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Schedules

Schedule B Special Conditions

1. Monitoring of Project Facility

The Committee shall undertake following activities related to the operations and maintenance of the Project Facility.

- (i) Collect information on a daily basis on the quantum of waste brought to the Project Facility from the Weighment Facility.
- (ii) Conduct calibration test of the Weighment Facility at least once in a period of six months.
- (iii) The Municipal Body through its sanitary inspector(s) may engage NGO's or other community groups for help in monitoring the activities at municipal ward levels and for gathering feedback and complaints from such locality and from the grievance cell. The above gathered information shall be used for measuring the Performance of the Contractor as per the prescribed format detailed in Schedule.
- (iv) Compile the Performance Standard measurement results to determine the penalty to be recovered from the Contractor for non-performance.
- (v) Identify and enter into a firm Annual Maintenance Contract (AMC) with a garage for undertaking regular inspections i.e. such repairs that are routine in nature as well major periodic repairs. The principles underlying such an arrangement are given herein below:
 - (a) The Municipal Body along with the Contractor shall provide a list of vehicles with details like age of vehicle and make available the vehicles for inspection purposes to identified and willing AMC parties.
 - (b) The interested parties would then offer two quotes to the Municipal Body and the Contractor for: - firstly the routine quarterly repairs and secondly for periodic repairs dependent on life of individual vehicles.
 - (c) The offers would then be evaluated by the Municipal Body and the Contractor and presented to the Committee for approval purposes.
 - (d) The routine repairs and maintenance expenses shall be payable by the Municipal Body and recovered from the Contractor. The periodic maintenance repairs shall be payable by the Contractor to the selected AMC contractor.
 - (e) The AMC, in addition, shall make the contractor responsible to submit a quarterly report on the condition of the vehicles utilised for collection, segregation and transportation of the Waste from individual households to the designated treatment facility or the designated disposal facility.
 - (f) The quarterly report shall compile detailed records of every vehicle, related to the routine and periodic repairs undertaken from time to time. The details shall include the date, corresponding mileage reading, parts replaced or repaired, observations of routine repairs undertaken, major repairs undertaken and the reasons thereof.
- (vi) Conduct such tests to ensure conformance of the operations of the Project Facilities with the standards prescribed in prevalent Law/ Rules/ Statutes.

- (vii) Ensure that the end product that is generated is disposed by the Contractor in an environmentally safe manner whereas the rejects are transported to the designated disposal facility in a timely manner.
- (viii) Bring to the attention of the Committee of any potential Event of Default and / or any Force Majeure Event that is likely to have a material adverse impact on the Project Facility.
- (ix) Carry out/ assist the Committee for such activities that the Committee may so direct from time to time
- (x) Review the O&M Plan submitted by the Contractor from time to time and bring to the attention of the Committee deviations, if any from the same.
- (xi) In case of any dispute/ disagreement between the designated disposal/ treatment agency and the Contractor related to the Waste, then the Committee shall immediately inform the Municipal Body of the same and take steps as deemed necessary to resolve the dispute amicably without affecting the Project Facilities. However, if the resolution involves any financial burden on the part of the Municipal Body then the same shall be approved by the Municipal Body.

2. Contractors Specific Obligations:

(i) Door-to-door collection, Segregation and Transportation of Waste

The Contractor will have to provide such number of manpower, as specified by him in his Techno-business proposal and adhering to the guidelines set in the work specifications and to the various stipulations, regulations, and laws specified herein and/or otherwise in place and amended thereto from time to time to ensure effective and efficient collection, segregation & transportation of MSW in accordance with the provisions of this Agreement.

(ii) Supply Waste to designated agencies

The Contractor shall supply such quantities of Waste as collected from generators to agencies designated by the Municipal Body from time to time. The Contractor shall, together with the Municipal Body, devise a plan to collect Waste from generators and supply it to the designated Treatment Contractor or the designated Disposal Contractor.

(iii) Quantity of Waste to be transported

The Contractor shall be responsible for collecting, segregating and transporting such quantities of waste as notified by the Municipal Body and indicated in Schedule herein.

