



Ghaziabad Development Authority (GDA)

Expression of Interest (Eoi)

For

**SELECTION OF AN AGENCY FOR OPERATION AND MAINTENANCE
OF KAILASH MANSAROVER YATRA BHAWAN, GHAZIABAD,
UTTAR PRADESH**

November 2025

Issued by:

Ghaziabad Development Authority

Vikas Path, Near Old Bus Stand,
Ghaziabad, Uttar Pradesh, 201001

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Disclaimer

This Expression of Interest (Eol) for the "Selection of an Agency for Operation And Maintenance of Kailash Mansarover Yatra Bhawan, Ghaziabad, Uttar Pradesh" (hereinafter referred to as 'the Project'). Its primary objective is to provide potential Entity/Firms with concise details about the Project and outline the scope of work involved. The primary goal of this Eol is to gather insights, feedback, and interest from prospective Entity/Firms. This Eol aims to understand the capabilities, innovative approaches, and suggestions from potential developers to ensure the successful planning, structuring, and execution of the project, while maximizing value for all stakeholders.

The information in this bid document, provided to the Entity/Firm(s) by or on behalf of the GDA, is made available under the terms and conditions outlined in this bid document, as well as any other applicable terms and conditions.

GDA may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this bid document.

GDA reserves the right not to proceed with the project, to alter the timetable reflected in this document, or to change the process or procedure to be applied. It also reserves the right to decline to discuss the Project further with any party submitting a proposal. No reimbursement of cost of any type will be paid to persons, entities, or consortiums submitting a Proposal.


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Data Sheet

S. No.	Particulars	Details
1	Name of Project	Eoi for Selection of an Agency for Operation and Maintenance of Kailash Mansarovar Yatra Bhawan, Ghaziabad, Uttar Pradesh
2	Authority's Representative Project	Chief Engineer, Engineering Department, Ghaziabad Development Authority Vikas Path, Near Old Bus Stand, Ghaziabad, Uttar Pradesh, 201001 Email ID: secgda@gmail.com Website: https://gdaghaziabad.in/
3	Proposal Submission Start Date	17.11.2025, 11:00 AM (IST)
4	Last date for submitting response	01.12.2025, (05:00 PM IST). All interested participants are requested to send their documents and presentation to Email id: secgda@gmail.com and submit hard copies on the presentation date
5	Presentation Date	To be communicated via email
6	Response validity duration	90 days from the Last date of submission
7	Eoi fee	INR 10,000 in the form of Demand Draft (DD) in favour of Ghaziabad Development Authority. Scan copy of DD to be submitted along with other documents over email and original to be submitted at the time of presentation.


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Ghaziabad, Uttar Pradesh

2 Key Instructions

1. Invitation for Expression of Interest

The Ghaziabad Development Authority ("GDA" or "the Authority") invites Expression of Interest (Eol) for "Selection of an Agency for Operation and Maintenance of Kailash Mansarovar Yatra Bhawan, Ghaziabad, Uttar Pradesh" ("the Project"). Interested Entity/Firms can download the document from the website <https://gdaghaziabad.in/> and submit their "Expression of Interest" in the formats duly filled and signed with required enclosures, via email superscribed "Agency for Operation and Maintenance of Kailash Mansarovar Yatra Bhawan, Ghaziabad, Uttar Pradesh".

2. Key Instructions

Interested Entity/Firms should make note of the following key points:

- This Eol invitation document is not a Tender or Request for Proposal in any form and would not be binding on GDA in any manner whatsoever.
- GDA reserves the right to cancel the Eol invitation as a whole or in part without assigning any reasons.
- The Entity/Firms are encouraged to conduct their own independent assessment, investigations and analysis and check the reliability, accuracy and completeness of the information at their end and obtain independent advice from relevant sources as required before submission of their response.
- GDA encourages interested Entity/Firms to contact the Engineering Department for any query.
- GDA reserves the right to update, amend and supplement the information given in this document at its sole discretion before the last date and time of submission of the responses.
- Entity/Firms should submit their response in English language and as per formats provided in the last section of this document. Submission not conforming to the instructions or prescribed formats will be rejected.
- The key dates and information for the Project are given in Eol Datasheet.

