

Bhubaneswar Smart City Limited



Request for Proposal **BID Identification No – 1700 Dated: 03.10.2026**

for

Selection of Agency for Design, Financing, Installation,
Operation, Maintenance and Management of
“INTEGRATED SMART WASHROOM” Facilities at Identified Locations in
Bhubaneswar

Issued by:

Bhubaneswar Smart City Limited (BSCL)
5th Floor, ICOMC Tower Bhoi Nagar, Unit-9,
Bhubaneswar –751022, Odisha
Telephone – 0674-2540811 Email- bbsr.bscl@gmail.com
Website: <https://www.smartcitybhubaneswar.gov.in/>



Bhubaneswar Smart City Limited

5thFloor, ICOMC Tower, Bhoi Nagar, Bhubaneswar- 751022,
E-mail Id: bbsr.bscl@gmail.com, CIN: U74990OR2016PLC020016
Ph. No.: 2548408/2548228

No. 1703 /BSCL/2025

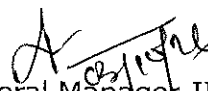
Dt. 03/10/26

TENDER CALL NOTICE

#	Name of the work	Bid Identification No.	Availability of Tender Document	
			From	To
1	Selection of Agency for Design, Financing, Installation, Operation, Maintenance and Management of "INTEGRATED SMART WASHROOM" Facilities at Identified Locations in Bhubaneswar	1700	03.10.2026	12.10.2026

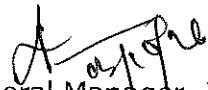
Further details can be seen from website <https://www.smartcitybhubaneswar.gov.in/tender--notices/tender>. Any Corrigendum or Addendum, if any will not be published in newspaper and can only be seen in the above-mentioned web site.

By order Managing Director


General Manager-II

Bhubaneswar Smart city Limited

Copy to Notice board / web site of BSCL for wide circulation.


General Manager- II

Bhubaneswar Smart city Limited

Disclaimer and Confidentiality

This RFP is issued by BSCL solely for inviting proposals. The information is indicative and may be amended through addenda/corrigenda. It does not constitute an offer or commitment to award the Project. Bidders shall independently verify the information, inspect Sites and obtain necessary professional advice. BSCL may amend, suspend, cancel or reject the procurement in accordance with applicable rules. Bid preparation costs shall be borne by the Bidder. Information shall be treated as confidential except where disclosure is required by law or for professional advice.

Sd/-
General Manager-II
Bhubaneswar Smart City Limited



Table of Contents

1. NOTICE INVITING REQUEST FOR PROPOSAL.....	5
2. PROJECT BACKGROUND AND RATIONALE	5
3. DEFINITIONS AND INTERPRETATION	5
4. PROJECT OBJECTIVES.....	6
5. PROJECT SCOPE	6
6. SITE LOCATIONS AND SITE CONDITIONS	6
7. PROJECT STRUCTURE – VGF FRAMEWORK.....	6
8. ROLES AND RESPONSIBILITIES.....	7
8.1 BSCL	7
8.2 CONCESSIONAIRE.....	7
9. DESIGN, PLANNING AND TECHNICAL REQUIREMENTS.....	7
10. MINIMUM FACILITIES AND SERVICE REQUIREMENTS.....	7
11. CONSTRUCTION / INSTALLATION AND COMMISSIONING	8
12. OPERATION AND MAINTENANCE.....	8
13. HYGIENE, CLEANING AND CONSUMABLES	8
14. DIGITAL, SMART AND MONITORING FEATURES	9
15. ACCESSIBILITY, GENDER, CHILD SAFETY AND INCLUSION.....	9
16. ENVIRONMENTAL, ENERGY AND WATER EFFICIENCY	9
17. CAFÉ / COMMERCIAL OPERATIONS	9
18. REVENUE AND COMMERCIAL ACTIVITIES.....	9
19. VGF / FINANCIAL BID	9
20. ELIGIBILITY AND QUALIFICATION CRITERIA	10
21. TECHNICAL EVALUATION	10
21.1 Technical Evaluation – 60 Marks	10
21.2 Technical Presentation – 40 Marks	11
22. INSTRUCTIONS TO BIDDERS	11
23. BID SUBMISSION AND BID DOCUMENTS.....	11
24. EVALUATION METHODOLOGY.....	12
25. PERFORMANCE STANDARDS, SLA AND PENALTIES	12
26. PERFORMANCE SECURITY AND INSURANCE	12
27. STATUTORY COMPLIANCE	12
28. EVENTS OF DEFAULT AND TERMINATION	12
29. HANDOVER AND END OF CONCESSION	12
30. GENERAL CONDITIONS.....	13
31. INDICATIVE BID FORMS AND SCHEDULES	13
Form 8 – Technical Presentation	13
32. HEADS OF TERMS OF CONCESSION AGREEMENT	13



