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**INDIA TRADE PROMOTION ORGANISATION PRAGATI BHAWAN, PRAGATI MAIDAN,
NEW DELHI**



REQUEST FOR PROPOSAL

**Selection of Service Provider for Food & Beverages Service Operations and Property
Management Services at IECC, Pragati Maidan, New Delhi**

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DISCLAIMER

- I. The information contained in this Request for Proposal (“RFP”), or any other information provided to the Bidders (defined hereinafter), whether verbally or in writing or in any other form, by or on behalf of Indian Trade Promotion Organisation (“ITPO”) and its employees or advisors is provided to the Bidders on the terms and conditions set out in the RFP and such other terms and conditions subject to which such information is provided. The information in the RFP is being provided for the limited purposes of enabling the Bidders to whom this document is issued to submit a Proposal (defined hereinafter) and for no other purpose. In no circumstances shall ITPO, or its Chairman and Managing Director (“CMD”), Executive Directors (“ED”), consultants, contractors, officers and/or employees incur any liability arising out of or in respect of the issue of this RFP, the contents hereof or the Bid Process (defined hereinafter).
- II. This RFP is being made available by ITPO to the Bidders on the terms set out in this RFP. The possession or use of this RFP in any manner contrary to any Applicable Laws or for any purpose other than as specified in this RFP is expressly prohibited. Bidders shall inform themselves of and shall observe any and all Applicable Laws. This RFP is issued upon an express understanding and agreement that the Bidders shall use it only for the purpose of preparing and submitting their Proposal and for no other purpose.
- III. This RFP includes statements which reflect various assumptions and assessments arrived at by ITPO and its advisors. Such assumptions, assessments, statements and any other information in this RFP do not purport to contain all the information that the Bidders, their directors, consultants, contractors, officers, employees, agents and/or advisors would desire or require in reaching a decision as to the submission of the Proposal. This RFP is a summary of available information and no reliance shall be placed on any information or statements contained herein, and no representation or warranty, expressed or implied, is or will be made in relation to such information and no liability is or will be accepted by ITPO, or its CMD, ED, consultants, contractors, officers and/or employees in relation to the accuracy, adequacy or completeness of such information or statements made, nor shall it be assumed that such information or statements shall remain unchanged.
- IV. The information in this RFP does not purport to be comprehensive or to have been independently verified. Nothing in this RFP shall be construed as legal, financial or tax advice. ITPO shall not be liable for any cost, expense, incurred by the Bidders in connection with the preparation of the Proposal. ITPO reserves the right to update, amend or supplement this RFP and/or any information contained herein at any time by notice, in writing, to the Bidders.
- V. Neither the information in this RFP nor any other written or verbal information, in relation to the process set out in the RFP for the award of Contract (defined hereinafter), is intended to form an agreement or the basis of or the invitation/inducement for any investment activity or any decision to enter into any contract or arrangement in relation to the award of the Contract and should not be relied on as such.
- VI. Nothing in this RFP is, nor shall be relied upon as, a promise or representation as to ITPO’s ultimate decision in relation to the award of the Contract or otherwise. The Bidders shall not, therefore, have the opportunity to revise their Proposal following submission, except as provided in this RFP. However, ITPO reserves the right to change the basis of or the procedures (including the Bid Process Schedule) relating to the selection process, reject any, or all, of the Proposal, not to invite Bidders to proceed further, not to furnish the Bidders with any additional information nor otherwise to negotiate with the Bidders in respect of the Contract.
- VII. The data, projections and other details contained in this RFP, including but not limited to those contained in Schedules hereto, are based on studies carried out by or on behalf of ITPO, the

ongoing development activities at Pragati Maidan and other factors, which may vary and/or may not remain valid. Nothing contained in this RFP shall be considered as an assurance, representation or guarantee of any amount of business or prospect of business. The Bidders are advised to undertake independent studies, investigations and analysis and to exercise due diligence and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in the RFP before relying on the data, projections and other details contained in this RFP or as may be provided by ITPO during the Bid Process and before submitting their respective Proposal in response to this RFP.

- VIII. No person other than officials authorized by ITPO to give any information or to make any representation not contained in this RFP and, if given or made, any such information or representation shall not be relied upon unless as having been so authorized.
- IX. Nothing contained in this RFP is, or shall be relied upon as, a representation of fact or promise as to the future. Any summaries or descriptions of documents or contractual arrangements contained in any part of this RFP are only indicative and cannot be and are not intended to be comprehensive, nor any substitute for the underlying documentation (whether existing or to be concluded in the future) and are in all respects qualified in their entirety by reference to them.
- X. Before submitting the Proposal pursuant to this RFP, the Bidders shall conduct a careful examination and an independent evaluation of the Location(s) (defined hereinafter) at its own costs to determine the nature and extent of the difficulties, costs, risks and hazards that are likely to arise or may be faced by it at the Location in order to implement the Contract. In this regard, the Bidders are requested to study and exercise due diligence on their part, before submitting their Proposal.
- XI. The Bidders shall bear their own costs associated with or relating to the preparation and submission of their bids, including copying, postage, delivery charges and expenses associated with any demonstrations or presentations which may be required by ITPO, or any other costs incurred in connection with or relating to their bids. All such costs and expenses will be borne by Bidders, and ITPO and its employees and advisors will not be liable in any manner whatsoever for such costs and expenses, regardless of the conduct or outcome of the Bid Process
- XII. This RFP outlines ITPO's expectations in relation to the Proposal to be submitted by the Bidder. No legal or other obligation shall arise in ITPO's name unless and until the Service Agreement identified by ITPO has been formally and validly executed and any conditions to the effectiveness of such Service Agreement (defined hereinafter) have been fulfilled.
- XIII. Each Bidder must rely on the terms and conditions contained in any contract, when, and if, finally executed, subject to such limitations and restrictions which may be specified in such contract. Any reference to this RFP in any such contract or any correspondence between ITPO and the Bidder shall not be construed as this RFP forming part of such contract.
- XIV. The information given by ITPO to the Bidders herein in relation to the IECC Complex (defined hereinafter) is indicative and has been provided for reference only and ITPO does not affirm or confirm for the accuracy or correctness of such data. It is the responsibility of the Bidders to verify such information / data.
- XV. Each Bidder's acceptance of delivery of this RFP constitutes its agreement to, and of acceptance of, the terms set forth in this RFP. By acceptance of this RFP, the recipient agrees that this RFP and any information herewith supersedes document(s) or earlier information, if any, in relation to the subject matter hereof.
- XVI. ITPO may conduct the Bid Process as set out hereunder either by itself, or through or with the

assistance of one or more advisors and agencies. The Bidders' consent to ITPO sharing the Proposal and all other information as may be provided by the Bidder during the Bid Process and thereafter, with such advisors and agents. It is clarified that evaluation and selection of the Selected Bidder shall be made by ITPO at its sole discretion, and that ITPO shall not be bound by any opinions or observations of its advisors or agents.

- XVII. No extension of time shall be granted under any circumstances to any particular Bidder for submission of its Proposal including, but not limited to, on the grounds that the Bidder did not obtain a complete set of the RFP, or on any other ground(s), except as provided in this RFP.
- XVIII. Only the courts at New Delhi, India shall have exclusive jurisdiction to entertain, hold trial, and adjudicate upon any dispute in relation to the RFP, Bid Process or any other aspect in relation thereto.
- XIX. This RFP and all the entities participating in the Bid Process shall be governed by the laws of India, without having regard to the principles of conflict of laws.
- XX. The Bidder shall be wholly responsible for any statements/documents/ records, etc. submitted pursuant to this RFP and ensure accuracy thereof. ITPO or its employees shall accept no responsibility or liability for any deficiency that may be made by the bidder. Any false declaration made by the Bidder shall invite action as may be decided by ITPO including termination, debar, forfeiture of Bid Security and/or Security Deposit. The Bidder shall also indemnify ITPO and its employees from actions arising out of this RFP.

Capitalized terms used but not defined in this Disclaimer shall have the meaning ascribed to them in this RFP.

SECTION I: INSTRUCTIONS TO BIDDER

The Bidders are required to submit soft copies of their Proposals electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the Bidders on the CPP Portal, prepare their Proposals in accordance with the requirements and submitting their Proposals online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

Registration

Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL:<https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrollment” on the CPP Portal which is free of charge.

As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify /nCode/eMudhra etc.), with their profile.

Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.

Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.

Searching for Tender Documents

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
2. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.
3. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/ help from the Helpdesk.

Preparation of Bids

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the

bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Submission of Bids

1. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Bidder has to select the payment option as “offline” to pay the tender fee/ bid security as applicable and enter details of the instrument.
4. Bidder should prepare the bid security/ EMD as per the instructions specified in the tender document. The original should be submitted, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise, the uploaded bid will be rejected.
5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid/financial bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
6. The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
7. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system

generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys.

8. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
9. Upon the successful and timely submission of bids (i.e., after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
10. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

Assistance to Bidders

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

1 INTRODUCTION AND BACKGROUND

- 1.1 The India Trade Promotion Organisation ("**ITPO**"), the premier trade promotion agency of the Government of India ("**GoI**"), under the Ministry of Commerce and Industry, is committed to showcase excellence achieved by the country in diverse fields, especially, trade and commerce.
- 1.2 The main objective of the assignment is to assist the GoI to conduct smooth functioning of India's Presidency of the G20 Summit or any other events for a period of 16 months period commencing from the date of award. The Service Provider shall be responsible for providing Food & Beverages Service Operations and Property Management Services (including facility management, housekeeping, security, parking management and event support services) at the International Exhibition-cum-Convention Centre ("**IECC**"), Pragati Maidan, New Delhi at the demarcated area (referred to as "**Locations**") for the G20 Summit or other events in accordance with the terms of the RFP. The area of services and layout plan is attached in Annexure VI and VII. However, the F&B services will have to be provided in the entire exhibition area, subject to the conditions herein laid in the contract.
- 1.3 This RFP is being issued for the selection of prospective Bidder as specified in Clause 4.2 [*Bid Process Details*]of Section I of this RFP, for the award of work in terms of this RFP during the term of the Service Agreement.
- 1.4 The details of the Locations specified in Clause 1.2 above are subject to change and review based on ITPO's review strategy and the ground situation of the pace of development of the aforesaid Locations. ITPO reserves the right to include or exclude any Locations as required. It is clarified that the Service Provider shall also be responsible for maintenance and up-keep (cleaning and replacing consumables) of the common areas which are not directly occupied by or are in possession of the Service Provider, but are essential for the operation, management, and maintenance of the F&B Facilities at the Locations. These common/utility areas shall, without limitation, include back-of-the-house ("**BOH**") facilities, retreat lounge, staff toilets, staff cafeteria, staff changing rooms, stores service corridors, loading areas and the like ("**Support Areas**").The demarcation plan with boundary of the area to be handed over to the Selected Bidder is attached in Annexure V.

2 DEFINITIONS

In this RFP, the following expressions shall have the meaning stated herein:

“**Addendum/Addenda**” means any written amendment or addenda to this RFP, from time to time issued by ITPO to the Bidders.

“**Affiliate**” shall mean, with respect to any Bidder, or a member of a Consortium, any other person directly or indirectly Controlling, Controlled by or under common Control with such first Bidder or member of Consortium.

“**Annex/Annexure**” means an annexure to this RFP.

“**Applicable Laws**” means all applicable laws in force and effect as of the date hereof and which may be promulgated or brought into force and effect hereinafter in India or such other territorial jurisdiction outside India, by any authority, including any Governmental Authority, including any revisions, amendments or re-enactments including without limitation statutes, rules, regulations, bye-laws, policies made there under, judgments, decrees, injunctions, writs, orders issued by any court of record or other requirement or official directive of any Governmental Authority or any person acting under the authority of any Governmental Authority or any statutory authority, including any notification issued by the Reserve Bank of India or by any Governmental/Statutory Authority, as may be in force and effect during the Validity Period and the subsistence of the Service Agreement.

“**Approvals**” means all authorizations, consents, approvals, including any statutory approvals, notifications and permissions and any license, permit, ruling, exemption or other authorization of whatsoever nature which is required to be obtained under Applicable Laws for or in respect of this RFP and the Service Agreement, and all other approvals as may be required to execute, give effect to, and perform its obligations under the Service Agreement including but not limited to the approvals and consents required from ITPO or any other authority pursuant to this RFP or the Service Agreement, including any third party approvals as may be required by the Service Provider (as hereinafter defined).

“**Bid Close Date**” shall refer to the details as per Clause 4.1 [*Bid Process Schedule*] of Section I.

“**Bidder**” means any eligible person or firm or company, including a Consortium participating in a procurement process with a procuring entity.

“**Bidder's Authorization**” shall mean the authorizations as per Form C in Section II of this RFP.

“**Bid Process**” shall mean the process as detailed in Clause 4.2 [*Bid Process*] of Section I.

“**Bid Process Schedule**” shall have the meaning ascribed to the term in Clause 4.1 [*Bid Process Schedule*] of Section I.

“**Bid Security**” shall refer to the details as per Clause 4.2 [*Bid Process Details*] of Section I.

“**Bid Security Submission Form**” shall mean Part A of Form D in Section II of this RFP.

“**Built up Area (BUA)**” shall mean the total constructed covered area of all the floors within the building envelope up to the extent of external walls excluding the projections. The area under shafts (Plumbing, HVAC, Fire, Electrical etc.), cut outs in floor, atrium, escalator cut outs & Lift wells, smoke extractions

shafts, open & covered terraces, terrace fan rooms, Underground & Overhead water tanks, STP, Cooling towers shall not be counted in Built up Area. However, these spaces are also required to be maintained/serviced by the Service Provider without any additional cost. All service areas including the built-up areas given in this RFP document are indicative only. No claim of any additional cost on account of increase in the built up /serviceable areas shall be admissible.

"**Clause**" means a clause of this RFP.

"**Client/Employer**" shall mean ITPO.

"**Client's Representative**" shall mean agency/consultant appointed by ITPO.

"**Conditions of Award**" shall mean the conditions as specified in Clause 9 [*Conditions of Award of Contract*] of Section I to be fulfilled by the Selected Bidder for the award of the Contract.

"**Conflict of Interest**" shall have the meaning ascribed to it in Clause 5.4 [*Eligibility Criteria*] of Section I.

"**Consortium**" shall mean a group of entities/individuals not exceeding 2(two), with at least 1 (one) company incorporated under the Companies Act 1956/2013, coming together to submit a Proposal in accordance with this RFP. "**Lead Member**" in respect of a Bidder where the Bidder is a Consortium, shall mean such company, which is named and identified as such in the Proposal and fulfils the Eligibility Criteria.

"**Control**" means, with respect to a Person,

- (a) the ownership, directly or indirectly, of more than 50% (fifty percent) of the voting shares of such Person; or
- (b) the power, directly or indirectly, to direct or influence the management and policies of such Person by operation of law, contract or otherwise,

and the term **Controlled** shall be construed accordingly.

"**Corrigendum/Corrigenda**" means a written corrigendum or corrigenda to this RFP, from time to time issued by ITPO to the Bidders.

"**Day**" or "**day**" means a calendar day of 24 (Twenty-Four) hours measured from midnight to the next mid night as per Indian Standard Time.

"**Effective Date**" shall mean the date on which the Service Agreement comes into effect and the site is handed over to the Service Provider for commencement of the services in accordance with the Service Agreement, as notified by ITPO.

"**EH&S**" means environment, health, and safety.

"**Eligibility Criteria**" shall have the meaning as ascribed to it under Schedule-I [*Eligibility Criteria*] of this RFP.

"**Emergency and Disaster Management Manual**" shall mean the manual prepared by the Service Provider for mitigating the impact of any emergency situations or disasters, in accordance with Clause 3.2.3.1 [*Emergency Response Planning*] of Section I.

“**End Date**” shall be as mentioned in the Service Agreement.

“**Evaluation Criteria**” shall have the meaning as ascribed to it under Schedule-II [*Evaluation Criteria*] of this RFP.

“**Event Day**” shall mean the day of event scheduled to be conducted at IECC as notified by ITPO.

“**Food & Beverage**” or “**F&B**” shall mean any substance, whether processed or partially processed, which is intended for human consumption and includes packaged drinking water, alcoholic and non-alcoholic beverages but does not include any animal feed, live animals unless they are prepared or processed for placing on the market for human consumption, plants prior to harvesting, drugs and medicinal products, cosmetics, narcotic, or psychotropic substances.

“**F&B Facilities**” shall mean the facilities available or to be provided by the Selected Bidder at the Locations to undertake the Food & Beverages Service Operations, as more particularly described in Annexure VI.

“**F&B Items**” shall mean good quality, edible/ potable hot and cold beverages, vegetarian, and non-vegetarian food items including snacks, fast foods, desserts, packaged food, and beverages, etc. of international/national/local food cuisines and such other items as may be approved by ITPO from time to time.

“**Financial Proposal**” shall mean the binding and final financial proposal, which shall be submitted by each Bidder as a part of the Proposal in the BoQ format.

“**Food & Beverages Service Operations**” shall mean the F&B related services to be provided by the Selected Bidder to ITPO under the Service Agreement, as more particularly described in Clause 3.1 [*Food & Beverage Service Operations*]of Section I.

“**GoI**” means the Government of India and any agency, authority (including regulatory authority), department, inspectorate, ministry, or statutory person (whether autonomous or not) under the control and direction of the Government of India.

“**GoNCT**” means the Government of National Capital Territory and any agency, authority (including regulatory authority), department, inspectorate, or statutory person (whether autonomous or not) under the control and direction of GoNCT including but not limited to Municipal Corporation of Delhi, BSES, Transport Department of Govt. of NCT of Delhi.

“**Good Industry Practice**” means the exercise of the highest degree of skill and diligence, efficiency, reliability, prudence and those practices, methods, specifications and standards of equipment, safety, services and performance as may change from time to time and which would reasonably and ordinarily be required to be used by a skilled and experienced agency and operator engaged in providing similar type of facility, the type, nature and scope similar to that provided under the Service Agreement.

“**Governmental Authority**” means any government authority, statutory authority, government department, ministry, secretariat, agency, commission, board, tribunal or court or other law making body/entity having or purporting to have jurisdiction on the parties to the Service Agreement, including the GoI or GoNCT or any other regulatory authority appointed by the GoI or GoNCT having jurisdiction in relation to the subject matter of the Service Agreement under Applicable Laws, Ministry of Commerce and ITPO.

“**IECC**” means the International Exhibition-cum-Convention Centre. IECC is ITPO’s property. The possession and ownership of the premises to be assigned by ITPO to Service Provider for providing Food & Beverage Service Operations and Property Management Services will always remain with ITPO, even if the premises are in use or not. The Service Provider shall vacate the premises immediately after termination of the Service Agreement.

“**IECC Visitors**” shall mean the visitors/guests, persons using or involved in activities at, or in connection with or in relation to the IECC to whom the services(s) shall be provided by the Service Provider in accordance with the terms of the Service Agreement.

"**INR**" or "**Rs.**" means Indian Rupees, the lawful currency of the Republic of India.

“**ITPO**” means India Trade Promotion Organisation.

“**Letter of Intent to Award/LOIA**” means the written notice issued by ITPO to the Selected Bidder intimating the acceptance of Selected Bidder’s Proposal for the award of the services under this RFP.

“**Letter of Award/LOA**” means the written notice issued by ITPO to the Selected Bidder after submission of Performance Bank Guarantee by the Selected Bidder.

“**Letter of Undertaking**” means the letter of undertaking in the form as set out in Form – E in Section II of the RFP.

"**Lock-in Period**" shall have the meaning given to it in Schedule-I of Section I.

“**Month**” means a Gregorian calendar month.

“**Non-event Day**” shall mean the day in which no event is scheduled to be conducted at IECC.

"**O&M**" means operation and maintenance.

“**Performance Security**” means the performance security to be submitted by the Selected Bidder in accordance with the Service Agreement.

"**Person**" means any corporation, company, partnership, limited liability company, association, joint stock company, trust, unincorporated organization, joint venture, or other legally recognized entity of whatever nature.

“**Property Management Services**” means the providing comprehensive property management services including facility management, housekeeping, security and parking management and event support and related services as per the scope of work defined in this RFP.

“**Proposal**” shall mean an unconditional, valid, final, and binding proposal, comprising of the Financial Proposal, Technical Proposal, Bid Security and other documents as required under this RFP submitted by the Bidders in response to and on the terms and conditions contained in this RFP.

“**Proposal Validity Period**” or “**Validity Period**” shall have the meaning ascribed to it Clause 4.2 [*Bid Process Details*] of Section I.

“**Purpose**” shall mean to undertake providing Food & Beverages Service Operations and Property Management Services at IECC, Pragati Maidan, New Delhi and serve quality cuisines, fresh, sustainable, and inspired meals in hygienic and comfortable ambience during G20 Summit or any other event.

“**RFP**” shall mean this request for proposal document dated 11 November 2022, along with its Annexures and Schedules and includes any Addenda and Corrigenda, if issued.

“**Selected Bidder**” shall mean the Bidder selected by ITPO pursuant to the Bid Process.

“**Service Agreement**” or “**Agreement**” shall mean the services agreement to be executed between ITPO and the Selected Bidder with ITPO, as per, substantially in the format set out in Definitive Format-1 in Section III of the RFP, subject.

“**Support Areas**” shall have the meaning ascribed to it in Clause 1.4 [*Introduction and Background*]of Section I.

“**Supporting Documents**” shall refer to the details as per Clause 4.2 [*Bid Process Details*]of Section I.

3 SCOPE OF WORK

The Scope of work (SOW) is divided into two sections:

- a) Food & Beverages Service Operations
- b) Property Management Services

3.1 Scope of Work- Food & Beverages Service Operations:

3.1.1 The detailed scope of Food & Beverages Service Operations is as under:

1. To offer catering services during any events/conferences/seminars/meetings etc. being held at the venue. Some events usually have participation at senior officials/foreign dignitaries, ministers and Heads of States. Breakfast/lunch/dinner and high teas to offer Indian and international cuisines.
2. F&B services need to be provided in the designated areas for various categories of guests, visitors, delegates etc. and as per any requirements that may arise from time to time.
3. Light snacks and beverages to be served in meeting rooms, workstations, and any other areas as may be required, as per demand. The cost to be borne by ITPO on mutually agreed rates.
4. Special Arrangement: The Bidder shall provide special food arrangements whenever required as per the requirement and place as indicated by ITPO. The menu for the same shall be prepared in consultation with ITPO.
5. Under the Service Agreement, the Selected Bidder (Service Provider) shall prepare food/other items and serve breakfast, lunch, dinner, etc. (as advised by ITPO) to, guests, visitor, delegates etc. on all Event Days. Maximum number of meals to be served would be 7000 at a time, which is the capacity of the F&B Facilities at the venue. However, if more than 7000 meals are required for any event, the Service Provider shall arrange the food from any of its licensed kitchens in Delhi NCR after obtaining the approval of ITPO. The food would be served in the areas specified by ITPO.
6. The Selected Bidder shall perform the Food & Beverages Service Operations throughout the whole area by utilizing the F&B Facilities and areas specified in Annexure V & VII below. Bidder shall be able to perform the Food & Beverages Service Operations for the indoor and outdoor spaces as may be specified by ITPO without cessation at all times during the term of the Service Agreement.
 - Specifications above may vary and are subject to change depending on ITPO's internal circumstances without prior notice.
 - The areas not specified in Annexures VI and VII including but not limited to the designated space for restaurants and any other functions at IECC are not in the Bidder's scope of work. The Bidders shall not encroach into such areas and perform any practices that may interfere with the operators of those designated areas. However, the selected bidder shall perform F&B services in the exhibition area as per the terms & conditions of the service agreement.
7. The Bidder shall start necessary arrangements for the Food & Beverage Service Operations within 7 (seven) days after Effective Date. The bidder has to present the ramping up plan for

the fixed manpower deployment for ITPO's review and approval. The Bidder shall ensure that the relevant venues at the IECC are ready for hosting events commencing from the date that shall be mutually decided at the time of signing of the agreement and handing over the premises.

8. Bidder shall make necessary arrangements for tea, coffee, clean drinking water and light snacks during the meetings, conferences and other events as per the requirement and at all the Locations as directed by ITPO or its representative. The cost to be borne by ITPO on mutually agreed rates.
9. Since the areas for Food & Beverage Service Operations as specified in Annexures VI and VII are under construction, the exact starting time of Food & Beverage Service Operations may vary. Bidder shall not claim its operating right, extension of the term of the Service Agreement, or sue ITPO for the any damages or take any other action against ITPO on account of such a delay.
10. ITPO reserves the right to appoint an alternate F&B service provider for up to 5 events forming part of the G20 Summit at its sole discretion.

11. **HOURS OF OPERATION**

Bidder to open the F&B Facilities for business, 7 (seven) calendar days a week. The opening and closing timing shall be as per the instructions by ITPO. Any change in the opening and closing timing would be informed to the Bidder by ITPO as and when applicable.

The Bidder shall have the F&B Facilities open and in operation a reasonable time before, during, and after all events as may be approved by ITPO. These services may be in operation when there are no events, upon approval by ITPO. The staffing levels and operation times of food service at each location must be approved by ITPO.

12. **OPERATION MANUAL**

Within 20 days of issuance of the LOIA, the Service Provider shall prepare a manual for the Food & Beverage Service Operations describing the specific procedures it will use to manage and operate the F&B Facilities prior to commencing operations under the Service Agreement and submit to ITPO for its approval or disapproval.

The operations manual must include, but is not to be limited to, the following sections:

- a. Organizational chart.
- b. Kitchen management (including, but not limited to, setup, cleaning, and closing procedures, inventory controls, food safety, etc.)
- c. Menu management (including the process to be followed to finalise the menu for each event with ITPO, such as notice requirements for each category of event, timelines for submitting menu matrix options and discussions with ITPO, and the circumstances for which or timelines within which ITPO may require a change in the menu post finalization).
- d. F&B serving area management (including, but not limited to, customer service policies and procedures, opening and closing procedures, seating plan, complaint resolution,

ordering procedures, and closeout procedures, liquor inventory and management, dining room and bar cleanup, etc.).

- e. Personnel administration (including, but not limited to, job descriptions, application and hiring process, termination, orientation, scheduling, performance review, employee discipline, vacation and sick time policies, overtime, operational rules and policies, sexual harassment policy, and timekeeping procedures).
- f. Employee training (including, but not limited to, training schedules by position, training manuals by position, cleanliness and sanitation training, foodborne illness prevention training, and customer service training).
- g. Purchasing and inventory (including, but not limited to, product specifications, vendor policy/approved vendors, inventory levels, ordering procedures, receiving procedures, inventory control, handling of spoilage, and physical inventory counts).
- h. Safety and security (including, but not limited to, safety management, emergency procedures, security policies and procedures, safety rules and practices, fire prevention, and first aid).
- i. Equipment management (including, but not limited to, equipment maintenance schedule, handling breakdowns and repairs, repair vendor management, warranty management, equipment replacement procedure, and new equipment request procedure, testing procedure).

13. MENU

The Bidder shall plan and prepare imaginative menus in consultation and coordination with ITPO and in accordance with its specifications as may be provided from time to time. Quantities, portions of banquet/meeting meals and snack items for all F&B Items shall be subject to approval by ITPO according to its requirements. Only foods and beverages which are wholesome and of the best quality, in the opinion of ITPO, shall be prepared and served. Any changes to the menu are subject to approval by ITPO.

During the term of the Service Agreement, ITPO may ask the Bidder to provide a menu of Grade higher than Grade 1 for specific events, and the Bidder shall be required provide such menu to ITPO's satisfaction, taking into account the nature of event to be serviced. The Bidder shall ensure that it provides the Food & Beverage Service Operations at such event(s) in accordance with best industry practices. The rate of such menu shall be mutually decided between the Bidder, ITPO and the organizer/Event Manager.

Vegetarian food items should be completely separated from Non-Vegetarian food items, with respect to the accessories used for preparation such as utensils etc. and should be kept in a separate area marked for keeping vegetarian food. Further the vegetarian food items should be indicated by a green mark (dot) and Non-vegetarian food item may be indicated by a red mark (dot). The Bidder should also account for the fact that it will be required to prepare at least a minimum number of dishes that meet other dietary constraints, such as vegan, gluten free, and food without common allergens.

14. CLEANING, MAINTENANCE, AND REPAIR

Bidder is responsible for the cleaning and maintenance of the F&B Facilities. The cost of maintenance, cleaning, and repairs, including the cost of personnel, equipment, and supplies, are considered operating expenses, and would be included in the price quoted by the Bidder. Bidder will provide sufficient and qualified staff to perform the assigned maintenance and cleaning of the F&B Facilities at no additional cost to ITPO.

15. PEST CONTROL

Bidder shall be solely responsible for promoting a pest-free environment within the F&B Facilities by maintaining cleanliness and minimizing pest attractants. Bidder agrees to notify ITPO within 24 hours if pest control services are needed at the F&B Facilities. Bidder shall do the pest control treatment only after approval from ITPO.

16. RECYCLING OF WASTE MATERIALS

The Bidder shall collect, sort, and separate into such categories as may be legally required, all solid waste products on the F&B Facilities and hand these over to ITPO for disposal. Each separately sorted category of waste products shall be placed in separate receptacles reasonably approved by ITPO, which receptacles shall be dumped or removed from the F&B Facilities by the Bidder, at such minimum frequency as is specified by ITPO. ITPO reserves the right to refuse to collect or accept from the Bidder any waste product that is not sorted and separated as required by law, ordinance, rule or regulation, and to require the Bidder to arrange for the collection of the same at the Bidder's sole cost and expense to the satisfaction of ITPO. The Bidder shall pay all costs, fines, penalties, and damages that may be imposed on ITPO or the Bidder as a consequence of the Bidder's failure to comply with the provisions of this subsection.

17. LIMITATION ON ITPO LIABILITY REGARDING UTILITY SERVICE

ITPO shall not be liable for the interruption of any utility service when such interruption is caused by maintenance work, or when the interruption is not due to ITPO negligence.

The Bidder shall be required to make alternate arrangements to ensure smooth performance of the Food & Beverage Service Operations despite any unforeseen events, such as utility outages or equipment malfunction at the F&B Facilities. To the extent any such events are attributable to the Bidder, the Bidder shall not be entitled to claim any additional costs incurred on account of the alternate arrangements required to be made. If alternate arrangements for any aspect of the Food & Beverage Service Operations are required to be made for any reason beyond the reasonable control of the Bidder, the Bidder shall be entitled to reasonable documented costs for such arrangements, as may be approved by ITPO.

18. FOOD SERVICES FOR ON-SITE FUNCTIONS

The Bidder will operationalize the F&B Facilities and kitchen and shall have the exclusive right to operate the kitchen and F&B service areas for serving F&B Items (alcoholic and non-alcoholic). The Bidder will be required to provide specialized services normally associated with similar facility activities such as:

- a. Receiving kitchen supplies, their storage
- b. Food preparation and presentation.
- c. Special meeting and buffet/banquet F&B services including the 20 (no.) serving tables and other items required as per the instructions of ITPO.
- d. All linen items including tablecloth, table frills, , hand towels etc. required for serving the food,
- e. Any additional Glassware, chinaware, cutlery and other items required to serve the food and/or beverages. (List of Special category Glassware, chinaware, cutlery that will be procured is given in the CAPEX Plan)

The Bidder shall manage the procurement of raw material for F&B, and other operations related to food preparation and presentation as per the standard procedures which assure the quality and quantity as required by the standards that are appropriate for a global event such as this. The Bidder shall adhere to all HACCP (US-FDA)/Food Safety and Standards Authority of India (FSSAI) rules, regulations, and operating requirements.

The Bidder shall inspect all merchandise upon delivery for quality and quantity compliance with the original order and shall store all F&B merchandise in proper areas in sanitary containers which are dated for effective rotation of stock on a first-in, first-out basis. The Bidder shall store all refreshments and food in suitable containers. The Bidder shall wrap all pre-packaged sandwiches, cakes, and other similar products in cellophane or similar transparent wrapping appropriate to the food service industry.

The Bidder agrees to operate the F&B facilities and perform all work in connection therewith in a professional and resourceful manner, complying with all public health regulations and sanitation rating to the satisfaction of all authorized local Health Department officers and ITPO.

19. FOOD SERVICES FOR OFFSITE FUNCTIONS

Should the Bidder utilize the F&B facilities for off-site food functions the Bidder must obtain written approval of ITPO at least fifteen working days before the function.

20. PROCUREMENT POLICY

The Bidder shall purchase raw materials, food, beverages, and operation supplies, such as uniforms, laundry service, paper goods, and detergents needed for the Food & Beverage Service Operations and related operating supports to be supplied hereunder from whatever source or sources that will establish and effect procedures which assure the quality and quantity required. All such purchases shall be in the Bidder's name and payment shall be made directly to the supplier and ITPO shall have no liability in this regard.

21. CAPITAL EXPENDITURE PLAN

Service Provider will carry out the following Capital Expenditure Item as part of the project

as per the terms of the Service Agreement.

SN	Capital Expenditure Items
1	Procurement of Special category Chinaware, Glassware and Cutlery

The details of Special Category tableware (BoQ) are given in the Price Bid. The samples of the Special Category tableware to be provided to ITPO for approval. Post approval the same needs to be procured as per the conditions given. The bidders have to make an assessment of the any additional cutlery that may be required and rentals for the same for different event sizes. The rentals for these shall be included in the financial bid and no separate payment for the same shall be made.

The successful bidder will be required to procure chinaware, glassware and cutlery for each Event based on the specific Event requirements, on a rental basis. The rental fees for such chinaware, glassware and cutlery shall be deemed to be included within the F&B Event Based Fee and the successful bidder shall not be entitled to any additional costs on this account.

ITPO will make the payment for the special category tableware at the rates quoted in the Financial Bid as per the terms of the Service Agreement.

The timelines for special category of Tableware will be decided at later date by ITPO. The design of the special category tableware would be finalised by ITPO based on the samples provided by Service Provider.

After the expiry of the term of the Service Agreement, the Service Provider shall handover all Capital Expenditure Items back to ITPO. A breakage of upto 10% for all tableware (only chinaware and glassware) will be permitted. The final payment shall be subject to fulfilment of this condition.

22. FOOD QUALITY

The Bidder shall serve only foods that comply with all Applicable Laws, including central, state, and local laws, acts, orders, or regulations.

23. TAKE-OUT SALES (Retail sale to individual person)

The Bidder understands that any sale of food and/or beverages to any person, including take-out sales, are strictly prohibited.

24. SAMPLING

Bidder understands and agrees that food or beverage may be germane to the function itself, and in such cases, ITPO's may permit it to dispense samples of foods and beverages, in quantities smaller than normally offered for serving.

ITPO reserves the right to examine and/or sample Bidder's products at any time for the purpose of assessing quality and portion controls. ITPO reserves the right to appoint officers/officials to inspect the quality of raw material, food and other items prepared and served in IECC. Any defect(s) pointed out by such officers/officials during their visits shall be properly and expeditiously attended to by the Service Provider. Bidder shall follow all the norms, processes and procedures for getting the food samples tested from the authorized laboratories as per the

requirement.

25. ALTERING FACILITIES

The Bidder shall not alter, add to, or in any way vary the F&B Facilities or make any alterations or installation without having first obtained the consent in writing of ITPO provided that payment of all such alterations and/or additions be negotiated between ITPO and the Bidder and shall inure to the benefit of and become the absolute property of ITPO.

The approval of any plans and specifications by ITPO shall not constitute an opinion or representation by ITPO as to their completeness; design sufficiency; compliance with any law, ordinance, rule or regulation; or their adequacy. No such approval shall create or form the basis of any liability on the part of ITPO or any of its officers, employees, or agents for any injury or damage resulting from any inadequacy or error therein or any failure to comply with any Applicable Laws.

26. PENALTY

ITPO reserves the right to impose a penalty of Rs. 50,000/- (Fifty thousand) per instance or per occurrence on the Bidder for delay in supplies and unsatisfactory performance or for any serious lapse in maintaining the quality and the services willfully or otherwise by the Bidder or his staff. The maximum limit of such penalty would be Rs. 2,00,000/- (Two Lakhs) in a particular calendar month.

27. MECHANISM FOR PENALTY

The Services provider would have to setup a feedback procedure at site for the services it is providing. This should be functional within the 1st Month of taking over the charge. This has to be digital (scanning a QR code and providing feedback) as well as in printed format through an appropriately located complaint register. The access to the "AS IS" feedbacks, both digital as well as printed format, have to be provided to ITPO without any tampering on a fortnightly basis. If the satisfaction level of the delegates, visitors, guests etc is below 85% then the services would be considered below the required level and a show cause notice would be issued to the Service provider. Service provider has to provide a response to the show cause notice in less than 3 days. If the response is not found to be satisfactory by ITPO, then the show cause notice would be still active. Two active show cause notices at any point during the term of the Service Agreement would lead to action by ITPO as defined in the RFP/Service Agreement.

28. PERSONNEL

The Bidder shall select, employ, train, furnish, and deploy employees who are proficient, productive, and courteous to patrons; and shall discipline, and if necessary, discharge any and all personnel working as part of the Food & Beverage Service Operations. The Bidder shall also provide adequately trained relief personnel in the event of absence of primary staff. The Bidder shall be responsible for payment of all wages, housing, feeding and transport of all personnel engaged as part of the Food & Beverage Service Operations.

The Bidder shall undertake appropriate diligence and background verification (including police verification, where necessary) of all staff and personnel deployed as part of the Food & Beverage Service Operations. The Bidder shall be solely responsible for the acts and omissions of its personnel. In the event that any personnel is, in the sole discretion of ITPO, not performing duties as specified in this RFP and Service Agreement or engages in any misbehavior, such person(s) shall be replaced immediately. The Bidder shall, if required by

ITPO, deliver to ITPO reports, in such form and at such intervals as ITPO may prescribe, detailing the personnel employed for the Food & Beverage Service Operations.

The Bidder shall furnish all necessary qualified supervision for the performance of the Food & Beverage Service Operations and agrees to assign to these operations a highly competent, full-time manager who shall have no duties other than direction of these operations. The Bidder shall secure ITPO's approval in advance of the appointment of manager for this assignment and once assigned to this operation, such manager shall not be replaced without approval of ITPO.

The Bidder's general or assistant managers shall be available at all events/functions.

If at any time ITPO finds that the Bidder's manager or his/her alternate is unsatisfactory, and such causes and reasons are duly reported in writing by ITPO to the Bidder, the Bidder shall, within ten (10) days, unless specifically extended in writing by ITPO, replace him/her with one who is satisfactory to ITPO.

ITPO requires that all Bidder's full-time employees engage in the preparing, handling, serving, and storing food, meet local Health Department requirements including a Health Card and Food Handlers Permit. The minimum health requirement for full-time Bidder food and beverage service employees at the Facilities will consist of satisfactory results of:

- a. Chest X-ray (14" x 17");
- b. Serological tests for venereal diseases;
- c. Stool examination for ova and parasites;
- d. Examination of the skin for lesions or rashes; and
- e. Appropriate alcohol and drug testing

Examinations are to be conducted and satisfactory results reported by a competent physician or clinic, approved in advance by ITPO, and are to be forwarded to ITPO for approval prior to the employees reporting to work at the F&B Facilities. These tests are to be repeated on an annual basis. All employees' medical reports shall be kept on confidential file at the F&B Facilities and kept up to date.

29. TIPPING POLICY

Bidder's employees at the F&B Facilities will not solicit or accept tips or other gratuities.

30. UNIFORMS

The Bidder or its agent will provide and maintain uniforms for all employees. Selection type, color, style, and dress code of uniforms, including specialty uniforms designated to fit the exact nature of the various operations shall be at the discretion and approval of ITPO. The Bidder must provide written and graphic presentation of a choice of uniform styles and availability to and at ITPO's request.

31. SPECIAL PERSONNEL SERVICES ON THE EVENT DAYS

On various occasions the Bidder may be called upon to provide personnel for special purposes such as bartending, waiter/waitress, host/hostess, security or other activities. The special personnel services are not to be confused with the normal personnel required by the Bidder to meet the Bidder's responsibilities to undertake the Food & Beverage Service Operations in fulfillment of the obligations set out within this document.

In case of high-level events/unsatisfactory performance of the service provider, ITPO has discretion to appoint an outside caterer for the particular event, and for that particular period the F&B Facilities and all Kitchen equipment at such F&B Facilities, will be handed over to such outside caterer.

32. List of minimum positions required during the event days:

KITCHEN STAFF	Minimum Qualifications	Minimum Experience
Executive Chef (at least one for every event). However, depending on the no. of delegates, no. of grade of the event, ITPO may ask to increase the no.	Graduation in Hotel Management/ Culinary arts	15+ years' experience as chef in 5 star hotels and experience in handling international events involving diplomats and foreign delegates
Executive Sous Chef (at least one for per cuisine). However, depending on the no. of delegates, no. of grade of the event, ITPO may ask to increase the no.	Graduation in Hotel Management/ culinary arts	10+ years' experience in the as chef in 5 star hotel and experience in handling international events involving diplomats and foreign delegates
Sous Chefs (at least one for per cuisine). However, depending on the no. of delegates, no. of grade of the event, ITPO may ask to increase the no.	Graduation in Hotel Management/culinary arts	10+ years' experience as chef in the same field and experience in handling international events

33. **SMALLWARES AND OTHER EQUIPMENT**

The Bidder shall provide small wares adequate for the smooth performance of the Food & Beverage Service Operations. Such equipment provided by the Bidder, shall include but may not be limited to the following:

- i. Adequate supply of chinaware, including but not limited to plates, bowls, cups, saucers, water pitchers, and related items..
- ii. Beverage glassware.
- iii. Adequate supply of trays (both service and cafeteria style).
- iv. Supply of stainless steel and/or silver-plated cutlery and dining utensils, including but not limited to: knives, forks, spoons, and soup spoons as approved by ITPO.
- v. Ample supplies of back-of-the-house service wares, including but not limited to: kitchen utensils for cooking, heating, storing, etc., equipment cleaning aids, and related items.
- vi. Buffet equipment, i.e.: chafing dishes, mobile carts, service wares, and related items.
- vii. Salt and pepper shakers.
- viii. Specialty mobile foodservice equipment/carts.
- ix. Other miscellaneous tabletop small wares as required.
- x. Food service-related furniture including but not limited to tables, chairs, and interior furniture primarily for use in the areas serving catered events, as approved by ITPO.

34. **GARBAGE**

The Bidder shall transport all waste materials, including grease, from foodservice locations,

including the areas within a twenty-five (25) foot radius of the locations where food was served, to the dumpster or compactor area, as well as transporting recycling materials to recycling area in a manner and by a route designated by ITPO. Such removal shall be made after each event, and all trash handling costs shall be borne by the Bidder. The Bidder shall have right to choose the manner in which it disposes of any waste F&B items, that are in consumable condition, acting as a reasonable and prudent operator and with a view to minimise food wastage.

35. GREASE

The Bidder must not discharge any grease into floor drains and must keep grease in containers for disposal by the Bidder. Bidder is responsible for the cost of containers and disposal of grease. If the Bidder fails to comply with this provision, any cost, charge, or expense involved in opening, cleaning, or repairing of drains shall be paid by the Bidder.

Bidder expressly agrees to comply with all Applicable Laws, including laws regarding environmental health and safety matters, and the use and disposal of chemical or caustic cleaning agents and the likes.

36. EXTENT OF ITPO SERVICE

ITPO shall provide basic utility service including but not limited to gas, electric, sewer, water, garbage, recycling, scrubber and ventilation for the F&B Facilities.

ITPO will furnish to the Bidder where applicable for the Contract Period, access to the F&B Facilities, office and storage spaces, concession areas, certain buffet and /or banquet seating areas, kitchens including equipment as per Annexure XI, food/beverage areas, pantry spaces, fixed bar/lounge areas.

37. KITCHEN EQUIPMENT

ITPO will provide for the use of the Bidder, kitchen equipment listed at Annexure XI. All equipment listed shall be the property of ITPO. All other utensils, pots, pans etc or any other equipment required for preparation of food and making the kitchen operational has to be arranged by the Bidder at their own cost.

ITPO shall be responsible for any repair of the equipment as per Annexure XI during the term of the Service Agreement, unless the repair/replacement was required due to reasons attributable to the Bidder. The Bidder will cooperate with ITPO's maintenance personnel in the development and institution of a comprehensive preventative maintenance program and shall organize and institute maintenance contracts on all major pieces of foodservice equipment to ensure continuous, high-quality, long-term maintenance and upkeep on this important equipment.

Other equipment such as office equipment, safe, forklift trucks and generally non-food service specific equipment etc., that is not provided in Annexure XI, is to be provided by the Bidder without any cost to ITPO so as to ensure a full and complete operating system.

The Bidder acknowledges that ITPO's equipment has been inspected prior to its use and hereby agrees to accept the kitchen equipment, in the condition in which it is found by the Bidder, at the commencement of the term of the Service Agreement. The Bidder shall maintain the F&B Facilities in first-class condition and shall maintain the kitchen equipment and materials

supplied by the Bidder for the Food & Beverage Service Operations in operable and presentable condition (except ordinary wear and tear) and conduct the operations generally at a high level of cleanliness and neat appearance at all times. Bidder shall be fully responsible for anything other than normal repair and maintenance as determined by ITPO in its reasonable/sole discretion. ITPO shall be sole judge as to the sufficiency of the cleanliness and neatness of appearance of the premises and equipment with the power to order any changes or alterations thereto that it may deem desirable. The Bidder shall return to ITPO the F&B Facilities and kitchen equipment in a neat and tidy condition and in good operating order (less normal wear and tear) at the expiration or other termination of the Contract/Service Agreement.

Bidder shall notify ITPO of the need and reason for replacement of ITPO's equipment and Bidder's utensils and/or fixtures used in the handling, preparation and service of all foods and beverages for written approval before replacing any equipment.

The Bidder shall, from time to time and with the prior written approval of ITPO, furnish additional equipment and small wares as required for the proper Food & Beverage Service Operations.

38. List of Kitchen equipment provided by ITPO is attached as Annexure XI
39. The Service standards for Food & Beverages to be as per the accepted minimum 5 star levels as practiced in the industry. The deployment of manpower and resources have to match the minimum standards as practiced in any of the established 5star hotels/properties in the country. These have to be submitted by the services provider and after approval of ITPO same have to be followed for all event and non-event days.
40. Bidder to make arrangements for Drinking water as per the requirements of ITPO. The payment for the same would be made by ITPO on mutually agreed terms. It is clarified that the Prices quoted in the Financial Bid do not include the cost of supply of drinking water.

3.2 The Scope of Work (SOW) -Property Management:

Property management services (PMS) shall include of the following scope of work:

- a) Service Provider shall provide mechanised housekeeping services, parking, event support & security management at all Locations, including the Support Areas.
- b) Service Provider shall coordinate with ITPO's O&M agency & ITPO or any other agency for managing the above services in all respective areas during Event Days & Non-event Days under the present scope of work.
- c) Service Provider shall also provide experienced audio-video engineer and IT engineer, with minimum 10 years of experience after graduation.
- d) The manpower provided in the bid document is for evaluation of bid. In case ITPO and Service Provider feel that additional manpower is required, the same shall be provided by the service Provider at the rates quoted in the Financial Bid.
- e) Service Provider shall coordinate closely with the ITPO/event organizer/event manager/ internal and external parties and finalize the manpower deployment plan for each event and implement the operational plan for each event. Service Provider and ITPO shall finalise the manpower deployment plan for PMS.
- f) Laying of the loose furniture and furnishings based on the approved layout by the Client/event organiser and after the completion of the event removing the loose furniture and furnishings and placing them in an orderly manner in the designated spaces.
- g) Service Provider shall provide required manpower, machinery, equipment's, consumables as mentioned in this RFP. The payment to the Service Provider towards the manpower deployment and consumables shall be made as per the actual manpower deployment and the rates as quoted in the Financial Bid. However, the payment for the machinery usage for PMS will be fixed as quoted in the Financial Bid and not change with change in the manpower or event schedule.