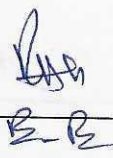
3. Introduction: Kailash Mansarovar Yatra Bhawan

Kailash Mansarovar Yatra is organized by the Ministry of External Affairs during June - September each year. Almost 1500 pilgrims have undertaken Kailash Mansarovar Yatra in the year 2019. Kailash Mansarovar Yatra is known for its religious value and cultural significance. Being significant to Hindus as the abode of Lord Shiva, it holds religious importance.

Kailash Mansarovar Bhawan was constructed by the Government of Uttar Pradesh with an objective of facilitating the pilgrims with boarding and lodging facilities taking the annual Kailash Mansarovar Yatra. The Bhawan is a modern facility developed by Department of Religious Affairs (Dharmarth Karya Vibhag), with a built up area of 14919.53 sq.mt, stilt floor+4 storied RCC framed structure building with facilities to accommodate 280 pilgrims with the parking space of 180 vehicles at Indirapuram Ghaziabad.

The facilities offered at Kailash Mansarovar Yatra Bhawan, are equipped with air conditioning and ventilation systems, power backup, fire protection and, lifts for ease of public movement on all levels and centrally monitored CCTV system for safety and security.

The Bhawan has been constructed for pilgrims specially focusing on their needs and provide hassle free experience before starting their Yatra. All The levels and centrally monitored CCTV


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system for safety and security of the visitors. The detailed facilities are listed in the scope of
work.



