



**Gazipur City Corporation
Gazipur**

REQUEST FOR PROPOSAL (RFP)

FOR

**Selection of Private Company for Emptying and
Transportation Services of Faecal Sludge from
Toilet Pit and Septic Tank and Operation &
Maintenance of Faecal Sludge Treatment Plant in
Gazipur City Corproation**

December 2022

ACRONYMS

BLT	Base Levelized Tariff
CW	Constructed Wetland
DB	Drying Bed
FS	Faecal Sludge
FSCR	Faecal Sludge Collection Ratio
FSM	Faecal Sludge Management
FSTP	Faecal Sludge Treatment Plant
GCC	Gazipur City Corproation
O&M	Operation and Maintenance
PPP	Public Private Partnership
RFP	Request for Proposal
SFD	Shift Flow Diagram
SNV	Netherlands Development Organisation
WASH	Water, Sanitation and Hygiene
WRG	Water Resource Group
TEC	Tender Evaluation Committee
Company	Tenderer Company

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SECTION - 1 (Information to the Companies)

1. Introduction	1.1	The interested Companies are invited to submit a Technical Proposal and a Financial Proposal. Under the full proposal the Company have to split all the goods and services for technical description and cost separately as per the indication of Section-3 (Preparation of Proposal) in this RFP. Both the proposals- Technical and Financial will be the basis for selection.
	1.2	Costs for preparing the proposal and of negotiating the contract are not reimbursable.
	1.3	Companies should observe the highest standard of ethics during the selection process and implementation of contracts. The attempt of any companies to influence the evaluation and selection process will automatically lead to the removal of this Company's proposal from consideration. In addition, any misrepresentation of facts or institutional capacity will also lead to the removal of the misrepresented proposal from consideration.
	1.4	Gazipur City Corporation (GCC) reserves the right to amend and modify this RFP document and also can select Companies for providing goods and services cited in Section - 2 of this RFP either for the entire content of the proposal or a part thereof.
2. Clarification and Amendment of RFP Documents	2.1	<p>Clarifications may be requested no later than 14 days prior to the submission deadline. The contact information for requesting clarifications is:</p> <p>Sumana Sharmin Urban Planner & FSM Focal Person Gazipur City Corporation, Gazipur Mobile: +8801710127619 Email: sharmin.sumana@gmail.com</p>
	2.2	At any time before the receipt of proposals, GCC may amend the RFP, for any reason, whether at its own initiative or in response to a clarification requested by an invited Company. Any amendment shall be issued in writing and posted and will be binding. GCC may at its discretion extend the deadline for the submission of proposals.
3. Preparation of Proposal	3.1	Interested companies are requested to submit their proposal written in English. Proposals must remain valid for a minimum of 90 days after the submission date.
Technical Proposal	3.2	In preparing the Proposal, Companies are expected to examine the documents constituting this RFP. Material deficiencies in providing the information may result in rejection of a proposal.
	3.3	While preparing the Proposal, Companies must give particular attention to the following:

	3.4	<p>(i) Key professional staff who would be involved for Faecal Sludge Management (FSM) services should have an extended experience in service marketing. Knowledge about sanitation and FSM is desirable.</p> <p>(ii) Reports or communication with GCC to be issued by the companies as part of this contract must be in English but some of the communication may also be issued in Bangla, if GCC Authority requested so.</p> <p>The proposal shall provide the following information using the format given in this RFP:</p> <p>(i) A brief description of the companies and an outline of recent experience on assignments of a similar nature of works/services/assignments using the format as placed in the annexure.</p> <p>(ii) A description of the approach, methodology and detailed work plan for performing the assignment.</p> <p>(iii) Brief profile of the proposed key personnel</p>
Financial Proposal	3.5	In preparing the Financial Proposal, companies are expected to take into account the requirements and conditions outlined in the RFP documents. The Financial Proposal should follow Standard Forms (Section 4).
	3.6	The Financial Proposal should clearly identify, item wise summary of cost for the assignment with detail breakdown, the taxes, VAT, duties, fees, levies and other charges to be included under the applicable Bangladesh Govt. Law. For the purpose of the evaluation, GCC will exclude all local identifiable indirect taxes, including VAT, and at contract negotiations, all applicable indirect local taxes will be discussed and agreed (using the itemized list as guidance but not limiting to it) and added to the contract amount in a separate line, also indicating which taxes shall be paid by the Companies and which are withhold and paid by GCC on behalf of the Companies. GCC will deduct VAT and Tax at source according to the GoB rules and deposit the said amount to government treasury. Provisions of VAT & IT will be as per Government rules.
4. Submission, Receipt and Opening of Proposals	4.1	<p>The Companies must submit One (01) original and Four (04) copies of Technical Proposal and One (01) Original Financial Proposal in separate envelop at the address below no later than:</p> <p>Date: 25 January 2023</p> <p>Time: 14:00 hrs</p> <p>Address: Sumana Sharmin Urban Planner & FSM Focal Person Gazipur City Corporation, Gazipur Mobile: +8801710127619 Email: sharmin.sumana@gmail.com</p>