The scope of services also includes the following:

3.2.1 General Management Services

The Service Provider shall provide General Management services at IECC property for the overall scope of work as described in this RFP/Service agreement. Service Provider shall be responsible for overall management of the property and ensure smooth business function of ITPO. The broad responsibilities under this section are as follows:

- a) Housekeeping Operations Reliability and Safety
- b) Service Levels and Performance Management
- c) Management Communication
- d) Loss Control Management
- e) Workforce Deployment, Conduct and Appearance

3.2.1.1 Housekeeping Operations Reliability and Safety

- a) Service Provider shall perform all activities necessary to ensure that the reliability and safety of operations meet the required outcomes

- b) Service Provider is required to analyse/trend failures and incidents, determine root cause, and implement process improvements as appropriate
- c) Service Provider is required to report failure of all installed infrastructure/systems and operations and implement processes to ensure maximum operational efficiency
- d) Service provider will be responsible to attend all the complaints/requirements within the purview of the contract and such complaints and requirements will be attended by the service provider immediately
- e) Service provider shall ensure uprooting /removing of the grass, unwanted plants, shrubs, etc. on the boundary walls, building walls & structure, terraces, inside the storm drainage lines, roof tops, on sewage pipelines of the buildings, pathways, building entrances, in & around the buildings, etc
- f) Maintain high standards of cleanliness and hygiene at all assigned areas throughout the premises
- g) Service provider has to ensure maintenance of record, in respect of:
 - i) Duty performed/ presence at site by the manpower, including supervisors & Manager.
 - ii) Work done /performed, including maintenance services and periodical services.
 - iii) Instruments/tools available, as prescribed in RFP.
 - iv) Details of consumables being used, with its quality.
 - v) Checking by the supervisors/ manager, of the work done by the employees of service provider, with remarks of Supervisor/Manager.
- h) Service Provider has to ensure all the firefighting equipment's including fire extinguishers, hydrant pipes, pumps are in working condition as required by Applicable Laws.

3.2.1.2 Service Levels and Performance Management

- a) Service Provider shall work in accordance with the Service level performance (SLP) parameters as described in Annexure I.
- b) The Service Provider shall ensure strict implementation and performance of prescribed SLP parameters for the overall Property Management Services for each and every deliverable.
- c) The Service Provider shall ensure that all deliverables are covered under set measurable performance parameters and ensure the recording and reporting of the service levels and shall recommend to "ITPO" for addition, modification or inclusion of such deliverables which are not included within the SLP parameters.
- d) Service Provider shall collect data on actual performance against SLPs

- e) Service Provider shall provide SLP reports to ITPO at agreed intervals in a timely and consistent fashion.
- f) The broad categorization of Service levels is provided in below table for implementation and management by Service Provider:

Sr. No	Type of SLP	Key Indicators
1	Condition-based service levels	1) Availability of specified assets, space or utilities delivered by assets 2) Functionality of specified assets for users 3) Environmental impact/conditions 4) Cleanliness or appearance of assets or areas
2	Incident-based service levels	1) Safety incidents 2) Impacts to Site Operations 3) Violations of laws or regulations 4) Violations of contract terms or ITPO policies 5) Loss or damage to ITPO property 6) Interruption or disruption to ITPO and/or any events happening at the IECC
3	Activity-based service levels	1) Timeliness of response to user requests 2) Timeliness of completion of work 3) Quality and Satisfaction of completed work 4) Frequency of routinely performed activities 5) Conduct and professionalism of Service Provider personnel, including professional appearance of personnel.

- g) Performance reports should furnish performance feedback on issues deemed important for moving to best in class performance, including, but not limited to:

- Safety
- Compliance with legal standards, regulatory standards, and corporate policies
- Process efficiency
- Schedule variance
- Productivity
- Workload Management
- Quality & Delegate Satisfaction
- Training
- Pending Action/Decision/Opportunity Items

- Incident Reports
 - Employee turnover of direct and indirect labor
 - Possible additional reports by discipline/functional area
- h) Clearly present performance trends, explain progress on key dimensions, and proactively suggest strategies and tactics to continuously improve the performance.
- i) SLP Reports should be periodically reviewed with “ITPO” management team to ensure that they provide the necessary information to manage performance.

3.2.1.3 Management Communication

- a) Service Provider is to communicate effectively and in defined protocol with ITPO and/or its authorized representatives.
- b) Service Provider shall communicate regularly and as needed with designated ITPO personnel regarding the quality and adequacy of services, and any changes desired in service levels.
- c) Service Provider shall ensure and adhere that the MIS and reporting system is prompt and managed as per schedule and no fault shall be observed in the timelines and quality of reporting system.
- d) Service Provider shall record in writing any commitments made by either party that materially impact either ITPO, O & M agency (SPJV) or Service Provider performance, workloads, or costs.
- e) Service Provider will convey its input, complaints, and suggestions in an agreed upon manner to designated ITPO personnel.
- f) Service Provider should also provide input/feedback to any suggestions or complaints made by ITPO in a timely manner. Service Provider to maintain a complaint register.

3.2.1.4 Loss Control Management

- a) Service Provider is to minimize risks to ITPO property or assets.
- b) Service Provider is to conduct work in a manner that minimizes the risk of damage, disruption or loss of service for ITPO property or assets, including property or assets the Service Provider is not directly responsible for maintaining.
- c) Service Provider is to ensure minimum disruption to Delegates, Event organizer /Event Manager
- d) Service Provider is required to ensure that planned work activities create minimal disruption and damage.
- e) Conduct preventive activities, including, but not limited to:

- 1) Moving or covering workspaces or property
 - 2) Pre-arranging and performing work area cleanups.
- f) The Service Provider is required to ensure all areas in which it performs work in safe, compliant and otherwise as-found condition
- g) Undertaking regular safety tours and developing action plans to address identified issues
- h) Service Provider is to implement stop loss procedures
- i) Service Provider is required to:
- 1) Take immediate action to minimize further damage or disruption in instances where Service Provider activities result in unplanned disruption or damage to assets.
 - 2) Monitor external events that could have an impact on operations (e.g. wind, rain, etc.) and conduct appropriate measures to protect life/safety of personnel/site residents and protect assets.
 - 3) Take follow-on action as required ensuring that no further disruption or repeat incident occurs.

3.2.1.5 Workforce Deployment, Conduct and Appearance

- a) Service Provider is to perform work using trained and qualified personnel and it's Subcontractors for the execution of the required work at the property.
- b) Service Provider shall submit a workforce/manpower deployment plan.
- c) Service Provider is to observe and report problems or unusual conditions in the Locations
- d) Service Provider is required to:
 - 1) Promptly and accurately report any observed problems or unusual conditions per site escalation policies encountered in the course of performing work at ITPO, even if such deficiencies fall outside the individual's craft area or scope.
 - 2) Promptly respond to any unusual conditions identified by ITPO personnel and notified to the Service Provider/relevant personnel.
 - 3) Promptly report unsecured spaces, doors or windows, damaged assets, potential health or safety hazards, suspicious persons or signs of unusual activity to appropriate ITPO entity
- e) Service Provider is to ensure employment eligibility of its personnel.
- f) Service Provider is required to:
 - 1) Ensure that all Service Provider personnel and subcontractors are eligible for employment.
 - 2) Conduct verification of employment eligibility for Service Provider personnel, including all new hires.
 - 3) Perform background checks (police verification) on all Service Provider personnel, including all new hires

- 4) Perform drug testing on those Service Provider and its subcontractor personnel for which reasonable doubt, complaint or probable cause has been determined.
- 5) Perform periodic Covid-19 tests on all personnel deployed.

3.2.2 Environment, Health and Safety Management

The Service Provider will prepare and submit an EH&S plan/manual for approval of ITPO in line with ITPO's requirements, and work to comply with ITPO's EH&S programs and ensure full EH&S compliance for the project. The deliverable under this section includes:

3.2.2.1 Safety Program Management

- a) Service Provider is to ensure EH&S requirements are followed and their staff and sub-Contractors have received the appropriate training and certifications.
- b) Provide training records, licenses, and certifications to ITPO management immediately upon request.
- c) Service Provider will oversee compliance of all Service Provider personnel, as well as third party subcontractors performing work on site or off-site during the term of the Service Agreement
- d) Safety Programs to be conducted by Service Provider include but are not limited to:
 1. Electrical safety program
 2. Confined Space Program
 3. Work at heights safety programs
 4. Work alone programs and policies
 5. Spill Response program
 6. Safety Committee
 7. Radioactive and X-ray equipment for Security Systems
- e) Service Provider is to ensure that:
 1. Hazardous material handling and controls are followed.
 2. Revision or development of processes, instructions and training materials
 3. Ensure employees properly trained for safe handling
- f) Designate specific Service Provider personnel as process participants and ensure appropriate training requirements are met
- g) Ensure testing, containment and abatement equipment are properly tested, inspected, and maintained related to agreed scope.
- h) Monitor program effectiveness and compliance by Service Provider personnel and third-party vendors

3.2.2.2 Environmental Compliance Management

- a) The Service Provider will conduct its activities in a manner consistent with ITPO's environmental policies and good corporate citizenship.
- b) Service Provider is to provide environmental training to its employees, personnel and subcontractors.
- c) Service Provider will ensure its personnel who operate assets or handle materials (e.g., chemicals, trash) that may create environmental incidents are properly trained, including all specific training required under environmental permits.
- d) Service Provider is to identify and mitigate environmental risks.
- e) Service Provider is required to comply with all Applicable Laws, including local, state and central regulations with regards to environmental compliance.
- f) Developing and implementing procedures for identification and containment of environmental incidents, including but not limited to: Chemical spills or leakage
- g) Develop and implement procedures for identification and containment of major hazards relating to the Service Provider's scope.
- h) Ensure that EH&S related work orders and directives to be performed are addressed with appropriate prioritization.
- i) Ensure environmental sampling and analysis program is adhered to, routine reports are filed, and notifications are made.
- j) Conducting emergency responses to mitigate and contain any environmental incident occurring on ITPO premises, whether first identified by the Service Provider, ITPO management or a third party.
- k) Conduct odor and chemical spills investigations as required.
- l) Handle hazardous waste by following proper legal requirements and dispose of per specified ITPO standard disposal methods and legally approved ultimate disposal sites.
- m) Ensure all requisite permits and Consents are obtained and maintained, and that all permit requirements are met.

3.2.2.3 Safety Implementation and Controls

- a) Service Provider is to strictly observe safety procedures and policies. Service Provider is required to:
 - 1. Ensure compliance with applicable EH&S operating requirements.
 - 2. Maintain necessary documentation and respond appropriately to deviations.
 - 3. Provide regulatory prescribed EH&S training
 - 4. Strictly observe all defined safety procedures applicable at ITPO premises.
 - 5. Plan, procure and provide all safety equipment required to perform the Property Management Services and related work at ITPO in accordance with the risk assessment for the specified activity, including but not limited to hard hats, safety glasses, safety

- shoes, protective clothing, Conduct PPE hazard assessments, job hazard analysis, and other job/task evaluations.
6. Ensure employees utilize PPE as required.
 7. Conduct safety tours and participate on site safety committees per site frequencies and practices.
- b) Service Provider is to identify and correct safety hazards. Service Provider is required to:
1. Conduct regular safety and housekeeping inspections for areas within the Service Provider's scope, and address identified issues through action tracking processes to help ensure safe/compliant operation.
 2. When unsafe conditions or activities are observed or reported by a third party, confront, rectify, and/or report.
 3. Conduct effective Service Provider safety meetings on a regular basis. Conduct root cause analysis of safety incidents and implement or recommend to "ITPO" management for effective measures to prevent recurrence.
- c) Service Provider is to report incidents and investigate. Service Provider is required to:
1. Investigate violations and prepare corrective action plans when requested, including temporary or permanent removal of violating employees from the site if appropriate or required by ITPO.
 2. Utilize established disciplinary process in a consistent manner to reinforce EH&S requirements.
 3. Promptly report all accidents, incidents, and near misses involving Service Provider personnel to ITPO in writing within the agreed upon time frame. Where required under Applicable Laws, report accidents, incidents and near misses to the relevant Governmental Authorities.
 4. Bear all costs incurred as a result of the incident and those associated with corrective action plans if a violation is found to be the result of default or negligence on the part of the Service Provider.
- d) Service Provider is to provide safety training to Service Provider personnel. Service Provider is required to:
1. Ensure completion of a basic safety training and orientation program, as approved by ITPO and required by regulations, prior to issuing a contractor badge.
 2. Service Provider shall ensure that appropriate training has been provided to all Service Provider personnel, Contractors, Subcontractors and Third-party vendors before the commencement of the work.
 3. Maintain and produce appropriate record and certifications upon request
 4. Have equipment certified when using any type of respiratory equipment as per OSHA and statutory requirements).

3.2.2.4 Legal and other Regulatory Compliance Management

- a) Service Provider is required to:
1. Comply with all Applicable Laws, including equal opportunity laws, EH&S laws, local bye-laws, and related rules and regulations.
 2. Provide access to Service Provider systems if there are any legal activities (e.g., legal

hold internal audit) to allow for data extraction of ITPO specific data (inclusive of system audit logs) to support legal and/or audit efforts.

3. Immediately correct any work and replace any materials or equipment furnished by Service Provider that do not comply with Applicable Laws at its own expense.
 4. Take immediate action to desist and remedy any OSHA violation identified for which the Service Provider is responsible, shares responsibility, or observes during the course of its other duties.
- b) Service Provider is to ensure safe and legal vehicle operation. Service Provider is required to:
1. Adhere to all Transport authority regulations concerning driver and vehicle safety.
 2. Ensure adequate training and certification for the use of forklifts, scissor lifts and other elevated platforms as per ITPO standards and specific requirements/regulations.
 3. Assume full responsibility for all incidents or accidents involving vehicles operated by its personnel, whether or not they take place on ITPO property.
 4. Obtain proper parking permits and stickers to all vehicles that enter permit areas.
 5. Promptly notify ITPO management of any incidents involving loss, damage or injury to ITPO property or personnel arising from operation of vehicles. Document the nature and cause of any such incidents.
 6. All Service Provider personnel required to drive vehicle in ITPO property must complete vehicle safety training, have a valid License as applicable and comply with a vehicle safety program.

3.2.3 Emergency Services and Disaster Management

The Service Provider shall prepare emergency and disaster management plan in line with ITPO's emergency services and disaster management programs and ensure full implementation and compliance of these services in the project. The deliverable under this section includes:

3.2.3.1 Emergency Response Planning

- a) Service Provider is to provide emergency response planning and preparation. Service Provider is required to:
1. Work with the appropriate engineering, life safety, and maintenance personnel for the development and implementation of the Emergency and Disaster Management Manual and all its components, designed for the specific property and property type.
 2. Service Provider shall adhere to the Emergency and Disaster Management Manual, which will include following listed major components
 - Building(s) Security Plan.
 - Building Life Safety System Plan and Emergency Preparedness Plan.
 - Life Safety and evacuation Plan for all eventualities
 3. The Emergency and Disaster Management Manual should be routinely reviewed and updated as circumstances in the market dictate and should support regularly schedule semi-annual re-assessment inspections
 4. Work with inter functional teams and others as required to document processes, staffing

- and training requirements for emergency response.
5. Ensure that emergency response personnel contact information is current, accurate and widely distributed.
 6. Provide training and certifications for all Service Provider personnel with emergency response-related duties.
 7. Store up-to-date backup copies of critical documents such as project layouts, Occupant Area layout and evacuation plans, system diagrams and other critical information in a secure location where they can be readily accessed should primary materials be unavailable.
 8. Participate fully in exercises, equipment tests and drills related to emergency action plans.

3.2.3.2 Emergency Response Support

- a) Service Provider shall establish and deploy fully trained and certified manpower in the disaster management command center for managing all services defined under this section of scope of work.
- b) Service Provider is required to respond to project emergencies 24 hours a day, 365 days a year including, but not limited to routine facility failures, alarms, issues, force majeure events.
- c) The Service Provider will play a number of important roles in emergency situation management and providing responses such as:
 1. First responder
 2. Planning and preparation
 3. Post-event analysis
- d) Service Provider is to support evacuation of affected premises. Service Provider is required to:
 1. Respond to emergencies/alarms in accordance with training
 2. Support rapid, orderly and complete evacuation of ITPO premises when an alarm occurs, or an emergency condition has been reported. In case of adverse weather, direct people promptly to appropriate shelter areas.
 3. Manage pedestrian and vehicle traffic; cordon off potentially affected areas as required for the duration of the emergency.
- e) Service Provider is to support emergency responses. Service Provider is required to:
 1. Ensure Service Provider personnel are available to receive and respond to calls of ITPO management personnel as required in the event of emergencies or like conditions for 24 hours-a-day, 365 days-a-year on an emergency/ urgent response basis.
 2. Jointly work with ITPO management on site emergency procedures
 3. Use, develop, and improve detailed action plans that list all steps in case of emergency, by system and by service utilities.
 4. Participate on confined space rescue teams
 5. Provide site-specific knowledge and technical services to emergency response personnel,

including subcontractors.

6. Identify building specific issues (e.g. hazardous chemical storage and piping locations).
7. Isolate Water, Gas, HVAC and electrical systems, if possible, from locations outside affected areas. Service Provider personnel will only enter affected areas when properly equipped and protected, and only when escorted by emergency personnel.
8. Contain and or mitigate affected areas as required.
9. Assist emergency responders with building access and egress, and with building navigation.
10. Removing debris and obstructions using available equipment.

3.2.3.3 Emergency Medical Support

- a) In case of medical emergency, ensure that emergency services personnel are able to reach the affected person(s) without delay.
- b) Adequate functional Medical First Aid Kit, Stretchers/Wheelchairs will be kept at each location. The kits will be inspected and replenished as required. Service Provider staff to be trained in providing emergency first aid and CPR at each location.
- c) Record all pertinent data pertaining to the emergency and file an emergency condition report immediately after incident.

3.2.4 Quality and Sustainability Management

The Service Provider shall provide Quality and Sustainability management services and ensure full implementation and compliance of these services in the project. The deliverable under this section includes:

3.2.4.1 Quality Management Programs

- a) The Service Provider will ensure Property Management Services are performed in line with the minimum operating standards as per applicable ISO standards, OSHA standards and other internationally accepted standards.
- b) It is the responsibility of Service Provider to submit a valid ISO certificates and maintain its validity for the entire term of the Service Agreement.

3.2.4.2 Sustainability and Green Building Management

- a) The Service Provider will manage and ensure all sustainability initiatives and programs implemented at ITPO property. Programs include, but are not limited to:
 1. Waste reduction programs
 2. Provide waste and recycling reporting and statistics
 3. Composting of vegetative landscaping waste materials and food service waste
 4. Ensure efficient use of water, power & air conditioning system in line with the projects green buildings requirement.
- b) The Service Provider shall manage, monitor and record project specific data for maintaining the GREEN BUILDING certifications

1. Waste Management:

- Waste in the form of paper, plastic, organic, glass, e-waste, metal and mixed are segregated and monitored daily and data/reports are compiled monthly.
- Recyclable waste is ensured that it is sent to the right vendor in exchange of usable credits.
- Logs shall be maintained daily for monthly reporting, with a detailed audit planned at the time of recertification.

2. IEQ Management:

- Indoor Environment Quality (IEQ) shall be constantly monitored w.r.t. all 5 parameters – thermal comfort, lux levels, indoor noise, indoor odor, and air quality.
- Red flags to be raised and tickets issued to inter functional teams in case the delegates report discomfort, or in case the daily test results show unacceptable levels as per green building norms.

3. Training & Development:

- Regular Training and Development modules of various stakeholders –property management teams, new projects ideation teams, teams involved in direct and indirect operations of the building, shall be planned and executed for a frequency of at least once a month.

3.2.5 Contract, Insurance and Inventory Management

3.2.5.1 Contract Management

- a) Service Provider shall maintain:
1. All legal documents related to ITPO operations i.e. Agreements with addendums, maintenance agreements etc.
 2. all contracts and agreements between suppliers/vendors and other service providers engaged in the services at ITPO property
 3. Copy of all Purchase orders, work orders, RFP and other procurement and services related control documents.
- b) Service Provider shall make available all such documents for ITPO's inspection, audit, etc. as may be reasonably requested by ITPO.

3.2.5.2 Inventory Management - Consumables and Spares

- a) Service Provider shall be provided with the designated space for creating stores to stock for managing and performing all kind of operations and maintenance programs within the property in line with their scope of work.
- b) The material and consumables for the services shall broadly include but not limited to consumables for Janitorial Services (as described below) including cleaning, housekeeping, pest control, disinfecting and sanitization, waste management and the like described in the detailed scope of work for Property Management Services.

- c) All consumables, materials and other related items shall be provided by the Service Provider as per the site requirement to suffice the minimum service levels and adequacy levels.
- d) Service Provider shall ensure that all attic stock and spares provided by the EPC contractor, OEM and O&M agency (SPJV) during the handover of systems is stocked in the designated stores within the property and a record for all such items is maintained efficiently.
- e) The Service Provider shall assess the quantity of consumables to be used in advance and ensure the adequacy of inventory and proactively procure them in advance on fortnightly/ monthly basis and store them at designated stores.
- f) Service Provider shall ensure that all consumables used for performing the services shall strictly comply with the safety and environmental requirements considering the use of ecofriendly materials compliant with ISI standards.
- g) The minimum requirement of such consumables is described in Appendix 1 a & b and Service Provider shall add to the list basis its methodology for undertaking the Property Management Services.
- h) The cost of such consumables shall form part of the agreed fee for Property Management Services and no additional cost shall be provided by ITPO to the Service Provider for such consumables. The cost of such consumables shall be subject to verification basis the quantity actually used supported by the actual delivery challans / invoices and product quality certificates.
- i) The Service Provider undertakes and warrants that the parts, materials and components purchased and supplied under the Service Agreement shall be ideal, fit, and suitable for the purposes for which the same have been used. All parts used during the term of the Service Agreement shall be brand new and from the original manufacturer only. Where these parts are not available, subject to furnishing adequate proof of such non-availability, the Service Provider may procure/ supply brand new parts from another manufacturer which should not be of a kind that are not acceptable for maintaining the quality of services required under the Service Agreement.
- j) All the material brought to the site shall be duly accounted and managed by the Service Provider and all critical materials shall be insured against loss due to any reason whatsoever. Proof regarding this supported by the copies of the requisite document shall be regularly submitted to the representative(s) appointed by ITPO. ITPO may summon the complete record of the inventory, store records and procurement of materials from the Service Provider at any time if needed.

3.2.6 Janitorial Services

“ITPO” recognizes the environmental, health and operational efficiencies and benefits by reliability-based janitorial services and intends to implement a comprehensive, world-class reliability based janitorial service in ITPO property.

The reliability based Janitorial services shall comprise of three key areas-

- 1) Cleaning and Housekeeping Services
- 2) Pest Control Services
- 3) Disinfectant and Sanitization Services

Service Provider is required to comply and execute reliability based Janitorial Services.

Service Provider is required to provide all necessary Equipment, machinery, cleaning tools and tackles and consumables for performing the janitorial services. Minimum requirement for such items is indicated in Appendix 1 a & b.

The various deliverables and responsibilities of Service Provider under this service are detailed in below section.

3.2.6.1 Cleaning and Housekeeping Services

The Service Provider is required to provide cleaning and housekeeping services for the entire property as per the list of finishes/specifications/furniture list as mentioned in Annexure VIII, IX & X. The Service Provider shall provide its services for cleaning and housekeeping services for the entire property during normal working conditions and shall also provide additional services during events and programs days. Although specific program details are left to Service Provider, it is required that this program will have certain mandatory characteristics as described below.

The SLP parameters for cleaning and housekeeping services are mentioned in Appendix 1A & 1B.

a) Cleaning

1. Service Provider shall maintain the floors, walls, ceilings, and staircases and shall be required to:
 - Keep all floor mats substantially free of dirt, stains, and debris.
 - Keep all hard floors and baseboards substantially free of visible dirt, dust, debris, stains, traffic/ scuff marks, aging marks, and wax buildup.
 - Apply floor finish (appropriate to floor type) on all floor surfaces.
 - Utilize appropriate techniques and standards to achieve appearance, aesthetics, clean/ healthy environment, and maintain the life of products.
 - Keep floors buffed and polished (all stone, slate and ceramic floors to be scrubbed with a neutral cleaning agent).
 - Apply high gloss shine in specified cases only.
 - Keep all floor mats trip or slip free - wet floors should be sign- posted.
 - Maintain special entry mats as may be necessary (including in case of inclement weather).
 - Keep all mirrors, glass partitions, doors and shelves free of streaks, smudges, spots and dust.
 - Keep carpets substantially clean and ensure that the carpets only have minor controllable spots, stains, dirt, and debris, consistent with a quality-working environment – the carpets

must be clean and dry and all carpeted areas are to be cleaned by the manufactures recommended methods and recommended intervals.

- Keep tiles, including grout lines, and concrete floors substantially clean with minor controllable spots, stains, dirt, scuff marks and debris, consistent with a quality working environment.
2. Service Provider shall clean all areas and connecting lobbies and shall be required to:
- Ensure cleanliness of all common spaces, which includes ensuring that the lobbies are clean and have no visible cobwebs and/or dust particles.
 - Perform cleaning and up-keep of all exhibits, artifacts, installations and displays.
 - Perform periodic cleaning of internal glass facades, windows, structures at the entrance, claddings etc. at all heights (internally and externally), and ensure that all glass surface free of marks, stains, scratches or any other defects.
 - Deploy equipment for cleaning and ensure that there are no spills, trash, stains and defects on the floor.
 - Dust/clean all furniture, sills, counters, screens, blinds & curtains, light fittings, signage, doors, door frames, fittings and glass pans etc. to remove debris, stains, cobwebs and marks, and maintain all furniture in its original condition.
 - Keep all equipment uniform.
3. Service Provider shall clean walls and staircases and shall be required to:
- Stairs including treads, risers, nosing, banisters, balustrades, handrails, ledges, and protective wire guards where present must be free from dust, debris, stains and marks.
 - Wipe clean and polish walls and ensure that the glass entrance doors and glass railings are spot cleaned for any finger marks, stains or other marks.
 - Provide special attention to the entrance and high traffic areas (as required).
 - Sweep all external walkways and landings with manual sweeper.
 - Clean all stair landings, stairways and escalators.
4. Service Provider shall maintain and perform cleaning services to external areas, basement and parking areas and shall be required to:
- Clean such areas before start of operations in morning.
 - Ensure that entrances, service areas, parking areas, paving, paths, roads, grounds

amphitheaters, lawns at the entrance, outside premises must be maintained so that no graffiti, debris, litter, cigarette ends, dirt or spillages are apparent after cleaning.

- Pick up the rag from the entire area including the basement area(as required).
- Brooming of heavy traffic area starting front area and then moving to back area.
- Periodically clean the parking areas at all levels.
- Use appropriate machines wherever required.
- Clean advertising hoardings, banners, etc. (with the help of maintenance staff of the O&M agency).
- Dust iron pillars /electric poles/camera poles/Signage & direction poles/AV poles/ Flag poles, etc. (with the help of maintenance staff).
- Clean all water tanks and disinfect such water tanks before the start of the rainy season (or as instructed by ITPO. The list of waters tank is set out below:

A) Details of water tank at Admin Block

- (i) Soft water storage tank 2Nos @ 2500 KL.
- (ii) Rain water storage tank 1 No @ 275 KL
- (iii) Domestic water storage tank- 7 Nos @ 2075 KL
- (iv) Fire storage water tank 2Nos @ 400KL

B) Over head tank in Convention centre:

- (i) Fire fighting + Domestic tank 20 KL + 5KL
- (ii) Soft water tank: 2Nos @ 50KL

C) Overhead water storage tank in Hall No- 1 & 14:

- (i) Fire fighting 20 KL (in each hall)
- (ii) Domestic 5KL (in each hall)

- Regular cleaning of storm water drain, manholes, sewage lines etc. for removal of any blockages.

5. Service Provider shall maintain utilities and service areas and shall perform cleaning services. Service Provider shall be required to:

- Clean the external areas including in the basements utility rooms, on a daily basis.
- Clean AC grills, filters, fire sensors, light fittings and extinguishers.
- Provide other emergency cleaning services, as required.

- Keep all vents and exhausts free of dust.
 - Ensure all exhausts and air fresheners are operational and function properly.
 - Keep all elevator (passenger & freight) door tracks free of dirt, soil, lint, dust and debris.
 - Keep passenger elevator doors, walls, and floors substantially free of dirt, stains, streaks, spots, lint and cleaning marks.
 - Keep drinking fountains substantially free of calcium build-up, debris in drains, stains, dust, and odors.
 - Ensure that the drinking fountain is in good condition and has an appropriate level of sheen (in line with its design standards).
 - Clean all water bodies, musical fountains, pump rooms, filtration tanks/pumps etc., on a daily basis.
6. Service Provider shall clean furniture, kitchen equipment and other installations and shall be required to:
- Keep all surfaces free of dust, dirt, and marks.
 - Regularly disinfect all surfaces with regular human contact (e.g., doorknobs).
 - Clean all furniture and ensure there is no minor dirt, dust and debris, is consistent with a quality-working environment, and is arranged per original set-up.

b) Toilets / Restrooms Cleaning

1. Service Provider shall be responsible for the cleaning of toilets, washrooms, janitor closets, rest rooms etc.
2. Service Provider shall be required to:
 - Ensure that all sanitaryware including sinks, wash hand basins, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, tiled surfaces, splash backs, and vanity units must be free from scum, grease, hair, scale, dust, soil, spillages and removable stains.
 - Regularly sanitize installations and surfaces to maintain a high level of cleanliness.
 - Ensure there are no offensive odors, no overflows or backflows.
 - Respond in a proactive and reactive manner to incidents in order to restore affected spaces to their original conditions and intended use.

3. Service Provider shall clean restroom floors, walls and surfaces and shall be required to:
 - Keep floors and walls substantially free of any residue build-up (i.e., calcium build-up, mildew), smudges, odors, and dust.
 - Keep mirrors, partitions, drains, and fixtures and all horizontal and vertical surfaces substantially free of any residue build-up (i.e., calcium build-up, mildew), smudges, odors, and dust.
4. Service Provider shall clean toilet bowls, urinals, wash basins and kitchen, pantry sinks. Service Provider shall be required to:
 - Keep toilet bowls, urinals and sinks substantially free of any residue build-up (i.e., calcium build-up, mildew).
 - Respond, in the event of an incident or other mechanical failure, in a proactive and reactive fashion to restore affected installations to their original conditions.
5. Service Provider shall maintain and replenish restroom installations. Service Provider shall be required to:
 - Replenish all dispensers and ensure they are fully operational.
 - Refill deodorizers and ensure they are fully operational.
 - Properly escalate mechanical/operational issues with any equipment or installations.
 - Maintain infrared equipped toilets, faucets, and other installations.
6. Service Provider shall collect trash and shall be required to:
 - Maintain all trash cans and recycling receptacles and keep them free of odors.
 - Ensure trash receptacles are of consistent design and standard throughout the area.
 - Use trash bags of the most appropriate size for each receptacle.
 - Ensure to dispose off the garbage in the trash cans at the designated location.
7. Service Provider shall maintain custodial closets and shall be required to:
 - Clean janitor closets and storage spaces and keep them clean and neat at all times in compliance with applicable fire codes and regulations.
 - Clean mops, buckets, wet floor signs, tools, equipment and all other materials and store them properly in janitor closets.
 - Ensure that cleaning caddies and materials shall not be left unattended and shall be stored

in janitor closets when not in use.

8. Service Provider shall maintain all the sewerage and storm water lines and ensure that there should be no overflow from the manholes. All the grease traps, sewerage and storm water lines are cleaned and maintained at regular intervals

c) Interior Wood/Metal/Glass/Stone Cleaning

1. Service Provider shall maintain interior wood, metal, glass and stone finishes and fixtures and shall be required to:
 - Provide special care and periodic cleaning of wood, metal, glass or stone items. Examples include building entrances, lobby interiors and wall finishes.
 - Maintain surfaces using appropriate products and in accordance with industry and/or manufacturer specifications.
 - Use appropriate chemicals and equipment.
 - Perform routine inspections.
2. Service Provider shall ensure that:
 - Care and maintenance are performed by qualified personnel.
 - Activities are performed in a safe manner.
 - Activities performed do not disrupt or create unpleasant conditions or degrade air quality.
 - Cleaning activities do not damage or unduly shorten the operating life of the item.

d) Fabric and Carpets Cleaning and Maintenance

1. Service Provider shall maintain fabrics and fabric finishes installed in the premises and shall be required to:
 - Ensure fabric cleaning and repair is performed by qualified personnel.
 - Use appropriate chemicals and equipment.
 - Ensure activities are performed in a safe manner.
 - Perform routine inspections.
 - Ensure activities do not disrupt or create unpleasant conditions or degrade air quality.
 - Ensure cleaning activities do not damage or unduly shorten the operating life of the fabric.

- Ensure problems (e.g., stains, tears, etc.) are addressed in a timely manner.
2. Service Provider shall maintain carpets installed in the premises and shall be required to:
- provide services related to the care and cleaning of carpeted areas, including mats and rugs.
 - Ensure cleaning is in accordance with manufacturers specifications.
 - Ensure carpet cleaning and repair is performed by qualified personnel.
 - Use appropriate chemicals and equipment.
 - Ensure activities are performed in a safe manner.
 - Perform routine inspections.
 - Ensure activities do not disrupt or create unpleasant conditions or degrade air quality.
 - Ensure cleaning activities do not damage or unduly shorten the operating life of the carpet.
 - Ensure problems (e.g., stains, tears, etc.) are addressed in a timely manner.
 - Keep all accessible carpets, mats, and rugs substantially free of debris, stains, odors, and visible dirt.
 - Utilize appropriate techniques, equipment, and standards to achieve appearance, aesthetics, clean/healthy environment, and maintain the life of the product.
 - Implement comprehensive processes to manage all spills in a proactive and reactive manner.

e) General and Non-hazardous waste and trash collection

1. Service Provider shall be required to:
- Collect general, non-hazardous trash.
 - Clean all trash and recycle receptacles.
 - Maintain all receptacles and keep them free of odors.
 - Ensure trash receptacles are of consistent design and standard throughout areas.
 - Use trash bags of the most appropriate size for each receptacle.
2. Service Provider is to is required to:
- Clean recycle stations regularly and ensure that all material collected for recycling shall be

transported to appropriate containers for on-site treatment or off-site disposal.

- Provide appropriate and road-worthy waste collection vehicles to prevent the spilling of garbage leachate and emitting odor while in transit from the premises to the off-site disposal area.
- Ensure that the garbage trucks, as may be required, are provided with sufficient tarpaulin sheets to cover the wastes collected.
- Ensure that the garbage disposal van and the garbage disposal site including the adjacent areas affected by the hauling or removal of garbage, is cleaned before leaving the premises.
- Ensure that the waste management methodology complies with the guidelines as laid down in applicable waste management rules of the Government of India and local authorities.
- Provide cleaning for contained areas designated for hazardous waste collection and storage with usage of proper personal protective equipment and technical supervision.

f) Property External Boundary and Peripheral Fixtures

1. Service Provider is required to prepare a cleaning and maintenance schedule for external boundary walls and peripheral fixtures and shall be required to ensure:
 - Boundary walls are always clean from inside and outside at all times.
 - Paint, claddings components, metal design, and external signages installed on the wall are clean and free from any stain or smudge.
 - Entry and exit gates, pergolas and security cabins are clean and maintained properly.
 - No private posters, advertisements, banners and billboards are pasted on the external walls and the service provider will remove any such item immediately. It is advised to ensure that formal complaint is filed with local authority against any such illegal advertisement done on the external walls.
 - All personal protection equipment including safety belt, helmets and gloves shall be used by the trained staff for cleaning work.

g) Cleaning Agents, Consumables and Cleaning Equipment

1. Service Provider is responsible for acquisition and administration of janitorial supplies and equipment.
2. Service Provider shall procure all required materials and equipment necessary to meet service expectations outlines in this SOW. Service Provider shall be required to:

- Maintain inventory of the required supplies and equipment.
- Store supplies and equipment on-site in a secure/safe manner.
- Ensure facilities are appropriately stocked.
- Ensure appropriate, ecofriendly and certified green rated products are used.
- Ensure that approved neutral, alkaline, acidic, toilet cleaning agents having proper MSDS (Material Safety DATA Sheets) are used to remove smudges, streaks, stains, spots and other deposits.

h) Activity Recording and Reporting

1. Service Provider shall maintain recording and reporting system and ensure that:
 - All cleaning and maintenance logs and reports are maintained daily, weekly, fortnightly, monthly, bimonthly, quarterly, half yearly and annually.
 - All consumables and equipment spares utilized are recorded and maintained in the inventory management system without any delay.
2. Service Provider shall perform regular audits & inspection related to cleaning services and ensure that:
 - There is a written record of all audit & inspections and, which will be presented to ITPO management team.
 - All frays and uncontrollable spots or stains or damaged surfaces, fixtures and furniture that cannot be removed by general cleaning practices are reported to management and necessary remedial action is taken.

3.2.6.2 Pest Control Services

1. Service Provider shall be required to provide pest control services for entire property, including basements. Although specific program details are left to Service Provider, it is expected that this program will have certain mandatory characteristics as described below (however, the service will not be limited to such characteristics).
2. Service Provider shall provide pest control services in the premises and external areas of the property. Service Provider is required to:
 - Identify vermin, pests, termites, mammals, birds or insects, harborage and breeding sites as well as perform pest control to ensure removal of the same.
 - Post signage as appropriate notifying colleagues of any dangers.
 - Employ trained and certified personnel to apply any pesticide or baited trap, indoors or

outdoors.

- Ensure pest control personnel uses appropriate equipment and ecofriendly and green chemicals.
 - Ensure pest control in the premises, basements, building(s), management offices, services offices areas, engineering services of the building(s), floor levels, shafts, toilets, as per the schedule given.
 - Ensure that the rodents, flies, cockroaches, mosquitoes, spiders, etc. are controlled as per the schedule given.
 - Clean and clear animal droppings and other wastes and disinfect affected areas as required.
 - Follow written and approved pest control procedures and reporting policies.
 - Abide by all policies, procedures, and precautions regarding pest control services in areas.
3. Service Provider shall follow all the guidelines/norms issued from time to time by Ministry of Home Affairs, Ministry of Health, MoEF, State Govt. and ITPO directives including instructions under Force Majeure.
4. Service Provider shall provide & maintain consumables, equipment and recording and reporting system is maintained to ensure that:
- All pest control activities are logged, and reports are maintained as per schedule of activities.
 - All consumables and equipment spares utilized are recorded and maintained in the inventory management system.
 - Maintain inventory of the required supplies and equipment.
 - Store supplies and equipment on-site in a secure/safe manner.
 - Ensure facilities are appropriately stocked.

3.2.6.3 Disinfecting and Sanitization Services

1. Service Provider shall provide disinfecting and sanitization services for area under scope of works.
2. Service Provider shall also provide the following services but not limited to:
 - Preparing and executing the disinfecting activity schedule and implementing the services to ensure safe workplace environment.
 - Deploying trained cleaning staff to execute disinfecting and sanitation process and applying all necessary personal protective gears during the activity.

- Ensuring that all indoor areas such as entrance lobbies, corridors and staircases, escalators, elevators, security guard booths, office rooms, meeting rooms, cafeteria, kitchens, plenary hall, amphitheater, auditoriums, green rooms, lounges and Service Provider's office, stores etc., are mopped with a disinfectant with 1% sodium hypochlorite or phenolic disinfectants.
 - Ensuring that high contact surfaces such elevator buttons, handrails/handles and call buttons, escalator handrails, public counters, intercom systems, equipment like telephone, printers/scanners, and other office machines are cleaned twice daily by mopping with a linen/absorbable cloth soaked in 1% sodium hypochlorite.
 - Ensuring that frequently touched areas like tabletops, chair handles, pens, diary files, keyboards, mouses, mouse pads, tea/coffee dispensing machines etc. should specially be cleaned.
 - Ensuring that for metallic surfaces like door handles, security locks, keys, etc., 70% alcohol can be used to wipe down surfaces where the use of bleach is not suitable.
 - Ensuring that hand sanitizing stations are installed inside the premises (especially at the entry) and near high contact surfaces.
 - Carefully cleaning the equipment used in cleaning at the end of the cleaning process.
 - Removing personal protective equipment discarding it in a disposable bag and washing hands with soap and water.
3. Service Provider shall provide disinfecting services in the **Toilets** of the property. Service Provider shall:
- Prepare and execute the disinfecting activity schedule and implement the services to ensure safe usage of toilets.
 - Deploy trained cleaning staff to execute disinfecting and sanitation process and apply all necessary personal protective gears during the activity.
 - Follow sanitization procedure by using 70% alcohol based cleaning agents to wipe down surfaces where the use of bleach is not suitable, e.g. metal. (Chloroxylenol (4.5-5.5%)/ Benzalkonium Chloride or any other disinfectants found to be effective against infecting viruses and may be used as per manufacturer's instructions)
 - Always use freshly prepared 1% sodium hypochlorite.
 - Ensure that disinfectant is properly sprayed on potentially highly contaminated areas (such as toilet bowl or surrounding surfaces) as it may create splashes which can further spread the infecting bacteria and virus.
 - Discard cleaning material made of cloth (mop and wiping cloth) in appropriate bags after

cleaning and disinfecting, to prevent cross contamination.

- Disinfect all cleaning equipment after use and before using in other area
4. Service Provider shall maintain consumables, equipment and recording and reporting system is maintained to ensure that:
- All sanitization activities are logged, and reports are maintained as per schedule of activities.
 - All consumables and equipment spares utilized are recorded and maintained in the inventory management system.
 - All inventory of the required supplies and equipment are maintained.
 - Store supplies and equipment on-site are stored in a secure/safe manner.
 - Ensure facilities are appropriately stocked.

3.2.6.4 Waste Management and Recycling Services

3.2.1 Lifting, carrying and disposing the garbage at designated locations to enable unhindered, smooth and easy pickup by O&M team appointed by ITPO.

3.2.7 Landscape and Horticulture Housekeeping Services

3.2.2 Service Provider will be responsible for housekeeping of all exterior areas including the landscaped areas. The broad area is provided in the table in Annexure VI. Service Provider is required to provide all necessary equipment, machinery, tools and tackles and consumables for the proper upkeep and maintenance of such areas. Minimum requirement for such items is indicated in Appendix 1A & B. Service Provider shall perform the work to meet site specific requirements linked to local weather conditions.

3.2.8 Data recording and reporting system

1. Service Provider shall maintain an updated **Recording and Reporting** system and ensure that:
 - All service logs and reports are maintained for daily, weekly, fortnightly, monthly, bimonthly, quarterly, half yearly and annually activities.
 - all spare and inventory utilized are recorded and maintained in the inventory management system without any delay
 - a written record of all audit & inspections is maintained and presented to ITPO management team immediately upon request.

3.2.9 Vendor Management Services

The Service Provider, in co-ordination with the O&M agency (SPJV), original equipment

manufacturers, shall ensure preventive maintenance services for all the equipment for which maintenance services are to be provided by Service Provider at least once in every quarter. The preventive maintenance shall include:

- Cleaning and removal of dust and dirt of the equipment with appropriate precautions.
- Conduct inspection (check for loose contacts in the cable and connections etc.), health checking of all components of the equipment's, testing, satisfactory execution of diagnostics and necessary repairing / configuration / programming of equipment.

3.2.10 Parking Management

1. The Automated Parking System installed in ITPO property comprise of the following key components:
 - a) Parking Servers
 - b) Parking Access Control System (RFID Tag Readers/ANPR System/Automated Boom Barriers)
 - c) Parking Guidance and Information System (Detectors, LED Indicators, Zone Controllers, Signages)
 - d) Ticket Vending Machines
 - e) Ticketing and Collection Kiosk (Manned)
2. Service Provider shall be responsible for operating the Vehicle parking facilitation, ticketing system and fee collection system as per ITPO's requirements.
3. Service Provider shall be responsible for the Parking Facility including vehicle traffic management and vehicle guidance for which a trained team shall be deployed by this agency to execute overall parking operations.
4. Service Provider shall ensure that all terms and conditions of the services including the service levels are maintained in accordance with this agreement.
5. Service Provider shall collect the parking fee on behalf of ITPO as decided by ITPO. It shall transfer the collection of parking fee on a daily basis to ITPO account and submit the records for the same. The fee collection along with the detail shall be submitted to ITPO management on daily basis and record to be maintained for revenue collections.
6. Service Provider shall ensure that the deployed team is trained and qualified for operation of the parking system.
7. Service Provider shall be responsible for managing the Automated Car parking systems which include the Parking Access Control systems and Parking Information and Guidance System. It is expected that the Service Provider shall make every effort to ensure the system performs as designed/intended which shall include (but not be limited to):
 - a) All routine inspection of Parking Management Systems as per the manufacturer recommendations.
 - b) Monthly, Quarterly, Bi-annual and Annual checks are performed per manufacturer

- recommendation.
- c) Ensure the maximum uptime of the Parking Management Systems in coordination with EPC Contractor/OEMs
 - d) Ensure that the Parking Management System is kept in a high state of operational availability and reliability.
 - e) Ensure all the maintenance will be coordinated with O&M team.
 - f) Ensure system is in condition for supporting a 24x7x365/366 basis operation
 - g) Ensure problems, breakdowns, etc. is addressed and reported in a timely manner.
8. Service Provider shall provide all the consumables required for parking management including ticket rolls, printer, cartridge etc.
 9. Service Provider shall be responsible for cleaning and maintaining all the parking related signages
 10. Service Provider shall deploy trained and experienced staff for compliant and grievance related to parking facility inside the ITPO property
 11. **The broad details of parking to be managed by Service provider is mentioned below but not limited to:**

Surface Parking Area on Ground Floor Level Near Helipad	19300	Sq.mts
Surface Parking on Stilt level foe VIP near CC Building	206	Nos
Car Parking in Basement	3144	Nos
Bus Parking	46	Nos
Two Wheelers Parking	854	Nos
Trucks	10	Nos
VVIP parking Level-02	5	Nos

3.2.11 Security Management

1. The Service Provider will deliver services and functions associated with the management and administration of the Security Services of the project to ensure a comprehensively coordinated safety and security is established for all delegates and users of the IECC.
2. The following Security services will broadly be required under the scope of services of Service Provider.
 - a) Security Command Center Management
 - b) All Physical Security Guarding except in the areas where CISF would be deployed by ITPO
 - c) Security Checkpoints including manning of Boom Barriers, Bollards and any other security equipment's installed by ITPO
 - d) CCTV, Access Control System and Intrusion Alarm monitoring
 - e) Security checking through Baggage scanners
 - f) Security checking through DFMD

3. The key deliverables and responsibilities of Service Provider under this service are detailed in below section.

3.2.11.2 Security Command Center Management

1. The Service Provider is required to manage the overall Operation of Security Command Center facilities for Security Operations in 24 hrs x 7-day format.
2. Service Provider is required to manage main and back up Security Command Centers with complete deployment. The team deployed at the Security Command Center shall be in addition to the Physical Security Guarding agency engaged (if any) directly by ITPO for the property.
3. Security Command Center is equipped for the management of services related to:
 - a) CCTV Operations
 - b) Access Control System and Intrusion Alarm System
 - c) Public Announcement System
4. Service Provider shall provide overall administration of security services of the property.
5. Service Provider shall ensure deployment of a Chief Security Officer for managing the overall security services at IECC. This position shall be responsible for comprehensive responsibilities of specialized team for security services deployed by Service Provider and the Physical Guarding Agency engaged (if any) directly by ITPO for the property.
6. Service Provider shall deploy Specialist staff of high level of qualification and experience in managing and operating the IT enabled security systems installed inside the property including CCTV surveillance and Access control management and operation system.