ANNEXURE A – SITE SCHEDULE.....	14
ANNEXURE B – MINIMUM TECHNICAL SPECIFICATIONS	14
ANNEXURE C – KPI / SLA SCORECARD.....	14
ANNEXURE D – FINANCIAL BID / VGF SCHEDULE	14
ANNEXURE E – PRE-BID SITE VISIT / DUE DILIGENCE CHECKLIST	15

X

1. NOTICE INVITING REQUEST FOR PROPOSAL

Bhubaneswar Smart City Limited (BSCL), Government of Odisha, invites proposals from eligible agencies for the **Design, Financing, Installation, Operation and Maintenance of “INTEGRATED SMART WASHROOM” facilities** at identified locations in Bhubaneswar under a **Concession model**.

The selected Concessionaire shall be responsible for the complete development and operation of the facilities, including public convenience and café/refreshment services.

Key Event	Proposed Date / Particular
RFP Publication	03.10.2026
Last Date for Bid Submission	12.10.2026 at 4:30 PM
Prebid Queries (Through Mail Only)	06.10.2026
Opening of Technical Bid	12.10.2026 at 5:00 PM
Opening of Financial Bid	To be communicated to technically qualified Bidders
Bid Processing Fee	₹10,000/- (non-refundable) + GST
Bid Validity	7 days from Bid Due Date
Performance Bank Guarantee	4% of the finalized VGF amount quoted by and accepted for L1 after the Work Order is issued and before the signing of Agreement.

The RFP and all updates shall be published on the BSCL-designated website and in two widely used daily newspapers in English and Odia. Bidders shall regularly check the designated portal for updates.

2. PROJECT BACKGROUND AND RATIONALE

Bhubaneswar is a rapidly developing, people-centric city with parks, public spaces, commercial areas, mobility hubs, tourist destinations, markets and high-footfall corridors. Such locations require clean, hygienic, accessible, safe and well-maintained public amenities.

INTEGRATED SMART WASHROOM is an integrated public convenience facility combined with a compact café/refreshment and other permitted commercial component. The public convenience function shall remain primary, while commercialisation is intended to support financial sustainability.

The Facility shall be modern, aesthetically integrated, user-friendly and easily maintainable, with suitable facilities for men, women, children, senior citizens and persons with disabilities. The Project is proposed through VGF(Viability Gap Funding) to bridge the identified viability gap and enable establishment and sustained operation at approved locations.

3. DEFINITIONS AND INTERPRETATION

Term	Meaning
Authority / BSCL	Bhubaneswar Smart City Limited.
Bidder	An eligible entity submitting a Proposal under this RFP.
Concessionaire	The selected Bidder entering into the Concession Agreement with BSCL.
INTEGRATED SMART WASHROOM	Integrated public convenience and café/refreshment facility under the Project.
Facility	An INTEGRATED SMART WASHROOM unit with approved site improvements, utilities, equipment, signage and commercial facilities.
Concession Period	12 years from the Commencement Date, unless earlier terminated in accordance with the Concession Agreement.
Commercial Revenue	Revenue from café, vending, advertising, sponsorship and other approved

Term	Meaning
	commercial activities.
Gross Eligible Revenue	Receipts from approved commercial activities, excluding GST and statutory taxes.
Commissioning	Completion, testing and acceptance of the Facility by BSCL.
SLA	Service Level Agreement and performance requirements under this RFP and the Concession Agreement.
Site	Land/premises identified by BSCL for an INTEGRATED SMART WASHROOM.
User	Any person using the public convenience or permitted public amenities.
VGF	Viability Gap Funding provided by BSCL.

