



**Appointment of service provider for Annual Maintenance Contract of Non-IT
Equipment's and Integrated facility management services**

REQUEST FOR PROPOSAL (RFP)

Corrigendum # 1

(June 02, 2025)

RFP: REBIT/CPO/2025-26/556/015

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**Reserve Bank Information Technology Pvt. Ltd.
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Following are the changes / clarification in the RFP terms. All the bidders are requested to refer the "Addendum / Revised Terms" column as below

| RFP Page # | Clause No. & Heading | Existing Terms | Corrigendum/Addendum / Revised Terms |
|------------|----------------------------------|---|---|
| | Annexure J1 | - | Annexure: J1 - Make and Model details of UPS, PAC, ACS, BMS & VMS |
| - | Annexure :S – Consumables list | - | Annexure: S – Details of Tools, Consumables and washroom A) Tools & Tackles B) Housekeeping – Consumables C) Washroom Details |
| 87 | 14 - Performance Bank Guarantee | The successful Bidder shall provide a Performance Bank Guarantee for 10% of the Total Cost of Contract | The successful Bidder shall provide a Performance Bank Guarantee for 05% of the Total Cost of Contract |
| 88 | 15 - Payment terms and Milestone | Procedure for AMC work billing - endor shall raise invoice ("Invoice") for the maintenance Services for each quarter after completion of quarterly service tasks. Subject to invoice in order, ReBIT will pay the due amount of the Invoice within 45 days of receipt of each Invoice. Procedure for IFMS billing – The monthly bills/invoices along with all supporting document in duplicate shall be submitted to ReBIT for payment. ReBIT will make efforts to make payment to the Contractor within 45 (Forty five) days of receipt of all necessary supporting documents | Procedure for AMC work billing - endor shall raise invoice ("Invoice") for the maintenance Services for each quarter after completion of quarterly service tasks. Subject to invoice in order, ReBIT will pay the due amount of the Invoice within 30 days of receipt of each Invoice. Procedure for IFMS billing – The monthly bills/invoices along with all supporting document in duplicate shall be submitted to ReBIT for payment. ReBIT will make efforts to make payment to the Contractor within 30 days of receipt of all necessary supporting documents |
| - | - | - | Minimum wages would be payable to manpower deployed at site as per latest wages revision. Bidder needs to submit copy of notification, revised calculation along with invoice. Bidder can raise differential amount as per notification. |
| 73 | 3.2.2.19 | As the ReBIT has full fledged recreation and game zone, service provider need to deployed suitable trained manpower for guiding / training employees for gym equipment's. | Gym trainer has to work in break shifts ie. 4 hrs in morning and 4 hrs in evening. |

| RFP Page # | Clause No. & Heading | Existing Terms | Corrigendum/Addendum / Revised Terms |
|------------|--|--|--|
| 20 | 3.2 Annual Maintenance Services – Non -IT Equipments - Battery Monitoring System | Battery Impedance test needs to be carried out on each quarter | Battery impedance tests be carried out compulsorily once in year and whenever there is necessity to do it again depends on battery health. |
| 23 | 3.2 Annual Maintenance Services – Non -IT Equipments - FAS | Exclusions | Cable and conduits under exclusion however replacement of same is part of SOW. |
| 24 | 3.2 Annual Maintenance Services – Non -IT Equipments - Electrical | Exclusions of work | Replacement Panel, DB's, MCB, Main cable, conduits. ReBIT will provide material however installation if any in the SOW. |
| 48 | IFMS Clause 3.2.2.3 | Vaccum cleaner (site based) at least - 2 nos scrubbing machine (site based) at least - 2 nos. | Vaccum cleaner (site based) at least - 3 nos. (One each on floor) Floor scrubbing machine (site based) at least - 3 nos. (One each on floor) |
| 131 | Optional Cost for Ad Hoc Services: | Optional Cost for Ad Hoc Services: | Revised Optional Cost for Ad Hoc Services format attached. Line item added - Additional cost for drainoscopy (Drainage line cleaning) - cost in Rs. Per drainage point |

Please read the aforesaid corrigendum cum addendum along with the issued RFP document. All other terms and conditions which are not covered in this corrigendum cum addendum, will be as per the original RFP Appointment of Service Provider for Annual Maintenance Contract of Non-IT Equipment's and Integrated Facility Management Services # REBIT/CPO/2025-26/556/015 dated 26 May 2025.

