

Sub: Automated Mechanized housekeeping for Hall No. 2,3,4,5&6, Basement Parking No 1, Gate Complex 3,4,5A,5B, Amphitheatre 1&2, adjoining toilets, and disposal of garbage's including Loading and unloading at Bharat Mandapam New Delhi.

PRE-BID QUERIES –RESPONSE

Serial No	Bidding Document Reference(s) (section number)	Clause as per RFP		Points of clarification	Replies
1	Point No-5 Page No-29 Possession of Machinery	a. Machineries as per Appendix 1A, purchased and owned by agency within last 3 years (10 Marks) b. Machinery as per Appendix 1A is in possession of the agency on rent/hire/ lease agreement within last 3 years (5 Marks)	Appendix 1A, purchased and owned by agency within last 3 years (10 Marks) b. Machinery as per Appendix 1A is in possession of the agency on rent/hire/ lease agreement within last 3 years (5 Marks) The Bidders to submit the proof of purchasing the machineries i.e. "CA certificate (with UDIN) showing total Invoice value of machineries/ Purchase Tax Invoice with e-way bill of machineries (as mentioned in Appendix 1 A) within last 03 years" OR "Hire/Rent/Lease agreement with the Equipment Owners (On Stamp Paper of Rs 100/-) with details of the Rent Value of machineries (as mentioned in Appendix 1 A) within last 03 years". Note:- 1) In case of Rented Machinery, bidder has to submit CA Certified proof (with UDIN) of payment made towards rent. 2) All machines should be in the Possession of bidder and should not be more than 03 years old	We request you to consider only the CA Certificate and purchase invoices of against the proof of possession of machinery instead of e-way bills.	Accepted . (Refer Corrigendum)
2	Point No- 5(a) Page No- 26 Similar Nature of Venues:	Mechanized Housekeeping Services: Bidders must demonstrate a minimum experience of any 3 of last 6 years (FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23, FY 2023-24, FY 2024-25) in mechanized Janitorial / Housekeeping services in India at similar nature of venues only as defined in Note-1 below and Financial threshold as defined at 5(b). Note 1: - Similar nature of venues is defined as under: - ● International Exhibition/Convention Centres with a built-up area exceeding 1,00,000 (one lakh) square meters. OR ● Business/ IT Parks with a built-up area exceeding 1,00,000 (One lakh) square meters. OR ● International Airports with an annual passenger traffic of more than 2, crore (2,00,00,000) per year,	Proof of Performance to be provided as per the format given in Annexure 4. The contract, work order and completion certificate should be in the name of bidder.	Tender document is having a list of following types of venues: ● International Exhibition/Convention Centers with a built-up area exceeding 1,00,000 square meters, ● Business/IT Parks with a built-up area exceeding 1,00,000 square meters, ● International Airports with annual passenger traffic of more than 2 crore (20,000,000), ● 5-star Hotels with a minimum of 100 rooms accredited by the Ministry of Tourism, Government of India, ● Prestigious Government venues used for organizing VVIP events such as the President's House, Prime Minister's House, Parliament Complex, Hyderabad House, and Supreme Court of India. We seek clarification on whether experience in any one of the above types of venues would be sufficient to qualify under the "Similar Nature of Venues" criteria	Mechanized Housekeeping Services: Bidders must demonstrate a minimum experience of any 3 of last 6 years (FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23, FY 2023-24, FY 2024-25) in mechanized Janitorial / Housekeeping services in India at similar nature of venues only as defined in Note-1 below and Financial threshold as defined at 5(b). Note 1: - Similar nature of venues is defined as under: - ● International Exhibition/Convention Centres with a built-up area exceeding 1,00,000 (one lakh) square meters. OR ● Business/ IT Parks with a built-up area exceeding 1,00,000 (One lakh) square meters.

