

SOUTH WESTERN RAILWAY

Divisional Office
Commercial Branch,
Bengaluru - 560 023.
Dated: 27.9.2021

No.B/C.14/PA/P&U/Toilets//Quotations/09/2021

QUOTATION NOTICE

Senior Divisional Commercial Manager, Bengaluru Division, South Western Railway, Bengaluru - 560 023, invites sealed applications for operation and maintenance of Pay & Use Toilets at the following station/s for a period of 90 days (Ninety days) or till the finalization of tender, whichever is earlier.

Sl. No.	Station	No. of Units	Location	Category
1	Bengaluru Cantonment	3	PF 1, PF2, Near entrance on PF1 side	A
2	Yelahanka	1	PF -1	B
3	Kengeri	2	PF-1 & PF 2/3	A
4	Tumakuru	1	PF -1	B

Prescribed tariff is enclosed as Schedule - I.

Maintenance/Cleaning schedule is enclosed as Schedule-II

Applicants should drop their sealed applications in the quotation box kept at the office of the Senior Divisional Commercial Manager, South Western Railway, Bengaluru Division, Bengaluru - 560 023.

Reserve price per day towards LF (in ₹) (excluding Taxes and TCS)	BNC	1000/-
	YNK	100/-
	KGI	100/-
	TK	100/-
Date and time of submission of quotation	From 10.00 hrs to 15:00 hrs of 04.10.2021	
Date and time of opening of quotation	15:05 hours of 04.10.2021	

Important instructions to the applicants:

1. Quotation notice has been displayed on the notice board at the office of the Senior Divisional Commercial Manager, Bengaluru Division, South Western Railway, Bengaluru.
2. Quotation notice and application format can also be downloaded from www.swr.indianrailways.gov.in.
3. **Applications should be submitted in the format enclosed only. Applications not in prescribed format will be summarily rejected.**
4. **Applications should be dropped in the quotation box only. Applications submitted/dropped elsewhere will be summarily rejected.**
5. **Separate application should be submitted for individual station.**
6. Only applicants registered under the GST and in possession of GSTIN are eligible to apply. Applicants should submit self-attested photocopy of the GSTIN along with the application.

7. Applicants should quote **the amount only towards the License fee (excluding GST@18% of the total contract value & TCS)**. The amount quoted should be both in figures and words. If the rate quoted in figures and words are different, then the higher rate will be considered for the purpose of evaluation.
8. Applicants should quote the amount in whole numbers only. Offers quoted in decimals will be rounded off to the next higher rupee for the purpose of awarding the contract.
9. Applicants should **remit an amount equivalent to one month's quoted value towards EMD**. The EMD shall be remitted only in the form of DD, along with the quotation. DD should be drawn in favor of Senior Divisional Financial Manager, Bengaluru Division, South Western Railway, Bengaluru. **Applications without DD towards requisite EMD will be summarily rejected.**
10. The sealed cover should be superscribed as **"Application for operation and maintenance of Pay & Use Toilets at(Station name).**
11. Applicant who has fulfilled all the conditions and has quoted the highest offer shall be successful applicant.
12. Offers below Reserve price shall not be considered.
13. **Applicants may note that there shall be an escalation of 10% of the quoted value every 30 days, after the commencement of contract, with cumulative effect.**
14. Amount **equivalent to one month's total contract value**, worked out based on the quoted value, has to be deposited as Security deposit by the successful applicant.
15. Successful applicant will be served with "Letter of Acceptance", wherein the successful applicant shall be intimated regarding the amount payable (license fees for 90 days + 02 % TCS+ difference in EMD & SD) before the award of the contract.
16. Successful applicant will be intimated telephonically regarding the readiness of the "Letter of acceptance" and the dues to be paid to the Railway administration. It shall be obligatory on the part of the successful applicant to receive the "Letter of acceptance" immediately. A soft copy of the "Letter of acceptance" shall also be sent through Whatsapp (if mobile number with Whatsapp facility is furnished)
17. **If the successful applicant, after receiving telephonic communication from the Railway administration, fails to turn up to receive the "Letter of Acceptance"/remit the Railway dues within 07 (Seven) days from the date of receipt of telephonic communication, EMD amount remitted by the applicant will be forfeited.**
18. All payments i.e., licensee fee, TCS, & Security deposit should either be remitted in form of DD drawn in favor of "Senior Divisional Finance Manager, Bengaluru Division, South Western Railway, Bengaluru" or deposited with the Divisional cashier, Divisional office, Bengaluru Division, South Western Railway, Bengaluru.
19. After payment of the prescribed amount and submission of original DD/receipts, "Letter of Award" will be issued.
20. **There is no GST component on the usage charges. However, GST is applicable on the license fee to be paid. Successful tenderer/licensee shall remit GST on the licensee fee, at applicable rate, to the Government, under reverse charge mechanism and submit returns/receipts to Railway administration. Successful tenderer/licensee shall be solely responsible for compliance of GST law.**
21. EMD amount of successful applicant will be adjusted towards security deposit. DD's submitted by unsuccessful applicant towards EMD will be returned to the applicants after the successful applicant takes charge of the Toilet Units.
22. Period of contract shall be for 90 days or till finalization of tender. However, Railway administration can terminate the contract at any point of time, without assigning any reason/s.
23. Applicants may note that just offering highest offer amount would not accrue any right to claim the contract. Railway administration reserves the right to reject any or all applications without assigning reasons and it shall not be binding on Railway administration to accept the

highest offer. Railway administration reserves the right to cancel / discharge the quotation notice, without assigning any reasons.

