

## 5 TERMS OF REFERENCE

### 1. Title of the project

Outsourcing the operation and management of restrooms

### 2. Location

Nationwide on a potential basis (To be piloted from Phajoding and Taktshang trail)

### 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 the 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 for the initial rent period of **three (3years)**.

- 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 and management model as agreed and discussed between the TCB and the successful bidder.

**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

Following are the specific activities covered under waste management:

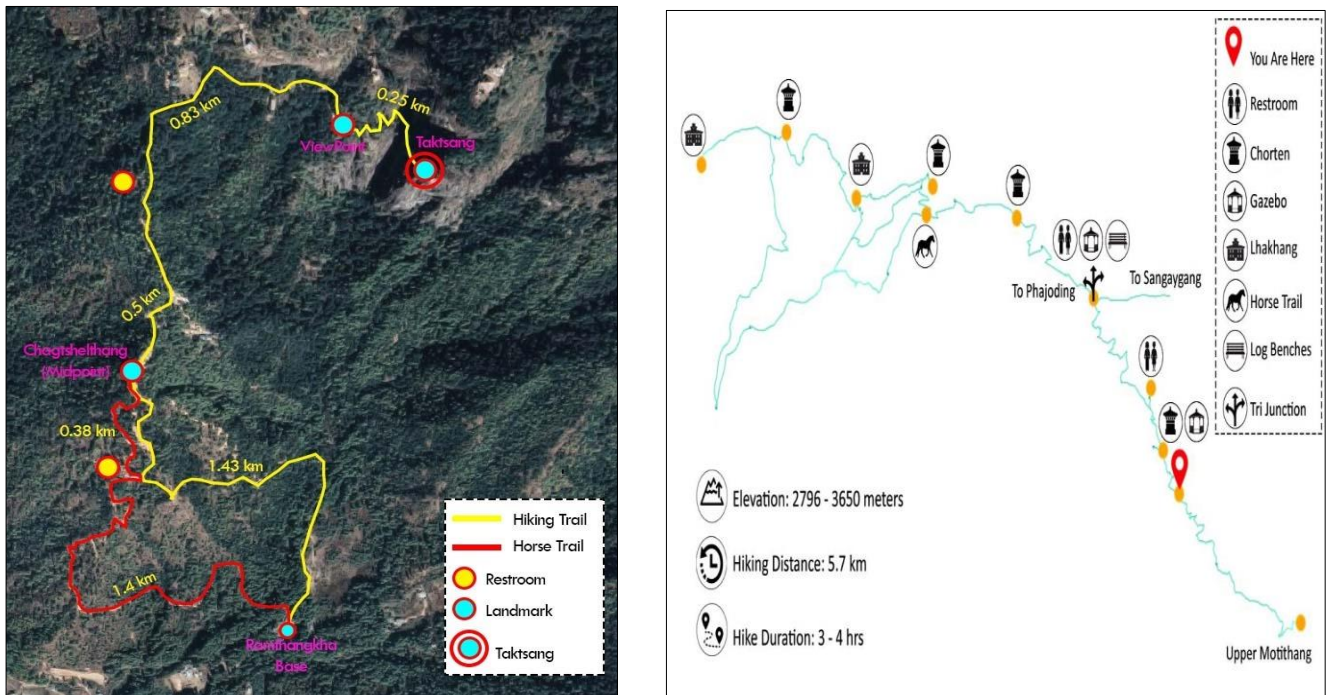
- Monitor and sensitize on the waste management along the designated trail sections on the daily basis by the dedicated cleaners.
- Waste cleaning/picking along the trail by the cleaners during his/her travel to the sites on a daily basis and submit the weekly pictorial status report as per the format attached in the annexure D.

##### 4.2 Stage two: Future scope

**4.2.1** Management of RSAs (particularly restrooms) in other sites of the country on a potential basis

*Note: Considering the urgent need to begin the operation of restrooms, the scope under stage one will be immediately implemented by the successful bidder selected after evaluation of the technical and the financial proposal.*

**5 Facilities and infrastructures for operation and management by the Successful bidder along Taktshang and Phajoding trail (For the stage One)**



*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.

**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. The structures for both the facilities were constructed out of brick masonry, concrete, stone masonry and timbers.