The Contractor shall be free to supply any quantities of segregated Bio-degradable Waste to the designated Treatment agency or any quantities of Inert Waste to the designated Disposal agency. However, the Contractor shall be liable to pay a charge for supply of un-segregated waste to the designated Treatment agency or the designated Disposal agency. (“Tipping Charge”)

Such Tipping Charge shall be levied if the total un-segregated waste is 15% in excess or in deficit of the indicative waste quantity as mentioned in Schedule herein.

(iv) Recyclable Waste

The Contractor shall engage requisite people directly or by way of NGO's to separate recyclable waste from the waste collected from the generators. The Contractor shall support such initiatives, which involves people from Below Poverty Line/ women in the recycling of waste from the waste collected from households.

(v) Liability to pay for segregation charges

The Contractor shall reimburse such charges that the Municipal Body might have to incur on account of non-segregation of the Waste by the Contractor. The Municipal Body shall recover such charges from the Contractor's payments upon produce of a supporting bill.

3. Payments to the Contractor

(A) Payment Terms

- (i) The Municipal Body hereby undertakes to pay the Contractor an amount as calculated herein below in lieu of services rendered towards collection, segregation and transportation of the Waste from the generators;

$$A = R_p * (100 - P) - T_c$$

Where;

A: Amount payable as per the terms of the Agreement

R_p: Rate per Day/ Week/ Fortnight/ Month (as agreed between the Contractor and the Municipal Body subsequent to the bidding process)

P: Performance Parameter as determined by the procedure laid down in Schedule

T_c: Tipping Charge payable by the Contractor for supplying non-segregated waste in excess or in deficit of the notified quantity of waste as per Schedule

$$T_c = \text{Rs. } ___ / = \text{ per tonne}$$

- (ii) The Municipal Body shall make available the requisite funds to the credit of the Contractor as per the Payment Mechanism detailed in Clause 7.1

Schedule C Work Specifications- O&M Requirements

The work specification outlines work coverage, quantum of work, timing & frequencies of work, method of work, vehicles, equipment, accessories, systems & materials to be used, methodology of work plan & its implementation, and process of measuring performance of the work, for carrying it out in an integrated manner.

1. Details of the municipality

Population	
Residential units	
Commercial Establishments	
Other agencies/Institutions	
Service Area	
Road length (classified by width)	
Road Maps of the municipality	
Other data as suitable	

2. Details of the existing system

Vehicles		
Vehicle Type 1	Specification & No.'s	Value
Vehicle Type 2	Specification & No.'s	
Equipment		
Bins		
Bin Type 1	Specification & No.'s	
Bin Type 2	Specification & No.'s	
Other Machinery & Equipment	Specification & No.'s	Value
Manpower		
Drivers	No.'s	
Collectors	“	
Helpers	“	
Supervisors	“	
Others	“	
Routes & Frequencies		
Route 1	Frequency & Timing	
Route 2	“	

Route 3	“	
Route 4 (Maps if Possible)	“	
Other Information as thought necessary		

3. The coverage of work – basic concept and scope of the work

The work coverage include classification / identification of categories of solid waste generated for ease of collection, segregation, transportation, processing & disposal, identification of categories of waste generation centres for assigning appropriate transportation system

1. Classification

The SWM shall be classified into the following four categories.

- (i) Biodegradable
- (ii) Recyclable
- (iii) Green waste (leaf litter and tree trimmings)
- (iv) Debris and silt
- (v) ULB specific waste category e.g. Textile waste, slaughter house waste etc.

The scope of the Contractor’s work only covers the collection, segregation & transportation of the biodegradable waste, recyclable waste, green waste and debris and silt as defined herein.

The Contractor may refuse to collect biomedical and industrial hazardous waste on becoming aware of it and shall immediately bring it to the notice of the Project Engineer. Each class of the waste will require different approach for collection and transportation. The system of transportation shall have to be designed and offered by the tenderer for the following classes:

- (vi) Biodegradable
- (vii) Recyclable
- (viii) Green waste
- (ix) Debris and silt.
- (x) ULB specific waste category e.g. Textile waste, slaughter house waste etc.

