

Selection of Property Management Agency for Operation and Maintenance Services at IICC Dwarka, New Delhi - Response to Pre-bid queries

S. No.	Description	Tender Condition	Queries/ Request	Reply
1	2.2 Definition (clause 2.2.14) pg. no. 10	"Similar work" mean Operation & Comprehensive maintenance of Civil & Architectural works, Internal & external finishing works, Plumbing works, Electrical works, Electro Mechanical works, Information and Communication technology works, housekeeping of Buildings/facilities, landscaping (Hardscape & Soft Scape) and security & surveillance 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 IICC facility.	"Bidder should have similar experience in the same account with a maximum of 2 work orders in the same period".	Minimum qualification criteria w.r.t experience in similar works are given under Clause no. 4.1.1 sl.no. (6), (7) & (8) of the RFP. These minimum criteria are required to be fulfilled by the bidders.
2	2.2 Definition (clause 2.2.14) pg. no.10	"Similar work" mean Operation & Comprehensive maintenance of <b>Civil &amp; Architectural works, Internal &amp; external finishing works</b> , Plumbing works, Electrical works, Electro Mechanical works, Information and Communication technology works, housekeeping of Buildings/facilities, landscaping (Hardscape & Soft Scape) and security & surveillance 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 IICC facility.	Please modified/Simplify "Civil & Architectural works, Internal & external finishing works" Modify as "Civil Maintenance Work" only.	RFP provisions shall remain unchanged
3	2.2 Definition (clause 2.2.14) pg. no.10	"Similar work" mean Operation & Comprehensive maintenance of Civil & Architectural works, Internal & external finishing works, Plumbing works, Electrical works, Electro Mechanical works, <b>Information and Communication technology works</b> , housekeeping of Buildings/facilities, landscaping (Hardscape & Soft Scape) and security & surveillance 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 IICC facility.	Please clarify that you will consider "Information and Communication technology works" comes under "Integrated Building Management Services (IBMS)". If not Please modify "Information and Communication technology works"  As IBMS/BMS	RFP provisions shall remain unchanged
4	Clause 12.2.4, pg. no. 163,	Help Desk and Complaint Call Center Management	Any preferred tool for Helpdesk Management or Service Provider can suggest their own tool?	ITSM certified tool as stated at Clause no. 12.16.3.13 is to be provided by the Service Provider.
5	Clause 12.3, pg. no. 164	Compliance management	Taking building compliances will be SPV's responsibility? Service provider will support SPV in getting these compliances - Is this statement correct?	All obligations of the Service Provider regarding various compliances shall be as per Clause no. 12.3.
6	Clause 12.6.1 , pg. no. 172	Quality Management Programs	Who will be responsible to taking various ISO standards - ISO 9000, 14000, 41000 etc - whether SPV or Service Provider?	Service provider will be responsible for obtaining the certifications of various ISO standards as stipulated.
7	Clause 12.20; pg. no. 254	Parking Operation & Maintenance	What will be the process of Parking ticketing, collection of revenue and submission	The process is to be developed by the Service Provider as per RFP Clause no. 11.7 Sr.no. 14, pg. no. 154.
8	General		Building facade - What is the provision/system for cleaning the facade Is the LED facade also part of the facade cleaning and is there any specific way /provision to clean it	Operation and maintenance of façade for buildings are to be carried out as per Clause no. 9.16 & 9.17. Routine maintenance of the LED façade on the areas/ buildings occupied by the Operator is to be carried out by the Operator company and corrective maintenance, replacement/ renewal activities whenever required shall be carried out by the Service Provider.
9	General		What is the percentage of hard floor and carpet floor and is there a defined frequency for carpet shampoo	As of now there is no carpet in the Common Areas under the scope of routine maintenance of Service Provider. However, the scope of corrective and replacement maintenance to be carried out by the Service Provider shall also include the Occupant's area. Please refer clause no. 9.16, 9.17 & Annexure 3 for clarity.
10	General		What are kind of floor and finishes in the area?	Please refer drawings uploaded through Corrigendum-1 for details.

**Selection of Property Management Agency for Operation and Maintenance Services at IICC Dwarka, New Delhi - Response to Pre-bid queries**