24. Railway administration reserves the right to negotiate with any of the valid and eligible applicants.
25. The successful licensee shall not plead to implead the Railway administration in any complaint filed under Consumer Protection Act and shall indemnify the Railway administration against any award or order of the Hon'ble forum/commission. Any amount paid by the Railway administration by way of compensation/charges/expenses, in view of any complaint filed under the Consumer Protection Act or other court cases, will be recovered from the licensee by the Railway administration, whose decision shall be final and binding.
26. Any notice / communication hereunder shall be deemed to be duly served on the applicants/licensee, if delivered or sent by WhatsApp/Speed post and acknowledged by authorized representative of the applicant/licensee.
27. Applicants/licensee are required to address their notice/communication to "Senior Divisional Commercial Manager, Bangalore" and submit the same in the office of undersigned during working hours and obtain acknowledgment for having submitted the same from the Tappal.
28. Courts at Bengaluru alone shall have exclusive jurisdiction over any dispute arising out this tender / quotation.

Other Conditions

1) Staff Uniform:

The caretaker and attendants should be smartly dressed in distinctive uniforms with name badges during the time of their duty.

2) Complaints and Suggestions:

The service provider shall provide complaint free service. A complaint cum suggestion register shall also be maintained which shall be made available to the users/passengers. Notice to this effect shall be displayed prominently.

3) Punitive Clause:

- a. Railways will be free to obtain opinion from users as well as deploy its own personnel to conduct surprise inspections on the quality of services provided and instances of overcharging by service provider. In the event of poor public opinion or deficiency/discrepancy if any noticed, the Railway will at liberty to impose suitable penalties including fines on the service provider. Fine up to Rs.2000/- for each instance for unsatisfactory cleanliness and up to Rs.5000/- for overcharging will be imposed.
- b. Lack of proper upkeep and sub-standard maintenance will entail fine up to of Rs.5000/- at a time

4) Tax Liability:

The service provider shall be responsible to pay all the taxes to the civic authorities for the services rendered by him. There will be no tax liability up the Railways whatsoever on any account.

5) Payment of Water & Electricity Charges:

Category	WATER	ELECTRICITY
"A"	Actual consumption of water to be charged. No service charge	Actual consumption of electricity to be charged. No service charges.
"B"	Up to 15000 liters/month free (@500 liters/day) and thereafter payment as per actual consumption. No service charge	Free for the first 200 units on monthly basis and beyond 200 units actual consumption of electricity to be charged. No service charge

Note: Water and electricity charges to be paid separately on monthly basis as per the bills raised by the concerned departments.

- 6) **Separate Tokens/colored coupons for urinals/lavatories/bathing should be printed with serial number and the contractor should charge only the prescribed fee. Seal of the station to be affixed on the reverse of each coupon.**
- 7) The Railway Administration reserves to itself the right to reject all or any of the bids without assigning any reasons and is not bound to accept the highest.
- 8) Further the Railway Administration reserves to itself the right to accept/negotiate with any one of the tenderers needless of the priority of the offer the particular tenderer had made.
- 9) If at a later date, there arises a complaint regarding the fee levied, i.e. higher amount collected than levied by the Railway Administration, the contract will be terminated as per the rules duly forfeiting the security deposit as liquidated damages.
- 10) A register should be made available to the travelling public to record complaints if any.
- 11) All pages of quotation document have to be signed by the tenderer without fail.

Necessary Enclosures:

1. DD no. _____ dated _____ for ₹ _____ towards EMD.
2. Self-attested address proof.
3. Self-attested age proof.
4. Self-attested photo copy of PAN Card.
5. Self-attested photo copy of GSTIN.

-sd-

Senior Divisional Commercial Manager,
South Western Railway, Bengaluru.

Copy to: Section CMI - Shall ensure that wide publicity is given in this regard.

SCHEDULE I -
Usage charges for Pay & Use Toilets

S.No.	Description	Usage charge
1	Urinals	2/-
2	Toilet	5/-
3	Bathroom	5/-

SCHEDULE II -

Operation and Maintenance:

The bidder shall maintain the toilets/complexes to the entire satisfaction of the Railways. Toilets, urinals, floors, walls and ceilings of the interior as well as exterior of the complex should be cleaned regularly and continuous, availability of clean water should be ensured. In order to achieve optimum standards of cleanliness, a cleaning schedule should be made by the Service Provider and got approved by Railways and the same should be strictly adhered to. The cleaning of toilets and urinals should be done at fixed intervals depending upon patronage, preferably after each use.