Figure 1 Kailash Mansarovar Bhawan

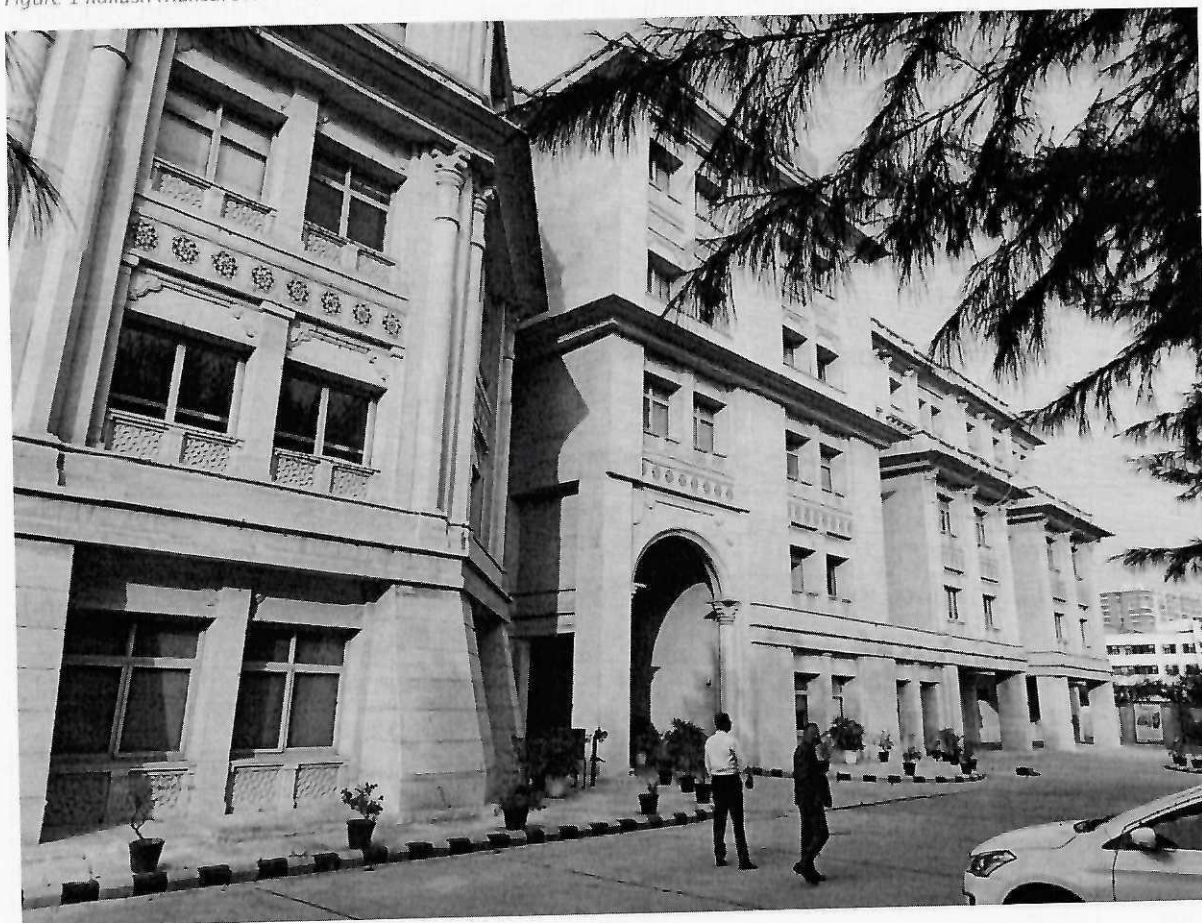


Figure 2 Kailash Mansarovar Bhawan

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3.1. Objective

The objective of this Expression of Interest (EOI) is to assess the market response, interest, and capacity of reputed facility management agencies and service providers to undertake the **Operation and Maintenance (O&M)** of the *Kailash Mansarovar Yatra Bhawan*, located in Indirapuram, Ghaziabad, Uttar Pradesh, **on an annual lease rent basis**.

Through this EOI, the Ghaziabad Development Authority (GDA) seeks to identify competent and experienced entities willing to partner with the Authority in managing and maintaining the Bhawan as a self-sustaining, efficiently operated, and visitor-friendly facility.

The scope of engagement is envisioned to include integrated facility management solutions—comprising housekeeping, sanitation, building and equipment maintenance, horticulture, security services, and other ancillary operations—to ensure optimal functionality, hygiene, safety, and comfort for all occupants and pilgrims.

3.2. Scope of Work

The Successful Entity/Firm shall be responsible for the operation, and maintenance of the Kailash Mansarovar Bhawan, Indirapuram, Ghaziabad under a long-term concession agreement with the Ghaziabad Development Authority (GDA).

The Scope of Services to be undertaken by the Successful Entity/Firm shall include, but not be limited to, the following:

1. Project Development and Operationalization

Functionalize and operate all components of the Kailash Mansarovar Bhawan including:

a) Basement

- Car Parking- 85 Nos.
- Underground water tank 1 no.
- Pump room 1 no.
- Ramp 1 No.
- Fan room 2 Nos.

b) Ground Floor

Sl.no.	Components	Sl.no.	Components
1	Car Parking-103 Nos.	18	Fix control room
2	Seminar lobby	19	Drinking water areas
3	Main entrance lobby	20	Dining hall inclusive of tables and chair
4	Reception lobby	21	Dish wash areas
5	Lift Lobby	22	Pot wash area
6	Waiting lounge	23	Equipment's of Kitchen
7	Side entry lobby	24	Cooking area
8	Male and Female Toilet	25	Fire lobby
9	Disabled/Handicapped toilet	26	Loading and unloading platform
10	IC Room	27	Main staircase
11	Accounts room	28	Separate basement staircase
12	Medical room	29	Guard room 2

13	ITBP room	30	High tension room
14	Laundry	31	Low tension room
15	Admin Lobby	32	Boundary wall
16	Reception room	33	Meter rooms
17	Electric room	34	Toilets with inbuilt fixtures and fittings

c) Room Distribution by Floor

Sl.no.	Floor	4-Bedded Rooms	2-Bedded Rooms	Special Facilities
1	1st Floor	18	4	—
2	2nd Floor	20	4	Hall
3	3rd Floor	4	20	Hall
4	4th Floor	4	20	Hall

d) Room Specifications:

