

**FILE NO. 180–ITPO/ SGM/2024-25/01 Dated: 10.12.2024**  
**INDIA TRADE PROMOTION ORGANISATION**

**Date: 02.01.2025**

**Sub:** Selection of Facility Manager for providing Facility Management Services in Convention Centre, Hall 1, Hall 14 and Admin Block at Bharat Mandapam, New Delhi

***PRE-BID QUERIES –RESPONSE***

<b>Serial No</b>	<b>Bidding Document Reference(s) (section number)</b>	<b>Content of RFP requiring Clarification</b>	<b>Points of clarification required</b>	<b>Replies</b>
1	Clause No 4.3 Earnest Money deposit	Bidders shall submit, along with their Bids, EMD amount mentioned in the Data Sheet in the form of Demand Draft or Bank Guarantee issued by any nationalized bank in Favor of ITPO and should be valid for a period of 90 days beyond the Bid Validity Period (Refer Data Sheet).	Since EMD is acceptable in the form of bank Guarantee as mentioned in page no 14 of the tender document. Here we request you provide the Bank Guarantee format to enable us to submit the same.	Bidders shall submit, along with their Bids, EMD amount mentioned in the Data Sheet in the form of Demand Draft or <b>Bank Guarantee issued by any nationalized bank or commercial schedule bank in the prescribed format in Favour of ITPO and should be valid for a period of 90 days.</b> Format is enclosed as Annexure-13  <b>(Refer Corrigendum)</b>

2	Clause No. 5.1 (Point no. 1) Eligibility Criterion	<p><b>Qualification Required:</b></p> <p>I. Should be a company registered under the provisions of the Companies Act, 1882/1956/2013.</p> <p>II. Registered with the Income Tax Authorities</p> <p>III. Registered with GST Should have been in existence for at least 10 (ten) years.</p> <p>Please note that consortium is Prohibited</p> <p><b>Documentary Evidence:</b></p> <p>I. Copy of certificate of incorporation along with name change if any.</p> <p>II. Copy of PAN Card</p> <p>III. Copy of GST registration</p> <p>Certificate All above should be certified by Statutory Auditor/ Chartered Accountant.</p>	<p>Page no. 26 Point no.1 states that Incorporation Certificate, PAN and GST Certificates are issued by the Concerned Govt. Departments, therefore we request you to remove the condition of getting these certified by the Statutory Auditor.</p>	<p><b>Qualification Required:</b></p> <table><tr><td>I.</td><td>Should be a company registered under the provisions of the Companies Act, 1882/1956/2013 <b><u>Documentary Evidence</u></b> Copy of certificate of incorporation along with name change if any.</td></tr><tr><td>II.</td><td>Registered with the Income Tax Authorities <b><u>Documentary Evidence</u></b> Copy of PAN Card</td></tr><tr><td>III.</td><td>Registered with GST <b><u>Documentary Evidence</u></b> Copy of GST registration</td></tr><tr><td>IV.</td><td>Company should have been in existence for at least 10 (ten) years. <b><u>Documentary Evidence</u></b> Copy of Incorporation Certificate</td></tr></table> <p><b>Please note that consortium is Prohibited. (Refer Corrigendum)</b></p>	I.	Should be a company registered under the provisions of the Companies Act, 1882/1956/2013 <b><u>Documentary Evidence</u></b> Copy of certificate of incorporation along with name change if any.	II.	Registered with the Income Tax Authorities <b><u>Documentary Evidence</u></b> Copy of PAN Card	III.	Registered with GST <b><u>Documentary Evidence</u></b> Copy of GST registration	IV.	Company should have been in existence for at least 10 (ten) years. <b><u>Documentary Evidence</u></b> Copy of Incorporation Certificate
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3	Clause No. 5.1 (Point no. 1) Eligibility Criterion	<p><b>Qualification Required:</b> The Bidder should not have been blacklisted or made ineligible by the Government of India and Central Public Sector Units from participating in future bids due to unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or any other reasons, as on date of submission of the Proposal.</p> <p><b>Documentary Evidence:</b> Certificate duly signed by an authorized signatory of the Bidder as per <b>Annexure-12</b> with para “We further declare and confirm that we have never been debarred/blacklisted by ITPO or any Govt Department/PSU pursuant to any business activity undertaken with them.”</p>	<p>Page no. 26, Point no 4 states that The Bidder should not have been blacklisted or made ineligible by the Government of India and Central Public Sector Units from participating in future bids due to unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or any other reasons, as on date of submission of the Proposal. Whereas Annexure 12 mentioned on page no 205 has different language for the same stating the bidder need to declare and confirm that they have <b>never been debarred/ blacklisted</b> by ITPO or any Govt. Department/PSU pursuant to any business activity undertaken with them. Here we request you to make necessary amendments in Annexure 12 and accept the as no date undertaking instead of never been.</p>	<p><b>Page no. 26, point no 4</b> <b>Qualification Required:</b> <b>The Bidder as on date is not blacklisted or debarred by any Government of India department, Central public sector Enterprises (CPSE), nor is under investigation or facing any proceedings that could result in such blacklisting or debarment.</b></p> <p><b>Documentary Evidence:</b> Certificate duly signed by an authorized signatory of the Bidder as per <b>Annexure-12 with para</b></p> <p><b>Annexure 12 page no 204</b> “We further declare and confirm that as on date we are <b>not blacklisted or debarred by any Government of India department, Central public sector Enterprises (CPSE), nor we are under investigation or facing any proceedings that could result in such blacklisting or debarment.</b>”</p> <p><b>(Refer Corrigendum)</b></p>
4	Clause No. 5.1 (Point no. 1) Eligibility Criterion		<p><b>Eligibility Criteria</b> The Bidder should not have been blacklisted or made ineligible by the Government of India and Central Public Sector Units from participating in future bids due to unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or any other reasons, as on date of submission of the Proposal.</p> <p>Request you to please clarify on Government of India - will this be for the Central Government of India only?</p>	