3.2.11.3 Management of Physical Security Guarding *except in the areas where CISF would be deployed by ITPO:*

1. Service Provider shall engage reputed security agency for physical guarding services for IECC. The agency shall work in coordination with the security agency of ITPO and other govt. agencies as may be notified by ITPO from time to time, or for specific events.
2. The Service Provider shall provide & manage the overall deployment and performance of the deployed Security agency by providing a Security Management services to administrate and manage the day-to-day operations of physical guarding services.
3. Service Provider shall be responsible to administrate, plan and establish the security network for entry and exit points of property, area security including basements, with an objective to impede, detect, assess, report & respond to any threat like theft of assets, public safety & security, unauthorized intruders, riot, power failure/critical equipment failure, fire, terrorist threat, borne explosive devices, natural disaster, etc
4. Service Provider shall provide the overall security plan for the property, buildings, security post and issue site instructions to each and every post, procedure of patrolling, entry exit, visitor

management procedure and other related process to ensure security at the site.

5. Service Provider shall ensure that physical guarding manpower is deployed to cover marshalling services for all vehicular traffic movement inside the complex, entry & exit points during all hours, controlling the movement of the heavy vehicles, regulating movement timing to ensure smooth traffic movement inside the complex during VIP movements, checking all vehicles for authorization, documentation & threats before entering into the premises.
6. Service Provider shall take proper measures of theft and nuisance control in common area to avoid theft of installed equipment and accessories like landscape lighting, general lightings, loose street furniture, safety equipment, cables, decor lighting and props, water meter, irrigation accessories and fittings, CCTV cameras, dust bin, manhole covers, etc.
7. Service Provider shall ensure that the security equipment installed in the property are used and maintained in best condition.
8. Service Provider shall plan and maintain the surveillance and patrolling schedule and deploy dedicated personnel for patrolling of the property at regular intervals.

3.2.11.4 CCTV System

1. Service Provider shall be responsible for complete manning and Operation of CCTV system for the entire premises.
2. Service Provider is required to develop a detailed Operating Procedure for the CCTV operation in accordance with the Legal and statutory compliances and property requirements for achieving the highest high level security service.
3. Service Provider is required to:
 - a) provide personnel with all the EH&S and operational information necessary to perform their roles and responsibilities properly under CCTV operations.
 - b) ensure that CCTV Operations are performed consistently to maintain quality control of processes and recorded material.
 - c) ensure that CCTV Operations continue with minimal disruption and are conducted to a prescribed standard.
 - d) ensure that any system failures or faults are detected and responded to efficiently as soon as possible.
4. Service Provider shall select and deploy the experienced and technically efficient team for the CCTV operations and shall ensure that:
 - a) All officers assigned to surveillance operations must be duly authorized by the ITPO management to undertake defined roles which shall be provided basis their qualification evaluation prior to hiring.

- b) All Security Command Center authorized officer's shall have a police clearance certificate.
 - c) All authorized officers shall sign the approved Code of Conduct, as approved by ITPO, at the start of their employment at IECC.
 - d) The authorized officers will be employed in compliance with all relevant hiring guidelines and policies and in accordance with Applicable Laws, including equal opportunity and occupational health and safety.
5. The Service Provider's CCTV operation team shall perform the live tracking and surveillance duties and it is required that the team follows the minimum standards:
- a) Monitor operators must act with the utmost probity and in accordance with the Code of Conduct.
 - b) The tracking or zooming in on any member of the public or staff member shall not be done in a gratuitous or unreasonable manner. All operators should be made aware, as a matter of course, that their camera operation may be audited and that they may be called upon to satisfy their interest in a member of the public. Members of the public going about their lawful business shall not be the subject of undue, unethical or illegal surveillance.
 - c) During general surveillance, operators shall not allow cameras to view into private premises. Private premises may come into view as part of a wide angle or long shot or as a camera is panning past them.
 - d) An operator may allow a private premises to remain in view when there are reasonable grounds for so doing, that is, for the purpose of identifying individuals or actions when there is a reasonable cause in response to a criminal offence or situation of concern only.
6. The Service Provider's CCTV operation team shall deal and respond in situations of incidents, and it is required that the team follows the minimum standards:
- a) The CCTV monitoring or control room equipment and suitable communication facilities to enable the operator to easily contact relevant personnel shall be maintained with zero downtime.
 - b) A list of stakeholders and call out details will be compiled and maintained in the CCTV operation spreadsheet.
 - c) The level of internal security team response to incidents occurring will be determined by the Service Provider in the Security manual and will be subject to the various priorities at the time the incident is reported.
 - d) Designated person from the Security team shall be authorized to report relevant matters to the local Police and other emergency services, as appropriate. A written record of any reports will be made at the time or as soon as practicable following the incident and will include details of the incident, date and time of the report and details of the Police or other public or private services.
 - e) All incidents requiring attendance by the Police or other emergency services will be recorded

by Authorized Officer's, as soon as practicable.

- f) When an authorised officer identifies an offence or situation of concern to which a response is required, the operator must contact the police while ensuring that the incident is being appropriately monitored and recorded.
- g) Where possible, the incident must continue to be monitored and recorded up to and including the completion of the response.
- h) Whenever a response is deemed appropriate to an identified incident, the officer must record the following in the CCTV operations report:
 - Type of incident (according to defined offence categories), including description (e.g. number of persons involved);
 - Date and time of incident; and
 - Organization making response (i.e. Police / Internal Security / Rapid Action Force etc.)

3.2.11.6 Public Announcement system

1. Service Provider is responsible for complete operation of public announcement system installed inside the property in case of emergency.
2. Service Provider is required to ensure that:
 - The appropriate level of public announcement is provided for all buildings as per design of the service.
 - Public announcement is provided comprehensively and equitably across the property and meets the needs of ITPO, Occupants and the safe operations.
 - An overall operating procedure is in place for the ongoing management of public announcement
 - Adequate response is initiated through public announcement as per requirement of the situation.

3.2.12 Education and experience qualifications of required requisite staff for Property Management

S. No.	Position	Qualification	Desired Experience
A. Resource Deployment			
1	GM Operations	BE Degree in Civil/ Electrical/ Mechanical Engineering	10+ years in Property/ Facility Management
2	Head of Soft Services	Graduate in any discipline	5+ years in Property/ Facility Management
3	Duty Executives	Graduate in any discipline	3+ years in Property/ Facility management
Security Service			
1	Chief Security Officer	Graduate	10+ years' experience in same field. Preferably retired from Indian Army/

S. No.	Position	Qualification	Desired Experience
			Air Force/ Navy or any Central Security Agencies from the rank not below or equivalent of Lieutenant Colonel in the Indian Army. Should be physically fit.
2	Supervisor	Graduate in any field	5+ years' experience in Security field. Should be physically fit.
3	Fire Officer	B.Sc. or Diploma in Fire and safety.	10+ years of working experience as fire officer.
4	Lady Guard	12 th pass	5+ years' experience in Security field. Should be physically fit.
5	Guard	12 th pass	5+ years' experience in Security field. Should be physically fit.
6	Fire Guard	12 th pass	5+ years' experience in fire fighting field. Should be physically fit.
7	Parking Attendants	12 th pass	5+ years' experience in Security field. Should be physically fit.
HOUSEKEEPING SERVICE			
1	Supervisor	12 th Pass	10+ years' experience in Housekeeping field
2	Janitor	12 th Pass	5+ years' experience in Housekeeping field
3	Machine Operator	ITI in the relevant field	10+ years' experience in housekeeping field

APPENDIX 1A: CLEANING AND HOUSEKEEPING TOOLS AND TACKLES

- 1.1.0** Service Provider is required to at its own cost provide following listed minimum hand tools, tackles and machinery for the execution of housekeeping and cleaning services
- 1.1.1** Service Provider at its own knowledge and expertise may use additional tools and tackles over and above the minimum required tools.
- 1.1.2** Service Provider shall ensure the serviceability and adequacy of such tools, at all times during the term of the Service Agreement. The count of such machines and tools shall be quantified by Service Provider itself based on its knowledge and expertise for performing the Property Management Services.
- 1.1.3** Service Provider shall ensure that all tools and tackles provided should be of minimum safety and quality standards as per ISI/CE or applicable standards. Some of the recommended makes are Karcher/ Eureka Forbes/ Johnson Diversy/ Taski/ Nilfisk/ Unger or equivalent. Service Provider is also advised to use products which are manufactured within the country to support the Make in India initiative of the GoI.
- 1.1.4** Below mentioned is the list of minimum Housekeeping Machines which will provided by the Service Provider along with the manpower to operate them.

Sr. No	Type of Machine	Mode of Operation	Min Coverage per Hour in sq Mtr	Min Specs	Min Qty	Make
1	Ride on - Heavy Duty Vacuum Sweeper	Battery Operated	15,000.0	Brush Width - 2 x 1500 mm; Hopper Capacity- 500 Liters	5	Diversy / Eureka / Karcher or equivalent
2	Vacuum Sweeper Walk Behind	Battery Operated	2,000.0	Brush Width - 1 x 650 mm; Hopper Capacity- 35 Liters	5	Diversy / Eureka / Karcher or equivalent
3	Box Sweepers	Manual	NA	Dual Brush System; Hopper Capacity- 40 Liters	5	Diversy / Eureka / Karcher or equivalent
4	Ride on - Commercial Floor Scrubber Drier Machine	Battery Operated	5,000.0	Scrubbing Width - 2 X 400 mm; Solution & Recovery Tank - 150 Liters	5	Diversy / Eureka / Karcher or equivalent
5	Auto Scrubber Drier Machine - Walk Behind	Battery Operated	2,000.0	Scrubbing Width - 500 mm; Solution & Recovery Tank - 50 Liters	5	Diversy / Eureka / Karcher or equivalent
6	Single disc scrubbing / Polishing machine	Battery Operated	1,000.0	Scrubbing Width - 350 mm; Solution & Recovery Tank - 10 Liters	5	Diversy / Eureka / Karcher or equivalent
8	Vacuum Cleaner (Dry Vacuum) Hand Help / Back Pack	Electrical/ Battery	NA	Dry; Tank Capacity 5 Liters	5	Diversy / Eureka / Karcher or equivalent
9	Commercial Vacuum Cleaner (Wet & Dry)	Electrical	NA	Wet & Dry; Tank Capacity 30 Liters	5	Diversy / Eureka / Karcher or equivalent
10	Industrial Vacuum Cleaner (Wet & Dry)	Electrical	NA	Wet & Dry; Tank Capacity 50 Liters	5	Diversy / Eureka / Karcher or equivalent
11	Industrial Vacuum Cleaner (Wet & Dry)- ATEX Certified for Zone 22 classified Areas	Electrical	NA	Wet & Dry; Tank Capacity 100 Liters	3	Diversy / Eureka / Karcher or equivalent
12	Cold & Hot water high pressure cleaner	Electrical	NA	Pressure- 130 bar, Flow - 500 ltr /hr, Detergent Tank Capacity - 10 liters	5	Diversy / Eureka / Karcher or equivalent

Sr. No	Type of Machine	Mode of Operation	Min Coverage per Hour in sq Mtr	Min Specs	Min Qty	Make
13	Escalator Cleaning Machine (Wet & Dry)	Electrical/ Battery	NA	Working width - 450 mm; Solution & Recovery Tank - 30 Liters	2	Diversy / Eureka / Karcher or equivalent
14	Floor Burnisher			For Marble/Stone maintenance	4	
15	Steam Cleaner			For carpet steam cleaning	1	
16	Dry & Wet Ride on Mopping Machine			Wet and dry mopping machine	2	
17	Fork Lift			For lifting & shifting heavy items/material.	1	
18	Scissor Lift			For Repair & Maintenance for corridors' ceilings equipment and fitments.	2	
19	Collapsible aluminium scaffolding on wheels			For safer usage at more than human heights	5	
20	Telescoping Self Supporting Extension Ladder - off sizes			For general operation and maintenance purposes	4	

These will have to be maintained at site for mechanized cleaning at Service Provider's own cost. ITPO and the Service Provider will mutually finalise the numbers of each of these machines that may be required to be maintained at the site to ensure that the Service Standards as given in the SLAs are adhered to. The usage charges for usage of each of these machines will be fixed as quoted by the Service Provider in the Financial Bid. The payment will be worked out on the basis of the actual no. of the machines deployed on site for each month.

1.1.5 Below mentioned is the list of minimum housekeeping tools and tackles to be maintained:

Sr. No	Type of Tool	Name of Tool
1	Cleaning Tools	Soft Bristled Brooms
2	Cleaning Tools	Hard coarse bristled brooms
3	Cleaning Tools	Wall Brooms Turk's Head
4	Cleaning Tools	Long handle cobweb brush
5	Cleaning Tools	Hard Brush
6	Cleaning Tools	Soft Brush
7	Cleaning Tools	Scrubbing Brush
8	Cleaning Tools	Corner brush with handle
9	Cleaning Tools	Toilet bowl brush
10	Cleaning Tools	Dry Mop Set
11	Cleaning Tools	Wet Mop Set
12	Cleaning Tools	Dust control Mop Set
13	Cleaning Tools	Polish applicator Mops
14	Cleaning Tools	Dustpan and brush with extended handle
15	Cleaning Tools	Lobby Dustpan set
16	Cleaning Tools	Dual side brush for Glass cleaning
17	Cleaning Tools	Hang-up tool holder for mops and handles
18	Cleaning Tools	Glass Scrubbing & squeezing 2 in 1
19	Cleaning Tools	Dual bucket combo (with side bucket) with wheels
20	Cleaning Tools	Mop Wringer
21	Cleaning Tools	Hand Caddy
22	Cleaning Tools	Spray Bottles
23	Cleaning Tools	Janitor's Trolley
24	Cleaning Tools	Bucket for Glass Cleaning
25	Cleaning Tools	Flat duster
26	Cleaning Tools	Dusters and Dust Mittens
27	Cleaning Tools	Swabs and Wipes
28	Cleaning Tools	Sponges
29	Cleaning Tools	Glass Cleaning Cloth

Sr. No	Type of Tool	Name of Tool
30	Cleaning Tools	Chamois Leather
31	Cleaning Tools	Rags and Polishing Cloths
32	Cleaning Tools	Abrasives
33	Cleaning Tools	Floor Scrapper Tool
34	Cleaning Tools	UV backlight and invisible ink pen Inspection Kit
35	Cleaning Tools	Flexible dust bag

1.1.6 The quantity shall be adequate so as to maintain the prescribed standards in the SLA. Under any circumstances the standard shall not be lower than those followed by a 5 star hotel.

APPENDIX 1B: CLEANING AND HOUSEKEEPING CONSUMABLES

- 1.1.1** Service Provider is required to provide following listed indicative consumables for the execution of housekeeping and cleaning services at his own cost.
- 1.1.2** Service Provider at its own knowledge and expertise may use additional consumables over and above the minimum indicated consumables.
- 1.1.3** Service Provider shall ensure the serviceability and adequacy of such consumables at all times during the tenure of the contract. The adequacy of such consumables shall be quantified by Service Provider itself based on its knowledge and expertise for performing the services.
- 1.1.4** Consumables in the case of events and non-events shall be provided and managed by Service Provider at own cost.
- 1.1.5** Service Provider shall ensure that all consumables provided at site should be of minimum product quality standards as per Green and ecofriendly standards. The products before usage shall be certified by the EHS and environment and sustainability team for usage. Service Provider is advised to use products which are manufactured within the country to support the Make in India initiative of the Govt. of India.
- 1.1.6** Below mentioned is the list of minimum Housekeeping Consumables to be maintained:

Sr. No	Type of Item	Description	Specification
1	Cleaning Agents	Cleaning and Sanitizing of Bathroom / Toilet surfaces	Green Seal Certified products from Diversy Taski R1/ Reckitt Benckiser / 3M or Equivalent
2	Cleaning Agents	All-purpose cleaning agent / Hygienic Hard Surface Cleaner	Green Seal Certified products from Diversy Taski R2/ Reckitt Benckiser / 3M or Equivalent
3	Cleaning Agents	For Cleaning Glass and Mirror Cleaner	Green Seal Certified products from Diversy Taski R3/ Reckitt Benckiser / 3M or Equivalent
4	Cleaning Agents	For Furniture Polish and Cleaning / Furniture Maintainer	Green Seal Certified products from Diversy Taski 4/ Reckitt Benckiser / 3M or Equivalent
5	Cleaning Agents	Air Freshener / Room Freshener / Bathroom Freshener	Green Seal Certified products from Diversy Taski R5/ Reckitt Benckiser / 3M or Equivalent
6	Cleaning Agents	Heavy-duty toilet bowl/urinal cleaner for the removal of lime scale, stains and other residues.	Green Seal Certified products from Diversy Taski R6/ Reckitt Benckiser / 3M or Equivalent
7	Cleaning Agents	Oil and grease Removing and Cleaning Agent for water-resistant hard surfaces	Green Seal Certified products from Diversy Taski R7/ Reckitt Benckiser / 3M or Equivalent
8	Cleaning Agents	For Descaling of Metal parts in contact with water	Green Seal Certified products from Diversy Taski R8/ Reckitt Benckiser

Sr. No	Type of Item	Description	Specification
			/ 3M or Equivalent
9	Cleaning Agents	Cleaner and Descaler for all fittings and walls in the bathroom, sink, tiles and fittings.	Green Seal Certified products from Diversy Taski R9/ Reckitt Benckiser / 3M or Equivalent
10	Algaecide and Scale Inhibitor	For Water bodies	GMP certified green product
11	Consumables	Brass polish	Brasso or similar
12	Consumables	Naphthalene Balls	ISI Make
13	Consumables	Urinals Screen Gel Pads; anti splash and min 10 mm bristles	Pudumjee Hygiene or equivalent
14	Consumables	Surgical hand gloves (to be used by staff during cleaning)	ISI Make
15	Consumables	Air Freshener Dispenser and Spray Cartages	Odonil, Air wick, or equivalent
16	Consumables	Refill for Odor Neutralizer	Odonil, Air wick, or equivalent
17	Consumables	BioGarbagePlasticBags(Medium / Large / Industrial Usages) minimum thickness 50 microns	ISI Make, in accordance with Applicable Rules 2016
18	Consumables	Liquid Hand Wash soap and dispensers	Dettol/Savlon or equivalent
19	Consumables	C Fold Hand Towel (Min 20 GSM thickness) and dispensers	Pudumjee Hygiene or equivalent
20	Consumables	Toilet Rolls (Min 40 GSM thickness)	Pudumjee Hygiene or equivalent

1.1.7 The quantity shall be adequate so as to maintain the prescribed standards in the SLA. Under any circumstances the standard shall not be lower than those followed by a 5 star hotel.

4 BID PROCESS SCHEDULE

4.1 Bid Process Schedule

S. no.	Description	Date
1.	Issuance of RFP to all Interested Parties	19 Nov. 2022 (06.30 P.M.)
2	Bid Close Date	5 Dec. 2022 (11.00 A.M.)
3	Technical Bid Opening date	6 Dec. 2022 (11.30 A.M.)
4	Validity of Bids	120 days of bid close date
5	Technical Presentation by the Bidders qualifying the criteria as given in Schedule-I	TBD
6	Financial Bid Opening Date	TBD
7	Issue of LOIA	TBD
8	Submission of Performance Bank Guarantee	Within 15 days of LOIA
9	Issue of LOA	TBD
10	Signing of Contract	Within 7 days of LOA

Bidders may note that, while ITPO shall endeavour to adhere to the Bid Process Schedule stated above, the dates specified above are subject to change at the sole and exclusive discretion of ITPO without assigning any reason, whatsoever. Bidders agree that ITPO shall not be liable in any manner for any change whatsoever in the scheduled timelines indicated.

4.2 Bid Process Details

S.no.	Instructions	Reference
1.	Eligibility Criteria and list of Supporting Documents	shall be as specified in Schedule-I
2.	Proposal validity period	shall mean a period of 120 (One Hundred and Twenty) days from the Bid Close Date or as extended from time to time by ITPO in accordance with the RFP.
3.	Evaluation Criteria	shall be as specified in Schedule-II
4.	Queries to addressed to	General Manager (Works), ITPO, Pragati Maidan, New Delhi-110001(email: gmprojects@itpo.gov.in)
5.	Bid Security amount	Shall mean an interest free amount of Rs.1.30 crores (Rupees One Crores Thirty Lakhs only) vide a Demand Draft/ NEFT/ RTGS drawn on a scheduled bank having a branch at New Delhi, payable at par in favour of ITPO, New Delhi. Bank Details of ITPO annexed.
6.	Marking of Proposal	The documents to be submitted as hard copy mentioned in Schedule-I shall be submitted in a sealed envelope. The envelope shall clearly bear

S.no.	Instructions	Reference
		<p>the identification "ENCLOSURES OF THE PROPOSAL" for the "Selection of Service Provider for Food & Beverages Service Operations and Property Management Services at IECC, Pragati Maidan, New Delhi".</p> <p>If the envelopes are not sealed and marked as instructed above, ITPO assumes no responsibility for the misplacement or premature opening of the contents of the Bid and consequent losses, if any, suffered by the Bidder.</p>
7.	Tender Fee amount	<p>Rs.59,000/- (Rs.50,000/- plus GST@18%)vide a Demand Draft/ NEFT/ RTGS drawn on a scheduled bank having a branch at New Delhi, payable at par in favour of ITPO, New Delhi. Bank Details of ITPO annexed.</p>

**The documents required such as DD towards Bid Security Amount/Tender Fee Amount should be deposited at ITPO office on or before the bid opening date/time as mentioned in the Bid Process Schedule. Demand Draft obtained earlier than the date of this RFP shall not be accepted.*

4.3 Interpretation

- i. Reference to Clauses, Sections, Schedules, or Annexures is reference to Clauses, Sections, Schedules, and Annexures of this RFP.
- ii. For the purpose of this RFP, where the context so admits, the singular shall be deemed to include the plural and vice-versa.
- iii. Except where the context requires otherwise, references to statutory provisions shall be construed as references to those provisions as respectively amended or re-enacted or supplemented or as their application is modified by other provisions (whether before or after the date hereof) from time to time.
- iv. The Schedule(s) and Annexure(s) of this RFP shall form an integral part of the RFP and shall be read along with the RFP.
- v. The headings and sub-headings are inserted for convenience only and shall not affect the interpretation of this RFP.
- vi. In case there is a conflict, between the provisions of the RFP and the Service Agreement, the terms of the RFP shall prevail before signing the Service Agreement. After the Service Agreement is signed, the terms of Signed Service Agreement shall prevail.
- vii. The word 'include' and 'such as' wherever used shall be construed to be without limitation(s).

- viii. Capitalized terms used in this RFP, unless defined herein, shall have the same meaning as given under the Service Agreement, as the case may be.

5 ELIGIBILITY CRITERIA

- 5.1 A Proposal may be submitted by the Bidder to undertake providing Food & Beverages Service Operations and Property Management Services at IECC, Pragati Maidan, New Delhi provided that the Bidder meets the Eligibility Criteria as specified in Schedule-I.
- 5.2 The Eligibility Criteria must be fulfilled by the Bidder itself, and not through an Affiliate.
- 5.3 Each Bidder shall be permitted/ allowed to submit **only 1 (one) Proposal**. No Bidder shall submit more than one Proposal, either individually or, with or through any other entity(ies), including its Affiliates.
- 5.4 A Bidder shall not have a conflict of interest ("**Conflict of Interest**") that affects the Bid Process. Any Bidder found to have a Conflict of Interest shall be disqualified. Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest that affects the Bidding Process, if:
- i. such Bidder (or any Affiliate thereof) and any other Bidder (or any Affiliate thereof) Controls, is Controlled by or is under common Control with any other Bidder or any Affiliate thereof or has any direct or indirect ownership interest in any other Bidder or Affiliate thereof; provided that this qualification shall not apply in cases where the direct or indirect ownership interest in a Bidder (or an Affiliate thereof) in the other Bidder (or any of its Affiliates) is less than 5% (five) percent of its paid-up capital or the Control or ownership interest is exercised or held by the Government of India, any State Government, or jointly between the Government of India and a State Government, a bank, insurance company, pension fund, sovereign wealth fund or a public financial institution referred to in Section 2(72) of the Companies Act, 2013; or
 - ii. an Affiliate of such Bidder is also an Affiliate of another Bidder; or
 - iii. such Bidder is also a constituent of another Bidder; or
 - iv. such Bidder receives or has received any direct or indirect subsidy, grant, concessional loan or subordinated debt from any other Bidder, or has provided any such subsidy to any other Bidder; or
 - v. such Bidder engages any legal, regulatory, financial, or technical advisor that has already been engaged by ITPO directly or indirectly, in relation to the G20 Summit, in any manner for matters related to the submission of the Bid. For the avoidance of doubt, this disqualification shall not apply where such advisor was engaged by the Bidder or any of its Affiliate in the past, but its assignment expired or was terminated prior to the date of issuance of this RFP; or
 - vi. such Bidder, or its Affiliate, has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each other's information about, or to influence the Proposal of either or each of the other Bidder; or
 - vii. such Bidder has participated as a consultant to ITPO in the preparation of any documents, design, or technical specifications of this project.

5.5 Disqualifications

Without prejudice to and without limiting ITPO's right to disqualify any Bidder as otherwise provided in this RFP, ITPO shall have the right, in its sole discretion, to disqualify any Bidder and reject its Proposal on, including but not limited to any one or more of the following grounds:

- a. The Bidder is not in compliance with the requirements of this RFP, including where: (i) the Proposal is not accompanied by documents and Annexures required to be submitted in accordance with this RFP; (ii) the Technical Proposal and Financial Proposal are not in the prescribed manner/form; (iii) if the Proposal is not uploaded online as stipulated in this RFP before Bid Close Date or does not contain all the information as requested in this RFP or in the form as specified in this RFP; (iv) any Proposal, in respect of which Bid Security and Tender Fee has not been submitted as per the Bid Process Schedule (v) if a Proposal is received after the Bid Close Date; and (vi) where the Bidder does not submit Proposal for the entire Price bid or submits a conditional Proposal.
- b. The Bidder does not fulfill or comply with any of the eligibility criteria as prescribed in Schedule-I [*Eligibility Criteria and Document List*].
- c. There is a Conflict of Interest in accordance with Clause 5.4.
- d. If the Bidder does not agree to the extension of the Proposal Validity Period by ITPO.
- e. If the Bidder submits incorrect/inaccurate/misleading information as part of its Proposal or conceals/suppresses any information or makes any false representation, whether knowingly or unknowingly,
- f. Where the Bidder seeks to modify the Proposal after Bid Close Date without the consent of ITPO,
- g. If the bidder attempts to influence ITPO with respect to the Eligibility Criteria or Bid Process.
- h. Where the Bidder has in the past, been in breach of, or has defaulted in, its obligations pertaining to any contract or arrangement with ITPO.
- i. The Bidder has been declared as a defaulter by ITPO or has been debarred by ITPO.
- j. If the Bidder or any of its Affiliates has been barred by any Governmental Authority in India or by any central, state, or local government or government instrumentality in any other jurisdiction to which such Bidder or its Affiliate belongs to or which is such Bidder or its Affiliate conducts its business, from participating in any project on a private participation basis, and the bar subsists as on the Bid Close Date.

- k. If the Bidder or any of its Affiliates (and in the case of a Consortium, the members and their Affiliates):
 - i. have been categorized as a willful defaulter by any lender, in accordance with Applicable Law; or
 - ii. have litigation pending or, to the best of such Bidder's knowledge, threatened against it, which is of a nature that could cast a doubt on the ability or the suitability of the Bidder to undertake the services set out in this RFP
- l. where any winding up petition whether voluntary or otherwise, if applicable, has been filed in the jurisdictional High Court by or against the Bidder; or
- m. where any Bidder submits more than 1 (one) Proposal directly or indirectly.

6 PROPOSAL

- 6.1 Proposals may be submitted by bidders either as single bidder or as a consortium with maximum two partners.
- 6.2 For the Proposals submitted by a single bidder, Bidder has to qualify Eligibility Criteria A, B and C. For the bids submitted in consortium, both the partners have to qualify Eligibility Criteria A. One of the partners has to be qualify Eligibility Criteria B and the other partner has to qualify Eligibility Criteria C. The details of Eligibility Criteria A, B and C are given in Schedule-I.
- 6.3 Each Bidder shall prepare and submit its Proposal in accordance with this RFP and in the prescribed forms annexed to this RFP. If required, the Bidders may provide any other relevant additional information in a format of their choice.
- 6.4 Each Bidder can submit only 1 (one) Proposal, which can either be as a sole bidder or a part of the consortium. Each Proposal shall include the following:
- i) Technical Proposal in Form A as prescribed in Section II of this RFP;
 - ii) Financial Proposal in Form Bas prescribed in Section II of this RFP;
 - iii) Supporting Documents as prescribed in Schedule-I of this RFP;
 - iv) Letter of Undertaking by the Bidder in the format prescribed in Form E of Section II of this RFP;
 - v) Bid Security along with Bid Security Submission Form in the format prescribed in Part A of Form D of Section II of this RFP;
 - vi) Bidder's Authorizations in the format prescribed in Form C of Section II of this RFP;
 - vii) Integrity Pact in the format prescribed in Annexure II;
 - viii) Non-Disclosure Agreement in the format prescribed in Annexure III; and
 - ix) Certificate of Compliance in the format prescribed in Annexure IV.
- 6.5 Each Proposal should be accompanied by all the documents as required under this Clause or elsewhere in this RFP at the time of its submission.
- 6.6 Bid Close Date and Proposal Validity Period**
- a) The Bidder shall submit its Proposal on or before the Bid Close Date by uploading the Proposal on the CPP Portal. The documents which are required to be submitted offline, as specified in Schedule-I, shall be submitted by the Bidder on or before the Bid Close Date at the address to be notified by ITPO. If any Proposal is received, either offline or online, after the specified time on the Bid Close Date, it shall be rejected and shall not be opened by ITPO, and such Bidder will be disqualified in accordance with Clause 5.5 [*Disqualifications*].
 - b) Subject to Clause 6.8 [*Withdrawal of Proposal*] of Section I, the Proposal shall be irrevocable, unconditional, firm, and valid for the entire duration of the Proposal Validity Period. Any Proposal, which has a validity of less than the Proposal Validity Period shall be rejected by ITPO as being non-responsive.
 - c) ITPO may, at its sole discretion, prior to the expiration of the Proposal Validity Period, ITPO may request Bidders to extend the Proposal Validity Period. The request and the responses

will be made in writing in the form and manner as required by ITPO. Bidders who agree to extend the Proposal validity shall also extend the validity of the Bid Security for an equivalent period. An extension of the Bid validity period will not, however, entitle a Bidder to modify its Proposal.

6.7 Form of Submission

(i) Submission of Proposal

(a) Online submission

Each bidder shall submit its Proposal electronically on the CPP Portal, in accordance with the instructions provided in Section I. Each online submission shall comprise of the following:

1. Technical Proposal;
2. Financial Proposal;
3. Supporting Documents;
4. Letter of Undertaking;
5. Bid Security along with Bid Security Submission Form; and
6. Bidder's Authorizations.

The Supporting Documents set out in Part A of Schedule I shall also be submitted along with the Technical Proposal on the CPP Portal.

(b) Offline Submission

1. The following Supporting Documents, as set out in Part B of Schedule I, shall be submitted in hard copy to ITPO, in accordance with this Clause 6.7(i):
 - A. Bid Processing Fee;
 - B. Original DD/proof of NEFT/ RTGS for Bid security;
 - C. Authorization in favor of the authorized signatory;
 - D. Joint Bidding Agreement; and
 - E. Power of Attorney for Lead Member of Consortium .

2. The documents to be submitted above will be placed in a duly sealed envelope, which shall be super-scribed as follows:

"ENCLOSURES OF THE PROPOSAL" for the **"Selection of Service Provider for Food & Beverages Service Operations and Property Management Services at IECC, Pragati Maidan, New Delhi"**.

3. The sealed envelope shall clearly mention whether the bid is submitted as a sole bidder or as a consortium with the name of the bidder/s, as per the criteria given in this Clause 6, and any Proposal

not mentioning the above details shall be deemed unresponsive and automatically rejected.

4. If the envelopes are not sealed, marked and submitted as instructed above, ITPO assumes no responsibility for the misplacement or premature opening of the contents of the Proposal and consequent losses, if any, suffered by the Bidder.
5. The sealed envelope described above shall clearly indicate the name, address and contact details of the Bidder
6. The Proposal documents required to be submitted offline shall either be hand delivered or sent by registered post acknowledgement due or courier on or before the bid opening date/time as mentioned in the Bid Process Schedule to the address below:

Address: General Manager (Works)
ITPO, Pragati Maidan, New Delhi-110001
Kind Attn: General Manager (Works)

Proposal documents, mentioned in (1), submitted by fax, e-mail or any means other than those mentioned in (6) shall not be entertained and shall be rejected. Additionally, please note that in the event of any discrepancy between the documents submitted offline and the documents submitted on the CPP Portal, the details set out in the documents submitted offline shall prevail and shall be considered as final and binding.

7. ITPO shall not be responsible for any delays, loss or non-receipt of any Proposal documents. The sequence and naming conventions as used in this RFP shall be strictly followed.
8. All enquiries, comments, or requests for meetings regarding this RFP, the Service Agreement and any other related matters must be made by email, to ITPO by e-mail to the e-mail address specified in Clause 4.2 [Bid Process Details].
9. Proposals failing to meet RFP requirements, including completeness, format and content, shall be rejected without further evaluation.
10. ITPO shall not entertain any conditional Proposal.
11. ITPO may ask one, more or all the Bidders to respond to queries from ITPO or to submit/ re-submit further documents in support to clarify their Proposal (in whole or in part).

(ii) Authorized Person:

The Proposal shall be signed by a person or persons duly authorized, in the format prescribed at Form C of Section II of the RFP, to sign on behalf of the Bidder. The authorization in favor of the person, signing the Proposal, shall be in accordance with the procedure, if any, laid down by the Applicable Law and the charter documents of the Bidder making such authorization. The authorized person shall also submit a board resolution from the Bidder, and in case of a Consortium, from the Lead Member authorizing the authorized signatory to sign the Proposal as part of the Proposal document.

(ii) No Alterations:

The Proposal shall contain no alterations, omissions, or additions, except those to comply with the instructions issued by ITPO, or as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Proposal and bear the stamp of the Bidder.

(iv) Form of Documentation:

- (a) The RFP document may be purchased and processed on the CPP portal. (<https://eprocure.gov.in/eprocure/app>). Interested Bidders are advised to follow the instructions provided in the 'Instructions to the Bidder for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app>'. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- (b) It is the responsibility of the Bidder to make its own assessment regarding the extent of the business opportunity in preparing its Proposal. Each of the Bidders shall, along with their respective Proposals, enclose a confirmation that they accept the terms and conditions of the Service Agreement in the format of the Letter of Undertaking in the Form E of Section II, and in case if the Bidder is declared as the Selected Bidder, and, within 7 (seven) days of issuance of Letter of Award, execute the Service Agreement in the form as prescribed by ITPO, unless the time period is otherwise extended by ITPO, at its sole discretion.
- (c) The Proposal shall be duly signed and bear the stamp of the Bidder. In addition, all the self certificates shall be duly notarized as may be required under this RFP.
- (d) All amounts and numbers shall clearly show in figures and words. In case of any inconsistency between the words and the figures, the amount stated in words shall prevail.
- (e) The documents required such as Demand Draft/ proof of RTGS/ NEFT payment shall be deposited in a sealed envelope to General Manager (works), ITPO, Pragati Maidan, New Delhi-110001 on or before the bid opening date/time as mentioned in the Bid Process Schedule. Demand Draft obtained earlier than the date of advertisement or this RFP, will not be accepted.
- (g) Bids shall be submitted online only at CPP Portal: <https://eprocure.gov.in/eprocure/app>. Certain documents (mentioned above) shall be submitted both online (at the CPP Portal) and offline.
- (h) The Bidder shall pay a non-refundable Tender Fee by means of a Demand Draft of Rs. 59,000/- (Rs. 50,000/- +GST@18%) payable to ITPO at New Delhi.
- (i) The Proposal and all correspondence(s) in connection with the Proposal and the Service Agreement and all accompanying documents, which are relevant to its examination, shall be in the English language. All measurements shall be expressed in units of the metric system.
- (j) Online Financial Proposals of only those Bidders who are qualified and shortlisted in the Technical Bids shall be opened. The Technical and Financial Proposals shall be opened in the presence of the Bidders or their authorized representatives, if they are present. The technically qualified Bidder who has quoted the lowest price bid shall be declared as the Selected Bidder.

- (k) The Bidder may modify the submitted Proposal through the resubmit option on CPP Portal before the Bid Close Date.

6.8 Withdrawal of Proposal

The Bidder may withdraw their respective Proposal at any time before the Bid Close Date. The submission/ resubmission of any Proposal after the Bid Close Date shall not be permitted.

6.9 Responsibility to check the completeness

It is the sole responsibility of the Bidder to examine and understand this RFP (including the Locations) and to verify its completeness and feasibility. The Bidder should peruse this RFP carefully as it contains the legal and business terms and other information, which the Bidder must review in order to submit a responsive Proposal.

6.10 Cost of Preparation

Each Bidder shall submit 1 (one) Proposal only. The Bidder shall be responsible for all of the costs associated with the preparation of their respective Proposal and their participation in the Bid Process. ITPO shall not be responsible or in anyway liable for any costs, expenses and charges incurred by any Bidder in connection with the preparation and submission of its Proposal or the Bid Process in any manner whatsoever, regardless of the conduct or outcome of the Bid Process.

6.11 Submission of Documents (as part of the Proposal)

- i. All documents uploaded by the Bidder, as part of its Proposal, unless specifically provided for otherwise, must be either in original or certified as true copies in case of photocopies, by (a) the relevant corporate authority in case of corporate documents like board resolutions; (b) by the auditors in case of financial documents; and (c) by a notary public in case of any other documents.
- ii. The Bidder shall ensure that all the documents are uploaded with the Proposal. However, in case the Bidder fails to upload a document(s) (as required under this RFP) with the Proposal, the Bidder may, at any time prior to the Bid Close Date, upload the same through resubmit option on CPP Portal.

6.12 Submission of Foreign Documents

If the Bidder is submitting any documents, created or originating from outside the Republic of India, such as work experience certificate(s), financial detail(s), power of attorney(s), undertaking(s), documentary evidence(s), qualifying document(s) then the Bidder, before any such foreign document(s) are sent to India for the purpose of applying towards this RFP, shall be required to get each and every page of such foreign document(s), duly authenticated/embossed/legalized from the Indian Embassy/Indian High Commission situated in the country from where such foreign document(s) were created or are originated from. Such authentication/ embossment/ legalization from the Indian Embassy/Indian High Commission shall also apply to all such document(s) that are in a language other than English, which shall compulsorily be required to be translated (as the true translated copies of the original) by a duly certified/authorized /qualified Translator, supported by the affidavit of the said Translator, certifying the correctness of the English translation.

However, in the case of foreign document(s) created or originating from countries that have signed, ratified and have made operational the Hague Convention Abolishing the Requirement of Legalization for Foreign Public Documents, 5 October 1961 (“Hague Legalization for Convention, 1961”), the Bidders may affix an ‘Apostille’ sticker on each and every page of their foreign document(s) [including all commercial document(s) duly notarized]. Thereafter, the Bidder shall be compulsorily required to get all such “Apostilled” foreign document(s) approved, certified and attested from the Indian Embassy /Indian High Commission in that country where the ‘foreign document(s)’ were created or are originated from or from the Ministry of External Affairs, Government of India, New Delhi and the Bidder/s shall follow any other norms/guidelines laid by the Ministry of External Affairs, Government of India, New Delhi.

7 BID SECURITY

7.1 Bid Security

- i. **The Bidder shall submit, as part of its Proposal, the Bid Security of Rs. 1.30 crore (Rupees One Crores Thirty Lakhs only).** The Bidder shall submit a demand draft drawn on a scheduled bank having branch at New Delhi, **payable at par in favour of ITPO, New Delhi.** The Bidder shall provide the details of the Bid Security submitted as per the format annexed in Part A of Form D. The Bidder shall submit the 'Client Information Form' alongwith the details of the Bid Security as per format annexed in Part B of Form D hereto. The Demand Draft towards Bid Security shall be deposited to ITPO, Pragati Maidan, New Delhi-110001 on or before the bid opening date/time as mentioned in the Bid Process Schedule. Any Demand Draft obtained earlier than the date of this RFP will not be accepted. Alternatively, RTGS/ NEFT payments can be made against Bid Security in the designated bank account of ITPO, New Delhi and proof of such payments has to be submitted.
- ii. Any Proposal not accompanied by the Bid Security, shall be rejected by ITPO as non-compliant and shall not be considered.
- iii. Unless invoked in accordance with Clause (vii) below, the Bid Security of the unsuccessful Bidders shall be refunded without any interest within 4 (four) weeks from the date of execution of the Service Agreement with the Selected Bidder.
- iv. The Bid Securities of the unsuccessful Bidders shall be refunded to the unsuccessful Bidders either (i) by handing over personally; or (ii) by sending it through registered post at the address of the unsuccessful Bidder as given in the Proposal. Such handing over or posting shall be deemed as good service of the refund.
- v. The Selected Bidder's Bid Security will be returned, without any interest, upon the Service Provider submitting the Performance Security as security deposit in accordance with the provisions as stipulated under this RFP.
- vi. The name, address and other details of the person for the purposes of refund of Bid Security shall be provided in the manner provided in Part B of Form D.
- vii. The Bid Security shall stand forfeited in the following instances:
 - A. If a Bidder withdraws or amends its Proposal after the Bid Close Date without obtaining prior written consent of ITPO;
 - B. if a Bidder engages in corrupt, fraudulent, coercive or undesirable practice or restrictive practice as specified in Clause 10.6 [*Corrupt Practices*] of this RFP;
 - C. if a Bidder is disqualified in accordance with the provisions of this RFP;
 - D. if, after the Bid Close Date, a Bidder withdraws its Bid during the Proposal Validity Period, as extended from time to time; and
 - E. if a Bidder is selected as the Selected Bidder and it fails within the specified time limit to

- (a) sign and return, as acknowledgement, the duplicate copy of the LOIA or the LOA;
 - (b) fulfil any other condition precedent to the execution of the Service Agreement; or
 - (c) submit the Performance Security.
- viii. In the event of any extension of the submission of the RFP or the Bid Process, the validity of the Bid Security shall be extended by the Bidder accordingly for such time as may be specified by ITPO prior to expiry of the validity of the Bid Security, failing which the Bid Security shall be forfeited by ITPO.
- ix. For a Consortium, the Bid Security shall be submitted only in the name of the Lead Member.

8 BID PROCESS

8.1 Description of Bid Process

In order to identify the Selected Bidder, ITPO shall follow a bid process comprising, as explained below:

(a) Qualification

Bidders are required to submit a Proposal consisting of 2 (two) parts: (i) the Technical Proposal; and (ii) the Financial Proposal. The Technical Proposal will be opened first. The determination of responsiveness of the Technical Proposal and the evaluation of the Eligibility Criteria will be done in accordance with Clauses 8 [*Bid Process*], 9 [*Conditions of Award of Contract*] and Schedule-I of Section I. Bidders who meet the minimum Eligibility Criteria and whose Technical Proposal is responsive shall qualify for opening of their Financial Proposals (**Qualified Bidders**).

(b) Financial Proposal

ITPO shall open the Financial Proposals of only the Qualified Bidders to determine their responsiveness in accordance with Section II and to identify the Selected Bidder.

8.2 Bid Development Phase

The Bid Process shall include the following processes:

i Issue of RFP

All Bidder have been provided with the same background information, supplementary information and any amendment or Addendum/ Corrigendum to this RFP.

ii Addendum/Corrigenda of RFP and/or Proposal

- (a) In case the Addendum is issued prior to the Bid Close Date, the Bidder shall have the option to resubmit the Proposal within the time permitted by ITPO in writing.
- (b) Any Addendum issued shall be a part of this RFP and shall be communicated through ITPO's corporate website www.indiatradefair.com and the CPP Portal in the manner as set out under Clause 10.11 [*Notices and Correspondences*] hereto. The Addendum shall be deemed to be communicated to the Bidder where the same is set out in the manner under Clause 10.11 [*Notices and Correspondences*] of Section I hereto.
- (c) To afford the Bidder reasonable time to take an Addendum into account in preparing their Proposal, ITPO may at its sole discretion extend the Bid Close Date for submission of Proposal as set out under Clause 4.1 [*Bid Process Schedule*] of Section I.
- (d) The Bidders are required to read the RFP along with any Addenda and Corrigenda that may be issued in accordance with this Clause 8.1. Each Addendum/Corrigendum shall be binding on the Bidders, whether or not the Bidders convey their acceptance of the Addendum/Corrigendum.

- (e) Any oral statements made by ITPO or its advisors regarding the Bid Process, the Bid Documents or on any other matter, including oral clarifications or information provided by or on behalf of ITPO at the Pre-Bid conference or the minutes of the Pre-Bid conference shall not be considered as amending the RFP.
 - (f) In case after issuance of an Addendum, the Bidders who have already submitted their Proposal, do not resubmit their Proposal, it shall be deemed that such Bidders do not intend to modify their Proposal on the basis of the Addendum and the Addendum shall be deemed to have been taken into account. ITPO assumes no responsibility for the failure of a Bidder to submit the Bid in accordance with the terms of the revised Bid Documents or for any consequent losses suffered by the Bidder.
- iii ITPO is issuing the Service Agreement as specified in Definitive Format-1 of Section III hereto to all the Bidders as part of this RFP.
- iv **Clarifications**
- (a) Each Bidder shall peruse this RFP in its entirety (especially the Service Agreement) carefully as it contains legal and business terms and other information which each Bidder must review in order to submit a responsive Proposal.
 - (b) A Bidder requiring any clarification(s) on this RFP may notify ITPO in writing, within the time specified in the Bid Process Schedule, by e-mail to the e-mail address specified in Clause 4.2 [*Bid Process Details*] of Section I, in the following format:

S. no	RFP Section/ Document and Clause	Existing Provision	Clarification required	Rationale

- (c) ITPO will respond to any request for clarification(s), only if it receives the same in writing within the time permitted in the Bid Process Schedule. Copies (by way of email) of ITPO's response, including a description of the clarification(s) sought, shall put up on ITPO's website www.indiatradefair.com/ CPP portal for information of all the Bidders in the manner as set out under the RFP.
- (d) Nothing in this Clause shall be read as compelling ITPO to respond to any request or clarification(s). ITPO shall make reasonable efforts to respond to the queries or requests for clarifications, on a non-attributed basis, on or before the date mentioned in the Bid Schedule. However, ITPO reserves the right not to respond to any query or provide any clarification, in its sole discretion and in case of any discrepancy, the Bid Documents and the Service Agreement would prevail over the responses provided by ITPO.
- (e) A Pre-Bid conference of the Bidders shall be convened at the designated date, time, and place. A maximum of 2 (two) representatives of each Bidder shall be allowed to participate on production of authority letter from the Bidder. All Bidders shall be invited to attend the Pre-Bid conference at the date, time and place to be notified by ITPO by e-mail to the e-mail address provided by the registered Bidders.

During the course of Pre-Bid conference, the Bidders will be free to seek clarifications and make suggestions for consideration of ITPO. ITPO shall endeavour to provide clarifications and such further information as it may, in its sole discretion, consider appropriate for facilitating a fair, transparent and competitive bidding process.

- (f) ITPO may *suo-motu*, if deemed necessary, issue clarifications to all the Bidders. Verbal clarifications and information given by ITPO or any other Person for or on its behalf shall not in any way or manner be binding on ITPO.

v Proposal Submission

The Proposal, complete in all respects, must be submitted online at CPPP website: <https://eprocure.gov.in/eprocure/app> before the Bid Close Date, in the manner as specified in Clause 6 [*Proposal*] of Section I. ITPO may, at its discretion, advance or extend the Bid Close Date.

