

**Response to Pre-bid queries for the work “Provision of Integrated Facility Management Services for IFSCA Headquarters Building, GIFT City, Gandhinagar**

**Tender No. IFSCA-Admn0IHBP/8/2025-GA dated 12.02.2026**

**Tender ID 2026\_IFSCA\_898235\_2**

SN	Clause/Ref.	Pre-bid queries	Response to queries
1.	<p>Part I Technical cum Eligibility Bid document</p> <p>Page No. 7 clause no. 1(c) and 1(i)</p>	<p>At present, Clause (c) states that the bidder should not have incurred loss in more than two years during the last five financial years, while Clause (i) requires Profit Before Tax to be positive in the last three consecutive years out of the last four audited financial years.</p> <p>In this regard, we kindly request that the loss criteria may please be modified to: “The bidder should not have incurred loss in more than two (2) years out of the last five (5) financial years.” Aligning the condition clearly on a “2 out of 5 years” basis will bring clarity and uniformity in evaluation and avoid ambiguity.</p> <p>We request your kind consideration and suitable amendment/clarification in this regard.</p>	<p>Pl. refer to the corrigendum issued in this regard.</p>
2.	<p>Part I Technical cum Eligibility Bid document</p> <p>Page No. 7</p> <p>Clause no. 1(a)</p>	<p>As per the tender document, “Floor” has been defined as an above ground occupied storey and specifically excludes basements, sub basements, podium levels used primarily for parking/services, and mezzanine/partial floors.</p> <p>However, in practical implementation of Engineering Services, particularly Electrical Works and MEP operations, the scope covers the entire building infrastructure, including basements, podium levels, electrical rooms, transformer rooms, pump rooms, and other service areas. These areas form an integral and critical part of the building’s engineering systems.</p> <p>In view of the above, we respectfully request that experience of buildings having 10 floors including basement levels (where comprehensive electrical and engineering services are executed across the entire building) may kindly be considered for eligibility purposes.</p> <p>This will ensure that bidders with full-building engineering experience, including critical basement and service infrastructure, are fairly evaluated.</p>	<p>Existing provisions of the NIT shall prevail.</p>

3.	Part I Technical cum Eligibility Bid document Page No. 6 clause no (a)	<p>As per Clause (c), the bidder is required to demonstrate experience of at least four (4) systems/services within one single office building having not less than ten (10) floors (Qualifying Building). Clause (d) further allows additional systems/services to be demonstrated from other office buildings/premises.</p> <p>In this regard, we kindly request clarification whether: The minimum four (4) systems/services in the Qualifying Building must be executed under one single work order/contract,</p> <p>OR</p> <p>The required systems/services executed in the same qualifying building under multiple work orders/contracts (but within the same building premises) will also be considered acceptable for meeting the eligibility criteria.</p> <p>We request your kind clarification to ensure accurate and compliant submission of our experience documents.</p>	Pl. refer to the corrigendum issued in this regard.
4.	Part II Financial Bid document Page No. 16 Schedule E	<p>As per the tender document, the following provisions are mentioned: Performance Guarantee: 5% of Tendered Value Security Deposit: 2.5% of Tendered Value.</p> <p>In this regard, we kindly request clarification whether: The successful bidder is required to submit both Performance Guarantee (5%) and Security Deposit (2.5%) separately, OR</p> <p>Submission of either one of the above shall suffice, or whether the Security Deposit is adjustable against the Performance Guarantee.</p> <p>We request your kind clarification to ensure compliance with the tender conditions at the time of award of work.</p>	The successful bidder shall be required to submit both Performance Guarantee (5%) and Security Deposit (2.5%), separately.
5.	NIT, Part I and Part II Bid document Page No 2	<p>During review of the tender documents, we have observed that two different figures of Estimated Cost and corresponding EMD amounts appear in different sections of the tender.</p> <p>In this regard, we kindly request clarification on: The correct Estimated Cost to be considered for the purpose</p>	Pl. refer to the corrigendum issued in this regard.