2. Segregation of MSW

The Contractor is obliged to ensure collection and transportation of municipal solid waste in segregated form from households, commercial establishments and other agencies or collection points in categories mentioned herein above.

(a) Phase in period for segregation:

Under the prevailing Indian situation, the practice of waste segregation by waste generators is almost non-existing. Nevertheless, the long -term aim is to move forward in this direction. To enable this, the following steps shall be adopted, which shall constitute the Phase in period:

(b) Creating awareness and educating the citizens

It shall be the responsibility of the Contractor to create awareness among the citizens and to educate them about the need for and the benefits of providing segregated waste. He shall work towards the objective of spreading awareness by the use of media including but not limited to television (local channels), radio, newspapers, hoardings, pamphlets etc.

It shall also be binding upon him to conduct society meetings for each ward atleast once a month during the phase in period. The objective of the meetings shall be to educate the citizens and to solve any reservations and queries they may have.

All the above activities viz. meetings, awareness campaigns etc are to be mandatorily followed for a period of <<enter number of months here>> from the date of COD.

The costs incurred for such activities shall be borne by the Contractor.

Beyond this stipulated period, the Contractor shall have no binding responsibility to carry on these activities but may continue to do so at their convenience and expense.

(c) Incentives for segregation during the phase in period

During the phase-in period, the Contractor may provide services on a privilege basis, to households that provide segregated waste. Such privilege may include, priority service, immediate redressal of grievance or any such priority service deemed fit by the Contractor. Such incentive shall however be limited to the phase-in period only.

(d) Segregation by the Contractor during the phase in period:

It shall be the Contractor's obligation to segregate any mixed waste provided by the households, commercial establishments, and any other agencies/institutions at his own cost, but limited only to the period of the phase in. The phase in period shall be as follows for the different waste generator categories:

(i) <<Enter number of months here>> from the date of COD for commercial establishments and institutions

(ii) <<Enter number of months here>> from the date of COD for residential units

He can do so at the point of collection or at the transfer station or at any other place of his convenience but within the O&M stipulations of this Agreement provided that he does not create public nuisance or hinder with the day to day activities of the citizens. For this purpose the Owner may indicate areas where such segregation can be undertaken. He can however refuse to collect waste of a category not explicitly covered under this contract.

(e) After the phase in period:

The Contractor shall not be obliged for segregation of MSW (segregated as per the classification mentioned earlier) beyond the stipulated period of

(i) <<enter number of months here; 3-6>> for commercial establishments and institutions

(ii) <<enter number of months here; 3-6>> for residential units,

After the date of COD (i.e. the completion of the phase in period). However, he shall be responsible for collection and transportation of waste in segregated form as per the categories mentioned in para 16.2 a.

The end of the phase in period is ideally characterized by 100% compliance with waste segregation by waste generators eventually. If however, this does not happen, the Contractor may refuse to collect waste from such generators who do not provide waste in segregated form after the phase in period is over.

3. Engagement of NGO's & community participation:

The Contractor should try and engage NGO's for the purpose of community education and community participation to spread the culture of litter free streets and neighbourhoods and also the benefits of providing segregated waste.

4. Engagement of Rag Pickers

The Contractor can engage rag pickers or make use of the services of rag pickers association for the purpose of segregation of MSW and/or disposal of recyclable material. Such use of services shall solely be at the discretion of the Contractor and he is under no obligation to do so.

5. Mode of Collection

As the waste generated by households, commercial centres etc are predominantly of biodegradable and recyclable nature, the Contractor shall provide for two closed bins one for biodegradable (green in colour) and one for recyclable (white in colour) for waste collection. The Contractor may engage a separate collection protocol for collection and transportation of debris and green waste as deemed fit by it as long as it complies with the MSW Rules, 2000 and other provisions of this Agreement.

