

Ministry of Industry, Commerce and Employment
Tarayana Center, P.O.Box 126, GPO Thimphu, Bhutan
T +975 2 323252 | email: hosts@tourism.gov.bt

### [Department of Tourism]

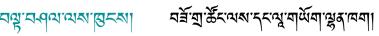
## Request for Expressions of Interest for the

[The operation and management of restrooms across the country]

[August 29, 2025]









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#### SECTION I: INSTRUCTIONS TO CONSULTANT (ITC)

- Scope of Assignment: The consultant shall provide services for the operation and management of restrooms across Bhutan. Detailed information on the required services is outlined in the Terms of Reference (ToR).
- 2. Oualifications of the Consultant: Refer TOR
- 3. Conflict of Interest: The Consultant shall hold the Procuring Agency's interest paramount, without any consideration for future work, and strictly avoid conflict with other assignments or its own corporate interests. For this purpose, the provisions of the Procurement Rules and Regulations on Conflict of Interest shall apply.
- 4. Unfair Advantage: If a Consultant could derive an unfair competitive advantage from having provided Consulting Services related to the assignment in question, the Procuring Agency shall make available to all Consultants together with this REoI all information that would in that respect give such Consultant any unfair competitive advantage over competing Consultants
- 5. Preparation of EoI: EoI shall be typed or written in indelible ink in English language and shall be signed by the Consultant. Consultants are required to complete the following Forms including supporting documents to substantiate the qualification and experience of the firm:

Section I - Instructions to Consultants

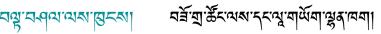
Section II - Standard Forms

Section III- Terms of Reference

- Submission of EoI: The prospective Consultant may deliver their EoI by hand, courier service to the address mentioned in the REoI within the given time and deadline.
- The EoI shall be properly sealed in envelopes addressed to the Procuring Agency as mentioned in the REoI advertisement and bear the name & address of the Consultant as well as the name of the assignment.
- The closing date for submission of EoI is 12th September 2025 up to 9:30AM Any EoI 8. received after the deadline for submission of EoI shall be declared late, and returned unopened to the Consultant.
- 9. The EoI may be modified or substituted before the deadline for submission. The Procuring Agency may at its sole discretion, extend the deadline for submission of EoI.







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- At any time prior to the deadline for submission of EoI the Procuring Agency for any 10. reason or on its own initiative may revise the REoI Document by issuing an addendum, which shall form an integral part of the Document.
- Evaluation: The Consultants shall be evaluated on the following criteria: Refer Terms of 11. Condition (TOR)
- Following the opening of the EoI, and until the Award of work no Consultant shall make 12. any unsolicited communication to the Procuring Agency. Such an attempt to influence the Procuring Agency in its decisions on the examination, evaluation, and comparison of the EoI may result in the rejection of the EoI.
- EoIs shall be evaluated based on the criteria outlined under clause and work shall be 13. awarded

#### 2: INSTRUCTION TO CONSULTANT - DATA SHEET

- 1. The name of the Assignment is: Operation and Management of Restrooms Across Bhutan
- 2. The name of the Procuring Agency is: Department of Tourism
- 3. The description and the objectives of the Assignment are: Refer TOR
- 4. Pre-Proposal Conference: No
- 5. The name(s) and address of the Official(s) is (are):
- 6. The Procuring Agency shall provide the following inputs: TOR
- 7. The address is: Director, Department of Tourism
- 8. The language is: English
- 9. Tax liability, insurances (Insert as appropriate): bidder will be liable for payment of all taxes
- 10. The number of copies of the proposal is/are: 1(one)
- 11. The date and time of proposal submission are: Refer the Invitation Notice.
- 12. Validity period (days, date): 20 days from submission deadline
- 13. The location for contract negotiation is: DoTr Hall if necessary
- 14. Commencement of Assignment (Insert date, location): Tentative from Oct 2025







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#### **SECTION II: APPLICATION FORM**