*Figure: Restroom one*



*Figure: Restroom two*

## 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. The structures for both the restroom are constructed out of concrete, stone masonry, timbers, bakal and prelamated panels.



*Figure: Restroom one*



*Figure: Restroom two*

**N.B:** Inventory of the facilities and components of the restrooms are attached in the annexure A.

## 6. 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.

## 7. Supports to be provided by RGOB (TCB)

The following inputs and supports will be provided by TCB in collaboration with the relevant agencies during 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.
- Procure and supply toiletries and other items such as mopping sticks, buckets and jugs, hard brooms, liquid soaps, detergents, tissue papers, ss push waste bins, hand towels, gumboots and sickles, etc. for initial one time. After the initial one-time support, all the required toiletry items as mentioned above shall be made available in the restrooms at the cost of the successful bidder in the similar qualities as demonstrated by the TCB.
- Support and provide capacity enhancement of restroom cleaners/ managers.
- Support the conduct of maintenances of the facilities (as prescribed in section 10.5 of this ToR) for initial one year. With the possible approval and identification of additional opportunities along Taktshang and Phajoding trail and other sites, the support scheme will be revised.
- Any other supports, as deemed appropriate.

## **8. Operation and Management Model**

Following are the mandatory conditions and models to be adopted for operation and management of the restrooms. However, the bidders will be required to submit their operation and management plan in their technical proposal for both the stages. The proposed models/plans can be adopted depending on their applicability and viability.

### **8.1 Stage 1: For Phajoding and Taktshang Trail**

- Recruit the dedicated cleaners/managers at each restroom site.
- Operate and provide the restroom services *on free of charge for using*.
- As of the current status, no commercial activities shall be allowed in the vicinity of facilities and along the trail. In addition, no additional infrastructures are allowed to be constructed adjacent to the restroom facilities. However, there is a possibility of allowing the commercial activities and integrated amenities after re-discussing with the relevant agencies.
- Any other appropriate models which can be proposed by the bidder and discussed and agreed between the TCB and the successful bidder.

### **8.2 Stage 2: For future scope (other restroom sites where applicable on the potential basis)**

- Recruit the dedicated cleaners/managers at each restroom site and can be operated on pay and use model depending on the site suitability.
- May be allowed to undertake other commercial activities depending on the site suitability.
- Construction of additional integrated amenities for business expansion may be allowed with prior approval from TCB and other relevant agencies.
- The opportunities to construct and manage (build and operate concept) for new potential



sites may be granted to the successful bidder.

- Future designs and technologies for the restroom construction can be adopted through mutual discussions and suggestions.
- Any other appropriate models which can be discussed and agreed between the TCB and successful bidder.

## **9 Bidding process**

### **9.1 Description**

The management and operation right of the facility area will be provided to the successful bidder for the period of **3 (three)** years. The bidder will be selected through normal competitive bidding. The Request for Proposal (RFP) will be issued via [www.tourism.gov.bt](http://www.tourism.gov.bt) and the notice inviting proposal will be announced through popular media outlets. The eligible bidder shall submit the proposal (technical financial) in the format specified in the section **2B** for the instruction to bidders of RFP document. *The financial proposal shall be submitted only for Phajoding and Taktshang as specified in the section 2B of RFP.*

### **9.2 Evaluation criteria of technical proposal**

The following criteria shall be adopted for the evaluation of technical proposal.

