

**Selection of Property Management Agency for Operation and Maintenance Services at IICC Dwarka, New Delhi**

Tender ID: 2023\_DIPP\_754530\_1

Date of Publish: 25.05.2023

**Corrigendum -4**

S.No.	Clause No. / Reference	Original Clause	Revised Clause (Deletion are indicated with a <del>strikethrough</del> and addition are highlighted by an <u>underline</u> )
1		New Clause no. 2.2.24 Added	<p><u>"Transition period" shall be the 3 months from the Effective Date (as per Cl. 2.2.19).</u></p> <p><u>"Stabilization Period" shall be 3 (three) months effective from the date of notice to proceed. During this period, the Service Provider shall make itself ready to perform its services and all obligations in accordance with the Service Agreement. Evaluation of performance of the Service Provider against the Service Level Performance parameters shall be taken up upon completion of the Stabilization Period.</u></p> <p><u>In case the COD falls within the transition period, the Service Provider shall make all necessary arrangements to ensure smooth operation and maintenance of the project facilities required for uninterrupted operation of services for any exhibition/event/conference etc. held during the transition period. During this period, the Service Provider is required to fulfill its obligations and scope of services as stipulated at Annexures 2 &amp; 3 of the RFP.</u></p>
2	Clause 7.21	Appendix 21 - Bill of Quantities	<u>Revised BOQ (Price Bid) is attached.</u>
	8.6.4	<p><b>Open Area – (Open Area / Horticulture and Gardens)</b></p> <p>a) Open Areas includes Roads and Walkways, Hardscaped Area, Softscape Areas, Open Exhibition Area, Terrace Gardens on roof of Exhibition halls. This shall include all developed areas outside the walls of Occupant Areas including the porch, grand steps, sunken court, external open area, Atriums, backyards, staircases developed as part of Hardscape area.</p>	<p><b>Open Area – (Open Area / Horticulture and Gardens)</b></p> <p>a) Open Areas includes Roads and Walkways, Hardscaped Area, Softscape Areas, Open Exhibition Area, Terrace <u>and Terrace</u> Gardens <del>on roof of Exhibition halls</del>. This shall include all developed areas outside the walls of Occupant Areas including the porch, grand steps, sunken court, external open area, Atriums, backyards, staircases developed as part of Hardscape area.</p>

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3	Clause 8.6.4 c)	<p>Total Open Area under Management in Phase 1 services shall be 412,453.00 sq meters. Area detail for Open areas to be managed and maintained in Phase 1 &amp; Phase 2 is provided in table below.</p> <table border="1" data-bbox="331 289 1045 621"> <thead> <tr> <th colspan="5">AREA STATEMENT OF OPEN AREAS, LANDSCAPE AND HARDSCAPE - (As per Master Plan) (all areas in Sq. meter.)</th> </tr> <tr> <th>Sr. No</th> <th>Area Description</th> <th>Total</th> <th>Phase 1 Development</th> <th>Phase 2 Development</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>Roads and Walkways</td> <td>168,071.00</td> <td>110,000.00</td> <td>58,071.00</td> </tr> <tr> <td>B</td> <td>Hardscape Area</td> <td>183,071.00</td> <td>100,453.00</td> <td>82,618.00</td> </tr> <tr> <td>C</td> <td>Softscape Area</td> <td>135,000.00</td> <td>85,000.00</td> <td>50,000.00</td> </tr> <tr> <td>D</td> <td>Open Exhibition Area</td> <td>50,000.00</td> <td>17,100.00</td> <td>32,900.00</td> </tr> <tr> <td>E</td> <td>Green Roofs (Terrace Gardens)</td> <td>105,000.00</td> <td>105,000.00</td> <td>-</td> </tr> <tr> <td></td> <td></td> <td><b>641,142.00</b></td> <td><b>417,553.00</b></td> <td><b>2,23,589.00</b></td> </tr> </tbody> </table>	AREA STATEMENT OF OPEN AREAS, LANDSCAPE AND HARDSCAPE - (As per Master Plan) (all areas in Sq. meter.)					