

Request for proposal for selection of business partner for Part A - Premise leasing at Mumbai, Delhi and Bangalore Airports, Part B - lounge design and build at Mumbai, Delhi and Bangalore Airports, Part C - End to End operations management at Mumbai, Delhi and Bangalore Airport Lounges; RFP Reference No: NPCI/2022-23/ADMIN/001, Dated : 12/04/2022						
(REPLIES TO CONSOLIDATED LIST OF PRE-BID QUERIES - DATED 18th April 2022)						
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1	NPCI/2022-23/ADMIN/001	10	5.1	Foot fall / month	Can we please have the passenger volume of RuPay for Pre Covid-19 as well (i.e. FY19-20)?	Passenger volume for FY 19-20 is the lowest. Bidders to consider growth on FY 21-22 nos. and forecast.
2	NPCI/2022-23/ADMIN/001	8	4	Project Location Airport Lounge Location as below Domestic Airports: - Mumbai - T2 Delhi - T3 Bangalore T1	Is it a must to identify locations at the Terminals which RuPay specified? Would RuPay be open to considering other Terminals within the DEL, BOM, BLR?	Please stick to RFP terms & condition
3	NPCI/2022-23/ADMIN/001	13	7.1	Hard copies of the documents should be submitted by the Bidder in sealed envelopes, as per RFP terms.	Courier Service during Covid-19 pandemic is very volatile, would RuPay accept digital submission instead of hard copy submission?	Please stick to RFP terms & condition
4	NPCI/2022-23/ADMIN/001	16	7.2.3	(A) Part A - Premise leasing at Mumbai, Delhi and Bangalore Airports i. Rent of the lounge will be pass through cost (Actual Payout will happen as per the invoice submitted by Airport Management) ii. Airport Management like GMR, Adani etc. Business partner will not add any mark up on the same	As in the RFP, RuPay is asking the bidders to provide the Rental Amount of the respective space. Would Rental Amount be part of the evaluation criteria?	* Bidders are expected to share the best quote from their end * Lowest bided price will be treated as L1 or Base price for RA * Reverse auction may be performed as per NPCI's managements discretion.
5	NPCI/2022-23/ADMIN/001	39	Annexure I	Annexure I - Indicative Commercial and Price Bid form for Part A - Premise leasing at Mumbai, Delhi and Bangalore Airports	Would be rental estimation provided as part of the submission of a binding proposal? As of now, it is just an estimation and it is subjected to the actual agreement executed with each individual airport.	* Bidders are expected to share the best quote from their end * The quoted price would not be more than the final agreement price.
6	NPCI/2022-23/ADMIN/001	13	7.2.1	Registered company under The Companies Act, 1956 or 2013 or Partnership firm/ LLP or Proprietary firm having their office in India in existence for a minimum of 5(five) years	Is it possible to bid with our HQ company which is not based in India and once awarded we will execute the agreement with RuPay using our local Indian Subsidiary(s)? Our local Indian Subsidiary(s) is able to meet the minimum qualifications specified by RuPay.	Please stick to RFP terms & condition
7	NPCI/2022-23/ADMIN/001	8	19	BID OPENING AND BID EVALUATION PROCESS	What would be the marking schemes for Part A and Part C? How to determine eligible for the next stage?	Examination of Technical Bids :- Whoever will score more than 70% marks in technical bid (Part A, Part B, Part C will be considered individually) will be called as successful bidder in technical evaluation.