Sl.	Parameters	Description	Scores
1	Relevant experiences for the existing organization/companies ( <i>if only applicable</i> )	<p>Outline or submit past experiences of the existing company/organization relevant to the assignment</p> <ul style="list-style-type: none"> <li>• Past relevant experiences relating to construction of restrooms/Restroom management/ tourism and hospitality management (5 years and above: 5; 4 years: 4; 3 years: 3; 2 years: 2; 0-1 year: 1);</li> </ul> <p><i>Attach the proofs of experiences. No points awarded if the relevant proof of experiences is not submitted.</i></p>	<b>5</b>
2	Key professional staff qualification and competence for Phajoding and Taktshang trail		
2.1	Operational Manager (1 No.)	<p>The overall facility manager (operational manager) should mandatorily have diploma course in any fields. No point will be awarded for this criterion if the minimum qualification is not fulfilled.</p> <ul style="list-style-type: none"> <li>• Certificate/basic course in restroom management or tourism and hospitality management (3)</li> <li>• Experience in restroom operation and management/tourism and hospitality management (3 yrs. and above - 5, 2yrs.-4, 1yr: 3, 0 yr.- 2)</li> </ul> <p>(No points awarded if copy of signed CV &amp; the proof of experiences are not submitted). The sample of CV can be found in the Annexure E.</p> <p>A proprietor/bidder himself can suffice the post of Operational Manager provided he or she fulfils the minimum qualification criteria mentioned above.</p>	<b>8</b>
2.2	Minimum of four cleaners in total for four sites (1 cleaner/site)	<p>The qualifications and experiences of cleaners are not mandatory. Kindly provide their details as follows.</p> <ol style="list-style-type: none"> <li>1. Name</li> <li>2. Gender</li> <li>3. Age</li> <li>4. Qualification and experiences (if any)</li> </ol> <p>Attach the CID copies</p>	<b>12</b>

		Submission of the lists and their details- 12, i.e.,3 points/cleaner	
3	<b>Operation and Management plan</b>		<b>75</b>
3.1	Proposed organization and structure nationwide operation and management of restrooms	<ul style="list-style-type: none"> <li>• Overall vision and mission of the organization (1.5)</li> <li>• Include proposed organizational chart/structure with the detailed team composition and their mandates/responsibilities (3.5)</li> </ul>	5
3.2	Operation and management plan for stage one (Phajoding and Taktshang)	<ul style="list-style-type: none"> <li>• Outline how the bidder plan to execute the assignment (implementation plan) including waste management along the designated section mentioned in the scope immediately be September end. Can also include the cleaning schedules-this should include but not limited to areas, timings (daily, weekly, monthly or quarterly).</li> </ul> <p>(Clear understanding of the project and clarity of the proposed plan-7; Readiness-7; Viability and feasibility of the plan-6)</p>	20
3.3	Nationwide Operation and management plan (Stage 2)	<p>Outline how the bidder plans to execute the assignment for nationwide operation and management of restroom facilities.</p> <ul style="list-style-type: none"> <li>• Strategies to ensure sustainability of the future project (clarity: 8; viability and feasibility: 8; creativity: 9)</li> <li>• Innovative ideas and technologies relevant to both construction and management of restrooms in the country: Include only options feasible to Bhutan (clarity: 8; viability and feasibility: 8; Creativity: 9)</li> </ul>	50
	Total score		100

Note:

- *The minimum technical score required to pass is: **70 Points.***
- ***Method of selection:** Quality and Cost Based Selection (QCBS). The weights given to the Technical and Financial Proposals (Technical (T)= 0.5; Financial (P) = 0.5)*



- The Format and guideline for evaluation of Technical and Financial Proposal are attached in the schedule 11 of RFP.

## **10 General terms and Conditions**

### **10.1 Management term & Security Deposit**

**10.1.1** The monthly amount, i.e., adopted bid value shall be deposited to the account of the successful bidder on a monthly basis within the fifth day of every month.

**10.1.2** The term for operation and management of the restroom shall be for 3 (three) years.

**10.1.3** The *security deposit*, equivalent to two months' bid value amount shall be submitted and retained with the TCB until the completion/termination of the operation and management agreement (hereinafter called "the agreement").

### **10.2 Responsibilities**

**Restroom Management for Phajoding and Taktshang:** The successful bidder shall carry out, ensure and agree, but not limited to:

- Operate and manage the restrooms in accordance with the terms and conditions of the agreement.
- Manage the restroom for a rent period of 3 years.
- The restroom will be provided for general public free of charge for using.
- Ensure that the facilities will be made available to all visitor at all times
- Ensure the cleanliness and hygiene of restroom as per the cleaning schedule submitted and agreed between the successful bidder and TCB.
- Ensure the acceptable manners of the restroom operation in dealing with the customers.
- Ensure uninterrupted supply of water and power lines.
- Ensure that all sanitary items such as broom, bucket, jug, tissue paper, chemicals, etc. are procured and made available in the restroom.
- Minor maintenance/rectifications work for the restrooms, if required.
- Ensure that all the plumbing accessories, electrical fittings, all the interior and exterior structures with their accessories are functional 24/7 throughout the management stages.
- Ensure proper management of garbage near the restroom and ensure proper disposal of such garbage to the designated landfill or waste-drop off centre.
- Ensure proper and safe disposal of sewerages when the septic tank is full in consultation with LG.