		<p>OR</p> <p>5-star Hotels with a minimum of 100 rooms accredited by Ministry of Tourism, Govt of India.</p> <p>Prestigious Government venues used for organising VVIP events of the stature of Hon’ble President / Prime Minister of India as follows: President House, Prime Minister House, Parliament Complex, Hyderabad House and Supreme court</p>		for scoring and qualification.		<p>lakh) square meters.</p> <p>OR</p> <p>International Airports with an annual passenger traffic of more than 2, crore (2,00,00,000) per year,</p> <p>OR</p> <p>5-star Hotels with a minimum of 100 rooms accredited by Ministry of Tourism, Govt of India.</p> <p>OR</p> <p>Prestigious Government venues used for organising VVIP events of the stature of Hon’ble President / Prime Minister of India as follows: President House, Prime Minister House, Parliament Complex, Hyderabad House and Supreme court.</p> <p>(Refer Corrigendum)</p>
3	<p>Point No-4</p> <p>Page No- 28/29</p> <p>Wages Escalation</p>	<p>(a) Housekeeping manpower on roll is greater than 800 Nos. - (15 marks)</p> <p>(b) Housekeeping manpower on roll is greater than 500 up to 800 Nos. - (10 Marks)</p> <p>(c) Housekeeping manpower on roll is minimum 250 Nos. up to 500 Nos. (05 Marks)</p>	<p>Housekeeping Manpower on roll will be employees on the books of the company on the date of release of the tender Duly CA audited statement (with UDIN) of manpower wages/manpower roll for the previous four quarters to be submitted as part of the technical bid.</p> <p>For winning contractor, EPFO Challan /bank account statement in support of available manpower (duly submitted to EPFO) in respect of the previous four quarters may be verified during award of contract. Inability to produce the same will lead to blacklisting of agency from future ITPO tenders.</p>	<p>Since the work is for 2 years and wages of deployed manpower will be escalated twice in a year and there is no provision for wage escalation. Therefore, you are requested to incorporate the clause related to reimbursement of minimum wages escalation as per actuals on production of documentary proof. Also request you to provide clarity on applicable wages Central Govt. or Govt of NCT Delhi in the tender as per prevailing Labour laws.</p>		<p>No change ,same as per RFP</p> <p>Bidder should ensure minimum wages as per Central Govt. labour wages are adhered to during the contract period.</p>
4	<p>Point No-5a</p> <p>Page no. 26</p> <p>Pre-Qualification Eligibility Criteria</p>	<p>Mechanized Housekeeping Services: Bidders must demonstrate a minimum experience of any 3 of last 6 years (FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23, FY 2023-24, FY 2024-25) in mechanized Janitorial / Housekeeping services in India at similar nature of venues only as defined in Note-1 below and Financial threshold as defined at 5(b). Note 1: - Similar nature of venues is defined as under: -</p> <ul style="list-style-type: none">● International Exhibition/Convention Centres with a built-up area exceeding 1,00,000 (one lakh) square meters. <p>OR</p> <ul style="list-style-type: none">● Business/ IT Parks with a built-up area exceeding 1,00,000 (One lakh) square meters. <p>OR</p> <ul style="list-style-type: none">● International Airports with an annual passenger traffic of more than 2, crore	<p>Proof of Performance to be provided as per the format given in Annexure 4. The contract, work order and completion certificate should be in the name of bidder.</p>	<p>Observation</p> <p>In the similar nature of venues, under the category of prestigious Government venues, VigyanBhawan is not included. Though it was included in the last call of the tender.</p> <p>The VVIP's like President of India, Vice President of India, Prime Minister, and many other dignitaries frequently visits the VigyanBhawan as Chief Guest in various National /International events</p>	<p>Submission</p> <p>It is submitted that kindly include the VigyanBhawan in this category.</p>	<p>Vigyan Bhavan was erroneously omitted , same has now been mentioned.</p> <p>(Refer Corrigendum)</p>