8	NPCI/2022-23/ADMIN/001	45	Annexure L	Annexure L - Indicative Bill of Quantities (BOQ) for Part B - Lounge design and build at Mumbai, Delhi and Bangalore Airports	Would the cost of the Design & Construction (CAPEX) will be on pass through basis to RuPay?	Please refer the Payment terms for Part B mentioned in RFP under Project Profile sub clause Schedule of Payment
9	5.1 Brief SOW :Part A - Premise leasing at Mumbai, Delhi and Bangalore Airports	D	5. SCOPE OF WORK	In the event of Airport Authority not providing exclusive space due to single loyalty lounge concept at the airport, the bidder should provide separate entry/reception for RuPay cardholders, separate dedicated reserved seating with RuPay branding in the said lounge.	What if AAI doesn't provide permission for the same, please confirm	In that case NPCI's Management will take call
10	5.1 Brief SOW :Part C - End to end operations management at Mumbai, Delhi and Bangalore Airport Lounges	9	5. SCOPE OF WORK	EPOS integrated with AAI systems	Who will be coordinating with AAI, in this case. What will be the protocol in terms of cloud system. Please confirm	* Bidders to take it up with AAI. * Protocols to be checked with AAI
11	5.2 Single Point of Contact (SPOC)	9	5. SCOPE OF WORK	The selected bidder activity wise shall appoint a single point of contact, with whom NPCI will deal for any activity pertaining to the requirements of this RFP	What, if we go with only for Part B, then who will be SPOC for all the coordination	This is for the SPOC details to be provided by Bidder
12	5.2 Single Point of Contact (SPOC)	10	5. SCOPE OF WORK	The selected bidder activity wise shall appoint a single point of contact, with whom NPCI will deal for any activity pertaining to the requirements of this RFP	Leasing, D&B & IFM all will have different SPOC based on their calibre. Please let us know your thought process.	There may be three different SPOCs for - Part A, Part B, Part C
13	5.1 Brief SOW :Part C - End to end operations management at Mumbai, Delhi and Bangalore Airport Lounges	9	5. SCOPE OF WORK	Foot fall / month	Exclusive space options 1000,2000, and 3000 Sq ft and the footfall will vary accordingly. Kindly confirm what to consider the footfall or thumb rule area calculation for Per Month Per Pax Cost - Tenure 1	* Indicative Footfall is provided in RFP , Bidders are requested to stick to the same and forecast.
14	Furniture to be proposed as per our requirements. As the make & quantity has been mentioned	45	Annexure L	Annexure L - Indicative Bill of Quantities (BOQ) for Part B - Lounge design and build at Mumbai, Delhi and Bangalore Airports	Please let us know on the product list to quote	Specification and Brands have been mentioned in BOQ, please stick to the same
15	RFP	7	3	EMD	EMD Of Rs 10 Lakhs is refundable and is to be paid only once even if the party is bidding for PART A, PART B & PART C, or any of the two Parts	Please ref clause 6.2.1 in RFP If any of the bidder participates in all three Parts or any of the Part, overall EMD submission amount will remain same Rs10,00,000/- (Rupees Ten Lacs)
16	RFP	8	4	Schedule of Payment	Based on reading the said clause, it is understood that the capital expenditure for the lounges will be paid by NPCI and the assets will be in the owned by NPCI. - Kindly confirm our understanding	Yes
17	RFP	8	4	Schedule of Payment	Is there any threshold for minimum capital expense ?	Stick to the BOQ provided. Bidder basis his /her experience and market knowledge to consider the spend for Premium Lounge
18	RFP	9	5.1	Brief of SOW - Premise Leasing at Mumbai, Delhi and Bangalore Airports	Due to magnitude of the contract to build and operate the Lounge by the service provider, we request that the option of extension of additional 3+3 years be at the discretion of service provider instead of NPCI. Kindly confirm	As Per RFP , total tenure offered by bidder - (MINIMUM 3 YEARS, PREFERABLY 9 YEARS - preferably 3+ 3+ 3 years) at discretion of NPCI
19	RFP	9	5.1 - C	Exclusivity	We request that the contract for providing F&B and allied services at the RUPAY Lounges mentioned in this RFP be exclusive in order to encourage and support the service provider.	* Contract for providing F&B and allied services at the RUPAY Lounges will be mutually exclusive, solely at discretion of NPCI
20	RFP	9	5.1 B	Details of Licenses	Please confirm whether NPCI will reimburse the cost of getting necessary licenses to operate at the Airport?	Refer to the below clause mentioned in RFP :  7.2.3 Envelope C - Commercial Bid  (C) Part C - Operational Cost- End to End operations management at Mumbai, Delhi and Bangalore Airport Lounges i. Bidder should quote per pax cost for running the operations which should include all operational costs e.g Water cost, electricity cost, manpower cost, Statutory compliance cost, maintenance cost, Technology deployment etc.