4. PROJECT OBJECTIVES

- Provide clean, safe, hygienic, accessible and reliable public convenience facilities.
- Integrate sanitation with a compact café/refreshment activity.
- Use VGF to bridge the identified project viability gap.
- Improve cleanliness, aesthetics, comfort and user experience.
- Provide inclusive facilities for women, children, senior citizens and persons with disabilities.
- Introduce digital monitoring, feedback and transparent service measurement.
- Promote water, energy and waste efficiency.
- Create a replicable urban-amenity model for additional locations.

5. PROJECT SCOPE

The Concessionaire shall undertake the complete lifecycle of each Facility, including survey, design, financing, construction/fabrication, installation, testing, commissioning, operation and maintenance. The scope shall include all equipment, furniture, utilities, manpower, consumables, cleaning, repairs, waste management, café/commercial operations, advertisement, digital facilities, statutory compliance, electricity, water, taxes and all other operating expenses.

The Concessionaire shall commercialise the approved space and may earn revenue from the café, permitted commercial activities and approved advertisements/sponsorships, subject to this RFP and the Concession Agreement.

6. SITE LOCATIONS AND SITE CONDITIONS

BSCL shall provide/facilitate the identified Sites in Annexure A. The present proposed locations are:

- Near OPTCL Office
- Opposite Shree Leather
- Near Bapuji Nagar
- Madhusudan Marg
- Near Apollo Hospital
- Left Parallel Road

Bidders shall inspect the Sites and satisfy themselves regarding dimensions, access, pedestrian movement, utilities, water, drainage/sewerage, electricity, visibility, footfall, commercial potential, site restrictions and other relevant conditions. BSCL may modify or substitute Sites as permitted under the Concession Agreement.

7. PROJECT STRUCTURE – VGF FRAMEWORK

The Project shall be implemented on a VGF-based Concession model. The Concessionaire shall arrange the

balance investment and undertake design, establishment, operation and maintenance of the Facilities. BSCL shall provide approved VGF support to bridge the viability gap, subject to prescribed eligibility, milestones and conditions.

The VGF shall be limited to the amount approved under the RFP/Concession Agreement and shall be released only against eligible expenditure and prescribed milestones. The Concessionaire shall bear all costs beyond the approved VGF as both CAPEX and OPEX.

The Concessionaire shall have the right to commercialise the approved space and use approved advertisement opportunities during the Concession Period, subject to BSCL approval and applicable laws.

BSCL	Concessionaire
Identify/facilitate approved Sites.	Design and establish the Facility.
Provide VGF as per approved terms and milestones.	Arrange balance project investment.
Approve design and service standards.	Obtain licences and statutory approvals.
Monitor performance and compliance.	Construct, install and commission.
Undertake contractual oversight.	Operate and maintain the Facility.
Release VGF subject to conditions.	Manage approved commercial activities.
Exercise contractual rights.	Maintain hygiene, safety and service standards.

8. ROLES AND RESPONSIBILITIES

8.1 BSCL

BSCL shall provide/facilitate the Site, facilitate provision/connection of water, sewerage and other basic requirements where available, and facilitate the Concessionaire in obtaining licences and similar approvals. BSCL will not bear any expenditure in this regard. BSCL shall review/approve designs and branding, monitor performance, release VGF as per approved milestones and exercise contractual oversight.

8.2 CONCESSIONAIRE

The Concessionaire shall design, finance, construct/install, commission, operate and maintain the Facility; arrange manpower, equipment and consumables; obtain and maintain required licences/approvals; bear electricity, water, maintenance and all other operating costs; pay applicable taxes/levies; commercialise the approved space; exercise advertisement rights subject to approval; maintain accounts and records; and comply with applicable laws and service standards.