		<p>of eligibility and bidding, and The correct EMD amount required to be submitted.</p> <p>We request your kind clarification to avoid any discrepancy at the time of bid submission.</p>	
6.	<p>Part I - Technical cum Eligibility Bid</p> <p>Page no 8, clause k</p>	<p>As per Clause (k), a certificate from the Bidder's statutory auditor certifying the number of workers on the bidder's payroll (as on date of tender) is considered as a valid supporting document. In this regard, we respectfully request clarification whether a certificate issued by a Statutory Auditor / Chartered Accountant (CA) certifying the number of workers on payroll as on the date of tender submission shall be considered acceptable for compliance of this clause.</p>	<p>The clause is self-explanatory</p>
7.	<p>BOQ</p>	<p>In the BOQ, the contract period has been mentioned as 2026 to 2029. However, as per the tender document, the stipulated completion period is 60 months, which would correspond to 2026 to 2031. In this regard, we kindly request clarification and necessary correction in the BOQ period from 2026–2029 to 2026–2031, to ensure consistency with the stipulated 60-month contract duration.</p>	<p>Pl. refer to the BOQ corrigendum issued in this regard.</p>
8.	<p>BOQ</p>	<p>In the BOQ, under manpower costing: Shift Engineer (MEP) – Quantity: 2 Receptionist/Helpdesk Executive – Quantity: 4</p> <p>However, the total amount appears to have been calculated without multiplying the monthly rate by the respective quantity (2 and 4).</p> <p>In this regard, we kindly request clarification whether: The total amount should be calculated by multiplying Rate × Quantity × 12 months, OR</p> <p>The quantity is to be considered separately elsewhere in the BOQ calculation.</p> <p>We request your kind clarification and necessary correction, if applicable, to avoid any discrepancy at the time of financial bid submission.</p>	<p>Pl. refer to the BOQ corrigendum issued in this regard.</p>

9.	BOQ	<p>Under BOQ Item No. 2, the Annual Comprehensive Maintenance through OEM of 9 Nos. of UPS of varying kVA, including preventive, breakdown maintenance and replacement of worn-out parts, is quoted at ₹16,707.42 per month (₹2,00,489.04 annually).</p> <p>In our understanding and as per prevailing market rates for comprehensive OEM AMC of multiple UPS systems (including spares and replacement components), the quoted amount appears significantly lower and may not be commercially feasible.</p> <p>In this regard, we kindly request you to: Re-examine the estimated UPS AMC cost mentioned in the BOQ, and Confirm whether the rate provided is correct, or issue a revised BOQ/corrigendum, if applicable.</p> <p>This clarification will help bidders submit realistic and competitive financial bids in line with OEM standards and market conditions.</p>	BOQ Item No. 2 estimate shall prevail.
10.	BoQ	<p>The BOQ mentions Providing annual comprehensive maintenance for civil works, including attending day-to-day complaints, consumables, fittings, fixtures, repairs and replacements of defective components, and maintaining the entire building including façade, floors, toilets, ground works, roads, etc.</p> <p>The monthly rate mentioned (₹17,201.10) appears significantly low considering the wide scope of work and potential high-value repair items such as: Façade glass breakage Structural/civil damages Major repair or replacement works In this regard, we kindly request clarification on the following:</p> <p>Whether major damages such as façade glass breakage or accidental structural damages are included under this comprehensive rate. In case of unforeseen incidents/mishaps (natural calamity, accidental damage, third-party damage, etc.), who shall bear the cost of rectification. Whether there is any financial cap or limitation on liability under this BOQ item. Considering the nature and magnitude of the building, the quoted rate may not be commercially feasible if major repair liabilities are included without limitation. We request your kind clarification and suitable</p>	Please refer to scope of civil work in conjunction with clause 3.7 under the head 'General Conditions particular to Maintenance and Operations'

		amendment, if required, to avoid ambiguity and financial risk at the execution stage.	
11.	Part I - Technical cum Eligibility Bid Clause 3a Pg 6	Kindly clarify this clause, is it mandatory to have all services in one contract? OR are separate work experiences eligible?	Pl. refer to the corrigendum issued in this regard.
12.	Part I - Technical cum Eligibility Bid Clause 3d Pg 7	Are we have to provide both the certificate? OR Is Net worth shown in turnover certificate valid?	The clause is self-explanatory, any one of the certificate would suffice.
13.	Part I - Technical cum Eligibility Bid Clause 3m Pg 8	As a general rule, a Bank Solvency Certificate remains valid for one year. If we submit a certificate that is still within its validity period, will it be accepted?	Existing provisions of the NIT shall prevail and the validity of the certificate shall be reckoned from 01.01.26.
14.	Part I - Technical cum Eligibility Bid Clause 4 Pg 8	Are we have to submit self declaration for the same on letter head?	Can be given on letterhead.