- Ensure that the restroom is operational from **9-5 pm** throughout the management stages.
- Inform TCB and LG in the event where the restroom operator wants to come up with any additional infrastructures.
- Use restroom and its surrounding sites for the purpose which it was granted.
- Maintain a register book to keep the record of people using the restroom and shop along with Druk trace QR scanning platform and submit the data to TCB on a monthly basis.
- That no commercial activities are performed at the site.
- That no additional structures are constructed adjacent to facilities.
- Installation of standard restroom signages approved by TCB.
- Beautification of the facility and surrounding areas with prior approval from TCB and Dzongkhag.
- Safety of the visitor/s at all times for the services offered.
- That the facility area is clean and services are provided as agreed.
- The services are provided in an environmentally responsible manner.
- TCB, its designated representatives and any other authorized government officials for the official purpose shall have the right to enter the restroom site, during normal business hours for the purpose of inspection and monitoring the restroom management
- That no alien species or pollutant including noise pollution are introduced or allowed.
- That no domestic animals are reared.
- That they shall not have any rights over any natural resources.
- Not to carry out any activities prohibited by laws and ensure that all visitors adhere to the existing laws.
- Other missing and additional clauses will be incorporated in the contract agreement.

**Waste management:** The successful bidder shall carry out, ensure and agree, as specified in the project scope:

- Monitor and sensitize on the waste management along the designated trail sections (*from base to upper restroom site*) cleaners on the daily basis.
- Waste cleaning and picking along the trail by the cleaners during his/her travel to the sites on a daily basis and submit the pictorial status report as per the format attached in the annexure D.

### **10.3 Liabilities in case of damages of the infrastructures/items**

10.3.1 Upon the completion /termination of the agreement, the successful bidder shall be liable to rectify or pay for any structural damages incurred to the infrastructure or items provided to the successful bidder for operation and management with exception for normal wear and tear.

10.3.2 The security deposit shall be returned to the successful bidder within 30 days after completion of the management term, upon the fulfillment of the above condition. The penalty of 24% per annum shall be imposed for failing to refund the security deposit as specified.

#### **10.4 Contract Revision and Renewal**

10.4.1 Any changes in the terms and conditions of the agreement during the management term shall be discussed between the TCB and the Successful bidder and agreed by both the parties and accordingly the agreement shall be revised.

10.4.2 The contract shall be reviewed at the end of three years depending on the monitoring and review.

10.4.3 Any correspondence/notice under the agreement shall be in the form of a letter, telex, cable or facsimile.

#### **10.5 Development, Maintenance and Improvement**

**10.5.1** During the management term, development of any additional and new permanent infrastructure is strictly prohibited.

**10.5.2** The successful bidder shall carry out minor maintenances (the repair and replacement of the internal plumbing fixtures, electrical connections and accessories, painting, wall cracks, water supply, tiles, roofing, ceiling, all wood works, all concrete works, door and window accessories and other miscellaneous) of the facilities without making permanent structural additions after informing and getting approval of TCB. The costs for the maintenances shall be borne by TCB for **initial one year** after close verification of the maintenance required and the works done. However, any major damages on the existing structure caused due to natural calamities or internal structural failures shall be refurbished and supported by TCB.

**10.5.3** The damages caused by an act which is beyond the control of the successful bidders shall be rectified at their own cost.

10.5.4 The successful bidder shall constantly carry out site maintenance and beautification work including at their own cost:

- grass cutting;
- waste cleaning;
- Maintenance of access trail;
- Clearing and maintenance of water supply line and source; and
- Planting and flowering of native species upon approval of TCB.

10.5.5 Subletting the operation and management of the facility shall not be allowed.

10.5.6 Mortgaging of the facility area shall not be allowed.

## **10.6 Payment of Tax**

10.6.1 The successful bidder shall be liable to pay for any taxes applicable as per the taxation system of the RGoB.

## **11 Monitoring and Evaluation**

11.1 TCB in collaboration with Dzongkhag Administration will conduct mid-term review to assess compliance and performance of the successful bidder.

