

## Terms of Reference (TOR)

For

### Conducting E-waste Audit and Survey of Stakeholders Across E-waste Management Value Chain in Pune under the ‘Green Byte Pune’ Project

<p><b>Summary</b></p>	<p>Pune ranks among the top eight Indian cities contributing to the nation's E-waste.<sup>1</sup> A 2016 report by the Pune Municipal Corporation (PMC) shows that the city generated about 16,425 tonnes of E-waste per annum.<sup>2</sup> However, the city does not have any recent data on E-waste generation and its value chain (especially the informal sector) within the city limits. Despite various initiatives of PMC on e-waste management, it is evident that the city is only able to collect 10% of E-waste.<sup>3</sup> and large amounts of waste are still collected and recycled by the unauthorized collectors and recyclers. The unregulated nature of E-waste management poses serious environmental, health, and social risks.</p> <p>In the context, to build a sustainable and efficient E-waste management system in Pune city, ICLEI- Local Governments for Sustainability South Asia, with the support of Mercedes-Benz Research and Development India (MBRDI), is implementing a project titled “Green Byte Pune.” As part of this project, a comprehensive assessment of E-waste generation needs to be conducted, and its flow across the value chain needs to be established. This is imperative to strengthen the E-waste management system and enhance its transparency and monitoring.</p> <p>In order to undertake this robust assessment, detailed E-waste, inventorisation, quantification, and brand audit surveys at large retailers, residential, and other categories of consumers (including bulk consumers), and other businesses through rounds of interviews and FGDs with other stakeholders need to be conducted. The objective is to generate a robust, city-level inventory of EEE (<b>Electrical and Electronic Equipment</b>), E-waste quantities, flows, and brand-wise contributions.</p> <p>In this context, ICLEI South Asia intends to hire a qualified survey/research/consulting agency to conduct surveys and E-waste audits among households, large retailers, bulk consumers, dismantlers, recyclers, refurbishers, and other relevant formal and informal stakeholders across Pune city.</p>
<p><b>Description of the assignment, expected outputs</b></p>	<p>The scope of work is as follows.</p> <ul style="list-style-type: none"> <li>• The winning bidder will collect data and conduct interviews with the following to obtain the inventory of EEE placed in the</li> </ul>

<sup>1</sup> <https://indianexpress.com/article/cities/pune/people-are-still-stuck-on-making-profit-out-of-e-waste-6110854/>

<sup>2</sup> <https://www.wisein.org/wp-content/uploads/Enabling-Circular-Economy-for-E-waste-in-Pune-City.pdf>

<sup>3</sup> <https://indianexpress.com/article/cities/pune/it-sector-pune-e-waste-recycling-informal-channels-9706024/>

