OPERATION AND MAINTENANCE OF INTEGRATED BUS TERMINAL AT PANJAPPUR TRICHY FOR TIRUCHIRAPPALLI CITY MUNICIPAL CORPORATION ON PUBLIC PRIVATE PARTNERSHIP MODE FOR A PERIOD OF 15 YEARS

Sub: *Reply to prebid queries received for meeting held on 12.05.2025 – 11 am at Commisioner's Conference hall, Trichy Corporation*

RFP ref no. : *E1/4923/2025*

S.No	Existing provision	Reference	Pre-bid Queries	Reply
1	Obligations of the concessionaire: 12.1.1 (t) Payment of utilities, excluding property tax, the utility payments incurred for the corresponding retail area shall be reimbursed	DCA – 12.1.1 (t)	**Utility Cost Liability for Air-Conditioned Infrastructure** As per the RFP and conceptual presentation, it is mentioned that the entire bus terminus is airconditioned, which is estimated to require approximately 1000 tons of cooling load. This would involve substantial recurring operational costs. Given that the scope for internal revenue generation is limited, we request clarification on the following: A) Whether the Tiruchirappalli City Municipal Corporation (TCMC) will bear the utility costs	A) Not applicable

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			(electricity) associated with air conditioning. (or) B) Whether any form of incentive package, subsidized electricity tariff, (or) C) Dedicated land allocation for setting up a captive green energy system (e.g., solar plant) will be provided to offset operating costs under the concession framework.	B) Tender condition prevails. C) The site area shall be provided with as per Annexure 1 – Area Statement. Installation of solar panel can be undertaken by the concessionaire wherever possible without hindering the movement of buses / vehicles, people etc., upon approval of the authority.
2	(v) The Concessionaire may organize promotional events or set up promotional kiosk desks within the Site, provided that such activities do not hinder public movement and are conducted with prior written approval from the Authority. Each individual kiosk shall not exceed 200 square feet in size, and the total combined area occupied by kiosks or event	Page 24 - DCA 5.1.4 (v)	**Utilization of Space for Events and Public Awareness Initiatives** Given the low revenue-generating components currently outlined in the RFP, it is critical to explore alternate avenues to ensure project sustainability	Kindly refer to Article 5.1.4 (v) of the Concession Agreement.
3			The available non-operational areas within the bus terminus can be used	

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	spaces shall not exceed 2,000 square feet at any given time.		for public or private event hosting, provided such usage does not interfere with regular bus operations;	
4			Whether these spaces may also be permitted for public awareness initiatives, such as exhibitions or campaigns promoting government schemes, health drives, digital literacy, etc.	
5	RFP – 1.3 – Schedule of Bidding Process	RFP – 1.3 – Schedule of Bidding Process	2-month extension of the bid submission deadline for "Operation and Maintenance of Integrated Bus Terminal at Panjappur, Trichy for Tiruchirappalli City Municipal Corporation on Public Private Partnership ("PPP") mode for a period of 15 Years" due to the ongoing conflict between India &Pakistan.	Not applicable.
6	For the purpose of this RFP, Eligible Projects shall be defined as O&M services in Bus Terminals, railway stations, metro station, airport terminals, institutional campuses,	RFP – Page 25 – 2.2.2	Eligible Projects Definition (Clause 2.2.2): It is observed that the eligible project categories listed under this clause	Kindly refer to Article 2.2.2 (A) of the RFP.

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	shopping malls, commercial buildings, IT/ITES park, SEZs, educational institution and office building. Additionally, only those projects will be considered as Eligible Projects in which the Bidder holds a minimum of 26% shareholding in the Eligible Projects.		include O&M services related to Bus Terminals, Railway Stations, Airports, Malls, etc. However, activities such as Solid Waste Management and Manpower Supply (which are significant under MCC Maintenance services) are not mentioned. Kindly clarify whether these projects will be considered as eligible experience.	
7	3.1.3. (j) If any new Project assets/ facilities are being created in the Integrated Bus Terminal upon the requirement and decision of the Authority, then the Authority shall bear the cost of the same and the Concessionaire shall be responsible for the O&M of the new Project assets/facilities. In case the Concessionaire proposes to develop any new Project asset/facilities the same shall be carried out at the cost of the Concessionaire. Upon the termination of the Project, the Concessionaire shall transfer the said facilities to the Authority. However, the O&M of new Project asset/facilities as aforementioned	DCA - 3.1.3 (j) & Annexure -7 – User fee	Future Bay Extensions: Please confirm whether the cost incurred for any future bay extensions can be adjusted in the monthly invoices or if the same will be reimbursed separately.	Kindly refer to Article No : 3.1.3(j) of Concession Agreement. And Annexure 7 of Concession agreement.