S. No.	Description	Tender Condition	Queries/ Request	Reply
11	General		Please provide the contact details for the site visit which is scheduled on 22nd June?	Please refer Corrigendum
12	Scope of work		Please clarify if supplier can further sub - contract or outsource services	Please refer Clause 4.4 of RFP.
13	pg. no 1	Tender Fee - INR One Lacs only; <u>INR 1,00,000/- + Applicable GST</u>  Bid Security / EMD Amount - <u>INR Three Crores Ninety Lakhs only (INR 3,90,00,000/-)</u>	Bid Security / EMD Amount - INR Three Crores Ninety Lakhs only (INR 3,90,00,000/-) Tender Fee - INR One Lacs only; INR 1,00,000/- + Applicable GST  Query: Regarding <b>Bid security</b> , please clarify if it can be submitted via BG, and if <b>Tender fee</b> can be submitted via DD?  Also please confirm if Bid security Amount inclusive of 18% GST?	Yes, Bid security can be submitted via BG and Tender fee can be submitted via DD. Please refer RFP clause 2.5 & 2.6 for further clarification. The total value of Bid Security amount to be submitted is INR 3,90,00,000/-.
14	General		Medical facility available has a requirement of doctor and nurses. Will that come under PMA's scope?	Yes, please refer Annexure 5- Sl.no. 18, 19 & 20
15	General		Please provide exact count of the washrooms (How many male and female washrooms are there with the number of cubicles)?	Please refer the RFP drawings
16	General		Please confirm total number of pantries?	Please refer the RFP drawings
17	Transition Period		As the Go Live date is Oct 01, 2023, please clarify the duration of the transition period?	Please refer Corrigendum
18	SLA/ KPI		Please clarify from when SLA/ KPI will be applicable? Normally there is stabilization period of 3 to 6 months and after that SLA/ KPI are applicable	Please refer Corrigendum
19	Office Space for Service Provider/ PMA		Does service provider/ PMA has to pay rent and electricity charges for the office area provided to their team. If yes, what will be the rent charges/ month	Please refer Clause 11.2.4 of RFP
20	Sr No 15 to 23 (Ventilation and Air Circulation Fans), pg. no 586 to 649		It's mentioned that that the "Operation & maintenance work under scope of Service Provider / Operator Company including spares as specified in Section 9.16, 9.17 and 9.18". Since it's shown as the joint responsibility of service provider /operator agency, do we need to factor the cost of the spares and maintenance ?	The cost of all spares and consumables under routine maintenance (except routine maintenance under the scope of Operator Company as per the scope matrix for Occupied Areas given in Clause 9.17.2) and corrective maintenance for the entire project (except in respect of equipment whose CAMC shall be provided by the SPV as per Annexures 11 & 14), shall be borne by the Service Provider. However, the cost of any renewal / replacement shall be borne by the SPV. AMCs taken by SPV shall be managed by the Service Provider as per Clause 12.10.7 of the RFP.
21	Sr No 1.7 & 1.8 (Diesel tank booster pump) pg. no. 651	Annexure 11 - Equipment and Utilities List 1. Main Fire Pump Room – EH 03 Basement	It's mentioned that the "Operation & Maintenance work is under scope of Service Provider / Operator Company including spares as specified in Section 9.16, 9.17 and 9.18". Since it's shown as the joint responsibility of service provider /operator agency, do we need to factor the cost of the spares and maintenance ?	The cost of all spares and consumables under routine maintenance (except routine maintenance under the scope of Operator Company as per the scope matrix for Occupied Areas given in Clause 9.17.2) and corrective maintenance for the entire project (except in respect of equipment whose CAMC shall be provided by the SPV as per Annexures 11 & 14), shall be borne by the Service Provider. However, the cost of any renewal / replacement shall be borne by the SPV. AMCs taken by SPV shall be managed by the Service Provider as per Clause 12.10.7 of the RFP.
22	Contract	4.4.3 Bidder(s) shall have right to engage Subcontractor for specialized services falling under the overall scope of work in Property Management excluding the General Administration and Management functions of all Specialized services which shall be done mandatorily by the resources and directly hired staff of Bidder(s) company. The Bidder shall not Subcontract work comprising more than 49% (forty nine per cent) of the total contract price and shall carry out Works for at least 51% (fifty one per cent) of the total contract price directly through its own resources and personals.	Clause 4.4 (clause 4.3 incorrect clause reference) for engagement of subcontractors. Per clause 4.4.3, bidder cannot subcontract works comprising of more than 49% of total contracting price. General administration and management functions to be done by bidder employees only.- This limit is too low for our business models to work. we would request that the limit be raised to atleast 80%. Please confirm if the same can be amended.	RFP provisions shall remain unchanged
23	Clause 9.27; pg. no. 133	Liability and Indemnification	Limitation of liability excludes third party losses. As the value of limitation is set high (annual contract value), we suggest that third party losses are included in the limit. Please clarify on the same.	RFP provisions shall remain unchanged

Selection of Property Management Agency for Operation and Maintenance Services at IICC Dwarka, New Delhi - Response to Pre-bid queries

S. No.	Description	Tender Condition	Queries/ Request	Reply
24	Clause 8.5 C Summary of Area Under the scope of Property Management by Service Provider; pg. no. 102	C. Designated Plots for future development 489,749.06 sq meters (121.02 Acres)	Are the bidders required to take into account the area of plots designated for future development for horticulture services	Please refer Clause 8.6.5 of the RFP.
25	Clause 8.5 B Summary of Area Under the scope of Property Management by Service Provider; pg. no. 102	B. Open Areas (Softscape and Hardscaped) 417,553.00 sq meters (103.18 Acres)	Please provide the break up for the Softscape and Hardscape, required for factor in the cost accordingly.	Please refer Clause 8.6.4 of the RFP.
26	Clause 9.18.2; pg. no. 126	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.	Who will bear the repair cost if any equipment/ part of equipment not covered under the Comprehensive AMC or something which is excluded from Comprehensive AMC cost?	Please refer Clauses 9.18.2 & 9.18.3 of the RFP.
27	Clause 9.18.3 Engineering Operation and Maintenance; pg. no. 126-127	Services to be billed through Service Provider under Property Management Fee is provided in table below. Service Provider to correlate the content of this table and the detailed Scope of work as provided in Annexure 3. <i>"Spares and consumables for Preventive and Corrective Maintenance for Panels, Pumps, Motors (including rewinding), Starters, Components for Controls, Breakers, LT and distribution cables, Earthing, Lighting Protection, Lights, bulbs, tubes (other than external fixtures of large light fixtures), timers, DB and MCCBs and MCCBs."</i>	Since the spares list with specifications is not provided in the RFP, on what basis the bidder will work out the cost of spares which may vary from part to part and how will the billing be done?	The cost of all spares and consumables under routine maintenance (except routine maintenance under the scope of Operator Company as per the scope matrix for Occupied Areas given in Clause 9.17.2) and corrective maintenance for the entire project (except in respect of equipment whose CAMC shall be provided by the SPV as per Annexures 11 & 14), shall be borne by the Service Provider. However, the cost of any renewal / replacement shall be borne by the SPV. AMCs taken by SPV shall be managed by the Service Provider as per Clause 12.10.7 of the RFP.  List of equipment alongwith details of capacity, make etc. are given in the RFP from which the bidder can assess the requirement of spares.
28	Clause 9.18.3 Engineering Operation and Maintenance; pg. no. 126-127	Civil repair work, Painting repairs, False ceiling and dry wall portion repair work, Polishing, pathways, roads, manholes, drains, patch and corner repair work of Hot mix laid roads, etc	This need more clarity to work out the cost of civil repair works as there are no BOQ items provided and how will the billing be done?	Details of various buildings, areas, roads, finishes and other services/ utilities etc. are given in drawings appended with the RFP. Details of areas of various buildings/ structures etc. required to be maintained are given in Section 8 of the RFP.
29	Clause 11.11; pg. no. 156	Fit out Monitoring and Management procedure	Will the fit out team be deployed for the full contract terms of three years or only for a specified period?	Please refer Clause 11.11 of the RFP.
30	Clause 12.5.3; pg. no. 171	Emergency Medical Support	Whether deployment of nursing staff & doctors will be in the scope of the bidder?	Yes, please refer Annexure 5- SI.no. 18, 19 & 20 of the RFP
31	Clause 12.5.3; pg. no. 171	Emergency Medical Support	Whether supply of Medical First Aid Kit, Stretcher/ Wheelchair will be in the scope of the bidder?	Yes, please refer Clause 12.5.3 d) of the RFP
32	Clause 12.18.2; Pg. no. 247-249	Management of Physical Security Guarding	Will the bidder need to provide the staff to cover the marshalling services? As per the RFP Security Guarding agency will engaged by the SPV.	Please refer Clause 12.18.2 of the RFP. Service Provider shall be responsible for providing security personnel for common areas.
33	Clause 12.18.2; Pg. no. 247-249	Management of Physical Security Guarding	Will the bidder have to deploy security personnel to manage these areas or will it be managed by the security agency appointed by SPV?	Please refer Clause 12.18.2 of the RFP. SPV shall engage security agency (Security team) for physical guarding services for IICCL property in the Perimeter (boundary wall) & gate house security. Service Provider shall be responsible for providing security personnel for common areas.