9. DESIGN, PLANNING AND TECHNICAL REQUIREMENTS

The INTEGRATED SMART WASHROOM shall be compact, durable, climate-responsive, vandal-resistant, hygienic and compatible with Bhubaneswar's public realm, with public convenience as the primary function.

It shall provide separate male/female and accessible facilities, barrier-free access, durable washable finishes, ventilation and odour control, efficient lighting and water fixtures, proper drainage/sewerage, safe electrical and fire-safety systems, external lighting, approved signage/branding, waste management, drinking water, handwashing, menstrual-hygiene facilities and baby-care facilities where feasible.

10. MINIMUM FACILITIES AND SERVICE REQUIREMENTS

Facility / Service	Minimum Requirement
Male Toilet	Adequate WC, urinal and wash facilities as per approved site design.
Female Toilet	Adequate WC and wash facilities with privacy and menstrual-hygiene provision.
Accessible Toilet	At least one accessible facility per Site unless otherwise approved.
Wash Basins	Running water, mirrors and liquid soap/handwash.
Drinking Water	Safe drinking-water point where feasible and approved.

Child Feeding Facility	Dedicated clean and private space for child feeding/breastfeeding.
Women's Sanitary Waste Disposal	Dedicated sanitary-waste bins/disposal facility with safe and hygienic disposal arrangement.
Lighting	Adequate internal and external illumination.
Ventilation	Mechanical and/or natural ventilation sufficient for comfort and odour control.
Waste	Segregated bins and compliant disposal arrangement.
Café	Approved non-alcoholic food/beverage and refreshment service.
Emergency Information	Operating hours, complaint QR, emergency contacts and user instructions.
Digital Payments	UPI/digital payment capability for café/commercial transactions.
Feedback	QR-based feedback and complaint registration.

11. CONSTRUCTION / INSTALLATION AND COMMISSIONING

The Concessionaire shall obtain BSCL approval of the concept and site layout before execution and submit professional drawings. Construction shall minimise public obstruction and use durable, hygienic and maintainable materials.

All civil, electrical, plumbing, water, drainage, sanitary, fire and digital systems shall be tested before commissioning. As-built drawings, asset records, manuals, warranties and O&M documents shall be submitted. The Facility shall be commissioned only after rectification of identified defects.

The development/commissioning period shall be as specified in the Bid Data Sheet or Concession Agreement.

12. OPERATION AND MAINTENANCE

The Concessionaire shall operate and maintain each INTEGRATED SMART WASHROOM throughout the 12-year Concession Period in a clean, hygienic, safe, accessible, functional and aesthetically satisfactory condition.

- Minimum operation: 16 hours per day, unless otherwise prescribed for a Site.
- Water shall be available during operating hours, subject to utility interruption/emergency.
- Cleaning shall be carried out multiple times daily and whenever required.
- Deep cleaning shall be undertaken at least weekly.
- Preventive maintenance shall follow manufacturer recommendations.
- Critical breakdowns affecting toilet availability shall receive immediate response.
- Consumables shall remain available during operating hours.
- Complaints shall be logged and tracked to closure.
- Monthly performance reports shall be submitted.
- Feedback consolidated report.

13. HYGIENE, CLEANING AND CONSUMABLES

Item	Indicative Standard
Routine cleaning	Multiple cycles daily; additional spot cleaning as required
Deep cleaning	Minimum weekly; higher frequency where site usage warrants
Water / handwash	Continuous availability during operating hours
Soap / handwash	Always available
Toilet paper / consumables	Always available where provided
Odour control	Continuous monitoring and corrective action
Pest control	Periodic treatment and preventive measures
Waste bins	Lined, emptied before overflow and segregated
Sanitary waste	Safe collection and compliant disposal
Cleaning log	Daily record maintained at Site and digitally where feasible

4

The Concessionaire shall maintain at least 15 days' reasonable stock of critical cleaning and sanitation consumables at any time, unless a higher stock level is required by the approved O&M plan.

