



OFFICE OF THE MUNICIPAL COUNCIL, KEONJHARGARH

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Letter No 5533 /KGM

Date 31.03.26

CORRIGENDUM TO REQUEST FOR PROPOSAL (RFP) FOR SELECTION OF AGENCY FOR IMPLEMENTATION OF AUTOMATED SMART TOILET SYSTEMS

SECTION - 3

TERMS OF REFERENCE (ToR)

Implementation of Automated Smart Toilet Systems

1. Background

In order to improve hygiene, functionality, accessibility, and monitoring of existing public toilet facilities, the Authority proposes to undertake implementation of Automated Smart Toilet Systems under applicable government sanitation initiatives such as DMF / SBM / ULB programme.

The scope of the project includes **supply, installation, integration, commissioning, operation & maintenance of automation and monitoring systems**, along with **limited and essential minor civil works** required for proper installation, integration, safety, and functionality of the systems within existing toilet structures or at new sites. No major civil construction or structural expansion is envisaged under this assignment.

2. Objective of the Assignment

The objectives of the assignment are as follows:

- To retrofit existing toilet facilities or at new sites with automated, sensor-based, and smart monitoring systems
- To enable real-time monitoring of usage, functionality, and resource consumption
- To ensure sustained system performance through performance-based operation and maintenance
- To enhance user convenience, cleanliness, safety, and service availability
- To carry out **necessary minor civil modifications** to support effective installation and operation of smart systems

3. Scope of Work

The selected agency shall be responsible for Supply, Installation, Integration, Commissioning, Minor Civil Works and Operation & Maintenance (SIICM-O&M) of Automated Smart Toilet systems in identified location or existing toilet facilities.

3.1 Pre-Installation Assessment

The agency shall:

- Conduct joint site inspections of all identified toilet locations.
- Assess adequacy of existing electrical supply, plumbing, drainage, structural condition, and network connectivity.


31-03-26

- c) Identify site-specific requirements including minor civil modifications, if any
- d) Prepare and submit a site-wise assessment and minor civil work requirement report, along with finalized Bill of Materials (BoM), drawings/sketches (where required) and installation schedule for approval of the Authority.

3.2 Supply, Installation, and Minor Civil Works

The agency shall supply, install, and commission automation systems including, but not limited to, the following:

- a) Sensor-based / touchless flushing mechanisms
- b) Occupancy and footfall monitoring sensors
- c) Smart water flow and consumption meters
- d) Automated lighting and exhaust control systems
- e) Door status, panic button, and equipment health sensors
- f) QR code / digital citizen feedback system (optional)

In addition, the agency shall undertake **limited minor civil works**, strictly restricted to what is essential for system installation and functionality, such as:

- a) Core cutting, chasing, and sealing for cable/conduit laying
- b) Minor plumbing adjustments for sensor-based fixtures
- c) Mounting pedestals, brackets, panels, or enclosures
- d) Minor flooring, wall finishing, or restoration works affected during installation
- e) Provision of protective housings or partitions for equipment
- f) Any other incidental civil works required for safe and functional deployment

All civil works shall be **non-structural**, confined to existing toilets or at new sites and executed as per standard safety and quality norms. The agency shall restore affected areas to their original or better condition after installation.

3.3 System Integration and Digitization

The agency shall:

- a) Integrate all installed hardware with a centralized, web-based monitoring dashboard
- b) Provide role-based access to the Authority and designated officials
- c) Enable real-time monitoring of usage, faults, alerts, and water/power consumption
- d) Configure automated alerts for failures, abnormal usage, and downtime
- e) Conduct User Acceptance Testing (UAT) and obtain formal sign-off from the Authority

3.4 Operation and Maintenance (O&M)

During the O&M period, the agency shall:

- a) Provide **minimum one (01) year to three (03) years** of comprehensive Operation and Maintenance support, as specified in the tender
- b) Undertake preventive and corrective maintenance of all automated systems and associated minor civil elements
- c) Replace or repair faulty components at no additional cost during O&M
- d) Ensure uninterrupted functioning of the dashboard, software, and data availability
- e) Operate a complaint redressal / helpdesk mechanism