	4.2	The Proposal must be clearly marked with “Selection of Private Company for Emptying and Transportation Services of Faecal Sludge from Toilet Pit and Septic Tank and Operation & Maintenance of Faecal Sludge Treatment Plant in Gazipur City” as the subject. Submissions after the deadline 25 January 2023 at 2:00 pm will be treated as disqualified.
	4.3	The Proposal will be reviewed by the Tender Evaluation Committee (TEC) of Gazipur City Corporation (GCC) and will be evaluated as per criteria indicated in the RFP and Public Procurement Rules (PPR), 2008.
5. Proposal Evaluation	5.1	<p>Evaluation Criteria; Evaluation and Ranking for Selection:</p> <p>The final selection will be done following Quality and Cost Based Selection (QCBS) method. This will be done by applying a weight of 0.80 (or 80 percent) and 0.20 (or 20 percent) respectively to the technical and financial score of each evaluated technical and financial proposal and then computing the relevant combined total score for each Companies.</p> <p>Technical Proposal Evaluation 80 & Financial Proposal Evaluation 20 Total Points: 100</p>
Evaluation of Technical Proposals and Criteria	5.2	The tender evaluation committee will evaluate the proposals on the basis of their responsiveness to Terms of Reference, applying the evaluation criteria and point system specified herein. Each responsive proposal will be given a technical score. Proposal(s) will be rejected at this stage if it does not respond to important aspects of the Terms of Reference or if it fails.
	5.3	<p>Criteria for Technical Proposal Evaluation:</p> <p>1. General and Similar experience of the Company related to the assignment =30</p> <ul style="list-style-type: none"> • General Experience: Company Profile = 15 • Experience in similar assignments for customer-based service delivery and marketing (experience in other sector service marketing will be considered but related to household level is preferable, but not mandatory) =15 <p>2. Adequacy of the proposed work plan and methodology in responding to the Terms of Reference = 30</p> <ul style="list-style-type: none"> • Comments on ToR= 5 • Detailed approach and methodology=15 • Work plan= 10 <p>3. Qualification and competency of the key staff for the Assignment (section 9) =20</p> <p>Maximum Total Score for Technical Evaluation: 80</p>

Evaluation of Financial Proposals and Criteria	5.4	<p>The tender evaluation committee will determine whether the Financial Proposals are complete (i.e., whether they have costed all items of the corresponding Technical Proposals).</p> <p>The Tender Evaluation Committee may invalidate any proposal if it is determined that significant budgetary mistakes or omissions undermine the integrity of the proposal.</p>
	5.5	<p>Criteria for Financial Proposal Evaluation:</p> <p>Proposed Royalty/Lease Fee to GCC: The Private Company will offer the % of tariff revenue (excluding VAT and Tax) which will be paid to GCC. The proposal should also indicate total projected royalty to be paid to GCC based on Tariff indicated in the RFP (Chapter 10. FSM TARIFF AND LEASING FEE/ ROYALITY) and FSCR.</p> <p>A total of 20 points will be allocated for the financial proposal. The highest royalty indicated in the Financial Proposal will be given highest score and will be determined for the final financial score.</p>
Additional Compliances	5.6	<p>Additional Requirements for Evaluation. The no presentation or compliance with the below points will disqualify the overall proposal.</p> <ul style="list-style-type: none"> Attachment of Certificate of Incorporation from Registrar of Joint Stock Companies & Firms (RJSC) Bangladesh. <p>Demonstrate Annual turnover of the Company of at least BDT 50 Lac (50,00,000) for the last three years</p>
6. Negotiations	6.1	Once the proposals are evaluated, GCC may enter into negotiation with one or more than one Companies for final selection.
	6.2	Negotiations will include a discussion on the proposed methodology, performance, staffing, costing, any suggestions made by the Companies to improve the Terms of Reference. GCC and the Companies will then work out final terms of reference, performers, staffing, and Gantt chart or bar diagrams indicating activities, logistics and reporting. The agreed work plan, cost and final terms of reference will then be incorporated in the contract document.
	6.3	If negotiations fail, GCC will invite Companies whose proposal received and was the next highest score to negotiate a contract. If none of the invited proposals led to an agreement fresh RFP will be called.
7. Performance Security	7.1	The Private Company should furnish Performance Security, in the amount of BDT 200,000 (Two Lac Taka Only) (the "Security"), in the form of Pay Order/ Demand Draft during contract signing.