5	<b>Clause No-5.1 (Point no. 5a-I) Eligibility Criterion</b>	<p><b>Qualification Required:</b> (5ai) Bidders must satisfy the following conditions:</p> <p><b>Facility Management Services:</b> Bidders must demonstrate a minimum experience of any 3 of last 5 years (FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23, FY 2023-24) in facility management services in India {As per financial threshold defined in Clause 5a(ii)} to include —</p> <p><b>Mandatory experience covering: -</b></p> <ul style="list-style-type: none"> <li>• Janitorial/housekeeping services in premium venues.</li> <li>• Parking management. {As perscope defined in Clause 5b}</li> <li>• Security and surveillance.</li> </ul> <p>Note 1: - The above experience/s should be within a period of last 5 years till the date of publication of tender.</p> <p>Note 2: - Premium venues is defined as under: -</p>	<p>Page no. 27. Point A Considering Bharat Mandapam a VVIP Events Venue where Honourable PM and MPs are visiting 5-10 times in a year but Department is not considering the venues where they are working on regular basis, such as President House, Parliament House Complex, Prime Minister House and Office, Vice President House. Here we request you to consider above maintained work experience also in the eligibility criteria. We also wish to mention that Department is considering experience of Exhibition Centre/Corporate Parks, Airports etc. Here we request you to consider the work order/ work experience of Multistorey State and Central Govt. Office Buildings as well as Bus Terminals and Hospitals having heavy footfall as the same is accepted in other tenders published by ITPO.</p>	<p><b>Page no. 27, point no 5a</b> <b>Qualification Required:</b> (5ai) Bidders must satisfy the following conditions:</p> <p><b>Facility Management Services:</b> Bidders must demonstrate a minimum experience of any 3 of last 5 years (FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23, FY 2023-24) in facility management services in India {As per financial threshold defined in Clause 5a(ii)} to include —</p> <p><b>Mandatory experience covering: -</b></p> <ul style="list-style-type: none"> <li>• Janitorial/housekeeping services in premium venues.</li> <li>• Parking management. {As perscope defined in Clause 5b}</li> <li>• Security and surveillance.</li> </ul> <p>Note 1: - The above experience/s should be within a period of last 5 years till the date of publication of tender.</p> <p>Note 2: - Premium venues is defined as under: -</p> <ul style="list-style-type: none"> <li>• International Exhibition/Convention Centres/ Corporate Parks/Industrial Parks with a super built-up area exceeding 1,00,000 (one lakh) square meters, OR</li> <li>• International Airports with an annual passenger traffic of more than 2, crore (2,00,00,000) per year, OR</li> <li>• 5-star Hotels with a minimum of 100 rooms accredited by Ministry of Tourism, Govt of India.</li> </ul> <p><b>Documentary Evidence:</b> Proof of Performance to be provided as per the format given in <b>Annexure 4.</b></p> <p>The contract/ work order should be in the name of bidder / 100% Owned subsidiary company.</p> <p><b>(Refer Corrigendum)</b></p>
6	<b>Clause No-5.1 (Point no. 5a-I) Eligibility Criterion</b>	<ul style="list-style-type: none"> <li>• International Exhibition/Convention Centres/Corporate Parks/Industrial Parks with a built-up area exceeding 1,00,000 (one lakh) square meters,</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• Corporate Parks / Industrial Parks with a built-up area exceeding 5,00,000 (five lakh) square meters,</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• International Airports with an annual passenger traffic of more than 2, crore (2,00,00,000) per year,</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• 5-star Hotels with a minimum of 100 rooms accredited by Ministry of Tourism, Govt of India.</li> </ul>	<p>Clarify and modify the premium venue area requirements. Specifically, we seek advice on whether the requirement to have experience in maintaining 1,00,000 (one lakh) square meters for premium venues can be consistently applied. As the RFP mentions two different thresholds areas for the same category. Kindly refer the below RFP criteria for premium venues:</p> <p>a. International Exhibition/Convention Centres/ Corporate Parks/Industrial Parks with a built-up area exceeding 1,00,000 (one lakh) square meters,</p> <p>OR</p> <p>b. Corporate Parks / Industrial Parks with a built-up area exceeding 5,00,000 (five lakh) square meters,</p>	

