



CLARIFICATION

In response to the pre-bid queries received from different bidders

Sub: Sealed proposals were invited from eligible, experienced, and reputed Agencies/ Firms/ Companies/ Organizations hereinafter referred to as "Facility Management Service Provider (FMSP)" for providing Comprehensive Facility Management Services (CFMS) at Sambalpur University, Burla, as per the detailed scope of work, eligibility criteria, and terms & conditions specified in the Request for Proposal (RFP) document.

Ref No. 3819/Section-16(E&M) date.23.07.2026.

In continuation to the subject cited above under reference, Sambalpur University has invited Sealed proposals from eligible bidders for the above subjected Comprehensive Facility Management Services publicly. In pursuance to Page No.14 Clause.2.4 (a) & (b) and Bidder data Sheet S.N.12 as at page-06 of the RFP document, queries were submitted by interested bidders and a pre-bid meeting was held on 30/07/2026 at 11:30AM in the University Conference Hall. The pre-bid queries submitted by prospective bidders were discussed with the authorized representatives of the bidders who were present during aforesaid meeting.

In this regard, the bidders are requested to refer the following clarifications in response to the queries received :

Response to Pre-Bid Queries:

Name of the Bidder: M/s. City Service Consulting Pvt. Ltd., Bhubaneswar				
Sl No.	RFP Document reference(s) (Section & Page No.)	Content of RFP requiring Clarification(s)	Point of Clarification	Clarification by Sambalpur University
1	Page No.-06 Sl. No.-3	Clarification on Category of Manpower for "Front desk" & "Help desk"		Please refer to Clause 3.7 of Section-3 (Scope of Work & General Conditions of Contract) of the RFP document.
2	Page No.-06 Sl. No.-3	Clarification on category of manpower and their roles & responsibilities for "Reporting" & "Grievance & Compliant Management"		Please refer to Clause 3.10 of Section-3 (Scope of Work & General Conditions of Contract) of the RFP document.
3	Page No.-07 Sl. No.-15	Clarification on "Performance Bank Guarantee" i.e. @5% of the Finalized Contract value or any fixed amount by Sambalpur University		Please refer to Clause 2.15 of Section-2 (Instructions to Bidders) of the RFP document.
4	Page No.-11 Sl. No.-3	Clarification on "Is the Work experience certificate" issued by client for the CFMS/IFMS "issued by the client considered for minimum how many years.		Please refer Section-2 (Instruction to Bidder) Clause 2.2(Eligibility Criteria) and Clause 2.10(b) (Evaluation of proposal)

5	Page No.-20 Sl. No.-2.14 (a)	Clarification "Is the Existing Manpower working "will be taken or new persons are to be selected by the new vendor for the contract	Please refer to Clause 2.14 and Clause 3.22 of the RFP document. The successful bidder shall comply with the provisions contained therein.	
6	Page No.-28, Sl. No.-3. 3.5	Clarification on "Is the cleaning chemicals & monthly/weekly individual quantity" will be provided by Sambalpur University	Please refer to Clause 3.3.5 of Section-3 (Scope of Work & General Conditions of Contract) of the RFP document. No further clarification is required.	
7	In Page No.-06 , Sl. No.-5 & Page No.-59	For PPT Presentations 15 Nos. Slides (Excluding Title & Closing slides) allowed But in Form T-12 (Technical execution plan) 25 Nos. page mentioned, Pls. clarify upon it.	No amendment/corrigendum to the RFP document is proposed in this regard. The provisions of the RFP document shall prevail.	
Name of the Bidder: M/s. Sarovar Hotels Pvt. Ltd., Nagpur				
Sl No.	RFP Document reference(s) (Section & Page No.)	Content of RFP requiring Clarification(s)	Point of Clarification	Clarification by Sambalpur University
1	Point no. 2.1 & Page number- 11	Lajpat Rai Law College	What is the distance of Lajpat Rai Law College from Sambalpur University and how much staff are required there (Department wise).	The distance of Lajpat Rai Law College from Sambalpur University is approximately 13-15 KM. The built-up area of L.R. Law College is 18,500 sq. ft. (Sl. No. 48 of Annexure-A). The deployment of staff for the college shall be assessed and proposed by the bidder in their Technical Execution Plan (Form-T12) based on the scope of work.
2	Eligibility Criteria- 2 (e), Page number- 11	Security License under PSARA	Will the third-party sub-contracting be allowed for Security services?	No, sub-contracting is strictly not allowed. Please refer to Clause 3.11 of Section-3 (Scope of Work & General Conditions of Contract), which prohibits assignment or sub-contracting of any part of the services.
3	Scope of Work 3.1, Page number - 24	Manpower requirement	Details of manpower requirement not provided under the scope of work, also clarify deployment of manpower at fixed duty points	Manpower requirement and shift-wise deployment at duty points are to be assessed and proposed by the bidder in the Technical Execution Plan (Form-T12), keeping in view the built-up areas and open spaces listed in Annexure-A . Please also refer to Clauses 3.13 & 3.20 of Section-3.

4	Point no. 3.3.5 & Page number-28	Housekeeping Machines, Equipment & Chemicals	Are the Housekeeping Machines, Equipment & Chemicals under the scope of Service Provider or the university?	As per Clause 3.3.5 of Section-3, Housekeeping Machines, Equipment, Tools, Cleaning Agents, Disinfectants, and Consumables shall be provided by the Client (Sambalpur University) . No changes shall be made to this clause.
5	Point no. 3.3.3 & Page number-27	Housekeeping Area Covered	Please clarify the Schedule & Shifts for Housekeeping services in different areas.	Please refer Form-T12 page-59
6	Point no. 3.4 & Page number-30	Operation & Management of University Hostel	Please clarify the Deployment and shift timing for manpower in 08 female & 05 male hostels.	Hostels require 24x7 operational support and management. The exact shift timings and deployment plan for the female (08) and male (05) hostels must be proposed by the bidder in Form-T12 (Technical Execution Plan) in alignment with Section 3.4.
7	Point no. 3.6 & Page number-34	Horticulture, Gardening & Plantation	Please specify areas / locations for scope of horticulture work.	Please refer Form-T12 page-59
8	Point no. 3.9 & Page number-36	Parking Management	Parking Management also include Valet Services.	Please refer Section-3.9 of Section-3 (Scope of Work & General Conditions of Contract) of the RFP document.

The outcome of the meeting is a part of the RFP, which has to be followed by all bidders irrespective of their participation in the pre-bid discussion. Accordingly, these clarifications shall be invariably binding on all bidders and will be given due consideration by the bidders while they submit their bids/proposals.

All prospective bidders are advised to visit the website www.suniv.ac.in regularly. All other terms and conditions of the RFP document shall remain unchanged.


Registrar

Date: 04.08.2026

Memo No. 4181 / Section-16(E&M)

Copy forwarded for information to:

1. Comptroller of Finance, Sambalpur University.
2. Accounts Officer, Sambalpur University.
3. Director, e-Governance: He is requested to upload the clarification of the pre-bid queries on the University website for wide circulation.
4. PA to Registrar/ Secretary to Vice-Chancellor, Sambalpur University.


Registrar