Annexure J1 : Make and Model details of UPS, PAC, ACS, BMS & VMS

| Sr.No | EQUIPMENT NAME | FLOOR | MAKE | MODEL | RATING | Qty |
|-------|-------------------------------------|----------------|------------------|-------------------------|--------|-----|
| 1 | UNINTERRUPTIBLE POWER SUPPLY | 5TH FLOOR | EATON | 93E80DMBS | 80 KVA | 1 |
| 2 | UNINTERRUPTIBLE POWER SUPPLY | 5TH FLOOR | EATON | 93E30IBMBS | 30KVA | 1 |
| 3 | UNINTERRUPTIBLE POWER SUPPLY | 10TH FLOOR | VERTIV | VERTIV EXM | 100KVA | 1 |
| 4 | UNINTERRUPTIBLE POWER SUPPLY | 10TH FLOOR | VERTIV | VERTIV EXS | 60KVA | 1 |
| 5 | UNINTERRUPTIBLE POWER SUPPLY (UPS) | 2nd floor (P4) | EATON | UPS93E VA | 80KVA | 1 |
| 6 | UNINTERRUPTIBLE POWER SUPPLY (UPS) | 2nd floor (P4) | EATON | UPS93E XS | 30KVA | 1 |
| 7 | PRECISION AIR CONDITIONING | 5TH FLOOR | STULZ | IEC381AS-DP | 9 TR | 2 |
| 8 | PRECISION AIR CONDITIONING - INDOOR | 10TH FLOOR | STULZ | IEC451 AS-DP | 10 TR | 3 |
| 9 | PRECISION AIR CONDITIONING- OUTDOOR | 10TH FLOOR | STULZ | HR70S | 10 TR | 3 |
| 10 | ACCESS CONTROL PANEL | 5TH FLOOR | HID | V 2000 | NA | 12 |
| 11 | ACCESS CARD PRINTER | 5TH FLOOR | HID | FARGO-DTC1250e | NA | 1 |
| 12 | ACCESS SMART CARD READERS | 10TH FLOOR | HID | iCLASS SE R10 | NA | 32 |
| 13 | ACCESS CONTROLLER | 10TH FLOOR | HID Aero X1100 | E1MSC3000 | NA | 8 |
| 14 | ACCESS CONTROL SYSTEM | 10TH FLOOR | IDCUBE | SECURITY VIEW & HR VIEW | NA | 1 |
| 15 | ACCESS CONTROL PANEL | 10TH FLOOR | HID | V 2000 | NA | 8 |
| 16 | ACCESS SYSTEM | 2nd floor (P4) | IDCUBE | SECURITY VIEW & HR VIEW | NA | 1 |
| 17 | ACCESS CONTROL PANEL | 2nd floor (P4) | IDCUBE | NA | NA | 8 |
| 18 | ACCESS SMART CARD READERS | 2nd floor (P4) | HID | NA | NA | 26 |
| 19 | VMS CAMERA | 5TH FLOOR | LOGI | NA | NA | 1 |
| 20 | VMS SYSTEM | 10TH FLOOR | IDCUBE | EZ VISIT 3.3 | NA | 1 |
| 21 | VMS SYSTEM | 2nd floor (P4) | IDCUBE | SECURITY VIEW & HR VIEW | NA | 1 |
| 22 | BMS SOFTWARE | 5TH FLOOR | NIAGARA SOFTWARE | NA | NA | 1 |
| 23 | BMS SYSTEM | 10TH FLOOR | NIAGARA SOFTWARE | NA | NA | 1 |
| 24 | BMS SYSTEM | 2nd floor (P4) | DESIGO CC | NA | NA | 1 |

Annexure: S – Details of Tools, Consumables and Washroom

A) Tools & Tackles

| S. No | Description | Spec. | Qty |
|-------|---|-------|-----|
| 1 | Racet Set Baun | | 3 |
| 2 | Multimeter Mech Model 801 | | 3 |
| 3 | Electric Drill Machine Bosch | | 3 |
| 4 | Lux Meter | | 3 |
| 5 | Anemometer | | 2 |
| 6 | Soldering Iron | | 3 |
| 7 | Air Blower | | 3 |
| 8 | Clamp Meter (Meco G) | | 3 |
| 9 | Telephone Punch Card Kron Tool | | 3 |
| 10 | Criping Tool for cable (Rj45&11) | | 3 |
| 11 | Electric Hand Gloves | 11 KV | 3 |
| 12 | Oil Can | | 3 |
| 13 | Halmet | | 12 |
| 14 | Body Harnnes with safty belt | | 6 |
| 15 | Ear Plugs | | 10 |
| 16 | Eye Safty Goggle | | 6 |
| 17 | Jacket | | 12 |
| 18 | Hand Gloves (LT) | | 3 |
| 19 | LOTO | | 10 |
| 20 | Measuring Tape(15mtr) | | 3 |
| 21 | Waist Pouch | | 3 |
| 22 | Pipe Wrench (Taparia) | 12" | 3 |
| 23 | Pipe Wrench (Taparia) | 24" | 3 |
| 24 | Ring Spanner Set Baun | 6*32 | 3 |
| 25 | Fix Spaner Set Baun | | 3 |
| 26 | Tool Box MS | | 3 |
| 27 | Digital Water proof Thermameter (TDS Meter) | | 3 |
| 28 | Screw Driver Set Taparia | | 3 |
| 29 | Hammer Taparia | 500Gm | 3 |
| 30 | Hacksaw Frame with Blade | Small | 3 |
| 31 | Hacksaw Frame with Blade | Big | 3 |
| 32 | Continuity Tester | | 3 |
| 33 | Adjustable Player Taparia | 8" | 3 |
| 34 | Pocket Torch (Eveready) | | 3 |
| 35 | Line Tester | | 3 |
| 36 | Allen Key Set Taparia | Inche | 3 |
| 37 | Flat File | 6" | 3 |
| 38 | Screw Driver | 903I | 3 |
| 39 | Nose plier (Taparia) | | 3 |
| 40 | Measuring Tape | 5Mtr | 3 |
| 41 | Concreat Drill Bit JK 3mm | | 3 |

| S. No | Description | Spec. | Qty |
|-------|--|-------|-----|
| 42 | Concreat Drill Bit JK 4mm | | 3 |
| 43 | Concreat Drill Bit JK 5mm | | 3 |
| 44 | Concreat Drill Bit JK 8mm | | 3 |
| 45 | Concreat Drill Bit JK 9mm | | 3 |
| 46 | Concreat Drill Bit JK 10mm | | 3 |
| 47 | MS Drill Bit | | 3 |
| 48 | Monkey Plier Taparia | | 3 |
| 49 | Screw Driver 2in 1 | | 3 |
| 50 | Combination Plier Taparia | 8" | 3 |
| 51 | 2in1 Screw Driver Taparia | 6" | 3 |
| 52 | Wire Stripper | | 3 |
| 53 | Wire Cutter (Knife) | | 3 |
| 54 | Screw Driver Flat heavy duty (829) | | 3 |
| 55 | Digital Thermameter (temp. meter) | | 6 |
| 58 | Psychrometer (humidity meter) make JRM | | 3 |
| 59 | Silicongun | | 3 |
| 60 | Ladder - Small | | 3 |
| 61 | Ladder - Big | | 3 |