7	<b>Clause No-5.1 (Point no. 5a-I) Eligibility Criterion</b>	<p><b>Documentary Evidence:</b> Proof of Performance to be provided as per the format given in <b>Annexure 4.</b></p> <p>The contract/ work order should be in the name of bidder / 100% Owned subsidiary company.</p>	<p>The unit of reference in the eligibility criteria for the past experience is mentioned in sqm tr. We believe this should be in sqft as the proposed scale in sqm tr. Shall be limiting a lot of premium developments across India. We propose exhibition centres exceeding 5 lac sqft and for corporate parks exceeding 10 lac sqft.</p>	
8	<b>Clause No-5.1 (Point no. 5a-II ) Eligibility Criterion</b>	<p><b>Qualification Required:</b> <b>5a.(ii) Financial and Project Scale Requirements:</b> The bidder must meet one of the following: financial thresholds based on completed/ongoing projects:</p> <ul style="list-style-type: none"> <li>• Three (3) Property Management Service works, each with an annual contract value of at least ₹10 crore,</li> <li>OR</li> <li>• Two (2) Property Management Service works, each with an annual contract value of at least ₹15 crore,</li> <li>OR</li> <li>• One (1) Property Management Services work with an annual contract value of at least ₹30 crore</li> </ul> <p><b>Documentary Evidence:</b> Proof of Performance to be provided as per the format given in <b>Annexure 4.</b> The contract/ work order should be in the name of bidder / 100% Owned subsidiary company.</p>	<p>Page no 28 point no 5a (ii) requires experience in Property Management Services Works, here we request you to clarify the what is the understanding of the Department under property management. The tender is called for providing facility management services, therefore work order/ work experience of FMS should also be accepted by the Department.</p>	<p><b><u>Page no 28, Para 5a.(ii)</u></b></p> <p><b><u>Qualification Required:</u></b> <b>5a.(ii) Financial and Project Scale Requirements:</b> The bidder must meet one of the following: financial thresholds based on completed/ongoing projects:</p> <ul style="list-style-type: none"> <li>• Three (3) <b>Facility Management Service</b> works, each with an annual contract value of at least ₹10 crore,</li> <li>OR</li> <li>• Two (2) <b>Facility Management Service</b> works, each with an annual contract value of at least ₹15 crore,</li> <li>OR</li> <li>• One (1) <b>Facility Management Service</b> work with an annual contract value of at least <b>₹20 crore</b></li> </ul> <p><b>Documentary Evidence:</b> Proof of Performance to be provided as per the format given in <b>Annexure 4.</b> The contract/ work order should be in the name of bidder / 100% Owned subsidiary company.</p> <p><b>(Refer Corrigendum)</b></p>

