**Request for Proposal (RfP)**

for procurement of Implementing Agency for Operation and Maintenance of complete streets

*Sample*

## **Scope of work**

The concessionaire shall undertake the following works during the contract period, except

for the list of works covered by the contractor during his defect liability period.

The concessionaire shall submit the operation and maintenance manual for the fruitful

operation of the works. The concessionaire will have the liberty to visit the operating works

during the defect liability period and satisfy himself about the on-going operations. In case

he does not visit and a defect is observed, then the engineer’s opinion shall be final and

binding.

During the operation and maintenance period, the concessionaire should prepare the

details of work carried out on daily basis, the same should be submitted as a weekly and

monthly report to the engineer-in-charge or his authorised representative.

O&M activities covered under the project include the following:

1. **Maintenance:**
2. **Sidewalk/Plaza Maintenance**
3. **Stone paving installation and replacement**

* To replace an individual unit or an area of paving, one unit needs to be completely removed from the paving. Other units can then easily be removed, if required.
* Brush off any jointing sand adhering to the edges of the blocks or chip off any mortar adhering to the edges of flags.
* The exposed bedding layer can be floated, troweled or screeded to prepare it for replacing the paving units. If correcting levels, add or remove bedding material as required.
* After breaking up old pavement, remove and recycle as much as possible.
* **Regular visual inspection:** It is necessary to observe for appearance of new damages in the repaired stone pieces, as well as healthy parts.
* Use same quality stone for paving replacement.

1. **Cleaning stone paving**

Regular maintenance and good cleaning practices will enhance the overall appearance of the paving in the long term.

* The cleaning speed should be slow to control the effects that occur.
* The selected method should not produce products that alter the stone items.
* The method chosen should not damage the surface of the piece.
* If necessary, stone paving surfaces may be washed with brush and water or using high pressure hoses. If the latter, care should be taken not to blast away sand in joints. Do not use high pressure jets or suction cleaners for at least three months to allow normal buildup of organic material.

1. **Landscape maintenance**

* All dead trees shall be replaced by same tree species of same height.
* It is to be ensured that the trees and plants, after being planted do not get damaged due to the construction works carried out on the site.
* Prune trees and shrubs during the dormant season to facilitate proper growth and sight lines for vehicles and pedestrians.
* Keep basins and planting areas free of weeds. Remove weeds manually or by torch. Use broadcast herbicides only as a last resort and use approved natural herbicides. Avoid application of fertilizer if rain is expected.
* Leaves, twigs, chips, or other debris should be cleared from the gutter or paved shoulder.

1. **Street/Road Repair and Maintenance**
2. **Asphalt/concrete removal**

* Schedule asphalt and concrete removal activities for dry weather.
* After breaking up old pavement, sweep up materials thoroughly to avoid contact with rainfall and storm water runoff. Recycle as much material as possible, and properly dispose of non-recyclable materials.

1. **Concrete installation and replacement**

* Avoid mixing excess amounts of fresh concrete or cement mortar on-site.
* Store dry and wet materials under cover, protected from rainfall and runoff.
* Wash out concrete transit mixers only in designated areas where the water will flow into drums, settling ponds, dirt, stockpiles of aggregate base, or sand.
* Whenever possible, return left-over materials in the mixer barrel to the yard for recycling. Dispose small amounts of excess concrete, grout, and mortar in the trash.

1. **Patching, resurfacing, and surface sealing**

* Stockpile materials away from streets, gutters, storm drain inlets or watercourses.
* During wet weather, cover stockpiles with plastic tarps or berm around them if necessary, to prevent transport of materials in runoff.
* Pre-heat, transfer or load hot bituminous material away from drainage systems or watercourses. Cover and seal nearby storm drain inlets and manholes before applying seal coat, slurry seal, etc. Leave covers in place until job is complete and until all water from emulsified oil sealants has drained or evaporated. Clean any collected materials from these covered manholes and drains for proper disposal.
* After the job is complete, remove stockpiles (asphalt materials, sand, etc.) as soon as possible.

1. **Signing and striping**

* All signage should be checked regularly for any damage.
* The damaged sign boards should be immediately replaced to avoid inconvenience to the users.
* Road markings should be repainted if necessary.

1. **Jersey barrier maintenance**

* The areas around the median/barrier should be checked for litter, spattering, and stains.
* Wet or dry cleaning method must be adopted as required.
* In case of scrapped paint or discoloration due to weather or external factors, the units may be repainted.

1. **Street/Road/Sidewalk Sweeping and Cleaning**
2. **Sweeping timing and frequency**

* Define the street sweeping programme and set priorities for sweeping frequency based on factors such as traffic volume, land use and get it approved by the Corporation.
* Establish and maintain a consistent sweeping schedule.
* Establish and implement a record-keeping system to evaluate the effectiveness of the sweeping programme.

1. **Observations of material accumulation**

* Sweeping equipment operation and selection.
* Ensure that equipment operators are operating equipment according to manufacturer’s recommendations.
* Maintain equipment in good condition and purchase replacement equipment, if required.

1. **Kerb Maintenance**

* Deteriorated kerbs should be removed and replaced with same quality kerbs.
* For installing the kerb stones, first it needs to be outlined where the stones are to be placed, and the height above the square where they are going to be placed.
* Water level and ropes should be used to maintain uniformity of the surface while installing the kerb stones.
* The stones must be secured from the front and behind in joints, which can be done with the help of concrete bedding.
* Preventive maintenance includes regular deck flushing and sealing the joints with waterproofing sealants.
* Painting of kerbs, if required, should be done as per traffic police norms during the maintenance period.

