Call for Interested (COI): Public Toilets Operation and Management within Kathmandu Metropolitan City

1. Invitation

Kathmandu Metropolitan City (KMC) City Planning Commission (CPC), Kathmandu, Nepal

Date of first publication: 2083.07.12

Kathmandu Metropolitan City, City Planning Commission - Call for Interested Consultants/Firms/NGOs/ Service Providers from qualified and experienced service providers for regarding the operation and management of public toilets within the metropolitan area.

Respondents are requested to describe their capacity to operate and manage public toilets with reference to the objective of COI 0n *Public Toilet Operation and Management* and provide suggestions on its practical implementation. Through this call, KMC seeks to identify potential service providers and gather information and innovative ideas to inform its study and further service delivery planning. Interested firms, consultants, NGOs, social enterprises, cooperatives and joint ventures are encouraged to submit the information outlined in Section 6.

Information and suggestions received will inform KMC's study and future arrangements for public toilet operation and management. Any subsequent service provider selection will follow a separate process.

2. Background and Objectives

KMC aims to ensure that every public toilet in the city provides a clean, safe, accessible, functional, dignified, well-managed and sustainable service, with users at the center of operation and management.

This COI sets minimum requirements covering daily operation and opening; cleaning and hygiene; safety and security; accessibility and inclusion; functionality and user comfort; staffing and management; water, energy and waste management; user feedback; monitoring and continuous improvement.

KMC's priority is reliable daily operation rather than complex monitoring systems. The selected service providers will be expected to deliver a few visible conditions consistently: water, cleanliness, working fixtures, privacy, safety, basic accessibility, a responsible caretaker and a quick way for users to report problems.

The objectives of this call are to:

1. Secure professional, accountable operation of KMC public toilets under defined service standards.
2. Improve user satisfaction, particularly for women, children, older persons and persons with disabilities.
3. Establish simple, verifiable records that allow KMC to identify and resolve recurring problems.
4. Promote efficient use of water and energy and environmentally sound waste and septage management.

3. Scope of Services

The service provider will operate and maintain the assigned toilets in full compliance. Toilets will be grouped into lots by location and category; the number and list of toilets per lot will be issued with the Request for Proposal. Applicants may express interest in one or more lots.

Category	Typical location	Operating expectation
A. High-use urban / transport	Bus parks, major roads, markets	Extended hours, frequent cleaning, dedicated staff, stronger monitoring
B. Park / heritage / public space	Parks, heritage sites, squares	Cleanliness, accessibility, protection of heritage setting
C. Ward / community	Neighborhoods	Named local caretaker, basic maintenance, local monitoring
D. SMART / PPP	Selected high-profile sites	Performance-based operation, digital monitoring, contractual service levels
E. Event / temporary	Festivals, jatras, public events	Additional units sized to expected users, dedicated cleaning staff

3.1 Daily operation

- Open and close each toilet according to KMC-approved hours.
- Carry out an opening check every day before public use.
- Display opening hours, operator and caretaker contact, emergency number and any approved user fee.
- Collect only KMC-approved user fees, where applicable.

3.2 Cleaning and hygiene

- Combine continuous spot-cleaning of soiled areas with a thorough cleaning of the whole facility at least twice daily, increasing frequency at high-use sites and peak periods.
- Clean toilet pans, urinals, floors, walls, wash basins, mirrors and the surrounding area within [10] meters of the facility, keeping it free of litter, posters and open urination.
- Clean immediately when significant contamination occurs.
- Keep water, soap and, where provided, tissue available at all times; hold basic supplies on site for quick replenishment.
- Provide covered bins for sanitary waste in women's toilets and dispose of all toilet waste properly.
- Display an inspection card at each toilet showing date, time, cleaner's initials and supervisor's sign-off.
- Use wet-floor signs during cleaning and handle cleaning chemicals safely.

3.3 Maintenance and repair

The service provider will follow KMC's three-level maintenance and response system.

Level	Typical issues	Responsibility
1. Immediate attention	Cleaning, no water, soap replacement, leakage, blockage, broken lock, minor plumbing or electrical faults	Service provider: make safe immediately and repair as soon as practicable
2. Planned maintenance	Painting, major plumbing or drainage, water tank, sanitary fittings, non-critical building repairs	Service provider records and reports; work scheduled as agreed with KMC
3. Upgrade / reconstruction	Inadequate capacity, structural or serious sanitation problems, major accessibility limitations	Referred to KMC for assessment, budget and planning

Any cubicle with an electrical hazard, broken lock, severe leakage or unsafe floor must be closed or isolated immediately. Any toilet with sewage overflow, a dangerous electrical condition or no usable water must be temporarily closed until safe.