Sr. No	Area Description	Total	Phase 1 Development	Phase 2 Development	A	Roads and Walkways	168,071.00	110,000.00	58,071.00	B	Hardscape Area	183,071.00	100,453.00	82,618.00	C	Softscape Area	135,000.00	85,000.00	50,000.00	D	Open Exhibition Area	50,000.00	17,100.00	32,900.00	E	Green Roofs (Terrace Gardens)	105,000.00	105,000.00	-			<b>641,142.00</b>	<b>417,553.00</b>	<b>2,23,589.00</b>	<p>Total Open Area under Management in Phase 1 services shall be <del>412,453.00</del> <u>417,553.00</u> sq meters. Area detail for Open areas to be managed and maintained in Phase 1 &amp; Phase 2 is provided in table below.</p> <table border="1" data-bbox="1138 272 1936 634"> <thead> <tr> <th colspan="5">AREA STATEMENT OF OPEN AREAS, LANDSCAPE AND HARDSCAPE - (As per Master Plan) (all areas in Sq. meter.)</th> </tr> <tr> <th>Sr. No</th> <th>Area Description</th> <th>Total</th> <th>Phase 1 Development</th> <th>Phase 2 Development</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>Roads and Walkways</td> <td>168,071.00</td> <td>110,000.00</td> <td>58,071.00</td> </tr> <tr> <td>B</td> <td>Hardscape Area</td> <td>183,071.00</td> <td>100,453.00</td> <td>82,618.00</td> </tr> <tr> <td>C</td> <td>Softscape Area</td> <td>135,000.00</td> <td>85,000.00</td> <td>50,000.00</td> </tr> <tr> <td>D</td> <td>Open Exhibition Area</td> <td>50,000.00</td> <td>17,100.00</td> <td>32,900.00</td> </tr> <tr> <td>E</td> <td><del>Green Roofs (Terrace and</del> Terrace Gardens)</td> <td>105,000.00</td> <td>105,000.00</td> <td>-</td> </tr> <tr> <td></td> <td></td> <td><b>641,142.00</b></td> <td><b>417,553.00</b></td> <td><b>2,23,589.00</b></td> </tr> </tbody> </table>	AREA STATEMENT OF OPEN AREAS, LANDSCAPE AND HARDSCAPE - (As per Master Plan) (all areas in Sq. meter.)					Sr. No	Area Description	Total	Phase 1 Development	Phase 2 Development	A	Roads and Walkways	168,071.00	110,000.00	58,071.00	B	Hardscape Area	183,071.00	100,453.00	82,618.00	C	Softscape Area	135,000.00	85,000.00	50,000.00	D	Open Exhibition Area	50,000.00	17,100.00	32,900.00	E	<del>Green Roofs (Terrace and</del> Terrace Gardens)	105,000.00	105,000.00	-			<b>641,142.00</b>	<b>417,553.00</b>	<b>2,23,589.00</b>
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4	Clause 9.17.1	<p>The scope of work under Operation and Maintenance activities to be performed inside the Overall Project is broadly classified in two areas: (i) Common Areas, Open Areas, Basements and Parking Areas (ii) Occupied Areas (by Operator Company)</p>	<p>The scope of work under Operation and Maintenance activities to be performed inside the Overall Project is broadly classified in two areas: (i) Common Areas (<u>Common Services Area</u>), Open Areas, Basements and Parking Areas, <u>Designated Plots (General Maintenance)</u>. (ii) Occupied Areas (by Operator Company)</p>																																																																																
5	Clause 9.17.2	<p>The overall responsibility for performing Routine, Corrective and Replacement / Renewal Activities for the infrastructure and assets associated to Common Areas shall be with Service Provider. Refer details of Common Areas of the project as per Clause 8.5. The distribution of scope of work and responsibilities associated to the Occupied Areas between the Operator Company and the Service Provider is defined as per the table given below.</p> <table border="1" data-bbox="331 1003 982 1382"> <thead> <tr> <th rowspan="2">Type of Infrastructure</th> <th>Category - A</th> <th>Category - B</th> <th>Category - C</th> </tr> <tr> <th>Routine maintenance</th> <th>Corrective maintenance</th> <th>Replacement / Renewal activities</th> </tr> </thead> <tbody> <tr> <td>Real Property (Occupied Area)</td> <td>Operator Company</td> <td>Service Provider</td> <td>Service Provider / SPV</td> </tr> <tr> <td>Heavy Fixture</td> <td>Operator Company</td> <td>Service Provider</td> <td>Service Provider / SPV</td> </tr> <tr> <td>Light Fixture</td> <td>Operator Company</td> <td>Operator Company</td> <td>Operator Company</td> </tr> <tr> <td>Furniture &amp; Equipment provided by the