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	shall continue to be carried out by the Concessionaire at its cost;			
8	DCA - Schedule -B – Appendix I- A - (r) Minor repair works including but not limited to plastering wall cracks, fixing of plumbing and electrical fit outs etc., shall be done by the Concessionaire. Note : Major repairs and renovation due to faulty workmanship of Authority including but not limited to structural defects shall be done by Authority.	DCA – Appendix I (Project Objectives and Scope of Services)- Point A (Scope of Services)- Sub-point (r)	Civil, Electrical & Plumbing Expenses: Considering that major costs in bus terminal maintenance relate to civil, electrical, and plumbing works, kindly advise if such major repair/maintenance expenses can be adjusted against the invoice payments	Kindly refer to Schedule B-Appendix I (Project Objectives and Scope of Services)- Point A (Scope of Services)- Sub-point (r) of the Concession Agreement,
9	Ensuring that the Concessionaire has AMC/CAMC in place for all plant and machineries throughout the entire Concession Period. The Concessionaire shall be provided with a copy of the applicable AMC, as provided by the Original Equipment Manufacturer (OEM), during the warranty period or any extended period thereof, by the Authority;	DCA – 12.1.1(X)	Annual Maintenance Costs – Equipment: For systems such as Lifts, Escalators, Battery Vehicles, Generators, CCTV, etc., please clarify the number of years for which annual maintenance is expected. Since the cost may vary year-to-year with depreciation, please advise on how such expenses should be factored.	Tender condition prevails
10	NA	NA	AC Waiting Hall – Charges: Kindly confirm whether separate charges can be levied for AC waiting	Not applicable.

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			halls or if such facilities must be offered free of cost.	
11	(j) If any new Project assets/ facilities are being created in the Integrated Bus Terminal upon the requirement and decision of the Authority, then the Authority shall bear the cost of the same and the Concessionaire shall be responsible for the O&M of the new Project assets/facilities. In case the Concessionaire proposes to develop any new Project asset/facilities the same shall be carried out at the cost of the Concessionaire. Upon the termination of the Project, the Concessionaire shall transfer the said facilities to the Authority. However, the O&M of new Project asset/facilities as aforementioned shall continue to be carried out by the Concessionaire at its cost;	DCA - 3.1.3(j) DCA - Annexure 1 – Area Statement	Main/Link Road Maintenance: Kindly confirm if the maintenance or any future extension of the main or link roads approaching the bus terminal will be under the Corporation's scope or the Operator's responsibility.	The existing link road mentioned as per Annexure 1 – Area Statement is under the maintenance scope of concessionaire. Kindly note that any expansion of infrastructure including road within the site premises as per Article 3.1.3(j) of Concession Agreement shall be operated & maintained by the concessionaire during entire concession period.
12	(b) Ensure hygienic Operations & Maintenance of passenger waiting area, driver's dormitories, toilets, mother feeding room, prayer room, ATM, milk and other passenger amenities / facilities.	RFP – Appendix – VII (B) – Obligations of the concessionaire	Public Toilets – Charges: Are the toilets to be provided for public use free of cost, or can any nominal fee be charged for maintenance purposes?	Public Toilets are to be provided at free of cost and concessionaire shall ensure hygienic environment.

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13	(x) The Concessionaire shall endeavour to achieve net zero status within the Site by installing necessary solar panels or utilizing alternative renewable energy sources within the Site, subject to obtaining the required approvals from the Authority and in compliance with Applicable Laws.	DCA – 5.1.4 (x)	Solar Panel Installation: Please confirm whether installation of solar panels at the terminal is permitted as part of green energy initiatives, and if so, under what terms.	Kindly refer to Article 5.1.4 (x) and Appendix I-B (m) (r) of the Concession Agreement.
14	DCA - 21.6 DCA – 21.7	DCA - 21.6 DCA – 21.7	Force Majeure Events – Rental Waivers: Kindly clarify the treatment of rent and operational costs during Force Majeure events such as lockdowns, natural calamities, or fire. Will any relaxation or waiver be considered during such periods?	Kindly refer to Article 21.6 and 21.7 of the Concession Agreement.
15	In case of a Consortium, the Lead Member and the other Member(s) of the Consortium shall, until the expiry of the Lock-in Period, collectively hold 100% (Hundred percent) of the issued and paid-up share capital in the SPV with at least 51% (Fifty-One percent) of such issued and paid-up share capital being held by the Lead Member. Upon the expiry of	RFP – 2.2.4	Lead Bidder in Joint Venture: Please advise whether the Lead Bidder in a Joint Venture arrangement can be either the Financial or Technical partner, or if any specific role is mandated. Also, while the RFP specifies a minimum 51% shareholding for the Lead Bidder,	Yes, either the Financial or Technical partner may act as the Lead Bidder, provided they meet the eligibility criteria set out in the RFP. With regard to shareholding, Article 2.2.4 of the RFP specifies the minimum shareholding requirement for the Lead Member but does not prescribe