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21	RFP	9	5.1- Part A	5. SCOPE OF WORK	Do we have to follow the 1000, 2000 or 3000 sqft only or can we have any other area in between too as available?	Range Provided in RFP is approx 1000, 2000, 3000 sqft
22	RFP	9	5.1- Part B	5. SCOPE OF WORK	Are there any guidelines/ standards for the Lounge design of RuPay.	* Please refer SOW in RFP * Link for Brand Guidelines as below :- <a href="https://www.npci.org.in/npci-in-news/knowledge-centre/knowledge-centre-ruPAY">https://www.npci.org.in/npci-in-news/knowledge-centre/knowledge-centre-ruPAY</a>
23	RFP	9	5.1- Part B	5. SCOPE OF WORK	Will NPCI approve only the Interior Design or would be engaging/approving the MEP design too	* Please refer SOW in RFP
24	RFP	9	5.1- Part B	5. SCOPE OF WORK	Will NPCI have a say in finalizing the Architects/ID consultants we hire?	* No, but design layout has to be approved by NPCI.
25	RFP	9	5.1- Part B	5. SCOPE OF WORK	If we understand it correct then the Designs have to be vetted by the NPCI team after Airport's approval but before construction. In case if the NPCI suggests any changes at that stage then the entire process of airport approval would require to be re-done. - Need to relook at this Clause	Please stick to RFP terms & condition.
26	RFP	9	5.1- Part B	5. SCOPE OF WORK	In the above case, if there is any additional revision costs of the Consultants, the same should be allowed on actual for reimbursement (incl. Taxes)?	No additional cost will be given. Please stick to RFP terms & condition
27	RFP	9	5.1- Part B	5. SCOPE OF WORK	Does the lounge require its own services like buffet, toilets, bar, etc. or can have it shared with the adjoining lounge?	Non customer facing services can be common like Kitchen, toilet etc. Entry, Exit, F&B, live counters to be exclusive for RuPay Lounge
28	RFP	9	5.1- Part B	5. SCOPE OF WORK	Do we need to have a separate kitchen or an exclusive kitchen for this lounge?	Non customer facing services can be common like Kitchen, toilet etc. Live counters to be exclusive for RuPay Lounge
29	RFP	9	5.1- Part C	5. SCOPE OF WORK	What type of gaming zone is required? Is it kids play area. Kindly clarify as the Capex towards the same needs to be accounted for	Preferably (Games which consume minimum 5ft Area and more entertaining ) - X-Box, Play station, VR etc
30	RFP	9	5.1- Part C	5. SCOPE OF WORK	Is there any requirement of minimum area for the various Services like SPA, Kids Play area? If yes, kindly provide	Bidder basis his /her experience and market knowledge to consider the requirement for Premium Lounge .
31	RFP	9	5	Scope of work - In the event of Airport Authority not providing exclusive space due to single loyalty lounge concept at the airport, the bidder should provide separate entry/reception for RuPay cardholders, separate dedicated reserved seating with RuPay branding in the said lounge.	In case a separate space is allocated for the customers, what percentage of capex will be re-imbursed to the bidder? Since the capital expense incurred will be used for the services offered specifically to the RuPay customers	Reimbursement will be considered as per prorata basis - keeping the Draft BOQ as the basis
32	RFP	9	5	Scope of work: The Bidder is responsible for the day to day operation of the lounge including ensuring F&B services and other value added experiential services permitted at the lounges (like Gaming Zone, Valet Services, SPA services etc.)	Will services like SPA and gaming etc. be complimentary for the customer or at additional charge?	Complimentary for Games (on first - cum first serve basis) and Spa will be on Chargeable basis using their RuPay card at the Lounge
33	RFP	10	5	Technical Aspects	White label App to manage bookings - Kindly clarify what "White Label App" means	SDK to be provided by Bidder for integration with bank / NPCI apps.
34	RFP	10	5	Scope of work - Technical Aspects At the time of ticket booking or travel booking White label App to manage bookings SDK / APIs to integrate with BIIIM and Bank apps Customer should have an option to pay and add more members at an additional discounted charge	Will NPCI provide a white label app and the same needs to be maintained by the bidder? Or is the bidder required to have to develop a separate app?	SDK to be provided by Bidder for integration with bank / NPCI apps.