Selection of Property Management Agency for Operation and Maintenance Services at IICC Dwarka, New Delhi - Response to Pre-bid queries

S. No.	Description	Tender Condition	Queries/ Request	Reply
34	Clause 20.9, pg. no. 675-691	Annexure 11 - Equipment and Utilities List (20.9 Kitchen Equipment)	The list provided for kitched equipment does not specify the scope for operations and Maintenance. Kindly provide clarity.	Kitchen Equipment are installed in the EH 1 & Convention Centre which are part of the occupant areas. Please refer Clause 9.2.18 where Kitchen equipment comes under the definition of Heavy Fixtures. Also, please refer the scope matrix given under Clause 9.17.2 of the RFP regarding the scope of the Service Provider for such equipment/ Heavy Fixture installed in the Occupant area.
35	Clause 2.2.14; pg. no. 10-11	"Similar work" mean Operation & Comprehensive maintenance of Civil & Architectural works, Internal & external finishing works, Plumbing works, Electrical works, Electro Mechanical works, Information and Communication technology works, housekeeping of Buildings/facilities, landscaping (Hardscape & Soft Scape) and security & surveillance 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 IICC facility.	In property management (IFM Services) Maximum service that can be covered such as Civil Repair, Plumbing ,Electrical & Electro mechanical work, Housekeeping & Horticulture . Request you to kindly remove the ICT from the similar work.	RFP provisions shall remain unchanged
36	Clause 4.4.3, pg. no. 24	4.4.3 Bidder(s) shall have right to engage Subcontractor for specialized services falling under the overall scope of work in Property Management excluding the General Administration and Management functions of all Specialized services which shall be done mandatorily by the resources and directly hired staff of Bidder(s) company. The Bidder shall not Subcontract work comprising more than 49% (forty nine per cent) of the total contract price and shall carry out Works for at least 51% (fifty one per cent) of the total contract price directly through its own resources and personals.	Since all the Blue collar staff will be under our vendor partner scope, request you to kindly Increase the ratio to 70 % for the Outsource service.	RFP provisions shall remain unchanged.
37	Minimum Wages Escalation		Since their will be total Six minimum wages esclation in three year. We can cater Minimum wages hike up to certain % every year . If the revision is above certain %same will be reimburse to service provider by the client. Need the clarity for the same.	RFP provisions shall remain unchanged.
38	Clause 2.7.3; pg. no. 14	Performance Guarantee can be furnished through Account Payee Demand Draft/ Bank Guarantee/ Fixed Deposit Receipt/ Insurance Surety Bond from a nationalized or commercial scheduled bank, issued/confirmed from the bank in an irrevocable and unconditional Guarantee (as per format given in Appendix 4 of the RFP document) drawn in favour of the "India International Convention & Exhibition Centre Limited" payable at New Delhi. RTGS / NEFT payments can be made in Bank account of "SPV" for which details of Bank are provided in Appendix 3. No interest shall be payable on the amount paid against Performance Guarantee.	The performance guarantee should be invoked only upon non-performance that is in line with the agreed SLAs. The BG cannot be irrevocable and unconditional.	RFP provisions shall remain unchanged.
39	Clause 4.4.3, pg. no. 24	The Bidder shall not Subcontract work comprising more than 49% of the total contract price and shall carry out Works for at least 51% of the total contract price directly through its own resources and personals	This is not in line with the industry practices in property management. Usually more than 80% of the contract price value is outsourced to manpower service providers for technicians, housekeepers and security guards.	RFP provisions shall remain unchanged.
40	Clause 9.9.2 . pg. no. 119	The arbitration shall be governed by the Arbitration & Conciliation Act, 1996 or any statutory amendments / modifications thereto for the time being in force. The arbitration proceedings shall be held at New Delhi by a Sole Arbitrator who shall be appointed by SPV and whose decision shall be final and binding upon the Parties. The Service Provider hereby confirms that he/she/it shall have no objection to this appointment.	Arbitrator to be appointed mutually. Refer Judgment: Perkins Eastman Architects DPC & Anr. versus HSCC (India) Ltd. (decided on 26.11.2019), The Hon'ble Supreme Court held that the person who has interest in the outcome of the decision of the dispute must not have the power to appoint a Sole Arbitrator. Thus, the appointment should be mutual.	RFP provisions shall remain unchanged.