		(2,00,00,000) per year, OR <ul style="list-style-type: none"> • 5-star Hotels with a minimum of 100 rooms accredited by Ministry of Tourism, Govt of India. • Prestigious Government venues used for organising VVIP events of the stature of Hon'ble President / Prime Minister of India as follows: President House, Prime Minister House, Parliament Complex, Hyderabad House and Supreme 				
5.	Point no. 1 Page No- 28 Technical Bid Evaluation from Turnover criteria/Firm turnover	Conditions & Score (a) If firm average turnover is more than Rs. 50.00 Cr - (15 Marks) (b) If firm average turnover is above Rs. 25.00 Cr up to Rs.50.00 Cr - (10Marks) (c) If firm average turnover is from Rs 10.00 Cr up to Rs.25.00 Cr - (05 Marks)	Remarks/Documents for submission in technical bid Firm turnover is defined as the Average turnover from mechanized Housekeeping operations in India during any 3 of last 6 years (FY 2019-20, FY 2020-21, FY 2021-22, FY 2022- 23, FY 2023-24, FY 2024-25). Chartered Accountant verified / audited turnover statements reflecting UDIN to be furnished as proof for the same.	Observation Under this criteria the firm with average turnover more than Rs. 50 Cr is given, maximum marks i.e. 15. Whereas under S. No 3, of eligibility criteria on Page No, 4, the minimum annual turnover required is Rs. 10 Cr. The Estimated Cost of the work is Rs. 19.07 Cr and as per CPWD manual, the turnover should be 30% (Refer Annexure 24, Clause II) further under criteria from evaluation of the performance of contractor for pre-eligibility page no. 25 under financial strength attribute 60% marks are given for minimum eligibility criteria and 100% marks for twice the minimum eligibility criteria or more.	Submission It is submitted to modify the firm average turnover from Rs. 50 Cr to Rs. 20 Cr for 15 marks. Further in the same criteria the F.Y. 2024-25 is also considered. The balance sheet for this year is yet to be finalized. Therefore, it is requested to allow the provisional balance sheet certificate by CA for F.Y. 2024-25.	Condition and score Based on CPWD Annexure 24, Clause II) (a) If firm average annual turnover is between minimum eligibility criteria i.e. 10 Crore upto 20 Crore.- (09 Marks) (b) If firm average annual turnover is more than twice the minimum eligibility criteria i.e. 20 cr. (15 Marks) (Refer Corrigendum)
6.	Point no. 4 Page No- 28/29 Technical Bid Evaluation from manpower on rolls	(a) Housekeeping manpower on roll is greater than 1200 Nos. - (15 marks) (b) Housekeeping manpower on roll is greater than 800 up to 1200 Nos. - (10 Marks) (c) Housekeeping manpower on roll is minimum 400 Nos. up to 800 Nos. (05 Marks)	Housekeeping Manpower on roll will be employees on the books of the company on the date of release of the tender Duly CA audited statement (with UDIN) of manpower wages/manpower roll for the previous four quarters to be submitted as part of the technical bid	Observation Under this condition to ascertain the manpower on roll on the date of release of the tender CA audited statement (with UDIN) is sought. Normally the CA does not audit the manpower rolls	Submission It is submitted that the EPF challans with payment details in support of manpower strength as on the date of release of tender be considered. Also, the number of manpower be rationalized to the manpower to be deployed like twice/thrice. 1200 is an arbitrary and disproportionate number.	No Change, same as per RFP

7.	Point no. 5 Page No-29 Technical Bid Evaluation from Possession of Machinery	a. Machineries as per Appendix 1A, purchased and owned by agency within last 3 years (10 Marks) b. Machinery as per Appendix 1A is in possession of the agency on rent/hire/ lease agreement within last 3 years (5 Marks)		The Bidders to submit the proof of purchasing the machineries i.e. "CA certificate (with UDIN) showing total Invoice value of machineries/ Purchase Tax Invoice with e-way bill of machineries (as mentioned in Appendix 1 A) within last 03 years” OR "Hire/Rent/Lease agreement with the Equipment Owners (On Stamp Paper of Rs 100/-) with details of the Rent Value of machineries (as mentioned in Appendix 1 A) within last 03 years”. Note:- 1) In case of Rented Machinery, bidder has to submit CA Certified proof (with UDIN) of payment made towards rent. 2) All machines should be in the Possession of bidder and should not be more than 03 years old.			Observation	Submission	(a) Machineries as per Appendix 1A, purchased and owned by agency within last 3 years (10 Marks) (b) Machinery as per Appendix 1A is in possession of the agency on rent/hire/ lease agreement within last 3 years (5 Marks) In between (a) and (b) - on Pro-rata basis (Refer Corrigendum)
							Under this condition marks for the machinery as per Appendix IA Purchased and Owned by agency are given 10 marks. It is not clear that if an agency have part of these machines how it will be evaluated.	It is submitted that a relaxation like having 80% of the machines for full marks be considered. Undertaking to acquire remaining machines before start of work may be obtained.	
8.	Point no. 3 Page no. 48 Housekeeping Machines/ Equipment	Single disc scrubbing/ Polishing machine	Battery Operated	1,000.0	Scrubbing Width - 350 mm; Solution & Recovery Tank - 10 Litres	1	Observation	Submission	Battery/Electrical Operated (Refer Corrigendum)
							Under this condition Battery Operated Single disc scrubbing/polishing machine is required. This machine is not available in battery model and is available in electrical mode of operation.	It is submitted to modify mode of operation appropriately as Battery/Electrical	
9							In the RFP no provision for absorption/reimbursement of revision in minimum wages notified by government is made. Also, the estimate is based on the minimum wages applicable prior to April 2025. The term of contract is 2 years further extendable to 1 year. Usually in a year government revises the minimum wages rates twice	It is submitted that the provision of reimbursement of additional cost due to revision of minimum wages be made. It will vanish the speculation on rates by each vendor and shall provide a fair and equal platform to each bidder	No Change, same as per RFP
10							In the tender document no clarity on payment on statutory benefits llike bonus/ leaves etc. is given.	It is submitted that the clarification in this regard may please be given.	No Change, same as per RFP