- (a) The Contractor is free to choose different timing and frequency for collection of different types of waste, but adhering to the following stipulations
 - (i) Bio-degradable waste has to be collected on a daily basis
 - (ii) Recyclable waste has to be collected on a frequency not exceeding 3 days;
 - (iii) Debris collection from households and other establishments has to be done on a call basis. I.e. only when asked for collection, should such waste be collected. The Contractor is obliged to collect such waste when asked to do so. However such period shall not exceed 2 days from the time of request. Such collection shall be charged to the individual household or establishment by the Contractor.
 - (iv) Dead Animals shall be collected at the earliest on being reported, or in any case not later than the next working day.
 - (v) Street litter (of the above types) shall be collected by the Contractor en route. He shall bring to the notice of the Project Engineer such instances of street litter, to enable further action.
- (b) During the phase in period, the attitudinal change of the masses towards 100% compliance with waste segregation will be a gradual process. Thus the waste may be in a partially segregated form. To that extent, the Contractor shall provide a collection and transportation system/bins for the mixed waste along with the bins for biodegradable and recyclable waste in segregated form during the phase in period.
- (c) The covered bins full with refuse shall be carried from the front yard or from the nearest approachable gate of the building/houses/residential societies to the collection vehicle and kept back at the same place after unloading in to the compactor/hand cart/tricycle/any other collection, segregation vehicle as decided.
- (d) The ground at the place where the vehicle stops for loading shall be clean-swept if there are any dropping of the refuse from the container while loading and it should be disinfected by an approved disinfectant liquid spray.

- (e) In case of the roads totally closed for renovation/reconstruction or laying utility etc, the Contractor shall convey the situation to Sanitary Inspector in writing. The work shall be carried out by parking the vehicle at the nearest accessible place by carrying wheeled containers up to the point and back.
- (f) The Contractor shall establish routes for collection of SWM, area wise, along with the timing of each route (start time of collection and projected end time) and also the collection points and likely timing for each collection point for each route. These routes and collection points shall be clearly defined and specified in the micro plan. Any change in the routes and/or collection points shall be notified to the Owner, who may recommend changes if required, but only after discussions with the Contractor.
- (g) Specification of vehicle type & other technical inputs on collection, segregation equipment & transport infrastructure that will/should be deployed for each collection centre/ward etc.

4. Guidelines for usage of Vehicles and Bins

- (a) Separate bins should be used /provided for all categories of waste for separate collection at source
- (b) Bins shall be with lid and colour of the bins or their lids should conform to the colour code specified in the MSW rules 2000.
 - (i) Biodegradable Waste – Green Colour ;
 - (ii) Recyclable – White Colour;
 - (iii) Other waste – Black colour.

5. Primary Collection

House-To-House Collection of Biodegradable and Recyclable waste can effectively be achieved by using handcarts and Tricycles

Hand Cart with Bins	
○	House To House From Generators of Waste
○	Roads below 3 meters of width and low generation houses
○	Light weight Hand Cart & two wheeled bins with lid, 2 No.'s, of 120 litres each
○	4 Trips per Shift will have an out put of minimum 400 kgs.
○	Un loading at transfer point mobile or stationary with in 2 kilo
○	These light weight , high durability carts are Used for Biodegradable and Recyclable waste

Tricycle with Bins

○	House To House From Generators of Waste
○	Roads 3 meters of width
○	Tricycle & Two wheeled bins with lid , 2 No.'s, of 120 litres each
○	5 Trips per Shift will have out put of minimum 600 kgs. Un loading at transfer point , mobile or stationary with in 3 kilo meters
○	Un loading at transfer point mobile or stationary with in 2 kilo
○	Used for Biodegradable and Recyclable waste, collecting waste in separate bins or compartment