Selection of Property Management Agency for Operation and Maintenance Services at IICC Dwarka, New Delhi - Response to Pre-bid queries

S. No.	Description	Tender Condition	Queries/ Request	Reply
41	9.21.1	That the Service Provider shall perform its 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.	Service Provider shall perform its Services in fully safe, secure and compliant manner and shall be responsible for safety and security of the Property as per the scope of work covered under Scope of Services of this Agreement.	Refer Corrigendum
42	9.23.7	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.	To be added:- The SPV shall comply with all Applicable Laws to its payment obligations arising under this Agreement, including but not limited to (i) Maternity Benefits, (ii) Leaves etc. With respect to employees' leaves, the SPV agrees to pay costs of the same as per Central and/or State and/or local laws, as the case may be.	RFP provisions shall remain unchanged.
43	9.27.2	The Service Provider shall obtain insurance in the joint names of Service Provider and the SPV	The Service Provider shall obtain insurance in its name and can share the certificate with the SPV on request.	RFP provisions shall remain unchanged.
44	Clause 9.27.10, pg. no. 135	The limitation of liability shall not be construed as providing the Service Provider with any limitation or exclusion from liability which is prescribed under any Applicable Law.	Indemnity is unilateral below clauses to be added:- The SPV agrees to keep Service Provider indemnified against any and all loss, damage, costs, expenses, penalties, payments and liability whatsoever including reasonable legal fees which Service Provider may suffer or incur as a result of SPV's, its employees', its services providers or contractors or any third parties' negligent acts, commissions and/or omissions under this Agreement, or any other acts performed by Service Provider as per SPV's instructions beyond the scope of work as agreed under this Agreement The SPV shall reimburse Service Provider any additional expenses or cost incurred by Service Provider including any legal and/or reasonable attorneys' fees on actuals in relation to any dispute / claim / legal proceedings initiated by the SPV, and/or any tenant/ resident / third party in relation to the Services provided by Service Provider to the SPV, with no fault of Service Provider and/or sub-contractors.	RFP provisions shall remain unchanged.
45	Clause 9.29.2.v; pg. no. 137	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 SPV amounts to an event of default and the Service Provider agrees and confirms that the decision of SPV in this regard shall be final and binding on the Service Provider and the Service Provider fails to rectify/cure to the satisfaction of SPV any default specified in this Agreement, within 7 (seven) days of being intimated of such default by SPV.	There should be a minimum 2 months of notice period in case of termination, with cause in addition to a cure period of one month.	RFP provisions shall remain unchanged. This clause is related to the notice period for defaulting performance.
46	Clause 9.29.5; pg. no. 137	IICC shall have the right to terminate this Agreement, without assigning any reasons whatsoever, by giving an advance written notice of 30 (thirty) days to the Service Provider.	There should be a minimum 2 months of notice period in case of termination, without cause.	RFP provisions shall remain unchanged.
47	9.29.6	Service Provider shall have the right to terminate the Agreement by giving 3 (three) months' notice in case SPV fails to perform its obligations under the Agreement despite being given 2 months advance written notice to cure such default.	The Service Provider shall have the right to terminate without cause by giving 2 (two) months' notice. The Service Provider shall terminate the agreement by giving 2 (two) months' notice despite being given 1 month advance notice to cure such default.	RFP provisions shall remain unchanged.

Selection of Property Management Agency for Operation and Maintenance Services at IICC Dwarka, New Delhi - Response to Pre-bid queries

S. No.	Description	Tender Condition	Queries/ Request	Reply
48	9.29.7.v	In the event this Agreement is terminated on account of breach by the Service Provider 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).	The Service Provider cannot bear the cost of another service provider.	RFP provisions shall remain unchanged.
49	11.2.4	Office set-up, furniture, equipment to be provided by Service Provider at no cost to SPV	Any equipment required for the functioning of property management office for IICC shall be the responsibility of IICC. In case, IICC is unable to provide such equipment to the Service Provider for its proper functioning, the equipment & furniture shall be procured by the Service Provider and billed to the IICC.	RFP provisions shall remain unchanged.
50	11.2.4	Electricity & Water to be provided to Service Provider on chargeable basis.	All utilities to be provided to the Service Provider free of cost since the Service Provider has been appointed by the SPV for the management of its property and is not occupying the premises as a tenant.	RFP provisions shall remain unchanged.
51	12.1.6.f.4	perform drug testing on those Service provider and Contractor personnel for which reasonable doubt, complaint or probable cause has been determined.	What drug tests that are being referred to? Medical Tests cannot be conducted.	RFP provisions shall remain unchanged. This Clause is regarding medical testing of personnel deployed/ to be deployed by the Service Provider against addition of substances / drugs etc.
52	12.5.3.d	Service Provider staff to be trained in providing emergency first aid and CPR at each location.	Only the staff being deployed at the Disaster Management room shall be trained in providing basic first aid.	RFP provisions shall remain unchanged.
53	12.6.1.g	It is the responsibility of Service Provider to get a fresh ISO certificates for the project and sustenance of the same till the Agreement End Date.	The service provider shall facilitate to get the required certifications on behalf of the SPV.	RFP provisions shall remain unchanged. The ISO certifications are to be taken in the name of the Service Provider for IICC project, not SPV (IICC Limited).
54	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.	In any such case, where an additional requirement of manpower or material/tools, arises, the cost towards this additional requirement shall be borne by the SPV.	Refer Corrigendum
55	12.5.3	Emergency Medical Support	Medical services are not covered under the real estate facility management services.	RFP provisions shall remain unchanged.
56	13.2.18	All emergency communications to be made within 10 minutes to SPV management. Record for such communications shall be verified from Disaster Management logs.	What is defined as an Emergency communication?	As per Clause 12.5, the Service Provider shall maintain and develop IICCL's Emergency services and Disaster management programs (ESDMP) and ensure full implementation and compliance of these services in the project. Based on ESDMP, the Service Provider shall communicate to SPV within 10 minutes of occurrence of emergency situations such as, earthquake, fire incidents, flooding, commotion due to labour / staff unrest, riots, security and surveillance threats / terrorist attack, shutdown / downtime of equipment that jeopardises any event or property losses thereof, theft and damage to component of buildings / facilities and the like untoward incidents.
57	13.2.19	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.	There cannot be a cap on the number of complaints received. We can agree on the timelines to respond to the complaints.	RFP provisions shall remain unchanged.
58	13.3.1	Cooperation and necessary support is provided to Occupants and Users for their move in inside the property and no complaint to be recorded on this account.	The agreement with the occupants would be with the SPV. The service provider cannot ensure no complaints.	RFP provisions shall remain unchanged.