Note : The above list is indicative, and bidders needs to consider all the tools and tackles required to perform duties under this RFP.

B) Housekeeping – Consumables

| S.No. | Description | Make | UOM | Approx. Qty. |
|-------|--|--------------|-------|--------------|
| 1 | GOOD SENSE (APPLE) - 3 LTR | Diversey | CAN | 6 |
| 2 | GLANCE - 3 LTR | Diversey | CAN | 4 |
| 3 | CREW - 3 LTR | Diversey | CAN | 6 |
| 4 | STRIDE CITRUS SC - 3 LTR | Diversey | CAN | 6 |
| 5 | ALPHA-HP 5 LTR | Diversey | CAN | 6 |
| 6 | Taski Microquick Blue - 40x40 cm microfibre wipes (pack of 5) | Diversey | PKT | 5 |
| 7 | Taski Microquick Green - 40x40 cm microfibre wipes (pack of 5) | Diversey | PKT | 5 |
| 8 | Taski Microquick White - 40x40 cm microfibre wipes (pack of 5) | Diversey | PKT | 2 |
| 9 | Black Shoe Polish - 75ml | KIWI | NOS | 4 |
| 10 | Plastic Bucket - (Small) | Regular | NOS | 4 |
| 11 | Cloth Yellow (16 X 19") | Diversey | NOS | 6 |
| 12 | Gloves for serving food /pair (Min order 100 Nos) | Regular | NOS | 150 |
| 13 | Drainex Powder - 50gms | Drainex | NOS | 7 |
| 14 | Feather Brush | Gala | NOS | 20 |
| 15 | Nylon scrubber | Gala | NOS | 70 |
| 16 | Plunger - Small | Gala | NOS | 7 |
| 17 | Room Freshener spray 300 ML | Branded | NOS | 7 |
| 18 | Rubber Hand Gloves / Pair | Gala | PAIRS | 36 |
| 19 | Scrub Pad | Scotch Brite | NOS | 36 |
| 20 | Spray Gun | Diversey | NOS | 10 |

| S.No. | Description | Make | UOM | Approx. Qty. |
|-------|--------------------------------------|----------|-------|--------------|
| 21 | Fabric Whitener (Ala Bleach) 500 ml | Rin | NOS | 5 |
| 22 | W.C. Brush With Stand | Gala | NOS | 12 |
| 23 | Wet Mop Refill 6" Superior - 400gms | Diversey | NOS | 18 |
| 24 | WHITE SPONGE | Gala | NOS | 30 |
| 25 | Scrubbing Floor Pads Green 17" | 3M | NOS | 2 |
| 26 | Scrubbing Floor Pads Red 17" | 3M | NOS | 2 |
| 27 | MINI SCRAPPER | Gala | NOS | 12 |
| 28 | Lemon Grass Oil | Regular | LTRS | 2 |
| 29 | CAUTION WET FLOOR STAND | Regular | NOS | 4 |
| 30 | Cloth Checks Big - (18 X 27") - Blue | Diversey | NOS | 18 |
| 31 | Duster Yellow | Diversey | NOS | 18 |
| 32 | Hand Gloves Orange | Diversey | PAIRS | 30 |
| 33 | Taski window squeegee 35 cm | Diversey | NOS | 3 |
| 34 | Taski window washer 35 cm | Diversey | NOS | 3 |
| 35 | TASKI DRY MOP BLUE REFILL (VISCOSE) | Diversey | NOS | 9 |
| 36 | EMEREL PLUS 200ML | Diversey | CAN | 2 |
| 37 | Microfiber Wet Mop Refill Blue | Diversey | NOS | 4 |
| 38 | Senicubes 400Gm. Assorted | Gala | NOS | 15 |
| 39 | Feather Brush Big Size Branded Gala | Gala | NOS | 12 |
| 40 | Shoe Wax Polish | Branded | LTR | 5 |

Note: The above list is indicative, and consumption is approximate, bidder needs to provide the qty as per total and no. of employees as mentioned in RFP.

Bidder needs to consider all required that may not be part of above consumables, those required for carrying out the scope of work mentioned in RFP cost of same should be considered in the commercial proposal.