8. Award of Contract	8.1	Notification of award will be given within two weeks after evaluation of the proposals and the Companies will sign the contract within two weeks after notification of award is given.
9. Confidentiality	9.1	Information relating to evaluation of proposals and recommendations concerning awards will not be disclosed to the Companies who submitted the proposals or to other persons not officially concerned with the process, until the winning Company has been notified that it has been awarded the contract.

SECTION - 2 (Terms of Reference)

1. INTRODUCTION

Bangladesh met the Millennium Development Goals (MDG) 7 to halve, by 2015, the “proportion of urban population with access to improved sanitation”. Remarkable progress has been made by reducing open defecation practices to around 1% by 2015 from 34% in 2003 and increasing access to improved sanitation (basic) to 64% (MICS, 2019).

Bangladesh has 522 urban centers accounting for 38.2% (2020) of the national population. According to JMP 2021 data, 78% of population in Bangladesh has improved toilet including 9% sewer facilities however still most of the population dependent on-site technologies, septic tanks and pits, which require regular emptying. Presently, most of the tanks and pits are illegally connected to the drains or open water bodies. As a result, accumulated sludge overflows into nearby drains and low-lying lands which causes dangerous impacts on public health and environment. Of the remainder, the majority of tanks are emptied manually by Sweepers while very less are being emptied mechanically. Clearly, manual emptying poses health risks to the labourers as well as undesirable social stigma. In addition, manual emptiers face logistical challenges to dispose of the sludge to safe locations, at suitable distance from residential areas. Local line-agencies have been unable to regulate pollution effectively despite the detrimental effects on the environment or the public health threat. The national regulatory framework demands the City Corporations/Municipalities to take the responsibility of FSM in the urban areas but it is not being done due to lack of proper understanding of the subject and lack of resources. Failure to provide long term household sanitation and FSM solutions risks undermining any progress made through increased toilet access alone. As the urban population is increasing exponentially, there is a need for efficient and effective FSM services which can be done only through better organizing the current services.

2. BACKGROUND

Most of the cities in Bangladesh have no designated dumping sites or treatment facilities for fecal sludge despite acute sanitation challenges owing to high population density, rapid and unplanned growth. With assistance from Bill & Melinda Gates Foundation (BMGF) and The Netherlands: Directorate-General for International Cooperation (DGIS), SNV Netherlands Development Organisation is implementing Urban Sanitation and Hygiene initiatives in Southern Bangladesh and Gazipur.

DGIS is supporting 3 cities (Jashore, Benapole and Gazipur) for the last 4 years for implementing WASH SDG Programme. The project has successfully developed a multi stakeholder coordination mechanism at the local level under the leadership of Local Government Institutions (City Corporations and Municipalities), bringing together local authorities, utility, national agencies, universities, private sector and civil society around urban sanitation. The main objective of the project is to demonstrate a city-wide, pro-poor, accountable, safe and sustainable faecal sludge management services for the urban context in Bangladesh, showing improvement in the living environment and contributing to the health and well-being of the urban population.

To improve overall sanitation situation, GCC has developed an integrated sanitation plan with the support from World Bank and WASH SDG programme of SNV where emptying services considered as a priority issue. To overcome the FSM challenges, GCC is planning to launch FSM services with technical support from SNV. For this, GCC is planning to engage private operator to deliver FSM Services in GCC.