Selection of Property Management Agency for Operation and Maintenance Services at IICC Dwarka, New Delhi - Response to Pre-bid queries

S. No.	Description	Tender Condition	Queries/ Request	Reply
59	13.4	SLA – Compliance Management	Compliance management has to be a joint responsibility, as all statutory fee is to be paid by the SPV.	RFP provisions shall remain unchanged.
60		Provide Acoustic enclosure with an insertion loss of minimum 25 dB(A) in an acoustic room before operation of the Diesel Generator sets and thereafter	This parameter shall be maintained, provided the parameters are tested and recorded at the time of handover by the Projects Team.	RFP provisions shall remain unchanged.
61	Environmental Compliances	Consent To Operate	CTO is to be obtained by the SPV.	RFP provisions shall remain unchanged.
62	Environmental Compliances	Monitoring of stack emissions, influent & effluent of STP and noise level outside DG room, ground water, ambient air, soil, ES and submission of Six-monthly Report. (Adequate Green Belt is maintained for controlling noise levels around the periphery of the Building)	This depends on the design parameters. This shall be maintained, provided the parameters are tested and recorded at the time of handover by the Projects Team.	RFP provisions shall remain unchanged.
63	Environmental Compliances	Noise levels below 65 dB(A) Leq during day time and 55 dB(A) Leq during night time for Commercial area and 75 dB(A) Leq during day time and 70 dB(A) Leq during night time for industrial area Obtaining and renewal of Certifications/ Clearances for all the security devices related to radioactive / X-Ray equipments	Depends on the design parameters of the DG set. This has to be a joint responsibility as the fee needs to be paid by the SPV	RFP provisions shall remain unchanged.
64	Maternity Benefits	Maximum leave of 12 weeks (with wages) given to a woman of which not more than 6 weeks preceded the date of her expected delivery.	As per the Maternity Benefits Act (Amendment) 2017, the duration of paid maternity leave for women employees has increased from 12 weeks to 26 weeks.	Service Provider to ensure that all the latest statutory guidelines are met and complied at its own cost.
65	Emergency Response Support	SPV management is informed for all emergency situations within 10 minutes of first report.	Emergency needs to be defined.	As per Clause 12.5, the Service Provider shall maintain and develop IICCL's Emergency services and Disaster management programs (ESDMP) and ensure full implementation and compliance of these services in the project. Based on ESDMP, the Service Provider shall communicate to SPV within 10 minutes of occurrence of emergency situations such as, earthquake, fire incidents, flooding, commotion due to labour / staff unrest, riots, security and surveillance threats / terrorist attack, shutdown / downtime of equipment that jeopardises any event or property losses thereof, theft and damage to component of buildings / facilities and the like untoward incidents.
66	Fitout Management	No report for any incident related to EHS and Fire safety during Fitout period inside the Occupant's premises.	The Service Provider cannot be responsible for the works carried out by the occupant or its contractors.	RFP provisions shall remain unchanged.
67	Diesel Generator	DG Efficiency at 30% Loading DG Efficiency at 50%-65% Loading DG Efficiency at 70-80 % Loading	This depends on the design parameters. This shall be maintained, provided the parameters are tested and recorded at the time of handover by the Projects Team.	RFP provisions shall remain unchanged.
68	Transformer	Transformer Earthing: 0.5-1.0 ohm	Provided the parameters are recorded at the time of handover.	RFP provisions shall remain unchanged.
69	STP/WTP	pH value of treated Water: 6-9	Subject to conditions at handover.	RFP provisions shall remain unchanged.

Selection of Property Management Agency for Operation and Maintenance Services at IICC Dwarka, New Delhi - Response to Pre-bid queries

S. No.	Description	Tender Condition	Queries/ Request	Reply
70	Clause 9.2.1, pg. no. 113	"Applicable Law(s)" shall mean all central and state laws, bye laws, rules, regulations, notifications, circulars, guidelines, judgments, orders etc. as are in force or as may be brought into force from time to time 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;	MINIMUM WAGES WILL BE CENTRAL OR STATE? Kindly Clarify Which minimum wages we need to follow? Pls clarify.	Bidder to comply with the relevant latest minimum wages as per applicable laws.
71	General		Will Minimum wages revision will be considered? Kindly clarify	No revision in the minimum wages will be considered.
72	Clause 4.1.1, pg. no. 21-22	Work Experience in Managing Built up Area- One similar works each served for minimum BUA in Sq. Ft not less than 80% of the BUA area of 4.61 million sq ft under management to Bid OR	1. Work Completion for 4.61 million sqft should be in single project or multiple project? 2. Can we show hospital project also?	1. Refer Clause 4.1.1 (6) of the RFP which is self explanatory. 2. Please refer Clause 2.2.14 of RFP regarding the types of projects covered under 'Similar Works'.
73		Work Experience in Managing Landscape and Hardscaped Area-One similar works each served for minimum Land area in Acres. not less than 80% of the land area of 103.18 Acres under management to Bid. (Total Area of 82.54 acres)  Work Experience in managing similar works-One similar completed works costing not less than the amount equal to 80% of the estimated bid cost.	For this line item also, we need to produce separate performance certificate?  Rs 104.00 crores is total completion cost or annual? If we produce only Work order is enough or we need to submit Completion Certificate also? Please clarify  Is it mandatory to qualify in all the 3 similar natures of Work?	1. Performance Certificates are required for showing the work experience in managing Landscape and Hardscaped Area. 2. Rs. 104.00 crores is total cost of completion excluding GST. 3. Bidder can qualify under any category of similar works (three/ two / one)
74	Clause 7.18; pg. no. 70	Average Annual Financial Turnover from Similar work; minimum 30% of Estimated Bid Cost	Average Annual Financial Turnover from Similar work; minimum 30% of Estimated Bid Cost ? Which similar work we need to consider as there is 3 line item?	Please refer clause 2.2.14 of the RFP.
75	Annexure -5, Pg. 342	Annexure 5 - Minimum Qualification for Property Management Team Below mentioned Grade and Levels Chart of position is provided for the purpose of uniformity in understanding of various roles and their selection criteria:	Total number of manpower count need to be clarified as only category is given in Tender Documents?	Bidder to assess the number of manpower required under various categories specified in Annexure 5 so as to complete the scope of services and obligations as per the RFP. Also, the bidder must deploy manpower and other resources so as to satisfy / complywith the Service Level Performance Parameters specified in Annexure 4 of the RFP.
76	Clause 9.19.3 pg. no. 127	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 for 24 hours X 365 days annually in a safe and reliable manner.	What will be the time duration or mobilization period for rendering the service or deploying manpower? Please clarify	The selected bidder shall mobilize manpower and other resources required to fulfill its obligations and scope of services as early as possible after issue of Notice to Proceed to accomplish Service Level performance parameters.
77		Building Compliance		Bidder has not stated any query against this point.
78	269 (AN-4)	Building Compliance		Bidder has not stated any query against this point.
79	269 (AN-4)	Fire Safety and Environmental Compliances		Bidder has not stated any query against this point.
80	269 (AN-4)	Electrical and Lift Compliances		Bidder has not stated any query against this point.
81	269 (AN-4)	Occupants (Hotels / Retail / Food Courts)		Bidder has not stated any query against this point.
82	269 (AN-4)	Labour Laws and Compliances		Bidder has not stated any query against this point.
83	General	Transition Time	Kindly clarify the time limit for transition?	Please refer Corrigendum.
84	Clause 13.9, pg. no. 304	13.9 SLA - Project Coordination and Fitout Management	The detailed Scope to be defined for service provider?	Please refer Clause 11.11 of the RFP.
85	Clause 13.10 SLA - Engineering Management Services, pg. no. 307	Life Cycle Property Asset Management	Pls clarify the frequency of for assessment of Life Cycle of Property Assets during the year.	Please refer Clause 12.10.1 of the RFP.
86	Clause 13.10 SLA - Engineering Management Services, pg. no. 308	AMC / CAMC & DLP Management	AMC / CAMC & DLP Manage will be given by NICDC , please clarify .	Please refer Clause 9.16.12 & 12.10.7 of the RFP.