C) Washroom Details

| Floor | Location | Washbasin | Urinal Pot | WC Cubical |
|---------------|--------------------------|-----------|------------|------------|
| 5th floor P1 | Gents Washroom | 4 | 8 | 4 |
| | Ladies Washroom | 5 | NA | 6 |
| | Visitor Gents Washroom | 2 | 2 | 1 |
| | Visitor Ladies Washroom | 1 | NA | 1 |
| | Handicap Washroom (PWD) | 1 | NA | 1 |
| 10th Floor P2 | Gents Washroom (A side) | 4 | 8 | 4 |
| | Gents Washroom (B Side) | 4 | 8 | 4 |
| | Ladies Washroom (A side) | 5 | NA | 6 |
| | Ladies Washroom (B Side) | 5 | NA | 6 |
| | Visitor Gents Washroom | 2 | 2 | 1 |
| | Visitor Ladies Washroom | 1 | NA | 1 |
| | Handicap Washroom (PWD) | 1 | NA | 1 |
| 2nd floor P4 | Gents Washroom | 4 | 8 | 4 |
| | Ladies Washroom | 5 | NA | 6 |
| | Handicap Washroom (PWD) | 1 | NA | 1 |

Optional Cost for Ad Hoc Services:

| Service Type | Unit of Measure | Rate (INR) | Remarks |
|--|------------------------|------------|---|
| Indoor Plants with Pots | Each (200 to 300 Nos.) | | |
| Carpet Shampooing | Per Sq Ft | | Total carpeted area to be considered |
| Chair Shampooing | Each | | |
| Pest Control Management | As per treatment | | Activities like Rodent treatment, General inspection pest control (GIPC), and Gel treatment in pantry and cafeteria |
| Reception Flower | As per Requirement | | Hand/Table mounted. Height ranging from 1-2 ft. |
| Termite Management | Per Sq Ft | | Post Construction |
| Office Sanitation | Per Sq. ft. | | Using surface disinfectants such as Viroff 753 or equivalent (Effective against Virus / Bacterial diseases) |
| Shuttle Cab – 6 seater AC Cab | Per Vehicle | | On monthly Package – Current requirement 8 cabs. |
| Shuttle Bus – AC bus | Per Vehicle | | On monthly Package – Current requirement 1 or 2 – 27 to 34 seater seater bus. (Quote as per no. of seats) |
| Additional cost for drainoscopy (Drainage line cleaning) | Per drainage point | | |

- Ad Hoc / Optional Services will not be accounted in the TCO calculation, however, rates quoted shall be recorded and may be referred for future requirements as and when such Ad-hoc services would be required.
- In case of calculation error, the Rate (Resource / Month) shall be considered the base rate for evaluation of the bid.
- Evaluation shall be done based on the scheduled manpower given in the priced bill of material. However, ReBIT may increase or decrease the manpower as per office requirement and payment will be made on the actual manpower utilized on agreed rates, terms & condition of the contract.
- Management Fees and other Costs will be paid pro rata every month.
- The monthly payment will be made after deducting the penalty, if any.
- The quoted prices shall be inclusive of all taxes/duties except service tax / GST (when applicable).
- The fees payable by REBIT to Bidder shall be inclusive of all costs such as insurance, taxes (GST, as per the rates applicable), custom duties, levies, cess, transportation, installation, (collectively referred to as "Taxes") that may be levied, imposed, charged or incurred and REBIT shall pay the fees due under this RFP and subsequent agreement after deducting any tax deductible at source ("TDS"), as applicable. Any variation in Government levies/ GST/ VAT/ cess/ excise/ custom duty etc. which has been included as part of the price will be borne by the Bidder.

Yours faithfully,

Authorised Signature [In full and initials]:

Name and Title of Signatory:

Name of Company:

Contact Details:

[Please mark this letter with your company seal]



Appointment of service provider for Annual Maintenance Contract of Non-IT Equipment's and Integrated facility management service

REQUEST FOR PROPOSAL (RFP)

Response to PreBid queries

(June 02nd, 2025)

RFP: REBIT/CPO/2025-26/556/015

| # | Clause no. | Page no. | Clause | Query | ReBIT Response |
|---|----------------|----------|---|---|--|
| 1 | 1.4 | 10 | EMD - 20 Lakhs | How much would be the EMD for only IFM bidding vendor | EMD -20 Lakhs is applicable |
| 2 | Annexure k | 157 | Proposed Team Profile | Profile to be shared before selection or after award of the contract | Team profile needs to share along with technical documents as mentioned in RFP. |
| 3 | Annexure H (B) | 124 | For Security Services - | Minimum wage to be considered for Guard Board Rates of State Minimum Wages | Guard board rates following the compliance |
| 4 | Annexure H (B) | 124 | We do security services thru our sister concern Peregrine, can we sublet the contract for Security Services as the PSARA licence is in Peregrine Name | We do security services thru our sister concern Peregrine, can we sublet the contract for Security Services as the PSARA licence is in Peregrine Name | As mentioned in RFP you can sublet security services to specialised agency possess PSARA license. |
| 5 | Annexure H (B) | 124 | Minimum Wage Revision allowed or not and if allowed what is the process for the same | Minimum Wage Revision allowed or not and if allowed what is the process for the same | Minimum wages would be payable to manpower deployed at site as per latest wages revision. Bidder needs to submit copy of notification, revised calculation along with invoice. Bidder can raise differential amount as per notification. |
| 6 | 3.2.2.4 | 49 | Window / Cladding Cleaning & Maintenance - | Upto which height to be cleaned | Up to 14 ft height. |
| 7 | 3.2.2.5 | 49 | Events - | Where to incorporate the cost incurred during such Events. | Deployed staff needs help for setting up inhouse events undertaken by ReBIT directly. |
| 8 | 3.2.2.8 | | Projects Cleaning - | how to bill the additional cost | In case of new refurbishment project inside same, office vendor staff deployed should be able to support cleaning such projects. |
| 9 | 3.2.2.12 | 50 | Area Details required for Pest Control | Total Area Required | Total area mentioned in the RFP 76,000 sft. |