11.2 The TCB, Dzongkhag and Gewog Administration (LG) and Department of Culture (DoC) will conduct compliance monitoring as and when required by using the standard monitoring checklist attached in the annexure C.

***N.B: The detailed monitoring and reporting mechanism is attached as an annexure B.***

## **12 Roles and responsibilities of the relevant agencies**

The agencies in facilitating and supporting the successful bidder for the operation and management of facility area shall carry out roles and responsibilities provided as follows:

### **8.1 Tourism Council of Bhutan (TCB)**

- TCB will conduct compliance monitoring as and when required.
- Coordinate and organize various stakeholder meetings pertaining to the operation and management of the facilities.
- Review and approve the beautification/enhancement proposals submitted by the successful bidder in collaboration with LG and DoC.

- To facilitate the conducive environment and enabling regulations for operation and management of restrooms.
- Provide the standard restroom signages to the RSA Manager for installation at the site. Other signages pertaining to the restroom management shall be approved and installed in consultation with the TCB.
- Provide restroom sanitary/toiletry item such as broom, bucket, jug, tissue paper, chemicals, etc. to the restroom Managers for the initial one time.
- Assess the effectiveness of model adopted along Taktshang and Phajoding trail.
- Review and provide fund support for maintenance of the facilities.
- Review and renew agreement with the successful bidder.
- Deals with termination of the agreement and other contractual obligations.
- Construct restrooms including other integrated amenities such as small café or shop for initial one time.
- Provide technical advises on the operation and management of the project.
- General promotion and awareness on the location, usage and adopted management models.
- Support and provide capacity enhancement of restroom cleaners/ managers.

## **8.2 Local Government**

- Conduct compliance monitoring as and when required and submit the report to TCB.
- Monitor the waste management program adopted by the successful bidder as per the environmental standards.
- Report to TCB on the non-compliance to the agreement by the successful bidder.
- Review and approve the beautification/enhancement proposals submitted by the successful bidder in collaboration with TCB and DoC
- Co-financing of any future new developmental activities.
- Provide supports to the successful bidder for timely collection and disposal of sewerages.

## **8.3 Department of Culture**

- Conduct compliance monitoring as and when required and submit the report to TCB.
- Monitor the waste management program adopted by the successful bidder as per the environmental standards.
- Report to TCBS on the non-compliance to the agreement by the successful bidder.

- Review and approve the beautification/enhancement proposals submitted by the successful bidder in collaboration with TCB and DoC

## **Annexure A**

### **Inventories: Details of the facilities, components and equipment of the restrooms at Taktshang and Phajoding**

#### **A. Taktsang**

The first restroom consists of the following facilities and components.

- Two- unit water closet (Indian type and European type, respectively)
- Gender signages
- 40 m footpath from horse trail
- Water supply (2000-liter sintex and around 250 m incoming water pipes)
- Septic tank and soak pit
- Two stainless steel wash basins and mirrors
- Other plumbing fittings

Similarly, the second restroom consists of the following facilities and components.

- Two compartments (3-unit for female, i.e., one unit Indian and 2-unit European type and 1-unit European type with 3 urinals for male)
- Gender signages
- 17 m footpath from hiking trail
- Water supply (2000-liter sinter and around 500 m incoming water pipes)
- Septic tank and soak pit



- Two stainless steel wash basins and mirrors
- Other plumbing fittings

## **B. Phajoding**

The first restroom consists of the following facilities and components.