11	S. no 3 data sheet, page no 4	Eligibility Criteria	<ul style="list-style-type: none"> • The bidding entity should be registered under Companies Act 1882/1956/2013. • Consortium/Joint Venture (JV) and subcontracting is prohibited. • Minimum Average Annual Turnover of the bidder for any 3 of last 5 years (FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23, FY 2023-24) must exceed INR 10 Crore from operations in India. • Refer details in Chapter 5 Eligibility Criteria 	As per Sl No.3 of data sheet, Page no 4 the subcontracting is prohibited. But it is not clear that if an agency has got the work done from another agency on subcontracting basis or an agency has worked as subcontractor to main contractor who has been awarded the contract by client shall be considered to qualify on work experience or not.	Since the ITPO is not allowing the subcontracting, it should not accept the work executed or got executed as subcontract by an agency.	Consortium/Joint Venture (JV) and subcontracting is prohibited in the subject tender. Previous work experience carried out under subcontracting /JV/ consortium are applicable. However, if two or more bidders claim experience of a particular work carried out at the same venue/location/duration, experience of the lead/primary bidder will only be considered. Experience of a subcontractor of a particular work will only be considered in absence of lead/primary bidder.
12	Pg no 5 clause no 6			Earnest Money shall be INR 50,00,000 (Rupees Fifty lakhs only)	As per GEM GTC Service Provider having annual turnover of ₹ 500 Crore or more, at least in one of the past three completed financial year(s) are exempted from EMD. Please confirm the same	No Change, same as per RFP
13	Pg no 51 clause no 5			Consumables list is there	Quantity of consumables are not there. Please provide details of quantity of consumables.	No Change, same as per RFP
14	Pg no 27 and 28 clause no 5a and 5b			Mechanized Housekeeping Services: Bidders must demonstrate a minimum experience of any 3 of last 6 years (FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23, FY 2023-24, FY 2024-25) in mechanized Janitorial / Housekeeping services in India at similar nature of venues only as defined in Note-1 below and Financial threshold as defined at 5(b). Note 1: - Similar nature of venues is defined as under: - • International Exhibition/Convention Centres with a built-up	Mechanized Housekeeping Services: Bidders must demonstrate a minimum experience of any 3 Years or 36 Months from last 7 Financial years from FY 2018-19 to FY 2024-25 in mechanized Janitorial / Housekeeping services in India at similar nature of venues only as defined in Note-1 below and Financial threshold as defined at 5(b). International Airports with an annual passenger traffic of more than 1.00 Crore (1,00,00,000) per	No Change, same as per RFP

				<p>area exceeding 1,00,000 (one lakh) square meters. OR • Business/ IT Parks with a built-up area exceeding 1,00,000 (One lakh) square meters. OR · International Airports with an annual passenger traffic of more than 2, crore (2,00,00,000) per year, OR · 5-star Hotels with a minimum of 100 rooms accredited by Ministry of Tourism, Govt of India. · Prestigious Government venues used for organising VVIP eventsof the stature of Hon’ble President / Prime Minister of India as follows: President House, Prime Minister House, Parliament Complex, Hyderabad House and Supreme AND Financial threshold mandatory requirement of Mechanized Housekeeping Services Experience: The bidder must meet one of the following financial thresholds based on completed/ongoing projects: • Three (3) Mechanized Housekeeping Service completed/ ongoing works, each with an annual contract/executed value of at least Rs 4.00 crore annually. OR • Two (2) Mechanized Housekeeping Service completed/ ongoing works, each with an annual contract/executed value of at least Rs 5.00 crore annually. OR • One (1) Mechanized Housekeeping Service completed/ ongoing works, each with an annual contract/executed value of at least Rs 8.00 crore</p>	<p>year, As per AAI Records in Delhi International Airport only in India Passenger traffic was 2.15 Crores in 24-25 & 1.94 Crores in 23-24.</p>	
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				annually.		
15	Pg no 25 clause no 4.15.7			Compliance with Statutory Laws: All applicable laws and statutory licences (Central/State/Municipal/Local Laws etc.) including labour laws/Licences must be complied with/followed by the contractor/agency.	Central or State, Which Minimum Wages are applicable? when wage revisions occur, please clarify whether the difference in wages will be reimbursed on actuals or whether we are expected to include such potential revisions in our cost estimates/service margins.Regarding statutory contributions such as PF, ESIC, Leaves and Bonus, please confirm whether these will be reimbursed on actuals or should be factored into our costing.	No change, Same as per RFP. Bidder should ensure minimum wages as per Central Govt. labour wages are adhered to during the contract period.
16	Pg no 49 clause no 3			Single disc scrubbing / Polishing machine is Battery Operated	It should be electrical because no Battery Operated Single Disc Scrubbing Machine is available in India	Battery/Electrical Operated (Refer Corrigendum)
17					For Survey of the site: please provide contact person name and Contact no.	Agency can visit the site on any working day.
18	Provision of Minimum Wages Revision			We would like to bring to your kind attention that the tender document does not mention any provision regarding Minimum Wages Revision during the contract period. As you are aware, any revision in statutory minimum wages by the government has a direct and significant impact on manpower costs. In the absence of such a provision, service providers may face unforeseen financial burdens due to wage escalations, which can adversely affect the execution and sustainability of services. We, therefore, request you to kindly clarify and include an appropriate clause allowing for reimbursement or adjustment in case of revision in minimum wages by the competent authority during the contract tenure.		No Change, same as per RFP