	<p>market, brand identification, market channel, and EPR mechanisms deployed</p> <ul style="list-style-type: none"> <li>• Selected producers, distributors, large retailers, including E-retailers (upto 50 retailers)</li> <li>• The winning bidder will conduct a door-step questionnaire survey to quantify Electronic and Electrical Equipment (EEE) usage, and understand procurement, management, and disposal behaviour among the following on sampling basis. The sample size includes 1000 households and upto 50 non-residential users <ul style="list-style-type: none"> <li>• Residential consumers (HIG, MIG, LIG),</li> <li>• Non-residential consumers, including bulk consumers (institutions, offices, commercial and industrial establishments),</li> <li>• Other relevant businesses handling electrical and electronic equipment in Pune city.</li> </ul> </li> <li>• The selected bidder will carry out a monthly waste audit of Waste Electrical and Electronic Equipment (WEEE) for six (6) months to quantify E-waste generation and conduct a brand audit among the following on sampling basis. The sample size includes 300 households and upto 50 non-residential users. <ul style="list-style-type: none"> <li>• Residential consumers (HIG, MIG, LIG),</li> <li>• Non-residential consumers including bulk consumers (institutions, offices, commercial and industrial establishments),</li> <li>• Other relevant businesses handling electrical and electronic equipment in Pune city.</li> </ul> </li> <li>• They need to identify brands based on logo, product labels and bills available with the consumers.</li> <li>• The winning bidder will be responsible for conducting Key Informants' Interview (KII) and Focus Group Discussions (FGDs) with the selected formal and informal actors involved in E-waste management, including the following actors. The sample size includes upto 50 entities. <ul style="list-style-type: none"> <li>• Collectors (both formal and informal)</li> <li>• Refurbishers</li> <li>• Dismantlers (both formal and informal)</li> <li>• Recyclers (both formal and informal)</li> </ul> </li> <li>• The selected agency needs to comply with the detailed sampling strategy, sample size plan (by category), and survey schedule provided by ICLEI South Asia. The plan will ensure spatially distributed coverage of stakeholders across Pune city.</li> <li>• They need to use the structured questionnaires provided by ICLEI SA to capture the intended information.</li> <li>• The survey and audit will be held under the supervision/guidance of ICLEI South Asia and PMC; the winning bidder will be responsible for deploying adequately qualified and experienced enumerators, and for all logistics related to field data collection.</li> </ul>
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	<ul style="list-style-type: none"> <li>• In case of any issues with data quality (e.g. inconsistencies, significant gaps, or limited response for critical variables), ICLEI South Asia can ask for re-visits or re-surveys for selected respondents or strata, and the winning bidder will carry out such re-visits / re-surveys without any extra charges.</li> <li>• The winning bidder will undertake data entry, cleaning, validation, and preparation of a master dataset (with codebook), along with qualitative inputs received from respondents by category of producers, consumers, other stakeholders, and also based on equipment type and brand.</li> <li>• The winning bidder will coordinate with ICLEI South Asia’s project team regularly so that the dataset structure is compatible with the project requirements.</li> </ul>
<p><b>Concrete deliverables expected</b></p>	<ol style="list-style-type: none"> <li>1. Cleaned, tabulated, and validated master dataset for all surveyed respondents, in Excel/CSV format, with: <ul style="list-style-type: none"> <li>• Variable labels and coding,</li> <li>• Unique identifiers,</li> <li>• Geographical markers as applicable</li> </ul> </li> <li>2. Collated and cleaned inputs received from KIIs and FGDs in Word format</li> <li>3. The survey dataset should capture both quantitative data and qualitative inputs received from different stakeholders including <ul style="list-style-type: none"> <li>• EEE usage and WEEE generation by key product category and brand-wise contribution, and consumer type</li> <li>• Market placement of EEE, market channel and EPR modalities</li> <li>• EEE procurement, WEEE management and disposal channels and practices</li> </ul> </li> <li>4. Collated and cleaned secondary database on products placed on market received from producers</li> <li>5. The bidder shall provide clear photos of surveys and focus group discussions as documentation proof.</li> <li>6. Field survey report summarising coverage (planned vs actual), challenges, deviations, and mitigation measures</li> </ol>
<p><b>Location and Time Period</b></p>	<p><b>Location:</b> Pune, Maharashtra, India</p> <p><b>Deadlines:</b></p> <ul style="list-style-type: none"> <li>• TOR prepared and published: 24th February 2026</li> <li>• Last date to apply 15<sup>th</sup> March 2026</li> <li>• Identification and hiring of Consultant/organisation 20<sup>th</sup> March 2026</li> </ul>