SPV as part of Project Facility</td> <td>Operator Company</td> <td>Operator Company</td> <td>Service Provider / SPV</td> </tr> <tr> <td>Furniture &amp; Equipment provided by the Operator as part of Additional Facilities</td> <td>Operator Company</td> <td>Operator Company</td> <td>Operator Company</td> </tr> </tbody> </table>	Type of Infrastructure	Category - A	Category - B	Category - C	Routine maintenance	Corrective maintenance	Replacement / Renewal activities	Real Property (Occupied Area)	Operator Company	Service Provider	Service Provider / SPV	Heavy Fixture	Operator Company	Service Provider	Service Provider / SPV	Light Fixture	Operator Company	Operator Company	Operator Company	Furniture & Equipment provided by the SPV as part of Project Facility	Operator Company	Operator Company	Service Provider / SPV	Furniture & Equipment provided by the Operator as part of Additional Facilities	Operator Company	Operator Company	Operator Company	<p>The overall responsibility for performing Routine, Corrective and Replacement / Renewal Activities for the infrastructure and assets associated to <u>as per Clause 9.17.1 (i) Common Areas</u> shall be with Service Provider. Refer details of Common Areas of the project as per Clause 8.5. The distribution of scope of work and responsibilities associated to the Occupied Areas between the Operator Company and the Service Provider is defined as per the table given below.</p> <table border="1" data-bbox="1138 992 1900 1386"> <thead> <tr> <th rowspan="2">Type of Infrastructure (<u>Occupied Area</u>)</th> <th>Category - A</th> <th>Category - B</th> <th>Category - C</th> </tr> <tr> <th>Routine maintenance</th> <th>Corrective maintenance</th> <th>Replacement / Renewal activities</th> </tr> </thead> <tbody> <tr> <td>Real Property (<del>Occupied Area</del>)</td> <td>Operator Company</td> <td>Service Provider</td> <td>Service Provider / SPV</td> </tr> <tr> <td>Heavy Fixture</td> <td>Operator Company</td> <td>Service Provider</td> <td>Service Provider / SPV</td> </tr> <tr> <td>Light Fixture</td> <td>Operator Company</td> <td>Operator Company</td> <td>Operator Company</td> </tr> <tr> <td>Furniture &amp; Equipment provided by the SPV as part of Project Facility</td> <td>Operator Company</td> <td>Operator Company</td> <td>Service Provider / SPV</td> </tr> <tr> <td>Furniture &amp; Equipment provided by the Operator as part of Additional Facilities</td> <td>Operator Company</td> <td>Operator Company</td> <td>Operator Company</td> </tr> </tbody> </table>	Type of Infrastructure ( <u>Occupied Area</u> )	Category - A	Category - B	Category - C	Routine maintenance	Corrective maintenance	Replacement / Renewal activities	Real Property ( <del>Occupied Area</del> )	Operator Company	Service Provider	Service Provider / SPV	Heavy Fixture	Operator Company	Service Provider	Service Provider / SPV	Light Fixture	Operator Company	Operator Company	Operator Company	Furniture & Equipment provided by the SPV as part of Project Facility	Operator Company	Operator Company	Service Provider / SPV	Furniture & Equipment provided by the Operator as part of Additional Facilities	Operator Company	Operator Company	Operator Company																										
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6		<p align="center"><b>Additional table added</b></p>	<p><u>Additional table added in Clause 9.17.2 showing the distribution of scope of work and responsibilities associated to the (Common Areas (Common Services Area), Open Areas, Basements and Parking Areas, Designated Plots (General Maintenance) between the SPV and the Service Provider.</u></p> <table border="1" data-bbox="1129 302 1885 656"> <thead> <tr> <th data-bbox="1129 302 1444 342"><u>Type of Infrastructure (Common Areas (Common Services Area), Open Areas, Basements and Parking Areas, Designated Plots (General Maintenance).