19	Provision of Leaves and Bonus			The tender document does not reflect any provision for statutory entitlements such as leave and bonus, which are mandatory under applicable labour laws (e.g., Payment of Bonus Act, Factories Act, etc.). We request you to kindly clarify and incorporate necessary clauses to ensure statutory compliance and enable uniform, competitive bidding.	No Change, same as per RFP	
20	Minimum Wages			We would like to seek clarification regarding the applicability of minimum wages in the tender document, as it does not specify whether Central or State Government Minimum Wages are to be considered for manpower deployment.	Bidder should ensure minimum wages as per Central Govt. labour wages are adhered to during the contract period.	
21	Admissibility of Subcontracted Experience in Tender Qualification			As per the tender conditions, subcontracting is not allowed, both in execution and in qualification. However, we have observed that the committee is considering experience certificates obtained through subcontracting arrangements, which appears to be inconsistent with the tender's bid eligibility criteria. To illustrate this concern: Suppose Entity "C" receives the Letter of Intent (LOI) from the principal employer "I", but subsequently sublets the entire scope of work to Contractor "A". In such a scenario, if "A" seeks to qualify in future tenders by using the experience gained under subcontract from "C", it raises a fundamental question: Can "A" be deemed eligible based on work awarded to "C" when "A" has no direct contractual relationship with the original employer ("I")? From both a contractual and legal perspective, only the entity that has entered into the agreement with the principal employer and is directly accountable for the execution of the contract should be considered for technical qualification. Recognition of subcontracted experience not only contradicts the tender clause but may also lead to unfair tender assessment procedures. We respectfully request the committee to kindly reconsider the admissibility of such subcontracting experience and ensure that only direct contractual experience is considered valid for qualification, in alignment with the terms of the tender.	Consortium/Joint Venture (JV) and subcontracting is prohibited in the subject tender. Previous work experience carried out under subcontracting /JV/ consortium are applicable. However, if two or more bidders claim experience of a particular work carried out at the same venue/location/duration, experience of the lead/primary bidder will only be considered. Experience of a subcontractor of a particular work will only be considered in absence of lead/primary bidder.	
22	Worldwide Facility Management Services Pvt Ltd			Observation	Submission	No Change, same as per RFP
				Similar nature of venues is defined as under: International Exhibition/Convention Centres with a built-up area exceeding 1,00,000 (one lakh) square meters. OR Business/ IT Parks with a built-up area exceeding 1,00,000 (One	The above criteria seems to be restricted which will result lesser participation and competitive rates. 1. For wider participation and competitive rates we would like to propose that the All International Airports irrespective of annual passenger traffics	

				lakh) square meters. 6/20/25, 12:20 PM Fwd: No. 180-ITPO/GM/2025- 26/07 about:blank 1/2 OR International Airports with an annual passenger traffic of morethan 2, crore (2,00,00,000) per year, OR 5-star Hotels with a minimum of 100 rooms accredited by Ministry of Tourism, Govt of India. Prestigious Government venues used for organising VVIP events of the stature of Hon'ble President / Prime Minister of India as follows: President House, Prime Minister House, Parliament Complex, Hyderabad House and Supreme court of India	should also be considered and include in the similar nature of work. 2. The Railway Stations & Airports are also considered in Prestigious Government venues and bidders having experience in the same field are potential bidders should also be considered and mechanised work of Railways & Airports should also be considered and included in similar nature of work.	
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