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	the Lock-in Period, the Lead Member and the other Members of the Consortium shall collectively maintain a minimum shareholding of 51% (Fifty-One percent) of the issued and paid-up share capital in the SPV until the expiry of the Concession Period, with at least 26% (Twenty-Six percent) of such issued and paid-up share capital being held by the Lead Member.		kindly clarify if there is a maximum permissible shareholding limit	any maximum limit. The Lead Member is required to hold at least 51% of the issued and paid-up share capital in the SPV during the Lock-in Period, and at least 26% after the expiry of the Lock-in period, until the expiry of the Concession Period. There is no restriction on the Lead Member holding more than these minimum thresholds.
16	For the purpose of this RFP, Eligible Projects shall be defined as O&M services in Bus Terminals, railway stations, metro station, airport terminals, institutional campuses, shopping malls, commercial buildings, IT/ITES park, SEZs, educational institution and office building. Additionally, only those projects will be considered as Eligible Projects in which the Bidder holds a minimum of 26% shareholding in the Eligible Projects.	RFP – Page 25 – 2.2.2	Will projects like Solid Waste Management and Manpower Supply be considered as eligible experience under O&M, even though not listed explicitly?	Please refer to Query / Reply No : 6
17	3.1.3. (j) If any new Project assets/ facilities are being created in the Integrated Bus Terminal upon the requirement and decision	3.1.3 (j) & Annexure -7 – User fee	Can the cost of future bay extensions be adjusted in the monthly invoices or reimbursed separately?	Please refer to Query / Reply No : 7

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	of the Authority, then the Authority shall bear the cost of the same and the Concessionaire shall be responsible for the O&M of the new Project assets/facilities. In case the Concessionaire proposes to develop any new Project asset/facilities the same shall be carried out at the cost of the Concessionaire. Upon the termination of the Project, the Concessionaire shall transfer the said facilities to the Authority. However, the O&M of new Project asset/facilities as aforementioned shall continue to be carried out by the Concessionaire at its cost;			
18	DCA - Schedule -B – Appendix I- A - (r) Minor repair works including but not limited to plastering wall cracks, fixing of plumbing and electrical fit outs etc., shall be done by the Concessionaire. Note : Major repairs and renovation due to faulty workmanship of Authority including but not limited to structural defects shall be done by Authority.	DCA – Appendix I (Project Objectives and Scope of Services)- Point A (Scope of Services)- Sub-point (r)	Can expenses related to civil, electrical, and plumbing maintenance be adjusted against invoice payments?	Please refer to Query / Reply No : 8
19	Ensuring that the Concessionaire has AMC/CAMC in place for all plant and	DCA – 12.1.1(X)	Please confirm the expected duration (in years) for AMC of Lifts, Escalators,	Please refer to Query / Reply No : 9

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	machineries throughout the entire Concession Period. The Concessionaire shall be provided with a copy of the applicable AMC, as provided by the Original Equipment Manufacturer (OEM), during the warranty period or any extended period thereof, by the Authority;		Battery Vehicles, CCTV, Generators, etc. How should such varying costs be factored in the financial model?	
20	In case of a Consortium, the Lead Member and the other Member(s) of the Consortium shall, until the expiry of the Lock-in Period, collectively hold 100% (Hundred percent) of the issued and paid-up share capital in the SPV with at least 51% (Fifty-One percent) of such issued and paid-up share capital being held by the Lead Member. Upon the expiry of the Lock-in Period, the Lead Member and the other Members of the Consortium shall collectively maintain a minimum shareholding of 51% (Fifty-One percent) of the issued and paid-up share capital in the SPV until the expiry of the Concession Period, with at least 26% (Twenty-Six percent) of such issued and paid-up share capital being held by the Lead Member.	RFP – 2.2.4	Can either Financial or Technical partner be the Lead Bidder? Is there a maximum limit on the Lead Bidder's shareholding, apart from the minimum 51% mentioned?	Please refer to Query / Reply No : 15