Sl. No.	Room Type	Furniture & Fixtures	Entertainment	Toilet Facility
1	4-Bedded Room	4 Single Beds, 4 Study Tables, 4 Chairs, 4 Steel Almira	1 TV Console + Tata Sky HD Set Box	22 rooms have exclusive attached toilets, 24 rooms have inclusive/shared toilets (shared between every 2 rooms)
2	2-Bedded Room	2 Single Beds, 2 Study Tables, 2 Chairs, 2 Steel Almira	1 TV Console + Tata Sky HD Set Box	All rooms have exclusive attached toilets

- e) GDA shall retain two office rooms on the ground floor for official purposes (one for GDA and another for the Directorate of Dharmarth Kary). The Successful Entity/Firm shall have no rights to occupy, book, or lease these rooms. However, the Successful Entity/Firm shall ensure that these rooms are maintained in a clean and orderly condition at all the times, including routine cleaning and upkeep, without altering the structure or facilities.

The supporting infrastructures includes

- Auditorium
- Conference hall
- Library cum waiting area
- Interior upgrades, furnishing, and equipment installation as required to make the facility fully operational.

Refer Annexure for additional details of the site.

2. Design, Engineering, and Fit-Out Works

- Undertake necessary design improvements and fit-outs for interiors and hospitality infrastructure (without altering the structural integrity of the building) with prior consent from GDA.
- Obtain all necessary approvals and clearances for any modifications or upgrades from the relevant authorities for the operation.

3. Food & Beverage Operations

- Set up and operate a canteen/restaurant/cafe in the dining hall area on the ground floor, either directly or through a third-party lease arrangement.
- The canteen/restaurant/café shall serve **cooked or packaged vegetarian food and beverages only**. The **use of onion and garlic shall be strictly prohibited** in food preparation **meant for pilgrims**, and during the **Kailash Mansarovar Yatra period**, the canteen shall **exclusively serve vegetarian meals prepared without onion and garlic** for all visitors.
- The **storage, sale, or consumption of liquor, non-vegetarian food items, or any intoxicating substances** shall be **strictly prohibited within the premises of the Kailash Mansarovar Bhawan at all times throughout the year**. Any violation of this provision shall be treated as a **serious breach of contract** and may attract **penalties up to and including termination of the agreement**, as determined by GDA.
- During the Kailash Mansarovar Yatra period (approximately June to September each year), the Lessee shall charge pilgrims only at subsidized rates as approved by GDA in consultation/consideration with Dharmarth Kary Vibhag.
- The Lessee shall submit the proposed subsidized tariff to GDA at least one month prior to commencement of the Yatra. The Lessee shall not publish, implement, or recover any tariff from pilgrims without obtaining GDA's prior written approval.
- The difference between the commercial market rate and the GDA-approved subsidized rate for pilgrims during the Yatra period shall be entirely borne by the Successful Entity/Firm, and this difference shall not be reimbursable, nor shall it be offset against the Lease Rent payable to GDA.
- The food served to pilgrims should be served without onion & garlic.

4. Auditorium, conferences and Banquet Facility Management

- Maintain and operate the auditorium, conference hall and library cum waiting area for meetings and small-scale events like exhibitions and small fairs like book and handicraft fairs etc. All the functions will be allowed keeping in mind of the sanctity and sensitivity associated with their religious beliefs and practices of Kailash Mansarovar Yatra Bhawan and shall be duly respected and upheld at all the times.

- No structural or functional changes are permitted in the conference hall.
- The space may be rented to corporates or other organizations for meeting purposes and other social and cultural functions.

5. Facility Maintenance & Upkeep

- Undertake routine maintenance, repair, housekeeping, landscaping, and sanitation across the entire premises of Kailash Mansarovar Bhawan, ensuring that the property remains in a clean, functional, and aesthetically maintained condition at all times.
- The Successful Entity/Firm shall be responsible for maintaining all existing fixtures, fittings, furniture, and equipment provided within the Bhawan and shall not alter, replace, or modify any such assets without prior written approval of the Authority.
- Ensure safety, hygiene, and upkeep of all guest-facing, common, and back-end areas, including pilgrim accommodation, prayer halls, dining areas, offices, and service zones, in accordance with the prescribed quality standards.
- Manage staffing, security, and utilities (including electricity, water supply, HVAC systems, and waste management) to ensure seamless day-to-day operations and user comfort.
- The entire scope of maintenance and operational activities shall be governed by the Service Level Agreement (SLA) parameters detailed in the Annexure on Service Standards and Penalty Matrix attached hereto. The Successful Entity/Firm shall strictly adhere to these performance benchmarks, and any deviation or non-compliance shall attract penalties as specified therein.