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31-03-20

- f) Submit monthly performance, uptime, and compliance reports

4. Project Duration

- a) Installation, minor civil works, and commissioning: As per approved implementation schedule
b) Operation & Maintenance period: Minimum one (01) to three (03) years from the date of commissioning, as specified in the tender

5. Deliverables

- a) Site assessment and readiness report including minor civil works
b) Approved Bill of Materials (BoM) and civil modification details
c) Completed minor civil works and restored facilities
d) Installed, tested, and commissioned automated smart toilet systems
e) Asset register of all hardware, software, and civil assets
f) Centralized monitoring dashboard with login access
g) Standard Operating Procedures (SOPs), user manuals, and maintenance guidelines
h) Monthly O&M and performance reports

6. Key Performance Indicators (KPIs)

Sl. No.	Key Performance Indicator	Performance Standard
1	System uptime	$\geq 95\%$
2	Functional automation components	$\geq 98\%$
3	Response time to reported faults	≤ 24 hours
4	Resolution time for faults	≤ 48 hours
5	Availability of data on dashboard	100%
6	Submission of monthly reports	100% compliance

Failure to meet KPIs shall attract penalties/deductions as per contract conditions.

7. Payment Milestones

Milestone	Payment (%)	Description
Milestone-I	30%	Approval of site assessment report, BoM, and minor civil work plan
Milestone-II	40%	Completion of supply, minor civil works, installation, testing, and commissioning
Milestone-III	30%	Successful system integration and UAT sign-off
Milestone-IV	Actual / Quarterly	O&M payments released periodically, linked to KPI compliance

31-03-20

O&M payments shall be performance-based.

8. Governance and Monitoring

- a) A Nodal Officer shall be designated by the Authority for coordination and monitoring.
- b) Monthly review meetings shall be conducted.
- c) Performance shall be monitored through dashboard analytics and physical inspections, as required.

9. General Conditions

- a) **Only minor and incidental civil works shall be permitted;** no major or structural civil construction is allowed
- b) All equipment supplied shall be new, standardized, and compliant with relevant specification
- c) The Authority reserves the right to add, modify, or delete locations and scope as per requirement.

FIN 2: Summary of Financial Proposal

(on Bidders Letterhead)

(To be sealed, signed and stamped in separate envelope)

Name of the Bidder:

Sl. No.	Description of Item (02 Unit)	Price Quoted Including All Charges (Excluding GST)	
		Rupees in Figure	Rupees in Words
	Undertaking of entire scope of work as per the Term of Reference (Section-3) of RFP: (Price Quoted including all Charges and excluding GST)		
A	Per unit charge consisting of 01 male and 01 female cubical each		
B	AMC charge per year (for 02 Year)		
C			
	Total		

31-03-26

Note:

The quoted rate shall be inclusive of salary, wages, TA/DA, logistic, etc. to personnel deployed for the assignment by the agency / bidder and training to be impacted by the bidder/ agency to **EO, Municipality, Keonjhar**. We fully accept the proposed cost with reference to the RFP. The proposed cost shall be binding upon us subject to the modification resulting from contract negotiations, if any, up to expiry of the validity period of the Proposal. GST shall be paid extra as applicable from time to time.

Authorized Signatory [In full and initials]: _____

Name and Designation with Date and Seal:

Executive Officer
Keonjhar Municipality

Memo No- 5534 Dt- 31.03.26

Copy to Office Notice Board for wide publication and copy to MIS, Keonjhar Municipality for information and directed to upload the RFP in the office website.

Executive Officer
Keonjhar Municipality

Memo No- 5535 Dt- 31.03.26

Copy forwarded to the District e-Governance Manager, (DeGM), Keonjhar for kind information with request to host in District portal.

Executive Officer
Keonjhar Municipality

Memo No- 5536 Dt- 31.03.26

Copy Submitted to the Chairperson/ Vice-Chairperson, Keonjhar Municipality for kind information.

Executive Officer
Keonjhar Municipality

Memo No- 5537 Dt- 31.03.26

Copy Submitted to the Collector & District Magistrate / PD, DUDA, Keonjhar for kind information and necessary action.

Executive Officer
Keonjhar Municipality