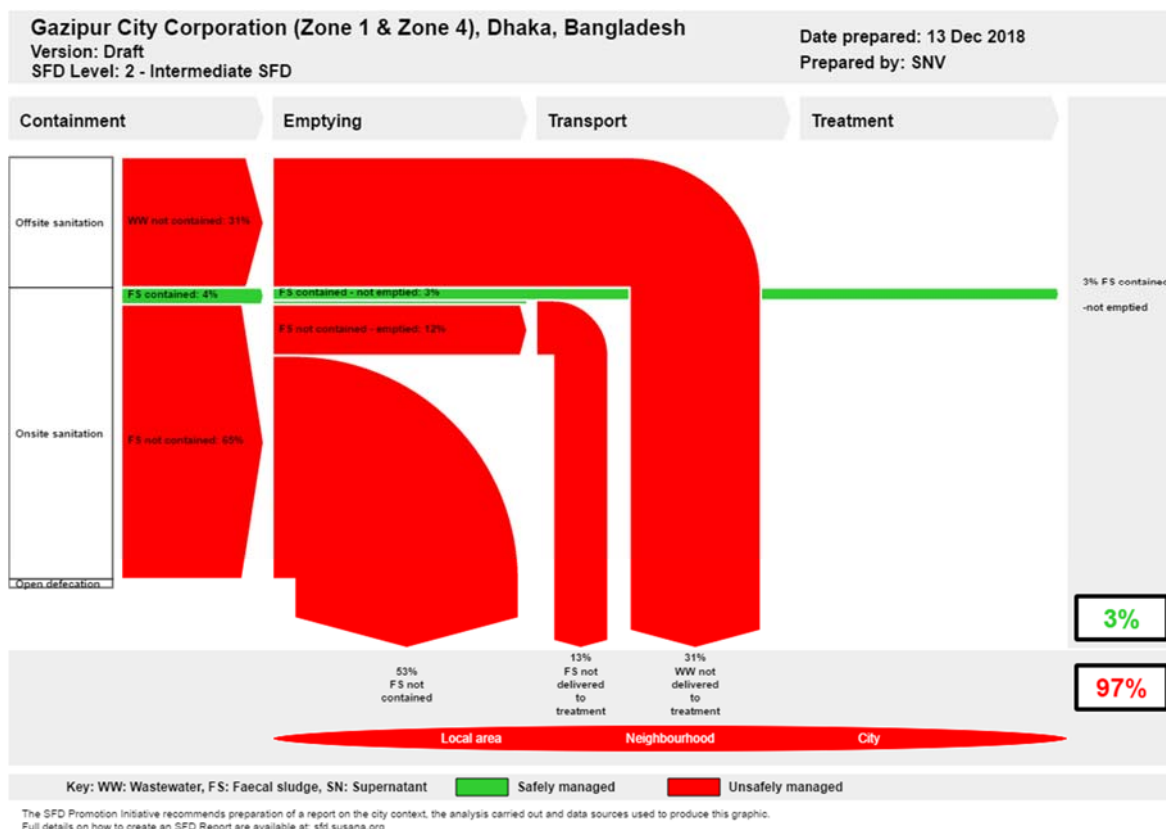
SNV is supporting GCC since 2018 to develop its capacity to start-up FSM services in the city. Recently GCC is equipped with the mechanical devices (Vacutugs) and construction of Faecal Sludge Treatment Plant (FSTP) will be completed very soon. Therefore, GCC is

planning to start mechanical FSM services operated by the private sector. SNV is providing technical support to GCC to tender the services and to engage the private sector to operate and maintain FSM services. The project seeks to explore a viable and sustainable business model for FSM Services in Gazipur that can be applied further to other cities in Bangladesh.

3. PRESENT STATUS OF SANITATION IN GAZIPUR ZONE 1 & 4

Gazipur City Corporation (GCC) was formed in 2013, merging the then Tongi and Gazipur Municipalities, along with large extents of semi-urban and rural areas. Extending over 329 sq. km and with a population of 2,674,697 (BBS Census 2022), GCC is one of the largest City Corporation in Bangladesh. The city is divided, for administrative purposes, into eight zones. Of these, Zone 1 (Tongi) and Zone 4 (Gazipur Sadar) include high-dense urban centres, whereas the remaining six zones comprise less urban areas with much lower concentrations of population. WASH SDG Programme focuses on the two zones. Zone 1 (Tongi) comprises 15 Wards with a population of 669,858, whereas zone 4 includes 8 Wards comprising of 274,759 (Population Projection for GCC 2020-2050). The slum population in zone 1 and zone 4 are 195,000 and 56,000.

As there is neither a sewer network nor do FSM services exist in GCC, manual emptying is the only option that households seek for emptying the septic tank or pit latrine. However, manual emptying is unsafe and causes massive environmental pollutions and health hazards. The following Shit Flow Diagram (SFD) represents the present scenario of FSM in Gazipur Zone 1 & 4:



According to SFD which was developed in 2018, only 3% of faecal sludge is being safely managed in Gazipur This is mainly the sludge that remains safe in the containment, as there is not safe collection and treatment of sludge.

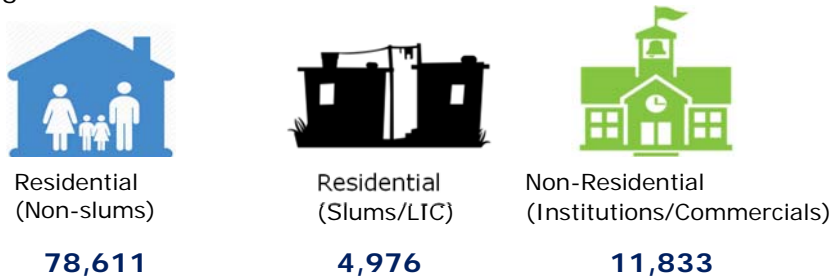
To improve the overall sanitation situation, GCC with the support from WASH SDG programme has developed an integrated sanitation plan for Zone 1 & 4 where mechanical

emptying, transportation and treatment services are considered a priority. To overcome the FSM challenges, GCC is planning to launch FSM services with technical support from SNV. GCC is planning to engage a private operator from the very beginning, to provide FSM services in Zone 1 and 4 by implementing On-demand (households) and scheduled desludging (Institutions-both Govt. and Commercial).