6. Marketing and Customer Engagement

- Promote the facility to tourists, local visitors, and corporate clients.
- Develop branding and promotional strategies to increase visibility and usage of the bhawan rooms, restaurant/cafe, and event spaces.

7. Compliance and Reporting

- Ensure compliance with all applicable local, state, and central regulations, including health, fire safety, building codes, and environmental laws.
- Maintain regular reporting to the Authority regarding operational performance, financials (as required), and any incidents or issues.

8. Revenue Generation and Concession Terms

- The Successful Entity/Firm shall have the right to generate revenue through room bookings, food & beverage services, event rentals etc.
- All commercial arrangements shall be in line with the terms set out in the Concession Agreement and shall be subject to the Authority's oversight and periodic review.
- The Successful Entity/Firm shall pay to the Authority (GDA) a licensing fee towards the operations and maintenance of the property in two (2) equal installments,

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payable at the end of every six (6) months. The obligation to pay shall commence from the date of execution of the Agreement, which shall be deemed as the commencement date for calculating the payment cycle. This arrangement shall remain in force for the entire Concession Period of fifteen (15) years.

- GDA intends to explore various financial structuring options for the Operation and Maintenance of the facility, including a **hybrid model** comprising a **fixed minimum annual lease rent (proposed at ₹1.50 - 2.00 crores)** and a revenue-sharing mechanism linked to the Net Profit earned by the Operator. The revenue share may be in the range of **5-15% of the annual net profit**, with a phased approach allowing initial stabilization (Years 1-3) and progressive sharing thereafter.

Year	Total Lease Rent Payable to GDA	
	Annual Lease Rent (₹ Cr)	Revenue Share on Net Profit
1-3	1.5	0%
4-6	1.5	5%
6-10	1.5	10%
11-15	1.5	15%

**The above table is for indicative purpose only.*

- The Net Profit of the Operator arising from the operation and maintenance of the *Kailash Mansarovar Yatra Bhawan* shall be duly certified by a Chartered Accountant (CA) holding a valid Certificate of Practice. The Operator shall prepare and maintain proper books of account reflecting all income and expenditure related to the property and shall furnish a copy of the audited financial statements for each financial year to the Authority. **For the purpose of determining the Net Profit, the same shall be calculated after deducting the annual lease rent and all statutory taxes payable to the Ghaziabad Development Authority (GDA).**
- The Net Profit, for the purpose of determining the revenue share payable to the Authority, shall be verified from the balance sheet and profit & loss account certified by the Chartered Accountant. The Authority (GDA) reserves the right to review, inspect, or seek clarification on the financial records, audit reports, or any supporting documentation submitted by the Operator, and may also appoint an independent auditor at its discretion to verify the same.
- Respondents to this EOI are invited to suggest suitable models, percentages, and phasing structures balancing operational viability and revenue assurance to GDA.
- The licensing fee for the property shall be based upon the Financial Bid submitted by the Successful Entity/Firm and shall be governed as per the terms and conditions defined in this EOI.