### **Operation and Management of Restrooms Across Bhutan**

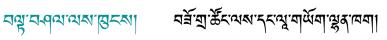
Section A: Gen	eral Information		
1. Name of App	licant Organization/Firm/Grou	p:	
2. Type of Entity	(Tick one):		
☐ Private Firm	☐ Cooperative ☐ CSO ☐	Community Group	☐ Others (specify):
3. Registration/T	Trade License Number:		
4. Date of Regis	tration:		
5. Address (Hea	d Office):		
<ul><li>6. Contact Detai</li><li>- Phone:</li><li>- Email:</li><li>- Website (if a</li></ul>			
7. Authorized Ro - Name: - Designation: - Contact Num - Email:	· ·		
Section B: Orga	anizational Profile		
1. Brief Backgro	ound of the Organization (max.	. 200 words):	
2. Relevant Expo	erience in Facility Managemen	nt / Sanitation / Hospita	lity (List past projects):
Project Title	Client/Location	Duration	Description of Services Provided

- 3. Current Staff Strength (number and roles):
- 4. Financial Capacity (annual turnover or budget for last 2 years):









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### **Section C: Technical Approach**

1. Proposed Strategy for Operation and Management of Restrooms (max. 300 words):
2. Proposed Staffing & Maintenance Plan:
3. Proposed Sustainability Measures (waste management, eco-friendly practices, etc.):
Section D: Declarations
1. Conflict of Interest: $\square$ We confirm that there is no conflict of interest in participating in this assignment.
2. Legal Compliance: $\square$ We confirm that our organization complies with all relevant laws, labor regulations, and safety requirements.
3. Accuracy of Information: $\square$ We declare that the information provided in this application is true and correct to the best of our knowledge.
Section E: Attachments (Please tick)
☐ Copy of Trade License / Registration Certificate
☐ Organizational Profile / Brochure
☐ Evidence of Relevant Experience (letters, contracts, references)
☐ Financial Statements (last 2 years, if available)
☐ Any Other Supporting Documents
Authorized Signatory:
Name:
Designation:
Signature:
Date:
(Seal/Stamp, if applicable)





## বঝু বন্দ বেশ বেশ বর্ষ বার্কী ক্রমেন্ড বন্ধু বার্টিন ক্রমেন্ড বিশ্ব

## **EPARTMENT OF TOURISM**

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**SECTION III: Terms of Reference (TOR)** 

#### 1. Background

The Department of Tourism, Ministry of Industry, Commerce and Employment is committed to enhancing the overall visitor experience in keeping with our Tourism Policy.

To improve facilities for travelers, the Department has supported and constructed over 107 restrooms nationwide. However, ensuring consistent cleanliness, maintenance, and service quality remains a significant challenge.

In light of this, the Department invites the Expression of Interest for the operation and management of restrooms from interested and capable individuals, groups, companies, or CSOs. The objective is to ensure that restrooms across the country remain clean, safe, and fully functional at all times, while also creating opportunities for private sector participation in enhancing public amenities.

#### 2. Scope of the project

The selected operator(s) shall be responsible for:

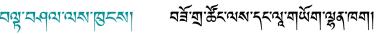
- **Daily Operations** a.
  - Maintain cleanliness and hygiene of all restroom facilities and surroundings.
  - Ensure availability of essential supplies (toilet paper, soap, hand-drying facilities, etc.).
  - Ensure functional amenities and facilities.
  - Provide trained staff for daily cleaning, supervision, and user assistance.
  - Must have a daily cleaning time table (Digital/paper based)

#### b. Maintenance

- Conduct routine inspection and preventive maintenance of restroom infrastructure. Report and promptly address plumbing, electrical, and structural issues.
- Ensure water supply, sanitation, and waste disposal systems function properly.
- Waste Management c.
  - Implement proper solid and liquid waste disposal mechanisms in line with national standards.
  - Encourage segregation of waste where applicable.