4. PROPOSED BUSINESS MODEL FOR FSM SERVICES IN GCC

4.1 Market Overviews

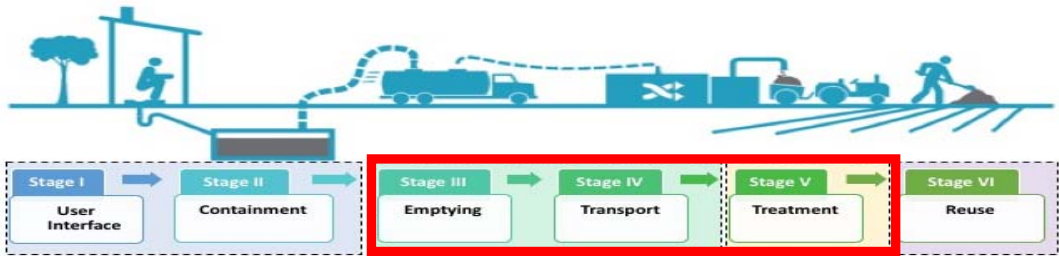
The existing market for the proposed FSM operation is 23 wards in Zone 1 and Zone 4 (Zone 1: 15 Wards and Zone 4: 8 wards) which comprises of 944,617 population (Population Project of GCC 2020-2050), 95,420 containments (approx.). According to the analysis of WRG/SNV, GCC has 63% Septic Tank (ST) and 37% Pit Latrines (PL) in zone 1 and zone 4 which generates 128,083 m3 sludge annually to be emptied. The following three market segments containment status are:



The aim of GCC is to ensure safe FSM services which will cover all the market segments from the day one of starting the services.

4.2 Proposed Model:

The selected private service provider will be responsible for emptying, transportation and treatment of FS services in GCC for Zone 1 and 4.



As there is no capital investment expected from the private partner, it is considered a service lease contract for operation and maintenance of the service. Through the engagement of a private Company GCC expects a sustainable emptying services as per planned scheduled desludging only in the Govt. and Commercial Institution and on-demand services for normal households with a yearly FSCR* of 20% in year 3.

* Faecal Sludge Collection Ratio (FSCR) means the ratio of the total amount of FS annually emptied from containments by the Private Partner and the total estimated sludge to be emptied (based on FS Accumulation rates) in accessible areas. Mathematically, $FSCR = \frac{FS \text{ annually collected}}{\text{Estimated annual FS to be emptied}}$.

To minimize the risk and ensure efficient and effective services and also to encourage private sector involvement, GCC is offering a medium term of 5 years contract (3 initial + 2 auto-renewal after performance evaluation).

4.3 Emptying and Transportation

Currently GCC has only three Vacutugs of 2,000L (each of 2 m³) capacity each, expecting to receive more Vacutugs from LGED/GoB projects (CRDP and JICA). To fully cater the service of Zone 1 and Zone 4, GCC will require additional 46nos. of VTs to provide the services. As WRG/IFC is starting PPP Project for sewer and non-sewer services, so most investment is expected from the private investor. However, to initiate a small/scale services in both zones, GCC is focusing on smooth start-up and operation of services.

With the existing 3 Vacutugs, and with estimated 4.5 trips per day as average per Vacutug, there is an emptying capacity of 27 m³/day. However, as the designed FSTP has a capacity of 18 m³, this is the maximum safely emptying and disposal of faecal sludge: 18 m³/day. In this case, GCC can provide emptying services of 6,500 m³ sludge annually which is only 20% of annual sludge to be emptied. To ensure proper monitoring and control of the service, the tariff for emptying and transportation is set by GCC, based on volume of faecal sludge emptied (m³).

4.4 Treatment

The faecal sludge treatment plant (FSTP) for Gazipur City Corporation is located Meghdubi. The FSTP construction work has been started in March 2022 in the newly leased land which will be completed very soon (expected completion by end of October 2022) and has a capacity of processing 18m³ of faecal sludge/day. No reuse has been planned from the treated sludge so far. FSTP is designed with natural-based treatment and low-cost of operation, using wetlands, ABR and horizontal filters.