Selection of Property Management Agency for Operation and Maintenance Services at IICC Dwarka, New Delhi - Response to Pre-bid queries

S. No.	Description	Tender Condition	Queries/ Request	Reply
87	General	Spares & Consumable for all equipments	Will it be provided by NICDC or Is it reimbursable from NICDC? Please CLARIFY.	The cost of all spares and consumables under routine maintenance (except routine maintenance under the scope of Operator Company as per the scope matrix for Occupied Areas given in Clause 9.17.2) and corrective maintenance for the entire project (except in respect of equipment whose CAMC shall be provided by the SPV as per Annexures 11 & 14), shall be borne by the Service Provider. However, the cost of any renewal / replacement shall be borne by the SPV. AMCs taken by SPV shall be managed by the Service Provider as per Clause 12.10.7 of the RFP.
88	General	Consumables for civil maintenance	Will it be provided by NICDC or Is it reimbursable from NICDC? Please CLARIFY.	The cost of civil maintenance of all buildings, including consumables, under routine maintenance (except routine maintenance under the scope of Operator Company as per the scope matrix for Occupied Areas given in Clause 9.17.2) and corrective maintenance for the entire project, shall be borne by the Service Provider. However, the cost of any renewal / replacement shall be borne by the SPV. AMCs taken by SPV shall be managed by the Service Provider as per Clause 12.10.7 of the RFP.
89	AN-4	IT services	IT O&M to be done by service provider. Please clarify the AMC / CMC in whose scope along with spares and consumables.	Please refer Clause 9.18.2, 9.18.3, 12.10.7 & Annexure 14 of the RFP.
90	General	DLP	As per site meeting all equipments will be under DLP (please confirm DLP start & end date along with consideration in DLP). Is the manpower for maintenance already deployed by OEM during DLP period or Service Provider need to deploy from their end? Pls Clarify	The DLP period of the EPC Contractor shall be 2 years from the date of successful completion of the project as per Clause 2.4.1 of the RFP. Regarding scope of the Service Provider in respect of the manpower and other resources to be deployed, please refer to relevant provisions of the RFP.
91	General	OEM's	Please share list of OEMs along with their contact details).	Please refer Annexures 11 & 14 of the RFP.
92	General	Price Bid	As per the Tender condition O&M Services to be rendered through out the contract duration. However, during the Event Period, additional services of manpower, consumables etc. are required. Service provider to quote separately for the additional services during Event Period on Per Event Per Day Per Manpower basis. Please	Please refer Clause 7.21.4 Section D – BOQ for Property Management Services (Additional for Events). The rate to be quoted by the bidder in this section of the BOQ shall be on per event day basis.
93	General	Office space	Kindly confirm if space along with water /Electricity / Furniture will be provided by NICDC?	Please refer Clause 11.2.4 of RFP
94	General		Please clarify Façade claning is Service Provider scope? If yes, whether the Boom Lift, Scissor lift in required qty up to reachable height to be provided by Service provider or it will be arranged by NICDC?	Façade cleaning for all buildings except those occupied by the Operator Company is in the scope of the service provider. Please refer Clause 7.21.3 Section C – BOQ for Property Management Service. All equipments required for façade cleaning like boom lift etc. are to be provided by the Service Provider. Please refer Clause 12.11.5 and Annexure 6 of the RFP.
95	General		Pls clarify this RFP is exclusively for phase 1 development only and manpower will be deployed for Phase 1 area only?	Please refer Section 8 (Area statement) & Clause 9.17 of the RFP. Details of areas to be managed and maintained for Phase 1 & Phase 2 may be referred as per Clause 8.5 of the RFP.
96	General		Kindly confirm disposal of waste from designated place in premises to the Municipal area outside the premises will be in whose scope?	Please refer Clause 12.13- Waste Management and Recycling Services of the RFP .