14. DIGITAL, SMART AND MONITORING FEATURES

The Facility shall provide, as feasible and approved, QR feedback and complaint registration, digital/UPI payments, information displays, water/electricity monitoring, footfall monitoring and a dashboard for availability, cleaning and complaints. Integration with BSCL/BMC grievance systems may be provided where technically feasible. CCTV, if used, shall be restricted to appropriate external/common areas and never privacy areas.

15. ACCESSIBILITY, GENDER, CHILD SAFETY AND INCLUSION

Facilities shall provide dignity, privacy and safe access to all users. Women's facilities shall include adequate privacy, lighting and menstrual-hygiene arrangements. Accessible toilets and barrier-free access shall follow applicable standards. Child-friendly/baby-care features may be provided based on-site feasibility. Emergency contacts and grievance channels shall be displayed, and staff shall receive basic public-interaction and emergency-response training.

16. ENVIRONMENTAL, ENERGY AND WATER EFFICIENCY

The Concessionaire shall use energy-efficient lighting and equipment, water-efficient fixtures, dual-flush systems where suitable, source-level waste segregation, safe chemical handling and proper wastewater/sanitary-waste disposal. Single-use plastics shall be minimised. Solar PV/solar water heating may be used where feasible. Durable, recyclable or locally appropriate materials should be preferred.

17. CAFÉ / COMMERCIAL OPERATIONS

The café shall remain subordinate to the public-service function of the Facility. The Concessionaire may sell approved non-alcoholic beverages, packaged drinking water, tea, coffee, snacks and other permitted food items. All food and beverage operations shall comply with FSSAI requirements and other applicable laws and shall not include liquor, tobacco, vaping products, gambling or any other prohibited/restricted activity. Commercial activities shall not obstruct or interfere with the use, accessibility, safety or operation of the public convenience facilities.

Liquor, tobacco, vaping products, gambling and prohibited activities shall not be permitted. Commercial activity shall not obstruct toilets, accessible areas, emergency exits or public pathways. Sub-licensing/franchising shall require prior BSCL approval.

18. REVENUE AND COMMERCIAL ACTIVITIES

The Concessionaire shall have the right to commercialise the approved café/commercial space and earn revenue during the Concession Period, subject to approved use and applicable laws.

The Concessionaire shall also have advertisement rights within the Facility/site as approved by BSCL. Advertisements shall be appropriate, non-misleading and shall not obstruct public amenities, signage, safety or accessibility.

All commercial revenue shall belong to the Concessionaire, subject to the Concession Agreement and applicable taxes. Any user charge for the public convenience shall require prior written approval of BSCL.

19. VGF / FINANCIAL BID

The Financial Proposal shall quote the VGF required for establishment of the INTEGRATED SMART WASHROOM facilities in the prescribed format. The Bidder shall clearly identify the VGF requirement and

1

the corresponding project cost, excluding costs to be borne by the Concessionaire.

The final RFP shall specify the VGF ceiling, eligible cost components, disbursement milestones, documentary requirements and financial evaluation mechanism. VGF shall not be treated as a reimbursement of routine operating expenditure unless specifically approved.

The Concessionaire shall bear electricity, water, maintenance, manpower, consumables, insurance, taxes, statutory fees and all other project/operating expenses not expressly assigned to BSCL.

20. ELIGIBILITY AND QUALIFICATION CRITERIA

The pre-qualification criteria below are based on the qualification requirements provided by the Bidder and the attached Smart Integrated Washrooms. Documentary evidence shall be submitted for each criterion. Additional experience may be submitted but shall be considered only where permitted under the final evaluation framework.