</u></th> <th data-bbox="1444 302 1585 342"><u>Category - A</u></th> <th data-bbox="1585 302 1726 342"><u>Category - B</u></th> <th data-bbox="1726 302 1885 342"><u>Category - C</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="1129 342 1444 407"><u>Routine maintenance</u></td> <td data-bbox="1444 342 1585 407"><u>Service Provider</u></td> <td data-bbox="1585 342 1726 407"><u>Service Provider</u></td> <td data-bbox="1726 342 1885 407"><u>Replacement / Renewal activities</u></td> </tr> <tr> <td data-bbox="1129 407 1444 448"><u>Real Property</u></td> <td data-bbox="1444 407 1585 448"><u>Service Provider</u></td> <td data-bbox="1585 407 1726 448"><u>Service Provider</u></td> <td data-bbox="1726 407 1885 448"><u>Service Provider / SPV</u></td> </tr> <tr> <td data-bbox="1129 448 1444 488"><u>Heavy Fixture</u></td> <td data-bbox="1444 448 1585 488"><u>Service Provider</u></td> <td data-bbox="1585 448 1726 488"><u>Service Provider</u></td> <td data-bbox="1726 448 1885 488"><u>Service Provider / SPV</u></td> </tr> <tr> <td data-bbox="1129 488 1444 529"><u>Light Fixture</u></td> <td data-bbox="1444 488 1585 529"><u>Service Provider</u></td> <td data-bbox="1585 488 1726 529"><u>Service Provider</u></td> <td data-bbox="1726 488 1885 529"><u>Service Provider / SPV</u></td> </tr> <tr> <td data-bbox="1129 529 1444 594"><u>Furniture &amp; Equipment provided by the SPV as part of Project Facility</u></td> <td data-bbox="1444 529 1585 594"><u>Service Provider</u></td> <td data-bbox="1585 529 1726 594"><u>Service Provider</u></td> <td data-bbox="1726 529 1885 594"><u>Service Provider / SPV</u></td> </tr> <tr> <td data-bbox="1129 594 1444 656"><u>Furniture &amp; Equipment provided by the Service Provider</u></td> <td data-bbox="1444 594 1585 656"><u>Service Provider</u></td> <td data-bbox="1585 594 1726 656"><u>Service Provider</u></td> <td data-bbox="1726 594 1885 656"><u>Service Provider</u></td> </tr> </tbody> </table>	<u>Type of Infrastructure (Common Areas (Common Services Area), Open Areas, Basements and Parking Areas, Designated Plots (General Maintenance).</u>	<u>Category - A</u>	<u>Category - B</u>	<u>Category - C</u>	<u>Routine maintenance</u>	<u>Service Provider</u>	<u>Service Provider</u>	<u>Replacement / Renewal activities</u>	<u>Real Property</u>	<u>Service Provider</u>	<u>Service Provider</u>	<u>Service Provider / SPV</u>	<u>Heavy Fixture</u>	<u>Service Provider</u>	<u>Service Provider</u>	<u>Service Provider / SPV</u>	<u>Light Fixture</u>	<u>Service Provider</u>	<u>Service Provider</u>	<u>Service Provider / SPV</u>	<u>Furniture &amp; Equipment provided by the SPV as part of Project Facility</u>	<u>Service Provider</u>	<u>Service Provider</u>	<u>Service Provider / SPV</u>	<u>Furniture &amp; Equipment provided by the Service Provider</u>	<u>Service Provider</u>	<u>Service Provider</u>	<u>Service Provider</u>
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7	Clause 9.18.2	<p>Services Managed by Service Provider which will be paid directly by SPV to the respective vendors for system as mentioned in table below and detailed out at Annexure 11. Service Provider to correlate the content of this table and the detailed Scope of work as provided in Annexure 3.</p> <table border="1" data-bbox="331 797 989 886"> <tr> <td data-bbox="331 797 531 886">AMC Charges (Comprehensive / Non Comprehensive)</td> <td data-bbox="531 797 989 886">Please refer Annexure 11 in conjunction with Annexure 3</td> </tr> </table>	AMC Charges (Comprehensive / Non Comprehensive)	Please refer Annexure 11 in conjunction with Annexure 3	<p>Services Managed by Service Provider which will be paid directly by SPV to the respective vendors for system as mentioned in table below and detailed out at Annexure 11 &amp; 14. Service Provider to correlate the content of this table and the detailed Scope of work as provided in Annexure 3.</p> <table border="1" data-bbox="1171 813 1885 878"> <tr> <td data-bbox="1171 813 1392 878">AMC Charges (Comprehensive / Non Comprehensive)</td> <td data-bbox="1392 813 1885 878">Please refer Annexure 11 &amp; Annexure 14 in conjunction with Annexure 3</td> </tr> </table>	AMC Charges (Comprehensive / Non Comprehensive)	Please refer Annexure 11 & Annexure 14 in conjunction with Annexure 3																								