| # | Clause no. | Page no. | Clause | Query | ReBIT Response |
|----|----------------|----------|--|--|--|
| 10 | 3.2.2.13 | 51 | The plants should be replaced every 15 days to get the proper sunlight to plants. | New Plants required or only shuffling to be done | New plant placements to be placed. |
| 11 | 3.2.2.13 - C | 52 | recommend measures to improve cost wherever possible and service efficiency within 2 months from the date of commencement of operations. The revised head count would then be mutually discussed and agreed upon after ReBIT consent | Please elaborate | Bidders once on boarded if found there is possibility of optimisation of cost can be discussed and agreed mutually |
| 12 | 3.2.2.15/1.1.1 | 53 | The service provider should do time to time medical tests of employees against diseases such as (Viral Flue / diseases) and submit the reports to ReBIT whenever asked for. | It would be required at the time of Joining only or please elaborate | Medical test reports of the staff to be done once in year specifically for the staff handling food service - pantry/cafeteria staff or whenever situation arise ie. in case of COVID or any other pandemic disease spread (certain tests to be conducted upon required.) |
| 13 | | 62 | Transportation/ Shuttle Service: - No of vehicles/ their Type/ Monthly Min KM | Required - No of vehicles/ their Type/ Monthly Min KM | Details provided under transportation / shuttle service. Monthly km to be considered 2400 Km per vehicle. |
| 14 | 3.2.2.17 | 64 | The Contractor shall stock all the items listed in the pre-approved menu (e.g. tea / coffee / biscuits/ snacks/ food etc.) - List is required | List required of Snacks etc, Menu required for Food | Menu list will be shared with the successful bidders. |
| 15 | 3.2.2.17 | 64 | All staff deployed by the Contractor shall be qualified and experienced and manpower from qualified from IHM (Institute of | Is it Mandatory to be qualified from IHM or only preferred | Having IHM qualification is preferred. Qualified & experienced IHM manpower / candidates will be added advantage. |

| # | Clause no. | Page no. | Clause | Query | ReBIT Response |
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| | | | Hotel Management) will be preferred. - if not then how to go about it | | |
| 16 | | 66 | disposal of Cafeteria waste, upkeep of area in and around the cafeteria, kitchen, dining halls, service points and all conference halls (after service) are in the scope of the Contractor. | waste to be disposed where | At the common garbage point decided by the landlord (Currently it is within campus) |
| 17 | | 67 | License to run the kitchen as per the local authorities (Municipal / corporation certification like – FSSAI and S&E) | License of sub-contractor should work | Yes |
| 18 | 3.2.2.19 | 73 | As the ReBIT has full-fledged recreation and game zone, service provider need to deployed suitable trained manpower for guiding / training employees for gym equipment's. | Shift Timings for the Gym Trainer | Gym trainer has work in break shift ie. 4 hrs in morning and 4 hrs in evening. |
| 19 | 3.2.2.20/ 1.4 | 74 | At a Country level, the Service Provider's Business Continuity Plan will also include | Please elaborate | Bidders to be submit BCP for site continuity in case of internal or external emergencies to ensure service/operations continuity. |
| 20 | 3.2.2.21 | 74 | Adhoc Requests (Illustrative) | how to bill the additional cost | In case of listed adhoc works, such works to be carried out during specific shift timings of deputed staff. There will be no additional charges paid for such works and vendor needs to consider additional cost if any in the manpower cost. |

| # | Clause no. | Page no. | Clause | Query | ReBIT Response |
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| 21 | 3.2.2.25 | 79 | Working Hours - 24/7 | Please elaborate | Site will be operational 24*7 for certain category of staff for now like MST, security etc., there may be 24*7 shift timings for HK and other staff as per the shifts. |
| 22 | Type of AMC Required: Comprehensive and Breakdown Calls: Any Numbers | 20 | Replacement due date (Equipment - UPS Batteries) - Feb 26 - replacement to be done under buy back. | Will client provide the old battery purchase invoices for buy back. Also, this will be done through third party not from JLL books Do we need to include the cost of battery replacement in the AMC proposal, or it needs to be mentioned as a separate item? | Bidders need to consider cost of battery replacement in the proposal. The necessary required documents will be share with successful bidder. |
| 23 | Battery Monitoring System | 20 | Battery Impedance test needs to be carried out on each quarter | Battery Impedance is already a part of UPS SOW. Do we need another 4 tests. | Battery impedance test to be carried out compulsorily once in year and whenever there is necessity to do it again depends on battery health. |
| 24 | Battery Monitoring System | 20 | All Spares parts/components & Consumables including batteries. | Do we have to cover battery replacement as well in AMC? | Yes, battery replacement is part of SOW. Distilled water refilling in inverter batteries (6 nos. - 135 AH) and gravity test to be carried out every quarter. |
| 25 | Battery Monitoring System | 20 | Check & inspect the connectivity of Battery monitoring system with BMS system | Is battery monitoring connected with BMS? | Battery monitoring system is connected with BMS. |
| 26 | FAS | 23 | Exclusions, | Cables and conduits need to be under exclusion | Cable and conduits unders exclusion however replacement of same is part of SOW. |
| 27 | Electrical | 24 | Exclusions, | Exclusions are missing? Electrical can't be under CAMC scope. Pls clarify | Replacement Panel, DB's, MCB, Main cable, conduits. ReBIT will provide |