Sl.	Pre-Qualification Criterion	Documentary Evidence
1	Legally valid entity: Sole Proprietorship / Partnership / LLP / Company, duly registered; preferably operating for at least 5 years.	Certificate of Incorporation / Partnership Deed / LLP documents, GST and PAN; name-change documents, if applicable.
2	Average annual turnover of at least ₹15 crore during the last 3 financial years.	CA / Auditor certificate with audited financial statements.
3	Relevant experience: (A) O&M of public/community toilets/urinal blocks of at least 200 WC/toilet seats; OR (B) construction, O&M of public/community toilets/urinal blocks of at least 300 WC/toilet seats.	Work order/contract, client certificate and supporting records.
4	At least 500 sanitation workers on payroll/engaged in public sanitation, building housekeeping or similar operations.	Payroll/EPF/ESI or other acceptable documentary evidence.
5	ISO 9001, ISO 45001 and ISO 10001 certifications.	Valid certificates.
6	Operational toilet maintenance app covering at least 50 toilet units under operation.	App details, screenshots/demo/access and client evidence, as applicable.
7	At least 4 cleaning vehicles and cleaning-chemical manufacturing capability, as applicable.	Vehicle ownership/lease documents and manufacturing/production evidence.
8	Not blacklisted by Government/Government undertakings or otherwise disqualified under applicable rules.	Self-declaration/undertaking.

The above criteria shall be supported by valid documentary evidence. BSCL may seek clarification or verification of submitted documents.

21. TECHNICAL EVALUATION

The Technical Proposal shall carry a maximum of 100 marks, comprising 60 marks for documentary evaluation and 40 marks for Technical Presentation. Marks shall be awarded only against valid documentary evidence and the presentation made before the Evaluation Committee. Only Bidders securing the minimum qualifying Technical Score specified in the Bid Data Sheet shall be considered for Financial Evaluation.

21.1 Technical Evaluation – 60 Marks

Sl.	Evaluation Criteria	Scoring Criteria	Max. Marks
1	Experience / Age of Firm	>5 years – 8; 4–5 years – 6; 2–4 years – 4; 1–2 years – 2	8
2	Average Annual Turnover	>₹15 Cr – 8; ₹10–15 Cr – 6; ₹5–10 Cr – 4;	8

Sl.	Evaluation Criteria	Scoring Criteria	Max. Marks
		< ₹5 Cr – 2	
3	Qualified Professionals	10+ years with at least 2 professionals – 9; 8–10 years with at least 1 – 7; 6–8 years with at least 1 – 5; 5 years with at least 1 – 3	9
4	Sanitation Workforce	500+ – 9; 350–499 – 7; 250–349 – 5; <250 – 3	9
5	ISO Certifications	ISO 9001, 45001 & 10001 – 8; Any 2 – 6; Less than 2 – 3	8
6	Operational Toilet Maintenance Experience	50+ units – 9; 35–49 – 7; 15–34 – 5; <15 – 3	9
7	Cleaning Vehicles / Chemical Manufacturing Capability	4+ – 9; 2–3 – 6; <2 – 3	9
	Documentary Evaluation Total		60

21.2 Technical Presentation – 40 Marks

Sl. No.	Presentation Parameter	Max. Marks
1	Understanding of Project and Site	8
2	Design, Layout and User Experience	8
3	O&M, Hygiene and Sanitation Plan	8
4	Commercialisation and Café Operations	6
5	Technology and Digital Monitoring	4
6	Implementation, Manpower and Risk Management	6
	Total	40

The Qualifying Mark is 80.

22. INSTRUCTIONS TO BIDDERS

Each Bidder shall submit only one Bid. No consortium allowed. Bidders shall examine the RFP, Site information and addenda/corrigenda, inspect the proposed Sites and satisfy themselves regarding all relevant conditions. Bidders shall disclose any conflict of interest and bear all Bid preparation costs. Conditional, incomplete or qualified Bids may be rejected. BSCL may seek clarifications without permitting material alteration and may issue addenda/corrigenda.

23. BID SUBMISSION AND BID DOCUMENTS

- The Bid shall be submitted in hard copy at the BSCL Office in a sealed cover, clearly superscribed with the Name of the RFP/Bid, in the prescribed format and within the stipulated time.
- The Bid Processing Fee shall be ₹10,000/- plus applicable GST (non-refundable).
- The Bid shall remain valid for 7 days from the Bid Due Date.
- The Bid shall include bidder information, constitution documents, eligibility/pre-qualification documents, financial capacity, relevant experience, technical proposal, approach and methodology, staffing plan, technical presentation, declarations and VGF-based Financial Proposal.
- The Bid Data Sheet shall specify the Bid Due Date, submission time, submission address and other applicable requirements.
- The Bidder shall submit the Bid with a properly prepared Table of Contents/Index, clearly indicating the name of each document/section and the corresponding page number for ease of scrutiny and evaluation.