The Broad Scope of services are as follows

- Operation and Maintenance of all equipment's and E&M services, Housekeeping and Sanitation services,
- Security Services,
- Horticulture and Plantation,

- Front Desk Management,
- Hospitality services in guest rooms and dormitories,
- Waste Management,
- Parking Management,
- Pest control,
- Reporting and Complaint Management, and
- Coordination with other service providers

3.3. Rights and responsibilities of the Successful Entity/Firm

- The Lessee shall be solely responsible for payment of all utilities (including but not limited to electricity, water, telephone, internet, property tax, GST, and any other applicable taxes/charges) during the term of this Agreement.
- The Lessee shall submit proof of such payments to GDA on an annual basis or as may be required by GDA. In the event of any default, delay, or non-payment by the Lessee, the Lessee shall indemnify and keep indemnified GDA against any claims, liabilities, penalties, or recovery actions initiated by the utility providers or statutory authorities.
- GDA shall have the right to recover any such amounts paid on behalf of the Lessee, along with interest, from the Performance Guarantee or any dues payable to the Lessee.
- The Successful Entity/Firm shall procure and manage on its own, all movable/consumables items including crockery, bed linens, toiletries, utensils, cutlery, stationary etc. necessary for operations. The procurement shall be completed before Commercial Operations Date (COD) within 90 days from the Appointed Date.
- The Successful Entity/Firm shall operate the Kailash Mansarovar Bhawan for **commercial purposes** during the period from **October 1st to May 31st** each year. Such use may include **accommodation, conferences, seminars, marriages, meetings, and other social or cultural functions**, provided that all activities are **lawful and conducted in strict alignment with the religious, cultural, and spiritual sanctity of the Bhawan**.
- During the Kailash Mansarovar Yatra period, i.e., from June 1st to September 30th each year (or as otherwise notified by the Government of Uttar Pradesh), the facility shall be **primarily reserved for the accommodation and facilitation of pilgrims**, including the provision of food and related hospitality services.
- However, in the event that any portion of the property remains vacant during the Yatra period, the Successful Entity/Firm may, **only with the prior written approval of GDA**, utilize such unoccupied areas for limited and temporary commercial use, provided that such activities do not, in any manner hinder, restrict, or compromise the availability, comfort, or priority of accommodation and services for pilgrims.


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- The Successful Entity/Firm shall not damage or alter the civil structure of the property, nor undertake any permanent construction. However, the Successful Entity/Firm may, at its own cost and risk, furnish, renovate, repair, or upgrade the project facilities, without any financial obligation on the part of the Authority and without any entitlement to compensation upon expiry or termination of the Agreement. The Successful Entity/Firm shall not remove any attached furnishings or fixtures at the expiry of the Agreement but may remove any free-standing equipment, fixtures, or furniture it has provisioned. The Successful Entity/Firm shall be permitted to erect and install temporary structures with prior approval from the Authority, within the premises at its own cost and risk, provided such works do not endanger life or property or cause damage to the existing structure.
- The Successful Entity/Firm shall be responsible for the complete operation and maintenance of the project facilities in accordance with good industry practices along with bearing all associated expenditures.
- The Successful Entity/Firm shall be responsible for maintaining the property, including all furniture, fixtures, electrical installations, kitchen equipment, and other movable/immovable assets, in good working condition. Upon completion of their useful life or in case of irreparable damage, such assets and inventory shall be replaced by the Successful Entity/Firm at its own cost. All replacements shall be of equivalent or higher quality and specifications.
- The **Successful Entity/Firm (Lessee)** shall have the **exclusive right to operate, manage bookings, fix user charges/rates, and retain revenues** arising from the operations of the project facilities, subject to the terms and conditions of this Agreement.
- However, all **branding, publicity, and marketing activities** related to the **Kailash Mansarovar Bhawan** shall be undertaken under a **Joint Branding framework** with the **Ghaziabad Development Authority (GDA)**. The **marketing content, promotional materials, digital presence, and public communication plans** shall be **prepared by the Successful Entity/Firm and with approval from GDA** prior to publication or dissemination.
- The Successful Entity/Firm shall ensure that all marketing, signage, and communication materials **prominently display the joint identity of GDA and the Successful Entity/Firm**, in the manner approved by GDA, and shall adhere to the Authority's branding and communication guidelines.
- The Successful Entity/Firm /Lessee shall open and maintain a separate bank account exclusively for all income and expenditure relating to the property/project. All revenues collected and expenses incurred in respect of the property/project shall be routed through this account only.
- The Lessee shall maintain proper books of account in respect of all income and expenditure relating to the property. A copy of the audited Income & Expenditure Statement along with the CA's Report shall be furnished to GDA within sixty (60) days from the close of each quarter. GDA shall have the right to inspect and verify such accounts at any time.
- **Annual Third-Party Safety and Quality Audits**