9	<p><b>Clause No-5.1 (Point no. 5b ) Eligibility Criterion</b></p>	<p><b>Qualification Required:</b> The Bidder should have experience in Managing of at least 3 (no.) parking operations for minimum 1,000 car parks in a single project. OR The Bidder should have experience in Managing of at least 1 parking operations for minimum 3,000 car parks in a single project. <i>Projects used for experience can be used for this criterion also. Further the experience should be within last 3 Financial Years (FY 2021-22, FY 2022-23, FY 2023-24) based on completed or ongoing project.</i> <b>Documentary Evidence:</b> Proof of Performance statement with the (1) list of names of the project. (2) Annual Work orders. (3) Project Completion report as per the format given in this RFP at <b>Annexure 4.</b> In case the breakup of the parking area is not available in the work order/contract, then a duly notarized self-certificate may be provided.</p>	<p>Page no 28 point no 5b states that bidder need to submit experience of parking management. Here bidder needs to submit the work FMS work experience having all the mentioned services in single contract or parking management contract separately. Request you to provide clarity on the same as the name of work suggests, FMS (Facility Management Services) which includes various services like parking management, property management, housekeeping, and security services.</p>	<p><b><u>Page no 28, Para 5b</u></b> <b>Qualification Required:</b> The Bidder should have experience in Managing of at least 3 (no.) parking operations for minimum 1,000 car parks in a single project. OR The Bidder should have experience in Managing of at least 1 parking operations for minimum 3,000 car parks in a single project. <i>Projects used for experience can be used for this criterion also. Further the experience should be within last 3 Financial Years (FY 2021-22, FY 2022-23, FY 2023-24) based on completed or ongoing project.</i>  <b>The bidder seeking to meet the experience criteria outlined in paragraph 5(b) may provide independent work experience related to parking management.</b>  <b>Documentary Evidence:</b> Proof of Performance statement with the: (1) list of names of the project. (2) Annual Work orders. (3) Project Completion report as per the format given in this RFP at <b>Annexure 4.</b> <b>(4) In case the bidder is submitting parking management services separately document referred in ser. No. 1,2, 3 above to be submitted for the same.</b> In case the breakup of the parking area is not available in the work order/contract, then a duly notarized self-certificate may be provided.  <b>(Refer Corrigendum)</b></p>
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10	<b>Clause No-6.23.9</b> <b>Scope of work:</b> Education and experience qualifications of required requisite staff for Facility Management	Education and experience qualifications required for Janitor as 10 <sup>th</sup> pass and 5+ years' experience in housekeeping field. And for Machine Operator as ITI in the relevant field and 10+ years' experience in housekeeping field.	Page no 72 Educational qualification, here we request you to reduce the educational qualification requirement of Janitor as 10 <sup>th</sup> pass Janitor will come under Semi-Skilled category and ITI Machine Operator will come under Highly Skilled Category and arranging the manpower with mentioned educational qualification will increase the cost of work also it difficult to arrange. Therefore, we request you to accept the deployment for these two categories with relevant experience only. If amendment in the above category is not acceptable by the department, request you to specify the wage rates applicable for the said category.	<table><tr><th colspan="4">Housekeeping Service</th></tr><tr><td>1</td><td>Supervisor</td><td>12<sup>th</sup> Pass</td><td>10+ years' experience in housekeeping field</td></tr><tr><td>2</td><td>Janitor</td><td>8<sup>th</sup> Pass</td><td>5+ years' experience in housekeeping field</td></tr><tr><td>3</td><td>Machine Operator</td><td>10<sup>th</sup> Pass/ ITI in the relevant field</td><td>10+ years' experience in housekeeping field</td></tr></table> <b>(Refer Corrigendum)</b>	Housekeeping Service				1	Supervisor	12 <sup>th</sup> Pass	10+ years' experience in housekeeping field	2	Janitor	8 <sup>th</sup> Pass	5+ years' experience in housekeeping field	3	Machine Operator	10 <sup>th</sup> Pass/ ITI in the relevant field	10+ years' experience in housekeeping field
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11	Page No. 204:	<b><u>Annexure-12:</u></b> <b>Letter of Undertaking for Blacklist</b> We declare that there is no pending, active, previous or threatened litigation against us in relation to or in connection with the operation ofthe Facility Management being run by us across India or anywhere else that (i) Materially affects our subsistence; or (ii) Would prevent us from making the Proposal or executing the Service Agreement and fulfilling the terms and conditions of the same in the event that we are the Successful Bidder.	Page no. 205 states that bidder need to declare that there is no pending, active, previous or threatened litigation against us in relation to or in connection with the operation of the Facility Management being run by us across India or anywhere else. Here we request you to amend the lingual of undertaking considering the type of manpower involved in the required services as the prospective bidders must have one or two labour related case pending against them.	Partially agreed. <b>We declare that there is no case /Litigation that preventus from making the Proposal or executing the Service Agreement and fulfilling the terms and conditions of the same in the event that we are the Successful Bidder.</b>  <b>(Refer Corrigendum)</b>																
12	Clause 4.2 General Terms and Conditions of the RFP		Since Bharat Mandapam is a prestigious site where VVIP Events are organized regularly, we request you to avoid allowing the Joint Venture Participation and subletting of any required services mentioned in the tender.	<b>Please refer RFP. Clause no 9.18 Assignment and Subcontracting of draft agreement.</b> <b>No change.</b>																