- 1) The following materials should be procured and properly stored by the licensee in the cupboard and regularly used: -
 - a) EZE clean or similar mops;
 - b) Brooms;
 - c) Brush for cleaning toilet seats and washbasins;
 - d) Choke removers, (for wash basins and toilet seats);
 - e) Foot mats-rubber;
 - f) Buckets and Mug for each toilet and bath rooms;
 - g) Dustbin with disposable bags;
 - h) Hand sprayer;
 - i) Deodorants (Maruti Jelly or aromatic compound);
 - j) Disinfectants (Phenyl);
 - k) Oxalic acid (for cleaning floors, tiles, sinks, removing stains);
 - l) Cleaning power, soda ash;
 - m) Naphthalene balls, room re-freshener cakes;
 - n) Insecticides;
 - o) Bleaching Powder;
 - p) For hand washing purposes liquid soap solution should be provided for better hygiene;
 - q) Toilet papers to be provided wherever European water closet is provided;
 - r) Hydrochloric acid (cleaning the ceramic tiles, closets);
 - s) Floor wipers;
 - t) Duster mops

Frequent surprise checks will be conducted, if any deficiency is found in this respect suitable penalty will be imposed.

2) **Other Conditions:**

- a. Adequate staff should be posted by the service provider to maintain the cleanliness of the toilets. Staff should be courteous to the users/passengers.
- b. Cleanliness/Hygiene of the area surrounding the toilets (3 metre) should be ensured by the service provider.
- c. Toilets earmarked for Ladies should be attended by Lady Attendants only.
- d. All attendants should carry identity card and name badges.
- e. No one shall be permitted to smoke in and around the toilet area. A board has to be provided indicating the prohibition of Smoking.
- f. The Divisional Railway Manager of the Railway administration or his authorized representatives shall have free access at all times to the said premises.
- g. Proper disposal of drainage up to the pitfall and prompt cleaning of any choking of drainage.
- h. Proper litter/garbage disposal beyond railway limits or at the locations approved by Railways.
 - i) A flexible hosepipe should be used for washing purpose. The hosepipe should be rolled up and concealed in a closet when not in use. The service provider should ensure continuous washing/cleaning of the toilet and bathrooms after each use and keep the floor dry using Floor wipers.
 - ii) **Maintenance:** Minor repairs to the taps, flush outs, hose pipes should be replaced by the contractor. Proper upkeep of the surroundings should also be ensured by the contractor.
 - iii) At A category stations, cleaning should be carried out every one hour. At B category of stations cleaning should be carried out after every train arrival/departure or immediately after extensive usage by passengers.
 - iv) Minimum schedule for extensive cleaning activities for all category of stations:

Sl. No.	Activities	Frequency of cleaning
1	HP washing	Minimum thrice in a day
2	Des Spray	Minimum once in a day
3	Wet Cleaning of glass walls, mirrors, etc.,	Minimum once in a day
4	Stain removing on granite walls	Minimum once in a week

**APPLICATION FORM FOR MAINTNANCE AND OPERATION OF PAY & USE
TOILETS CONTRACT AT _____ STATION**

(Please read the instructions in the quotation notice before filling up the application form)

From:

Passport size photo
to be affixed and
self-attested
across the photo

To:

Senior Divisional Commercial Manager,
Bengaluru Division, South Western Railway,
Bengaluru.

Sir,

SUB: Application for maintenance and operations of Pay & Use Toilet at _____ station

REF: Quotation notice dated _____

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I hereby submit the following offer, after having carefully read, understood and accepted the conditions in the quotation notice, for the contract of manning Pay b& use toilet units at \_\_\_\_\_ station of 90 days or till the finalization of tender, whichever is earlier.

|                                                                           |                      |
|---------------------------------------------------------------------------|----------------------|
| Full name of the applicant                                                |                      |
| Age                                                                       |                      |
| Address                                                                   |                      |
| Phone number:<br>a. Landline<br>b. Mobile (preferably<br>WhatsApp number) | Landline:<br>Mobile: |
| PAN Card Number                                                           |                      |

|                                                |  |
|------------------------------------------------|--|
| GSTIN Number                                   |  |
| Amount Quoted per day<br>a. In Figures:        |  |
| b. In words:                                   |  |
| <b>EMD</b><br>a. DD amount<br>b. DD No. & Date |  |

I hereby agree to provide complaint free service to the Railway administration and to the passenger/public and others utilizing the Pay & Use Toilets. I agree to collect the charges prescribed by Railway administration and in the event of any complaint, overcharging, or any other violation on my part; I shall abide by the decision taken by Railway administration, whose decision shall be final and binding on me.

**Necessary Enclosures** {If enclosed please tick (✓) Yes}:

1. DD no. \_\_\_\_\_ dated \_\_\_\_\_ for ₹ \_\_\_\_\_ towards EMD. (Yes / No)
2. Self-attested Address proof. (Yes / No)
3. Self-attested Age proof. (Yes / No)
4. Self-attested photo copy of PAN Card. (Yes / No)
5. Self-attested photo copy of GSTIN (Yes/No)

Signature of the applicant  
Name of the applicant  
Date  
Place