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21	NA	NA	Can separate charges be collected for usage of AC waiting halls, or should the facility be provided free of cost?	Please refer to Query / Reply No : 10
22	All property taxes on the Site shall be payable by the Authority as owner of the Site; provided, however, that any such taxes payable by the Concessionaire under Applicable Laws for use of the Site shall not be reimbursed or payable by the Authority.	DCA - 29.3	Who will bear the Property Tax for the Bus Terminal – the Corporation or the Operator?	Kindly refer to Article 29.3 of the Concession Agreement.
23	(j) If any new Project assets/ facilities are being created in the Integrated Bus Terminal upon the requirement and decision of the Authority, then the Authority shall bear the cost of the same and the Concessionaire shall be responsible for the O&M of the new Project assets/facilities. In case the Concessionaire proposes to develop any new Project asset/facilities the same shall be carried out at the cost of the Concessionaire. Upon the termination of the Project, the Concessionaire shall transfer the said facilities to the Authority. However, the O&M of new Project asset/facilities as aforementioned shall	DCA - 3.1.3(j) DCA - Annexure 1 – Area Statement	Will the Corporation or the Operator be responsible for the maintenance and future extension of main and link roads to the terminal?	Please refer to Query / Reply No : 11

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	continue to be carried out by the Concessionaire at its cost;			
24	(b) Ensure hygienic Operations & Maintenance of passenger waiting area, driver's dormitories, toilets, mother feeding room, prayer room, ATM, milk and other passenger amenities / facilities.	RFP – Appendix – VII (B) – Obligations of the concessionaire	Can a nominal fee be charged for the use of public toilets for maintenance purposes, or must they be offered free of cost?	Please refer to Query / Reply No : 12
25	DCA – Article 19 Appendix I (Project Objectives and Scope of Services)- Point A (Scope of Services)- Sub-point (r)	DCA – Article 19 Appendix I (Project Objectives and Scope of Services)- Point A (Scope of Services)- Sub-point (r)	In case of infrastructure damage by buses, will the cost be recoverable from the concerned transport departments?	Kindly refer to Query / Reply No 8. Kindly refer to Article 19 of Concession Agreement.
26	For the purpose of this RFP, Eligible Projects shall be defined as O&M services in Bus Terminals, railway stations, metro station, airport terminals, institutional campuses, shopping malls, commercial buildings,	RFP - 2.2.2, – Technical Capacity	Request for amendment to include the following as Eligible Projects: a. Developed, Operated or Managed infrastructure project which includes	Please refer to Query / Reply No : 6

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	IT/ITES park, SEZs, educational institution and office building. Additionally, only those projects will be considered as Eligible Projects in which the Bidder holds a minimum of 26% shareholding in the Eligible Projects.		power projects including renewable power projects. b. Developed, Operated and Managed Commercial outlets in transit environments (airports, bus stations, metro, railway stations, etc.). Kindly add as clarification under clause 2.2.2 that a Bidder can qualify through meeting the stated Technical and Financial Capacity of an Associate (which is a defined term)	
27	"In the event that the number of buses on a given day is less than the number of buses as mentioned in point 1 above, the Authority may, at its sole discretion, compensate the Concessionaire for any revenue shortfall."	RFP – Annexure 7 - Point 3, Page 175 – Revenue Shortfall Clause	Request to replace "may, at its sole discretion" with "shall compensate".	Tender Conditions Prevail
28	5% retail space to be allocated to Authority for any use, including retail, and may be licensed to any entity at Authority's discretion.	RFP - point K, Page 91 – Allocation of 5% Retail Space	Request to include:- 1. The space shall not be allocated to direct or indirect competitors.	Tender Conditions Prevail

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			2. The space shall not be used for commercial purposes.	
29	Area of 19,768 Sq ft is divided into following types of Space- Shop- 75 1. OMNI Office Space-3 2. Commercial Space-1 3. Canteen-1 4. SuperMarket/Book Store-1 5. Restaurant-2	RFP - Annexure-6 (Pg 165)	We kindly request to add as clarification “Shop” areas may be interchangeably utilized for commercial purposes including: 1. Food & Beverage outlets (e.g., restaurants, cafes, quick-service kiosks) 2. Office space (e.g., administrative offices, co-working units) 3. Service-oriented counters (e.g., travel booking, courier services) 4. ATM 5. Transit Hotel 6. Cinema 7. Party Hall 8. any other commercial purpose	Tender Condition Prevails