



[Tourism Council of Bhutan]

Request for Expressions of Interest for

the

**[The operation and management of restrooms
along in the country]**

[August 17, 2022]

TABLE OF CONTENTS

DISCLAIMER	i
GLOSSARY	iii
A. Purpose of Issuing the EOI.....	1
B. Project Background	1
C. Brief Description of the Expression of Interest Process	2
SCHEDULE 1: EXPRESSION OF INTEREST TEMPLATE	3
ANNEXURE A: Project Information Note	4

DISCLAIMER

The information contained in this Request for Expressions of Interest (**EOI**) or subsequently provided to Applicants on behalf of the TCB, on the terms and conditions set out in this EOI.

This EOI is not an agreement and is neither an offer nor invitation by the TCB to the prospective Applicants or any other person. The purpose of this EOI is to provide interested parties with information about the Project, to gather information about all interested applicants, and to record any concerns of interested applicants. The Expression of Interest shall not be used to either shortlist or disqualify applicants. Any entity which has not submitted Expression of Interests shall also be allowed to participate in the Request for Proposal stage according to terms and conditions that may be specified hereof.

This EOI includes statements, which reflect various assumptions and assessments arrived at by the TCB in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require. This EOI may not be appropriate for all persons, and it is not possible for the TCB, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this EOI. The assumptions, assessments, statements and information contained in this EOI may not be complete, accurate, adequate or correct. Each Applicant should therefore conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this EOI and obtain independent advice from appropriate sources.

Information provided in this EOI to the Applicant(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. None of the TCBS, its employees, or advisors accepts any responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein. The TCB, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this EOI or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the EOI and any assessment, assumption, statement or information contained therein or deemed to form part of this EOI or arising in any way by the participation in this prequalification process.

The TCB, its employees or advisors, likewise accept no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Applicant upon the statements contained in this EOI. The TCB may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this EOI. The TCB reserves the right to discontinue the process without assigning any reason whatsoever.

The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Expression of Interest including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Implementing Authority or any other costs incurred in connection with or relating to its Expression of Interest. All such costs and expenses will remain with the Applicant and the TCB shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation or submission of the Expression of Interest, regardless of the conduct or outcome of the procurement process.

GLOSSARY

Addendum or Addenda means addendum or addenda to the EOI.

Applicant means an interested single entity or combination of entities which submits an Expression of Interest to the TCB in accordance with provisions of this EOI (*as per eligibility of the applicants*).

Consortium means any combination of entities that have formed a consortium or association by fulfilling the requirements set out in the RFQ or RFP, for the purpose of submitting a bid.

Expression of Interest Due Date means the date specified in Schedule 2 as the last date for submission of Applications.

Government means the Royal Government of Bhutan.

Lead Member in the context of a Consortium, means the Consortium Member nominated by the Consortium Members as the lead member.

Agreement means the agreement to be executed between the TCB and the Selected Bidder to implement the project.

EOI means the Request for Expressions of Interest.

RFP means Request for Proposals.

1. INTRODUCTION

A. Purpose of Issuing the EOI

- 1.1. The purpose of issuing the EOI is to:
 - a. Disseminate information about the Project;
 - b. Gather information about all interested applicants; and
 - c. Record concerns of the interested applicants.
- 1.2. The Expression of Interest will be used by the TCB to better determine private sector interest in the project, and may also be used to seek suggestions from private entities on how best to design the Project scope or other parameters of the Project.
- 1.3. The Expression of Interest will not be used to either shortlist or disqualify applicants. Any entity which has not submitted an Expression of Interests shall also be allowed to participate in the RFP stage according to terms and conditions that may be specified thereof.

B. Project Background

- 1.4. The TCB is seeking a private partner for the Project as described below:

Operation and management of Road Side Amenities (particularly restrooms) in the country

- 1.5. Further details on the Project can be found in [**Project Information Note in the annexure A**].