8.3 Evaluation Phase

- i. During the evaluation phase of this RFP, ITPO shall first open the Technical Proposal, analyze and evaluate them.
- ii. ITPO may ask for any clarification(s)/supplementary information at any point of time during the Bid Process, including but not limited to cases of insufficiency of the Proposal, and the Bidder shall provide such clarifications/supplementary information with supporting documents within the time prescribed by ITPO in this regard.
- iii. Each Proposal shall be evaluated, according to the following process:
 - (a) Confirmation of the Eligibility Criteria of the Bidders: Please note that Technical Proposal of only such Bidders who have satisfied the Eligibility Criteria, mentioned in the RFP shall be evaluated by ITPO.
 - (b) Technically qualified Bidders shall be required to prepare and make a technical presentation in accordance with Clause 8.3(iv) below.
 - (c) Financial Proposal of Bidders who have successfully cleared the Technical Presentation stage shall be opened and evaluated in accordance with the Evaluation Criteria. Financial Proposal of Bidder who has not satisfied the technical criteria shall not be opened by ITPO.
 - (d) The award of the Agreement shall be based on the evaluation by ITPO of the Financial Proposal as per Clause 8.3 (v) below.
- iv. **Technical Presentation**
 - (a) The Bidder who qualifies as per criteria given in Schedule-I in each category as stated above only will be asked to make a technical presentation before a Technical Evaluation Committee appointed by the GOI/ITPO on the scheduled date and time (to be intimated to the qualified Bidders by email).

(b) Criteria for evaluation of the Bidder for Technical Presentation

<p>Methodology and Work Plan</p>	<p>The presentation shall cover the following</p> <p>A. Approach and Methodology (Maximum Marks 30)</p> <ol style="list-style-type: none"> 1. Project scope understanding (Maximum Marks 5) 2. Approach to services. (Maximum Marks 5) 3 Methodology for executing services, program, manpower schedule and equipment, procurement schedule, technical expertise. (Maximum Marks 5) 4. HSE & Safety approach. (Maximum Marks 5) 5. Challenges. (Maximum Marks 5) 6. Solutions. (Maximum Marks 5) <p>B. Work Plan (Maximum Marks 30)</p> <ol style="list-style-type: none"> 1. Activity Break down. (Maximum Marks 5) 2. Duration. (Maximum Marks 5) 3. Milestone and Interrelation. (Maximum Marks 5) 4. Milestone deliveries. (Maximum Marks 5) 5. Correlation between Approach & Methodology and Work Plan. (Maximum Marks 5) 6. Deliverables. (Maximum Marks 5) <p>C. Organisation and Staffing (Maximum Marks 40)</p> <ol style="list-style-type: none"> 1. Team Structure and Staffing (Maximum Marks 10) 2. Main Discipline and Supporting disciplines (Maximum Marks 15) 3. Supporting team. (Maximum Marks 15)
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- (c) The Technical evaluation committee will give marks out of maximum of 100 to all the prequalified Bidders. The Bidders who get more than 70 marks will be declared as “technically qualified” and their Financial Proposals will be opened.

v. **Evaluation of Financial Proposals**

- (a) The Financial Proposal will be evaluated by calculating the cost of Capital Expenditure Plan and Operation Expenditure Plan for 16 months as given in the Price bid individually. The final selection will be done on the total cost that will be worked out by the following formula:

$$\text{Total Fee} = (0.33 * \text{Capital Expenditure Plan} + \text{Operations Expenditure Plan for 16 months}).$$

- (b) Financial Proposals will finally be ranked and the Bidder quoting the lowest financial proposal shall be selected for award of the Agreement (the “**Selected Bidder**”). If the Bidder quoting the lowest financial proposal withdraws his bids or does not sign the Service Agreement for any reason, ITPO may, in its, discretion, annul the Bidding Process and the lowest bidder's Bid Security shall be forfeited and Bidder **shall be debarred for such a period as deemed fit by ITPO from entering into any kind of association with ITPO.**

8.4 Intimation of change

Each Bidder shall forthwith, from time to time, intimate to ITPO by e-mail on the e-mail address specified in Clause 4.2 [*Bid Process Details*] of Section I:

- (a) of any change in the shareholding pattern of such Bidder (if any) from the shareholding pattern submitted as a part of the Proposal until the expiry of the Proposal Validity Period or execution of the Service Agreement (whichever is later). In case of a public listed company such requirement shall be limited to the shareholding of the promoter group of such company; or
- (b) if the Bidder becomes insolvent or winding up petition against such Bidder has been filed in the jurisdictional Court; or
- (c) if a provisional liquidator, receiver or manager of the Bidder is duly appointed; or
- (d) if the Bidder has entered into any arrangement or composition for the benefit of its creditors; or
- (e) if the Bidder suffers any distress or execution to be levied upon its assets; or
- (f) any other change in the constitution of the Bidder including any reconstruction or amalgamation that would materially hinder the Bidder to continue being a part of this Bid Process; or
- (g) change in the registered office address and/or corporate office address of the Bidder.

9 CONDITIONS OF AWARD OF CONTRACT

- 9.1 ITPO shall, at its sole discretion, issue a Letter of Intent to Award to the Selected Bidder after the conclusion of the Bid Process as contemplated in this RFP. The issue by ITPO of a Letter of Intent to Award accepting the Proposal and the acceptance of the Letter of Intent to Award by the Selected Bidder shall create binding obligations upon the Selected Bidder to fulfill the conditions as specified in this RFP, the Letter of Intent to Award and Letter of Award, including the execution of the Service Agreement in the prescribed format and within the prescribed time, all to the satisfaction of ITPO. The Letter of Intent to Award will be handed to the Selected Bidder or posted to the Selected Bidder's address as given in the Proposal and such handing or posting shall be deemed good service of such a notice. **Non acceptance of the Letter of Intent to Award by the Selected Bidder within the time prescribed therein shall lead to forfeiture of Bid Security of such Selected Bidder and the Selected Bidder will be debarred for such period as deemed fit by ITPO from entering into any kind of association with ITPO.** The Bidder shall submit to ITPO the Performance Security based upon the details specified in the Proposal with in 15 (fifteen) days of issue of LOIA. After receipt of the Performance Security, ITPO shall issue the Letter of Award.
- 9.2 **The Selected Bidder shall, within 7 (seven) days or such other date as may be decided by ITPO, from the date of issue of the Letter of Award, fulfill all the conditions specified in the Letter of Award to the satisfaction of ITPO** (unless any of the conditions are waived in writing by ITPO) including the following:
- i. Providing ITPO with certified true copies of approvals supporting that the Selected Bidder (i) is an entity validly existing and incorporated under the Applicable Laws; (ii) has the requisite authorizations to execute the Service Agreement (if the Selected Bidder is a Consortium then both entities bidding shall be required to submit such authorizations).
 - ii. Providing ITPO with an undertaking that the shareholding pattern of the Selected Bidder is as set forth in the Proposal and there has been no change in the shareholding pattern of the Selected Bidder, that has not been intimated to ITPO in writing, since the submission of the Selected Bidder's share holding pattern along with its Proposal, as required under this RFP.
 - iii. Providing to ITPO such documents/ information as may be required under this RFP.
- 9.3 Subject to fulfillment of the conditions specified in Clause 9.2 above, the Selected Bidder shall execute the Service Agreement, within 7(seven) days from the date of the Letter of Award, unless extended by ITPO at its sole discretion. If the Selected Bidder is a Consortium, then both members of the Consortium shall execute the Service Agreement with ITPO.
- 9.4 Without prejudice and in addition to the rights of ITPO to invoke the Bid Security as provided elsewhere in this RFP, the Bid Security shall be liable to be forfeited in favour of ITPO in case the Selected Bidder fails to fulfill any of the conditions of award within the time stipulated in this RFP, the Letter of Intent to Award and/or the Letter of Award.
- 9.5 In case the Selected Bidder fails to execute the Service Agreement as stated above, at the sole discretion of ITPO, ITPO may withdraw/terminate the Letter of Intent to Award forthwith, and the Bid Security of such Selected Bidder shall be forfeited, and the selected bidder will be debarred for such period as deemed fit by ITPO from entering into any kind of association with ITPO.

9.6 The selected bidder shall confirm to the timelines as specified above for award of work:

S. No.	Description	Timeline
1	Submission of Performance Bank Guarantee	Within 15 days of LOIA
2	Signing of Service Agreement	Within 7 days of LOA

The time periods specified in the table above are indicative and ITPO may at its sole discretion decide to extend the specified time periods.

10 SPECIFIC CONDITIONS OF RFP

10.1 Rights of ITPO

ITPO reserves the right to, without limitation, without incurring any obligation or liability vis-à-vis any Bidder and without expressing any cause or reason thereof, at any time and at its sole discretion to:

- i amend/modify and/or supplement this RFP (in whole or in part) and/or the Bid Process or the dates or other terms and conditions relating thereto suspend /withdraw and/or cancel the Bid Process.
- ii retain any information, documents and/or evidence submitted to ITPO by and/or on behalf of any Bidder.
- iii independently verify, disqualify, reject and/or accept any and all documents, information and/or evidence submitted by or on behalf of any Bidder.
- iv pre-qualify or not to pre-qualify any Bidder and/or to consult with any Bidder in order to receive clarification or further information, including information and evidence regarding its continued eligibility and compliance with the financial capacity requirement at any stage of the Bid Process.
- v. reject a Bid, if:
 - (a) at any time, a material misrepresentation or incorrect or false information is made or uncovered;
 - (b) the Bidder in question does not provide, within the time specified by ITPO, the supplemental information sought by ITPO for evaluation of the Bid; or
 - (c) the Bid does not meet the validity requirement as set out in the RFP.
- vi reject any, or all, of the Proposals, annul the Bid Process at any time, without any liability or any obligation for such acceptance, rejection, or annulment and without assigning any reasons whatsoever to any Person, including the Bidders.
- vii not invite anyone, more or all of Bidders to proceed further; and/or
- viii not furnish Bidders with additional information.

10.2 Single Proposal

Each Bidder can submit only 1 (one) Proposal under one of the Structures as set out in Schedule-I.

10.3 Waiver of immunity

- i The Bidder shall not have any special privilege or immunity from any process of the courts or judicial authorities in India, or if they have any such special privilege or immunity, such

Bidder shall certify that such privilege or immunity has been waived.

- ii Each Bidder shall be subject to the jurisdiction of the courts in New Delhi.

10.4 Right of verification

ITPO reserves the right to verify any or all statements made by the Bidders in response to this RFP and to inspect the Bidder's facility if necessary to establish to the satisfaction of ITPO about the capacity and capability of the Bidder to perform the obligations under the Service Agreement. This right of ITPO shall subsist even after the finalization of the Selected Bidder.

10.5 Collusive bidding

The Bidders, the respective members / shareholders / officers, employees, agents and advisers of each of these entities shall not engage in collusive bidding, anti-competitive conductor any other similar conduct, in any form or manner, with any other person in relation to the preparation or lodgment of Proposal or otherwise in any aspect of the Contract.

10.6 Corrupt practices

Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, ITPO may reject an application without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process.

Without prejudice to the rights of ITPO under Clause 10.1 hereinabove, if a Bidder is found by ITPO to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, such Bidder shall not be eligible to participate in any tender or RFP issued by ITPO during a period of 3 (three) years from the date such Bidder is found by ITPO to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

For the purposes of this Clause, the following terms shall have the meaning hereinafter respectively assigned to them:

“Corrupt Practice” means

- (i) The offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to, or employing, or engaging in any manner whatsoever, directly or indirectly, any official of ITPO who is or has been associated in any manner, directly or indirectly, with the Bidding Process or the LOIA and LOA or has dealt with matters concerning the Service Agreement or arising there-from, before or after the execution thereof, at any time prior to the expiry of two years from the date such official resigns or retires from or otherwise ceases to be in the service of ITPO, shall be deemed to constitute influencing the actions of a person connected with the Bidding Process).

- (ii) appointing or engaging in any manner whatsoever, whether during or after the Bid Process or after the execution of the Service Agreement, as the case may be, any Person in respect of any matter relating to the Food & Beverage Service Operations or Property Management Services, who at any time has been or is a directly or indirectly appointed legal, financial or technical advisor of the GoNCT or ITPO on any matter concerning the Food & Beverage Service Operations or Property Management Services.
- (iii) For the avoidance of doubt, this restriction shall not apply where such adviser was engaged by the Bidder or any of its Affiliates in the past, but its assignment expired or was terminated at least 18 (eighteen) months prior to the date of issue of the RFP. Nor will this restriction apply where such adviser is engaged after a period of 2 (two) years from the date of signing of the Service Agreement.
- (iv) **“Fraudulent practice”** means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process.
- (v) **“Coercive practice”** means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the Bidding Process.
- (vi) **“Undesirable practice”** means establishing contact with any person connected with or employed or engaged by ITPO with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or having a Conflict of Interest.
- (vii) **“Restrictive practice”** means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

The Service Provider shall execute an Integrity Pact with ITPO which is to be submitted by the Bidder as a part of Financial Proposal documents and also to be signed by the Selected Bidder after issuance of LOIA by ITPO, prior to the LOA being issued.

10.7 No recommendations

After the Bid Close Date has elapsed and until the issue of the Letter of Intent to Award, the Bidder shall not contact ITPO or its CMD, ED officers, employees, consultants on any matter related to the Proposal. Any effort on the part of the Bidder to influence ITPO in the examination, evaluation, ranking of Proposal, and recommendation for award under this RFP may result in the rejection of the respective Bidder’s Proposal.

10.8 Confidentiality

Information related to the examination, clarification, evaluation, and comparison of the Proposal and recommendations for the issuance of Letter of Intent to Award shall not be disclosed to any Bidder or other persons not officially involved in such process even after the award to the Selected Bidder has been announced. Any effort by the Bidder to influence ITPO on processing the decision of the award of the Contract, shall result in the rejection of its Proposal. At no time shall ITPO be under any obligation to publish any of the Proposals that ITPO may have received towards the Bid

Process.

10.9 Non-binding on ITPO

This RFP does not bind ITPO, and the information provided here in is merely indicative in nature. The Bidders are advised to conduct a due diligence with respect to the information provided herein. ITPO shall not under any circumstances be responsible for any costs incurred by any Interested Party, Bidder, the respective officers, employees, agents and advisers of each of these entities, involved in the Bid Process irrespective of whether ITPO actually proceeds with such award or not.

10.10 Approvals and regulatory compliances

The liability and responsibility to apply, pursue and obtain all Approvals required to undertake the Property Management Services and Food & Beverages Service Operations as provided in this RFP, and that may be approved and/or notified, in writing, by ITPO from time to time during the term of the Service Agreement at Pragati Maidan, New Delhi shall be of the Selected Bidder only, without any recourse of any nature against ITPO. However, failure to obtain the Approvals shall not relieve the Selected Bidder of its obligations under the Service Agreement or this RFP.

10.11 Notices and Correspondences

- i All queries and clarifications in respect of this RFP shall be addressed by a Selected Bidder to ITPO by email, in the manner as provided for under Clause 8.1(iv) [*Clarifications*] as may be applicable.
- ii Any notice or demands or communication to be made by any Bidder/ Selected Bidder to ITPO pursuant to this RFP and the Bid Process shall be addressed by the Bidder to ITPO, through e-mail at the e-mail address as set out hereunder:

ITPO:

Address: General Manager (works)
ITPO, Pragati Maidan, New Delhi-110001
Kind Attn: General Manager (works)
Email: info@itpo.gov.in; gmprojects@itpo.gov.in

- iii Any notice or Addendum or other communication (including response to clarifications as provided for under Clause 8.1 (iv) [*Clarifications*]) issued by ITPO shall be communicated by ITPO through ITPO's website www.indiatrdaefair.com /CPP Portal/by e-mail, for the information of the interested bidders.

10.12 No Liability of ITPO

ITPO shall not be responsible or in any way liable for any costs, expenses and charges incurred by any Bidder in connection with the preparation and submission of its Proposal or the Bid Process in any manner whatsoever, regardless of the conduct or outcome, cancellation or suspension of the Bid Process.

10.13 Responsibility to familiarize

It shall be the responsibility of each Bidder to familiarize themselves with all aspects, conditions

and requirements of the works and the Location, to interpret rules and regulations made by or on behalf of ITPO and all laws and regulations of the Republic of India, that may in any manner affect or apply to their respective participation in the Bid Process and implementation of the works to designing, setting up at its own cost and maintaining sites.

10.14 Additional Parties

The Selected Bidder should note that this Contract is not of an exclusive nature and ITPO reserves the right to identify, when necessary, additional parties other than bidder at any time during the Bid Process in order to achieve its commercial objectives and principles.

10.15 Ownership of Documents

All documents submitted by the Bidder in response to this RFP shall become the property of ITPO. However, intellectual property in the information contained in the Proposal submitted by the Bidder shall remain vested in the Bidder. This Clause is without prejudice to any provisions to the contrary in any subsequent contract between the Bidder and ITPO.

10.16 Jurisdiction of courts

Only the courts at New Delhi, India shall have exclusive jurisdiction to entertain, hold trial, and adjudicate upon any dispute.

10.17 Governing laws

This RFP and all the entities participating in the Bid Process shall be governed by the laws of Republic of India, without having regard to its principles of conflict of laws.

10.18 Site visit and verification of information

Applicants/Bidders are encouraged (or advised) to submit their respective Proposals after fully familiarizing themselves with the environment and ascertaining for themselves the actual on ground conditions, visitors volumes, location, surroundings, availability of power, water and other utilities, access to the IECC, handling and storage of materials, weather data, applicable laws and regulations and Security Agencies requirements, and any other matter considered relevant by them. Each Bidder should, therefore, conduct its own assessment, due diligence and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP.

It will be assumed that Bidders will have accounted for all relevant factors, including technical data, site conditions, climate, weather conditions, availability of power, water and other utilities for construction, access to the site, handling and storage of materials and applicable laws and regulations, while submitting their Bids. Bidders will be deemed to have full knowledge of the Food & Beverage Service Operations and the Property Management services, including their rights, duties and obligations under the Service Agreement.

10.19 Event Tariff to be decided by ITPO

ITPO being the owner of the venue allows events to be organized at the IECC complex on certain tariff and related expenditure to be decided by ITPO and charged to the event organizer/manager. The Service provider shall not have any claim whatsoever due to such tariff fixing for any Event(s).

SCHEDULE-I: ELIGIBILITY CRITERIA AND DOCUMENT LIST

The Eligibility Criteria to be met under this RFP is categorised as follows:

- A. General (mandatory for all Bidder);
- B. Food & Beverage Services Operations; and
- C. Property Management including Facility Management, Security, Parking Management & Event Support.

Bidders can submit their Proposals as a sole bidder or in consortium:

(A) Eligibility Criteria (General)

S. No.	Qualification required	Documentary Evidence
1	i. Should be a company registered under the provisions of the Companies Act, 1882/1956/2013 or a partnership firm registered under the Indian Partnership Act, 1936 or the Limited Liability Partnerships Act, 2008 or an organization registered under society Act. ii. Registered with the Income Tax Authorities iii. Registered with GST Network iv. Should have been in business in this field at least for last 10 (ten) years	i. Copy of certificate of incorporation along with name change if any ii. Copy of PAN Card iii. Copy of GST registration certificate
2	Average annual financial turnover for the last 5 (five) years must exceed Rs. 400 Crores and average annual financial turnover for food and beverage operation and/or facility management services must exceed Rs. 40 Crores	Certificate from the chartered accountant. The details relating to the total financial turnover, financial turnover for food and beverage operation and/or facility management services must be provided as per the format given in this RFP at Section II Form A Part A-1
3	Bidder shall produce a certificate of solvency from its bank to the minimum extent of Rs. 25 Crores (“ Certificate of Solvency ”) along with the Technical Proposal.	Certificate of Solvency from Scheduled bank provided as per the format given in this at Section II Form A Part A-3
4	The Bidder should not have been blacklisted or made ineligible by the GOI 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.	Certificate duly signed by an authorized signatory of the Bidder as per Section II Form E of this RFP

(B) Eligibility Criteria (Food & Beverage Operations)

S. No.	Qualification required	Documentary Evidence
1	It should have a minimum of 10 (Ten) years' experience in:	Copy of at least one completion certificate/ tax invoice/ work order to meet the criteria given in 1 a & 1b/ Annual report of 10 Years ago duly certified by auditor/Chartered accountant.
a	Organising and successfully executing large events for GOI/State Govt./private parties with VVIPs.	
b	The firm/organisation should be a company / firm duly registered under Indian law with a minimum of 10 (ten) years experience in providing in-house catering services to foodservice areas, bars, restaurants, clubs, suite areas, fixed and mobile concession stands, banquet/catering areas, corporate establishments and should have experience in preparing and serving all types of dishes, i.e. Vegetarian, Non- Vegetarian, South Indian, North Indian, Chinese, Continental, Lean Food etc. and vending operations of selling food and beverages (alcoholic and non-alcoholic)	
2	Bidders should be:	
a	Bidders must have valid FSSAI certificate and other related credentials for food and beverage operation.	Copy of FSSAI license / related credentials
b	The firm or its group companies must have licensed centralized base kitchen for Outdoor caterings in Delhi, having infrastructure to serve different Indian and international cuisines.	Copy of License.
c.	The firm or its group companies must have its own or must be able to rent food transport vehicles like canters, HMTVs, Outdoor catering vehicles	Self-Declaration.
d.	The firm or its group companies must have at least 100 employees in their catering (outdoor & restaurant) business	Self-Declaration.
3	The firm or its group companies managing a hotel with 5 star accreditation or offering catering services as a subsidiary of a 5 star group of hotels, approved by Ministry of Tourism	Copy of Star-Grading certificate issued by DoT (Department of Tourism)
4	Previous capabilities(performance) in last 5 (five) fiscal years for organizing and managing:	Proof of Performance statement with the (1) list of names of the event (2) organizers (3) completion certificate/ tax invoice/ work order from the Client/Self-certificate by the agency for the event as per the format given in this RFP at Section II Form A Part A-2
a	Experience in managing more than 30 (thirty) banquets attended by more than 500 pax (actual count of person consuming the Foods and Beverages) and	
b	Experience in managing more than 5 (five) international events attended by at least 500 pax (actual count of person consuming the Foods and Beverages) and	
c	Experience in catering i. Minimum 2 International events involving heads of state/Government and	
		The contract/ work order

S. No.	Qualification required	Documentary Evidence£
	ii. 5 international events at the ministerial level.	should be in the name of bidder / sister organization /100% owned subsidiary company. In case of a Consortium, - Work experience of only substantial partner (partner with share of 26% or more in the Consortium) shall be considered
6	Self Certificate to be attached	(i). There is no pending, active, or previous legal action that prevents the Bidder from submitting the Proposal(s) and executing the Service Agreement(s) or fulfilling the conditions of the Service Agreement. (ii) The Bidder or any of its Affiliates (directly or indirectly) are not engaged in any dispute / litigation / arbitration with ITPO. The Bidder has not currently been debarred/ blacklisted by ITPO or any other Central/ State Govt. Departments/ PSUs/ Autonomous Bodies etc. (iii) There are no dues/payments pending to be made to ITPO in relation to invoices raised under or pursuant to any existing contracts between ITPO and the Interested Party as on the date of submitting the Proposal/Bid.

* * All cuisines shall be available in Vegetarian / Non-Vegetarian (including Seafood) settings.
 £ Self Certified documents submitted to ITPO shall be duly notarized and accredited.

C) Eligibility Criteria for Property Management Services

S. No.	Qualification required	Documentary Evidence ₹
1	<p>Experience of doing similar work for continuously 3 years during last 7 years ending last day of month previous to the one in which Bids are invited should be either of the following:</p> <p>“Similar work” mean Property management including housekeeping and cleaning of Buildings/facilities for projects like Exhibition Centre, Convention Centre, International Airports, IT complexes, Industrial and Institutional Complex, 5/4-star Hotels, Resorts, Corporate offices, Retail and Malls, Commercial Hubs, Residential Complexes of similar magnitude, volume and grade like of IECC facility. The services may also include upkeep and maintaining landscaped areas (Hardscape & Soft Scape), parking management and security & surveillance</p>	<p>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 Section II Form A Part A-2</p> <p>The contract/ work order should be in the name of bidder / sister Organisation / 100% owned subsidiary company.</p> <p>In case of a Consortium, Work experience of only substantial partner (partner with share of 26% or more in the Consortium) shall be considered value of work as per their percentage participation in such Consortium shall be considered</p>
a	Three similar completed works with cumulative costing not less than the amount equal to 20 crore or	
b	Two similar completed works costing not less than the amount equal to 25 Crore Or	
c	One similar work costing not less than the amount equal to 50 Crore.	
2	The Bidder should have experience in Managing at least 3 (no.) parking operations for minimum 1000 car parks or equivalent parking space in a single project. Projects used for experience can be used for this criterion also.	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 Section II Form A Part A-2. 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.
3	Self Certificate to be attached	<p>(i). There is no pending, active, or previous legal action that prevents the Bidder from submitting the Proposal(s) and executing the Service Agreement(s) or fulfilling the conditions of the Service Agreement.</p> <p>(ii) The Bidder or any of its Affiliates (directly or indirectly) are not engaged in any dispute /</p>

S. No.	Qualification required	Documentary Evidence £
		litigation / arbitration with ITPO. The Bidder has not currently been debarred/ blacklisted by ITPO or any other Central/ State Govt. Departments/ PSUs/ Autonomous Bodies etc. (iii) There are no dues/payments pending to be made to ITPO in relation to invoices raised under or pursuant to any existing contracts between ITPO and the Interested Party as on the date of submitting the Proposal/Bid.

(D) Other points

1. The Bidder (single Bidder or Lead Member in case of Consortium) must meet all the relevant experience.
2. The Bidder or any member of the Consortium must have in its name the Food Safety & Standard Authority of India Certificate (FSSAI).
3. The Bidder is required to provide ITPO a self-certificate in relation to the following conditions:
 - (i) There is no pending, active, or previous legal action that prevents the Bidder from submitting the Proposal(s) and executing the Service Agreement(s) or fulfilling the conditions of the Service Agreement.
 - (ii) The Bidder or any of its Affiliates (directly or indirectly) are not engaged in any dispute / litigation / arbitration with ITPO. The Bidder has not currently been debarred/ blacklisted by ITPO or any other Central/ State Govt. Departments/ PSUs/ Autonomous Bodies etc.
 - (iii) There are no dues/payments pending to be made to ITPO in relation to invoices raised under or pursuant to any existing contracts between ITPO and the Bidder as on the date of submitting the Proposal.

2. Conditions for Consortium:

1. In case of a Consortium, both members must be companies registered under the Companies Act, 2013/1956 or a Body Corporate. No change in the constitution of Consortium will be allowed except in accordance with the provisions of this RFP and the Service Agreement. One of the Consortium members would be required to be nominated as Lead Member. Such Lead Member shall hold authorization in the form of Power of Attorney from all other members of the Consortium. A copy of the Joint Bidding Agreement duly certified as true copy by the Lead Member shall be submitted with the Proposal.

In case the Bidder is a Consortium, the following requirements pertaining to Consortium shall be complied with:

- i) There can only be maximum of 2 (Two) members in a Consortium. i.e., Lead Member and second member
- ii) In case one or more members is/are limited companies, the following documents shall be submitted:
 - a. Notary certified copy of resolutions of the Directors of the Company, permitting the company to enter into a Joint Bidding Agreement, authorising MD or one of the Directors or Managers of the Company to sign joint bidding agreement, such other documents required to be signed on behalf of the Company and enter into liability against the company and/or do any other and on behalf of the company.
 - b. Copy of Memorandum and Articles of Association of the Company authorising the person to do/act mentioned in the para(a) above.
- iii) Both Lead Member and the other member of the Consortium must satisfy the Prequalification criteria as set out in this RFP including the Technical and Financial Capability requirements as per the scope allocation submitted by the Consortium in the Joint Bidding Agreement.
- iv) The Joint Bidding Agreement is to be signed by all Consortium members on their respective company letterhead duly signed by the authorized signatory of the company which describes the responsibilities and equity commitments of that member in the Consortium. and submitted along with this Proposal.
- v) No change in the constitution of Consortium will be allowed except in accordance with the provisions of this RFP and the Service Agreement.
- vi) All members of the Consortium shall be liable jointly and severally for the execution of the Food & Beverage Service Operations and Property Management Services in accordance with the terms of the Service Agreement and a statement to this effect shall be included in the Joint Bidding Agreement. ITPO may require such documents / undertakings/ indemnities as it may deem fit from the Consortium members before or at the time of issuance of Letter of Intent to Award/signing of the Service Agreement.
- vii) The Lead Member nominated at the time of submission of the Proposal shall continue to be the Lead Member. Such Lead Member shall hold authorization in the form of Power of Attorney. The Proposal must designate one or more person(s) to represent the Bidder in its dealings with ITPO. Unless specifically advised to the contrary, ITPO will assume that the person (s) designated is authorized to perform all tasks, including, but not limited to, providing information, responding to inquiries and entering into contractual commitments on behalf of the Company or the Consortium as the case may be.
- viii) Each member of the Consortium shall submit a signed letter (on the company's Letter Head) with the Proposal, which states that, the said member:
 - a) Has reviewed the entire Proposal.
 - b) Is in accord with each key element of the Proposal, including, but not limited to,

- its technical and price components, description of the member's responsibilities and commitments to the RFP and Service Agreement, and the designated person(s) who will represent the Consortium during the negotiation process.
- c) Has participated in only one Proposal for this RFP.
 - d) Each of the Consortium members will be jointly and severally liable to ITPO.
- ix) All pertinent information that may affect the performance of the responsibilities of any Consortium member such as ongoing litigation, financial distress, or any other such matter must be disclosed.
2. The Bidder (single bidder or lead member in case of Consortium) must meet all the relevant experience.
3. The Bidder or any member of the Consortium must have in its name the Food Safety & Standard Authority of India Certificate (FSSAI).
4. The Bidder is required to provide ITPO a self-certificate in relation to the following conditions:
- (i) There is no pending, active, or previous legal action that prevents the Bidder from submitting the Proposal(s) and executing the Service Agreement(s) or fulfilling the conditions of the Service Agreement.
 - (ii) The Bidder or any of its Affiliates (directly or indirectly) are not engaged in any dispute / litigation / arbitration with ITPO. The Bidder has not currently been debarred/ blacklisted by ITPO or any other Central/State Govt. Departments/ PSUs/ Autonomous Bodies etc.
 - (iii) There are no dues/payments pending to be made to ITPO in relation to invoices raised under or pursuant to any existing contracts between ITPO and the Interested Party as on the date of submitting the Proposal/Bid.

3. Selection of Bids based on Eligibility Criteria

- 3.1** The Proposals submitted under will be opened and evaluated by ITPO. The Bidders which meet the Eligibility Criteria will be called for the Technical Presentation. Financial bids for all the bidders which meet the minimum criteria for the Technical Presentation will be opened.
- 3.2** The Bidder quoting the lowest price bid shall be selected as lowest successful bidder for award of the Service Agreement (the “**Selected Bidder**”).

(LIST OF SUPPORTING DOCUMENTS TO BE SUBMITTED ALONG WITH TECHNICAL BID ON CPP PORTAL)

1. All documents/forms as mentioned in Schedule-I
2. Certificate of Solvency in original from a Bank as on or after the date of issue of this RFP.
3. Duly certified profile of the Bidder along with the certified true copies of the current share-holding pattern of the Bidder.
4. Certified true copy of the certificate of incorporation / registration of business name from the concerned registrar of companies or the relevant governmental authorities.
5. Certified true copies of the documents pertaining to the constitution of the Bidder such as Certification of Incorporation, Certificate of Incorporation subsequent to change of name if any, Memorandum of Association and the Articles of Association.
6. Certified true copies of the audited financial statements of the Bidder and certificate from Statutory Auditors or Chartered Accountant for the preceding 5 financial years showing annual turnover as requirements of Schedule-I.
7. Duly certified list of board of directors/partners/persons in charge of the operations of the Bidder along with the following details (i) name (ii) age (iii) address (iv) qualification and (v) experience, PAN, GST, DIN, CIN, TAN etc.
8. Copies of the valid quality certifications viz. FSSAI Registration etc.
9. In case of Consortium, a copy of the Joint Bidding Agreement along with the POA of Lead member entered into by the members for the purpose of this bid shall be submitted.
10. Integrity Pact as per Annexure II.
11. Non-Disclosure Agreement as per Annexure III

(PART-B: LIST OF SUPPORTING DOCUMENTS TO BE SUBMITTED AS HARD COPY TO ITPO)

1. Bid Processing Fee
2. Original DD/proof of NEFT/ RTGS for Bid security
3. Authorization in favor of the authorization signatory
4. Joint Bidding Agreement
5. Power of Attorney for Lead Member of Consortium

SCHEDULE-II: EVALUATION CRITERIA

The evaluation of the Technical and Financial Proposals submitted by the Bidders shall be done in accordance with the bid submission procedure and disqualification terms defined in ClauseNo.5 [*Eligibility Criteria*], and Clause No.6 [*Proposal*]and Clause No.8 [*Bid Process*] of the RFP.

SECTION II: PRESCRIBED SUBMISSION FORMS FOR ALL BIDDERS

Section II comprises of the following:

- | | | |
|--------|---|---|
| Form A | : | Technical Proposal; and |
| Form B | : | Financial Proposal |
| Form C | : | Authorization in favor of the Authorized Signatory |
| Form D | : | Part A - Bid Security Submission Form
Part B - Client Information Form |
| Form E | : | Letter of Undertaking by the Bidder |

FORM A: TECHNICAL PROPOSAL
PART A: GENERAL INFORMATION

(Following information needs to be provided in relation to Bidder, if applicable. and attach separate sheets, if necessary.)

(I) Background Information on Bidder

1. Name of the Bidder

2. Registered Address of the Bidder

3. Year of incorporation of the Bidder

4. Type of Business of the Bidder (with details to be provided)

5. Name and address of directors /shareholders and the percentage shareholding pattern. (Please attach separate sheet, if necessary).

6. Details of any and all on-going disputes / litigation / arbitration with ITPO either directly or indirectly

(II) Track Record of Bidder

1A. Number of years of operating in F&B business, Property Management,

1B. Number and Name of multiple cuisines (international, national and local) currently provided by the bidder_____.

2(a). Audited Minimum Annual Turnover in business as per the form attached:

2(b). The Bidder is financially capable of carrying out/participating in the Proposal (Yes/No)_____.

2(c). Certificate of solvency from bidder's bank to the minimum extent of Rs. 25 Crore ("Certificate of Solvency")attached(Yes/No)_____

(III) Bidders' Status

1. **The Bidder applying is Single bidder or Consortium (please specify)**_____
2. **Consortium Name**_____
3. **Lead Member Name**_____
4. **Other Consortium Members Name**_____
5. **Format 1(sole) or 2(Consortium)**
6. **Documents in support of Consortium formed (as per clause 3 of Basic Eligibility Criteria)**_____

(IV) Financial Resources of Bidder

1. Authorised Capital:
2. Paid-up Capital:
3. Information on how the Bidder will obtain the capital/funds needed to finance the Bid Security, Capital Expenditure, the Bank Guarantee and the expected volume of business turnover. (Please attach separate sheet, if necessary).
4. Capital Expenditure Plan – The Bidders shall explain the manner in which it will incur the capital expenditure including the amounts

PART A-1-Financial Capacity for Minimum Eligibility Criteria (Refer: SCHEDULE-I: ELIGIBILITY CRITERIA AND DOCUMENT LIST)

Sr. No.	Particulars	FY 2021-22	FY 2020-21	FY 2019-20	FY 2018-19	FY 2017-18	Average of last Five Years
		Amount in INR (Cr)	Amount in INR (Cr)	Amount in INR (Cr)	Amount in INR (Cr)	Amount in INR (Cr)	Amount in INR (Cr)
1.	Annual Financial Turnover						
2.	Annual Financial Turnover for food and beverage operation and /or facility management services						

Name and Address of Bidder(s) Bank

FOR BIDDER

FOR STATUTORY AUDITOR / CHARTERED ACCOUNTANT

Seal & Signature of Authorized Representative Seal / Signature of Authorized Representative

[In full and initials]:[In full and initials]:

Name and Title of Signatory:

Name and Title of Signatory:

Name of Bidder:

Name of Certifying Authority:

(Name and seal of the Bidder)

(Name of the Firm and Registration Number)

**PART A-2-List of similar work experience as per Minimum Eligibility Criteria
(Refer: SCHEDULE-I: ELIGIBILITY CRITERIA AND DOCUMENT LIST)**

Sr. No	Name of the Project	Type of Project	In progress / Completed	Year Completed (MM-YYYY)	Contract Tenure in No. of Years	
	(Complete Name & Address)		* For current projects, mentioned present year			
1						
2						
3						

1. Completion Certificate and work order are required to be attached along with the form,

FOR BIDDER

Signature of Authorized Representative [In full and initials]:

Name of Bidder:

(Name and seal of the Bidder)

Details

PART A-3-CERTIFICATE OF SOLVENCY FROM A SCHEDULED BANK
(Refer: SCHEDULE-I: ELIGIBILITY CRITERIA AND DOCUMENT LIST)

This is to certify that to the best of our knowledge and information that M/s/Sh.
.....having marginally
noted address, Customer of our bank are/is respectable and can be treated as good
for any engagement up to a limit of Rs..... Rupees).

This certificate is issued without any guarantee or responsibility on the bank or any of the officers.

(Signature) For the Bank

NOTE :

1. Bankers certificates should be on letter head of the Bank, addressed to General Manager (works), ITPO.
2. In case of partnership firm, certificate should include names of all partners as recorded with the Bank.

PART B: PROPOSAL ON SERVICE

- (1) We hereby accept and undertake that we shall engage/deploy staff suitably dressed & trained in F&B, Facility Management so that the service being provided is of world class standard.
- (2) We accept that all the employees engaged by us will always be in proper clean uniforms with identification badges and carry Photo Identity Cards issued by ITPO while on duty.
- (3) We undertake to maintain uniforms for all employees/staff. Selection type, color, style, and dress code of uniforms, including specialty uniforms designated to fit the exact nature of the various operations/ events at the Facilities. Additionally, it is our responsibility to ensure that the condition of the hygiene and appearance of employees meet superior hygiene and appearance standard.

Authorised Signatory of the Bidder

Name :

Designation :

[The information entered by the bidder should be typed in English on company's letter head]

**PRESCRIBED SUBMISSION FORMS FOR ALL BIDDERS:
FORM B: FINANCIAL PROPOSAL**

1. I am/We are pleased to submit my/our Financial Proposal exclusive of GST but including all taxes royalties, licenses, labour cess etc. in the format provided, as applicable, for providing Food & Beverages Service Operations and Property Management Services as provided in RFP and that may be approved and/or notified, in writing, by ITPO from time to time during the Contract Period at Pragati Maidan, New Delhi. **The Financial Proposal is given as a standard BOQ format with the RFP.** The same is to be downloaded and to be filled by all the Bidders. Bidders are required to download the BoQ file, open it and complete the blue coloured (unprotected) cells with their respective financial quotes and other details (such as name of the Bidder). No other cells should be changed. Once the details have been completed, the Bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the Bidder, the Proposal shall be rejected.

We have carefully read and understood the terms and conditions of the RFP and its Annexures and Addendums (if any) issued by ITPO and we are aware that the Bid Security is liable to be forfeited by ITPO, if we fail to execute the Agreement in the manner and within such time asset out under the RFP.

Instructions to the Bidders:

- (1) The Bidder shall quote the in the format provided as a standard BOQ (Price Bid) format with the tender document.
- (2) Any deviation/ redesign of the form of Financial Proposal shall result in rejection of the Proposal(s), unless the same is pursuant to an Addendum/Corrigendum issued by ITPO.
- (3) All information requested in this form must be complete and accurate. Omission, inaccuracy, mis-statement or failure in submitting this Financial Proposal and any required attachments may be cause for rejection of the bid and debarring of the Bidder from participation in any further RFP of ITPO.
- (4) The Financial Proposal (Price Bid) shall be submitted in the standard BOQ format provided with the RFP. The BOQ is to be downloaded and to be filled by all the Bidders. Bidders are required to download the BoQ file, open it and complete the blue coloured (unprotected) cells with their respective financial quotes and other details (such as name of the Bidder). No other cells should be changed. Once the details have been completed, the Bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the Bidder, the Proposal shall be rejected.
- (5) All information requested in this form must be complete, accurate and in the form required. The Bidder must fill in all the blanks and must not delete or alter any statement in the Financial Proposal. Failure to comply fully may be cause for rejection of the RFP.
- (6) Bidders are not allowed to amend the Proposals after the bids are opened and are not allowed to withdraw the Proposal without prior consent of ITPO.
- (7) ITPO reserves itself the right to reject the Proposal without assigning any reason thereto. ITPO does not bind itself to accept the lowest or any Proposal and reserves the right of accepting the whole or any part of the Proposal and the Bidder shall be bound to provide the services in the manner set out

in the Proposal.

Place: _____

Signature: _____

Name: _____

Date: _____

_____ Designation: _____

(Capacity in which signed)

Full Address: _____



[The information entered by the bidder should be typed in English]

PRICE BID


Bidder to note that the Price Bid format provided in the document is for reference purposes only. The Price bid has been provided in an excel sheet attached in CPP Portal. Bidder shall not quote any value in attached pdf document.

INDIA TRADE PROMOTION ORGANISATION		
BOQ- Selection of Service Provider for Food & Beverages and Property Management Services at IECC, Pragati Maidan, New Delhi		
Service Provider Name:		
a- Capital Cost		
S.No	Particulars	Amount (INR)
1	Cost of Procurement of Special category Tableware (Chinaware, Glassware and Cutlery) (as per the BOQ)	
	Total Capital Cost (Excluding GST) (a)	
b- Operational Cost		
S.No	Particulars	Amount (INR)
1	Property Management- Fixed Fee	
2	F&B Services-Fixed Fee	
3	F&B Services-Event Based Fee	
4	Usage Charges for Housekeeping Machines (as per Appendix 1A)	
	Total Operational Cost (Excluding GST) (b)	
	Financial Bid Value for Evaluation (c) = 0.33 * (a) + (b)	

Value in Figures:

INDIA TRADE PROMOTION ORGANISATION						
BOQ- Selection of Service Provider for Food & Beverages and Property Management Services at IECC, Pragati Maidan, New Delhi						
a. Capital Cost: 1. Cost of Procurement of Special category Tableware (Chinaware, Glassware and Cutlery)						
Service Provider Name:						
1	WATER GOBLET					
S · N o ·	ITEM	Images (For Reference)	UNI T PRI CE	QTY	AM OU NT	Remarks (Makes as mention ed below or equivale nt)
1	Steamed Water Glass			1200	-	BOHEM IAN
2	GREEN GLASS COMMON TO ALL OUTLETS			60	-	BOHEM IAN
	Sub-Total 1				-	
2	Crockery- GOLD DUST NARUMI PATTERN 52087					
S · N o ·	ITEM	Images (For Reference)	UNI T PRI CE	QTY	AM OU NT	Remarks (Makes as mention ed below or equivale nt)
1	Plate 30cm			500	-	
2	Plate 27.5cm			500	-	

3	Plate 23cm			500	-	
4	Plate 15cm			500	-	
5	Tea/Coffee Cup 240cc			500	-	
6	Saucer 14.5cm			500	-	
7	Tea/Coffee Cup 210cc			500	-	
8	Saucer 14.5cm			500	-	
9	Espresso Cup			240	-	
10	Espresso Saucer			240	-	
11	Creamer 250cc			60	-	
12	Creamer 120cc			60	-	
13	Sugar w/lid			60	-	
14	Tea Pot 570cc base			36	-	
15	Tea Pot 570cc lid (plain white)			36	-	
16	SOUP CUP			500	-	
17	SAUCER FOR SOUP CUP			500	-	
18	PASTA PLATE			240	-	
19	OVAL PLATE			120	-	
20	OVAL PLATE			120	-	
21	CEREAL BOWL			240	-	
22	DAL BOWL			2,400	-	
	Sub-Total 2				-	
3	Tabletop- DINING COVERS: 500					
S · N o ·	ITEM	Images (For Reference)	UNI T PRI CE	QTY	AM OU NT	Remarks (Makes as mention ed

						below or equivalent)
1	SALT & PEPPER MILLS			120	-	COLE & MASON
Sub-Total 3					-	
4	OPERATING EQUIPMENT SERVICEWARE - GLASSWARE - SCHOTT ZWIESEL -500 PAX VVIP					
S · N o ·	ITEM	Images (For Reference)	UNI T PRI CE	QTY	AM OU NT	Remarks (Makes as mention ed below or equival ent)
	WATER GLASS					
1	Green Water Goblet			200	-	
2	Regular Water Goblet			750	-	
	WINE GLASS					
3	Red Wine Goblet			375	-	
4	White wine Goblet			375	-	
6	Champagne Flute			350	-	
5	Sherry / Port (Bar Special)			100	-	
	Brandy Glass					
6	Brandy			100	-	
7	liqueur Glass			100	-	
	STRAIGHT GLASSES					

8	Hiball Glass (Long drink)			350	-	
9	Collins (Long Drink XL)			350	-	
10	Grappa			100	-	
11	Shot Glass			100	-	
WHISKY AND SINGLE MALT						
12	Whisky			250	-	
13	Pinched Old Fashioned (DOF)			250	-	
14	Whisky nosing			100	-	
COCKTAIL GLASS						
15	Martini (Classico)			100	-	
16	Margarita			100	-	
BEER GLASSES						
17	Beer Bavaria			200	-	
18	Beer Pilsner			200	-	
WHISKY AND WINE DECANTERS						
19	Carafe 250 ml			10	-	
20	Carafe for Single Malt Mixer(100 ml)			10	-	
21	Carafe 500ml			10	-	
22	Wine Decanter			10	-	
23	Wine Decanter Funnel			10	-	
Sub-Total 4					-	
5 VVIP CUTLERY						
S · N o ·	ITEM	Images (For Reference)	UNI T PRI CE	QTY	AM OU NT	Remarks (Makes as mention ed below or equival ent)

	KNIFE					
1	Knife Dinner			616	-	LA TAVOLA
2	Knife Dessert (AP)			616	-	LA TAVOLA
3	Knife B&B / Side			616	-	LA TAVOLA
	FORK					
5	Fork Dinner (Service)			140	-	LA TAVOLA
6	Fork Dessert (AP)			616	-	LA TAVOLA
	SPOON					
8	Spoon Dinner (Service)			168	-	LA TAVOLA
9	Spoon Dessert (AP)			616	-	LA TAVOLA
10	Soup / Bouillon Spoon			616	-	LA TAVOLA
11	Spoon Tea			728	-	LA TAVOLA
12	Spoon demi-tasse			280	-	LA TAVOLA
13	Spoon Parfait / Iced Tea			50	-	LA TAVOLA
14	Spoon marrow			112	-	ARSIL
	CAKE & CHEESE					
15	Knife Cake			2	-	WMF NEUTRAL
16	Fork Cake			2	-	WMF NEUTRAL
17	Knife Cheese			6	-	WMF NEUTRAL
	BUFFET CUTLERY					

TONGS & SERVERS						
18	Ice Tongs			34	-	WMF NEUTRAL
19	Lobster pick			34	-	WMF NEUTRAL
	Sub-Total 5				-	
	Total (1+2+3+4+5) (Excluding GST)				-	
Note: The Tableware mentioned above is for VVIP category and hence should be of High standards as per the Industrial Practice in 5 Star Hotels.						

INDIA TRADE PROMOTION ORGANISATION									
BOQ- Selection of Service Provider for Food & Beverages and Property Management Services at IECC, Pragati Maidan, New Delhi									
b. Operational Cost - 1. Property Management- Fixed Fee									
Service Provider Name:									
Sr. No	Service & Service Heads	Shift 1	Shift 2	Shift 3	Gen	Relievers	Total (a)	Cost Per Unit Per Manmonth (b)	Total Cost (for 16 Months) (c)=a*b*16
HEADCOUNT REQUIRED									
A. Resource Deployment									
1	GM Operations	-	-	-	1	-	1		-
2	Head of Soft Services	-	-	-	1	-	1		-
3	Duty Executives	1	1	-	-	1	3		-
4	Guest Relations	2	2	-	-	-	4		-
5	Front Desk Associate	1	1	-	-	1	3		-
6	Help Desk Executive	1	1	-	-	1	3		-
7	Audio Visual equipment Engineer	1	1	-	-	-	2		-
8	I T networking Engineer	1	1	-	-	-	2		-
9	Lift operator	2	2	-	-	-	4		-
10	MIS Executive				1		1		-
	Subtotal A	9	9	-	3	3	24		-
B. Security Service									
1	Chief Security Officer	-	-	-	1	-	1		-
2	Supervisor	2	2	2	-	-	6		-
3	Fire Officer	1	1	1	-	-	3		-
4	Lady Guard	5	5	-	-	-	10		-
5	Guard	30	30	20	-	-	80		-
6	Parking Manager	1	1	1	-	-	3		-
7	Parking Attendants	12	12	-	-	-	24		-
8	Ticket counter executives	3	3	3		2	11		-

9	Fire Guard	10	10	10			30		-
	Subtotal B	64	64	37	1	2	168		-
C	HOUSEKEEPING SERVICE								
1	Supervisor	4	2	-	-	1	7		-
2	Janitor	60	30	-	-	-	90		-
	Subtotal C	64	32	-	-	1	97		-
	Total	137	105	37	4	6	289		
	Total Cost (A+B+C) excluding GST								-

Note:- The above numbers are minimum resources to be deployed by the Service Provider during Non Event Days. These numbers include relievers also and for all three shifts through out the day.