1. The Successful Entity/Firm shall be required to **undertake annual third-party audits** of the Kailash Mansarovar Bhawan facility covering aspects of **safety, hygiene, operations, and quality management systems**.
 2. The audit shall be conducted by an **independent agency of repute**, duly accredited by the **National Accreditation Board for Certification Bodies (NABCB)** or an equivalent internationally recognized accreditation authority.
 3. The scope of such third-party audits shall, inter alia, include:
 - o **Fire and electrical safety compliance**, including adequacy of fire-fighting systems, evacuation measures, and adherence to the National Building Code (NBC) and local fire regulations;
 - o **Occupational Health & Safety (OHS)** standards, in line with **ISO 45001:2018** or an equivalent certification framework;
 - o **Facility hygiene, sanitation, and environmental compliance**, aligned with **ISO 14001:2015** and applicable municipal/environmental regulations; and
 - o **Quality and service delivery standards** pertaining to guest facilities, housekeeping, food safety (where applicable), and maintenance, aligned with **ISO 9001:2015** or equivalent.
 4. The **audit report shall be submitted annually** to the Authority within 60 days of the close of each financial year, along with the Entity/Firm's corrective and preventive action plan (CAPA) for any non-conformities identified.
 5. The cost of such third-party audits shall be **borne entirely by the Successful Entity/Firm**, and failure to undertake or submit the audit report within the stipulated period shall attract penalties as per the provisions of the Service Level Agreement (SLA).
- The Successful Entity/Firm shall maintain the entire property including but not limited to building, garden, public area and movable properties like furniture, electrical installations, etc. in good condition during the entire operations period and shall compensate the Authority for any damages to such properties at the end of contract period.
 - The Lessee shall not assign, transfer, sublet, sub-license, or otherwise part with possession of the whole or any part of the premises/facilities without the prior written consent of GDA. Any request for sub-licensing shall be considered by GDA on a case-to-case basis, subject to the following conditions:
 - i. **Permitted Purpose Only** – The sub-license shall be strictly limited to activities directly related to the objectives of the Kailash Mansarovar Yatra Bhawan, as approved by GDA.
 - ii. **GST Liability of Sub-Licensee:** The Lessee shall ensure that any sub-licensee engaged under this Agreement is duly registered under GST law, complies with all applicable GST provisions, and fulfils its tax obligations in a timely manner. Prior to finalizing and executing any sub-license agreement, the Lessee shall obtain a written No Objection Certificate (NOC) from GDA, after submitting details of the proposed sub-licensee along with the draft sub-license agreement. The Lessee shall remain solely responsible and liable for any GST dues, interest, penalties, or legal proceedings arising from the acts, defaults, or omissions of the sub-licensee. Under no circumstances shall

GDA be held responsible or liable for any GST-related non-compliance or consequences attributable to the sub-licensee.