### RTMENT OF TOURISM

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- Promote eco-friendly cleaning materials and methods.
- d. Safety & Security
  - Ensure safety of users, especially women, children, and elderly.
  - Provide adequate lighting and signage.
  - Put in place appropriate grievance redressal mechanisms.
- Revenue & User Management e.
  - Collect and manage user fees in a transparent manner.
  - Maintain records of usage, revenue, and expenditure.
  - Explore additional revenue-generation opportunities (e.g., small kiosks, advertisements) subject to approval.
- f. Reporting & Monitoring
  - Submit monthly operational and financial reports to the DOT.
  - Allow periodic inspections and performance audits.
- Others g.

Ensure proper signage for all toilets with the following information:

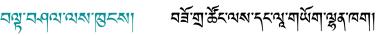
- Supported/Developed by:
- Managed By:
  - -Name
  - -Number:

#### 3. Eligibility of the bidders

- Any interested national Bidders (individuals, groups, business companies and CSOs, etc.) a. with valid business licenses are eligible to participate in the bidding process.
- b. Prior experience in facility management, hospitality, sanitation services, or related sectors.
- Adequate financial capacity to undertake operations. c.
- Ability to deploy trained and sufficient manpower. d.
- Compliance with relevant laws, health and safety regulations. e.









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#### 4. Duration of Contract

The contract shall be awarded for an initial period of 2 years, renewable based on performance and subject to review.

#### 5. Liabilities in case of failure to perform as proposed

In the event of non-performance, negligence, or breach of contract, the operator shall be liable for:

- Monetary penalties as determined by the Department in the contract a.
- Termination of contract b.
- Blacklisting from participation in future projects c.
- Reimbursement of any losses incurred by the Department due to service failure d.

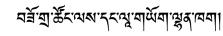
#### 6. Evaluation Criteria

#### **Technical Evaluation (70%)** a.

Criteria	Weight (%)	Scoring Guide
Understanding of Scope of Services and Proposed Methodology	25	0-5 = Very weak / no clarity 6-10 = General understanding, lacks detail 11-15 = Moderate understanding with some gaps 16-20 = Good understanding, clear and relevant methodology 21-25 = Excellent, comprehensive, practical, and innovative methodology
Staffing Plan, Capacity, and Training	15	0-3 = No clear staffing plan 4-6 = Minimal staffing, no training component 7-10 = Adequate staffing plan, limited training details 11-13 = Strong staffing structure with training program 14-15 = Excellent staffing capacity with clear roles, training, and contingency planning









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Experience in Similar Assignments	20	0-4 = No relevant experience 5-8 = Limited/small-scale experience 9-12 = Some relevant projects, moderate scale 13-17 = Strong track record with multiple projects 18-20 = Extensive proven experience in large-scale facility management/sanitation services
Environmental Sustainability and Innovation	10	0-2 = No sustainability approach 3-5 = Minimal environmental measures 6-7 = Some eco-friendly practices 8-9 = Strong sustainability plan with innovation 10 = Excellent, comprehensive, and innovative eco-friendly solutions

#### B. Financial Evaluation (30%)

Criteria	Weight (%)	Scoring Guide
Cost-effectiveness and Feasibility of Proposed Operational Plan	30	0-6 = Unrealistic, unfeasible, very high/low costs 7-12 = Poor justification of cost 13-18 = Moderately justified, some gaps 19-25 = Good cost structure, feasible and reasonable 26-30 = Excellent, well-justified, cost-effective, and sustainable financial plan