6. Mechanical vehicles that may be used for primary and/or secondary collection

Model	Distance To Unloading Place	Width Of Roads On Collection Route	Primary Collection, Separate ,Bio And Recycle
Tractor trailer	Up to 5 kilometres	more than 3 meters	Trailer container 2500-3000 litres capacity hauled by Tractor 50-60HP,
Tractor Container Carrier	Up to 7 kilo meters	more than 3 meters	Carrier container 2500-3000 litres capacity , lifted by Tractor carrier 50-60HP, two covered bins at a time
Skip Loader (SL)	Up to 10 kilo meters	more than 3 meters	Skip bins 2500 litres capacity lifted by 12 GVW skip Loaders Two containers at a time
Auto Rickshaw	Up to 7 Kms	More than 3 meters	
Compactor (COM)	Up to 15 kilo meters	more than 4 meters	2500-5500 litres HDPE Injection Moulded Compactor bins lifted by 12 GVW ,4-6 cubic meters load body compactors 4-6 t/trip.

7. Bin Washing Service

In order to provide hygienic service periodic bin washing service shall be planned and implemented by the service provider for all the covered bins provided by them at the community centres.

- An appropriate vehicle with installation of bin washing facility shall deployed for this service.
- Bins provided by the Contractor shall be washed and disinfected once in a week.
- Similar service shall be given to the bins in the custody of the users on charge basis.

8. Need for storage

Wherever required, the Contractor shall provide temporary storage arrangements like skip loader bins or refuse compactor bins for temporary storage of MSW collected by

satellite vehicles till such time when the bulk haulage vehicles are available for the MSW to be off loaded into them.

Such temporary storage shall be covered at all times and in no way shall cause any public nuisance.

9. Need for Transfer Station or Transfer Point and its Operations.

(a) Need for Transfer Station / Point.

The bulk carriers collecting garbage shall directly report to the processing or disposal sites since they will carry more than 15 m³. In case of the use of small satellite vehicles, the system shall need a transfer point where they can unload in to bulk carriers for further transportation.

(b) Operations of the Transfer Station / Points. (if any)

Specifications for operation & maintenance of transfer station

The transfer station shall be owned and maintained by the Contractor. It shall adhere to the O&M specifications mentioned hereto:

- (i) It shall comply with all the environmental laws in place and any additions/amendments thereto in the future.
- (ii) It shall have the necessary permits/clearances for operations from the various agencies.
- (iii) It shall ensure clean and sterilized surroundings, and should use appropriate disinfectants and employ labour for the same.

10. Work/collection timing/no. of trips; time & frequency

This is a part of the micro plan. If it is provided by the Owner, then most of the details can be skipped here. Else requirements need to be specified here

- (a) Prime objective of the work defined is to see that solid waste (covered under this Agreement) generated in the municipal limits of the Owner is separately collected and transported to the final processing or disposal sites within the stipulated time without any backlog.
- (b) The entire collection, segregation and transportation work defined earlier shall be carried out generally during the work timings as below
 - (i) The collection & segregation of SWM shall be done between <<enter time here>> and <<enter time here>> everyday. The Contractor is free to choose a starting time for each route and the collection point timing as per his convenience provided that
 - (ii) The timing so fixed is specified in advance and is adhered to.
 - (iii) Any changes in this timing can be brought about only after consultation with the Owner
 - (iv) Such timing is announced at least a week prior to its implementation, to the residents, commercial establishments, institutions affected by this change.
- (c) After gaining experience in the field, the timings may have to be readjusted for most effective cleaning work which shall be done in consultation with the Owner.
- (d) The service provider shall give the specified services on all 365 days of the year.

11. Preparing work plan and organizing the work

- (a) The plan shall be prepared for deployment of men, vehicles and equipment, infrastructure.
 - (i) A supervisor capable of understanding work plan, organizing the work accordingly, and capable of directing, disciplining and controlling work force shall be appointed before commencing the work.
 - (ii) Minimum one supervisor per administrative area is essential in each shift including that required for the transfer station operations if any.
 - (iii) The driver/operators and supervisors shall keep all records and submit all reports desired to operate the plan and as suggested by the Owner/Project Engineer.
 - (iv) The Contractors supervisors shall keep close liaison with the Project Engineer who is in charge of the work of organizing joint inspection daily as desired for ascertaining work performance.
- (b) Regular work shall start then with in 40 days of signing of this Agreement.
- (c) There after Delay in starting the regular work shall attract a penalty of Rs. <<enter amount here>> per day, which shall be recovered from the Performance Guarantee.