5. OBJECTIVE OF THE WORK

The overall objective is to engage private company to provide safe and affordable faecal sludge management services to the city dwellers in Gazipur.

The specific objectives are:

- provide safe emptying, transportation and treatment of FS in GCC;
- increase the demand for mechanical emptying service by improving access to information and marketing of vacutug services at the household and institutional level;
- provide Operation & Maintenance (O&M) of all facilities including vacutugs and Faecal Sludge Treatment Plant (FSTP).

6. SCOPE OF SERVICES/WORK ASSIGNMENT

The company will expect to start and expand the FSM services in Gazipur with collaboration from GCC by developing effective market systems approach and suggest that they make profit from the business. This will include in particular exploration of the business environment and provide efficient service delivery within the FSM value chain. This is intended to create a city wide, self-sustaining sludge management system. The entire FSM value chain will only be sustainable if the private companies are considered the following:

- demand creation by implementing marketing campaign.
- households can afford emptying services (affordable tariff for all market segment).
- adhering to the rules and regulations of LGIs.
- compliance with environmental and labour regulations by national institutions.
- treatment operations meet the established treatment objectives and are profitable or operated at least cost basis.

The entire FSM value chain needs adequate management to ensure protection of public and environmental health. The potential private company will deal directly with households and GCC will regulate and monitor the work. The potential private company will ensure the

safe disposal of FS to designated FSTP which will also be operated and maintained by them. The selected company will ensure the following services under this contract:

- Provide FSM services including emptying, transportation and treatment of FS;
- Ensure safe disposal of collected FS in the designated FSTP;
- Conducting regular awareness or marketing campaign for demand creation among the city dwellers;
- Keeping record of desludging and update the GCC IMIS database and preparing qualitative and quantitative reporting to keep track of the service performance;
- Operation and Maintenance (O&M) of Vacutugs with proper record keeping, preventive maintenance and repair works;
- Delivery of all capital works of vacutugs including maintenance related replacements and minor upgrades; the private company will have to submit vacutug inspection / fitness report along with the monthly progress report;
- Preparing qualitative and quantitative reporting to keep track of the performance of FSTP;
- Ensure quarterly water quality test at the discharged point (pH, BOD, COD, DO, Fecal coliform/, Nitrate, etc.) as per O&M manual of the FSTP.
- Regular maintenance and nursing the inside beautification plants as watering, fertilizing, pruning, cleaning etc. of FSTP
- Facilitate the external visitors/researchers at FSTP site.
- Regular coordination with City Authority and keep them update by facilitating quarterly coordination meeting and submit monthly progress report.

7. ROLE OF GAZIPUR CITY CORPORATION

Under the scope of this contract agreement, GCC will ensure the following:

- GCC will support implementing general sanitation and hygiene awareness and sensitization campaigns, following the existing Behavioural Change Communication (BCC) Strategy.
- GCC will monitor and manage the whole contract, and will negotiate all the terms during contract agreement signing and future termination of the contract.
- GCC will keep expanding the sanitation services following the City Sanitation Action Plan, aiming to further expand the infrastructure facilities.
- GCC will handover existing Vacutugs to Private Company without cost (detailed in next chapter). In later years, to be defined in the Contract Agreement, if Private company come up with the investment for procuring vacutugs and asset handover clause to ensure full coverage for FSM services.
- GCC will provide FSTP cum office for the Private Company at Meghdubi.
- FSTP operation and maintenance will be the responsibility of private company as per O&M guideline provided by GCC.
- GCC will provide access codes to the customer database/IMIS to Private Company.
- GCC will ensure the treatment facilities (FSTP) to reach the FSCR target of private operator, and any investment required for expanding the FSTP will be covered by GCC.

8. ASSETS FOR FSM SERVICE OPERATION

GCC will provide **three existing vacutugs** (each of 2,000L), and one FSTP cum office space to the selected Private Company as per contract agreement with them on hire basis. When contract is terminated, the assets will be returned to GCC.

9. MANPOWER AND LOCATION OF SERVICE OFFICES

The Company will ensure the manpower required (manager, marketing personnel, driver, helper/operator, FSTP operator etc.) to provide the said services. The team should consider, at least:

Key Staff (CV for evaluation):

- One (1) FSM Manager to coordinate all FSM services (emptying, transportation and treatment), from the service planning, manpower management, monitoring and recording, reporting to Paurashava, etc. The proposed Manager for FSM services should have at least Bachelor degree in business background (major in Marketing/ Management) and process over 8 years general experience which includes at least 3 years' experience in service marketing. Experience in sanitation / FSM will an advantage.

