200 student)
7	Hotel and Guest houses	INR 1,000/year/ room (up to 50 rooms)
		INR 2,000/year/ room (above 50 rooms)
		Example 100 rooms x 2000 = 2,00,000/Year
8	Restaurants, café, Cloud Kitchens, caterers preparation kitchen	60,000 / Year or 5000/Month

#### 4. **ARBITRATION**

For any dispute, Commissioner Municipal Corporation Manesar will ne arbitrator between Agency and Municipal Corporation Manesar.

a) **Place of Arbitration**

The place of arbitration shall be Municipal Corporation Manesar.

b) **Language**

The request for arbitration, the answer to the request the terms of reference any written submission any order s and awards shall be in English/Hindi and, if oral hearing takes place. English/Hindi shall be the language to be used in the hearings. The award shall be made in writing.

## 5. Penalties

- i. Overcharging Complaints:- If empanelled Agencies will overcharge from BWG and such complaints received in Municipal Corporation Manesar, enquiry will be done by senior officer of Municipal Corporation Manesar and action will be taken accordingly as per directions of CMC
- ii. In Case of over-charging, a penalty equal to 5 times of the over-charging will be imposed.
- iii. Motorized vehicles without fabricated covering (temporary arrangement like cloth covering, trampoline sheer or any other temporary covering or arrangement will not be allowed) for collection of MSW in Municipal Corporation Manesar area, Penalty Rs. 1000/- per day per vehicle.
- iv. The agency will face a penalty of 5 times of the quoted Bid variable multiply by each ton waste disposed at the any other site beside the designated sites.
- v. Any complaint received in Municipal Corporation Manesar should be resolved by the agency within 3 hrs. otherwise penalty of Rs. 500 complaints will be charged.
- vi. Any littering while transportation, Penalty Rs. 1000/- per day per instance.
- vii. Burning of garbage by agency/employee of contractor agency, Penalty Rs. 5000/- per day per instance or as per NGT guidelines.
- viii. Any sanitation worker found without uniform and PPE as per MSW rule 2016, Rs. 500/- per day per worker.
- ix. If daily waste is not processed by the service provider, Penalty will be imposed Rs. 5000/- per day.
- x. In case of GPS not working on vehicles, Penalty will be imposed Rs. 1000/- per day per vehicle.
- xi. Construction and Demolition waste cannot be mixed with Municipal Solid Waste, if found agency will face a penalty of 1.5 times of the quoted Bid variable multiply by each ton collected.

## ***BWG empanelment Form***

**To,**

***The Municipal Commissioner,  
Municipal Corporation,  
Manesar, Haryana.***

Dear Sir:

I, the undersigned, offer to provide the services for *Bulk Waste Generators waste management* in accordance with your Request for Proposal dated \_\_\_\_\_. We are hereby submitting this letter of interest, which includes the Technical Proposal showcasing our capabilities in the category for which we are applying. The category that we would like to apply are

- Management of all waste streams for BWG (Wet, Dry and Domestic Hazardous waste)
- Management of only Wet waste.
- Management of E-waste.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

We are willing to submit any other documents which are required to get us empaneled to provide services in the above chosen category.

We undertake, if our Proposal is accepted, to initiate the services related to the assignment not later than the date indicated in the Notice to Proceed.

We understand that you are not bound to accept any proposal you receive.

Yours Sincerely  
Authorized Signature  
[Name and Designation]



## ANNEXURE

### A – Organization’s Background or Details

*[Provide the details of your organization in the format below]*

1	Company Registration Type (Private Limited Company, Sole Proprietorship, Partnership, LLP, Trust, Society etc.) <i>[Attach registration certificate, if applicable]</i>	
2	Year of Registration	
3	Year of Start of Operations	
4	GST Registration (Please attach the GSTIN Certificate, if NA please mention the reason)	
5	PF Registration (Please attach the PF Registration Certificate, if NA please mention the reason)	
6	ESIC Registration (Please attach the ESIC Registration Certificate, if NA please mention the reason)	
7	Any Other Certificates / Registrations (By MSME, State PCB, CPCB etc.) <i>[Attach registration certificate, if applicable]</i>	
8	Type of Business (Service provider/ Technology provider/ dry waste solution provider / wet waste solution provider etc.)	
9	City / Region of Business	
10	Brief Description of Organization	
11	Brief Description of Technology (Composting, Biogas, MRF etc.)	

## B – Organization’s Financial Details

*[Please provide the financial details of your organization. If Not Applicable, please provide proper justification]*

Financial Year	2020-21	2021-22	2022-23
Turnover as per the ITR			
Attach ITR Acknowledgement			

## C – Organization’s Experience

*[Using the format below, provide information on each assignment for which your organization was legally contracted to carry out services similar to category for which you seek empanelment.*

**Fill up a separate Table for each project.** Please showcase at least 5 project details executed in the last 3 years, the project should have successfully run for at least 18 months in stretch. In case of any deviation in providing the project details, please provide proper justification.]

1	<b>Name of BWG No. 1</b>	
2	Address and GPS coordinates of BWG	
3	Contact Number of Estate/Property Manager	
4	Contact Number of RWA Member/ Management team as applicable	
5	Brief Description of project (up to 100 words)	
6	Scope of work of agency	
7	Size of Project in KG	
8	Completed or on going	
9	Date Of commissioning	
10	Photographs of the Project site (Attach)	
11	Waste Reports of last one year from the project (Attach)	
12	Contract with BWG (Attach)	
13	Comments if any	

1	<b>Name of BWG No. 2</b>	
2	Address and GPS coordinates of BWG	
3	Contact Number of Estate/Property Manager	
4	Contact Number of RWA Member/ Management team as applicable	
5	Brief Description of project (up to 100 words)	
6	Scope of work of agency	
7	Size of Project in KG	
8	Completed or on going	
9	Date Of commissioning	
10	Photographs of the Project site (Attach)	
11	Waste Reports of last one year from the project (Attach)	
12	Contract with BWG (Attach)	
13	Comments if any	

1	<b>Name of BWG No. 3</b>	
2	Address and GPS coordinates of BWG	
3	Contact Number of Estate/Property Manager	
4	Contact Number of RWA Member/ Management team as applicable	
5	Brief Description of project (up to 100 words)	
6	Scope of work of agency	
7	Size of Project in KG	
8	Completed or on going	
9	Date Of commissioning	
10	Photographs of the Project site (Attach)	
11	Waste Reports of last one year from the project (Attach)	
12	Contract with BWG (Attach)	
13	Comments if any	