3.4 Accessibility and inclusion

- Keep ramps, accessible cubicles and access routes free from storage or obstruction.
- Maintain privacy, menstrual hygiene provisions, handrails, grab bars and adequate lighting.
- Use clear pictorial signage understandable by local users and visitors.
- Identify the most important accessibility barriers at each site and report them for progressive improvement.

3.5 Water, energy and environment

- Stop visible leaks and repair continuously running taps or cisterns promptly.
- Install water-saving fittings whenever old fittings are replaced.
- Use energy-efficient lighting and environmentally responsible cleaning materials.
- Segregate waste, and arrange septic tank inspection and desludging with a simple maintenance record.

3.6 Staffing and conduct

- Assign a named operator and caretaker to every toilet.
- At Category A sites, deploy at least one male and one female attendant per shift throughout operating hours.
- Appoint a supervisor who visits each assigned toilet at least twice daily.
- Ensure all cleaning staff complete KMC-recognized training in toilet cleaning, chemical safety and courteous service within three months of deployment.
- Provide uniforms, identity cards and personal protective equipment to all staff.

- Comply with Nepal's labor and Social Security Fund requirements, pay at least the statutory minimum wage, provide a weekly day off, and employ no child labor.

3.7 User feedback and records

- Display a QR code near the exit linked to KMC's one-question poll ("How was this public toilet today?" Good / Acceptable / Poor), plus a telephone or WhatsApp contact for users without smartphones.
- Keep one simple daily record of opening, cleaning, major defects and complaints.
- Submit periodic operating reports to KMC in the agreed format.

4. Service Standards and Performance Monitoring

KMC will assess performance against its eight standards, weighed as below. Each toilet will be rated Excellent, Satisfactory, Needs Improvement or Critical, and the rating will inform payments and contract continuation.

Standard	Weight
Clean & hygienic	20%
Safe & secure	15%
Accessible & inclusive	15%
Functional & dignified	15%
Well managed	10%
Sustainable	10%
User-centered	10%
Context-specific	5%
Total	**100%**

Site inspections will use a short Yes / No / Not Applicable checklist. A "No" requires the corrective action shown.

Check	Question	Action if "No"
Clean	Is the toilet reasonably clean and free from serious odor?	Clean and recheck
Water	Is water available?	Restore supply or escalate
Soap	Is soap available at handwashing points?	Replenish
Function	Are most toilets, urinals and taps usable?	Mark defective unit and repair

Check	Question	Action if "No"
Privacy	Do cubicle doors and locks work?	Close affected cubicle and repair
Safety	Are floors, lighting and electrical conditions safe?	Make safe immediately
Accessibility	Is the accessible route or cubicle usable, where provided?	Remove obstruction or report defect
Feedback	Is the QR poll and contact information visible?	Replace sign or QR code

KMC will also review QR poll results periodically. Toilets with repeated "Poor" ratings will be flagged for corrective action.

4.1 Indicative service-level targets

Indicator	Target
Toilets open during approved hours	100% of days
Water and soap available at inspection	100% of inspections
Level 1 safety hazard made safe	Immediately on detection
Non-functional fixture repaired	Within 48 hours
User complaint resolved	Within 24 hours
Overall monitoring score	At least 70% per toilet each quarter
QR poll rated "Good" or "Acceptable"	At least [80]% of responses per quarter

4.2 Penalties and incentives

Penalties will be deducted from monthly payments. Indicative lapses include: toilet closed during approved hours; no water or soap; cleaning not done per schedule; supervisor absent; fixture not repaired within 48 hours; verified user complaint; and lapses found by inspection. Repeat lapses will attract escalating penalties of NPR [amount] for the first, NPR [amount] for the second and NPR [amount] for the third occurrence within a quarter. Persistent failure may lead to termination and forfeiture of the performance security.

Toilets that consistently exceed targets may be recognized through an annual KMC Best Public Toilet award. Strong performance will count towards contract renewal.

4.3 Independent audit and certification

KMC may appoint an independent third party to conduct unannounced audits against the eight standards. Toilets scoring at least 70% will be certified as meeting the KMC standard for a defined

period. Toilets below that threshold must complete corrective action before re-audit. KMC may later introduce a graded star rating for higher-performing sites, such as SMART/PPP toilets.