15.	Part I - Technical cum Eligibility Bid Clause 11 Pg 8	Is it mandatory to submit EMD through online payment only? If no, then kindly provide BG format for EMD.	Yes. Only online payment.
16.	Part I - Technical cum Eligibility Bid Clause 23.6 Pg 10	<b>Valid Electrical License</b> Is it mandatory? OR are we submit the undertaking for the same?	Yes, the license is mandatory.
17.	Part I - Technical cum Eligibility Bid Clause 23.13 Pg 10	<b>Copy of schedule of Quantity of last paid bill/ final bill in support of each eligible similar nature of work completed by the bidder during last seven years.</b> If we submit the completion certificate for the same, is it valid?	Last bill is required.
18.	Part I - Technical cum Eligibility Bid Clause 23.16 Pg 11	<b>Affidavit (Form 'H')</b> Are we have to submit the same on letter head?	Can be given on letterhead.
19.	Part I - Technical cum Eligibility Bid Clause 23.17 Pg 10	<b>Integrity Pact ( Annexure - I )</b> Are we have to submit the same on letter head?	Can be given on letterhead.
20.	Part II - Financial Bid Clause 32 Requirement of Technical Representative(s) and recovery Rate: Pg 18	Recovery/ Penalty clause is very much higher side for said categories, kindly reduce the same and give buffering period to provide alternative manpower against the absent manpower category.	Pl. refer to the corrigendum issued in this regard.

21.	Part II - Financial Bid Clause 3.1.2 Pg 79	<p><b>Manning and Deployment : Security Services</b></p> <p>i. Security Guard - Male Reliver 2</p> <p>In the security manpower plan, two male security guards are listed as relievers, but it should be counted as four relievers.</p> <p>ii. Security Supervisor - 5 days in a week</p> <p>For security supervision 7 days in a week require, kindly consider the same.</p>	Existing provisions of the NIT shall prevail.
22.	Part II - Financial Bid Pg 101	<p><b>Annexure - D - Undertaking from OEM</b></p> <p>Are we have to submit the Annexure D with the technical bid OR we have to submit it later after awarding the bid?</p>	<p>Refer clause 43 under the head ‘Specific Conditions for Maintenance Work.’</p> <p>Undertaking is required to be submitted with the performance guarantee.</p>
23.	General	Kindly provide OEM list with contact details for DLP period & other conditions understanding.	Pl. refer to the corrigendum issued in this regard.
24.	General	We have POA of your previous bid, is it valid for the new bid?	POA has to be valid for submission of this bid.
25.	General	<p><b>Benefits Granted to MSEs Under MSME Act, 2006 &amp; Related Orders</b></p> <ol style="list-style-type: none"> <li>1. Relaxation in Experience Criteria Eligible MSE bidders are entitled to relaxation in “Experience Criteria,” subject to meeting quality and technical specifications.</li> <li>2. Relaxation in Turnover Criteria Eligible MSE bidders are entitled to relaxation in “Bidder Turnover” criteria, subject to technical and quality compliance.</li> <li>3. Purchase Preference to MSEs As per Public Procurement Policy for MSEs Order, 2012 dated 23.03.2012 and subsequent notifications, purchase preference is to be extended to eligible MSEs.</li> </ol> <p>While we acknowledge that the current tender documents provide an exemption for Micro and Small</p>	The necessary relaxations have been provided in the NIT. No further relaxation is possible.

		Enterprises (MSEs) from the Earnest Money Deposit (EMD) requirement, we note that no other financial, technical, or organizational relaxations are currently listed for MSMEs. Consequently, MSMEs are still expected to comply with several high-threshold requirements.	
26.	General	Performance Guarantee: Exemption from the requirement to furnish a performance guarantee of 5% of the tendered value.	Existing provisions of the NIT shall prevail.
27.	General	Security Deposit: Exemption from the 2.5% security deposit deduction from contract payments.	
28.	General	Financial Solvency: Relaxation of the requirement for a bank solvency certificate of ₹ 2.00 Crore.	
29.	General	Manpower Strength: Relaxation of the mandatory minimum strength of 150 workers continuously on the payroll for the last six months.	
30.	General	Certifications: Waiver or relaxation regarding the mandatory possession of valid ISO 9001:2015 and ISO 45001:2018 certifications.	
31.	EMD	As per the tender, an online refundable EMD of ₹46,57,883/- is mentioned. Kindly confirm if this is mandatory for us to be eligible for submitting the commercial bid.	

			Yes. The EMD mentioned in NIT is mandatory.
32.	General	The certificate of financial turnover can be shared post signing of NDA by both parties. Please confirm if this is acceptable.	There is no provision for signing an NDA with bidders.
33.	General	Regarding financial information – Annual Financial Statements for the last five years (Form “A”), Banker’s Certificate (Form “B”) or Net Worth Certificate (Form “B-1”) – we can share this post NDA execution. Kindly confirm.	
34.	General	For all the service level penalties mentioned in the financial bid document, please clarify whether these are applicable on the management fee or on the overall billing value.	The various types of “penalties” have been specified in different parts of the NIT as absolute values as applicable to different kinds of trigger events.
35.	General	We could not find the exact penalty percentage or value mentioned in the document. Request your clarification on this.	
36.	General	We operate on a subcontracting model where we act as the principal service provider and outsource housekeeping, technical other services. Please confirm if this is acceptable.	Engagement of third party agencies will be permissible only to the extent permissible under the NIT.