Selection of Property Management Agency for Operation and Maintenance Services at IICC Dwarka, New Delhi - Response to Pre-bid queries

S. No.	Description	Tender Condition	Queries/ Request	Reply
97	General	Housekeeping	In the price bid submission page no 84, Housekeeping toileteries are given in service provider's scope. Please confirm items to be included under toileteries. Kindly confirm tentative number of employees and visitors per day will be using such toileteries. Also please confirm only Liquid Soap to be provided in public toilets in all common areas as part of toileteries. Toilet Rolls and C Fold / M Fold Tissue Papers not to be provided in these toilets.	Please refer Annexure 6 - Minimum Tools and Consumable Requirements of the RFP.
98	General		We understood during site survey that façade cleaning will not be part of service provider's scope. But in the tender document detailed being given for Service Provider ? Pls clarify	Façade cleaning for all buildings except those occupied by the Operator Company is in the scope of the service provider.
99	General		If façade is service provider's scope than kindly confirm total area of façade.?	Please refer the RFP drawings.
100	General		Kindly confirm if majority of public footfall will be during general shift or night shift ?	Major public footfall is expected to be during the day shift.
101	General		Kindly confirm housekeeping personals are required to be deployed in night shift also ?	Bidder to make its own assessment to accomplish Service Level performance parameters.
102	General	Gardening	Kindly confirm If automatic water sprinkler will be installed by project team and same will be handed over to service provider or not ?	Please refer Clause 12.11.4 a) 3 and relevant RFP drawings.
103	General		Only limited Gardening staff to be provided during 1st year as the Project Team will maintain the landscape and other horticulture services including consumables. Please confirm.	Please refer Clause 12.14 of the RFP.
104	General		Kindly share tentative quantity of small and big plants. Kindly confirm if replacement of plants will be service providers scope?	Please refer the RFP drawings. Please refer Clause 12.14 of the RFP.
105	General	Parking	Please confirm if service provider has to give any software for ticketing system ?	Please refer Clause 12.20 of the RFP.
106	General		Kindly confirm if security personal has to monitor CCTV room, lift operations ?	Please refer Clause 12.20 of the RFP.
107	General		Kindly confirm BMS room surveillance will be security team's responsibility ?	Please refer Clause 12.20 of the RFP.
108	General		Kindly share the gates of entry and exit wherever security guards are required to be deployed - building & Floor wise.	Please refer the RFP drawings and Clause 12.20 of the RFP.
109	General	Mail room services	Kindly confirm number of Permanent employees for whom mail room services are required.?	Please refer Clause 12.18.5 of the RFP.
110	pg. no 126	General Query	Insurance structural & electro mechanical equipment- <b>Is this insurance about any equipment ? Please confirm</b>	This insurance is to be taken by the SPV as per Clause 9.18.2 of the RFP.
111	pg. no 127		Waste Management Tools and Consumables including OWG consumables- <b>Kindly calrify the consumables ?</b>	Please refer Clause 12.13 of the RFP.
112	pg. no 216 & 217		Service Provider shall be responsible for the cleaning of Common Area toilets including Service Toilets, Exhibition Hall 03 basement toilets, ESS 1 &2, Fire Station and DG building toilets, Swatch Bharat Toilets across periphery and open area exhibition toilets- <b>Kindly confirm total number of such toilets</b> Male, Female toilet nos. with qty of urinals, WC, WB etc.	Please refer the RFP drawings
113	pg. no 218		Fabric and Carpets Cleaning and Maintenance- <b>Carpet shampoo is not showing in scope. Please confirm total area of carpeted floor.</b>	As of now there is no carpet in the Common Areas under the scope of routine maintainence of Service Provider. However, the scope of corrective and replacement maintainence to be carried out by the Service Provider shall also include the Occupant's area. Please refer clause no. 9.16, 9.17 & Annexure 3 for clarity.

Selection of Property Management Agency for Operation and Maintenance Services at IICC Dwarka, New Delhi - Response to Pre-bid queries

S. No.	Description	Tender Condition	Queries/ Request	Reply
114	pg. no 221		Disinfecting and Sanitization Services- <b>Please confirm frequency of sanitization services.?</b>	Please refer Clause 12.12.4 of the RFP.
115	pg. no 223		Non-recyclable Solid Waste Management Services- Please confirm collection of waste from designated space in premises to outside will be vendor's scope or not ?	Please refer Clause 12.13- Waste Management and Recycling Services of the RFP .
116	Appendix 21, pg. no 85,		Kindly confirm space will be provided to security team, housekeeping team, technical team etc. Dedicated space for equipment placing, technical tools, boom lifts etc. will be provided.	Please refer Clause 11.2.4 & 12.8.4 of RFP.
117	General query		Battery operated E Cart (5 Nos.)- Please confirm if driver's cost to be included along with E cart. Kindly confirm the operational hours.	Yes, Please refer Clause 12.11.5 b) 2.
118	General query		We understood during site survey that office space & store will be provided to service provider on chargeable basis. Kindly confirm the rent of space and electricity unit chargeable to service provider.	Please refer Clause 11.2.4 of RFP.
119	General query		Please confirm cooling off period of SLA implementation.	Please refer Corrigendum on Stabilization Period.
120	pg. no 97-		Phase 1 shall consist of two Exhibition Halls; Hall 01 and Hall 02. These two Exhibition Halls would consist of area approximately 95,000 sq. m. - Kindly confirm if this is serviceable area under service provider's scope ?	Please refer scope matrix under clause 9.17.2 of the RFP regarding the responsibility of the Service Provider for areas occupied by the Operator Company.
121	Clause 8.3.2; pg. no 97		Phase 1 development includes Foyer with approximately Built up area of 20,000 sq. m. in front of Exhibition Hall 1 and Exhibition Hall 2- Kindly confirm that area is not under service provider's scope.	Please refer scope matrix under clause 9.17.2 of the RFP regarding the responsibility of the Service Provider for areas occupied by the Operator Company.
122	General query		Please confirm that all bidder query response will be shared to all.	Response to the Pre-bid queries raised by various bidders shall be uploaded on CPP portal.
123	PBG - On Award of Contract		PBG (Performance Bank Guarantee) Mentioned as 10% of Total / Overall Contract value. Recommendations 1.This should be limited to annual contract values only. 2.Example – a. 120 Crores is the total contract value, 12 Crores will be PBG at initial start date of contract, this block a major working capital for us b. There is no clarity on transition period, and the billing ratio in transition period v/s the interest on PBG will be huge	RFP provisions shall remain unchanged.
124	Transition Period		Page 120. of the RFP Page 120. of the RFP documents mentions - transition period can extend up to 12 Months. This is a critical area, •There should be a definite transition period. •PBG for Transition period should be separate from overall contract •Transition period should be separate from overall contract	For Transition Period definition, please refer Corrigendum. Incase of PBG, RFP provisions shall remain unchanged.
125	BSES HT Cable		BSES HT cable maintenance scope needs to be clarified which is coming from main HT line to GIS SS.	Incoming BSES HT cable maintenance upto GIS is in the scope of BSES.
126	STP Operations		STP- 25% min load would be required to operate STP, initially during transition there would be hardly any load to run the STP.	The Service Provider shall have to divert the sewage to DJB sewer mains outside the boundary wall till the required loading of sewage attains the required quantity for operation of STP.