13	<b>Clause No-5.1 (Sr. no.2 ) Eligibility Criterion</b>	<p><b>Qualification Required:</b> Minimum Average Annual Turnover of the bidder for any 3 of last 5 years (FY2019-20, FY 2020-21, FY 2021-22, FY2022-23, FY 2023-24) must exceed INR1000 Crore as gross turnover from operations in India and average annual turnover from Facility Management Services should exceed INR 100 Crore from operations in India respectively.</p> <p><b>Documentary Evidence:</b> Certificate from the chartered accountant. The details relating to the total financial turnover, financial turnover from facility management to be provided as per the format given in this RFP at Annexure 3</p>	<p>Reducing the Minimum Average Annual Turnover requirement from INR 1000 Crores to INR 500 Crores as gross turnover from operations in India for any 3 of the last 5 years (<a href="#">2019-20</a>, <a href="#">2020-21</a>, <a href="#">2021-22</a>, <a href="#">2022-23</a>, <a href="#">2023-24</a>), while maintaining the average annual turnover from Facility Management Services at INR 100 Crores.</p>	<p><b>Qualification Required:</b> Minimum Average Annual Turnover of the bidder for any 3 of last 5 years (FY2019-20, FY 2020-21, FY 2021-22, FY2022-23, FY 2023-24) must exceed <b>INR 500 Crore</b> as gross turnover from operations in India and average annual turnover from Facility Management Services should exceed INR 100 Crore from operations in India respectively.</p> <p><b>Documentary Evidence:</b> Certificate from the chartered accountant. The details relating to the total financial turnover, financial turnover from facility management to be provided as per the format given in this RFP at Annexure 3</p> <p><b>(Refer Corrigendum)</b></p>
14	<b>Clause No-5.1 (Sr. no. 2 ) Eligibility Criterion</b>	<p><b>Qualification Required:</b> Minimum Average Annual Turnover of the bidder for any 3 of last 5 years (FY2019-20, FY 2020-21, FY 2021-22, FY2022-23, FY 2023-24) must exceed INR1000 Crore as gross turnover from operations in India and average annual turnover from Facility Management Services should exceed INR 100 Crore from operations in India respectively.</p> <p><b>Documentary Evidence:</b> Certificate from the chartered accountant. The details relating to the total financial turnover, financial turnover from facility management to be provided as per the format given in this RFP at Annexure 3</p>	<p>Whether the turnover of all group companies/ entities of the bidding organization will be cumulative for each financial year to determine the Annual turnover.</p> <p>If so, whether the average turnover across the cumulative values for three years will be considered for evaluation.</p> <p>Finally, confirm if the cumulative or gross Turnover for the best three years must exceed Rs. 1,000 crore to meet the eligibility criteria.</p>	<p><b>As per RFP. No change</b></p> <p><b>As per RFP. No change</b></p> <p><b>For average annual turnover, please refer Corrigendum.</b></p>
15	<b>Clause no 6 Scope of the work</b>	<b>Refer page no 46</b>	Pest control BOQ & line item to be added in the commercial BOQ	<b>The scope of pest control services is inclusive in consumable items as described in clause no 6.17.2 (b) of scope of the work.</b>
16			Details on types of events along with the Participation for the last six months, it is required for the computation of HK Material,	<b>Information is commercial in nature.</b> HK Material, Chemicals & Toiletries (Consumables) will be inclusive of the manpower cost as per Table 3 <b>Format for</b>