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8	Clause 9.27.9	<p>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, including without limitation, breach of any warranties contained herein, delay in performance of its obligations or any representation of the Service Provider being found to be false, shall not exceed a sum equivalent to Annual Contract Price at any given time. The limitation of liability shall not affect the Service Provider's liability, if any, on account of the following:</p>	<p>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, including without limitation, breach of any warranties contained herein, delay in performance of its obligations or any representation of the Service Provider being found to be false, shall not exceed a sum equivalent to <b>Annual</b> Contract Price at any given time. The limitation of liability shall not affect the Service Provider's liability, if any, on account of the following:</p>																												
9	Clause 9.21.1	<p>That the Service Provider shall perform it's Services in fully safe, secure and compliant manner and shall be fully responsible for safety and security of Premises, Building(s) and/ or any person or property in or around the Building(s) / Premises.</p>	<p>That the Service Provider shall perform it's Services in fully safe, secure and compliant manner and shall be fully responsible for safety and security of Premises, Building(s) and/ or any person or property in or around the Building(s) / Premises <u>as per the scope of work covered under Scope of Services of this Agreement.</u></p>																												
10	Clause 11.8.4	<p>Transition team of Service Provider shall inspect the available inventory, spares and essential spares provided by the Project Management Team and EPC Contractor of SPV and shall ensure adequacy of these items based on the established and approved inventory management system and shall recommend for procurement of general and essential spares for smooth site operation for the first quarter of the services.</p>	<p>Transition team of Service Provider shall inspect the available inventory, spares and essential spares provided by the Project Management Team and EPC Contractor of SPV and shall ensure adequacy of these items based on the established and approved inventory management system and shall <u>procure all recommend for procurement of general and essential</u> spares for smooth site operation for <u>the first every</u> quarter of the <u>Contract Period</u> services.</p>																												

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11	Clause 12.3.3	The Service Provider is expected to be familiar with, comply with, and support SPV management in complying with these requirements and identify any maintain any other additional applicable Compliance requirement.	The Service Provider is expected to be familiar with, comply with, and support SPV management in complying with these requirements and identify <del>any &amp;</del> maintain any other additional applicable Compliance requirements.
12	Clause 12.6.2 b)	5. Green Roofs (terrace gardens) of all the building / structures such as Convention Centre, Exhibition Halls 1 &2, external toilets, exhaust air towers, fresh air towers, fan rooms, mummies over Convention Centre car park, entries & exits of Service Gallery etc.	5. Green Roofs (terrace gardens) of all the building / structures such as Convention Centre, <del>Exhibition Halls 1 &amp;2</del> ; external toilets, exhaust air towers, fresh air towers, fan rooms, mummies over Convention Centre car park, entries & exits of Service Gallery etc.