| # | Clause no. | Page no. | Clause | Query | ReBIT Response |
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| | | | | | material however installation if any in the SOW. |
| 28 | NOVEC 1230 (GSS) | 25 | Exclusions, | Gas & HPT will be under exclusion | Refilling of gas & HPT under SOW. |
| 29 | Access Control system | 26 | Upgradation of system by latest software/antivirus/license etc. | Software upgrades will be under exclusion | Software upgradation is in the SOW. |
| 30 | Annexure: J - Bill of Material (BOM) | 133 | Asset list | Model and serial number are required for the equipments. Majorly sl. nos. required for UPS, PAC. | Make and models attached for UPS, PAC, Access control system, BMS & VMS mentioned in annexure |
| 31 | Annexure: J - Bill of Material (BOM) | 133 | Asset list | Need details like make model and system BOQ details, I/O summary for BMS, Access control, VMS systems | I/O summary will be provided to the successful bidder. |
| 32 | General Scope and Conditions for Facility Management Services | 53 | Min Wages act | Is it state wages or central Act? | As mentioned in RFP minimum wages as per Central Act |
| 33 | 3.2.2.1 House Keeping Services | 53 | IFM Scope | Is consumable required? | Consumables are part of SOW. |
| 34 | 3.2.2.1 House Keeping Services | 53 | IFM Scope | Is toiletries required or at actuals? | Toiletries such as tissue papers, garbage bags as per actuals. |

| # | Clause no. | Page no. | Clause | Query | ReBIT Response |
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| 35 | Annexure L | 159 | Customer feedback reference | Is email confirmation fine for evaluation from the customer? | Bidders need to provide details as per Annexure L |
| 36 | 3.2.2.14 Engineering Services | 51 | The colour of uniform should be different for each category so that the staff on Site can be distinguished easily | We kindly request that you specify the categories required for distinguishing among staff members and please provide details regarding uniform expectations. We would like to understand whether supervisors are expected to wear uniforms distinct from those of other technicians. | Technicians and supervisors needs to have different uniform. |
| 37 | 3.2.2.14 Engineering Services | 51 | The Provider is also required to submit the list of workers with photo ID, educational qualification, address proof and Background verification before deputing the workers | Could you please clarify if the listed verifications are applicable to housekeeping and security staff as well, or if they are limited to engineering manpower resources? Request your confirmation on this matter | Address verification & criminal background verification required for all staff. For supervisory staff along with criminal background verifications employment, education or licenses / certification verifications is required. |
| 38 | 3.2.2.14 Engineering Services | 51 | The Provider shall always employ an agreed strength of experienced staff at ReBIT Premises as required by ReBIT | Could you please provide information regarding the required skill sets, qualifications, years of experience, and specific licenses (such as HT, LT, wireman, or any others) for the Engineering staff resources? | For MST / technician - ITI + PWD licenses (LT, Wireman) required. Experience required - 3 yrs and above For Supervisory staff - Diploma + PWD (LT, Wireman) required along with working experience of 5 yrs and above. (HT license would be added advantage.) |
| 39 | Staff Deployment: | 78 | Gym Trainer | What is the years of experience are we looking at for Gym Trainer? I | Gym trainer should have professional experience of 3-5 years of gym training or personal fitness coaching. |

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| | Engineering & Soft services | | | | |
| 40 | Daily Cleaning Procedure | 49 | cleaning of the washrooms | Could you provide the number of washrooms (Female, Male and PWD) per building per floor | Annexure S attached of washroom counts. |
| 41 | Section III - General Terms and Conditions | 84 | Entire Section | JLL submits to understand if there is any possibility for negotiating few of the legal terms especially JLL's cap on its liability under the agreement and termination rights? | This can be discussed post bid submission |
| 42 | Section III - Clause 18 - Service Level Penalties | 91-96 | Entire Clause | JLL submits to understand the rationale for the differentiation between the SLA Penalties specified in the Clause and the Liquidated Damages as we understand both pertains to service level issues. | As per RFP terms, no change. |
| 43 | Section II - Clause 27 - Vicarious Liability | 101 | Entire Clause | JLL submits that as per the Contract Labour Regulation Act, JLL would not be classified as a principal employer but rather be classified as a contractor and ReBIT would be classified as the principal employer as the resources are deployed for ReBIT specifically. Hence JLL submits to be classified as a contractor. | As per RFP terms. |

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| 44 | 3.4.5. EHS - Environment Health & Safety | 80 | Service Provider to ensure all vendor use necessary Personal Protective Equipment's (PPE) and should ensure Lockout Tag out Control (LOTO) is installed in all critical location policy | Does the service provider require to assess PPEs and include the cost in proposal or ReBIT would be providing all PPEs? | Bidder needs to include cost of PPE kit in the proposal. |
| 45 | 3.2.2.25 Staff Deployment: Engineering & Soft services | 78 | Staff Deployment Sheet Engineering & Soft services | Do we need to consider same manpower strength as mentioned in RFP document or we can make necessary changes on the basis of our Due Diligence & site understanding? | Bidders need to consider count consider given in the RFP. |
| 46 | 3.2.2.25 Staff Deployment: Engineering & Soft services | 79 | Staff Deployment Sheet Engineering & Soft services- Personnel | Does the service provider require to assess Tools & tackles and include the cost in proposal or ReBIT would be providing all tools/tackles | Yes, bidder needs to include cost of tools & tackles as part of proposal. As per corrigendum#1 , refer Annexure S : Details of consumables |
| 47 | Annexure K | 157 | Proposed Team Profile | As part of this RFP submission, we will be sharing the job descriptions instead of the CVs format for the deployed staff | Bidders needs to share proposed team profile & it is mandatory along with details mentioned in the Annexure K. |
| 48 | 3.2 (ii) Integrated Facility Management Services: - | 43 | House Keeping Services (Core Services), engineering Services (Core Services) | As per the scope matrix, housekeeping and engineering services are required to be self-performed, although these services are generally outsourced to subcontractors in the industry and will not be on service provider payroll. Service providers will provide | Bidders need to provide core services (housekeeping and engineering services) on its payroll as mentioned in RFP. |