INDIA TRADE PROMOTION ORGANISATION				
BOQ- Selection of Service Provider for Food & Beverages and Property Management Services at IECC, Pragati Maidan, New Delhi				
b. Operational Cost - 2. F&B Services -Fixed Fee				
Service Provider Name:				
Sr. No	Number of Supporting staff	Total (a)	Cost Per Unit Per Manmonth (b)	Total Cost (for 16 Months) (c)=a*b*16
A	KITCHEN STEWARDS			
1	Operations Manager	1		-
2	Kitchen Stewarding Manager / Sous Chef / F&B Manager	2		-
3	Supervisor / Chef de Partie	6		-
4	Attendant / Stewards / Commis	24		-
	Sub-Total A	33		-
B	ENGINEERING STAFF			
1	Engineering Manager	1		-
2	Engineering Assistant	4		-
	Sub-Total B	5		-
	TOTAL	38		
Total Cost (A+B) excluding GST				
Note:- The above numbers are minimum resources to be deployed by the Service Provider during Non Event Days. These numbers include relievers also and for all three shifts throughout the day.				

INDIA TRADE PROMOTION ORGANISATION						
BOQ- Selection of Service Provider for Food & Beverages and Property Management Services at IECC, Pragati Maidan, New Delhi						
c. Operational Cost - 3. F&B Services -Event Based Fee						
Service Provider Name :						
A. Number of events in each category						
Event size	Less than or Equal to 500	501-1000	1001-2500	2501 – 5000	5000 and above	
Event Grade						
Grade 1	1	1	1	1	1	
Grade 2	6	5	4	3	2	
Grade 3	9	8	7	6	5	
Grade 4	12	10	8	6	4	
B. Cost per Head (In INR)						
Event size	Less than or Equal to 500	501-1000	1001-2500	2501 – 5000	5000 and above	
Event Grade						
Grade 1						
Grade 2						
Grade 3						
Grade 4						
C. Number of Delegates Assumed per Event						
Event Size	Less than 500	501-1000	1001-2500	2501 – 5000	5000 and above	
Grade 1/2/3/4	250	750	1750	3750	6000	
(A x B x C) Total Cost for Event / Catering Services per Head (In INR Crore)						
Event size	Less than or Equal to 500	501-1000	1001-2500	2501 – 5000	5000 and above	Total for Each Grade
Event Grade						
Grade 1	-	-	-	-	-	-
Grade 2	-	-	-	-	-	-
Grade 3	-	-	-	-	-	-
Grade 4	-	-	-	-	-	-
Total for each event size	-	-	-	-	-	-
Total COST excluding GST						-
NOTE: Numbers given in Tables A & C are purely for the purpose of evaluation of financial bids and are not binding on the Client in any way.						

INDIA TRADE PROMOTION ORGANISATION**BOQ- Selection of Service Provider for Food & Beverages and Property Management Services at IECC, Pragati Maidan, New Delhi****d. Operational Cost - 4. Usage Charges for Housekeeping Machines (as per Appendix 1A)**

Sr. No	Item Description	Quantity (a)	Units	Usage charge per month per equipment in Rs. (b)	TOTAL AMOUNT for 16 months (c)= a * b*16
1	Ride on - Heavy Duty Vacuum Sweeper	5	Nos		
2	Vacuum Sweeper Walk Behind	5	Nos		
3	Box Sweepers	5	Nos		
4	Ride on - Commercial Floor Scrubber Drier Machine	5	Nos		
5	Auto Scrubber Drier Machine - Walk Behind	5	Nos		
6	Single disc scrubbing / Polishing machine	5	Nos		
8	Vacuum Cleaner (Dry Vacuum) Hand Help / Back Pack	5	Nos		
9	Commercial Vacuum Cleaner (Wet & Dry)	5	Nos		
10	Industrial Vacuum Cleaner (Wet & Dry)	5	Nos		
11	Industrial Vacuum Cleaner (Wet & Dry)- ATEX Certified for Zone 22 classified Areas	3	Nos		
12	Cold & Hot water high pressure cleaner	5	Nos		
13	Escalator Cleaning Machine (Wet & Dry)	2	Nos		
14	Floor Burnisher	4	Nos		
15	Steam Cleaner	1	Nos		
16	Dry & Wet Ride on Mopping Machine	2	Nos		

Sr. No	Item Description	Quantity (a)	Units	Usage charge per month per equipment in Rs. (b)	TOTAL AMOUNT for 16 months (c)= a * b*16
17	Fork Lift	1	Nos		
18	Scissor Lift	2	Nos		
19	Collapsible aluminium scaffolding on wheels	5	Nos		
20	Telescoping Self Supporting Extension Ladder - off sizes	4	Nos		
Total COST excluding GST					

METHODOLOGY FOR B. OPERATIONAL COST - 3. F&B SERVICES -EVENT BASED FEE

1. Event Based Fee

The bidder will charge per event per head. The events are categorized in three grades:

Grade of Events (as per Menu Matrix in Annexure XII)
Grade 1
Grade 2
Grade 3
Grade 4

2. The menu will be decided as per the country of the visiting delegates and grading of event. The “Event Grade” will also define the number of cuisines to be served for each event. For each event, the agency will be responsible for Catering services for fixed sets of menu of snacks, A’La carte, add-ons, dishes and other related additional services. Besides food, Beverages throughout the event will also be part of the services. The rates for each event per head are to be quoted as per format. The bidder has to quote the rate per person for different events that are segmented in two categories – 1.Event Grade and 2. Number of people attending event. This is represented in the table below:

Event size → Event Grade	Less than 500	501-1000	1001-2500	2501 – 5000	5000 and above
Grade 1					
Grade 2					
Grade 3					
Grade 4					

3. For the evaluation of total event fee for the financial bid, following two tables will be used

a) The number of events expected to be conducted in each event grade is mentioned in table below:

Event Grade	Less than 500	501-1000	1001-2500	2501 – 5000	5000 and above
Grade 1	1	1	1	1	1
Grade 2	6	5	4	3	2
Grade 3	9	8	7	6	5
Grade 4	12	10	8	6	4

b) The number of delegates attending each event in each event category

Event Grade	Less than 500	501-1000	1001-2500	2501 – 5000	5000 and above
Grade 1 /2/3/4	250	750	1750	3750	6000

These numbers are purely for the purpose of evaluation of financial bids. The actual numbers for both these parameters will vary.

Event fee will be calculated as sum of the products of 1. Quoted Rates per person for each event grade and event size 2. Number of delegates in each event size and 3. No. of events in each event grade and size:

Illustration: In order to clarify the process of event fee calculation, an illustrative example is given

below. The numbers are purely for illustrative purpose and does not demonstrate Client's expectations or budget.

A. Number of events in each category

Event size	Less than or Equal to 500	501-1000	1001-2500	2501 – 5000	5000 and above
Event Grade					
Grade 1	1	1	1	1	1
Grade 2	6	5	4	3	2
Grade 3	9	8	7	6	5
Grade 4	12	10	8	6	4

B. Cost per Head (In INR)

Event size	Less than or Equal to 500	501-1000	1001-2500	2501 – 5000	5000 and above
Event Grade					
Grade 1	5000	4700	4500	4300	4000
Grade 2	4000	3800	3600	3400	3200
Grade 3	3000	2800	2600	2400	2200
Grade 4	500	475	450	425	400

C. Number of Delegates Assumed per Event

Event Size	Less than 500	501-1000	1001-2500	2501 – 5000	5000 and above
Grade 1 /2/3/4	250	750	1750	3750	6000

(AxBxC) Total Cost for Event / Catering Services per Head (In INR Crore)

Event size	Less than or Equal to 500	501-1000	1001-2500	2501 – 5000	5000 and above	Total for Each Grade
Event Grade						
Grade 1	0.13	0.35	0.79	1.61	2.40	5.28
Grade 2	0.60	1.43	2.52	3.83	3.84	12.21
Grade 3	0.68	1.68	3.19	5.40	6.60	17.54
Grade 4	0.15	0.36	0.63	0.96	0.96	3.05
Total for each event size	1.55	3.81	7.12	11.79	13.80	38.08

4. Other terms:

The fixed fee and event fee shall be quoted exclusive of taxes.

All menu for Events, Conference & Banquets and add on rates shall be per head (without taxes).

It would be responsibility of the bidder to charge applicable taxes and also to deposit the taxes collected on their services to the concerned tax authorities.

Taxes will be charged as applicable by Govt of India

All the figures are to be quoted in INR.

Any extra items will be paid additionally over and above the quoted fee that shall be worked out on the basis of the following:

- government approved rates,
- industry standards,
- Existing Contracts of Government of India,
- Benchmarks approved in Government and
- market conditions.

FORM C: AUTHORIZATION IN FAVOR OF THE AUTHORISED SIGNATORY

Statement of Legal Capacity

(To be forwarded on the letter head of the Lead Applicant)

Ref. Date:

To,
.....
.....
.....

Dear Sir,

Sub: Selection of Service Provider for Food & Beverages Service Operations and Property Management Services at IECC, Pragati Maidan, New Delhi

I/We hereby confirm that we, the Applicant (along with other members in case of consortium, the constitution of which has been described in the Proposal), satisfy the terms and conditions laid down in the RFP document.

I/We have agreed that (insert Applicant's name) will act as the Lead Member of our consortium.

I/We have agreed that (insert individual's name) will act as our Authorised Representative/ will act as the Authorised Representative of the consortium on our behalf and has been duly authorized to submit our Proposal. Further, the authorised signatory is vested with requisite powers to furnish such proposal and all other documents, information or communication and authenticate the same.

Yours faithfully,

(Signature, name and designation of the authorised signatory)
For and on behalf of

FORM D: PART – A: BID SECURITY SUBMISSION FORM

[On the letter head of the Bidder]

We [*please insert the name of the Bidder*], hereby enclose our Bid Security for a sum of **Rs.1.30 crore (Rupees One Crore Thirty Lakhs Only)**vide a demand draft dated _____bearing no. _____drawn upon _____ payable in favour of “ITPO, New Delhi” along with our Proposal.

We state that we have read and understood the terms and conditions set out under the RFP and understand that the Bid Security furnished by us may be refunded without any interest thereon in case we are not selected for the award of work.

We further acknowledge and agree that the Bid Security furnished by us is liable to be forfeited if:

- a. We, without ITPO’s prior written consent, withdraw our Proposal during the Proposal Validity Period; or
- b. If we fail to fulfill the conditions of award as set out under the Letter of Intent to Award in case we are issued the Letter of Intent to Award; or
- c. We fail to execute the Service Agreement within the period notified as per Clause 9.3 [*Conditions of Award of Contract*] of the RFP; or
- d. If prior to the execution of the Service Agreement, it is found that any of the declaration made by us is/are wrong, incorrect or misleading.

In case the Bid Security is to be returned to us, you are requested to kindly forward the same to us at the following address:

Kind Attn: Mr./Ms. [*Please insert the name of the concerned person*] Address:[*Please insert the complete address*]

Authorised Signatory of the Bidder
Name:
Designation:

PART – B: CLIENT INFORMATION FORM

Customer Category	:	
<i>(For internal use only)</i>		
Client INFORMATION FORM		
Client CREDENTIALS		
NAME OF THE PARTY	:	
CONTACT PERSON	:	
MAILING ADDRESS	:	
<i>(PIN No. Mandatory)</i>		
BILLING ADDRESS	:	
<i>(PIN No. Mandatory)</i>		
CONTACT NO.	:	
CONTACT NO.	:	
-Landline		
-Mobile		
FAX NO.	:	
E-MAIL	:	
E-MAIL1	:	
PAN	:	
<i>(Enclose Copy of PAN Card)</i>		
TAN No.	:	
PAN No.	:	
DIN No.	:	
CIN No.	:	
GST No.	:	
Registration certificate of E.P.F.O. & E.S.I	:	

Bidder Information Form (Separate Sheet for Consortium Members, if any)

[All information are mandatory to be filled and typed in English]

FORM E: LETTER OF UNDERTAKING BY THE BIDDER

[This undertaking shall be provided by the Bidder] [On the letter head of the Bidder]

[Date] _____

Subject: RFP for Selection of Service Provider for Food & Beverages Service Operations and Property Management Services at IECC, Pragati Maidan, New Delhi

Capitalized terms used herein and not defined shall have the meaning ascribed to them under the Request for Proposal dated 7 September 2022 (“RFP”).

We [*please insert the full name of the Bidder*] hereby declare and confirm that we have read and understood all the terms and conditions of the RFP including the specific conditions of RFP, the Schedules and the Annexures therein and we hereby confirm the said terms and conditions are acceptable to us.

We declare and confirm that we satisfy, and are compliant with, the Eligibility Criteria as set out under Schedule-I to the RFP.

We undertake to execute the Service Agreement in the manner and within such period as may be required by ITPO and further undertake to abide by the terms and conditions of the Letter of Intent to Award and the Service Agreement, in case we are declared as Selected Bidder.

We declare that there is no pending, active, previous or threatened litigation against us in relation to or in connection with the operation of the F&B 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 Selected Bidder.

We further declare and confirm that we are aware of the required Approvals and other clearances to be obtained for undertaking our obligations for commencing and operating the Food & Beverage Service Operations and Property Management Services under the Applicable Laws.

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.

We further declare and confirm that (i) making and submission of Proposal under RFP; (ii) acceptance of Letter of Intent to Award and Letter of Award; (iii) execution of the Service Agreement and there by undertaking our obligations to provide Property Management Services and undertake Food & Beverages Service Operations as provided in RFP and that may be approved and/or notified, in writing, by the Authority from time to time during the G20 Summit Period or any other event at Pragati Maidan, New Delhi. does not infringe in any manner, whatsoever the existing contracts that we have entered into as on the date of the RFP.

We confirm that no benefit, either in cash or in kind, has been provided by us to any officer or employee, or any relative/associate of any officer or employee of ITPO or any of its associate companies, in order to secure the Contract, and undertake not to provide any benefit, either in cash or in kind, to any such officer/employee/relative/associate as a reward or consideration either for securing the award or any other matter relating to this RFP.

We accept that in the event that the documents submitted by us along with the Proposal are found by ITPO

to be inadequate/ false/ incorrect/misleading/ incomplete, the Proposal maybe rejected by ITPO without assigning any reasons thereof. In addition, ITPO reserves its right to prohibit us from participation in any further tenders/bids of ITPO.

We acknowledge that ITPO reserves itself the right to reject the Proposal without assigning any reason thereto. We further acknowledge that ITPO is not bound to accept the lowest or any Proposal.

We acknowledge that ITPO may share the Proposal and any other information provided by us during the Bid Process or at any time thereafter with its advisors and agents, and we consent to the same.

Upon being issued the Letter of Intent to Award, we undertake to (a) fulfill the conditions specified in the Letter of Intent to Award; (b) furnish the Performance Bank Guarantee; (c) such other undertakings as are prescribed to be issued under and in accordance with the Service Agreement, the Letter of Intent to Award and/or the Letter of Award; (d) execute the Service Agreement upon completion of the conditions specified in the Letter of Intent to Award; (e) ensure compliance with our obligations as per the terms and conditions of the Agreements and be liable and responsible for such compliance.

We confirm that this RFP is confidential and personal to us and we will not disclose any information set out in this RFP to any person, association of persons or body corporate, except as permitted by ITPO.

[Name of the Bidder]

Address :

Tel no (Office):

Authorized Signatory

Name and Designation:

SECTION III: DEFINITIVE FORMATS FOR SELECTED BIDDER

DEFINITIVE FORMAT 1:AGREEMENT

India Trade Promotion Organisation

11 SERVICE AGREEMENT

11.1 General Terms of Service Agreement

This Service Agreement (“Agreement”) is executed at New Delhi on this day of _____ 2022

BETWEEN

India Trade Promotion Organization, a company incorporated under the Companies Act, 2013, having its registered office at, ___ New Delhi -110001 (hereinafter referred to as "**First Party**" (or “ITPO”) which expression shall unless it be repugnant to the context or meaning thereof be deemed to mean and include its successors and permitted assigns), acting through its authorized signatory, ____, party of the First Part;

AND

M/____, a company incorporated under the Companies Act, 1956 /2013, having its registered office at(hereinafter referred to as the “**Second Party**” acting through its authorized signatory, duly authorized vide board resolution dated _____, party of the Second Part;

AND

M/____, a company incorporated under the Companies Act, 1956 /2013, having its registered office at(hereinafter referred to as the “**Third Party**” acting through its authorized signatory, duly authorized vide board resolution dated _____, party of the Third Part;

The Second Party and the Third Party are collectively referred to as the “**Service Provider(s)**”. References to Service Provider under this Agreement shall be deemed to be references to the relevant Service Provider engages to provide Food & Beverage Service Operations and Property Management Services, respectively or to both Service Providers, as the context may require.

ITPO and the Service Providers are collectively referred to as the Parties and individually as the Party wherever the context so requires.

WHEREAS

11.1.1 ITPO intends to engage Service Providers for providing Food & Beverages Service Operations and Property Management Services at IECC(as defined hereinafter), Pragati Maidan, New Delhi, so as to receive world-class, safe and secure, uninterrupted and best quality services for the property for the G20 Summit being hosted by India, and other related events.

11.1.2 The Service Provider has represented to ITPO that it is a property/facility management and F&B operator, a company of international repute and has expertise in the business of overall

property management and housekeeping and event support services including end to end management of properties/ buildings including but not limited to services similar to the Scope of Services (as defined hereinafter) and has the necessary infrastructure, latest technology, know-how, skills, experience and fully qualified, trained, and experienced manpower required for performing the Scope of Services on its own.

11.1.3 The Service Provider hereby represents and provide assurance to ITPO that:

- (i) it shall be able to assume complete control and supervision with regard to its obligations as provided under this Agreement;
- (ii) it is fully competent and entitled under all Applicable Laws (as defined hereinafter), to enter into this Agreement with ITPO on a principal-to-principal basis and shall perform its obligations under this Agreement on a principal-to-principal basis.
- (iii) It is a law-abiding entity and is fully aware of all Applicable Laws and requisite Approvals (as defined hereinafter), as may be required as a Service Provider and also for the purposes of performance of Services hereunder, including its status as a principal "ITPO" under all Applicable Laws including but not limited to labour laws for the property.

11.1.4 Relying on the representations and assurances of the Service Provider and further to the bid submitted by the Service Provider on [•] in response to the RFP (as defined hereinafter),ITPO has agreed to enter into this Agreement on the terms and conditions contained herein.

11.1.5 It is understood and has been agreed between the Parties that this Agreement is entered into by and between the Parties as "ITPO/Client" and "Service Provider" and nothing in this Agreement shall create, or be deemed to create, a partnership, joint venture or the relationship of principal and agent, between the Parties.

NOW THIS AGREEMENT WITNESSETH AS AND IT IS HEREBY MUTUALLY AGREED BY AND BETWEEN BOTH THE PARTIES AS FOLLOWS:

11.2 Definitions

11.2.1 "Actual Monthly F&B Fee" shall have the meaning ascribed to it in Clause 11.15.2(b).

11.2.2 "Applicable Laws" means all applicable laws in force and effect as of the date hereof and which may be promulgated or brought into force and effect hereinafter in India or such other territorial jurisdiction outside India, by any authority, including any Governmental Authority, including any revisions, amendments or re-enactments including without limitation statutes, rules, regulations, bye-laws, policies made there under, judgments, decrees, injunctions, writs, orders issued by any court of record or other requirement or official directive of any Governmental Authority or any person acting under the authority of any Governmental Authority or any statutory authority, including any notification issued by the Reserve Bank of India or by any Governmental/Statutory Authority, as may be in force and effect during the subsistence of the Service Agreement, including but not limited to Contract Labour (Regulation &

Abolition) Act, 1970, Payment of Bonus Act, Minimum Wages Act, Inter State Migrant Workmen (Regulation of employment and Conditions of Service) Act 1979, Provident Fund Act, ESIC Act, The Child Labour Prohibition and Regulation Act, 1986, Industrial Dispute Act, 1947, Maternity Benefit Act, 1961, Payment of Gratuity Act, 1972, Employee Compensation Act, 1923, Shops and Establishments Act, and other laws related to fire, safety, environment, lift, explosives etc.

11.2.3 “Approvals” means all authorizations, consents, approvals, including any statutory approvals, notifications and permissions and any license, permit, ruling, exemption or other authorization of whatsoever nature which is required to be obtained under Applicable Laws for or in respect of this Service Agreement, and all other approvals as may be required to execute, give effect to, and perform its obligations under this Service Agreement including but not limited to the approvals and consents required from ITPO or any other authority pursuant to this Service Agreement, including any third party approvals as may be required by the Service Provider.

11.2.4 “Applicable Permits” means all clearances, licenses, permits, authorizations, no objection certificates, consents, approvals and exemptions required to be obtained or maintained under Applicable Laws in connection with the Scope of Services during the Contract Period;

11.2.5 “Business Day” means a normal working day on which the Parties are ordinarily open for business;

11.2.6 “Building(s) shall mean the buildings specified in this Agreement at one or more locations and shall include the entire complex, superstructures, erections, plant, machinery, equipment, common areas, facilities, services, maintenance, operations and amenities relating to the Building(s);

11.2.7 “Capital Asset” are core assets installed by ITPO including but not limited to Air Conditioning Chillers, Cooling Tower, AHUs, FCUs, HVAC Main Panels and Starter Panels, Generators, Transformers, HT< Panels, UPS, Fire Alarm Panel, BMS- (Building Management System/ Integrated Building Management System (IBMS) Controller, CCTV system, Lifts, Escalators, Pumps (Fire, Water, Sewage and Air Conditioning), Solar Panel System, STP, etc.

11.2.8 “Confidential Information” shall mean all information that is not generally known and which is obtained/received during the tenure of the contract and relates directly to the business of the Parties whether or not such information have any commercial value;

11.2.9 “Communication” between parties are the written and signed letters, notices, reminders, memorandum and instructions recorded in the instruction book or books kept at site.

11.2.10 “Contract” or “Agreement” means this agreement signed between ITPO and Service Provider on[Insert Date].

11.2.11 “Contract Period” shall have the meaning ascribed to it in Clause 11.10.1 below.

11.2.12 “Effective Date” shall mean the date on which this Agreement comes into effect and the site is handed over to the Service Provider for commencement of the Services, as notified by ITPO.

11.2.13 “EPC Contractor” means the Engineering Procurement and Construction Contractor appointed for the construction and completion of the IECC, i.e., Shapoorji Pallonji Qatar W.L.L. (JV). ITPO is in the process of entering into an O&M agreement for 5 years with the EPC Contractor in accordance with the terms and conditions of the existing EPC contract.

11.2.14 “Event Day” shall mean the day of event scheduled to be conducted at IECC as notified by ITPO. “Non -event Day” shall mean the day in which no event is scheduled to be conducted at IECC.

11.2.15 “Fee” shall have meaning ascribed to in Clause 11.15.1;

11.2.16 “Food & Beverage” or “F&B” shall mean any substance, whether processed or partially processed, which is intended for human consumption and includes packaged drinking water, alcoholic and non-alcoholic beverages but does not include any animal feed, live animals unless they are prepared or processed for placing on the market for human consumption, plants prior to harvesting, drugs and medicinal products, cosmetics, narcotic or psychotropic substances.

11.2.17 “F&B Items” shall mean good quality, edible/ potable hot and cold beverages, vegetarian and non-vegetarian food items including snacks, fast foods, desserts, packaged food and beverages, etc. of international/national/local food cuisines and such other items as may be approved by ITPO from time to time.

11.2.18 “F&B Facilities” shall mean the area and facilities provided by ITPO at the Locations to undertake the Food & Beverages Service Operations, as more particularly described in Annexure [•].

11.2.19 “Food & Beverage Service Operations” shall mean the F&B related services to be provided by the Service Provider to ITPO under this Agreement, as more particularly described in the Terms of Reference.

11.2.20 “Governmental Authority” means any government authority, statutory authority, government department, ministry, secretariat, agency, commission, board, tribunal or court or other law making body/entity having or purporting to have jurisdiction on the parties to the Service Agreement, including the GoI or GoNCT or any other regulatory authority appointed by the GoI or GoNCT having jurisdiction in relation to the subject matter of the Service Agreement under Applicable Laws, Ministry of Commerce and ITPO.

11.2.21 "Minimum Event Based F&B Fee" shall have the meaning ascribed to it in Clause 11.15.2(a).

11.2.22 "F&B Differential" shall have the meaning ascribed to it in Clause 11.15.2(c).

11.2.23 “Performance Security” shall have the meaning ascribed to it in Clause 11.1.1.

11.2.24 “Price Bid” shall mean the price bid and bill of quantities submitted by the Selected Bidder in accordance with the RFP, as set out in Annexure [•].

11.2.25 “Project Facility” refers to all the assets owned by ITPO which includes the Buildings, equipment, exhibits, artifacts etc.

11.2.26 “Property Management Services” means the providing comprehensive property management services to be provided by the Service Provider to ITPO under this Agreement, including facility management, housekeeping, security and parking management and event support and related services as more particularly described in the Terms of Reference.

11.2.27 “Scope of Services” or “Services” shall mean services with respect to overall operation, management and maintenance of Building(s) and the services agreed to be performed/ rendered by the Service Provider wherever specified under this Agreement including the Food & Beverage Service Operations and the Property Management Services;

11.2.28 “Sub Contractor” is an eligible person or entity, who has a valid contract with the Service Provider to carry out a part of the Scope of Services.

11.2.29 “Terms of Reference” means the detailed scope of the Food & Beverage Service Operations and the Property Management Services, as set out in Section 3 of RFP.

11.2.30 “Total Fee” shall mean the total fee quoted by the Service Provider in the Price Bid.

11.3 Interpretation

11.3.1 Any reference herein to any recital, clause or annexure is to such recital, clause or annexure to this Agreement unless the context otherwise requires. The recitals and annexures to this Agreement shall be deemed to form part of this Agreement.

11.3.2 Any references to laws of India or Indian law or regulation having the force of law shall include the laws, acts, ordinances, rules, regulations, bye laws or notifications which have the force of law in the territory of India and as from time to time may be amended, modified, supplemented, extended or re-enacted.

11.3.3 The table of contents, headings or sub-headings in this Agreement are for convenience of reference only and shall not be used in, and shall not affect, the construction, linkage or interpretation of this Agreement

11.3.4 Unless the context requires otherwise, words importing the singular include the plural and vice versa, and pronouns importing a gender include each of the masculine, feminine and neutral genders.

11.3.5 References to the knowledge, information, belief or awareness of any person shall be deemed to include the knowledge, information, belief or awareness such person would have if such person had made due and careful inquiries.

11.3.6 The words and phrases "other", "including" and "in particular" shall not limit the generality of any preceding words nor be construed as being limited to the same class as any preceding words where a wider construction is possible.

11.3.7 The penalties prescribed in Annexure I of this RFP are a genuine pre-estimate of the loss

likely to be suffered by ITPO on account of a shortfall in performance levels by the Service Provider and shall in no way be deemed to be in the nature of a penalty.

11.3.8 The words “hereof,” “hereunder”, “herein” and “hereto,” and words of like import, refer to this Agreement as a whole and not to any particular Clause hereof.

11.3.9 **Priority of agreements and errors/discrepancies.**

11.3.9.1 This Agreement, the RFP and all other agreements and documents forming part of or referred to in this Agreement are to be taken as mutually explanatory and, unless otherwise expressly provided elsewhere in this Agreement, the priority of this Agreement and other documents and agreements forming part hereof or referred to herein shall, in the event of any conflict between them, be in the following order:

- (a) Service Agreement; and
- (b) The RFP; and
- (c) All other agreements and documents forming part hereof or referred to herein; i.e. this Service Agreement at (a) above shall prevail over the RFP and the agreements and documents at (c), and the RFP shall prevail over the agreements and documents at (c).

11.3.9.2 Subject to the provisions of this clause, in case of ambiguities or discrepancies within this Agreement, the following shall apply:

- (a) between two or more Clauses of this Agreement and documents forming part of the Agreement, the provisions of a specific Clause relevant to the issue under consideration shall prevail over those in other Clauses;
- (b) between the Clauses of the Service Agreement and the documents forming part of this Agreement, the Clauses of Service Agreement shall prevail and between Service Agreement and Annexures thereto, the Service Agreement shall prevail;
- (c) between any two Annexures, the Annexure relevant to the issue shall prevail;
- (d) between any value written in numerals and that in words, the later shall prevail.

11.3.10 The word “will” shall be construed to have the same meaning and effect as the word “shall” and vice versa.

11.3.11 The Annexure and Schedules shall form an integral part of this Agreement.

11.4 Governing Law and Jurisdiction

11.4.1 This Agreement shall be construed and interpreted in accordance with and governed by the extant laws of India, and the courts at New Delhi shall have exclusive jurisdiction over

matters arising out of or relating to this Agreement.

11.5 Code of Integrity

- 11.5.1 The Service Provider and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bid Process.
- 11.5.2 Service Provider has signed and submitted the Integrity Pact as part of the RFP Bidding process as per Annexure II of RFP. This Integrity pact shall be in force and shall be binding for the Service Provider during the bidding process and the Contract Period as an integral part of the Service Agreement post commencement of the services.

11.6 Confidentiality

- 11.6.1 The Service Provider shall not at any time use or disclose to others any information of IECC project and “ITPO” which is considered and/or observed as confidential by ITPO and which is disclosed or provided to the Service Provider under this Agreement.
- 11.6.2 That Service Provider shall ensure that its personnel shall at no time, without the consent of ITPO, disclose to any person any information relating to the affairs of ITPO which they may have come to know during the course of performing services as per this Agreement.
- 11.6.3 The personnel(s) of the Service Provider shall not indulge in any activity, of whatsoever nature, which is or which may be damaging to the reputation/goodwill of ITPO and will also maintain secrecy/confidentiality of any task assigned to them from time to time by the Service Provider relating to Scope of Services at the Building(s).
- 11.6.4 The Service Provider has signed and submitted the Non disclosure Agreement as per Annexure III of the RFP.

11.7 Conflict of Interest

- 11.7.1 The Service Provider shall hold the “ITPO’s” interests paramount, without any consideration for future work, and strictly avoid conflict of interest with other assignments or their own corporate interests. If during the Contract Period, a conflict of interest arises for any reasons, the Service Provider shall promptly disclose the same to ITPO and seek its instructions.
- 11.7.2 The payment of the Service Provider in accordance with this Contract shall constitute the Service Provider’s only payment in connection with this Contract and, the Service Provider shall not accept for its own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract or in the discharge of its obligations hereunder, and the Service Provider shall use its best efforts to ensure that Personnel involved shall not receive any such additional payment.
- 11.7.3 Service Provider and its affiliates shall not become otherwise interested in the Scope of Services in any manner. Service Provider agrees that, during the Contract Period, the Service Provider and any entity affiliated with Service Provider shall be disqualified from bidding

and providing consultancy, goods, works, or services resulting from and/or directly related to the Scope of Services for the IECC.

11.7.4 Service Provider and its affiliates are strictly prohibited from engaging and participating in any conflicting activities of the business of ITPO conducted inside IECC. The Service Provider shall not engage, and shall cause their personnel not to engage, either directly or indirectly, in any business or and their professional activities with the Occupants and Users of ITPO property which shall safeguard any kind of conflict with the activities assigned to them under this Service Contract.

11.8 Force Majeure

11.8.1 “Force Majeure” shall mean the conditions beyond control of either parties like war, hostility, acts of public enemy, civil commotion, sabotage, serious loss or damage by fire, explosions, epidemics, strikes, lockouts or acts of God come under the purview of Force Majeure (FM). Delays in performance of contractual obligations under influence of FM conditions are condonable by the other party without any right to termination or damages, provided, notice of the happening of any such event is given by the affected party to the other within 30 (thirty) days from the date of occurrence. Works under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist.:

11.8.2 Provided that the same:

- (i) materially and adversely affects the performance of an obligation; and
- (ii) are beyond the reasonable control of the affected Party; and
- (iii) such Party could not have been prevented or reasonably overcome with the exercise of good industry practice or reasonable skill and care; and
- (iv) do not result from the negligence or misconduct of such Party or the failure of such Party to perform its obligations hereunder;

11.8.3 If a Party claims relief on account of a Force Majeure event, then the Party claiming to be affected by the Force Majeure event shall, immediately on becoming aware of the Force Majeure event, give notice of and describe in detail: (i) the Force Majeure event(s) that has occurred; (ii) the obligation(s) affected; (iii) the dates of commencement and estimated cessation of such event of Force Majeure and (iv) the manner in which the Force Majeure event(s) affect the Party's obligation(s) under this Agreement. No Party shall be able to suspend or excuse the non- performance of its obligations hereunder unless such Party has given the notice specified above.

11.8.4 The affected Party may suspend the performance of the obligation(s) affected due to a Force Majeure event, upon delivery of the notice of the occurrence of a Force Majeure event in accordance with this Clause provided that the Party claiming to be affected by an event of Force Majeure has established to the full satisfaction of the other Party that it has been

materially and adversely affected against performance of its obligations under the Agreement.

11.8.5 If Force Majeure event continues for more than 120 (One Hundred Twenty) days either Party shall have the right to terminate this Agreement by giving a notice of termination in respect thereof and the consequence of termination shall follow.

11.8.6 While any such prevention or delay continues, the Parties shall continue to comply with their obligations under this Agreement which is/ are not affected by it to the extent that they are able lawfully to do so. Upon cessation of such Force Majeure events the Parties shall resume their respective Performance.

11.8.7 It is clearly agreed and understood that the Service Provider shall not be absolved from its obligations during the term of this Agreement on the ground that the Premises/ Building(s) cannot be used because of non-availability of amenities and facilities in any manner whatsoever other than established Force Majeure event(s).

11.9 Dispute Resolution

11.9.1 In the event of any disputes or difference relating to the interpretation and application of the provisions of this Agreement (whether during the performance of the Scope of Services or after their completion), which has not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 1996. Such disputes shall be referred to an arbitral tribunal consisting of a sole arbitrator, appointed by the Parties mutually. The seat and venue of arbitration shall be at New Delhi, India. The arbitration shall be conducted in the English language. The parties to the dispute will share equally the cost of arbitration as intimated by the arbitrator.

11.9.2 During the Contract Period, if any difference/dispute arises between the Parties or any litigation between the Parties is pending before any arbitrator/court/authority relating to the terms and conditions of this Agreement, the Service Provider shall not discontinue the performance of Services unless so desired by ITPO.

11.10 Commencement and Duration

11.10.1 The Scope of Services shall include Food & Beverages Service Operations and Property Management Services at IECC, Pragati Maidan, New Delhi. The term of the Service Agreement shall commence from the Effective Date and end on the expiry of 16 (Sixteen) months from the Effective Date (**Contract Period**). The Contract Period may be extended on mutual agreed rates, terms and conditions subject to satisfactory services by the Service Provider.

11.10.2 This Agreement covers the Scope of Services in separate parts for respective items of Service Provider as per the Terms of Reference set out in Section-3 -Scope of Works of RFP.

11.10.3 With effect from the date of signing of the Service Agreement, the “First Party” engages the “Second Party” and the “Third Party”, collectively referred to as the Service Provider, and

the Service Provider hereby agrees, to perform the Scope of Services subject to the terms and conditions of this Agreement.

- 11.10.4 The Service Provider shall depute the requisite manpower and/ or resources by the Effective Date. The Service Provider shall be entitled to receive the Fixed Fee for Property Management Services and the Fixed Fee for F&B Services from the Effective Date.
- 11.10.5 After the expiry of the Contract Period, this Agreement may be renewed/ extended in writing for such further period and on such terms and conditions as may be mutually agreed between the Parties and in such an event, the Parties shall execute a fresh agreement or amend this Agreement.

11.11 Performance Security

- 11.11.1 Within 15 (fifteen) days from the date of the LOIA, the Service Provider shall have delivered to ITPO an irrevocable and unconditional bank guarantee for an amount equivalent to 3% (Three Percent) of the Total Price (**Performance Security**).
- 11.11.2 The Performance Security can be provided: (i) as per the form provided in the Definitive Format-2 in Section III of the RFP; (ii) through a Demand Draft/ Fixed Deposit Receipt of a Scheduled Bank in favour of the “India Trade Promotion Organization” payable at New Delhi; or (iii) through RTGS / NEFT payments made in the designated bank account of ITPO.
- 11.11.3 The Service Providers can submit the Performance Security separately such that the aggregate quantum of the securities provided by both Service Providers is as per Clause 11.11.1 above.
- 11.11.4 The Performance Security shall remain valid and in effect for six months after the end of the Contract Period.
- 11.11.5 If the Contract Period, for whatever reason is extended, the Service Provider, shall at his own cost, get the validity period of Performance Security extended, and shall furnish the extended / revised bank guarantee to ITPO at least 15 days before the expiry date of the previously submitted bank guarantee.

11.12 Statement of Work

- 11.12.1 The Service Provider will have full accountability for delivering the Scope of Services and for complying with all requirements defined here and elsewhere in this Agreement. Unless otherwise indicated, all references to “Service Provider” or “Service Provider personnel” in this document are considered to apply equally to employees or Sub Contractors working for or on behalf of the relevant Service Provider. Notwithstanding the appointment of any Sub Contractors to carry out a part of the Scope of Services, both Service Providers shall at all times, remain jointly and severally liable for the performance of their obligations under this Agreement.

- 11.12.2 The Scope of Services shall be deemed to include such other services that, although not specifically included in the Terms of Reference set out at Section 3- Scope of works of RFP, may be reasonably construed as forming part of the Scope of Services or that may be necessary and/or all such other services as are reasonably incidental to the Scope of Services or could reasonably be expected from a competent operator experienced in providing services similar to the Scope of Services.
- 11.12.3 **G20** or Group of Twenty is comprising a group of 19 Countries and European Union. The members of the G20 are Argentina, Australia, Brazil, Canada, China, France, Germany, India, Indonesia, Italy, Japan, Republic of Korea, Mexico, Russia, Saudi Arabia, South Africa, Turkey, United Kingdom, United States, and the European Union. India will hold the G20 Presidency from 1 December 2022 to 30 November 2023 and will convene the G20 Leaders' Summit for the first time in India in 2023. As the quantum of reputation and business exacted within the project is very high including stakes of participating countries, International Organizations and Government of India, service delivery failures have potential to create significant reputational and business losses of the participating countries and hosting country, including but not limited to loss of reputation and business, personal injury or death, property damage and regulatory intervention. Therefore, Service Provider is expected to identify and actively manage risks in a way that minimizes and eliminate any reputational and business losses to ITPO and/or any participants and delegates of the G20 summit.
- 11.12.4 Service Provider will perform and manage all activities required to operate and maintain the Buildings and Capital Assets in a manner that delivers all agreed service levels, as set out in Annexure I of RFP.
- 11.12.5 Except as explicitly agreed to by ITPO, Service Provider will also maintain the Capital Assets in a manner that maximizes their operating life, performance and efficiency as well as provide documentation and reports of all maintenance activities undertaken in respect of such assets.

11.13 Best Practices and Quality of Services

- 11.13.1 ITPO intends to achieve sustainable and measurable cost optimization and net cost savings while maintaining and improving upon the asset reliability and quality of service and the Service Provider agrees to undertake its operations in a manner consistent with this requirement.
- 11.13.2 The Service Provider acknowledges that standard and quality of services are of paramount importance and essence of this Agreement, and the Service Provider shall not do or allow to be done any act, deed or thing that may directly or indirectly affect the reputation and goodwill of ITPO and/or the Building(s).
- 11.13.3 The Service Provider shall use internationally accepted best standards and good industry practice, efficient methodologies, processes, standards, technologies and work practices so as to strengthen and evolve the best standard operating procedures and practices for the Services to be provided for the respective Building(s).
- 11.13.4 The Service Provider shall comply with the service level performance parameters set out at Annexure I of this RFP. Non-compliance by the Service Provider will attract liquidated damages/penalties as prescribed in Annexure I of RFP.

11.13.5 ITPO intends to allow Service Provider discretion to define and deliver any and all work tasks required to deliver the defined outcomes and service expectations, within the limits set out in the Agreement. However, ITPO reserves the final decision authority to require Service Provider to provide, or cease to provide, specific resources (including employees and Sub Contractors), methodologies, processes, technologies and work practices at any time it deems such intervention to be in its business interest.

11.14 Clarification on Scope of work between Service Provider and EPC Contractor

11.14.1 Service Provider shall be responsible to arrange the additional manpower and consumables required for the services related to Area during the events. The cost of such activities is separately provided to the Service Provider as per approved rates under the Price Bid submitted by the Service Provider.

11.14.2 The Service Provider shall note that the EPC Contractor under their scope of operation and maintenance activities for area under this scope of works shall deploy its own operation and maintenance team.

11.14.3 If the Buildings, Capital Assets, F&B Facilities or any other facility, area, or equipment provided by ITPO to the Service Provider for performance of the Services is destroyed, lost, or damaged in any manner due to negligence on part of the Service Provider or any of its employees, SubContractors, associates or representatives, the Service Provider shall report such damage or incident to ITPO immediately. The EPC Contractor appointed by ITPO shall repair, replace or restore the damage or defect. Cost of such repair, replacement, restoration of destroyed, lost or damaged material, goods, machinery, equipment, capital components and spares etc. shall be recovered from the Service Provider by ITPO. ITPO's decision on this cost of recovery shall be final and binding.

11.14.4 The Service Provider shall provide adequate service standards and to ensure that the Buildings and F&B Facilities are transferred to ITPO in a good condition except for the normal wear and tear having regard to their life, the period of use, in accordance with the terms of this Agreement.

11.14.5 The Service Provider shall remove promptly from the Buildings and F&B Facilities all surplus materials, hazardous materials, rubbish and other debris (including, without limitation, accident debris) at its own cost in accordance with the Waste Management policy of the property.

11.15 Services Detail and Billing Model

11.15.1 The Service Provider shall raise monthly invoices to ITPO under this Service Agreement covering the following components, as applicable for the month for which the invoice is being raised:

- (i) Fixed Fee for Property Management Services (as per the Price bid)
- (ii) Fixed Fee for F&B Services (as per the Price bid)

- (iii) Event based Fee for F&B Services (as per the Price bid, subject to Clause 11.15.2 below)
- (iv) Variable Fee for additional manpower deployment (as per the rates quoted in the Price Bid)
- (v) Fee against any extra items/ manpower not covered in the price bid will be paid additionally that shall be worked out on the basis of the following
 - Equivalence from the existing approved Price Bid
 - Government approved rates,
 - Industry standards,
 - Existing Contracts of Government of India,
 - Benchmarks approved in Government and
 - Market conditions

In case of the services provider is a consortium of two partners then they shall raise separate invoices for their respective scope.

In case of any dispute with respect to the point no. (vi) decision of the CMD, ITPO shall be final and binding.

11.15.2 **Minimum Event based fee for F&B Services**

- (a) ITPO guarantees the Service Provider that there will be a minimum order of monetary value which will be equivalent to 48,000 plates of Event Grade 4 with “Less than or Equal to 500 delegates”. This will be calculated at expiry of the Contract Period. Eg. If the amount quoted by the successful bidder for the Grade 4 of Event size of “Less than or Equal to 500” is Rs. 500, Then the minimum event based fee for the F&B services will be Rs. 2,40,00,000 (Rs. 500 X 48,000 plates). This shall be referred to as the “Minimum Event Based F&B Fee”.
- (b) Except as provided in sub-clause (c) below, for each month during the Contract Period, the Service Provider shall be entitled to receive the Actual Event based Fee for F&B Services for the actual events (and sizes) that took place in such month (“**Actual Monthly F&B Fee**”).
- (c) At the end of the Contract Period, if the cumulative Actual Monthly F&B Fee is less than the Minimum Event Based F&B Fee, then the difference between the Minimum Event Based F&B Fee and the Actual Monthly F&B Fee (“**F&B Differential**”) shall be calculated by ITPO and ITPO shall pay 20% of the “**F&B Differential**” to the Service Provider to compensate for the loss of profit to Service Provider

11.16 **Workforce and Resources Standards**

11.16.1 The Service Provider agrees and undertakes to provide Services:

- (i) by assuming complete supervision and control with regard to its obligations as provided under this Agreement;

- (ii) in proper, efficient and effective manner to the full satisfaction of ITPO.
- (iii) in accordance with internationally accepted best standards and good industry practice;
- (iv) in compliance with all Applicable Laws and Applicable Permits (including renewals as required) in the performance of its obligations under this Agreement.

11.16.2 The Service Provider undertakes to follow the standard operating procedures and maintenance procedures applicable for the management, of respective Building(s), common areas, basements and parking areas, F&B Facilities, and Capital Assets, as notified by ITPO.

11.16.3 The Service Provider shall mobilize its resources, necessary infrastructure, latest technology, know-how, skills, experience and fully qualified, trained, and experienced manpower required for performing the Services during the contract period in a safe and reliable manner, and in accordance with the manpower deployment plan/standard operating procedures agreed between the Service Provider and ITPO pursuant to this Agreement.

11.16.4 The Service Provider shall depute its responsible and duly authorized person as the Service Provider's point of contact in respect of this Agreement to interface and interact with ITPO.

11.16.5 The Service Provider agrees that the personnel, employees or workmen deployed to provide the Services shall not be and shall always remain the employees of the Service Provider and ITPO, and ITPO shall have nothing to do with their recruitment, compensation, monetary and non-monetary benefits, training or termination. It is understood that the deployed personnel could be employees of the Service Provider, sub-contractors, or interns from hospitality institutions, deployed for the large events and conventions..

11.16.6 The Service Provider shall control the unplanned leaves and absenteeism of its employees and sub contractual staff and a minimum of 95% attendance are maintained on daily basis. The Supervisory staff will be eligible for statutory leaves as per the law. Their leaves shall be approved by ITPO. Service Provider shall also ensure that the attrition rate is minimized.

11.16.7 The Service Provider undertakes to exercise all due care and diligence at their own cost while deploying the personnel, employees or workmen at the Premises, Building(s) which include inter alia ensuring that no person having a criminal record or a person with dubious character and/ or integrity is deployed at the Building(s). Mandatory police verification is required to be carried out for all the personnel, employees or workmen.

11.16.8 The Service Provider shall ensure that the personnel, employees or workmen who are deployed to perform Services at the Building(s) conduct themselves in befitting manner and do not cause/stage or permit any demonstration, nuisance at the Building(s) or do

anything which may cause unnecessary disturbance or inconvenience to others at the Building(s).