Performers (No CV for evaluation):

- One (1) Vacutug Driver per each of the Vacutugs in service.
- Two (2) Emptier/Helper for Emptying of septic tanks and pit latrines, per each of Vacutugs in service.
- One (1) FSTP caretaker, to control/record disposal of sludge and general maintenance.
- One (1) IMIS/Customer Database Operator, to daily record the delivered services and conduct assessment of septic tank and pit latrine before service delivery.

Preference should be given to the local experienced people (formal and informal emptiers), which will be taken into consideration during the revision of the technical proposal. BP already trained enlisted emptiers, who may be interest to be engaged by the Company. However, BP will not participate in those negotiations neither being responsible for any decision.

The selected private company will have to set up a small office within the GCC premises taking prior approval from GCC, to delivery of the services. The private company will have to ensure a garage for vacutugs for delivery of the services to the customers and parking of the vacutugs as well, at FSTP site or other location.

10. FSM SERVICE FEE AND ROYALTY

The tariff for emptying services will be fixed by GCC Authority for the next 5 years and approved by GCC considering country's inflation rate. In between, any revision requested by Private Company will be discussed and approved by GCC. However, considering the sustainability of the service and also to encourage Private Company to be engaged on the service and reduce their financial risks, GCC decided to introduce the following new **per m³ tariff of vacutugs** considering different market segments and ability of customers for emptying services, to be applied and followed by the Private Company when engaged.

The cost and tariff for emptying services are calculated as follows:

SL no.	BLT/m ³		Next 5 years 990 = 1,000 BDT (Excluding VAT)
	Tariff Category	%BLT	Tariff per m ³ in BDT
1.	Residential (residential households)	100%	1,000
2.	Residential (LIC/slums)	50%	500
3.	Institutions (Government, Commercials and others)	150%	1,500

The above tariff is approved by GCC based on the Base Levelized Tariff (BLT) considering three different market segment and ability of customers for getting emptying services.

For the financial proposal, potential private companies/ bidders are requested to consider the above tariff, with year wise targets of Faecal Sludge Collection Ratio (FSCR), including income and expenses and also GCC's revenue (lease fee/ royalty) against monthly tariff revenue (excluding VAT).

11. IMIS

With support from SNV, GCC will introduce IMIS for management of FSM services.



GCC is planning to launch Integrated Municipal Information System (IMIS). IMIS is a Web GIS-based Information System which enables information-based decision making and planning for municipal services in line with smart city initiatives. It was initially developed for efficient management of city's faecal sludge but then expanded for any other City's Urban Services delivery. The beside figure illustrates the process of FSM service delivery using IMIS.

The Private Company will be responsible for the use and update of the IMIS system to record service delivery as per planned Scheduled desludging and also on demand

service. IMIS will also help GCC and the selected private company to develop the three years emptying schedule in the city. The data of the IMIS/database will be used to track the performance of the services through KPIs. It does not require high-skilled IT operator, just basic computer skills to type-in the required system information, export and develop reports, etc.

12. KEY PERFORMANCE INDICATORS (KPIs)

To develop professionalism and deliver the service efficiently as per planned scheduled desludging, the contract will introduce Key Performance Indicators (KPIs) to monitor the performance of the emptying and transportation services. The private company will contractually agree to comply with those KPIs:

- **Faecal Sludge collection ratio (FSCR)** - Total amount of faecal sludge emptied from containments/ Total estimated sludge TO BE EMPTIED (based on FS accumulation rates) in accessible areas: Main indicator to monitor the performance of the service. Clear targets for FSCR will be set as part of the contract agreement.
- **Customer satisfaction** - Average Customer Service Quality Rating: Customers will rate the service quality, and operator will be assessed according to customer feedbacks.
- **Safe Disposal** - Total amount of faecal sludge (m³) arrived at FSTP/Total amount of collected faecal sludge (m³): The Private Company will ensure the safe disposal of faecal sludge to designated FSTP. It will be strictly forbidden to dispose faecal sludge in non-designated locations by BP.
- **Occupational Health and Safety (OHS)**: Private Company must follow the OHS protocols during emptying and transportation services to ensure safety of manpower and customers.

- **Inclusion** - % delivered services in LICs and Slums / total delivered services: The FSCR targets will include a portion to ensure service is also provided to Low Income Communities.
- **Water Effluent Quality:** Testing discharged water quality from a recognised lab in every 6 months at the discharged point (pH, BOD, COD, DO, Fecal coliform/, Nitrate, etc.) of FSTP as per O&M manual provided by BP and submit Water Effluent Quality test report to BP.

13. SITE VISIT

Interested Companies in providing the said services are requested to visit: <http://gcc.gov.bd/> or may contact with the address below during office hours i.e., 08:00-15:00 hrs for further information and RFP details. The interested companies are also welcome to attend the pre-bid meeting along with visit the treatment plant site on **04 January 2023 at 11:00 am** local time for better understanding of the current services provided by GCC and FSTP.