Selection of Property Management Agency for Operation and Maintenance Services at IICC Dwarka, New Delhi - Response to Pre-bid queries

S. No.	Description	Tender Condition	Queries/ Request	Reply
127	Garbage / Waste Management		Clarity on process of garbage waste collection from common area and transportation scope to the waste generator room and on disposal of internal service provider waste.	Please refer Clause 12.13- Waste Management and Recycling Services of the RFP .
128	Composte Generated		Clarity needed on the compost generated in the waste room- can it be used inside horticulture or any other arrangement to be made?	Please refer Clause 12.13- Waste Management and Recycling Services of the RFP .
129	Fencing		Channeling fencing is additional requirement and not in RFP, need clarity on SOW.	The query is not clear.
130	Spares / Consumables / Supplies		Need clarity on the corrective maintenance/ supply of spares/low side consumables part as repair provision cost for big ticket items.	The cost of all spares and consumables under routine maintenance (except routine maintenance under the scope of Operator Company as per the scope matrix for Occupied Areas given in Clause 9.17.2) and corrective maintenance for the entire project (except in respect of equipment whose CAMC shall be provided by the SPV as per Annexures 11 & 14), shall be borne by the Service Provider. However, the cost of any renewal / replacement shall be borne by the SPV. AMC's taken by SPV shall be managed by the Service Provider as per Clause 12.10.7 of the RFP.
131	ICT		Need clarity on the ICT corrective maintenance and operation.	
132	ICT		ICT System Integrator Details	The query is not clear.
133	BMS / SCADA		Need clarity on BMS/Scada operational date to perform the maintenance and AMC.	Please refer Clause 12.19 of the RFP and Annexures 11 &14.
134	Solar Fencing		Need clarity on the solar fencing for the boundary walls maintenance and operation, not mentioned in the RFP.	Please refer Clause 12.18 of the RFP.
135	AMC Vendors		Need clarity on the AMC vendors, shall we close big ticket items with OEM's or can go with local vendors?	Please refer Clause 9.16.12 & 12.10.7 and Annexures 11 & 14 of the RFP.
136	Office Premises		Need clarity on the office space and storage for FM staff, location, and other T&C if any, we would need at least 5000 Sq feet area, in the meeting it was told to us that space will be provided on chargeable basis- rental, CAM and Electricity bill.	Please refer Clause 11.2.4 of the RFP. Office and storage spaces shall be provided as per availability.
137	ELV		Maintenance scope of ELV vehicles	Please refer Clause 12.11.5 b)
138	Commencement Date		•Prior to the declaration of the date of commercial operations of the Project Facilities, the "Operator Company" will conduct trial events, at its own cost, at the Project Facilities ("Trial Events"). For which Service Provider shall not provide any additional services in the execution of such trial events. Need clarity on the Budget considerations for the same.	Please refer Clause 9.16.4 of the RFP, which is self explanatory.
139	AMC Management		Please clarify on AMC / CAMC Management of utilities.	Please refer Clause 9.16.12 & 12.10.7 and Annexures 11 & 14of the RFP.
140	DLP Period		Considering DLP for 24 months of all the equipment, please clarify the DLP commencement date	The DLP period of the EPC Contractor shall be 2 years from the date of successful completion of the project as per Clause 2.4.1 of the RFP.
141			Usage of consumables in the case of events especially for common area toilets shall be managed by Service Provider at own cost need clarity	
142			Personal Hygiene materials under IFM scope need clarity	
143			Carpet shampooing and upholstery cleaning under IFM scope need clarity	
144			Printing & Stationery under IFM scope need clarity	

Selection of Property Management Agency for Operation and Maintenance Services at IICC Dwarka, New Delhi - Response to Pre-bid queries

S. No.	Description	Tender Condition	Queries/ Request	Reply
145	Soft / Janitorial Services		Waste Management operations and compactor vehicle under IFM scope need clarity	Please refer Clause 12.12 of the RFP.
146			Pest Control Management under IFM scope need clarity and scope of service details to be shared	
147			Share Façade cleaning area and scope of work details along with accessories available	
148			Total number of set restrooms along with number of urinals, WC, and wash basins etc details to be shared	
149			Pantry services consumables under IFM scope need clarity	
150			Kitchen upkeep and maintenance under IFM scope need clarity	
151	Plumbing & Sanitation		Is total available tanks are 12 nos. only. Please provide individual unit volume	Please refer Clause 12.11.4 and drawings of RFP.
152			Need clarity on Domestic water tank cleaning frequency	Please refer Clause 12.11.4 of the RFP.
153			Need clarity on nos. & name of the units provided at WTP	
154			need clarity on type of disinfection	
155			Need clarity on type & quantity of chemical required for water treatment	
156			Need clarity on OEM recommendation for MBR membrane CIP & CEB	
157			Need clarity on type & quantity of chemical required for water treatment	
158		Need clarity on intermittent collection wells for sewage if any. If available then the no. of intermittent		
159			Need clarity on Transition period as discussed during meeting, transition period is yet to be decided as site is still under construction.	Please refer corrigendum
160	AMC Mgmt		AMC services to be started from Day one of contract besides DLP period, need clarity on the same.	Please refer clause 2.4.1 of the RFP regarding DLP. Regarding AMC management refer Clause 9.16.12 & 12.10.7 and Annexures 11 & 14 of the RFP.
161			Need clarity on the cooling period on contract i.e. 6 months/3 months, it is not defined in the RFP.	Please refer Corrigendum on Stabilization Period.