- 11.16.9 The Service Provider and its personals including Subcontractors at the ITPO property shall work as per ITPO's calendar and work schedule agreed for the property.
- 11.16.10 In case ITPO objects to the deployment/deputation of any of the Service Provider's employee(s) at the Building(s) due to any reason, the concerned employee(s) shall be removed/ transferred from the Building(s) and the Service Provider shall immediately arrange/depute a suitable replacement for the same.
- 11.16.11 The Service Provider shall depute/deploy requisite skilled (as mentioned in the scope of works), trained, uniformed, well equipped, experienced and medically fit personnel and should be free from any diseases especially contagious, frequently recurring diseases. The employees or workmen shall have relevant educational/technical qualification, and Sub Contractors along with items/apparatus/vehicles etc. as required and as are necessary for providing the Services shall be engaged under its own direct supervision and control.
- 11.16.12 All preventive and safety measures shall be taken by the personnel, employees or workmen deployed by the Service Provider to ensure that no damage/loss is caused to any machine, material, equipment, person(s), Building(s), F&B Facilities, and/or Capital Assets.
- 11.16.13 The Service Provider shall ensure providing regular training to the personnel, employees or workmen deployed at the Building to enhance their skills to effectively perform the Services and to maintain the best standards of service.
- 11.16.14 The Service Provider's fee and cost shall be deemed to cover cost of all above items/provisions.
- 11.16.15 Deployment of manpower on site by the Service Provider during the event or non event days would be based on the prior approval of ITPO. Monthly deployment of the manpower should be shared with ITPO by the Service Provider 15 days in advance for review and approval. ITPO reserves the right to increase or decrease the deployment of manpower at site ,which would be paid by ITPO as part of Variable fee, and would inform, in writing, the Service Provider seven (7) days in advance of such change.

11.17 Safety and Security Standards

- 11.17.1 That the Service Provider shall perform the Services in fully safe, secure and compliant manner and shall be fully responsible for safety and security of Building(s) and/ or any person or property in or around the Building(s).
- 11.17.2 That the Service Provider understands and acknowledges the importance of safety and security of the Building(s) and the occupants and assures that the personnel, employees or workmen so deployed by it for rendering/performing Services shall be trained on safety & security aspects including to handle emergencies.

- 11.17.3 The Service Provider shall ensure that its personnel, employees or workmen do not smoke in the Premises and should not be under the influence of liquor, drugs, tobacco or any other forms of intoxicants while working in the Building(s) and shall not receive any gratuity or reward in any shape from anyone.
- 11.17.4 The Service Provider shall ensure that all emergency situations arising on account of fire or safety are dealt with in prompt, efficient and effective manner.
- 11.17.5 The Service Provider shall coordinate with external firefighting agencies, Delhi Fire Services, DDMA/NDMA or any other statutory authority in the event of any mishap, fire and emergency situations.
- 11.17.6 That all preventive and safety measures shall be taken by the Service Provider to ensure that no damage to material / Building/person(s)/machinery and or to equipment takes place during the course of performance of the Services or due to any act, omission or commission of the Service Provider.
- 11.17.7 The Service Provider will take effective necessary measures to prevent spread of COVID-19 epidemic and will implement of various measures issued by government time to time while ensuring maintenance of essential services such as housekeeping/ conservancy services & health infrastructure etc.
- 11.17.8 In the event of any restrictions being imposed by the Security agency, ITPO, Traffic or any other authority having jurisdiction in the area on the working or movement of labour /material, the Service Provider shall strictly follow such restrictions and nothing extra shall be payable to the Service Provider on this account. The loss of time on this account, if any, shall have to be made up by generating additional resources etc.
- 11.17.9 No claim whatsoever will be entertained by the department on account of any restriction (s) imposed by the security agencies in execution of work including temporary suspension of work due to VVIP movements.

11.18 Machinery, Tools & Equipment Management

- 11.18.1 Service Provider shall arrange and supply all machinery, cleaning equipment, dustbins, scrubbers, fork lifts, tools, appliances, implements, ladder, cordage, tackle, personal protection equipment and gears for its workforce etc required for the performance of the Services or which may be necessary for the purpose of satisfying or complying with the requirements of ITPO, as may be specified from time to time. The Service Provider shall be responsible for the transportation of all such machinery and equipment.
- 11.18.2 The Service Provider shall arrange and provide for all the requisite manpower equipment, tools, safety devices, certified green consumables & chemicals, spares and any other material required for providing Services which shall include but not be limited to personal protection equipment and such other equipment required for the safety of the personnel, employee or workmen deployed to render/perform Services under this Agreement and

shall also ensure that such equipment are used during the performance of Services.

- 11.18.3 The minimum requirement of such equipment and tools is described in the Scope of Works at Section 3 of this RFP.
- 11.18.4 Service Provider shall bear all the taxes and costs for transportation, loading, unloading, stacking storage, safe custody of such materials, tools and equipment and ensure that the required tools are in serviceable condition at all times and the adequacy of such tools is always maintained at site.
- 11.18.5 Service Provider shall be responsible for arranging and managing the tools, equipment and machinery including scaffoldings, house cleaning machine scrubbers, Heavy duty cranes, forklift, scissor lift including the operators for the services which forms the part of Property Management Services, and the cost of such services is included in the agreed Price Bid of Service Provider under this Agreement.
- 11.18.6 Arrangement of such items shall be done strictly under the procurement guidelines considering the benefits of such procurement through rental services or direct purchases.

11.19 Working Office & Staff Accommodation:

Service Provider shall set up full working office at the designated location/in the core and shell premises provided by ITPO for which no rentals shall be charged by ITPO. All tools, tackles, air conditioners, internet & intranet services including requisite hardware and software, fans, water dispenser, pantry, office furniture, tables, chairs, storage racks, printers, paper, stationary, storage etc. and any other item necessary for running an office shall be arranged by the Service Provider at no extra cost to ITPO. ITPO may at his own discretion, if situation demands, direct the Service Provider to shift Service Provider's office without any cost to ITPO. Storage space shall be provided by ITPO at designated area/location. The Service Provider shall submit the requirement of storage space within one week of LOIA. Service Provider shall have to make his own arrangements for housing facilities for its staffs and for transportation of staff and all material and equipment including all plant and machineries.

11.20 Electricity, Water and Gas charges

- 11.20.1 ITPO will provide water and electricity to the Service Provider as per his requirement. The Service Provider will be charged for consumption of electricity and water for kitchen area and office area on actual basis.
- 11.20.2 Separate electricity and water consumption sub-meters will be installed by ITPO for the Service Provider.
- 11.20.3 A PNG connection is being obtained by ITPO. Cost of monthly PNG consumption bill and any repair & maintenance towards the same will also be borne by the Service Provider and the Service Provider shall make timely payments of all such bills directly to the relevant

gas company providing the PNG connection.

- 11.20.4 Service provider shall also bring commercial gas cylinders (as and when required) so as to ensure there is no interruption in the services, and all other requirements /supplies as necessary for the smooth F&B operations.

11.21 Registrations and Compliances

- 11.21.1 In accordance with the provisions of the Contract Labour (Regulation & Abolition) Act, 1970 and the rules framed there under, the “Service Provider” shall be responsible to apply and obtain the certificate of registration for the “First Party” as the principal “ITPO” with respect to ITPO property in its name and shall coordinate for providing a certificate in Form-V for itself which shall include all its Subcontractor employed by the “Service Provider” it in relation to respective Building(s)/Item of works and to do all such acts, deeds and things as are required.
- 11.21.2 The Service Provider shall mandatorily obtain Labour License for itself inclusive of all its Subcontractor employed for the project against the issued Form V.
- 11.21.3 The Service Provider shall get mandatorily registered for under all other Applicable Laws including but not limited to PF Act, ESIC Act etc. and obtain license(s) under the Contract Labour (Regulation & Abolition) Act, 1970 in its own name for the purposes of this Agreement and the rules made there under.
- 11.21.4 The Service Provider hereby represents, warrants and undertakes that it shall solely pay and deposit all statutory dues/contributions e.g. provident fund contributions, employee state insurance contributions etc. with the appropriate authority/agency/office/ departments in a timely manner in relation to its personnel, employees and workmen engaged including direct and contractual employees in providing the Services and to file all and/or any statutory returns/forms/ statements under Applicable Laws from time to time. All such dues shall be collectively paid by the Service Provider itself on monthly basis for complete workforce and this responsibility shall not be passed on to any of its Sub Contractor engaged for the services.
- 11.21.5 The Service Provider agrees and undertakes to be responsible for and ensure compliance of all Applicable Laws. It shall be the sole responsibility of the Service Provider to identify and ensure compliance of any other statutory requirements to be fulfilled under the provisions of this Agreement. Any penalty or fine imposed by the concerned authority related to Operational issues, mismanagement or failure to abide statutory compliances covered under the provision of this Service agreement shall be borne by Service Provider and ITPO shall not be liable to pay any such fines and penalty.
- 11.21.6 The Service Provider shall provide a monthly Compliance Certificate as per Annexure IV along with the proof of Compliance maintained in form of certificates, return and proof of depositing all statutory dues/payments with the competent authority in respect of required compliances to be maintained at the premise.

11.21.7 The Service Provider shall at all times abide by the Applicable Law(s) and shall always ensure procurement and possession of all Approvals required from the competent authorities for performance of all obligations hereunder.

11.22 Assignment and Subcontracting

11.22.1 The Service Provider or any member of the consortium shall not assign or transfer any of its rights and/or obligations under this Agreement to any third party.

11.22.2 The Service Provider may engage Sub Contractors and/or third-party service providers for the performance of a part of the Scope of Services.

11.22.3 In the event the “Service Provider” engages Sub-Contractors at commencement of the services and post commencement of services due to termination of the existing Sub Contractors, the Service Provider shall mandatorily take approval for such engagement from ITPO at least 30 (thirty) days in advance by submitting detailed credentials of the shortlisted Sub Contractor which shall include relevant technical experience along with its financial capabilities for past 3 years in the same set of services for which the Sub Contractor is intended to be engaged by the Service Provider.

11.22.4 Service Provider shall ensure that Sub Contractor engaged for specific set of services is awarded a single Service contract for the project and cannot be issued multiple contracts during the tenure of this agreement.

11.22.5 Service Provider shall ensure that for any specific service under scope of works required for ITPO property, the bidder can engage subcontractors after the approval of ITPO for similar or partially similar set of services except for the supervisory staff.

11.22.6 The approval from the “First Party” shall not be unreasonably withheld, subject to the condition that such Sub Contractor agrees to abide by the terms and conditions of this Agreement in writing as if the same had been entered into by such Sub Contractor.

11.22.7 In all the contracts, sub-contracts, agreements entered into by the Service Provider, the Service Provider shall ensure adequate provisions to be inserted and/ or taken up by the Service Provider so that the terms and conditions of all such contracts, sub-contracts and agreements with Contractors, suppliers, vendors, subcontractors are strictly brought within the purview of this Service Agreement. Failure of the Service Provider to ensure the same shall amount to material breach of the terms of this Agreement.

11.23 Client’s Obligations and Rights

11.23.1 The Client/ITPO undertakes during the Contract Period to supply the Service Provider with such information, assistance and documents as the Service Provider may reasonably require enabling the Service Provider to fulfill its obligations under this Agreement.

11.23.2 ITPO shall (either directly or through an independent audit team or any other

representative) has, at all times, the right to access/assess, inspect, conduct/ cause to be conducted audit of all documents, systems, procedures, data and information maintained/ used by the Service Provider, in any of its offices or otherwise and may demand or required to be produced all or any records, data, books, documents of the Service Provider, information of any kind to the extent such documents and/or information reasonably relate to the Service Provider in connection with this Agreement including inventory receipts (GST), credit/cash/bank statements, store records, books of accounts, ledgers, journals, entries, notings etc. to make assessments of expenditure, claims and/ or their reasonableness by any method/tool as are employed by ITPO.

11.23.3 The Service Provider shall proactively assist ITPO for this purpose and shall make available all such records and information required by ITPO for assessing the performance of the Service Provider.

11.23.4 ITPO shall have with it the right to withhold the payment of the Service Provider, to the extent of the satisfactory proof of compliance with the requirements of this Agreement or any Applicable Law are not submitted.

11.24 Rights of Third Parties

This Agreement shall not confer any rights or remedies upon any person or entity who is not a Party to this Agreement.

11.25 Liability and Indemnification

The Service Provider hereby indemnifies and undertakes to always hold harmless and keep indemnified and defend ITPO, its affiliates, associate/ group companies and their respective employees, officers, representatives, agents and directors at its cost against all actions, demands, claims, losses, damages, penalty, costs, punishments, consequences and other liabilities arising out of or as a consequence of a failure by the Service Provider to comply with the requirements of this Agreement. The Service Providers shall be liable to indemnify ITPO under this Agreement on a joint and several basis.

11.25.1 The Service Provider shall be solely responsible for:

- (i) Ensuring payment of wages/ salaries and other remunerations and benefits to its Personnel in accordance with their term of employment and the applicable laws.
- (ii) providing the personnel, employees or workmen, regular intervals and all other statutory facilities/benefits during the daily working hours and all other monetary or non-monetary benefits as are applicable under Applicable Laws, at its own cost and expenses.
- (iii) the work, acts or omissions, all negotiations relating to salaries, wages and benefits of the personnel, employees or workmen, assessments and monitoring of their performance and for all disciplinary matters.

- 11.25.2 That the Service Provider shall obtain insurance in the joint names of Service Provider and ITPO for its personnel, employees or workmen at its own cost and expenses for accidents/injuries/death which may occur during the course of performance/rendering of the Services and the Service Provider shall be solely responsible for payment of all claims /damages/compensation in case of accidents/injuries/death of any personnel, employees or workmen deployed by it for performing/rendering the Services.
- 11.25.3 That the Service Provider undertakes to fully defend and protect ITPO and/ or owners of the respective Building(s) against all or any legal, civil, criminal and monetary liabilities arising out of or pursuant to performance, non-performance, lapse, negligence, misrepresentation, breach, default or fraud on the part of the Service Provider, or its representatives, Sub Contractors in connection with this Agreement;
- 11.25.4 The Service Provider hereby indemnifies and undertakes to always hold harmless and keep indemnified and defend ITPO, its affiliates, associate/ group companies and their respective employees, officers, representatives, agents and directors at its cost against all actions, demands, claims, losses, damages, penalty, costs, punishments, consequences and other liabilities arising out of or as a consequence of:
- (i) breach of any of the terms and conditions of the Agreement by the Service Provider;
 - (ii) any acts, commissions, omissions, negligence or contribution of the Service Provider, its officers, representatives, employees, agents, Sub-Contractors relating to any failure to ensure, procure or maintain adequate safety measures under the provisions of this Agreement;
 - (iii) any injury, harm or damage caused to any person, property, material or Building(s) that takes place due to any accident, incident, etc. for whatsoever reason on account of any activity of the Service Provider pursuant to this Agreement;
 - (iv) failure of the Service Provider to comply with any Applicable Laws including but not limited to Contract Labour (Abolition & Regulation) Act, 1970, Employee State Insurance Act, 1948, Employees Provident Fund and Misc. Provisions Act, 1952, Factories Act, 1948, relevant Shops & Establishment Act or any other labour laws as applicable. The Service Provider shall always remain solely responsible for the consequences of such non-compliance as stated herein.
 - (v) Failure of the Service Provider in obtaining any requisite Approvals for the purposes of provision of Services required under this Agreement.
 - (vi) Infringement of any third party's intellectual property rights on account of any activity carried out by the Service Provider.
 - (vii) If ITPO is dragged into any arbitration proceedings, litigation or dispute for any purposes whatsoever between/ amongst the Service Provider and/or its Contractors, sub-Contractors or any third party, persons or entity.

- 11.25.5 The Service Provider undertakes and assures ITPO that in case ITPO is made a party to any arbitration, litigation or dispute arising out of or touching upon this Agreement by any person or party, the Service Provider shall at its own expense and cost take all appropriate & necessary steps to defend/resolve such claims/demands/disputes on behalf of ITPO in consultation with ITPO so as to ensure discharge of ITPO free from any such liability.
- 11.25.6 Further, if required, the Service Provider undertakes that it shall fully pay/ compensate ITPO in respect of the cost & expenses incurred by ITPO, if any, in defending such claims/ demands/ disputes on account of any court order or otherwise
- 11.25.7 It is however, agreed between the Parties that the aggregate financial liability of the Service Provider arising out of or in connection with any breach of the terms and conditions of this Agreement by the Service Provider shall not exceed a sum equivalent to the Total Fee. The limitation of liability shall not affect the Service Provider's liability, if any, on account of the following:
- (i) Breach of Applicable Laws by the Service Provider, its officers, representatives, employees, agents, sub-Contractors acting on its behalf;
 - (ii) Damage to any third party or person caused by the Service Provider, its officers, representatives, employees, agents, sub-Contractors acting on its behalf; and/or
 - (iii) Gross misconduct or willful misconduct on the part of the Service Provider, its officers, representatives, employees, agents, sub-Contractors acting on its behalf.

11.26 Insurance

- 11.26.1 The "Service Provider" shall be responsible to identify the need and recommend to ITPO, facilitate and apply to obtain in the names of the "First Party" insurance cover for the project including but not limited to:
- (i) loss of or damage to the F&B Facilities;
 - (ii) loss of or damage to kitchen and other equipment used in connection with the Services;
 - (iii) loss of or damage of any other property used for the purpose of the Services.
- The cost of this insurance shall be borne by ITPO.
- 11.26.2 The Service Provider shall maintain at its own cost insurance for the entire Contract Period to cover for the Contractor's All risk, personal injury or death of its personnel. The Contractor All risk shall be obtained for not less than the 115% of amount of the Total Fee for the entire Contract Period.
- 11.26.3 The Service Provider shall maintain at its own cost insurance against claims, actions or proceedings brought or instituted against the Service Provider or principal employer, by any of its direct employee, Sub Contractors' employees or any other third party in

connection with, relating to or arising out of the performance of the Services under the Agreement.

- 11.26.4 Policies and certificates for insurance shall be delivered by the “Service Provider” to ITPO for record and necessary clearance on the coverage before the Effective Date. All such insurance shall provide for compensation to be payable in the types and proportions of currencies required to rectify the loss or damage incurred.
- 11.26.5 If the Service Provider does not provide any of the policies and certificates required, ITPO may affect the insurance which the Service Provider should have provided and recover the premiums ITPO has paid from payments otherwise due to the Service Provider or, if no payment is due, the payment of the premiums shall be a debt due along with the penalty for non-compliance as applicable.
- 11.26.6 Alterations to the terms of acquired insurance(s) shall not be made without the approval of ITPO.

11.27 Termination

- 11.27.1 It is specifically made clear to the Service Provider that each and every default, breach, non-observance and/or non-compliance of any of the terms and conditions of this Agreement shall be construed to be an event of default liable for consequences stipulated herein. With a view to acquaint the Service Provider, some of the events of defaults are mentioned below, which are merely indicative/illustrative and are not exhaustive and may include other instances of defaults as determined by ITPO:
- (i) Failure by the Service Provider to comply with all relevant norms with respect to electrical safety, fire safety and any other safety norms in contravention of NBC, Bureau of Indian Standards, Specifications/Codes of Practice or relevant international standards, building rules, or any other Applicable Laws or what has been approved by ITPO.
 - (ii) Safety of all occupants/ visitors of the Building(s), and the Building(s) itself are of paramount importance and the Service Provider shall perform all acts and deeds necessary for complying with all safety requirements. Upon any such failure of the Service Provider to comply with the aforesaid requirements, the Agreement shall stand terminated forthwith without any prejudice to ITPO’s claims against the Service Provider or any other remedies available to ITPO.
 - (iii) In the event the Service Provider fails to maintain its corporate/ juridical existence during the Contract Period, or the Service Provider files a petition for being declared as insolvent and/ or fails to maintain its corporate/ juridical existence and/ or is adjudicated as insolvent, then the Agreement shall stand terminated forthwith.
- 11.27.2 Further, this Agreement shall stand terminated in the event of:

- (i) any representations made by the Service Provider under this Agreement or during Bid process, are found to be incorrect, false or misleading;
- (ii) any deterioration below the agreed standard of service as per the terms of the Service Agreement is observed or reported;
- (iii) Service Provider fails to comply with any Applicable Laws and provisions on the Code of Integrity in Clause 11.5 above;
- (iv) any labour unrest, formation of any union/association by the personnel(s) deployed / deputed at the Building(s), labour problems between the personnel and the Service Provider or any such other problem(s) involving the personnel;
- (v) any other acts, deeds or things which the Service Provider may commit or fail to perform in terms of this Agreement or any other document, if any, or as required pursuant to this Agreement which in the opinion of ITPO amounts to an event of default and the Service Provider agrees and confirms that the decision of ITPO in this regard shall be final and binding on the Service Provider and the Service Provider fails to rectify/cure to the satisfaction of ITPO any default specified in this Agreement, within 7 (seven) days of being intimated of such default by ITPO.

11.27.3 Without in any manner diluting the joint and several liability of the Service Providers, if in ITPO's opinion, one of the Service Providers is in breach of this Agreement or if its performance levels are unsatisfactory and this does not impact performance of the other Service Provider, ITPO may, at its sole discretion, partially terminate this Agreement with respect to the defaulting Service Provider. Upon such termination, the other Service Provider shall be required to continue performing its obligations under this Agreement in accordance with the Scope of Services, which shall stand amended on and from the date of such termination, i.e., if the Agreement is terminated with respect to the Service Provider for Property Management Services, the Scope of Services to be extent it relates to the Property Management Services shall be deemed to have been deleted from the scope of this Agreement. Provided that, ITPO may appoint a replacement contractor to undertake the termination portion of the Scope of Services and the continuing Service Provider shall be required to extend its cooperation to and coordinate with such replacement contractor to ensure smooth operations at IECC or any other venue as may be notified by ITPO.

11.27.4 ITPO shall have the right to terminate this Agreement, without assigning any reasons whatsoever, by giving an advance written notice of 180 (One Eighty) days to the Service Provider.

11.27.5 Service Provider shall have the right to terminate the Agreement by giving 3 (three) months' notice in case ITPO fails to perform its obligations under the Agreement despite being given 2 months advance written notice to cure such default.

11.27.6 In case of expiry/termination of this Agreement:

- (i) The Service Provider shall comply with the post termination obligations of the Service Provider as may be specified by ITPO in its termination notice;
- (ii) All payments of the Service Provider up to the date of expiry/termination of this Agreement, as the case may be, shall be cleared only when the Service Provider complies with its post termination obligations specified under the termination notice and/ or this Agreement;
- (iii) The Service Provider shall handover all documents, data, information (i) handed over by ITPO; (ii) developed or collected by ITPO, during the Contract Period or before execution hereof and obtain a handover & no dues certificate from ITPO.
- (iv) The Service Provider shall be required to execute such documents and/ or do such acts, deeds and things as may be required for seamless transition and continuous operations, management and maintenance of the Buildings.
- (v) On termination of this Agreement or partial termination of the F&B Services, the Service Provider will hand over back to ITPO, all the Capital Assets, F&B Facilities and kitchen equipment, and any other equipment, furniture, material supplied by ITPO, in good working condition.
- (vi) In the event this Agreement is terminated or partially terminated on account of breach by the Service Provider for the Property Management Services of any provision or obligations stated in the Agreement, the Service Provider shall further be liable to bear and pay the complete cost of identifying, evaluating and sourcing a timely replacement of a Service Provider in its place for the purposes of operations, management and maintenance of the Building(s).

11.28 Payments and Reconciliation

- 11.28.1 In consideration of the Services performed by the Service Provider in accordance with the provisions of this Agreement, ITPO agrees to pay to the Service Provider the Fee in accordance with the Clause 11.15 above and Price bid.
- 11.28.2 Subject to Clause 11.15.2, the Service Provider shall bill for the actual manpower deployment and number of meals served. Service Provider is required to perform within the maximum approved and agreed cost for the services as per the BOQ line items for each service line as per the Price Bid and shall not bill for any item for which a rate has been approved at a rate higher than such approved rate.
- 11.28.3 Event Based fee for Property Management Services: ITPO or its representative may ask the Service Provider to arrange additional manpower in various categories for any particular event. The rates of the manpower as provided in the BOQ for Property Management services would be used for calculation of the event-based fee for such additional deployment. Services Provider to submit the details in the desired format to ITPO for approval 15 days in advance of any such event. The SLP's as mentioned in the

RFP would apply to this additional manpower also during the time of deployment. The deployment of this additional manpower and their supervision would be the responsibility of the Service Provider.

- 11.28.4 That Service Provider shall submit the invoice(s) to ITPO for all Fee payable by ITPO in the following month of the month in which it has rendered / provided the Services for which payments are to be made in arrears.
- 11.28.5 The invoice(s) shall be supported with full details of actual manpower deployment and the total numbers of meals served along with full supporting documents and completed Certificate of Compliance as per Annexure IV.
- 11.28.6 Payment shall be made by ITPO only after verification of invoices raised by the Service Provider within 30 days from the date of receipt of the invoice(s) subject to attachment of all the required supporting documents along with invoices including prior approvals of ITPO, if any, so required; and further subject to there being no objections being raised by ITPO.
- 11.28.7 All measurements and calculations shall be in the metric system and calculations done to 2 (two) decimal places, with the third digit of 5 (five) or above being rounded up and below 5 (five) being rounded down
- 11.28.8 Further, the Service Provider shall, with each invoice, submit a 'no pending claims' certificate for each preceding month issued by its authorized signatory. The Service Provider shall not raise any invoice or make any claim with respect to any item which is not covered under the approved cost.
- 11.28.9 In case of any gap found in the evidence so provided and receipts from Service Provider, the equivalent amount of the gap so found shall be deducted from the succeeding payables in any form to the Service Provider.
- 11.28.10 Payments by ITPO shall be subject to deductions/penalties as provided in Annexure I of this RFP.
- 11.28.11 All payments shall be subject to deduction of TDS as applicable in accordance with the Applicable Laws.
- 11.28.12 The Service Provider undertakes to mention GST separately in all invoices submitted for payment to ITPO.
- 11.28.13 The value quoted by the Service Provider in the Price Bid is all inclusive, except that GST will be payable as per the prevailing rates. and shall not be subject to any change or escalation at any time during the Contract Period,

11.29 Cost corrections and Increments

- 11.29.1 Total Fee shall be valid for the Contract Period subject to revision, if any, only due to reasons described in following clauses.
- 11.29.2 The incremental fee revisions during the tenure of Service agreement shall be based on the following factor only:
- (i) Any change mutually agreed, between ITPO and Service Provider.

11.30 Miscellaneous

- 11.30.1 The Service Provider shall be permitted to display a small signage having such content as is pre- approved by ITPO, at a space identified by ITPO of such size and shape as ITPO may deem fit within the Premises.
- 11.30.2 That failure of either party to this Agreement to enforce at any time or for any period of time, all or any provision(s) of this Agreement shall not be construed to be waiver of such provision(s) or of the right thereafter, to enforce all or any such provision(s) of this Agreement.
- 11.30.3 That if any provision(s) of this Agreement shall be determined to be void or unenforceable under any law, such provision(s) shall be deemed amended or deleted to the extent necessary to conform to Applicable Law(s) and the remaining provision(s) of this Agreement shall remain valid and enforceable. Provided however that, whenever a question of interpretation of any provisions this Agreement is involved, the Service Provider agrees to the interpretation and intent already captured in this Agreement and shall not resort to any interpretation that seeks to dilute the obligations and/ or liabilities of the Service Provider vis-à-vis ITPO, and/ or shifts the same against the interests of ITPO.
- 11.30.4 That all costs, charges, and expenses payable on or in respect of this Agreement and on all other instruments and deeds to be executed, if any, pursuant to this Agreement, including stamp duty and registration charges of this Agreement, if any, shall be borne and paid by Service Provider.
- 11.30.5 That any notice, letter or communication to be made, served or communicated to a party to this Agreement shall be in writing and be deemed to be duly made, served or communicated, only if, the notice or letter or communication is addressed to the party at its address as mentioned in this Agreement or to any such other address as may be intimated in this behalf and sent by either e- mail/ speed post/ registered post/ fax or personally handed over with acknowledgement due.
- 11.30.6 That this Agreement constitutes the entire agreement between the Parties and revokes/supersedes all previous discussions/ correspondence/ memorandum of understanding or Agreements between the parties whether written, oral or implied, if any, concerning the matters covered herein in this Agreement. This Agreement shall not be changed or modified except by written amendment duly agreed and signed by the parties

to the present Agreement.

11.30.7 The parties to the Agreement, before executing the Agreement, have clearly understood their rights/duties/liabilities/ responsibilities or obligations under all clauses of this Agreement and have agreed to abide by the term(s) and condition(s) of this Agreement.

11.30.8 That Annexure (s) to this Agreement is/are part and parcel of this Agreement and be read in conjunction with this Agreement while interpreting the terms and conditions of this Agreement.

11.30.9 That this Agreement shall be executed in two counterparts and each Party shall retain one original copy.

IN WITNESS WHEREOF the Parties hereto have set their hands and seal to these presents on the day, month and year first mentioned above.

Signed for and on behalf of ITPO ITPO Limited.	Witness: 1
Signed for and on behalf of the Second Party “Name of the company”	Witness: 2
Signed for and on behalf of the Third Party “Name of the company”	

DEFINITIVE FORMAT 2: PERFORMANCE BANK GUARANTEE

This Deed of Guarantee (“**Guarantee**”) is made at New Delhi, on this the _____ day of _____ by _____ duly constituted, registered and in existence in accordance with the laws of _____, having its principal office at _____ and, for the purposes of this Guarantee, acting through its New Delhi branch presently situated at _____ (hereinafter referred to as

“**Bank/Guarantor**”, which term shall mean and include, unless repugnant to the context or meaning hereof, its successors and permitted assigns), in favour of _____, a company incorporated under the Companies Act, 1956, having

Its registered office at _____ (here in after referred to as “**Beneficiary**”/“**ITPO**”, which expression unless repugnant to the context hereof shall mean and include its successors-in-interest and assigns),

WHEREAS :

- A. The Applicant is an entity validly existing and incorporated under the laws of India and having its registered office/principal place of business located at _____.
- B. By a Letter of Intent to Award (LOIA) dated _____ (“**Letter of Intent to Award**”), issued by ITPO to the Applicant, ITPO has expressed its intention to the _____ (“the Bidder”) to award the work for Food & Beverage Service Operations and Property Management Services in International Exhibition and Convention Centre at Pragati Maidan as detailed in the Service Agreement.
- C. The Applicant is required to furnish to the Beneficiary an unconditional and irrevocable bank guarantee for amount of Rs. _____ favouring ITPO, New Delhi payable at Delhi with validity of six months beyond the contractual period of 16 months for which performance guarantee is being submitted in respect of the contract awarded to the Bidder, to be furnished and maintained by the Applicant to ITPO, in the manner as set out in Clause _____ of the Service Agreement for the due performance of its duties and obligations stated therein and the Service Agreement, and the Guarantor has at the request of the Applicant agreed to provide such Guarantee being these presents. The applicant is required to submit additional/revised performance bank guarantee for the escalated amount within 30 (thirty) days from the date of escalation:

NOW THIS DEED WITNESSETH THAT in consideration of the premises and at the request of the Applicant, we, the Bank, here by declare and agree as follows:

1. We, the Bank hereby undertake to pay forthwith, as principal debtor and primary obligor, to the Beneficiary on its first demand in writing sent / delivered to us either by registered post or by hand or fax or by e-mail immediately and forthwith and without any delay, any sum demanded in writing not exceeding the Guaranteed Amount, without any protest, demur, caveat, recourse or reservation, on failure of the Applicant to fulfill any of its obligations or responsibilities under the Service Agreement or under any other understanding or agreement with the Beneficiary stating that the Guarantee has been invoked without the Beneficiary needing to prove or to share grounds or reasons for such demand. Bank hereby is unconditionally bound and committed to pay to Beneficiary, and shall pay to Beneficiary promptly upon written notice by Beneficiary to the Bank which notice will specifically state that:

“ _____ is invoking the Bank Guarantee no. _____ issued in favor of ITPO by _____ Bank on behalf of _____ for payment of an amount of Rupees _____.”

2. We hereby undertake to make such payments without any reference to the Applicant or any other person and irrespective of whether any claim of the Beneficiary is disputed, challenged or contested by the Applicant or not. Any such demand made on us by the Beneficiary shall be final, binding and conclusive evidence and absolute as regards the invocation of the Guarantee and the amount due and payable under this Guarantee. We expressly acknowledge that this Guarantee may be invoked more than once. If the drawing is for a sum which is less than the Guaranteed Amount, this original Guarantee shall be retained by the Beneficiary and a copy of this Guarantee shall be submitted alongwith the written demand to the Bank for making the payment to the Beneficiary.
3. The Guarantor agrees that the terms of this Guarantee shall not be revocable and it shall have the continuing liability until all of the liabilities and obligations of the Guarantor under this Guarantee have been fully discharged. It shall not be necessary for the Beneficiary to proceed against the Applicant before proceeding against the Bank and the Guarantee herein contained shall be enforceable against the Bank as principal debtor notwithstanding the existence of any other undertaking or security for any indebtedness of the Applicant to the Beneficiary and notwithstanding that any such security shall at the time when claim is made against the Bank hereunder, be outstanding or unrealised. The exercise by Beneficiary of any right or remedy hereunder or under any other instrument, or at law or in equity, shall not preclude the concurrent or subsequent exercise of any other right or remedy.
4. This Guarantee shall be valid for a period until [*insert the date*] or for such extended period as may be mutually agreed between the Applicant and the Beneficiary (“**Expiry Date**”) and shall continue to be enforceable till all amounts duly claimed under this Guarantee by the Beneficiary are paid. All the demands and claims by the Beneficiary under this Guarantee may be made in writing until 3 (three) months after the Expiry Date (“**Claim Period**”). In case the last day of the Claim Period is a bank holiday or a public holiday, then the Claim Period shall expire on the immediate next working day.
5. This Guarantee, herein contained, shall not be impaired or discharged or determined or affected by the liquidation or winding up, determination or change of constitution of the Bank, Applicant or Beneficiary or by any arrangement made between the Applicant and Beneficiary or by any variations in the terms and conditions of the Service Agreement or any other documents, deeds or other writings entered into by the Applicant with the Beneficiary in relation to the Service Agreement or by extension of time of performance of any obligations by the Applicant under the Service Agreement or any postponement for any time of the powers exercisable by the Beneficiary against the Applicant or forbear once to or enforce any of the terms and conditions of the Service Agreement. We shall not be relieved from our obligations and liability under this Guarantee, by reason of any variation or extension being granted to the Applicant or forbearance or omission on the part of the Beneficiary or any indulgence by the Beneficiary to the Applicant to give such matter or thing whatsoever, which under the law relating to sureties would but for this clause/provision have effect of so relieving us.
6. All payments made hereunder shall be free and clear of and without deduction for, or on account of, any present or future charges, fees, commissions, deductions, whatsoever and by whomsoever imposed.

7. Any demand certificate, notice or any other communication under this Guarantee shall be, (i) in writing, and (ii) by facsimile message, sent by person or sent by courier on or before the expiry of Claim Period, at the following addresses:

Designation:

Branch Address:

Tel. no.:

Fax no.:

8. All such demand certificates, notices and communications shall be effective only if received by the Bank on or before the expiry of Claim Period:
- i. if sent by email or fax, when sent (with the correct answerback),
 - ii. if sent by person, when delivered,
 - iii. if sent by courier (one)day after deposit with an overnight courier, and
 - iv. if sent by registered letter when the registered letter would, in the ordinary course of post, be delivered whether actually delivered or not.

If this Guarantee is invoked on the last day of Claim Period after public dealing hours the claim of the Beneficiary shall be valid and we shall be liable to make payments on the immediate next working day. For the purposes of this Guarantee, any claims made on the last day of the Claim Period shall be considered to be duly received within the Claim Period.

9. This Guarantee shall be irrevocable and we, the Bank, undertake not to revoke this Guarantee till its currency except the previous and express consent of the Beneficiary in writing.
10. Notwithstanding anything to the contrary as contained hereinabove,
- i. at any given time our liability under this Guarantee is restricted to Rs. _____/- (Rupees _____ only),
 - ii. this Guarantee shall be irrevocable and shall come into force on its execution,
 - iii. our liability under this Guarantee shall remain valid for the claims received within the Claim Period only, whereafter all rights under this Guarantee shall be forfeited and we shall be discharged from all liability hereunder.
11. All claims under this Guarantee will be made payable at the New Delhi branch of the Bank, presently located at _____ or any other branch located at Delhi.
12. This Guarantee is subject to the laws of India. Any suit, action, or other proceedings arising out of this Guarantee or the subject matter hereof shall be subject to the exclusive jurisdiction of courts of New Delhi, India.
13. The Bank represents that it has power and authority to validly execute and issue this Guarantee and the undersigned is duly authorized to execute and deliver this Guarantee and this Guarantee will be legally valid and binding and enforceable against the Bank.
14. This Bank Guarantee is for the benefit of Beneficiary and its successors and assigns. This Bank Guarantee is binding not only on the Bank, but also on the Bank's successors and permitted assigns. The Bank shall not assign its rights and obligations hereunder to any person, bank, company or other entity except as permitted by Beneficiary in writing.

IN WITNESS WHERE OF, this Deed of Guarantee has been signed on this the _____ day of _____, _____.

DEFINITIVE FORMAT 3: POWER OF ATTORNEY FOR LEAD MEMBER OF CONSORTIUM

Whereas India Trade Promotion Organisation (“ITPO”) has invited applications from the interested parties for Selection of Service Provider for providing Food & Beverages Service Operations and Property Management at IECC, Pragati Maidan, New Delhi.

Whereas,.....and.....(collectively the “Consortium”) being Members of the Consortium are interested in bidding for the work in accordance with the terms and conditions of the Request for Proposal(RFP), and

Whereas, it is necessary for the Members of the Consortium to designate one of them as the Lead Member with all necessary power and authority to do for and on behalf of the Consortium, all acts, deeds and things as may be necessary in connection with the Consortium’s Bid for the work and its execution.

NOW THEREFORE KNOW ALL MEN BY THESE PRESENTS

I, for and on behalf of M/s.....having its registered office at (hereinafter collectively referred to as the “Principals”) do hereby irrevocably designate, nominate, constitute, appoint and authorize M/s having its registered office at, being one of the Members of the Consortium, as the Lead Member and true and lawful attorney of the Consortium (hereinafter referred to as the “Attorney”).

I hereby irrevocably authorise the Attorney (withpower to sub-delegate) to conduct all business for and on behalf of the Consortium and any one of us during the bidding process and, in the event the Consortium is awarded the contract, during the execution of the Contract and in this regard, to do on our behalf and on behalf of the Consortium, all or any of such acts, deeds or things as are necessary or required or incidental to the pre-qualification of the Consortium and submission of its Bid for the Concession, including but not limited

tosigningandsubmissionofallapplications,Bidsandotherdocumentsandwritings,participateinbiddersandother conferences,respondtoqueries,submitinformation/documents, sign and execute contracts and undertakings consequent to acceptance of the Bid of the Consortium and generally to represent the Consortium in all its dealings with the Authority, and/ or any other Government Agency or any person, in all matters in connection with or relating to or arising out of the Consortium’s Bid for the work and service and/ or upon award there of till the Service Agreement is entered into with ITPO.

AND hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers here by conferred shall and shall always be deemed to have been done by us/ Consortium.

IN WITNESS WHEREOF WE THE PRINCIPALS ABOVE NAMED HAS EXECUTEDTHIS POWER OF ATTORNEY ON THISDAY OF20.....

For
(Signature)
(Name &Title)

For
(Signature)

(Name & Title)

For

(Signature)

(Name & Title)

Witnesses:

1.

2.

..... (Executants)

(To be executed by the Principal Member of the Consortium)

Notes:

- o *The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.*
- o *Also, wherever required, the Applicant should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Applicant.*
- o *For a Power of Attorney executed and issued overseas, the document will also have to be legalised by the Indian Embassy and notarised in the jurisdiction where the Power of Attorney is being issued. However, the Power of Attorney provided by Applicants from countries that have signed the Hague Legalization Convention 1961 are not required to be legalised by the Indian Embassy if it carries a conforming Apostille certificate.*

DEFINITIVE FORMAT 4: JOINT BIDDING AGREEMENT

(To be executed on Stamp paper of appropriate value)

THIS JOINT BIDDING AGREEMENT is entered into on this the.....day of 2022

AMONGST

{....., a company } and having its registered office at (herein after referred to as the “**First Part**” which expression shall, unless repugnant to the context include its successors and permitted assigns)

AND

{....., a company } and having its registered office at (herein after referred to as the “**Second Part**” which expression shall, unless repugnant to the context include its successors and permitted assigns)

The above-mentioned parties of the FIRST, {SECOND} PART are collectively referred to as the “Parties” and each is individually referred to as a “Party”

WHEREAS,

- a) [....., incorporated under the Act....., represented by its and having its principal offices at] (hereinafter referred to as the “**ITPO**” which expression shall, unless repugnant to the context or meaning thereof, include its administrators, successors and assigns) has invited applications (the “**Applications**”) by its RFP document for pre- qualification and short-listing of Bidder(s) for Property Management Services and Food & Beverages Service Operations(the “**Project**”) through public private partnership
- b) The Parties are interested in jointly bidding for the Project as members of a Consortium and in accordance with the terms and conditions of the RFP document and other bid documents in respect of the Project, and
- c) It is a necessary condition under the RFP document that the members of the Consortium shall enter into a Joint Bidding Agreement and furnish a copy thereof with the Bid.

NOW IT IS HEREBY AGREED as follows:

1. Definitions and Interpretations

- 1.1 In this Agreement, the capitalized terms shall, unless the context otherwise requires, have the meaning ascribed thereto under the RFP document.

2. Consortium

- 2.1 The Parties do hereby irrevocably constitute a Consortium (the “Consortium”) for the purposes of jointly participating in the Bid Process for the Project.
- 2.2 The Parties hereby undertake to participate in the Bid Process only through this Consortium and not individually and/ or through any other Consortium constituted for this Project, either directly or indirectly.

3. Covenants

3.1 The Parties hereby undertake that in the event the Consortium is declared the selected Bidder and awarded the Project, both Parties shall enter into the Service Agreement with ITPO for performing all its obligations as the Service Provider in terms of the Service Agreement for the Project.

4. Role of the Parties

4.1 We, the members of the Consortium and Parties to the Joint Bidding Agreement do hereby unequivocally agree that [●] (**Insert name of the Lead Member**), shall act as the Lead Member as defined in the RFP for self and agent for an on behalf of [●] (the name of the other member to be filled in here).

4.2 The Lead Member is hereby authorized by the members of Consortium and Parties to the Joint Bidding Agreement to bind the Consortium and receive instructions for and on behalf of all members of the Consortium.

4.3 Each member of the Consortium further undertakes to be individually liable for the performance of its part of the obligations without in any way limiting the scope of collective liability envisaged in this Joint Bidding Agreement.

5. Joint and Several Liability

5.1 The Parties do hereby undertake to be jointly and severally responsible for all obligations and liabilities relating to the Project and in accordance with the terms of the RFP, and the Service Agreement, till such time as the completion in accordance with the Service Agreement.

5.2 The Parties do hereby undertake and declare that the Lead Member shall represent all the members of the Consortium and shall at all times be liable and responsible for discharging the functions and obligations of the Consortium; and that each member of the Consortium shall be bound by any decision, communication, notice, action or inaction of the Lead Member on any matter related to this Agreement and ITPO shall be entitled to rely upon any such action, decision or communication of the Lead Member. ITPO shall release the payments to the members of the Consortium in accordance with the procedure set out in the Service Agreement.

6. Representation of the Parties

6.1 Each Party represents to the other Parties as of the date of this Agreement that:

- a) Such Party is duly organized, validly existing and in good standing under the laws of its incorporation and has all requisite power and authority to enter into this Agreement;
- b) The execution, delivery and performance by such Party of this Agreement has been authorized by all necessary and appropriate corporate or governmental action and a copy of the extract of the charter documents and board resolution/ power of attorney in favour of the person executing this Agreement for the delegation of power and authority to execute this Agreement on behalf of the Consortium Member is annexed to this Agreement, and will not, to the best of its knowledge:
 - I. require any consent or approval not already obtained;
 - II. violate any Applicable Law presently in effect and having applicability to it;

- III. violate the memorandum and articles of association, by-laws or other applicable organizational documents thereof; violate any clearance, permit, concession, grant, license or other governmental authorization, approval, judgment, order or decree or any mortgage agreement, indenture or any other instrument to which such Party is a party or by which such Party or any of its properties or assets are bound or that is otherwise applicable to such Party; or
 - IV. create or impose any liens, mortgages, pledges, claims, security interests, charges or Encumbrances or obligations to create a lien, charge, pledge, security interest, encumbrances or mortgage in or on the property of such Party, except for encumbrances that would not, individually or in the aggregate, have a material adverse effect on the financial condition or prospects or business of such Party so as to prevent such Party from fulfilling its obligations under this Agreement;
- c) this Agreement is the legal and binding obligation of such Party, enforceable in accordance with its terms against it; and
 - d) there is no litigation pending or, to the best of such Party's knowledge, threatened to which it or any of its Affiliates is a party that presently affects or which would have a material adverse effect on the financial condition or prospects or business of such Party in the fulfillment of its obligations under this Agreement.

7. Termination

- 8.1 This Agreement shall be effective from the date hereof and shall continue in full force and effect until Project completion is achieved under and in accordance with the Service Agreement, in case the Project is awarded to the Consortium. The Agreement will stand terminated in case the Consortium is not selected for award of the Services by ITPO.

8. Miscellaneous

- 9.1 This Joint Bidding Agreement shall be governed by laws of {India}.
- 9.2 The Parties acknowledge and accept that this Agreement shall not be amended by the Parties without the prior written consent of ITPO.

IN WITNESS WHEREOF THE PARTIES ABOVE NAMED HAVE EXECUTED AND DELIVERED THIS AGREEMENT AS OF THE DATE FIRST ABOVEWRITTEN.

SIGNED, SEALED AND DELIVERED

(Address)

In the Presence of:

- 1.
- 2.

Notes:

- a) The mode of the execution of the Joint Bidding Agreement should be in accordance with the procedure, if any, laid down by the Applicable Law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.
- b) Each Joint Bidding Agreement should attach a copy of the extract of the charter documents and documents such as resolution / power of attorney in favour of the person executing this Agreement for the delegation of power and authority to execute this Agreement on behalf of the Consortium Member.