1. **Lay-byes maintenance**

* The lay-bye markings should be visually inspected for any damage and repainted if necessary.
* The changing points at the lay-byes should be inspected regularly and any damage should be quickly attended to.
* It should be ensured that the lay-byes do not get encroached by temporary shops, settlements or obstacles which shall defeat the purpose of the space, in co-ordination with the local traffic police or concerned departments, keeping the supervising team of the Municipal authorities informed.

1. **Street furniture maintenance**
2. **Benches and Dustbins**

* To maximize life expectancy the street furniture, they should be visually inspected on a regular basis for any signs of damage, vandalism, breakdown of surface finish, build-up of salt, dirt or atmospheric residue, and loose fixings.
* Damaged items shall be replaced, if they cannot be repaired.
* All cleaning and maintenance should be recorded, detailing the method of cleaning, the products used, and the repair work has been undertaken.

1. **Vegetation**

* During the establishment period all trees and shrubs shall be watered by thorough deep watering at regular intervals.
* Prune trees and shrubs during the dormant season to facilitate proper growth and sight lines for vehicles and pedestrians.
* Keep basins and planting areas free of weeds. Remove weeds manually or by torch. Use broadcast herbicides only as a last resort and use approved natural herbicides. Avoid application of fertilizer if rain is expected.
* Do not leave leaves, twigs, chips, or other debris in the gutter or paved shoulder.

1. **Litter Control**

* Post “No Littering” signs where needed and enforce anti-littering laws and encourage public education efforts to include anti-littering messages.
* Empty dustbins frequently to prevent spills.

1. **Street art and Graffiti**

* Wall paintings and installations should be consistently checked for damage and vandalisation.
* Any damage must be repaired as early as possible.
* Illegal graffiti should be removed using mechanical or chemical removal.
* The surface maybe repainted with contextual designs approved by the authorities.

1. **Event Organising and Management**
2. **Event plan:**

* Create an annual plan of events including a basic plan for promotion, marketing, and funding. In addition, provide options of themes for these events.
* The events should be held at regular intervals – at least once a month on various themes, selected in accordance with the Corporation.
* Major events shall be organised on a bigger scale on special occasions and festivals like Pongal, Diwali, and as told by the Corporation. This will be a maximum of three events per year.

1. **Event organizing:**

* Provide tactical support to the Corporation, in case of events, including development of the event and marketing material and outreach to participants and attendees.
* Provide technical support to record and archive the events.
* **Promotions:** The concessionaire shall be responsible for organising the whole event, right from selecting theme, preparing promotion material, promoting the event for public participation, organising public participation activities, setting up of audio and visual interaction mediums, using virtual reality as a medium of communication, all at discretion of the Corporation.
* The site shall be thoroughly cleaned and swept post event and should cause no hindrance to the regular public in any manner.

1. **Revenue and funding:**

* Identify potential sponsors and maintain a directory.
* Contact and confirm sponsors for each event.
* Communicate with sponsors on their requirements, deadlines, and deliverables.
* Manage budget during complete pre-event planning.

1. **Battery-operated cars**

* Operate battery-operated cars and ensure their proper maintenance.
* Appointment of duly licensed drivers to ensure their continued and uninterrupted service.
* Coordinate with the Corporation and the electrical agencies for construction of Battery Charging stations at necessary locations.
* Parking bays must be provided for battery-operated cars with no hindrance to pedestrian movement.

1. **Monitoring:**

* Conduct biannual surveys to assess usage of plaza, for example, increase in footfall,
* improvement in air quality, increase in retail activity, etc.
* Conduct periodic surveys to check physical condition of the plaza, condition of seating, lights, etc.

## **Quality and service failures**

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| --- | --- | --- | --- | --- |
|  | **Performance**  **Indicator** | **Target** | **Failure Point** | **Payment to be made** |
| 1 | Availability of Site Engineer during the operation and maintenance period | Less than three (3) incidents noticed during each payment period | Corporation observed three (3) or more cases during their scheduled site visits/ meetings in a payment period | INR. 5,000 per additional case |
| 2 | Cleaning and maintenance of edge to edge Right of Way as per the directions of Engineer in Charge | Less than three (3) incidents noticed during each payment period | Corporation observed three (3) or more cases during their scheduled site visits in a payment period | INR. 10,000 per additional case |
| 3 | Proper maintenance of edge to edge as per the standards given in the Tender Document | Less than three (3) incidents noticed during each payment period | Corporation observed three (3) or more cases during their scheduled site visits in a payment period | INR. 10,000 per additional case |

## **Key Resource Requirement**

The minimum resource requirement is as follows:

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| **No.** | **Resource role** | **No. of personnel** | **Requirement** |
| 1 | Team leader | 1 | BE Civil with 5 years  experience |
| 2 | Site Engineer | 4 | DCE Civil with 2 years  experience |
| 3 | Foreman/ Supervisor | 4 | 2 years experience |
| 4 | Event management agency – Creative designer, AV expert, and material procurement expert are mandatory | 5 | Minimum qualification as specified in the RfP |