35	RFP	11	5.2	Prior approval of NPCI management is mandatory for all pointers mentioned above in Part A, B, C like Space Finalization, Lounge Design, Food Menu selection etc.	What is the criteria for the approvals of A,B and C? Are there any guidelines for the same?	Before giving a go ahead final selected bidder to get a sign off from NPCI management on the below ; * Part A - Space * Part B - Lounge Design * Part C - Operations (food / menu design etc.)
36	RFP	15	7.2.2	A 3: Experience in managing Space Leasing at Airport minimum 3 years	Does this clause mean space leasing directly from airport or space lease to third part brands? Kindly clarify	* Bidder to have Experience in managing Space Leasing at Airport minimum 3 years
37	RFP	15	7.2.2	A 4 : Minimum one lounge should have a minimum area of 750 Sft	Is it mandatory to have a lounge of 750 sqm or a bigger space lounge operations will also qualify? Kindly clarify	* Minimum area operated by the bidder to be 750 sqft, it can be more
38	RFP	16	7.2.3	(A) Part A - Premise leasing at Mumbai, Delhi and Bangalore Airports i. Rent of the lounge will be pass through cost (Actual Payout will happen as per the invoice submitted by Airport Management) ii. Airport Management like GMR, Adani etc. Business partner will not add any mark up on the same	This clause states that the rentals for the lounge will be a pass through cost. Will this be billed directly to NPCI or bidder. In case, the same is billed to the bidder, our understanding is that the cost will increase to the extent of GST disallowance as a part of the pass through cost. The same is in terms of the GST Act	If the GST is billed from the airport management/ authority to the bidder it is available as credit to the bidder, and then the bidder raises their bill with GST to NPCI, it will still be available as credit, without any loss.
39	RFP	40	Part A	Lock-in Period	As the service provider will get the necessary Lounge space for RuPay from the Airport, NPCI to be locked-in as per the contract signed between Service Provider and Airport. Kindly confirm	Bidder has to quote on below criteria as per RFP - LOCK IN PERIOD FOR LESSEE (PREFERABLY FIRST - 1 YEARS OF CONTRACT)
40	RFP	40	Part A	Calculation of Rent	As per our experience in operating several Airport Lounges, we believe that the rental to be quoted by the service provider for the tendered lounges should be the same as what is being charged by the Airport. The same can be determined only after we have been given the space by the Airport hence it would not be correct to mention the base rate at this moment. Kindly confirm..	* Bidders are expected to share the lowest possible quote from their end * The quoted price must not be more than the final agreement price.
41	RFP	40	Part A	Stamp Duty Charges		Registration and stamp duty, legal charges if any, shall be borne equally by the Bidder / Lessor and NPCI. (*Lessor = Airport Authority/Management) Reimbursement will be done based on submission of actual government receipt.
42	RFP	40	Annexure 1	<b>PART A: Price Break up and Detail for Lease:</b> 1. AREA OF PREMISES IN SQ.FT. A. CARPET AREA IN SQ.FT. B. EFFICIENCY IN % C. CHARGEABLE AREA IN SQ.FT. D. TOTAL TENANT OFFERED (MINIMUM 3 YEARS, PREFERABLY 3 YEARS - preferably 3+ 3+3 years)	1. What does efficiency mean? 2. Is the bidder required to negotiate with the airport for a tenure of 3+3+3 years?	1. Efficiency - Built up sqft v/s usable or carpet area 2. NPCI ask is - MINIMUM 3 YEARS, PREFERABLY 9 YEARS - preferably 3+ 3+ 3 years.