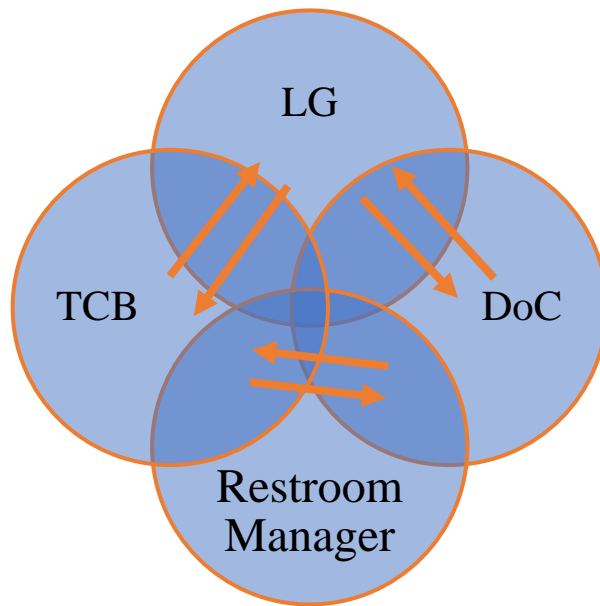
- Two compartments (one-unit European type, respectively for male and female)
- One urinal
- Gender signages
- Directional signage
- 50 m footpath from the trail
- Water supply (500 litre syntax, intake chamber at source and 0.7 km m incoming insulated water pipes with).
- Septic tank and soak pit
- One ceramic wash basin and mirror
- Other plumbing fittings

Similarly, the second restroom consists of the following facilities and components.

- Two compartments (one-unit European type, respectively for male and female)
- One urinal
- Gender signages
- Directional signage
- 50 m footpath from the trail
- Water supply (Two 500 litre syntex and incoming insulated water pipes at 1.2 km from restroom)
- Septic tank and soak pit
- One ceramic wash basin and mirror
- Other plumbing fittings

## **Annexure B: Monitoring and Reporting Mechanism**

The following mechanism will serve as the foundation for effective monitoring, reporting and management of the restrooms managed by the successful bidder. For effective and sustainable management of the restrooms, the close and harmonious relationship between the four parties is integral.



- All the monitoring team (TCB, LG and DoC) will use the monitoring checklist (**Annexure C**) to monitor the operation of the restrooms.
- TCB and LG will conduct the compliance monitoring at the frequency of at least three times in six months.
- DoC will conduct the compliance monitoring as and when required and submit the report to TCB and LG.
- Notwithstanding the above, all the passerby officials of LG and TCB can conduct the monitoring. They can also use the monitoring checklist and report the issue to the LG and TCB.
- LG will submit the monitoring checklist countersigned by the Caretaker/RSA manager to TCB for reference and further actions and vice versa by TCB.
- Non-compliance and improvement needs will be clearly recorded in the monitoring checklist by the monitoring team and the Restroom Manager will be required to rectify, repair or improve them within the deadline specified in the checklist.
- The above rectification, repairment and improvement activities will be closed monitored by TCB and LG and ensure successful completion of the instructed activities. The final joint monitoring shall be conducted by TCB and LG in the case of major structural repair and maintenance.
- The official letter on the non-compliance will be sent to the Restroom manager by TCB based on the record of monitoring checklist.
- The termination of the contract for particular site will be applied when the non-compliance record is repeated for three times. Non-compliance is considered when the total compliance score is below 90 points in the monitoring checklist. The termination may also be applied when the RSA

manager fails to improve or rectify the defects as per the reports of monitoring checklists within the specified deadline.

- Restroom manager will report to TCB and LG in the event of any major structural damages caused due to natural calamities such as cyclones, earthquake, windstorm and flashfloods within a week from the occurrence of damage. The damage shall be assessed jointly by monitoring team from LG and TCB. Rectification cost shall be either borne by TCB/LG based on the degree of damages reported by the monitoring team.

## Annexure C

<b>Restroom monitoring checklist</b>						
To be filled in by authorized monitoring officer/Team						
This checklist shall be used by all the monitoring officers/team while monitoring the restroom. This checklist shall form as a basis to determine the performance of the Managers and ensure the acceptable conditions of the restroom.						
<b>Name of restroom:</b>				<b>Monitoring Date:</b>		
Sl. No	Details to Check	Yes	No	Actions if required	Total score	Score obtained
1	Uninterrupted supply of water and power lines				5	
2	The sanitary items such as broom, bucket, jug, tissue paper, soap and disinfectants etc. are available in the restroom				5	
3	The interior and exterior of restroom and other ancillary amenities are clean and hygienic upon first impression.				5	
4	The restroom floor is dry and non-slippery				5	
5	All the electrical and plumbing fittings are functional and are in good repair				5	
6	The accessories such as handle, door lock, door closer and stopper, tower bolt, hook and eye, disabled handle, toilet paper holder, soap dish, towel rail, coat hooks, mirrors, etc. are functional and are in good repair				5	