#### b. Overall Scoring

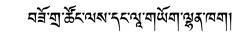
• Technical Proposal: 70 points maximum

• Financial Proposal: 30 points maximum

• Total: 100 points









**List of Restroom** 

SN	Name	Dzongkhag	Longtitude,x	Latitude,y	Along the Highway or Not	Overall Management
1	Yagay Magay	Punakha	89.77118993	27.69031747	Yes	Punakha Dzongkhag
2	Damji	Gasa	89.73006891	27.8289693	Yes	Gasa Dzongkhag
3	Gasa (Hotspring junction)	Gasa	89.73320278	27.89196147	Yes	Gasa Dzongkhag
4	Nobding	Wangduephodrang	90.15335829	27.54332253	Yes	Department of Tourism
5	Dzong Viewpoint	Trongsa	90.49657277	27.49646701	Yes	Trongsa Dzongkhag
6	Chumey	Bumthang	90.68786694	27.48767159	Yes	Private Proponent
7	Zala-Phangma	Mongar	91.37834646	27.27594574	Yes	Department of Tourism
8	Thridangbi 1	Mongar	91.15043601	27.29934431	Yes	Mongar Dzongkhag
9	Thridangbi 2	Mongar	91.14872957	27.28908343	Yes	Mongar Dzongkhag
10	Sengor	Mongar	91.03241296	27.3545037	Yes	Mongar Dzongkhag
11	Dungmithang(Mebar tsho)	Bumthang	90.80468282	27.53650099	Yes	Bumthang Dzongkhag
12	Serutar	Tsirang	90.07108958	27.05880341	Yes	Tsirang Dzongkhag
13	Lungsigang	Tsirang	90.07750543	27.01965998	Yes	Tsirang Dzongkhag
14	Jigmeling	Sarpang	90.40705171	26.91963608	Yes	Sarpang Dzongkhag
15	Wangdigang	Zhemgang	90.62860435	27.22148101	Yes	Desuung Group/ Zhemgang Dzongkhag
16	Tingtibi	Zhemgang	90.68993888	27.14305435	Yes	Desuung Group/ Zhemgang Dzongkhag
17	Tshelingkhor	Pemagatshel	91.50129514	27.02645196	Yes	Pemagashel Dzongkhag
18	Mukazor	Trashigang	91.51905612	27.08209188	Yes	Trashigang Dzongkhag
19	Wamrong town	Trashigang	91.57096154	27.13707045	Yes	Trashigang Dzongkhag
20	Kharungla	Trashigang	91.60851773	27.16828367	Yes	Trashigang Dzongkhag
21	Rinchending Monastery	Chukha	89.38947773	26.85014631	Yes	Department of Tourism/Rinchending Monastery
22	Rinchending check post	Chukha	89.39876096	26.84971622	Yes	Chukha Dzongkhag
23	Suntalakha	Chukha	89.45871333	26.90338476	Yes	Department of Tourism





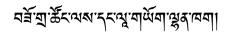




24	Menchuna cafe	Punakha	89.76216314	27.51687904	Yes	Department of Tourism/Menchuna Restaurant
25	Dochula	Thimphu	89.74846358	27.48988476	Yes	Department of Tourism/Protouch
26	Gedu	Chukha	89.52538052	26.91843365	Yes	Department of Tourism/Protouch
27	Chuzom (near Check post)	Thimphu	89.54789022	27.31428462	Yes	Department of Tourism/Protouch
28	Chuzom (near Market shed)	Paro	89.54683926	27.31327079	Yes	Dogar Gewog Administration
29	Tachog	Paro	89.49940828	27.33020368	Yes	Bhutan Toilet Organization
30	Chendebji	Trongsa	90.34897559	27.47443672	Yes	Trongsa Dzongkhag
31	Yotongla	Trongsa	90.58630093	27.51656835	Yes	Trongsa Dzongkhag
32	Ura	Bumthang	90.89699313	27.46668866	yes	Bumthang Dzongkhag
33	Morong	Samdrupjongkhar	91.54336612	26.95534524	Yes	Samdrup Jongkhar Dzongkhag
34	Langthel	Trongsa	90.55469287	27.37149225	Yes	Trongsa Dzongkhag
35	Bumpagang Check post	Chukha	89.58802046	27.03127744	Yes	Chukha Dzongkhag
36	Sherichu	Mongar	91.41026012	27.25664107	Yes	Dramitse Shedrak
37	Hongtsho	Thimphu	89.72342735	27.48835602	Yes	Department of Tourism/Protouch
38	Jechulum	Punakha	89.83194937	27.51978631	Yes	Punakha Dzongkhag
39	Zomlingthang	Punakha	89.85370563	27.60079621	Yes	Punakha Dzongkhag
40	Haa Town	Haa	89.28339477	27.38292631	Yes	Haa Dzongkhag
41	Khaling	Trashigang	91.58766611	27.19496305	Yes	National Handloom Development Centre
42	Damphu	Tsirang	90.1247786	27.00757747	Yes	Tsirang Dzongkhag
43	Thangthangkha campsite	Paro	89.28834124	27.70718188	No	Paro Dzongkhag/ yaksa snowleopord conservation Group
44	Jomolhari base camp	Thimphu	89.34100074	27.78146666	No	Department of Tourism/Soe Community
45	Ramthangkha	Paro	89.36069418	27.48170652	No	Paro Dzongkhag
46	Taktshang (Palphug)	Paro	89.36330321	27.49185183	No	Paro Dzongkhag
47	Taktshang Trail 1	Paro	89.35620528	27.48586826	No	Paro Dzongkhag
48	Taktshang Trail 2	Paro	89.35712546	27.49125483	No	Paro Dzongkhag
49	Taktshang(Machigph u)	Paro	89.36255358	27.49374481	No	Paro Dzongkhag