12. Quality of Disinfectant

Disinfectant for spraying at the spots of collection, or segregation should be Eco-friendly, non-toxic, non acidic, oil based deodorant and disinfectant. The herbal based liquid shall be preferred. The liquid to be used shall be approved by the Owner and it shall be standardized, including dilution ratio in water for various applications. Every lot of the liquid shall be inspected by the Sanitary Inspector and it shall be certified as ok before use, indicating dilution ratio.

13. Facilities and Benefits for the Work Force Employed

- (a) The successful tenderer shall furnish the details of the workers below the line of supervision before commencing the work.
- (b) Each person (including Supervisor) deployed on this work shall be provided the following personal facilities
 - (i) A set of Uniform – Pant, apron, cap - two sets per annum of approved design and colour, (visible distinctly at night)
 - (ii) The name of the person and level shall be either knitted on pocket of the apron or name embossed on plastic badge.
 - (iii) A set of Hand Gloves, Mask and safety shoes will be given to all employees up to supervisors – durable mask once in three months, hand gloves once in six months and safety shoes once in 12 months.
 - (iv) A set of gum Boots and rain wear shall be provided every year in the rainy season.
 - (v) Change rooms, wash rooms & rest rooms, shall be provided by the Contractor for the benefit of the personnel employed. Such facilities shall be provided by

the Contractor at the duty reporting place as detailed below, or at any other place, but at its own cost in either case.

- (c) A duty reporting place will be established on the place given by the Owner. The Owner will give a separate place where the vehicles can be parked and the bin carts can be stationed. Such designated place can be provided ward wise and/or at a centralised location, at the discretion of the Owner.
- (d) Such place shall be provided by the Owner to the Contractor, till the time this Agreement is in place at a nominal lease of Rs. 1 per year.
- (e) Separate meters for water supply and electricity will be provided by the Owner under domestic category. The water supply and electrical charges of the regular bills from respective agencies shall be paid by the Contractor.
- (f) It will be the total responsibility of the Contractor to maintain requisite documents, registers, wage cards, daily attendance muster, and service records including P.F., Gratuity etc where applicable and submit returns regularly to the statutory authority if necessary.
- (g) The Contractor shall also be responsible for obtaining any factory licence required for the transfer station and adhering to all the rules and regulations provided under the act
- (h) The Contractor is free to choose a place to his convenience for the purpose at his cost & expense.

14. Operational Records and Operations Control

- (a) The Contractor shall keep all the statutory documents and registers duly recorded for inspection by the Owner before commencement.
- (b) The Contractor should also keep operational records of
 - a. Attendance Cards/ Register of the manpower deployed
 - b. Separate ward wise record of daily operations –
 - (i) Log Book of vehicles
 - (ii) Register of issue of the disinfectant liquid
 - (iii) Register of Stock of implements, and other materials and their issue
 - (iv) Record of Acceptance of Personnel carriers with registration Numbers & timings.
 - (v) Register for issue of Uniforms and protective gears defined in the specifications.
 - (vi) Performance Evaluation Record in separate form for each sector.
 - (vii) Maintenance & operations records of all vehicles.

Schedule D Correspondences that may form part of the Agreement

Schedule E Details of Project Site and Project Facility

To be filled in by the respective ULB with the details of the Project Site and the Project Facilities.

Schedule F Indicative Waste Quantities

The Municipal Body shall endeavour to supply the following quantities of waste on an annual basis through out the tenure of the Contract Period:

Year	Waste Quantity (in tonnes)
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

Year 1 denotes the period beginning from COD until the corresponding end of the Financial Year i.e. 31st March

Year 2,3,4... denotes the Financial Year beginning 1st April and ending at 31st March unless for Year 10 which denotes the Financial Year beginning 1st April and ending at the Termination Date.