			Chemicals & Toiletries.	<b>Financial Bid Part A to meet the service level performance.</b>
17			Please confirm no of events to be considered for next 3 years.	<b>Information is commercial in nature.</b>
18	Clause No 8 Payment schedule		We assume Material & Manpower for event will be paid additional by Bharat Mandapam.	<b>Please refer clause No. 8 Payment schedule</b>
19	Clause No 8 Payment schedule		Please confirm if any change in the MW or statutory compliance will be paid additional by Bharat Mandapam as per the government notification along with the management fees.	<b>Please refer clause No. 8.1 (iii) of Payment schedule</b>
20	Clause No 4 Instruction to Bidders		Please confirm if any specific brand to be considered for the uniform.	Uniform will be decided by the bidder with mutual consent of ITPO and best practices of the industries.
21	Clause No 8 Payment schedule		Price escalation is not mentioned in the RFP Y-O-Y.	The payment shall be made as per the actual deployment and the rates as quoted in the Financial Bid (Annexure 7 of the RFP). Quoted financial bid will be fixed for the duration of contract.
22	Clause No 8 Payment schedule		What will be the payment terms.	<b>Please refer clause No. 8 Payment schedule</b>
23	Clause no 9.15	Refer Page no 154	We assume the infrastructure & Space will be provided by Bharat Mandapam at free of cost for the Sodexo team at the site.	Facility Manager shall set up full working office including provision of electricity, drinking water and centralized air conditioning at the designated location/in the core and shell premises provided by ITPO for which no rentals shall be charged by ITPO.
24	<b>Clause 6.17.1.2</b>		Contractor All Risk insurance policy is not applicable for Property management services, it is applicable for Project management. Please clarify if the bidder can use Comprehensive General Liability Insurances instead of the same value?	<b>As per RFP. No change</b>

25	<b>Clause 6.3 Page 29</b>		Please clarify if AV scope is in the purview of the bidder?	<b>As per RFP. No change</b>
26	<b>Clause 6.16.2.b</b>		For green building certification, please clarify if ITPO will bear the cost of the certification process?	The Facility Manager shall manage, <b>monitor and record project specific data</b> for maintaining the GREEN BUILDING certifications
27	<b>Clause 6.21.1.b</b>		For technical inspection, ITPO needs to provide and define Technical manpower e.g Engineers/Technicians. However the BOQ does not contain the same. Please clarify on the point.	<b>As per RFP. No change</b>
28	<b>Clause 6.22</b>		Please clarify the scope of service provider for providing consumables for parking management. Also, please clarify if the service provider can choose to provide a completely cash less service for the paid parking services.	<b>All consumables will be part of financial bid. The service provider may propose the best practices in parking management system for subsequent approval of ITPO.</b>
29	<b>Clause 9.13.6</b>		As per labour laws, all manpower work for 6 days, hence please clarify is the 95% attendance is applicable on 26 days of working as per compliance? Also please clarify if the above excludes relievers and the total headcount given in the RFP includes relievers.	<b>Service provider shall ensure all labour law/compliances are adhered. Minimum 95% attendance shall be maintained in a month for all resource deployments.</b>