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| | | | | management staff on their payroll. Kindly confirm | |
| 49 | 3.2.2.7 Dishwashing | 49 | Description: Procedure for cleaning of Cutlery & Crockery / Dish wash cleaning. Material Required: Cleaning Chemical, hand gloves, dusters, Kitchen squeeze, Facemask, Garbage bag, scorer pad. | Does the service provider include dishwashing chemicals and consumables costs under management fee section B? | Bidder needs to consider cost dishwashing chemicals as mentioned in RFP scope of work. |
| 50 | 3.2.2.25 Staff Deployment: Engineering & Soft services | 79 | For IFMS -All staff should have adequately skilled and must possess necessary experience in their respective services. All the above services will be provided for seven days a week (Monday through Sunday) throughout the year and in the shifts. Proper relievers for the service personnel will be onsite for weekly offs holidays and absenteeism at no extra cost. | Can ReBIT confirm that the headcount provided in the RFP is inclusive of reliever count? Or should the service provider factor in relievers additionally to the given count?" | Headcount proposed includes the reliever count. |
| 51 | Annexure H (B): Commercial Bid Format- Integrated Facility | 123 | Total cost shall be calculated for 3 years, however, and payment will be released as per the payment milestones mentioned in Section 14. | Can ReBIT confirm the threshold/cap for minimum wage revisions to be factored in for year 2 and year 3? | Minimum wages would be payable to manpower deployed at site as per latest wages revision. Bidder needs to submit copy of notification, revised calculation along with invoice. Bidder can raise differential amount as per notification. |

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| | Management Services | | | | |
| 52 | Annexure H (B): Commercial Bid Format-Integrated Facility Management Services | 124 | Management Fees (including all administrative costs, overheads, equipment hiring/maintenance charges, housekeeping chemical & materials cost as per RFP Scope. | Should the service provider include housekeeping consumables, garbage bags, urinal screens, etc. under this section? | Garbage bags, urinal screens, liquid hand wash are not part of consumables. As per corrigendum#1, refer Annexure S: Details of Consumables |
| 53 | Annexure H (B): Commercial Bid Format-Integrated Facility Management Services | 124 | Management Fees (including all administrative costs, overheads, equipment hiring/maintenance charges, housekeeping chemical & materials cost as per RFP Scope. | Should the service provider include toiletries in this section? If yes, what specific toiletries should be considered (for example: toilet paper, hand roll towels, liquid hand soap, etc.)? | Toiletries consumables such as tissue paper - hand towel, toilet rolls, face tissues, hand wash liquid will be provided by ReBIT. |
| 54 | 3.4.8. Compliance | 81 | General | Can ReBIT confirm whether subcontractors can pay leave wages and bonuses to their staff on a monthly basis or if they must be paid on a yearly basis? | All statutory payable to be paid on monthly basis to all staffs deployed at site. |
| 55 | Optional Cost for Ad Hoc Services | 131 | Indoor Plants with Pots | Can ReBIT confirm the size of the plants to consider for unit rate calculations? | Plant height ranging from 3 to 7 ft. |

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| 56 | Optional Cost for Ad Hoc Services | 131 | Pest Control Management | Can ReBIT confirm the general pest control frequency to consider for unit rate ? | Weekly basis or as and when required in case of pest infestation. |
| 57 | Optional Cost for Ad Hoc Services | 131 | Shuttle Cab/Shuttle Bus | Fleet services will be contracted directly between the service provider and ReBIT. The service provider's scope is limited to acting as a managing agent. The billing had to be done directly between the client & the vendor | Fleet services will be directly contracted with the successful bidder. However Shuttle service is optional service, and bidder may choose not to quote for this service. |
| 58 | 3.2.2.25 Staff Deployment: Engineering & Soft services | 79 | Cook /Head Chef, Cashier, | Cook/Head Chef, Cashier, and Cook's Helper - the service provider cannot include these resources under the FM contract. These resources can only be provided through a separate secondment contract. Please confirm | Bidder can sub-contract non-core services to sub-contractor specialised vendors as mentioned in the RFP. |
| 59 | General | | | Does REBIT provide laptops to management staff? Or should service providers include laptop costs within their proposed costs? | Suitable device (Desktop / Laptop) required for performing duties will be provided to concern staff deputed at site. |