14. CONTRACT PERIOD

The Contract is expected to be in place within first quarter of 2023 for **initially 3 (three) years** (financial proposal should include year wise break down to reach 20% of FSCR in the next 3 years, income, expenses and royalty/ leasing fee to GCC) with possibility of extension depending on operational needs, satisfactory performance of the Company and the conditions laid down by GCC.

SECTION - 3 (Technical Proposal Submission Format)

TECH-1 Technical Proposal Submission Letter

TECH-2 Company Profile and Similar Experience of the Company

TECH-3 Comments and suggestions of Companies on the Terms of Reference

TECH-4 Description of Approach, Methodology and Work Plan for Performing the
Assignment

TECH-5 Brief profile of the proposed performers and key staff

(Please use letterhead pad)

FORM TECH-1
Technical Proposal Submission Letter

[Location, Date]

Chief Executive Officer
Gazipur City Corporation
Gazipur

Dear Sir:

We the undersigned are offering to provide the following assignment in accordance with your Request for Proposal (RFP) dated [Date] on **“Selection of Private Company for Emptying and Transportation Services of Faecal Sludge from Toilet Pit and Septic Tank and Operation & Maintenance of Faecal Sludge Treatment Plant in Gazipur City Corporation”**.

We are hereby submitting our proposal, which includes this Technical Proposal, and a Financial Proposal sealed under separate envelope.

If negotiations are held during the period of validity of the proposal, i.e., before [Date] we undertake to negotiate on the basis of the proposed staff. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations.

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

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

E-mail: _____

FORM TECH-2

Company Profile and Similar Experience of the Company

A. Company Profile:

- Provide here a brief description of the background and Company of your company,
- Include Company chart, a list of Board of Directors, and beneficial ownership.

B. Similar Experience of the Company:

- **Relevant services carried out in the last Three Years that best illustrate qualifications**

Using the format below, please provide maximum 10 examples for which your Company was legally contracted.

Assignment name	Duration	Brief description / Summary of Activities performed	Name of Client	Contract value (in BDT)

FORM TECH-3

Comments and suggestions on the Terms of Reference

- 1.
- 2.
- 3.
- .
- .

FORM TECH-4

Description of Approach, Methodology and Work Plan for Performing the Assignment

FORM TECH-5

Brief Profile of the proposed Performers and Key Staff

The format for TECH- 4 & 5 are expected to be prepared by the Company.

SECTION - 4 (Financial Proposal Submission Format)

FIN-1 Financial Proposal Submission Letter

FIN-2 Summary of budget/costs.

FIN-3 Breakdown of cost per activity with unit cost

The format for FIN-1, 2 & 3 is given below. The format for FIN 2, 3, 4 & 5 are expected to be prepared by the Company.

(Please use letterhead pad)

FORM FIN-1
Financial Proposal Submission Letter

[Location, Date]

Chief Executive Officer
Gazipur City Corporation
Gazipur

Dear Sir:

We the undersigned are offering to provide the following assignments/services and/or goods in accordance with your Request for Proposal (RFP) dated [Date]. Our attached Financial Proposal is binding upon all expenses and income for providing services 5 years for the **“Selection of Private Company for Emptying and Transportation Services of Faecal Sludge from Toilet Pit and Septic Tank and Operation & Maintenance of Faecal Sludge Treatment Plant in Gazipur City for”**.

This financial proposal is exclusive of VAT and taxes, which we were not estimated and included in the proposal. We understand that VAT and taxes will be determined as per applicable law of GoB and deduct while making payments.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract Negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

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

Yours sincerely,

Authorized Signature [In full and initials]: _____
Name and Title of Signatory: _____
Name of Firm: _____
Address: _____
E-mail: _____

(Please use letterhead pad)

FORM FIN-2
Summary of budget/costs

[Location, Date]

Proposed FSM Royalty: _____ BDT/m³

	Year 1	Year 2	Year 3
INCOME			
Service fee			
COSTS			
Manpower			
Operation			
Office			
Others			
CASH FLOW			

(Please use letterhead pad)

FORM FIN-3
Breakdown of cost per activity with unit cost

[Location, Date]

	Year 1		Year 2		Year 3	
	Unit	Cost	Unit	Cost	Unit	Cost
INCOME						
Service fee						
VACUTUG COSTS						
Manpower						
Operation						
Others						
FSTP COSTS						
Manpower						
Operation						
Others						
COMMON COSTS						
Manpower						
Office						
Others						
CASH FLOW						