43	RFP	40	Annexure 1	1. AREA OF PREMISES IN SQ.FT. A. CARPET AREA IN SQ.FT. B. EFFICIENCY IN % C. CHARGEABLE AREA IN SQ.FT. D. TOTAL TENANT OFFERED (MINIMUM 3 YEARS, PREFERABLY 3 YEARS - preferably 3+ 3+3 years)	1. Can the tenderer cancel the contract post 3 years? 2. What if the bidder has entered into lease for 9 years?	1.& 2. Lock In for the Bidder will be preferably entire tenure of contract

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44	RFP	40	Annexure 1	In Case of Security deposit for the second and third term, differential of rent will be prorated and delta amount will be paid.	It is understood the security deposit and any performance guarantee payable to the airport will be paid by NPCI or reimbursed. Kindly confirm our understanding	Security Deposit will be reimbursed. Bidder needs to return the Security deposit post completion of tenure (this will be part of agreement).  Performance Guarantee needs to be submitted by Bidder
45	Miscellaneous	Miscellaneous	Miscellaneous	Lounge Requirement List	Please share an indicative list of Must Have and Good to Have Lounge requirements in order to understand and prioritise the services at the Lounge	Bidder basis his /her experience and market knowledge to consider the requirement for Premium Lounge .
46	Miscellaneous	Miscellaneous	Miscellaneous	Lounge Service	Please confirm whether the service provider is required to provide differential services to guests falling in different category?	Lounge Partner should be able to differentiate customers basis the Card Type. Basis this NPCI will decide to offer differential services from time to time .
47	Miscellaneous	Miscellaneous	Miscellaneous	Lounge Service	If yes, please share the break-up of the guests who fall into various categories of Rupay Card.	Will be shared from time to time on actuals with the Successful bidder
48	Miscellaneous	Miscellaneous	Miscellaneous	Lounge Footfall	Please share projections of pax. footfall for Rupay Card members for next 3 years as that would help us in our proposal submission.	Lounge partner basis his/ her experience to extrapolate the numbers . Like - Covid restrictions, festivities, Long weekends etc.
49	Miscellaneous	Miscellaneous	Miscellaneous	Lounge Maintenance	Please advise, whether NPCI will reimburse the cost of various maintenance activities which will be performed by the service provider for upkeep of the Lounge. Kindly confirm.	* Bidder to quote rates all inclusive excluding the applicable taxes
50	Miscellaneous	Miscellaneous	Miscellaneous	Marketing	What marketing and promotional initiatives will Rupay drive to get Rupay customers at the Lounge?	Marketing of the Lounge should not be considered as a commitment by the bidder. However NPCI will share the Marketing information from time to time with the Successful bidder
51	Miscellaneous	Miscellaneous	Miscellaneous	Footfall / Projections	We would request NPCI to guarantee a minimum threshold pax, since to operate such a high lounge will require multiple costs (fixed costs) which will have to be borne by the bidder	Bidder basis his/ her experience to extrapolate the numbers . Like - Covid restrictions, festivities, Long weekends etc.
						* Bidder to provide blended rate for food per pax .  * Menu options will change weekly and will be agreed at the end of previous month/ Ala' carte will be restricted to Eggs to order / Live Dosa counter / Regional food counter during Festival days Below menu outline is indicative list of requirement: • Break Fast - Tea, Coffee, Cookies, Fresh Juice, Bread, Toast, Corn Flakes, Milk, Honey, Butter, Ketchup, Boiled Eggs, Eggs to order, 2 veg main dish (south /north Indian) & 1 non veg main dish with their accompaniments, Ala'carte Live Dosa counter • Lunch/ Dinner - Fresh Juice, Soup, Assortment of salads (min. 2 salads), 1 Veg Starter, 1 Non Veg Starter, 2 Veg Main dish (Rice & Curry), 2 Non Veg Main dish (Rice & Curry), Assortment of Rotis, Curd, 1 Dessert. • Snacks - Tea, Coffee, Cookies, Fresh Juice, Bread, Toast, Ketchup, Boiled Eggs, Eggs to order, 2 veg Snacks (south /north Indian) & 1 non veg Snack with their accompaniments.  * All services like Spa, Bar where Lounge partner is charging the customer the profit from the above said services should be reduced from the Bidders cost. Payment at the Lounge for all paid services would be limited to RuPay or UPI as per NPCI's discretion
52	Miscellaneous	Miscellaneous	Miscellaneous	Menu offerings	Foods to be offered and menu spread :- Need clarity on spread to be offered, pricing with alcohol without alcohol & the Fixed offerings	

\*All Other Terms and Condition will be as per RFP