In case of early determination of this Agreement, the interpretation of this clause shall according be modified to read the last year as the year in which the Termination Date falls.

Performance Measurement of MSW Management (Collection and Transportation)		Municipal Body	
Time of Inspection		Ward /Area	Date
From	To		
Performance Measured By Name	Designation	Signature	
1			
2			
3			
<u>TOATL WEIGHT POINTS</u>			

Schedule G Performance Evaluation Framework

SERVICE LEVEL

Performance Factors	Total Number	Number Cleared	Weightage assigned	Weightage obtained (% of number cleared to total number)	Remarks/Observations
Community Points Clearance					
	Number to be deployed	Actual No. deployed	Weightage Assigned	Weightage obtained	remarks
Street Litter Bins					
	Poor	Satisfactory	Good	Total Weightage	Weightage Obtained
Clearance of street litter bins	5	15	25	25	
Disinfectant sprayed at community points and around street litter bins; No nuisance	Acceptable level = Not more than 10% points deficient in service			20	

INFRASTRUCTURE USAGE

Performance Factors		Total vehicles to be deployed as per work plan	Actual vehicles deployed	Weightage Assigned	Weightage Obtained	Additional observation or instructions for payment deduction /Reason for under or over deployment
Use of infrastructure Vehicles /Equipment & bins;	Type of satellite vehicle used Tricycle/ Auto Rickshaw/Hand cart					
	Skip Loader/ Container Carriers /Compactor/ Truck tipper/Auto rickshaw					
		Equipment planned for deployment	Actually deployed	Weightage assigned	Weightage received	Comments
	Community Bins & street litter bins					

Performance Factors	Total reporting for the day	Total strength	Weightage Assigned	Weightage Obtained	Additional observation or instructions for payment deduction /Reason for under or over deployment
Manpower – workers, drivers,			50		

cleaners etc.					
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Performance Factors	To be supplied for the day for the day	Actual supplied for the day	Weightage Assigned	Weightage Obtained	Additional observation or instructions for payment deduction /Reason for under or over deployment
Uniform to workers- Apron, Cap, name on pocket Safety shoes, Hand gloves, Masks			10		
Supply of personnel carrier vehicle for inspection and communication system etc.			10		

Performance factor	Number of bins washed	Total bins specified for use			
Bin washing – 5% of Bins –All			25		
Disinfectant of Approved Quality & Quantity	Yes/No	10			

Performance factor	Total break downs	Total vehicles in use on day			

Break downs of vehicles of collection			50		
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COMPLAINTS REDRESSAL – To be filled up by the Grievance Cell

Present day complaints

	Weightage	Total Units – Residential Units + Establishments	Number of Complaints	% of Complaints	More than 2% - zero weightage; otherwise full weightage
Complaint Level	50				
		Total No. of Community Bins	Number of bins (complained for)	% of Complaints	More than 2% - zero weightage; otherwise full weightage
Complaint Level	50				

Present Day Complaint Redressal level

Total Complaints received	Complaints Addressed	% addressed	Total Weightage	Weightage received
			100	

Complaint Backlog

	Total Weightage	Weightage to be given		
		6-12 hrs	12-24 hrs	>24 hrs
Any backlog pending for more than 6 hours	100	50%	25%	zero
	Total Weightage	Weightage received	%	Payment calculation based on % weightage received

Schedule H Schedule of Rates quoted by the Contractor during the bidding stage

Financial Year Beginning	Amount in Rs. per month

Schedule I Sampling Procedure

- (i) The Waste is first unloaded on to a clean and impervious hard surface.
- (ii) The Waste is then thoroughly mixed with the help of a spade and a cone is formed of the Waste.
- (iii) The cone of Waste is then flattened and divided into four quarters.
- (iv) Remove two opposite quarters and mix together the remaining two quarters.
- (v) Repeat the process until a sample having approximately 20% of the original waste volume is obtained.
- (vi) After such a representative sample is obtained, segregate the waste based on biodegradable, non-biodegradable waste.
- (vii) Weigh the biodegradable waste and divide it by the total sample weight.