5. Contractual Arrangements

The contract will be performance-based, with an initial term of [three] years, renewable subject to satisfactory performance. The final model will be set out in the Request for Proposal; KMC is considering the following options:

- **Management contract:** KMC pays a fixed monthly fee per toilet, adjusted for performance ratings and penalties.
- **User-fee model:** the provider retains KMC-approved user fees and may receive a viability support payment for low revenue sites. Use of urinals and of facilities by children and persons with disabilities may be kept free of charge.
- **Public-private partnership:** for SMART/PPP sites, the provider may invest in upgrades and recover costs through user fees and licensed advertising space on the facility, paying applicable advertising taxes. Part of any KMC capital contribution may be released over the first years of operation, linked to performance.

Ownership of all toilet structures and land remains with KMC. User fees, where charged, must be KMC-approved and clearly displayed. The selected provider will furnish a performance security of 5% of the annual contract value as a bank guarantee. Applicants are invited to indicate their preferred model in the EOI.

6. Eligibility Criteria

Interested service providers are requested to provide the following details, where applicable:

1. Legally registered in Nepal as a company, NGO, social enterprise or cooperative, with registration renewed for the current fiscal year.
2. Registered for PAN/VAT and latest available tax clearance. Social Welfare Council affiliation, where applicable
3. Years of experience in operating public or institutional sanitation facilities, facility management, or comparable cleaning and maintenance services.
4. Number of public or community toilet blocks, or comparable facilities, operated within the last five years, including duration and available client performance certificates.
5. Average annual turnover over the last three fiscal years.
6. Availability of a site supervisor and trained cleaning and maintenance staff, including women staff.
7. Not blacklisted by any government agency of Nepal in the last five years and no conflict of interest with KMC.

Providers interested in working jointly may indicate potential partners and their respective roles.

7. Supporting Documents Required

Interested service providers are requested to submit following documents:

1. Covering letter (Annex A).
2. Applicant information form (Annex B).
3. Copies of registration certificate, latest renewal, PAN/VAT certificate, tax clearance
4. List of similar assignments with client name, location, number of facilities, contract value, duration and client contact (Annex C), with completion certificates or client letters (if applicable)
5. Organizational profile, including staffing, equipment and any experience with women-, child- and disability-friendly sanitation.
6. Brief details of available management, supervisory and technical personnel.
7. A brief approach note explaining capacity to operate and manage public toilets, including cleaning, Level 1 response, staffing, records and user feedback; preferred service delivery models; and any implementation challenges or innovative suggestions.
8. Details of potential partners and their proposed roles, if joint working is envisaged.

8. Review and Use of Information

Information received will be reviewed against the following areas to understand service providers' experience, capacity and proposed approaches, and to inform KMC's study and future service delivery arrangements

Criterion	
Relevant experience in public sanitation or facility O&M	
Approach note: understanding of the draft Guideline and practicality of proposed operation	
Financial capacity	
Key personnel and staff capacity	
Inclusion and user focus (gender, disability, menstrual hygiene, feedback)	
Environmental practice (water saving, waste and septage management)	
Total	

KMC may seek clarification information through site visits or reference checks, where necessary.

9. Submission Instructions

- **Deadline:** Within 7 days of the first publication of the notice, by **2083/07/18**.
- **Format:** Submit electronically from published link, clearly marked "COI for Public Toilet Operation and Management"
- **Language:** Nepali or English.
- **Clarifications:** Queries may be sent to the contact below up to six days before the deadline. Responses will be shared with all applicants.

Contact for information:

City Planning Commission (CPC), Kathmandu Metropolitan City, Kathmandu Plaza, Kathmandu

Contact Person: Mr. Prashun Ratna Bajracharya, Expert Member, City Planning Commission

Contact No.: +977 9851094963

E-mail: cpc@kathmandu.gov.np, bajracharyaprashun@gmail.com

Annexes

Annex A – Covering Letter

To: City Planning Commission, Kathmandu Metropolitan City

Subject: Submission in Response to the Call for Interest for Operation and Maintenance of Public Toilets

We, the undersigned, submit our organization's information and suggestions in response the the above call of interest. We confirm that we have reviewed the detail COI document and provided information on out capacity and suggestions for its practical implementation.

Authorized signatory: _____ · Name and designation: _____ · Seal and date: _____

Annex B – Applicant Information

Item	Details
Name of organization	
Legal status and registration number	
Year of establishment	
PAN/VAT number	
Registered address	
Contact person, telephone and email	
Number of permanent staff	
Average annual turnover, last three years (NPR)	
Preferred locations or types of public toilet facilities	
Preferred service delivery model	
Available supervisory, cleaning and maintenance personnel	
Number of public toilet facilities the organisation could manage simultaneously	

Annex C – Similar Assignments

Client	Location	Number of facilities	Services provided	Contract value (NPR)	Period	Client contact

Authorized signatory: _____ · Date: _____