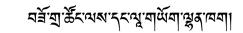




50	Bumdrak	Paro	89.38231272	27.50406155	No	Department of Tourism/ Campsite manager
51	Choechong Tse	Paro	89.38858786	27.48465741	No	Paro Dzongkhag
52	Kyichu Lhakhang	Paro	89.3757998	27.44115863	No	Paro Dzongkhag
53	Rinpung Dzong	Paro	89.42533019	27.42569867	No	Paro Dzongkhag
54	Dodrek Dzong	Paro	89.52613692	27.26663165	No	Paro Dzongkhag
55	Thujidrag Goenpa	Thimphu	89.56533699	27.49216862	No	Dpearment of Tourism/Thujidra Goenpa
56	Phajoding Trail 2	Thimphu	89.58633466	27.48831416	No	Department of Tourism/Protouch
57	Phajoding Trail 1	Thimphu	89.58963851	27.48521152	No	Department of Tourism/Protouch
58	Simtokha Dzong	Thimphu	89.66953174	27.43789803	No	Thimphu Dzongkhag/Protouch
59	Chagri Monastery	Thimphu	89.62574355	27.5960235	No	Department of Tourism/Chari Lhakhang
60	Chagri Base	Thimphu	89.62956902	27.59305871	No	Department of Tourism/Chari Lhakhang
61	Tago Base	Thimphu	89.63786087	27.58931128	No	Department of Tourism/TangoLhakhang
62	Tago Trail	Thimphu	89.63806655	27.59147522	No	Department of Tourism/TangoLhakhang
63	Tago Monastery	Thimphu	89.63847114	27.5936694	No	Department of Tourism/TangoLhakhang
64	Dodedrak Monastery	Thimphu	89.61019039	27.51433488	No	Department of Tourism/Dodedrak Monastery
65	Memorial Chorten	Thimphu	89.63826291	27.46690439	No	Thimphu Dzongkhag/Protouch
66	Tashichho Dzong	Thimphu	89.63453708	27.4863461	No	Thimphu Dzongkhag/Protouch
67	Kuenselphodrang 1	Thimphu	89.64551042	27.44433252	No	Thimphu Dzongkhag/Protouch
68	Kuenselphodrang 2	Thimphu	89.64352765	27.44544419	No	Thimphu Dzongkhag/Protouch
69	Changangkha Lhakhang	Thimphu	89.62845466	27.47311016	No	Thimphu Dzongkhag/Protouch
70	Lungchutse Goenpa	Thimphu	89.76188957	27.46712758	No	Thimphu Dzongkhag