	<ul style="list-style-type: none"> <li>• Completion and finalisation of all KIIs, Questionnaire, and FGDs by 15<sup>th</sup> May 2026.</li> <li>• Submission of KIIs, Questionnaire, and FGDs data by 20<sup>th</sup> May 2026.</li> <li>• Submission of E- waste quantification and brand audit survey data for six months.</li> <li>• The winning bidder will submit clean and collated datasets and field reports monthly within one (1) week of the preceding month, i.e. 1 dataset and 1 field report for each month.</li> <li>• Final dataset and survey report submission (incorporating any requirement of re-survey, correction, comments from ICLEI South Asia) within a maximum of two (2) weeks from the end of field data collection, and in any case, no later than 15 September 2026.</li> </ul>
<p><b>Payment schedule</b></p>	<ul style="list-style-type: none"> <li>• 10% of the total contract value on the signing of the work order and submission of the invoice.</li> <li>• 20% on completion of training, pre-test, and commencement of full-scale field data collection, as certified by ICLEI South Asia.</li> <li>• 50% on completion of field data collection and submission of the cleaned master dataset with basic tabulations.</li> <li>• 20% on satisfactory submission of the final survey report and datasets, including addressing any queries and carrying out any agreed re-visits / re-surveys.</li> </ul>
<p><b>Time frame</b></p>	<ul style="list-style-type: none"> <li>• Immediate recruitment</li> <li>• First monthly dataset and report: within 7 days of 1<sup>st</sup> month completion</li> <li>• Second monthly dataset and report: within 7 days of 2<sup>nd</sup> month completion</li> <li>• Third monthly dataset and report: within 7 days of 3<sup>rd</sup> month completion</li> <li>• Fourth monthly dataset and report: within 7 days of 4<sup>th</sup> month completion</li> <li>• Fifth monthly dataset and report: within 7 days of 5<sup>th</sup> month completion</li> <li>• Sixth monthly dataset and report: within 7 days of 6<sup>th</sup> month completion</li> <li>• Completion of survey: by end of 6 months</li> <li>• Submission of final dataset and survey report: within 15 days of 6 months completion</li> </ul>
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## Annexure I: Bidders' Eligibility Criteria and List of Required Documents

### **Bidder Eligibility Criteria**

- Technical requirements
  - Survey/research/consulting organisations with experience in large-scale field surveys in urban areas.
  - Demonstrated experience in municipal solid waste / e-waste surveys in India (prior work with municipal bodies will be an added advantage).
  - Capacity to conduct digital data collection and cleaning.
- Financial requirements
  - Valid GST registration (for firms).
  - Registration with the Income Tax department and submission of IT returns / certificates for the last three financial years (for firms).
  - For individual bidders (if allowed), a valid PAN, and IT return / declaration for the last three financial years.
  - Documents to be submitted by participating bidders
- Technical Bid:
  - Organisational profile, including registration documents and GST/PAN details as applicable.
  - Evidence of experience on assignments of a similar nature (brief description, client, duration, contract amount, role).
  - Detailed approach and methodology for undertaking the current assignment
  - Team composition with CVs of key experts (Team Leader, Field Supervisors, Field Assistants, etc.).
  - Workplan with timeline. The bidder shall assess the human resource requirements to undertake the assignment strictly following the time period indicated in the TOR.
  - Proposals must be duly signed by the authorised representative on each page and stamped as applicable, with supporting Power of Attorney / Board Resolution.
- Financial Bid:
  - Financial proposal in INR, including cost per sampled respondent and total cost, inclusive of all costs and taxes (including fieldwork, travel, logistics, data processing, and reporting).
  - The total amount indicated in the financial bid shall be without any condition attached or subject to any assumption, and shall be final and binding. In case

any assumption or condition is indicated in the financial bid, it shall be considered non-responsive and liable to be rejected.

- In case of any discrepancy between the amount quoted in figures and words, the amount quoted in words will be considered for evaluation purposes.
- Copy of valid PAN and registration papers of the firm.
- Failure to provide the above documents may result in disqualification. Original documents must be produced for verification if requested by ICLEI South Asia.

### **Bid Submission**

- The ToR shall be downloaded free of cost from the ICLEI South Asia website.
- Bids shall be submitted via email to the specified email ID by the stated deadline.

Please note:

- a) The bidder shall be acquainted with the work and working conditions at the site and locality. No claim shall be entertained on this issue after the bid has been submitted.
- b) All or any accessories/consumables/items required for satisfactory commissioning of the study/work shall be deemed to be included in the contract and shall be provided by the bidder without extra charges
- c) The bidder shall follow ethical protocols such as taking informed consent during data collection, maintaining confidentiality of the respondents and surveyed database, and shall not disclose the survey findings without taking written consent from ICLEI South Asia.