ANNEXURE I: SLP AND PENALTY FOR NON-PERFORMANCE

1. SLP - Janitorial Services

Daily services:(First round of cleaning of all the Janitorial services should be completed before 8:30 am every day based on the frequency of service as mentioned in the table below)

SERVICE LEVEL PERFORMANCE INDICATORS					
S. No	Category	Nature of Job	Service level description	Frequency of Service (minimum)	
				For Non Event Days	For Event Days
1	General	General Services	To maintain the cleanliness and hygiene at all the locations in the property	Daily	Daily
			No foul smell inside the premises	Daily	Daily
			No flies/mosquitoes/rodents/lizards	Daily	Daily
		Deep cleansing	Stairways, surrounding common areas, AHU Rooms, basement, car parking, etc. Ceiling, walls, partitions etc. Toilet and Wash rooms	Weekly	Daily
		Window glass cleaning	Interior face of glasses will be cleaned throughout the building.	Weekly	Daily
		Sanitizing	Office desk paper bins would be cleaned and sanitized. All washrooms dustbins would be thoroughly cleaned and sanitize. All telephone instruments, computer/laptop keyboards would be sanitized using disinfectants. Waste bins from Pantry and Cafeteria areas would also be thoroughly cleaned and sanitized with disinfectants. Thorough washing of all walls and doors of all toilets with appropriate detergent and disinfectants. Internal cleaning/ sanitizing water coolers at weekly intervals. During monsoon season the Contractor has to ensure periodic cleaning of the basement, etc. with suitable materials for removing the algae / green patches formation.	Weekly	Daily
			Sanitization as per applicable Government Covid guidelines.		One day prior to event
		Polishing	All the doors handle/door knobs, hand railings, lift walls, other brass fittings are required to be polished and kept in shining condition by using good quality polishing agents	Monthly	Weekly and One day prior to event
		Dusting, wiping, cleaning,	Deep cleaning, dusting and wiping of Handles, doors, door closers, fittings, windows, curtains etc. Cleaning, dusting and wiping of false ceilings. After Cleaning, dusting and wiping of various items, these shall be free from dirt, grime, dust and marks. External cleaning of all water coolers using suitable cleaning materials. Cleaning of all the terraces. Cleaning, dusting, cobwebs & Wiping of the sub-station	Fortnightly	Weekly and One day prior to event

SERVICE LEVEL PERFORMANCE INDICATORS					
S. No	Category	Nature of Job	Service level description	Frequency of Service (minimum)	
				For Non Event Days	For Event Days
			building. Dusting of fire extinguishers, fire hydrant heads. Dusting of window sills and blinds. Cleaning of ceiling fans, pedestal fans, wall mounted fans, indoor split AC units, window ACs, etc.		
		Scrubbing	Scrubbing of all floor areas with scrubbing machines.	Fortnightly	Weekly and One day prior to event
		Interior Finishing & Cladding, Overhead & underground tank	Proper cleansing / maintenance of vertical blinds/ curtains, with repairing wherever required using suitable material. Deep cleaning of all service ducts, chajja in the floor, etc. The contractor has to ensure necessary safety precautions by the workers including wearing protective equipment's like safety belt, safety helmet, shoes, etc. while executing the work in the ducts, chajjas, etc. The Contractor shall also undertake deep cleaning of external building walls, external glasses, glass windows etc. by using suitable method. Cleaning of overhead and underground tanks by using suitable equipment's with proper safety precautions and optimizing water usage to avoid wastage of water.	Fortnightly	Weekly and One day prior to event
2	External Area and Periphery	Maintenance of garden/green areas, plotters etc and horticulture work	Cleaning garden areas, watering, weed removing, disposal of dry/ fallen leaves etc.	Daily	Daily
			All external walkways, Softscape & hardscape, pathways and landings are clean	Daily	Twice a Day
			To keep the periphery of the premises free of any litter and dust	Daily	Daily
3	Internal Areas inside the respective buildings		Cleaning of all the interior spaces inside the buildings including reception, lobbies, conference rooms, meeting rooms, pantry, F&B areas, dining area, pre function area, plenary halls, multipurpose hall, Amphitheatre, retreat lounges, business centers, exhibition halls, foyer, G20 hall, break out hall, VVIP, VIP rooms, MEP rooms, AV and IT rooms, offices, lift lobbies, Data centres, security rooms, CCTV rooms, guard houses security cabins, all offices, store rooms, corridors, passages, balconies, etc.	Daily	Daily
			Cleaning of all fixed and movable furniture's including seats, tables, chairs, sofas, stage, almirahs, cupboards, benches, computers, printers etc	Daily	Daily
			Cleaning of all Lifts, Escalators, MEP equipment, Audio visual equipment and IT equipment, servers,	Daily	Daily

SERVICE LEVEL PERFORMANCE INDICATORS					
S. No	Category	Nature of Job	Service level description	Frequency of Service (minimum)	
				For Non Event Days	For Event Days
			racks, retractable seats and mechanical systems, projectors, all security equipment including boom barrier, baggage scanners, DFMD's, Parking equipment including ticketing booth and kiosks, etc		
			Shampoo Cleaning of all Carpets, Sofas, Chairs	Weekly	Weekly and One day prior to event
			Floors buffed and polished	Weekly	Weekly and One day prior to event
			Walls in foyer and glass entrance doors and mirror windows are clean of any finger marks, stains or other marks	Daily	Daily
4	Floors (At all floor levels including basements)	Vacuuming	Vacuuming all carpets runners and carpet protectors so that they are free of dirt, mud etc. Heavy industrial type vacuum cleaner would be used to ensure adequate cleaning. When completed, the area shall be free of all litter, lint, loose soil and debris. Chair, trash receptacles and easily movables items shall be moved to vacuum underneath, and then replaced in the original position.	Daily	Before and after every event
		Sweeping/ Cleaning	Sweeping & cleaning of all the floors areas including basements, terraces, stilts, drop off and pick up areas, parking areas etc. After sweeping all vitrified floors, areas would be machine scrub cleaned. Damp mopping of tiles, vitrified floors, staircase, elevators, floor, sidewalls and podium, compound areas etc. Floor shall be made free of stain, dirt, mud, sand, footprints, liquid spills and other debris. Chairs, computers & its accessories/ printers, trash receptacles and easily movable items shall be moved to clean underneath. During inclement weather, the frequency of cleaning will be higher. When completed, the floors and halls shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue, or any evidence of dirt remaining or standing water. Sweep clean of debris from walkways and driveways and hose clean them during appropriate climatic and water use condition. Cleaning of lift cabins, mirrors & doors in all the floors.	Daily	After every two hours
			Ensure that all floors are clear of any spillage/dust/dirt	Daily	After every two hours
			Safety boards are used while mopping and cleaning	Daily	After every two hours
5	Toilets	Washrooms & Toilets Cleaning including Janitor	No leakage or blockage in the W/C or urinals and sensors are working properly, Soap dispensers, and dryers are in working condition	Daily (Twice a day)	After every two hours

SERVICE LEVEL PERFORMANCE INDICATORS					
S. No	Category	Nature of Job	Service level description	Frequency of Service (minimum)	
				For Non Event Days	For Event Days
		closets, change rooms etc.	Urinals, W/C, Basins, fittings to be clean	Daily (Twice a day)	After every two hours
			The soap dispensers, C- Fold and toilet rolls are present & refilled	As and when required	As and when required
			To maintain the cleanliness and hygiene of the toilets as they are one of the most visited areas by the customers	As and when required	As and when required
6	Staircases and Fire Exits		No spit marks on the floors	Daily	Daily (Twice a day)
			The railings are clean. To maintain the cleanliness, hygiene and keep the area free of any litter	Daily	Daily (Twice a day)
7	Basements		All the drains are clear	Daily	Daily (Twice a day)
			There is no rubbish on the floors	Daily	Daily (Twice a day)
			No stagnant water on the floor. To maintain the cleanliness, hygiene and keep the area free of any litter	Daily	Daily (Twice a day)
8	Pest Control		The pest control at messes, drainage swath process for eradication of cockroaches, moths, spiders, fleas, houseflies, mosquitoes, etc will be taken care	Weekly	Weekly and One day prior to event
			Mist Spraying in the common area and drains / Use gloves, safety shoes, masks for mouth and nose while carrying out fumigation/	Weekly	Weekly and One day prior to event
			Rat traps and base station / All garbage are stored in rodent proof and fly tight bins with handles	Weekly	Weekly and One day prior to event
			Post treatment cleaning of the areas under pest control must be done /	Weekly	Weekly and One day prior to event
			To keep the premises free of all pests. Non visibility of pest / rodents.	Daily	Daily
9	Garbage Management	Cleaning the floor of the garbage room / No overflowing of waste bins.	Dustbins are not more than 2/3rd full	Daily (Twice)	Daily (Twice)
			Adherence to garbage management schedule	Daily	After every two hours
			Cleaning and washing of all the garbage trolleys	Daily	After every two hours
			Emptying all wastepaper baskets from all floor areas and washing or wiping them clean with damp cloth, replacing plastic wastepaper basket linings and return them where they were located. All waste from wastepaper baskets will be collected and deposited in the building's waste containers. Dry and wet garbage would be segregated and dumped into designated area within the premises. Collection of old newspapers, bundling & shifting to	Daily	After every two hours

SERVICE LEVEL PERFORMANCE INDICATORS					
S. No	Category	Nature of Job	Service level description	Frequency of Service (minimum)	
				For Non Event Days	For Event Days
			specified place. All the wastes, trash, debris, garden waste etc have to be disposed from the campus on daily basis		
			To ensure that the waste generated at site is handled stored and suitably dispose off at a designated location.	Daily	Daily
10	Interior Façade		All safety gadget before starting the work are in place.	Daily	Daily
			To ensure the area is free with dust and any visible stains	Daily	Daily
			Window frames and facade and ledges are clean	Daily	Daily
11	Material & Equipment storage		Storage Area should clean and tidy all the time	Daily	Daily
			The Contractor has to arrange for shifting of chairs, tables, cupboards, monitors, computers, printers, e-wastes, partition, spares, plotters, carpets, doormats, stationery/records, etc within the premises using suitable trolley. No item will be taken out of premises, without written permission. No additional charges shall be paid for such shifting.	Daily	Daily
			Equipment History card / Usage / Data card / Service card are filled	Daily	Daily
			Chemicals stored in racks and handled with care while issuing / transporting to their location.	Daily	Daily
			MSDS sheet displayed / briefed to the handlers.	Daily	Daily

2. SLP - General Management Services

Sr. No	Category	Service Level Description
1	Manpower engagement and Deployment	Ensure manpower deployment at site is as per approved deployment plan.
2	Manpower engagement and Deployment	Daily attendance is maintained and does not affect any service deliverable. Monthly absenteeism level to be measured and should not exceed more than 5%
3	Manpower engagement and Deployment	Reliever or substitute manpower to be provided for planned and approved leaves. Unmanned shifts shall be counted.
4	Manpower engagement and Deployment	Background verification of all new joinee deployed at site shall be submitted to ITPO minimum 6 days prior of deployment date.
5	Manpower engagement and Deployment	Background verification of all personals to be conducted and obtained for every six months of employment for regular manpower and submitted to ITPO.
6	Manpower engagement and Deployment	All hired personals above Manager level positions to be approved by ITPO prior to deployment. No post facto approval shall be obtained
7	Manpower engagement and Deployment	Overall Attrition rate of employees to be controlled by Service Provider. Ensure attrition rate should be less than 0.5% of the total deployment on monthly basis.
8	Workforce Conduct and Appearance	Property Management Agency personnel conduct themselves in a professional, honest and customer service friendly manner and no behavioral compliant is recorded, zero tolerance
9	Workforce Conduct and Appearance	All property Management Agency personnel including management team shall follow the dress code at site. No violation is recorded
10	Operations Reliability and Safety	HR policies, manuals, procedure are prepared and implemented and updated all the time and record for site orientation and induction training record is maintained for every employee
11	Operations Reliability and Safety	Record for controlled documents with approval, and change of document versions and date of implementation at site to be maintained and up to date.
12	Operations Reliability and Safety	Trainings being conducted at site for all departments including site orientation for all employees, periodic trainings and emergency process trainings

Sr. No	Category	Service Level Description
13	Operations Reliability and Safety	No interruptions to Occupants or other business critical operations. Goal of achieving 99.5% up time reliability. Record to be verified by overall downtime of critical services and formally logged complaints by Occupants.
14	Operations Reliability and Safety	Recordable safety incidents related to activities within Service Provider's responsibility with the ultimate goal of attaining an injury free workplace; Max. incidents recorded per month not to exceed more than 1 no's.
15	Service Level and Performance Management	Service levels are well-documented and accurately reflect service requirements for the assets, systems and areas covered and updated within 7 days of approval.
16	Service Level and Performance Management	Service level performance review meetings are initiated and facilitated for comprehensive review and audits by ITPO management every month on fix schedule
17	Management Communication	No deviation on periodic report submission. All reports to be submitted on fixed schedule. Delay shall be calculated in number of days.
18	Management Communication	All emergency communications to be made within 10 minutes to ITPO management. Record for such communications shall be verified from Disaster Management logs.
19	Management Communication	All communications with Occupants and Users to be made in defined business protocol and courtesy and no deviation shall be recorded. Maximum complaints should not exceed more than 2 in a quarter.
20	Loss Control Management	No damage or disruption to property or business arising from Property Management Agency activities.

3. SLP – Security Services

1	Security Command Centers	System should be manned all the time with trained professional for Eye ball monitoring of CCTV and control systems. Reviewed by Availability of trained staff and monthly attendance.
2		Availability and Uptime of Command Center Systems and Equipment
3		Help Desk manned 24 x 7 and no call is unanswered. Reviewed by Availability of trained staff, monthly attendance and call logs.
4	Physical Guarding Management	100% Security Manpower deployment at designated post
5		Compulsory checking of all vehicles at the entry point
6		Hand Tools and Control Gears for Physical security team adequate and in working condition
7		Mandatory frisking of all personals irrespective of Grade and levels in Organization
8		Mandatory frisking of all outgoing employees, contractual staff of property management and Occupants.
9		Periodic patrolling and surveillance rounds and record maintained for every round

4. SLP – Parking Services

S. No	Category	Service level description	Performance Indicator (KPI)
1	Manpower	Experienced staff shall be deployed for the parking management function. Retention of key employee within contract will be monitored. The staff shall be well trained in the respective field. (Daily duties, Daily reporting, Parking Equipment usage.	The staff absenteeism rate shall be below 10% per month. The data will be obtained from monthly management report. No incidents due to lack of trained staff.
2	Cash collection /Cash deposit in banks	Submission of daily car parking & valet parking cash collection reports on time. Depositing cash collected for car parking & Valet parking operation in bank.	On time deposit of cash. Accurate reports -Daily/weekly and Monthly for benchmarking. Vendor should submit monthly report on second working day of every month.
3	Training	Annual training plan shall be submitted to client at the time-of-service commencement. Numbers of man days per person per annum to be maintained.	Nil incidents of objectionable behaviour/attitude. Training adherence measured from audits.
4	Parking Snag List	Snag list related to the Parking system and parking operational snags to be maintained and prepared	Report to be shared on weekly basis
5	Parking Asset Inventory / RFID Tracker and Issuance process	Accurate record of all the assets to be maintained with sign offs on monthly basis	Reports to be shared on monthly basis. 100% accuracy to be maintained
6	Daily sign- Off Report	Reports to be shared on daily basis	Report to be shared with on daily basis. 100% accuracy to be maintained
7	Submission of invoices to Seasonal pass customers	Submitting invoices to seasonal car park customers. Follow up with customer for payments.	Submission of invoices to customers within 2 working days. Follow up with customer for payment.
8	Incident notification, reporting & Call Management.	Timely and accurate event/ incident Notification and Escalation, Updating Incident Tracker. Call logging should be done within 20 mins after observing the fault in minor case & in major case immediate within 5mins. Damage/ breakage report to be maintained.	Timely and accurate event/ incident Notification and Escalation, Updating Incident Tracker
9	Car Parking performance standards	Ensure that customers collect the parking ticket while entering. Proper directions to be given to the vehicle entering and exiting the parking lot. vehicles to be parked in the allotted parking spaces. Wishing and greeting all the customers. Accurate parking charges to be collected from the customers. Cashier to handover payment receipts to all the vehicles exiting basement parking. Managing the vehicle traffic. Cashier at exit should not exceed 15 seconds to process the payment.	Daily work deficiency report. There should not be more than 1 deficiencies spotted in the week.
10	Dress and Appearance	Due to the public nature of the services, employees must always maintain exceptional standards of dress and grooming. Uniforms must be clean and neatly pressed. When wearing long sleeve shirts, must have the wrist buttons fastened. Hair must be neat at all times.	Daily work deficiency report. There should not be more than 1 deficiencies spotted in the week.

S. No	Category	Service level description	Performance Indicator (KPI)
		Name tag and ID cards must be worn always and clearly displayed.	
11	Prohibited Behaviour	<p>Drugs and Alcohol: The use of illegal drugs or alcohol by the employees whilst undertaking the Services is strictly prohibited. Service Provider must not permit any frontline staff, which in their opinion are under the influence of drugs or alcohol, to remain at the Property.</p> <p>Sleeping on Duty: Employees must remain alert at all times. Hence, any staff found of sleeping on duty may result disciplinary action.</p> <p>Smoking on Duty: Smoking is strictly not allowed inside the premises. Only News Media: Under no circumstances are employees to discuss any affairs of the Client or any other party with the media. Such enquiries are to be referred to the Client.</p> <p>Conduct of Personal Business: Employees will not under any circumstances conduct personal business while on duty. Criticism: Employees shall not publicly, or in conversation, criticize the Site, or any party of this Contract, while on duty. Gifts: Employees must not at any point of time accept gifts in any form or any favours from customers / agencies / vendors / associates etc.</p>	Daily work deficiency report. There should not be more than 1 deficiencies spotted in the week.
12	Provide Daily / monthly reconciliation report on before 5 of every month	Seasonal parking reports (paid and complementary), Loss of ticket, including gross revenues collected, direct operating expenses incurred including maintenance expenses, Customer complaints / service incidents , accident , occupancy and other reports as may be required by Reliance. The car parking operator shall submit the daily reconciliation reports along with the system generated reports vs physical check list, collection register with all supporting documents (i.e. Tickets , complementary passes and LOT etc.)	Accurate reports -Daily/weekly and Monthly reports.
13	Delegate satisfaction	Polite behavior with Delegate Maximize delegate satisfaction.	Zero delegate complaints per day. Exceptional cases reason should be mention.
14	Store & Inventory Management	Keeping record of daily consumables, car parking tickets, seasonal pass. Daily consumption tracker and monthly inventory to be maintained with zero error. Control on wastage and misuse.	Daily records of all consumable, material need to maintain Surprise checks OR Weekly will get inspected. Zero pending complaints per day.

5. Penal Provisions

For any deficiency in activities/maintenance, as mentioned above, penalty will be as under:

S.No.	Periodicity of activities/job prescribed	Extent of penalty in case of deficiency in service
1	Daily activities	Rs.2,000/- per activity/job on first instance and Rs. 4,000/- in case of per repetition during same week.
2	Weekly activities	Rs.4,000/- per activity/job on first instance and Rs. 8,000/- in case of per repetition during same month
3	Monthly activities	Rs.10,000/- per activity/job on first instance and Rs. 20,000/- in case of per repetition during same quarter
4	Quarterly activities	Rs.20,000/- per activity/job on first instance and Rs. 40,000/- in case of per repetition
5	In case of manpower not found properly qualified/present	Rs.2,000/- per activity/job on first instance and Rs. 4,000/- in case of per repetition during same week.
6	Non-maintenance of records	Rs. 2,000/- per instance for daily activities Rs. 4,000/- per instance for weekly activities Rs. 10,000/- per instance for monthly activities Rs. 20,000/- per instance for quarterly activities

For **Food & Beverages Service Operations**, ITPO reserves the right to impose a penalty of Rs. 50,000/- (Fifty thousand) per instance or per occurrence on the Service Provider for delay in supplies and unsatisfactory performance or for any serious lapse in maintaining the quality and the services willfully or otherwise by the Service Provider or his staff. The maximum limit of such penalty would be Rs.2,00,000/- (Two Lakhs) in a particular calendar month.

The Services provider would have to setup a feedback procedure at site for the services it is providing. This should be functional within the 1st Month of taking over the charge. This has to be digital (scanning a QR code and providing feedback) as well as in printed format. The access to the “AS IS” feedbacks, both digital as well as printed format, have to be provided to ITPO without any tempering on bi monthly basis. If the satisfaction level of the delegates, visitors, guests etc is below 85 % then the services would be considered below the required level and a show cause notice would be issued to the Service provider. Service provider has to provide a response to the show cause notice not less than 3 days. If the response is not found to be satisfactory by ITPO, then the show cause notice would be still active and Two active Show cause notices would lead to action by ITPO as defined in the RFP.

Recurrence of above mentioned instances, due to non-taking of action will double the penalty. However, the overall monthly penalty will not exceed 10% of the monthly invoice amount

ANNEXURE II: FORMAT OF INTEGRITY PACT

(To be submitted by the Applicant/Bidder as a part of Financial Proposal documents and also to be signed by the selected applicant/bidder after issuance of LOIA by ITPO), prior to the LOA being issued.

The Pact made this _____ day of 2022 between India Trade Promotion Organisation, India Trade Promotion Organisation (ITPO), the premier trade promotion agency of the Government of India, under the Ministry of Commerce and Industry and having its Corporate Office at Pragati Bhawan, New Delhi, hereinafter called ITPO (which term shall unless excluded by or its repugnant to the context, be deemed to include its Chairman, Executive Director, Directors, Officers or any of them specified by the Chairman in this behalf, and shall also include its successors and assign(s) of the one part.

AND

Represented by of the other part, hereinafter called the “Bidder/Contractor” (which term shall unless excluded by or is repugnant to the context be deemed to include its heirs, representatives, successors and assigns of the Bidder/Contractor).

WHEREAS ITPO intends to award, under laid down organizational procedures, tender / contract for .ITPO, while discharging its functions on business principles, values proper compliance with all relevant laws and regulations, and the principles of natural justice, ethics, equity, fairness and transparency in its relations with the Bidder /Contractors.

WHEREAS ITPO is desirous to make its business mechanism more transparent, thus to ensure strict adherence of the aforesaid objectives/goals.

AND WHEREAS the Bidder is submitting a tender to ITPO for in response to the RFP dated. Contractor is signing the contract for execution of

NOW, therefore, this indenture witness eth herewith:

SECTION1:Commitment of ITPO

1.1 That ITPO commits itself to take all measures necessary to prevent corruption and to observe the following principles:

- i. *No employee of ITPO, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept for him/her or third person, any material or immaterial benefit, which he/she is not legally entitled to.*
- ii. *ITPO will, during the tender process treat all Bidders with equity and reason. ITPO will in particular, before and during the tender process, provide to all Bidders the same information and will not provide to any Bidder confidential/additional information through which the Bidder could obtain an advantage in relation to the tender processor the contract execution.*

iii. *ITPO will take all measures to exclude all known prejudiced persons from the tender process.*

1.2 That if ITPO receives information on the conduct of any of its employee which is a criminal offence under the relevant anti-corruption laws of India, or if there be a substantive suspicion in this regard, ITPO will inform its Vigilance Department to initiate appropriate action.

SECTION2: Commitments of the Bidder/Contractor

2.1 That the Bidder / Contractor commit itself to take all measures necessary to prevent corruption. Further he commits himself to observe the following principles during his participation in the tender process and during the contract execution:

- i. *The Bidder/ Contractor has not offered, promised or given and will not, directly or through any other person or firm, offer, promise or give to any of ITPO's employees involved in the tender process or the execution of the contract or to any third person, any material or immaterial benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender processor during the execution of the contract.*
- ii. *The Bidder/Contractor has not entered and will not enter with other bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.*
- iii. *The Bidder/ Contractor has not committed and will not commit any offence under the relevant Anti-Corruption Laws of India. Further the Bidder / Contractor will not use improperly, for purpose of competition or personal gain, or pass on to others, any information or document provided by ITPO as part of the business relationship, regarding plans, technical proposal sand business details, including information contained or transmitted electronically.*
- iv. *The Bidder/Contractor will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.*
- v. *The Bidder(s)/Contractor(s) will not submit a frivolous / false/ bogus complaint with mala fide intention.*

2.2 That the Applicant/Bidder will not instigate any person to commit offences mentioned in Clause 2.1 above or be an accessory to such offences.

SECTION 3: Disqualification from tender process and exclusion from future contracts

3.1 That if the Bidder(s)/Contractor, during tender process or before the award of the contract or during execution of the contract / work has committed a transgression in violation of Section2 or in any other form such as to put his reliability or credibility as Bidder(s)/Contractor(s) into question, ITPO is entitled to disqualify him from the tender process or to terminate the contract for such reason.

- 3.2 That if the Bidder/Contractor against whom any action in terms of Section 3.1 above has already been taken in any other tender / contract process, again commits a transgression in violation of section 2 such as to put his reliability or credibility into question, ITPO is entitled also to debar the Bidder/Contractor from future tender/contract processes. The imposition and duration of the debarment will be determined by the severity of the transgression. The severity will be determined taking into consideration the circumstances of the case, in particular the number of transgressions, the position of the transgressor within the company hierarchy of the Bidder and the amount of the damage. The debarment will be imposed for a period minimum of six months and maximum of five years.
- 3.3 That the Bidder/Contractor accepts and undertakes to respect and uphold ITPO's absolute right to resort to and impose such debarment and further accepts and undertakes not to challenge or question such debarment on any ground.
- 3.4 That if the Bidder/Contractor applies to ITPO for premature revocation of the debarment and proves to the satisfaction of ITPO that he has installed a suitable and effective corruption prevention system and also restored/recouped the damage, if any, caused by him, ITPO may, if thinks fit, revoke the debarment prematurely considering the facts and circumstances of the case, and the documents /evidence adduced by the Bidder /Contractor for first time default.
- 3.5 That a transgression is considered to have occurred if ITPO is fully satisfied with the available documents and evidence submitted.

SECTION4: Previous Transgression

- 4.1 That the Bidder/Contractor declares that no previous transgression occurred in the last five years with any other company in any country or with any other Public Sector Enterprise in India that led to debarment / disqualification and could justify his exclusion from the tender process.
- 4.2 That if the Bidder/Contractor makes incorrect statement on the subject, he can be disqualified from the tender process or the contract, if already awarded can be terminated for such reason and he may be considered for debarment for future tender / contract processes.

SECTION 5: Compensation for damages

- 5.1 That if ITPO has disqualified / debarred the Bidder from the tender process prior to the award under section 3 or 4, ITPO is entitled to forfeit the Bid Security.
- 5.2 That if ITPO has terminated the contract under section 3 or 4, or if ITPO is entitled to terminate the contract under section 3 or 4, ITPO shall be entitled to demand and recover from the contractor damages equivalent to 5% of the contract value or the amount equivalent to security deposit or performance bank guarantee, whichever is higher.

- 5.3 That the Bidder/Contractor agrees and undertakes to pay the said amount without protest or demure subject only to condition that if the Bidder/Contractor can prove and establish to the satisfaction of ITPO that the disqualification / debarment of the bidder from the tender process or the termination of the contract after award of the contract has caused no damage to ITPO.

SECTION 6: Equal treatment of all Bidders/Contractors/Sub-contractors/Associates

- 6.1 That the Bidder/Contractor undertake to get this Pact signed by the sub-contractor(s) and associate(s) whose value of the work contribution exceeds Rs. 5 (five) crores, and to submit the same to ITPO along-with the tender document / contract before contract signing.
- 6.2 The sub-contractor(s)/associate(s) engaged by the Contractor, with the approval of ITPO after signing of the contract, and whose value of the work contribution exceeds Rs. 5 (five) crores will be required to sign this Pact by the Contractor, and the same will be submitted to ITPO before doing performing any act/function by such sub-contractor(s)/associate(s) in relation to the contract / work.
- 6.3 That ITPO will disqualify from the tender process all Bidder(s) who do not sign this Pact or violate its provisions or fails to get this Pact signed in terms of Section 6.1 or 6.2 above.
- 6.4 That if the Contractor(s) does/ do not sign this Pact or violate its provisions or fails to get this Pact signed in terms of Section 6.1 or 6.2 above. ITPO will terminate the contract and initiate appropriate action against such Contractor(s).

SECTION 7: Allegations against bidder/contractors/sub-contractors/associates.

- 7.1 That if ITPO receives any information of conduct of a Bidder, Contractor or Sub-contractor, or of an employee or a representative or an associate of a Bidder, Contractor or Sub-contractor which constitutes corruption, or if ITPO has substantive suspicion in this regard, ITPO will inform the Vigilance Department for appropriate action.

SECTION 8: Miscellaneous provisions

- 8.1 That this Pact is subject to Indian Laws, Place of performance and jurisdiction is the Corporate Headquarter / the Regional Headquarter / offices of ITPO, as applicable.
- 8.2 That the charges and supplements as well as termination notices need to be made in writing.
- 8.3 That if the Contractor / Bidder is a partnership or a Consortium, this Pact must at the submission of the technical proposal must be signed by all the partners and Consortium members, or their authorized representatives.
- 8.4 That should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact remains valid. In this case the parties will strive to come to an Agreement to their original intentions.

For ITPO

For the Bidder/Contractor

Place _____ Witness 1: _____

Date _____ Witness 2: _____

ANNEXURE III: NON-DISCLOSURE AGREEMENT

(To be given on Company Letter Head)

THIS NON-DISCLOSURE AGREEMENT (this "Agreement") is entered into on by ITPO and.....
(name of the Service Provider) between the undersigned parties on the date specified below.

WHEREAS,

either Party possesses certain confidential proprietary information; and

WHEREAS,

in connection with the pursuit, evaluation and/or feasibility of a business relationship, and/or the consummation of a transaction (collectively, the "Business Purposes") between the two parties hereto, including their affiliates, subsidiaries, stockholders, partners, co-venture, trading partners, employees and other organizations (hereinafter referred to as Affiliates), confidential proprietary information of one Party may become available to the other Party.

WHEREAS,

either Party desires to prevent the unauthorized use and disclosure of its confidential proprietary information. NOW THEREFORE, in consideration of these premises and for other good and valuable consideration, Receipt of which is hereby acknowledged, the parties agree as follows:

1. Confidential Information

- a) For purposes of this Agreement, Confidential Information shall mean all strategic and development plans, financial condition, business plans, co-developer identities, data, business records, customer lists, project records, market reports, employee lists and business manuals, policies and procedures, information relating to processes, technologies or theory and all other information which may be disclosed by one Party or to which the other Party may be provided access by the disclosing Party or others in accordance with this Agreement, or which is generated as a result of , incidental to or in connection with the Business Purposes, which is not generally available to the public.

2. Non-disclosure Obligations

The Receiving Party promises and agrees to receive and hold the Confidential Information in confidence. Without limiting the generality of the foregoing, the Receiving Party further promises and agrees:

- a) to protect and safeguard the Confidential Information against unauthorized use, publication or disclosure;
- b) not to use any of the Confidential Information except for the Business Purposes.
- c) not to, directly or indirectly, in any way, reveal, report, publish, disclose, transfer or otherwise use any of the Confidential Information except as specifically authorized by the Disclosing Party in accordance with this Non-Disclosure Agreement.

- d) not to use any Confidential Information to unfairly compete or obtain unfair advantage vis-a- vis Disclosing Party in any commercial activity which may be Comparable to the commercial activity contemplated by the parties in connection with the Business Purposes.
- e) to restrict access to the Confidential Information to those of its officers, directors, and employees who clearly need such access to carry out the Business Purposes.
- f) To advise each of the persons to whom it provides access to any of the Confidential Information, that such persons are strictly prohibited from making any use, publishing or otherwise disclosing to others, or permitting others to use for their benefit or to the detriment of the Disclosing Party, any of the Confidential Information, and, upon Request of the Disclosing Party, to provide the Disclosing Party with a copy of a written agreement to that effect signed by such persons
- g) to comply with any other reasonable security measures requested in writing by the Disclosing Party.
- h) To refrain from directly contacting or communicating by what so ever means to the Source(s)of Information without written consent of the Disclosing Party.
- i) To undertake not to disclose any names and their particulars to third parties without the written consent by the Disclosing party.

3. Exceptions

The confidentiality obligations hereunder shall not apply to Confidential Information which:

- a) is, or later becomes, public knowledge other than by breach of the provisions of this Agreement; or
- b) is in the possession of the Party with the full right to disclose prior to its receipt from the Disclosing Party, as evidenced by written records; or
- c) is independently received by the Receiving Party from a third party, with no restrictions on disclosure.

4. Return of Confidential Information

- a) The Receiving Party agrees, upon termination of the Business Purposes or upon the written request of the other Party, whichever is earlier, to promptly deliver to the other Party all records, notes, and other written, printed, or tangible materials in the possession of the Receiving Party, embodying or pertaining to the Confidential Information.

5. No Right to Confidential Information.

- a) The Receiving Party hereby agrees and acknowledges that no license, either express or implied, is hereby granted to the Receiving Party by the other Party to use any of the Confidential Information.
- b) The Receiving Party further agrees that all inventions, improvements, copyrightable works and designs relating to machines, methods, compositions, or products of the other Party directly resulting from or relating to the Confidential Information and the right to market, use, license and franchise

the Confidential Information or the ideas, concepts, methods or practices embodied therein shall be the exclusive property of the other Party, and the Receiving Party has no right or title thereto.

6. No Warranty

- a) The Disclosing Party has not made and will not make any representation or warranty as to the accuracy or completeness of its Confidential Information or of any other information provided to the Receiving Party, and the Receiving Party agrees that the Disclosing Party shall have no liability resulting from the use of the Confidential Information or such other information.

7. No Commitment

- a) The disclosure of Confidential Information does not, and is not intended to, represent a commitment by the Disclosing Party to enter into any business relationship with the Receiving Party or with any other entity. If the Parties desire to pursue business opportunities, they will execute a separate written agreement to govern such business relationship.

8. Compelled Disclosure

- a) If the Party faces legal action to disclose Confidential Information received under this Agreement, then the Party shall promptly notify the other Party in order that it may have the opportunity to intercede and contest such disclosure and, upon request, shall cooperate with the other Party in contesting such a disclosure. Except in connection with failure to discharge the responsibilities set forth in the preceding sentence, neither Party shall be liable in damages for any disclosures pursuant to such legal action.

9. Losses

- a) The Receiving Party agrees to indemnify the other Party against any and all losses, damages, claims, or expenses incurred or suffered by the other Party as a result of the Receiving Party's breach of this Agreement.

10. Communication

- a) The two parties agree that the communication between the parties is considered delivered and reached other party if transmitted by fax or electronic means with proof of sending machine. The date of receiving the messages, notices or letters is the date of sending authenticated by the sending machine. All notices under this Agreement shall be deemed to have been duly given upon the mailing of the notice, postpaid to the addresses listed above, or upon the facsimile transmission, to the party entitled to such notice at the facsimile number set forth below.

11. Counterparts

- a) Either the original or copies, including facsimile transmissions, of this Agreement, may be executed in counterparts, each of which shall be an original as against any party whose signature appears on such counterpart and all of which together shall constitute one and the same instrument.

12. No Solicitation of Employees

- a) The Receiving Party agrees that it will not, for a period of five (5) Years from the date of this Agreement, initiate contact with the other Party's employees in order to solicit, entice or induce any employee of the other Party to terminate an employment relationship with the other Party to accept employment with the Receiving Party.

13. Term and Termination

- b) This Agreement shall commence on the date first written above. The Receiving Party's right to use the Confidential Information in connection with the Business Purposes shall continue in effect until the period of one year from the date above or the other Party provides the Receiving Party with written notice of termination of such right, whichever is earlier.
- c) Notwithstanding the foregoing, the Receiving Party's obligations with respect to the Confidential Information hereunder shall continue in full force for at least five Years from the termination date and/or effect until further notice from the other Party.

14. Remedies

- a) The Receiving Party understands and acknowledges that any disclosure or misappropriation of any of the Confidential Information in violation of this Agreement may cause the Disclosing Party irreparable harm, the amount of which may be difficult to ascertain and, therefore, agrees that the Disclosing Party shall have the right to apply to a court of competent jurisdiction for an order restraining any such further disclosure or misappropriation and for such other relief as the Disclosing Party shall deem appropriate. Such right of the Disclosing Party shall be in addition to Remedies otherwise available to the Disclosing Party at law or inequity.

15. Entire Agreement

- a) This Agreement embodies the entire understanding between the parties respecting the subject matter of this Agreement and supersedes any and all prior negotiations, correspondence, understandings and agreements between the parties respecting the subject matter of this Agreement.
- b) This Agreement shall not be modified except by a writing duly executed on behalf of the party against whom such modification is sought to be forced. Should any provisions of this Agreement be found unenforceable, the remainder shall still be in effect.

16. No Waiver

- a) The failure of either Party to require performance by the other Party of any provision of this Agreement shall in no way affect the full right to require such performance at any time thereafter.

17. Successors and Assigns

- a) Neither Party shall have any right to assign its rights under this Agreement, whether expressly or by

operation of law, without the written consent of the other Party.

- b) This Agreement and the Party's obligations hereunder shall be binding on their Representatives, permitted assigns, and successors of the Parties and shall ensure to the benefit of Representatives, assigns and successors of the Parties.

18. Governing Law

- a) This Agreement shall be governed by and construed in accordance with the laws of India.

19. Attorneys' Fees

- a) If any action at law or in equity is brought to enforce or interpret the provisions of this Agreement, the prevailing party in such action shall be entitled to attorneys' fees.

20. Modification

- a) This Agreement constitutes the sole understanding of the parties about this subject matter and may not be amended or modified except in writing signed by each of the parties to the Agreement.

Legal Address of the Parties:

Party A:	Party B:
Address	Address
Signed for and on behalf of ITPO	Signed for and on behalf of Service Provider
_____	_____
ITPO Ltd.	Service Provider

PAYMENT DETAILS FOR TENDER FEE AND BID SECURITY

Payments Details

Only online payment through **RTGS/NEFT** will be accepted.

1. Name of the Beneficiary - INDIA TRADE PROMOTION ORGANISATION
2. Name of the Bank – Central Bank of India
3. Branch Address – Pragati Maidan, New Delhi-110001
4. Account No. – 1167404133
5. Type of Account – Saving
6. IFSC – CBIN 0284078
7. MICR Code – 110016150
8. PAN NO. - AAATI2955C

ANNEXURE IV: CERTIFICATE OF COMPLIANCE

(To be given on Company Letter Head)

For the period commencing on **DDMMYY** and ending on **DDMMYY**.

I, _____, the undersigned, do hereby certify that I am authorized and competent to furnish this Certificate on behalf of the Company M/s. _____ (Service Provider) appointed by **India trade Promotion Organization** (the "ITPO"), having its Registered Office at, for providing property Management services to the Project IECC, Pragati Maidan located at _____ vide Contract/Service Agreement dated -----, do hereby confirm that to the best of my/our knowledge and information gathered from the record, as on the date of this certificate, there is no default/ contravention committed by the Service Provider during the discharge of contractual obligations and relating to the services by the Service Provider under any of the acts/statutes/enactments or any rules, regulations, guidelines, orders or notifications including but not limited to laws relating to fire, environment, health and safety, labour compliances etc., as may be applicable from time to time, non-compliance of which may entail civil and criminal liabilities against the Company/Project during the tenure of the said Contract/Service Agreement.

I further undertake and confirm that M/s. _____ (Service Provider) on whose behalf I am acting as authorized representative, shall be solely held accountable/responsible for any of the violations of aforesaid statutes/ enactments, rules, regulations etc. during the currency of the said Contract/ Service Agreement.

Signature _____

Name: _____

Designation:

Name of the Project:

ANNEXURE V: DEMARCATION OF MASTER PLAN AND BASEMENT

Attached separately Please refer link: <https://we.tl/t-tDhWRXFYXW>

Bidders have to submit the pdf of the attached Annexure V in their Technical Bid.

ANNEXURE VI: AREA STATEMENT

- A. Area Demarcated (at Ground level) = 199954.00 sqm.
 B. Adjoining area outside the Boundary wall/demarcated area = 7928.99 sqm.
 C. Built area of Basements = **171792** sq m
 D. The Built up area for various buildings are mentioned below:

S. No	Building detail	Built up area in Sq.mt
1	Convention Center	
1.01	Level-01	11655
1.02	Level-02	14208
1.03	Level-02 Mezzanine	2050
1.04	Level-03	17027
1.05	Level-04	4827
1.06	level-05	3247
1.07	FnB And Business center(level-01)	9788
1.08	FnB And Business center(level-02)	913
1.09	Stilt area Parking	9734
	Amphitheater	2238
2	Admin Building	
2.01	Ground floor	1758
2.02	First floor	1727
2.03	2nd Floor	1725
2.04	3rd Floor	1725
2.05	4th Floor	1725
2.06	Mumty	110
3	Exhibition Hall A14	
3.01	Level-01	12727
3.02	Mezzanine level	3076
3.03	Level-02	12284
4	Exhibition Hall A1	
4.01	Level-01	12727
4.02	Mezzanine level	3076
4.03	Level-02	12284

Total Built-up Area of above Buildings (Superstructure)	140631 sqm
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Total area of Helipad and surface car parking (502 Car Park)	32361 sqm
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AREA STATEMENT OF LANDSCAPE AND HARDSCAPE - (As per Master Plan) (all areas in Sq. meter.)		
Sr. No	Area Description	Total
A	Hardscape Area	104143
B	Softscape Area	69428
C	Water Bodies	11700
	Total Landscape area	185271

***Note: Areas mentioned above are tentative and are for reference purpose only.**

- E. All the spaces/areas which are shown in the hatched area in Annexure _ Master plan and the basement plan are to be considered in the scope of this RFP which includes Security cabins , Gate offices, Swachh Bharat Toilets, public toilets, workers toilets , Amphitheatre, F& B areas, Parking (open & covered), water bodies, roads & pathways, Retreat lounges, Business centers, MEP rooms, Ticketing plaza, Musical fountains, Drivers and workers rest rooms, toilets, lounges, Boundary wall, Softscape , Hardscape, terrace areas of all the buildings etc.

ANNEXURE VII: DRAWINGS

S.No.	Drawing No.	Title
	Admin Block	
1	DEL-1406-006-A-WD-001	Level-1 layout plan
2	DEL-1406-006-A-WD-002	Level-2 layout plan
3	DEL-1406-006-A-WD-003	Level-3 layout plan
4	DEL-1406-006-A-WD-004	Level-4 layout plan
5	DEL-1406-006-A-WD-005	Level-5 layout plan
	F&B Area	
6	01-01-GGN-PAP-1-R3	Overall Preliminary Equipment Detailing Plan Basement
7	01-01-GGN-PAP-1-R3	Final Arrangement Plan Detailing Plan (Part-1)
8	01-01-GGN-FAP-1-R3	Final Arrangement Plan Detailing Plan (Part-2)
9	01-01-GGN-PAP-1-R2	Overall Preliminary Equipment Detailing Plan Convention L1 CFM
10	01-01-GGN-PAP-1-R2	Preliminary Equipment Detailing Plan Convention L1 CFM (Part-1)
11	01-01-GGN-PAP-1-R2	Overall Preliminary Equipment Detailing Plan Convention L2 CFM
12	01-01-GGN-PAP-1-R2	Preliminary Equipment Detailing Plan Convention L2 CFM (Part-1)
13	01-01-GGN-PAP-1-R2	Overall Preliminary Equipment Detailing Plan Convention L3 CFM
14	01-01-GGN-PAP-1-R1	Preliminary Equipment Detailing Plan Convention L3 CFM (Part-1)
15	01-01-GGN-PAP-2-R2	Preliminary Equipment Detailing Plan Convention L3 CFM (Part-2)
16	01-01-GGN-PAP-1-R1	Overall Preliminary Equipment Detailing Plan Convention L4 CFM
17	01-01-GGN-PAP-1-R1	Preliminary Equipment Detailing Plan Convention L4 CFM (Part-1)
	Convention Centre	
18	DEL-1406-001-A-ID-1011	Interior Layout Plan Level-1
19	DEL-1406-001-A-ID-1012	Interior Layout Plan Level-2
20	DEL-1406-001-A-ID-1013	Interior Layout Plan Level-3
21	DEL-1406-001-A-ID-1014	Interior Layout Plan Level-4
22	DEL-1406-001-A-ID-1015	Interior Layout Plan Level-5
	Exhibition Hall-A1	
23	DEL-1406-002-A-ID-1030	Interior Walling Layout Plan Ground Floor
24	DEL-1406-002-A-WD-002	Mezzanine Floor Plan
25	DEL-1406-002-A-WD-003	First Floor Plan
	Exhibition Hall-A2	
26	DEL-1406-003-A-ID-1030	Interior Walling Layout Plan Ground Floor
27	DEL-1406-002-A-WD-002	Mezzanine Floor Plan
28	DEL-1406-003-A-WD-003	First Floor Plan

Attached separately Please refer link: <https://we.tl/t-h7gphLh8Vd>

Bidders have to submit the pdf of the attached Annexure VII in their Technical Bid.

ANNEXURE VIII: FINISHING SCHEDULE

Attached separately Please refer link: <https://we.tl/t-oO2OIkKQ3I>

Bidders have to submit the pdf of the attached Annexure VIII in their Technical Bid.