C. Brief Description of the Expression of Interest Process

- 1.1 The TCB has issued this EOI on the date indicated on the cover page.
- 1.2 Interested Applicants may submit queries regarding the Project to the TCB in written form (letter or email @ dwangdi@tcb.gov.bt) up to [August 24, 2022].
- 1.3 The TCB will convene meetings (if necessary) to interact with interested Applicants, so as to facilitate greater interest and understanding of the proposed Project among potential private entities which may be attended by any interested Applicant on the dates and at the locations as indicated below.

August 29, 2022 at 11:00 am in the conference hall B, TCB.

- 1.4 The TCB will provide written responses to all or some of the queries by [August 25, 2022]. The responses will be provided publicly by [POSTING ON THE TCB WEBSITE].
- 1.5 Interested Applicants are requested to submit an Expression of Interest in the sealed envelope by the Expression of Interest Due Date, which is [**August 26, on or before 11:00 am**], by [PHYSICALLY]. The Expression of Interest should contain at least the information specified in Schedule 1 of this EOI.
- 1.6 The TCB will create a register in which all Expressions of Interest received are recorded. The RFP when issued will be issued to all Applicants for whom Expressions of Interest were received by the TCB. The RFP will be open also to interested private entities whom did not submit an Expression of Interest.

SCHEDULE 1: EXPRESSION OF INTEREST TEMPLATE

EOI Information	
Applicant’s Legal Name or new name in case of the applicant without having business license	
In case of Consortium, legal name of each member	
Applicant’s actual or intended country of constitution, and year of constitution	
Applicant’s legal address in country of constitution	
Applicant’s authorized representative information (name, designation, address, Telephone/Fax numbers, E-mail)	
Any relevant information on the applicant or consortium members related to the competence and ability to undertake the Project	
Any comments or issues of concern regarding the Project	
Any questions regarding the Project that have not yet, or not adequately, been answered by the TCB	
The Applicant or Consortium Members may optionally provide general information on their entities, such as annual reports, company brochures, or other information on relevant project experience	

ANNEXURE A: Project Information Note

1. Title of the project

Outsourcing the operation and management of restrooms in the country

2. Location

Nationwide (*on need basis*)

3. Background

3.1. General description of the project

Tourism is undergoing a major transformation with a renewed focus on sustainability and with a vision to live up to the “High value, Low volume” tourism policy. Under this transformation process, there is an upward revision of Sustainable Development Fees (SDF) and entry fees to spiritual and sacred sites. This needs to be commensurate with high-end infrastructures and services to protect and promote exclusivity and continue to provide a positive visitor experience.

Among others, there is a need to construct restrooms (toilets) along the highways, public places, and popular tourist sites to provide decent services for all travelers including tourists, and to discourage open defecation. Tourism Council of Bhutan (TCB) has constructed over eighty such restrooms over the years, however, providing quality and clean restrooms continues to remain a major challenge despite having tried various management modalities such as service contracts, management contracts, and lease contracts.

In this regard, we would like to outsource the operation and management of restrooms to the individual/group/companies/CSOs, etc. on a business model. With this model, it is hoped that these restrooms are kept clean and operational 24 X 7, and at the same time, it becomes a good business opportunity to the operator. To start with and preparation for the tourism reopening, we would like to pilot the management of the restrooms along the Phajoding and Taktshang trails, with a possible extension to other sites in due course of time on a potential basis.

3.2 Objectives of outsourcing operation and management of restrooms

With an attempt to fulfill the following objectives but not limited to, the management and operation of the restrooms (*along Phajoding and Taktshang for the*

initial phase) will be outsourced to the selected bidder.

- To establish sustainable and effective restroom management which will serve as a model for other sites.
- To supplement the promotion of Bhutan as *a green, sustainable, inclusive, and a high-value tourism destination* guided by the policy of ‘High-value, Low volume’ tourism.
- Maintain clean, safe, and functional restrooms for all users throughout the year.
- To ensure quality infrastructures and services in view of the major tourism transformation and its reopening on September 2022.

4. Scope of the project

The scope of the project will be classified into two categories and stages.

4.1 Stage One: The scope for immediate implementation

4.1.1 Restroom management: Carry out operation and management of the restrooms along Phajoding and Taktshang Trails in accordance with the terms and conditions of the agreement.