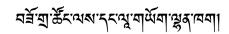




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71	Jigmechu campsite	Chukha	89.73474021	26.76568841	No	Department of Tourism/Campsite owner
72	Phaktshoding trail	Chukha	89.54392342	26.91131503	No	Chukha Dzongkhag
73	Tree House campsite	Chukha				Department of Tourism/Campsite owner
74	Rongtse Ney	Haa	89.158132	27.0917075	No	Haa Dzongkhag
75	Punakha Dzong	Punakha	89.86219904	27.58399113	No	Punakha Dzongkhag/Protouch
76	Khamsum Yulley Chorten	Punakha	89.81589565	27.63757571	No	Punakha Dzongkhag
77	Ngedrupchu Goenpa	Punakha	89.87611056	27.68344557	No	Punakha Dzongkhag
78	Chimi Lhakhang	Punakha	89.87846204	27.52708933	No	Punakha Dzongkhag/Protouch
79	Wolakha Nunnery	Punakha	89.86273908	27.53324744	No	Department of Tourism/Wolokha Nunnery
80	Chubu Hotspring	Punakha	89.88632391	27.71407744	No	Puankha Dzongkhag
81	Gasa Hotspring	Gasa	89.73593167	27.88730088	No	Gasa Dzongkhag
82	Khewang Lhakhang	Wangduephodrang	90.18418318	27.46600342	No	Wangdue Dzongkhag
83	Gangtey Monastery	Wangduephodrang	90.16451879	27.48451639	No	Wangdue Dzongkhag
84	Trongsa Dzong	Trongsa	90.504981	27.49973634	No	Trongsa Dzongkhag
85	Jangbi campsite	Trongsa	90.58774696	27.29508581	No	Trongsa Dzongkhag/Campsite manager
86	Choeje Drak Monastery	Bumthang	90.68676369	27.53388395	No	Bumthang Dzongkhag
87	Kurjey Lhakhang	Bumthang	90.73100415	27.5878395	No	Bumthang Dzongkhag
88	Jakar Dzong	Bumthang	90.74277302	27.54933661	No	Bumthang Dzongkhag
89	Jamphel Lhakhang	Bumthang	90.73285292	27.57543398	No	Bumthang Dzongkhag
90	Dhur Hot spring	Bumthang	90.49582475	27.81669477	No	Bumthang Dzongkhag
91	Yangnyer Dorjidhen Chorten	Trashigang	91.52245752	27.36045739	No	Trashigang Dzongkhag
92	Sakteng	Trashigang	91.91730159	27.40138532	No	Trashigang Dzongkhag
93	Yonphula Lhakhang	Trashigang	91.51344021	27.27458732	No	Trashigang Dzongkhag
94	Devitar (Birding site)	Dagana	89.747154	26.74780126	No	Dagana Dzongkhag
95	Dorjiphu Hike	Dagana	89.89189365	26.76210617	No	Dagana Dzongkhag
96	Rinchen Bumpa	Lhuentse	91.09827822	27.86997093	No	Department of Tourism/Rinchen Bumpa Lhakhag









97	Khouchung Lhakhang	Lhuentse	91.12576008	27.77001532	No	Department of Tourism/Khouchung Lhakhang
98	Ney Hot spring	Lhuentse	90.97445933	27.83194502	No	Lhuentse Dzongkhag
99	Khamphug Ney	Lhuentse	91.10279977	27.83689228	No	Lhuentse Dzongkhag
100	Dungkar Viewpoint	Lhuentse	91.09232585	27.80510955	Yes	Lhuentse Dzongkhag
101	Phuningla Lhakhang	Lhuentse	91.27348306	27.51133549	No	Lhuentse Dzongkhag
102	Takila	Lhuentse	91.18123258	27.60039679	No	Lhuentse Dzongkhag
103	Dungkhar Goenpa	Pemagatshel	91.43184452	26.97932859	No	Pemagatshel Dzongkhag
104	Lotus valley trek 1	Pemagatshel	91.45589092	27.0184593	No	Pemagatshel Dzongkhag
105	Lotus valley trek 2	Pemagatshel	91.45559961	27.00695609	No	Pemagatshel Dzongkhag
106	Gelephu Hot spring	Sarpang	90.51209174	26.94729751	No	Sarpang Dzongkhag
107	Duenmang Hot spring	Zhemgang	90.81244713	27.0457687	No	Zhemgang Dzongkhag