7	All other structural components such as doors, windows, Floor tiles, wall tiles, wooden floors, walls, other wood works, roof and trusses, ceiling, drains, plinth protection, septic tank, soak pit, plumbing lines, water tank, signages and other structural components are functional and in good repair				5	
8	Restroom and ancillary facilities are free of graffiti and vandalism				5	
9	The wall paints and polishes are clean and pleasing upon first impression and are in good repair				2	
10	The waste bin is available and the garbage are properly managed and disposed. No overflowing of garbage.				5	
11	The septic tank is not full and the sewerages are properly disposed to the designated location				3	
12	The sewerages are not overflowing in the open and visible areas				5	
13	Only allowable/lawful business activities are performed at the site				5	
14	The management contract is not subleased and the right cleaners are stationed and operating the restroom.				5	
15	The acceptable manners of the Restroom Manager in dealing with the customers/users.				5	
16	No nuisances and illegal activities are carried out in the surrounding community.				5	
17	Only standard and approved signages are installed at the right location				2	
18	Register book is maintained to keep the record of people using the restroom along with Druk trace QR scanning platform and submit the data to TCB on monthly basis				3	

19	No additional/new structures are constructed in adjacent to the restroom and any beautification works/enhancements are carried with prior permission from TCB and Dzongkhag Administration.				5	
20	Monitoring, awareness and cleanup of the designated trail sections are done on daily basis by the cleaners and weekly report is submitted to TCB and LG.				10	
21	Site maintenance and beautification (grass cutting, maintenance of access trail, flowering/planting of native species with approval from TCB and LG, waste cleaning, etc. ) are carried out.				5	
				<b>Total Compliance score</b>	100	
				The score below 90 points will be considered non-compliance to the provisions of the contract		
<b>Observations and recommendations</b>						

Name of Monitoring Officer/Team:    Signature:	Name of restroom Manager: Contact #:  Signature:

**Annexure D: Reporting Format for a cleanup campaign, monitoring and awareness**

**1. Introduction**

(Include information like commencement day/date, group size, people and ponies, waste collected (include pictorial evidence wherever applicable))

**2. Observation/s**

(Include information on the condition (before and after if possible) of trek routes, campsites, etc and any other pertinent issues requiring attention (issue 1, issue 2 .....))

**3. Conclusion**

**4. Recommendations, 1,2 3....**

**5. Additional pictorial evidence**

**ANNEXURE E**

**CURRICULUM VITAE OF KEY PROFESSIONEL (CV)**



<b>Position Title and No.</b>	<i>{e.g., K-1, Project Manager}</i>
<b>Name of Expert:</b>	<i>{Insert full name}</i>
<b>Date of Birth:</b>	<i>{day/month/year}</i>
<b>Country of Citizenship/Residence</b>	

**Education:** *{List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}*

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**Employment record relevant to the assignment:** {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

<b>Period</b>	<b>Employing organization and your title/ position. Contact information for references</b>	<b>Country</b>	<b>Summary of activities performed relevant to the Assignment</b>
[e.g., May 2005- present]	[e.g., Ministry of ....., advisor/consultant to...  For references: Tel...../e-mail.....;  Mr  Hbbbb, deputy minister]		

Membership in Professional Associations and Publications: \_\_\_\_\_

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**Language Skills (indicate only languages in which you can work):** \_\_\_\_\_

\_\_\_\_\_

**Training information**

<b>Training title</b>	<b>Start date</b>	<b>End date</b>

**Detail task assigned:** Lists al the tasks to be performed under this project

**Adequacy for the assignment: The works undertaken that best illustrates capability to handle this assignment**

<b>Name of assignment or project</b>	<b>Year</b>	<b>Location</b>	<b>Client</b>	<b>Main project features</b>	<b>Positions held</b>	<b>Activities performed</b>

**Key professional’s contact information:** (e-mail ....., phone.....)

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by the Client.

{ day/month/year }

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Name of the key professional

Signature

Date

{ day/month/year }

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Name of authorized

Signature

Date

Representative of the Consultant  
(the same who signs the Proposal)