24. EVALUATION METHODOLOGY

Selection shall be through QCBS as follows: (70:30)

Final QCBS Score = (Technical Score × 70%) + (Financial Score × 30%)

Where:

Technical Score = (Technical Score Obtained / 100) × 70

Financial Score = (Lowest Eligible VGF / Bidder's VGF) × 100

Final QCBS Score = (Bidders Technical Score × 70%) + (Bidders Financial Score × 30%) = Total Marks Secured by the Bidder

25. PERFORMANCE STANDARDS, SLA AND PENALTIES

BSCL shall monitor the Facility through inspections, complaint records, cleaning logs, digital records and KPI scorecards. The Concessionaire shall maintain prescribed standards of availability, cleanliness, hygiene and service quality. Persistent or material non-compliance may attract penalties, corrective directions and other contractual action. The final SLA shall specify KPI values, penalty amounts, caps, cure periods and escalation.

26. PERFORMANCE SECURITY AND INSURANCE

The selected Concessionaire shall furnish a Performance Bank Guarantee of **4% of the finalized VGF amount quoted by and accepted for L1**, in the form and within the period specified by BSCL. The Performance Bank Guarantee shall remain valid for the period specified in the Concession Agreement and shall be extendable as required. The Concessionaire shall maintain appropriate construction, public liability, employee/workmen, asset and operational insurance throughout the Concession Period.

27. STATUTORY COMPLIANCE

The Concessionaire shall obtain and maintain all applicable licences, registrations, permissions and approvals, including FSSAI, fire, electrical, labour, GST/tax, environmental, sanitation and waste-management requirements.

All electricity and water charges, maintenance expenses, manpower costs, consumables, insurance, statutory fees, GST and other applicable taxes/levies relating to the Concessionaire's activities shall be borne and paid by the Concessionaire, except obligations expressly assigned to BSCL.

28. EVENTS OF DEFAULT AND TERMINATION

Events of Default may include failure to commence or complete the Facility, persistent service or hygiene failure, unauthorised closure, false information, unauthorised assignment, misuse of VGF, serious statutory violations, insolvency, fraud, corruption or other material breach.

BSCL may terminate the Concession Agreement for material default after the applicable notice/cure process and may take immediate action for serious safety, fraud, corruption or unlawful activities as provided in the Agreement.

29. HANDOVER AND END OF CONCESSION

At the end of the 12-year Concession Period or upon earlier termination, the Facility and assets required to be transferred shall be handed over in the condition specified in the Concession Agreement, subject to normal wear and tear. Drawings, manuals, asset records, warranties and operating records shall also be handed over.

30. GENERAL CONDITIONS

BSCL may accept/reject Bids, cancel the process or modify the scope in accordance with applicable procurement rules. No Bidder shall claim Bid preparation costs. Communications shall be through the designated portal/official channel. Confidentiality shall apply subject to law. Force majeure, dispute resolution, governing law and jurisdiction shall be specified in the final Concession Agreement. The final RFP and Agreement shall prevail over indicative language in this draft.

31. INDICATIVE BID FORMS AND SCHEDULES

Form	Purpose
Form 1	Letter Comprising the Bid
Form 2	Bidder Information and Constitution
Form 3	Financial Capacity / Turnover
Form 4	Relevant Experience
Form 5	Pre-Qualification Compliance Statement
Form 6	Approach and Methodology
Form 7	Staffing and Organisation Plan
Form 8	Technical Presentation
Form 9	Non-Blacklisting / Integrity Declaration
Form 10	VGF Financial Proposal
Form 11	Site Inspection / Due Diligence Declaration

Form 8 – Technical Presentation

The presentation shall cover, at minimum: understanding of Project and Site; design and layout concept; user experience; O&M, hygiene and sanitation; café and commercialisation plan; technology and digital monitoring; manpower deployment; implementation schedule; risk management; and sustainability measures.