4.1.2 Management of wastes along the identified trails as specified below:

- Ramthangkha to the second restroom site including horse trail.
- Phajoding base/Motithang top to the second restroom site

4.2 Stage two: Future scope

4.2.1 Management of RSAs (particularly restrooms) in other sites of the country on the need basis

Note: Considering the urgency, the scope under stage one will be immediately implemented by the successful bidder selected through RFP stage and the bidder will be selected by considering the proposal for the stage one. However, the scope will be extended to other Restroom sites (stage 2) on the need basis.

5 Facilities for operation and management by the Successful bidder along Taktshang and Phajoding trails

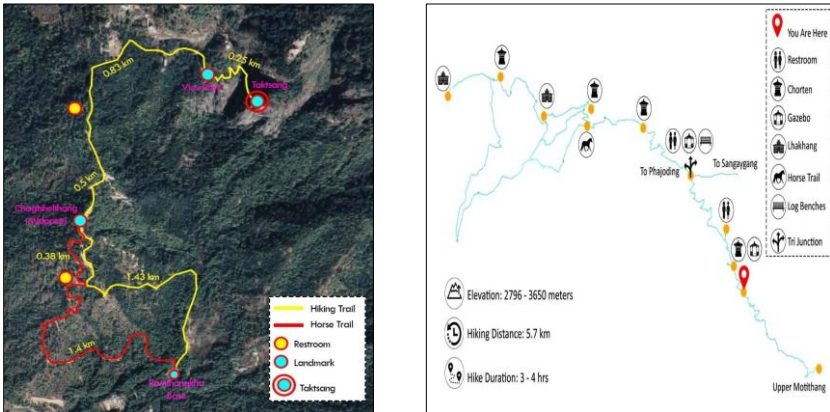


Fig. 1. Map of the facility locations along the trail (left: Taktshang and right: Phajoding)

The following restroom facilities will be provided for operation and management for the stage one.

5.1 Restrooms along Taktshang trail

Two restrooms are available along the trail. The first one is located at the distance of 1.4 km from Ramthangkha base and the second one is located at the distance of 2.3 km from the base after crossing Taktshang cafeteria.



Figure: Restroom one



Figure: Restroom two

5.2 Restrooms along Phajoding trail

Similarly, there are two numbers of restrooms constructed along the trail. The first restroom is located at the distance at an approximate distance of 1.5 km from the base and the second one is located at the distance of around 2.5 from the base at the tri-junction leading to Sangaygang.



Figure: Restroom one



Figure: Restroom two

5. Eligibility of the bidders

Any interested national Bidders (individual, groups, business companies and CSOs, etc.) are eligible to participate in the bidding process. The bidders without having the business license shall also be allowed to participate in the bidding but the bidder shall mandatorily apply and process the management business license, if declared as the successful bidder.

6. Supports to be provided by RGOB (TCB)

The following inputs and supports will be provided by TCB in collaboration with the relevant agencies during the entire phase of the project (*for both stage one and two of the project scope*).

- Construct restrooms including other integrated amenities such as small café or shop for initial one time.
- Facilitate the consultation meetings and site visits during the execution of the project
- Facilitate any administrative approvals as and when required.
- Provide technical advises on the operation and management of the project.
- General promotion and awareness on the location, usage and adopted management models.
- Any other supports, as deemed appropriate.

7. Operation and Management Model

The following models will be adopted for operation and management of the restrooms.

7.1 Stage 1: For Phajoding and Taktshang Trail

- Recruit the dedicated cleaners/managers at each restroom site and operate on pay and use model.
- No commercial activities shall be allowed
- No additional infrastructures are allowed to be constructed adjacent to the restroom facilities
- Any other appropriate models which can be discussed and agreed between the TCB and the successful bidder/applicants.

7.2 Stage 2: For future scope (other restroom sites where applicable)

- Recruit the dedicated cleaners/managers at each restroom site and operate on pay and use model
- May be allowed to undertake other commercial activities depending on the appropriates of the sites.
- Other additional infrastructures may be allowed to be constructed adjacent to the restroom facilities with prior approval from TCB and other relevant agencies.
- Any other appropriate models which can be discussed and agreed between the TCB and successful bidder/applicants.