13	Clause 12.9.2	The Service Provider may be asked to perform Capital or Expense projects. The decision to assign these will be on a case-by-case basis.	The Service Provider may be asked to perform Capital or Expense projects. The decision to assign these will be on a case-by-case basis <u>at mutually agreed cost.</u>
14	Clause 12.11.1 b) 2.	Green Roofs (terrace gardens) of the buildings/ structures such as Convention Centre, Exhibition Halls 1 &2, external toilets, exhaust air towers, fresh air towers, fan rooms, mummies over Convention Centre car park, entries & exits of Service Gallery etc.	Green Roofs (terrace gardens) of the buildings/ structures such as Convention Centre, <del>Exhibition Halls 1 &amp;2</del> ; external toilets, exhaust air towers, fresh air towers, fan rooms, mummies over Convention Centre car park, entries & exits of Service Gallery etc.
15	Clause 12.2.2	Cleaning and Housekeeping Services g) Property External Boundary and Peripheral Fixtures 1. Service Provider is expected to prepare a cleaning and maintenance schedule for External boundary walls and peripheral fixtures shall ensure:	Cleaning and Housekeeping Services g) Property External <del> &amp; Internal</del> Boundary <u>walls, chain link fencing</u> and Peripheral Fixtures 1. Service Provider is expected to prepare a cleaning and maintenance schedule for External <del> &amp; Internal</del> boundary walls, <u>chain link fencing</u> and peripheral fixtures shall ensure:
16	Clause 12.14	<b>Landscape and Horticulture Maintenance Services</b> Service Provider will be responsible for maintaining all exterior areas including, but not limited to landscaped areas, non-landscaped exterior areas, berms, service yards, patios/courtyards, parking lots, green roofs (terrace gardens) such as Convention Centre, Exhibition Halls 1 &2, external toilets, exhaust air towers, fresh air towers, fan rooms, mummies over Convention Centre car park, entries & exits of Service Gallery etc., wetlands, and public transportation common areas. The broad area covered under horticulture and landscape is as defined in Clause 8.5 & 8.6 and as per responsibility matrix defined in Clause 9.16, 9.17 & 9.18.	<b>Landscape and Horticulture Maintenance Services</b> Service Provider will be responsible for maintaining all exterior areas including, but not limited to landscaped areas, non-landscaped exterior areas, berms, service yards, patios/courtyards, parking lots, green roofs (terrace gardens) such as Convention Centre, <del>Exhibition Halls 1 &amp;2</del> , external toilets, exhaust air towers, fresh air towers, fan rooms, mummies over Convention Centre car park, entries & exits of Service Gallery etc., wetlands, and public transportation common areas. The broad area covered under horticulture and landscape is as defined in Clause 8.5 & 8.6 and as per responsibility matrix defined in Clause 9.16, 9.17 & 9.18.
17	Clause 12.14.5 1.	Green Roofs on the terrace of the buildings/ structures such as Convention Centre, Exhibition Halls 1 &2, external toilets, exhaust air towers, fresh air towers, fan rooms, mummies over Convention Centre car park, entries & exits of Service Gallery etc.	Green Roofs on the terrace of the buildings/ structures such as Convention Centre, <del>Exhibition Halls 1 &amp;2</del> , external toilets, exhaust air towers, fresh air towers, fan rooms, mummies over Convention Centre car park, entries & exits of Service Gallery etc.
18		Chain Link Fencing	Drawing uploaded alongwith this Corrigendum.
19	Financial Bid	Original BOQ and Financial Submission Format as per Appendix 20, Appendix 21 (Section A-7.21.1, Section B - 7.21.2, Section C - 7.21.3, Section D - 7.21.4 upload in Financial Cover of Tender	<del>Original</del> Revised BOQ and Financial Submission Format as per Appendix 20, Appendix 21 (Section A-7.21.1, Section B - 7.21.2, Section C - 7.21.3, Section D - 7.21.4 uploaded <del>in Financial Cover of Tender</del> along with this Corrigendum