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| 60 | 3.2.2.4 Window / Cladding Cleaning & Maintenance | 48 | Provide the labor and equipment necessary to clean the exterior windows, building cladding, relights and skylights. Window & cladding cleaning activities will occur on a predetermined frequency. Provide recommendations on window & cladding maintenance with the help of a detailed checklist & minor or major repair to be carried out as & when on need basis. | Does the service provider price for external window or facade cleaning? If yes, please provide the facade area measurements and desired cleaning frequency for consideration. | External window or façade cleaning is not part of SOW. |
| 61 | 3.2.2.6 First Aid | 48 | Replenishment of the First aid box. | This will be handled under the managing agent model as Service provider is not authorized to resell schedule H Category drugs to our client. | Deputed staff needs to maintain (refill / purchase) the first aid material as instructed by medical consultant appointed by ReBIT. ReBIT will bear cost of refilling the first aid medicines. |
| 62 | 14 - Performance Bank Guarantee | 87 | The successful Bidder shall provide a Performance Bank Guarantee for 10% of the Total Cost of Contract. | Can be PBG value revised and reduced to 5% | As per corrigendum#1 – The successful Bidder shall provide a Performance Bank Guarantee for 05% of the Total Cost of Contract |
| 63 | 13.1 | 88 | Procedure for AMC work billing | The quarter billing after completion of AMC and 45 days of bill payment after invoice is high. Is the TOP negotiable? | As per corrigendum#1 |
| 64 | 13.2 | 88 | Procedure for IFMS billing | Bill payment after 45 days of invoice is high. Is it negotiable? | As per corrigendum#1 |

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| 65 | 3.2 | 43 | Integrated facility management services | BOM of housekeeping services not mentioned. We need previous years housekeeping consumable quantity for rough ideas. | Indicative list of material provided, but bidders need to consider quantity as per area and SOW mentioned in the RFP. |
| 66 | 3.2.2.15 (B) | 54 | General scope and conditions for facility management services. | Management fee or margin on call-based service | Bidder should be able to provide call-based service at mutually agreed cost including management fees. |
| 67 | 3.2.2.17 | 62 | Cafeteria Services | Need more clarity about the price of subsidized food served in the cafeteria | Food cost is bill to employee, ReBIT may time to time decide to provide subsidy on the food and that will be directly billed to ReBIT. This will be in mutual agreement with bidder. |
| 68 | | | Earnest Money Deposits (EMD) or Performance Bank Guarantees | Can be exempted for Earnest Money Deposits (EMD) or Performance Bank Guarantees | No change, as per RFP |
| 69 | 1 | 10 | Total Foot Fall in a day | Total Foot Fall in a day | Total employee count is mentioned in RFP. |
| 70 | 1 | 10 | Business Hours? Is it 24x7? | Business Hours? Is it 24x7? | Site will be operational 24*7 for certain category of staff for now like MST, security etc., there may be 24*7 shift timings for HK and other staff as per the shifts. |
| 71 | 1 | 10 | Floor Plate Area? Total SFT? | Floor Plate Area? Total SFT? | Total sft. Mentioned in RFP. |
| 72 | Appendix G | 115 | Shall we consider Data centre and corporate offices set up as experience count? | Shall we consider Data centre and corporate offices set up as experience count? | Bidder should provide suitable experience in similar services for both corporate offices set up and data centre as applicable for respective systems. |
| 73 | 3 | 19 | Shall we consider partial AMC of different customer as experience? Not all equipment at | Shall we consider partial AMC of different customer as experience? Not all equipment | Bidders have to submit the required documents as mentioned in RFP. Bidder |

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| | | | one customer with us under CAMC? | at one customer with us under CAMC? | should possess experience in all listed categories under this RFP. |
| 74 | 3 | 19 | We manage customer AMC through Vendor at many customers. Shall we consider this in our experience for CAMC scope? | We manage customer AMC through Vendor at many customers. Shall we consider this in our experience for CAMC scope? | Bidders need to submit contract / PO on bidders name. |
| 75 | - | - | Is it possible to have some extension on CAMC working timeline considering the requirement and remaining timeline? | Is it possible to have some extension on CAMC working timeline considering the requirement and remaining timeline? | Timelines as per RFP terms |
| 76 | - | - | Do we consider Central wages or State min wages | Do we consider Central wages or State min wages | Central wages |
| 77 | - | - | Material to be out on actuals or a monthly amount is required | Material to be out on actuals or a monthly amount is required | Bidder needs consider monthly amount for consumables as part of management fees. |
| 78 | - | - | Toiletries like Mfold, tissue paper or any paper related product to be considered? If yes, to be billed on actuals or an amount is required? | Toiletries like Mfold, tissue paper or any paper related product to be considered? If yes, to be billed on actuals or an amount is required? | Tissue paper will be provided by ReBIT. |
| 79 | - | - | No. Of employees working in 3 offices | No. Of employees working in 3 offices | Count of employees already provided in RFP. |
| 80 | - | - | Mobilization period will be required min 15days post receiving of PO, kindly confirm | Mobilization period will be required min 15days post receiving of PO, kindly confirm | Transition period mentioned in the RFP ie. 7 to 10 days. |

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| 81 | - | - | Phase wise transition will be done. Please confirm | Phase wise transition will be done. Please confirm | One time |
| 82 | - | - | For transport services, we need to tie up with some vendors, please share if any vendor details ReBIT has | For transport services, we need to tie up with some vendors, please share if any vendor details ReBIT has | Bidder can sub-contract non-core services to sub-contractor specialised vendors as mentioned in the RFP. |
| 83 | 3 | 20 | | Replacement of Panels- Which Panels need to be replaced? It is mentioned in the Exclusion column as well. | PAC display panel if required to be replaced. |
| 84 | 5 | 21 | | Coating of Tubes need to be done Which types of coating is require? | Copper tube coatings (Protective coating) for preventing metal from corrosion, leakage of gas and improving thermal efficiency needs to be done. Blue fin / gold fin coating, hydrophilic or thermal coating whenever suitable is required. |
| 85 | 35 | 117 | Annexure H(A) and H(B) | Template of the excel format is not available | ReBIT will share the excel file with the bidder who requested it. |