32. HEADS OF TERMS OF CONCESSION AGREEMENT

The Concession Agreement shall cover the Site, 12-year Concession Period, scope, design approval, financing, VGF amount and milestones, construction and commissioning, operation and maintenance, commercialisation, advertisement rights, performance standards, monitoring, insurance, statutory compliance, taxes, default, termination, handover and dispute resolution.

The Agreement shall clearly define BSCL's obligations regarding Site, facilitation of water/sewerage and assistance in licences, and the Concessionaire's obligations regarding investment, operation, utilities, taxes, commercialisation, advertisement and maintenance.

ANNEXURE A – SITE SCHEDULE

Sl. No.	Proposed Location	Wash Rooms		Urinals	Baby Feeding Facility
		Male	Female		
1	Near OPTCL Office	1	1	2	NIL
2	Opposite Shree Leather	1	2	2	1
3	Near Bapuji Nagar	1	2	2	1
4	Madhusudan Marg	1	2	2	NIL
5	Near Apollo Hospital	1	1	2	NIL
6	Left Parallel Road (Double Decker)	1	2	2	NIL

Note:

- The above facility configuration is indicative and may be modified based on site dimensions, utility availability, applicable standards and approved design.
- Each facility shall include the minimum amenities specified in the RFP, including accessible provision, handwashing, drinking water, sanitary-waste disposal and other required services.
- The final layout, dimensions and facility configuration shall be subject to BSCL approval before execution.
- The Concessionaire shall undertake necessary site verification and due diligence before submitting its Bid.

ANNEXURE B – MINIMUM TECHNICAL SPECIFICATIONS

The Facility shall use durable, anti-skid and washable finishes; water-efficient sanitary fixtures; adequate ventilation and odour control; safe electrical systems with earthing; appropriate fire-safety provisions; external lighting; approved BSCL branding; waste segregation; drinking water and handwashing; menstrual-hygiene facilities; accessible provision; child feeding/baby-care provision; and safe sanitary-waste disposal.

ANNEXURE C – KPI / SLA SCORECARD

Parameter	Minimum Requirement	Measurement
Availability	Target 98% or as finalised	Availability
Operating Hours	Minimum 16 hours/day or as prescribed	Operating Hours
Water / Handwash	Available during operating hours	Water / Handwash
Routine Cleaning	Multiple cycles daily	Routine Cleaning
Deep Cleaning	At least weekly	Deep Cleaning
Consumables	Continuous availability	Consumables
Complaint Handling	Acknowledgement and resolution within prescribed SLA	Complaint Handling
Hygiene	Continuous compliance	Hygiene

Final KPI values, penalty rates, caps and escalation shall be approved before issue.

ANNEXURE D – FINANCIAL BID / VGF SCHEDULE

PART A – SUMMARY FINANCIAL BID

Item	Bid Parameter
VGF Requirement – (6 No.s of Locations)	Rs. _____
Applicable GST/taxes	As per GST Law

Item	Bid Parameter
Disbursement milestones	As specified in RFP

The Bidder who quoted the lowest VGF will be L1 Bidder

PART B – ITEM-WISE VGF BREAK-UP (For One Location)

Sl. No.	Item	Unit Cost (₹)
1	Wash Room – Male	₹
2	Wash Room – Female	
3	Urinals	₹
4	Baby Feeding Facility	₹

Note:

The quantities indicated above are based on the proposed six locations and shall be subject to site conditions and final approved design.

ANNEXURE E – PRE-BID SITE VISIT / DUE DILIGENCE CHECKLIST

Site / Due Diligence Item	Site / Due Diligence Item
Site dimensions and boundaries	Construction/fabrication access
Water source and proposed connection	Rainwater/flooding conditions
Drainage/sewerage availability	Local restrictions and permissions
Electricity source and load	Security and lighting
Approach and pedestrian circulation	Advertisement/commercial visibility
Visibility, footfall and commercial potential	Other site-specific constraints

****END OF RFP****