*Failure to comply with or provide the above-listed items in the Technical Proposal may result in disqualification. The bidder shall produce original documents for cross verification as and when requested by ICLEI South Asia. Each page of all the documents mentioned above, as well as technical and price bid documents, shall be duly signed by the bidder.*

## Annexure II: Contract Terms

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### **1 Specific conditions of contract**

#### **1.1 Contractor to study conditions:**

- The bidder shall be deemed to have carefully examined the work and site conditions. In this regard, he/she will be given the necessary information to the best of ICLEI South Asia's knowledge, but without any guarantee of it.
- If he/she shall have any doubt as to the meaning of any portions of these general contract terms, or the scope of the work, or any other matter concerning the contract, he/she shall in good time, before submitting his tender, set forth the particulars thereof and submit them to the point of contact, as given in this TOR, by email in order that such doubts may be clarified authoritatively before tendering. Once a tender is submitted, the matter will be decided according to the tender conditions in the absence of such an authentic pre-clarification.

### **2 General conditions of contract**

- 2.1 The bidder shall address all aspects of the proposed outputs and deliverables mentioned in this TOR
- 2.2 The comments and suggestions provided by the bidder on the TOR are not binding and shall not affect the financial proposal
- 2.3 It should be noted that the project is being implemented by ICLEI South Asia and hence instructions to bidders will be given by ICLEI South Asia. ICLEI South Asia will be overall in charge of all the works that would be executed under the present scope of work

### **3 Tender Evaluation & Bid Assessment**

- 3.1 The bids received will be scrutinized and evaluated by ICLEI South Asia. The decision shall be informed to the winning bidder only.

### **4 Award of contract:**

- 4.1 Detailed Work Order will be issued to the winning bidder within 1 day of announcing the winning bidder
- 4.2 The winning bidder is to forward the signed work order to ICLEI SA at the earliest, or not more than three (3) days after the issue of the work order
- 4.3 In case the winning bidder fails to indicate its intent to undertake the said work within the stipulated time of three (3) days and observe the formalities as above, the Letter of Intent will be cancelled, and the next bidder will be finalised by ICLEI South Asia.

### **5 Compensation for delay**

- 5.1 Time is the essence of the contract, and as such, all works shall be completed within the time stipulated in the contract/ work order
- 5.2 If the bidder, without reasonable cause or valid reasons, commits default in commencing the work within the aforesaid time limit, ICLEI South Asia shall without prejudice to any other right or remedy, be at liberty, by giving 15 days' notice in writing to the contractor to

commence the work, to forfeit the balance payment depending on the status of work, and to cancel the Work Order.

## **6 Confidentiality**

The bidder shall follow ethical protocols, such as taking informed consent during data collection. The bidder shall maintain strict confidentiality of all respondents, information, data, and documents received during the course of the assignment and shall not disclose the same to any third party. The database collected through the survey will be the intellectual property of ICLEI South Asia.

## **7 Extension of date of completion**

On occurrences of any events causing delay as stated hereunder, the bidder shall intimate immediately in writing to ICLEI South Asia-

### **7.1 Force Majeure:**

- Natural phenomena, including but not limited to abnormally bad weather, unprecedented flood and draught, earthquakes & epidemics.
- Political upheaval, strikes, lockouts, acts of any Government (domestic/foreign) including but not limited to war, properties, and quarantine embargoes.

*Please note that this clause will only account if event occurs during data collection/ site visit/ city visit period.*

## **8 Materials/Appliance at site**

- 8.1 ICLEI South Asia does not undertake any responsibility for supply of any materials/ equipment/ appliance/ tool for site analysis to the bidder
- 8.2 All materials/ equipment/ tools brought to site by the bidder shall be the responsibility of the bidder. ICLEI South Asia shall extend help as and when approached by the bidder to keep any materials/ equipment/ appliance/ tool, however not liable for any loss, theft or damage due to fire or other cause, the responsibility for which shall lie entirely on the bidder.

## **9 Final Inspection**

- 9.1 ICLEI South Asia team shall make final inspection of all deliverables included in the contract/work order, or any portion thereof, or any completed database forming part of the work of the contract, as soon as practicable after notification by the bidder that the work is completed and ready for acceptance.
- 9.2 Upon such inspection, ICLEI South Asia shall inform the bidder in writing as to the particular concerns to be remedied before final acceptance can be made.