ANNEXURE IX: LIST OF SANITARY FIXTURES

	Male			Female		Accessible Toilets
	WC	WB	U	WC	WB	
CVC and F&B Building	95	101	212	143	96	6
A1-Hall 14	52	82	188	56	60	8
A2-H-1	52	82	188	56	60	8
Admin Building	25	30	25	20	20	5
NTA Ground Floor						
Gate-06	4	4				
Gate-07	2	2				
Gate-08	1	1				
Gate-09	1	1				
Public toilets in musical fountain	9	9	23	19	11	0
Ticketing plaza-1	12	6	36	24	16	2
Basement-02						
Entrance plaza-01	3	4	4	5	5	
Toilet-BT-01	5	5	7	2	2	
Toilet-BT-05	2	2	4			
Toilet-BT-06	2	3	5			
Toilet-BT-07	2	3	6			

ANNEXURE X: LIST OF FURNITURE ITEMS

SR.NO.	FURNITURE	LOCATION	QTY.
STACKABLE FURNITURE			
1a	SEMINAR DESK-ATTENDEES	MEETING ROOMS 07,10,12,15,18	138
b	SEMINAR DESK-ATTENDEES	MEETING ROOMS 07,18	8
c	SEMINAR DESK-ATTENDEES	MEETING ROOMS -MR 10,15	28
f	RECTANGULAR TABLE-ATTENDEES	MEETING ROOM -MR 14	6
2a	RECTANGULAR TABLE-SPEAKER	MEETING ROOMS 07,09,10,11,12,15,16,18	12
b	RECTANGULAR TABLE	FIRST AID ROOM L2	1
3	BANQUET TABLE(round)	MEETING ROOMS L1,L2	127
4a	BUFFET TABLE	PRE-FUNCTION AREA L1, L2, L4	134
b	BUFFET TABLE	PRE-FUNCTION AREA L4 / MR L1, L2	106
5a	CHAIR-ATTENDEES	MEETING ROOM L1-07,09,10,11,12,14,15,16,18	1303
b	CHAIR	SPECIAL BALL ROOM L2	14
c	CHAIR FOR BANQUET TABLE & DINING	SPECIAL B. ROOM,	205
d	CHAIR-ATTENDEES	SPECIAL BALL ROOM L2	882
e	CHAIR	MULTI FUNCTIONAL HALL L3	0
f	CHAIR	MEETING ROOMS L1, FIRST AID ROOM L2	122
g	CHAIR	RECEPTION GENERAL & VIP L1,L2	64
h	CHAIR-SPEAKERS	MEETING ROOMS 07,09,10,11,12,14,15,16,18	
i	CHAIR	MEETING ROOMS 08,13,06,17,19	
j	CHAIR		
k	CHAIR		
l	CHAIR	L2	
m	CHAIR WITH DESK	MEETING ROOM 09 L1	120
6	SIDE TABLE	MEETING ROOM L1	0
7	LECTURE STAND	LECTURE THEATER L2	2
8	SOFA	SPECIAL BALL ROOM L2	12
FIXED FURNITURE			
8a	Table	FRONT OFF. & ORGANSIER LOUNGE L2	0
b	Table	FRONT OFF. & ORGANSIER LOUNGE L2	0
c	Table	FRONT OFF. & ORGANSIER LOUNGE L2	0
d	Table	FRONT OFF. & ORGANSIER LOUNGE L2	0
e	TABLE	INTERPRETER ROOM 1 L5	1
f	TABLE	INTERPRETER ROOM 2 L5	1
g	TABLE	PRESS LOUNGE 1 L5	1
h	TABLE	PRESS LOUNGE 2 L5	1
i	TABLE	CLOCK ROOM 1 L2	1
j	TABLE	CLOCK ROOM 2 L2	1

SR.NO.	FURNITURE	LOCATION	QTY.
9a	BOARDROOM TABLE	MEETING ROOM 1 L1	1
b	BOARDROOM TABLE	MEETING ROOM 5 L1	6
c	BOARDROOM TABLE	MEETING ROOM L1	4
d	TABLE	MEETING ROOM 14 L1	
10	DINING TABLE	SPECIAL BALL ROOM L2	1
11	CONFERENCE TABLE OVEL	FRONT OFFICE & ORGANISER LOUNGE L2	1
12a	OFFICE TABLE MODULAR	FRONT OFFICE L2	2
b	OFFICE TABLE MODULAR	FRONT OFFICE L2	1
c	OFFICE TABLE MODULAR		
d	OFFICE TABLE MODULAR		
13a	MAKEUP TABLE	GREEN ROOM M L1	1
b	MAKEUP TABLE	GREEN ROOM F L1	1
c	MAKEUP TABLE	GREEN ROOM F L1	1
14a	CAFÉ TABLE 2 RECTANGLE	CAFÉTERIA L2	6
b	CAFÉ TABLE 2 SQUARE	CAFÉTERIA L2	9
15	CAFÉ CHAIR	CAFÉTERIA L2	151
16a	ROUND TABLE	FRONT OFFICE L2	0
b	CENTER TABLE	FRONT OFFICE L2	0
c	CENTER TABLE	GREEN ROOM L3	0
d	CENTER TABLE	WAITING LOUNGE L3	0
e	CENTER TABLE	GREEN ROOM L1	2
f	CENTER TABLE	STRONG ROOM L2, PRE FUNCTION L1	8
17a	SIDE TABLE	L1 GREEN ROOM FEMALE	0
b	SIDE TABLE	L1 PRE FUNCTION, MR1,5, L2 STRONG ROOM	4
c	SIDE TABLE	L1 GREEN ROOM MALE	2
d	SIDE TABLE	L2 FRONT OFF. & ORGANISER LOUNGE, W. LOUNGE	0
e	SIDE TABLE	GREEN ROOM L3	0
f	SIDE TABLE	L1 MEETING ROOM 14	0
g	SIDE TABLE	L2 LEADER'S LOUNGE	0
h	SIDE TABLE CIRCULAR	ORGANISER LOUNGE L2	2
18a	CAFE TABLE CIRCULAR	TEA HOUSE L2	19
b	CAFE TABLE CIRCULAR	TEA HOUSE L2	9
c	CAFE TABLE CIRCULAR	TEA HOUSE L2	9
19a	MEETING ROOM CHAIR	ORGANISER LOUNGE & CLOCK ROOM L2	18
b	MEETING ROOM CHAIR	MEETING ROOM L1	81
c	MEETING ROOM CHAIR	MEETING ROOM, L1(RECEPTION), L2(RECEPTION, MEDICAL ROOM), L5(ALL ROOMS)	57
d	MEETING ROOM CHAIR	FRONT OFFICE & LOUNGE L2	48
e	CHAIR		

SR.NO.	FURNITURE	LOCATION	QTY.
20a	RECEPTION DESK	RECEPTION LOBBY L1	2
b	RECEPTION DESK	RECEPTION LOBBY L2	2
c	RECEPTION DESK	PRE FUNCTION L3	2
d	RECEPTION DESK	L1 PRE FUNCTION INFORMATION DESK	1
21a	WOODEN BENCH	RECEPTION LOBBY L1	6
b	WOODEN BENCH	PRE-FUNCTION L1	2
c	WOODEN BENCH	RECEPTION L2	16
d	WOODEN BENCH	LOBBY L4	6
22a	4 SEATER SOFA	GREEN ROOM L1, Strong R, Organizer L, Front OFF L2	22
b	3 SEATER SOFA	MULTI FUNCTIONAL HALL L3	0
c	3 SEATER SOFA	L1 GREEN ROOM M, F	4
d	3 SEATER SOFA	L2 LEADER'S LOUNGE & STRONG ROOM	0
e	2 SEATER SOFA	PRE-FUNCTION AREA L1	16
f	2 SEATER SOFA	FRONT OFFICE, ORGANISER LOUNGE L2	1
g	2 SEATER SOFA	FRONT OFFICE, ORGANISER LOUNGE L2	
h	SEATER SOFA	FRONT OFFICE, ORGANISER LOUNGE L2	
i	1 SEATER SOFA	L3 GREEN ROOM	0
j	1 SEATER SOFA	LEADER'S LOUNGE	0
k	1 SEATER SOFA	L2 STRONG ROOM	
l	1 SEATER SOFA	L3 WAITNING LOUNGE	
m	LOUNGERS	GREEN ROOM L1	4
23a	SERVING CAFÉ	PRE FUNCTION L1	1
b	SERVING CAFÉ	CAFETERIA L2	1
24	SMOKE ROOM COUNTER	SMOKE ROOM L1	2
25	CIRCULAR STOOL	L1 SMOKE ROOM, L2 FIRST AID ROOM	12
26	LOCKER	CLOCK ROOM L2	60
27a	CONSOLE	MEETING ROOM 1 L1	0
b	CONSOLE	PRE FUNCTION L1	0
C	CONSOLE	PRE FUNCTION L1	0
d	CONSOLE	STRONG ROOM L2	0
e	CONSOLE	L3 PRE FUNCTION	0
28	SINGLE BED	FIRST AID ROOM L2	2
29	Hall-14-A1		
A	Reception Table	Ground Floor-Prefunction Area	2
B	Reception Table	First Floor-Prefunction Area	2
30	Hall-1-A2		
a	Reception Table	Ground Floor-Prefunction Area	2
b	Reception Table	First Floor-Prefunction Area	2

*Any additional loose furniture that may be required shall be arranged by the organizer/Event Manager

ANNEXURE XI: LIST OF KITCHEN EQUIPMENT

ITEM NO.	QTY.	DETAIL	DESCRIPTION
BASEMENT			
RECEIVING AREA			
R-01	1	Plm.	DRAIN TROUGH GRATING
R-02	4	CB.	AIR CURTAIN
R-03	1	MD.	FLUSHING HOSE UNIT
R-04	1	SH.	DRAIN TROUGH GRATING
R-05	2	CB.	HAND WASH SINK UNIT
R-06	2	CB.	INSECT-O-CUTOR
R-07	3	CB.	PLATFORM WEIGHING SCALE
R-08	2	CB.	WEIGHING TABLE WITH DRAWER
R-09	4	CB.	WALL SHALVES
R-10	2	CB.	BENCH WEIGHING SCALE
R-11	4	SH.	MOBILE PLATFORM TROLLEY
R-12	4	SH.	MOBILE BUSSING CART
R-13	6	SH.	MOBILE VEGETABLE CRATE RACK
R-14	2	CB.	AIR CURTAIN
R-15	4	CB.	MANUAL FORK LIFT TROLLIES WITH PALLETS
R-16	--	--	SPARE NO.
VEG. WASH			
R-17	1	CB.	DOUBLE SINK UNIT
R-18	1	CB.	WALL SHELF
R-19	1	CB.	MOBILE GARBAGE CAN
R-20	1	SH.	DRAIN TROUGH GRATING
R-21	--	--	SPARE NO.
R-22	--	--	SPARE NO.
R-23	2	CB.	VEGETABLE WASHER (TILT TYPE)
R-24	2	SH.	DRAIN TROUGH GRATING
R-25	2	CB.	VEG TRANSPORTATION TROLLEY
R-26	--	--	SPARE NO.
R-27	--	--	SPARE NO.
MEAT. WASH			
R-28	1	CB.	HAND WASH SINK UNIT
R-29	1	CB.	INSECT-O-CUTOR
R-30	1	CB.	DOUBLE SINK UNIT
R-31	1	CB.	WALL SHELF
R-32	1	CB.	MOBILE GARBAGE CAN
R-33	1	SH.	DRAIN TROUGH GRATING
R-34	--	--	SPARE NO.
R-35	--	--	SPARE NO.
GARBAGE AREA			
G-01	1	CB.	AIR CURTAIN
G-02	1	CB.	HAND WASH SINK UNIT
G-03	1	MD.	FLUSHING HOSE UNIT
G-04	1	SH.	DRAIN TROUGH GRATING
G-05	--	--	SPARE NO.
G-06	--	--	SPARE NO.
G-07	1	CB.	GARBAGE SORTING TABLE WITH TROUGH
G-08	1	CB.	MOBILE GARBAGE CAN
G-09	--	--	SPARE NO.
G-10	4	SH.	MOBILE CAN STORAGE RACK
G-11	1	CB.	INSECT-O-CUTOR

ITEM NO.	QTY.	DETAIL	DESCRIPTION
G-12	--	--	SPARE NO.
G-13	--	--	SPARE NO.
G-14	1	SH.	SLOT CHANNEL / DRAIN RAIL
G-15	1	CR.	WALK IN WASTE CHILLER
G-15A	1	CR.	EVAPORATOR UNIT
G-15B	1	CR.	REFRIGERATION SYSTEM FOR CHILLER (AIRCOOLED)
G-16	14	CB.	GARBAGE SKIP FOR FOOD WASTE
G-17	--	--	SPARE NO.
G-18	--	--	SPARE NO.
G-19	2	CB.	GARBAGE COMPOSTER (500 KG/DAY)
G-20	2	SH.	DRAIN TROUGH GRATING
G-21	4	CB.	GARBAGE SKIP FOR FOOD WASTE
G-22	1	CB.	AIR CURTAIN
G-23	1	CB.	AIR CURTAIN
G-24	--	--	SPARE NO.
G-25	--	--	SPARE NO.
G-26	7	SH.	STORE ROOM SHELVING-DRY TRASH
VEG PREP.			
VP-01	1	CB.	INSECT-O-CUTOR
VP-02	1	CB.	HAND WASH SINK UNIT
VP-03	3	CB.	MOBILE CHOPPING BOARD SANITIZER TROLLEY
VP-04	3	MD.	POTATO PEELER WITH STAND
VP-05	6	CB.	POTATO/ONION STORAGE BIN
VP-06	3	SH.	DRAIN TROUGH GRATING
VP-07	--	--	SPARE NO.
VP-08	1	CB.	DOUBLE SINK UNIT
VP-09	2	CB.	CEILING HUNG TWO- TIER SHELVES
VP-10	1	CB.	MOBILE GARBAGE CAN
VP-11	2	CB.	MOBILE CHOPPING BOARD SANITIZER TROLLEY
VP-12	1	OPT.	CHOPPING BOARD
VP-13	1	MD.	KNIFE STERILIZING CABINET
VP-14	1	SH.	DRAIN TROUGH GRATING
VP-15	--	--	SPARE NO.
VP-16	--	--	SPARE NO.
VP-17	--	--	SPARE NO.
VP-18	1	CB.	DOUBLE SINK UNIT
VP-19	2	CB.	WALL SHALVES
VP-20	1	CB.	MOBILE GARBAGE CAN
VP-21	1	SH.	DRAIN TROUGH GRATING
VP-22	11	CB.	MOBILE WORK TABLE
VP-23	1	MD.	BULK VEG. PROCESSOR
VP-24	--	--	SPARE NO.
VP-25	--	--	SPARE NO.
VP-26	1	CB.	WORK TABLE
VP-27	2	CB.	WALL SHALVES
VP-28	1	MD.	BUFFALO CHOPPING MACHINE
VP-29	1	CB.	WORK TABLE WITH UNDER SPACE FOR EQUIPMENT
VP-30	2	CB.	WALL SHALVES
VP-31	2	REF.	UNDER COUNTER REFRIGERATOR
VP-32	1	CB.	BENCH WEIGHING SCALE
VP-33	2	MD.	VEG CUTTER MIXER
VP-34	2	MD.	VEG PROCESSOR

ITEM NO.	QTY.	DETAIL	DESCRIPTION
VP-35	1	CB.	CONVEYOR TYPE VEGETABLE CUTTER (FREE STANDING)
VP-36	--	--	SPARE NO.
VP-37	1	SH.	SLOT CHANNEL / DRAIN RAIL
VP-38	1	CR.	VEG. CHILLER
VP-38A	1	CR.	EVAPORATOR UNIT
VP-38B	1	CR.	REFRIGERATION SYSTEM FOR CHILLER (AIRCOOLED)
VP-39	12	SH.	CHILLER SHELVING
VP-40	3	SH.	MOBILE G.N PAN TROLLEY
VP-41	4	SH.	STOREROOM SHELVING-RIPPING STORE
VP-42	--	--	SPARE NO.
VP-43	--	--	SPARE NO.
VP-44	--	--	SPARE NO.
VP-45	--	--	SPARE NO.
POT WASH-COMMISSARY KITCHEN			
VP-46	1	CB	POT WASH THREE SINK UNIT
VP-47	2	CB	S.S. WALL MOUNTED POT RACK
VP-48	1	SH	DRAIN TROUGH GRATING
VP-49	1	MD	PRE-RINSE SPRAY UNIT
VP-50	1	CB	GARBAGE CAN
VP-51	2	CB	MOBILE POT RACK
VP-52	1	MD	FLUSHING HOSE UNIT
VP-53	1	SH	DRAIN TROUGH GRATING
VP-54	--	--	SPARE NO.
VP-55	--	--	SPARE NO.
GARDE MANGER			
GM-01	1	CB.	INSECT-O-CUTOR
GM-02	1	CB.	HAND WASH SINK UNIT
GM-03	1	CB.	WORK TABLE
GM-04	1	CB.	CEILING HUNG TWO- TIER SHELVES
GM-05	1	CB.	WORK TABLE
GM-06	1	CB.	CEILING HUNG TWO- TIER SHELVES
GM-07	1	CB.	WORK TABLE WITH UNDER SPACE FOR EQUIPMENT
GM-08	1	CB.	CEILING HUNG TWO- TIER SHELVES
GM-09	1	CB.	MOBILE GARBAGE CAN
GM-10	1	CB.	MOBILE CHOPPING BOARD SANITIZER TROLLEY
GM-11	1	MD.	SLICER
GM-12	1	REF.	UNDER COUNTER REFRIGERATOR
GM-13	1	REF.	COUNTER TOP REFRIGERATED SALAD UNIT
GM-14	1	MD.	TABLETOP INDUCTION PLATE
GM-15	3	MD.	CENTRIFUGAL JUICER EXTRACTOR
GM-16	1	REF.	ICE CREAM CABINET
GM-17	1	CB.	WORK TABLE WITH DRAWER AND UNDER SPACE FOR EQUIPMENT
GM-18	2	CB.	WALL SHELVES
GM-19	1	REF.	UNDER COUNTER REFRIGERATOR
GM-20	1	CB.	BENCH WEIGHING SCALE
GM-21	1	MD.	BLENDER
GM-22	1	MD.	HIGH SPEED PANINI GRILL

ITEM NO.	QTY.	DETAIL	DESCRIPTION
GM-23	1	OPT.	CHOPPING BOARD
GM-24	1	MD.	KNIFE STERILIZING CABINET
GM-25	1	MD.	KNIFE SHARPENER
GM-26	1	CB.	WORK TABLE
GM-27	2	CB.	WALL SHELVES
GM-28	1	CB.	DOUBLE SINK UNIT
GM-29	1	CB.	CEILING HUNG TWO- TIER SHELVES
GM-30	1	CB.	MOBILE GARBAGE CAN
GM-31	1	SH.	DRAIN TROUGH GRATING
GM-32	5	CB.	MOBILE WORK TABLE
GM-33	--	--	SPARE NO.
GM-34	--	--	SPARE NO.
GM-35	1	SH.	SLOT CHANNEL / DRAIN RAIL
GM-36	1	CR.	GARDE MANGER CHILLER
GM-36A	1	CR.	EVAPORATOR UNIT
GM-36B	1	CR.	REFRIGERATION SYSTEM FOR CHILLER (AIRCOOLED)
GM-37	10	SH.	CHILLER SHELVING
GM-38	8	SH.	MOBILE G.N PAN TROLLEY
GM-39	2	CB.	WORK TABLE
GM-40	2	CB.	CEILING HUNG TWO- TIER SHELVES
MEAT PREP			
MP-01	2	CB.	INSECT-O-CUTOR
MP-02	2	CB.	HAND WASH SINK UNIT
MP-03	1	MD.	FLUSHING HOSE UNIT
MP-04	1	SH.	DRAIN TROUGH GRATING
MP-05	5	CB.	MOBILE WORK TABLE
MP-06	--	--	SPARE NO.
MP-07	--	--	SPARE NO.
MP-08	1	CB.	DOUBLE SINK UNIT
MP-09	2	CB.	WALL SHELVES
MP-10	1	CB.	MOBILE GARBAGE CAN
MP-11	1	SH.	DRAIN TROUGH GRATING
MP-12	1	CB.	WORK TABLE
MP-13	2	CB.	WALL SHELVES
MP-14	1	OPT.	CHOPPING BOARD
MP-15	1	CB.	MOBILE CHOPPING BOARD SANITIZER TROLLEY
MP-16	1	MD.	KNIFE STERILIZING CABINET
MP-17	1	MD.	KNIFE SHARPENER
MP-18	1	CB.	WORK TABLE
MP-19	1	CB.	CEILING HUNG TWO- TIER SHELVES
MP-20	--	--	SPARE NO.
MP-21	--	--	SPARE NO.
MP-22	1	CB.	WORK TABLE
MP-23	2	CB.	WALL SHELVES
MP-24	1	CB.	WORK TABLE
MP-25	2	CB.	WALL SHELVES
MP-26	--	--	SPARE NO.
MP-27	--	--	SPARE NO.
MP-28	1	MD.	MEAT SAW MACHINE
MP-29	1	CB.	BUTCHER'S CHOPPING BLOCK
MP-30	1	CB.	WORK TABLE
MP-31	2	MD.	MEAT MINCER

ITEM NO.	QTY.	DETAIL	DESCRIPTION
MP-32	1	MD.	SLICER
MP-33	1	CB.	WORK TABLE WITH SINK, DRAWER AND UNDER SPACE FOR EQUIPMENT
MP-34	1	MD.	VACUUM PACKAGING MACHINE
MP-35	1	REF.	UNDER COUNTER REFRIGERATOR
MP-36	1	CB.	BENCH WEIGHING SCALE
MP-37	2	CB.	WALL SHELVES
MP-38	1	CB.	MOBILE GARBAGE CAN
MP-39	--	--	SPARE NO.
MP-40	--	--	SPARE NO.
MP-41	1	SH.	SLOT CHANNEL / DRAIN RAIL
MP-42	1	CR.	WALK IN MEAT CHILLER
MP-42A	1	CR.	EVAPORATOR UNIT
MP-42B	1	CR.	REFRIGERATION SYSTEM FOR CHILLER (AIRCOOLED)
MP-43	2	SH.	MOBILE G.N PAN TROLLEY
MP-44	6	SH.	CHILLER SHELVING
MP-45	1	CR.	WALK IN MEAT/FISH FREEZER
MP-45A	1	CR.	EVAPORATOR UNIT
MP-45B	1	CR.	REFRIGERATION SYSTEM FOR FREEZER (WATER COOLED)
MP-46	8	SH.	FREEZER SHELVING
MP-47	--	--	SPARE NO.
MP-48	--	--	SPARE NO.
MP-49	1	SH.	SLOT CHANNEL / DRAIN RAIL
MP-50	1	CR.	WALK IN CHILLER
MP-50A	1	CR.	EVAPORATOR UNIT
MP-50B	1	CR.	REFRIGERATION SYSTEM FOR CHILLER (AIRCOOLED)
MP-51	2	SH.	MOBILE G.N PAN TROLLEY
MP-52	5	SH.	CHILLER SHELVING
MP-53	1	CR.	WALK IN FREEZER
MP-53A	1	CR.	EVAPORATOR UNIT
MP-53B	1	CR.	REFRIGERATION SYSTEM FOR FREEZER (WATER COOLED)
MP-54	8	SH.	FREEZER SHELVING
MP-55	--	--	SPARE NO.
MP-56	--	--	SPARE NO.
SEA FOOD PREP.			
SFP-01	1	CB.	INSECT-O-CUTOR
SFP-02	1	CB.	HAND WASH SINK UNIT
SFP-03	1	MD.	FLUSHING HOSE UNIT
SFP-04	1	SH.	DRAIN TROUGH GRATING
SFP-05	--	--	SPARE NO.
SFP-06	1	CB.	FISH PREP. SINK UNIT WITH CHOPPING BOARD
SFP-07	1	MD.	PRE- RINSE SPRAY UNIT WITH FAUCET
SFP-08	1	SH.	DRAIN TROUGH GRATING
SFP-09	1	CB.	CHOPPING BLOCK
SFP-10	2	CB.	WORK TABLE
SFP-11	4	CB.	WALL SHELVES
SFP-12	--	--	SPARE NO.
SFP-13	--	--	SPARE NO.
SFP-14	1	CB.	WORK TABLE WITH DRAWER
SFP-15	2	CB.	WALL SHELVES
SFP-16	1	CB.	MOBILE CHOPPING BOARD SANITIZER TROLLEY

ITEM NO.	QTY.	DETAIL	DESCRIPTION
SFP-17	1	OPT.	CHOPPING BOARD
SFP-18	1	MD.	VACUUM PACKAGING MACHINE
SFP-19	1	REF.	FISH FILE REFRIGERATOR
SFP-20	1	CB.	WORK TABLE WITH SINK AND UNDER SPACE FOR EQUIPMENT
SFP-21	2	CB.	WALL SHELVES
SFP-22	1	CB.	MOBILE GARBAGE CAN
SFP-23	1	SH.	DRAIN TROUGH GRATING
SFP-24	1	REF.	UNDER COUNTER REFRIGERATOR
SFP-25	1	CB.	BENCH WEIGHING SCALE
SFP-26	--	--	SPARE NO.
SFP-27	--	--	SPARE NO.
SFP-28	1	SH.	SLOT CHANNEL / DRAIN RAIL
SFP-29	1	CR.	WALK IN CHILLER
SFP-29A	1	CR.	EVAPORATOR UNIT
SFP-29B	1	CR.	REFRIGERATION SYSTEM FOR CHILLER (AIRCOOLED)
SFP-30	2	SH.	MOBILE G.N PAN TROLLEY
SFP-31	4	SH.	CHILLER SHELVING
SFP-32	1	CR.	WALK IN FREEZER
SFP-32A	1	CR.	EVAPORATOR UNIT
SFP-32B	1	CR.	REFRIGERATION SYSTEM FOR FREEZER (WATER COOLED)
SFP-33	5	SH.	FREEZER SHELVING
SFP-34	--	--	SPARE NO.
SFP-35	--	--	SPARE NO.
CARVING ROOM			
CR-01	1	MD.	FLUSHING HOSE UNIT
CR-02	1	SH.	DRAIN TROUGH GRATING
CR-03	--	--	SPARE NO.
CR-04	--	--	SPARE NO.
CR-05	1	SH.	SLOT CHANNEL/DRAIN RAIL
CR-06	1	CR.	WALK IN CHILLER
CR-06A	1	CR.	EVAPORATOR UNIT
CR-06B	1	CR.	REFRIGERATION SYSTEM FOR CHILLER (AIRCOOLED)
CR-07	3	SH.	MOBILE G.N PAN TROLLEY
CR-08	8	SH.	CHILLER SHELVING
ICE & WATER STATION			
IWS-01	2	MD.	ICE FLAKE MACHINE WITH BIN
IWS-01A	2	MD.	WATER FILTER FOR ICE FLAKE MACHINE WITH i20002 REPLACEMENT CARTRIDGE
IWS-02	3	MD.	ICE MAKING MACHINE WITH BIN
IWS-02A	3	MD.	WATER FILTER FOR ICE CUBE MACHINE WITH i20002 REPLACEMENT CARTRIDGE
IWS-03	1	SH.	DRAIN TROUGH GRATING
IWS-04	9	CB.	MOBILE ICE BIN
IWS-05	--	--	SPARE NO.
IWS-06	--	--	SPARE NO.
IWS-07	2	REF.	WATER COOLER
IWS-07A	2	MD.	WATER FILTER FOR WATER COOLER
IWS-08	1	SH.	MOBILE GLASS RACK
IWS-09	1	SH.	DRAIN TROUGH GRATING
DOUGH KNEADER AREA			
DKA-01	1	CB.	INSECT-O-CUTOR

ITEM NO.	QTY.	DETAIL	DESCRIPTION
DKA-02	1	CB.	HAND WASH SINK UNIT
DKA-03	3	CB.	MOBILE WORK TABLE
DKA-04	3	MD.	MOBILE FLOUR BIN
DKA-05	3	MD.	SPIRAL DOUGH KNEADER
DKA-06	3	CB.	ATTACHMENT HOLDING RACK
DKA-07	2	MD.	WATER CHILLER
DKA-08	2	MD.	WATER MIX MEASURE DEVICE
DKA-09	2	MD.	WATER FILTER FOR WATER CHILLER
DKA-10	--	--	SPARE NO.
DKA-11	--	--	SPARE NO.
LIQUOR STORE			
LS-01	3	SH.	HONEY COMB SHELF
LS-02	3	SH.	DUNNAGE RACKS
LS-03	22	SH.	STORE ROOM SHELVING
STAFF CAFETERIA			
SC-01	1	CB.	TRAY REST RAIL
SC-02	1	ID.	STONE TOP BUFFET COUNTER
SC-03	2	CB.	DROP IN REFRIGERATED COLD PAN WITHSNEEZE GUARD
SC-04	2	CB.	DROP IN HOT BAIN MARIE WITH SNEEZEGUARD
SC-05	1	CB.	TEA/COFFEE DISPENSER
SC-06	2	MD.	MOBILE HOT FOOD HOLDING CABINET
SC-07	--	--	SPARE NO.
STAFF KITCHEN			
SC-07	2	CB.	SPREADER TABLE
SC-08	2	CB.	S.S CLADDED MOBILE TANDOOR
SC-09	1	CB.	SMOOTH GRIDDLE PLATE
SC-10	1	SH.	DRAIN TROUGH GRATING
SC-11	1	CB.	INDUCTION STOCK POT
SC-11A	1	MD.	WALL MOUNTED POT FILLER FAUCET
SC-12	1	EX.	EXHAUST HOOD
SC-12A	1	CB.	FIRE SUPPRESSION FOR EXHAUST HOOD
SC-13	--	--	SPARE NO.
SC-14	--	--	SPARE NO.
SC-15	1	CB.	INSECT-O-CUTOR
SC-16	1	CB.	HAND WASH SINK UNIT
SC-17	1	CB.	WORK TABLE WITH SINK
SC-18	2	CB.	WALL SHELVES
SC-19	1	CB.	MOBILE GARBAGE CAN
DISH WASH			
SC-20	1	CB.	HAND WASH SINK UNIT
SC-21	1	CB.	INSECT-O-CUTOR
SC-22	1	CB.	L-SHAPED SOILED DISH DROP OFF TABLE WITH SINK, RACK SHELF AND GARBAGE CHUTE
SC-23	1	CB.	MOBILE GARBAGE CAN
SC-24	1	SH.	DRAIN TROUGH GRATING
SC-25	1	MD.	PRE- RINSE SPRAY UNIT WITH FAUCET
SC-26	1	MD.	HOOD TYPE DISH WASHING MACHINE
SC-27	1	CB.	VAPOR HOOD
SC-28	1	CB.	CLEAN DISH LANDING TABLE
SC-29	1	CB.	WALL MOUNTED RACK SHELF
SC-30	5	SH.	MOBILE CLEAN DISH RACK

ITEM NO.	QTY.	DETAIL	DESCRIPTION
SC-31	1	REF.	WATER COOLER
SC-31A	1	MD.	WATER FILTER FOR WATER COOLER
SC-32	1	SH.	MOBILE GLASS RACK TROLLEY
SC-33	1	SH.	DRAIN TROUGH GRATING
HAND WASH			
SC-34	4	ID.	HAND WASH SINK UNIT
BAKERY CONFECTIONARY			
BC-01	1	MD.	SPIRAL DOUGH KNEADER
BC-01A	1	CB.	ATTACHMENT HOLDING RACK
BC-01B	1	MD.	WATER FILTER FOR WATER CHILLER
BC-01C	1	MD.	WATER CHILLER
BC-01D	1	MD.	WATER MIX MEASURE DEVICE
BC-02	1	MD.	PLANETARY MIXER
BC-02A	--	--	SPARE NO.
BC-02B	--	--	SPARE NO.
BC-03	1	MD.	DOUGH DIVIDER CUM ROUNDER
BC-04	1	MD.	DOUGH SHEETER
BC-05	2	MD.	MOBILE INGREDIENT BIN
BC-06	1	CB.	GRANITE TOP WORK TABLE WITH UNDER SPACE FOR EQUIPMENT
BC-06A	1	CB.	GRANITE TOP WORK TABLE WITH UNDER SPACE FOR EQUIPMENT
BC-06B	1	CB.	GRANITE TOP WORK TABLE WITH UNDER SPACE FOR EQUIPMENT
BC-07	1	CB.	CEILING HUNG TWO- TIER SHELVES
BC-07A	1	CB.	CEILING HUNG TWO- TIER SHELVES
BC-07B	1	CB.	CEILING HUNG TWO- TIER SHELVES
BC-08	4	MD.	MOBILE INGREDIENT BIN
BC-09	1	REF.	UNDER COUNTER REFRIGERATOR
BC-10	2	SH.	DRAIN TROUGH GRATING
BC-11	1	CB.	GRANITE TOP WORK TABLE WITH SINK AND UNDER SPACE FOR EQUIPMENT
BC-11A	1	CB.	GRANITE TOP WORK TABLE WITH SINK AND UNDER SPACE FOR EQUIPMENT
BC-12	1	CB.	MOBILE GARBAGE CAN
BC-13	--	--	SPARE NO.
BC-14	--	--	SPARE NO.
BC-15	1	REF.	UNDER COUNTER REFRIGERATOR
BC-16	1	CB.	CEILING HUNG TWO- TIER SHELVES
BC-17	1	CB.	GRANITE TOP WORK TABLE WITH SINK AND UNDER SPACE FOR EQUIPMENT
BC-18	1	CB.	MOBILE GARBAGE CAN
BC-19	2	MD.	MOBILE INGREDIENT BIN
BC-20	1	REF.	UNDER COUNTER REFRIGERATOR
BC-21	1	REF.	UNDER COUNTER REFRIGERATOR
BC-22	2	MD.	MOBILE INGREDIENT BIN
BC-23	2	CB.	CEILING HUNG TWO- TIER SHELVES
BC-24	--	--	SPARE NO.
BC-25	--	--	SPARE NO.
BC-26	1	CB.	HAND WASH SINK UNIT
BC-27	2	CB.	GRANITE TOP MOBILE WORK TABLE
BC-28	1	CB.	INSECT-O-CUTOR
BC-29	1	CB.	HAND WASH SINK UNIT

ITEM NO.	QTY.	DETAIL	DESCRIPTION
BC-30	1	CB.	WORK TABLE WITH DRAWER AND UNDER SPACE FOR EQUIPMENT
BC-31	1	CB.	TABLE TOP PLANETARY MIXER
BC-32	1	REF.	UNDER COUNTER REFRIGERATOR
BC-33	1	CB.	ATTACHMENT HOLDING RACK
BC-34	1	CB.	BENCH WEIGHING SCALE
BC-35	1	MD.	BREAD SLICER
BC-36	--	--	SPARE NO.
BC-37	1	REF.	UNDER COUNTER FREEZER
BC-38	2	CB.	WALL SHELVES
BC-39	1	MD.	TABLE TOP INDUCTION PLATE
BC-40	1	CB.	WORK TABLE WITH UNDERSPACE FOR EQUIPMENT
BC-41	--	--	SPARE NO.
BC-42	--	--	SPARE NO.
BC-43	--	--	SPARE NO.
OVEN ROOM			
BC-44	1	CB.	INSECT-O-CUTOR
BC-45	4	SH.	MOBILE COOLING RACK
BC-46	2	SH.	MOBILE BAKING TRAY RACK TROLLEY
BC-47	1	CB.	WORK TABLE
BC-48	2	MD.	TABLE TOP INDUCTION PLATE
BC-49	1	MD.	TABLE TOP DONUT DEEP FRYER
BC-50	1	SH.	DRAIN TROUGH GRATING
BC-51	1	MD.	ROLL- IN-ROTARY BAKING OVEN WITH INTEGRATED HOOD
BC-51A	1	MD.	SCALE INHIBITOR FEEDER FOR ROTARY BAKING OVEN
BC-52	1	MD.	THREE DECK BAKING OVEN WITH STEAM INJECTOR & CABINET BASE (4 TRAY)
BC-52A	1	MD.	SCALE INHIBITOR FEEDER FOR BAKING OVEN
BC-53	1	MD.	ROLL – IN – PROOFING CABINET
BC-53A	1	MD.	SCALE INHIBITOR FEEDER FOR PROOFING CABINET
BC-54	1	EX.	EXHAUST HOOD
BC-55	--	--	SPARE NO.
BC-56	--	--	SPARE NO.
PAN WASH			
BC-57	1	CB.	HAND WASH SINK UNIT
BC-58	1	SH.	DRAIN TROUGH GRATING
BC-59	1	MD.	FLUSHING HOSE UNIT
BC-60	1	CB.	PAN WASH TWO SINK UNIT
BC-61	1	SH.	DRAIN TROUGH GRATING
BC-62	1	CB.	S.S. PIPE WALL SHELF
BC-63	1	CB.	MOBILE GARBAGE CAN
BC-64	8	SH.	MOBILE PAN RACK
COLD ROOM			
BC-65	1	CR.	WALK IN BAKERY CHILLER
BC-65A	1	CR.	EVAPORATOR UNIT
BC-65B	1	CR.	REFRIGERATION SYSTEM FOR CHILLER(AIRCOOLED)
BC-66	1	SH.	SLOT CHANNEL / DRAIN RAIL
BC-67	2	SH.	MOBILE G.N PAN TROLLEY
BC-68	8	SH.	CHILLER SHELVING
BC-69	1	CR.	WALK IN BAKERY FREEZER

ITEM NO.	QTY.	DETAIL	DESCRIPTION
BC-69A	1	CR.	EVAPORATOR UNIT
BC-69B	1	CR.	REFRIGERATION SYSTEM FOR FREEZER(WATER COOLED)
BC-70	1	SH.	SLOT CHANNEL / DRAIN RAIL
BC-71	2	SH.	MOBILE G.N PAN TROLLEY
BC-72	8	SH.	FREEZER SHELVING
BC-73	10	SH.	BAKER STORE ROOM SHELVING
FOOD STORES			
FS-01	1	CB.	WEIGHING TABLE WITH DRAWER
FS-02	1	CB.	BENCH WEIGHING SCALE
FS-03	2	CB.	WALL SHELVES
FS-04	1	CB.	PLATFORM WEIGHING SCALE
FS-05	5	SH.	DUNNAGE RACKS
FS-06	48	SH.	STORE ROOM SHELVING
FS-07	1	CR.	WALK IN GENERAL CHILLER
FS-07A	1	CR.	EVAPORATOR UNIT
FS-07B	1	CR.	REFRIGERATION SYSTEM FOR CHILLER(AIRCOOLED)
FS-08	1	SH.	SLOT CHANNEL / DRAIN RAIL
FS-09	1	SH.	MOBILE G.N PAN TROLLEY
FS-10	5	SH.	CHILLER SHELVING
FS-11	1	CR.	WALK IN GENERAL FREEZER
FS-11A	1	CR.	EVAPORATOR UNIT
FS-11B	1	CR.	REFRIGERATION SYSTEM FOR FREEZER(WATER COOLED)
FS-12	5	SH.	FREEZER SHELVING
FS-13	--	--	SPARE NO.
FS-14	--	--	SPARE NO.
GENERAL & BEVERAGE STORE			
FS-15	1	CB.	WEIGHING TABLE WITH DRAWER
FS-16	2	CB.	WALL SHELVES
FS-17	1	CB.	BENCH WEIGHING SCALE
FS-18	1	CB.	PLATFORM WEIGHING SCALE
FS-19	6	SH.	DUNNAGE RACKS
FS-20	179	SH.	GENERAL & BEVERAGE ROOM SHELVING
FS-21	--	--	SPARE NO.
GENERAL & BEVERAGE STORE			
FS-22	83	SH.	STORE ROOM SHELVING
FLOWER ROOM			
FR-01	1	CB.	HAND WASH SINK UNIT
FR-02	1	CB.	GRANITE TOP WORK TABLE WITH SINK
FR-03	1	CB.	MOBILE GARBAGE CAN
FR-04	1	SH.	DRAIN TROUGH GRATING
FR-05	1	CB.	CEILING HUNG TWO- TIER SHELVES
FR-06	1	CB.	GRANITE TOP WORK TABLE
FR-07	2	CB.	WALL SHELVES
FR-08	1	CB.	GRANITE TOP WORK TABLE
FR-09	2	CB.	WALL SHELVES
FR-10	2	CB.	GRANITE TOP WORK TABLE
FR-11	1	CB.	CEILING HUNG TWO- TIER SHELVES
FR-12	--	--	SPARE NO.
FR-13	--	--	SPARE NO.
FR-14	1	CB.	GRANITE TOP WORK TABLE
FR-15	2	CB.	WALL SHELVES

ITEM NO.	QTY.	DETAIL	DESCRIPTION
FR-16	1	CB.	GRANITE TOP WORK TABLE
FR-17	2	CB.	WALL SHELVES
FR-18	1	CR.	WALK IN CHILLER
FR-18A	1	CR.	EVAPORATOR UNIT
FR-18B	1	CR.	REFRIGERATION SYSTEM FOR CHILLER (AIRCOOLED)
FR-19	2	SH.	MOBILE G.N PAN TROLLEY
FR-20	10	SH.	CHILLER SHELVING
FR-21	1	SH.	SLOT CHANNEL / DRAIN RAIL
UNIFORM ROOM			
UR-01	5	SH.	SOILED LINEN SORTING BINS
UR-02	1	SH.	MOBILE HANGER TROLLEY
UR-03	1	MD.	DOUBLE LAYER UNIFORM CONVEYOR
UR-04	38	SH.	STORE ROOM SHELVING UNIFORM ROOM
SOILED LINEN COLLECTION			
UR-05	5	SH.	SOILED LINEN SORTING BINS
UR-06	24	SH.	STORE ROOM SHELVING SOILED LINEN COLLECTION ROOM
LEVEL 01			
COLD FOOD AREA			
CF-01	1	CB.	HAND WASH SINK UNIT
CF-02	6	MD.	MOBILE COLD FOOD HOLDING CABINET
CF-03	1	CB.	WORK TABLE WITH UNDER SPACE FOR EQUIPMENT
CF-04	2	CB.	WALL SHELVES
CF-05	1	REF.	UNDER COUNTER REFRIGERATOR
CF-06	1	CB.	WORK TABLE WITH DRAWER
CF-07	2	CB.	WALL SHELVES
CF-08	1	MD.	MICROWAVE OVEN
CF-09	--	--	SPARE NO.
CF-10	1	MD.	CENTRIFUGAL JUICER EXTRACTOR
CF-11	1	CB.	DOUBLE SINK UNIT
CF-12	2	CB.	WALL SHELVES
CF-13	--	--	SPARE NO.
CF-14	1	CB.	MOBILE GARBAGE CAN
CF-15	--	--	SPARE NO.
CF-16	--	--	SPARE NO.
CF-17	3	MD.	MOBILE ICE CADDY
CF-18	1	CB.	WORK TABLE WITH UNDER SPACE FOR EQUIPMENT
CF-19	2	CB.	WALL SHELVES
CF-20	3	SH.	MOBILE G.N PAN TROLLEY
CF-21	4	CB.	MOBILE WORK TABLE
CF-22	1	CR.	CHILLER
CF-22A	1	CR.	EVAPORATOR UNIT
CF-22B	1	CR.	REFRIGERATION SYSTEM FOR CHILLER (AIRCOOLED)
CF-23	2	SH.	MOBILE G.N PAN TROLLEY
CF-24	4	SH.	CHILLER SHELVING
CF-25	5	MD.	JACK STACK TROLLEY WITH THERMO COVER
CF-26	1	SH.	SLOT CHANNEL / DRAIN RAIL
CF-27	--	--	SPARE NO.
CF-28	1	REF.	ICE CREAM CABINET
CF-29	1	CB.	WORK TABLE WITH SINK
CF-30	2	CB.	WALL SHELVES
CF-31	1	CB.	MOBILE GARBAGE CAN
CF-32	1	CB.	INSECT-O-CUTOR

ITEM NO.	QTY.	DETAIL	DESCRIPTION
CF-33	2	MD.	ORANGE JUICER-AUTOMATIC
CF-34	--	--	SPARE NO.
DAY STORE			
DS-01	9	SH.	STORE ROOM SHELVING
DS-02	--	--	SPARE NO.
SERVICE BAR			
SB1-01	7	CB.	MOBILE WORK TABLE
SB1-02	1	CB.	WORK TABLE WITH SINK & COCKTAIL STATION & GLASS RACK SLIDE
SB1-03	2	CB.	WALL MOUNTED LOCKABLE STORAGE CABINET
SB1-04	2	CB.	MOBILE GARBAGE CAN
SB1-05	1	CB.	WORK TABLE WITH SINK & COCKTAIL STATION & GLASS RACK SLIDE
SB1-06	4	MD.	BLENDER
SB1-07	--	--	SPARE NO.
SB1-08	--	--	SPARE NO.
SB1-09	--	--	SPARE NO.
SB1-10	1	CR.	SERVICE BAR CHILLER
SB1-10A	1	CR.	EVAPORATOR UNIT
SB1-10A	1	CR.	REFRIGERATION SYSTEM FOR CHILLER (AIRCOOLED)
SB1-11	7	SH.	CHILLER SHELVING
SB1-12	1	SH.	SLOT CHANNEL / DRAIN RAIL
SB1-13	1	CB.	HAND WASH SINK UNIT
SB1-14	1	CB.	INSECT-O-CUTOR
BEVERAGE SUPPORT			
BS-01	1	CB.	BEVERAGE TABLE WITH SINK
BS-02	1	CB.	WALL SHELVES
BS-03	1	CB.	MOBILE GARBAGE CAN
BS-04	1	SH.	DRAIN TROUGH GRATING
BS-05	5	MD.	MOBILE ICE CADDY
BS-06	1	CB.	WORK TABLE WITH TROUGH
BS-07	1	CB.	WALL SHELVES
BS-08	1	MD.	FULLY AUTOMATIC COFFEE MACHINE WITH MILK COOLER & CUP WARMER
BS-08A	1	MD.	CLARIS HEAD & CARTRIDGE FOR FULLY AUTOMATIC COFFEE MACHINE
BS-09	1	CB.	WATER BOILER
BS-09A	1	MD.	WATER FILTER FOR WATER BOILER
BS-10	1	CB.	MILK WARMER
BS-10A	1	MD.	SCALE INHIBITOR FEEDER FOR MILK WARMER
BS-11	1	MD.	BULK TEA/COFFEE BREWER WITH CONTAINER AND SERVING TROLLEY
BS-11A	1	MD.	CLARIS HEAD & CARTRIDGE FOR BULK TEA/COFFEE BREWER
BS-12	1	CB.	INSECT-O-CUTOR
DISH WASH AREA			
DW-01	1	CB.	HAND WASH SINK UNIT
DW-02	1	MD.	FLUSHING HOSE UNIT
DW-03	4	CB.	MOBILE CUTLERY SOAK SINK UNIT

ITEM NO.	QTY.	DETAIL	DESCRIPTION
DW-04	1	CB.	L-SHAPED SOILED DISH DROP OFF TABLE WITH SINK, RACK SHELF AND GARBAGE CHUTE
DW-04A	1	CB.	L-SHAPED SOILED DISH DROP OFF TABLE WITH SINK, RACK SHELF AND GARBAGE CHUTE
DW-05	4	CB.	MOBILE GARBAGE CAN
DW-06	2	MD.	PRE- RINSE SPRAY UNIT WITH FAUCET
DW-07	2	SH.	DRAIN TROUGH GRATING
DW-08	1	MD.	CONVEYOR TYPE DISH WASHING MACHINE WITH DRYER MOUNTED ON 180 DEG OFF LOADER AND CLEAN DISH ROLLER
DW-08A	1	MD.	CONVEYOR TYPE DISH WASHING MACHINE WITH DRYER MOUNTED ON 180 DEG OFF LOADER AND CLEAN DISH ROLLER
DW-09	4	CB.	VAPOR HOOD
DW-10	--	--	SPARE NO.
DW-11	17	SH.	MOBILE CLEAN DISH RACK
DW-12	--	--	SPARE NO.
DW-13	--	--	SPARE NO.
CLEAN DISH STORE			
DW-14	31	SH.	MOBILE CLEAN DISH RACK
DW-15	--	--	SPARE NO.
DW-16	--	--	SPARE NO.
BULK & HOT FOOD PREP.			
HF-01	4	CB.	MOBILE PICK UP TABLE
HF-02	6	CB.	MOBILE WORK TABLE
HF-03	3	CB.	MOBILE GARBAGE CAN
HF-04	1	CB.	WORK TABLE WITH SINK
HF-05	1	EX.	EXHAUST HOOD
HF-05A	1	CB.	FIRE SUPPRESSION FOR EXHAUST HOOD
HF-06	2	CB.	FOUR BURNER RANGE
HF-07	4	CB.	SPREADER TABLE WITH DRAWER AND GN PAN
HF-08	2	CB.	SMOOTH GRIDDLE RANGE
HF-09	1	SH.	DRAIN TROUGH GRATING
HF-10	--	--	SPARE NO.
HF-11	1	CB.	CHINESE WOK RANGE-THREE BURNER
HF-12	1	CB.	SERVICE CONSOLE
HF-13	--	--	SPARE NO.
HF-14	8	SH.	DRAIN TROUGH GRATING
HF-15	6	CB.	TILTING BRAISING PAN
HF-16	2	MD.	GAS FIRED TILTING STEAM KETTLE
HF-16A	2	MD.	SCALE INHIBITOR FEEDER FOR TILTING STEAM KETTLE
HF-17	--	--	SPARE NO.
HF-18	1	CB.	WORK TABLE WITH SINK
HF-19	8	CB.	MOBILE WORK TABLE
HF-20	5	CB.	MOBILE PICK UP TABLE
HF-21	--	--	SPARE NO.
HF-22	4	CB.	SINGLE BURNER STOCK POT RANGE
HF-22A	2	MD.	WALL MOUNTED POT FILLER FAUCET
HF-23	2	SH.	DRAIN TROUGH GRATING

ITEM NO.	QTY.	DETAIL	DESCRIPTION
HF-24	1	CB.	SERVICE CONSOLE
HF-24A	1	CB.	SERVICE CONSOLE
HF-25	2	MD.	MODULAR BLAST CHILLER WITH ROLL-IN CART
HF-26	3	MD.	TROLLEY FOR COMBI OVEN/BLAST CHILLER

ANNEXURE XII: MENU MATRIX

MENU SELECTION	Grade 1 Menu
Salads - Veg	6
Salads - Non-Veg	1
Soup	2
Veg snacks	4
Non-Veg snacks	4
Non-veg main course	3
Veg main course	8
Dal	2
Biryani	1 veg + 1 non-veg
Rice	1
Breads	Assorted
Papad/pickle / curd	Yes
Dessert	6

Note: Non-Veg would include Chicken/Mutton/Sea Food (Fish / Prawns or any other item)

Cuisines: Include All Indian as well as International

MENU SELECTION	Grade 2 Menu
Salads - Veg	3
Salads - Non-Veg	1
Soup	1
Veg snacks	3
Non-Veg snacks	3
Non-veg main course	2
Veg main course	4
Dal	1
Biryani	1 non-veg
Rice	1
Breads	Assorted
Papad/pickle / curd	Yes
Dessert	3

Note: Non-Veg would include Chicken/Mutton/Fish

Cuisines: Include All Indian as well as International

MENU SELECTION	Grade 3 Menu
Salads - Veg	2
Salads - Non-Veg	1
Soup	1
Veg snacks	2
Non-Veg snacks	2
Non-veg main course	1
Veg main course	3
Dal	1
Biryani	1 non-veg
Rice	1
Breads	Assorted
Papad/pickle / curd	Yes
Dessert	2

Note: Non-Veg would include Chicken/Mutton

Cuisines: Include All Indian as well as International

MENU SELECTION	Grade 4: Packed Food (Menu)
Salads - Veg	
Salads - Non-Veg	-
Soup	-
Veg snacks	1
Non-Veg snacks	-
Non-veg main course	1
Veg main course	1
Dal	1
Biryani	-
Rice	1
Breads	2 pieces
Papad/pickle / curd	Yes
Dessert	1

Note: Non-Veg would include Chicken

For Grade 4 (Packed food packets will be delivered on site and no Buffet arrangement will be required. However, all packing arrangements, including machinery and manpower will have to be made by the service provider

Cuisines: Include Indian

ITPO may ask the Service Provider to provide a menu of Grade higher than Grade 1, in case the organizer so demands. The rate of such menu shall be mutually decided between the Service Provider, ITPO and the Organizer/ Event Manager. In case of the Formal Sit-Down Lunch/Dinner, additional payment of Rs. 1,200 per plate would be paid by ITPO to the Service Provider. This additional rate will include the additional manpower and any extra service that may be required. However, the furniture arrangement for the formal Sit-Down Lunch/Dinner will be made by ITPO/Event Manager.