- iii. **No Creation of Third-Party Rights** – Any sub-license granted shall not create any tenancy or proprietary rights in favor of the sub-licensee, and shall automatically terminate upon expiry or termination of this Agreement.
 - iv. **Termination Right** – GDA reserves the right to withdraw its approval and terminate any sub-license at any time if it finds the arrangement contrary to public interest, project objectives, or terms of this Agreement.
- The Successful Entity/Firm **cannot sub lease the operation and maintenance of the property.**
 - The Successful Entity/Firm shall recruit well qualified and competent managers (preferably graduates from reputed Hotel Management Institutes such as IHMs) and trained staff in the property for its smooth functioning and to maintain the level of service as required for the property,
 - The Entity/Firm shall recognize that the primary objective of the facility is to accommodate and facilitate pilgrims of the Kailash Mansarovar Yatra, who belong to a particular religious faith. The sanctity and sensitivity associated with their religious beliefs and practices shall be duly respected and upheld at all times during the operation and maintenance of the facility.
 - The Successful Entity/Firm shall establish a **Pilgrim Care Cell** within the premises, ensure **periodic accessibility audits** as per the Rights of Persons with Disabilities Act, 2016, and provide **information kiosks** for pilgrim assistance, grievance redressal, and dissemination of facility-related information in coordination with GDA.
 - The building, furniture and other properties shall be insured by the Successful Entity/Firm at his own cost against fire, rioting and other possible losses.
 - **Sustainability and Environmental Management**
 - The **Successful Entity/Firm** shall adopt and maintain **sustainable operational practices** at the **Kailash Mansarovar Bhawan**, in line with the principles of energy efficiency, water conservation, and environmental responsibility.
 - The Successful Entity/Firm shall ensure the following minimum sustainability measures:
 - a. **Solar Power Utilization:** Installation, operation, and maintenance of a solar photovoltaic (PV) system to partially meet the facility's electricity demand, subject to technical feasibility and local regulations. The Successful Entity/Firm shall ensure optimal use of renewable energy and compliance with the **applicable norms of UPNEDA, MNRE**, or any competent authority.
 - b. **Water Conservation and Reuse:** Implementation of **water recycling and reuse systems**, including **rainwater harvesting, sewage treatment**, and

reuse of treated grey water for landscaping, flushing, or other non-potable purposes, in accordance with **CPCB/SPCB guidelines**.

- c. **Waste Management and Segregation:** Adoption of **source-level segregation of waste** into biodegradable, non-biodegradable, and recyclable categories. The Successful Entity/Firm shall ensure proper collection, storage, and disposal through **authorized waste handlers**, complying with the **Solid Waste Management Rules, 2016** and subsequent amendments.
- The Successful Entity/Firm shall maintain **records of energy, water, and waste management performance**, and submit an **annual sustainability compliance report** to GDA, certified by an independent environmental or energy auditor empanelled with a recognized body (such as NABL/NABET).
 - Non-compliance with the above sustainability obligations shall attract penalties as specified in the **Service Level Agreement (SLA)** and may also be considered during performance evaluations or contract renewals.
- Upon expiry or termination of the Agreement, the Successful Entity/Firm shall promptly handover the property / facilities to The Authority, including all movable and immovable assets, free of all liabilities and encumbrances in good condition and as he had received the property at the start of the tenure. It must be noted that this will not include any movable items brought in by the Successful Entity/Firm during the Project tenure.
 - In lieu of the rights granted for Concession Period, the Successful Entity/Firm shall make payment as per Financial Proposal with an annual increment of 5% from the preceding year to The Authority.
 - The Successful Entity/Firm shall obtain necessary licenses, if any, from relevant authorities for the operation of the property.
 - The Lessee shall, at its own cost, obtain and maintain throughout the Agreement period, comprehensive insurance policies covering
 - (a) fire and allied perils,
 - (b) natural calamities,
 - (c) third-party liability,
 - (d) employee and worker liability, and
 - (e) burglary/theft risks.
- Copies of insurance policies and renewal certificates shall be submitted annually to GDA.
- The Lessee shall indemnify and keep indemnified GDA, its officers, and employees from and against all claims, damages, penalties, losses, liabilities, costs, and expenses whatsoever, arising out of
 - (i) non-compliance with applicable laws including labor, tax, GST, and safety regulations,

- (ii) acts or omissions of the Lessee, its employees or contractors, or
- (iii) any accident, injury, or damage occurring within the premises during the period of this Agreement

3.4. Responsibilities of the Authority

- The Authority shall be responsible for handing over the project facilities to the Successful Entity/Firm within the stipulated timeframe given in the Agreement. The Authority shall provide the property complete with immovable assets, furniture, interiors and fit-outs for furnishing of the project facilities on "as is where is basis" for the purpose of operations and maintenance.
- The Authority may facilitate (without any obligation) for obtaining all licenses from relevant authorities for the operation of the tourist accommodations.
- After Initial License Term of Fifteen (15) years, Lease rent will be revised by GDA based on the market analysis at that time.

3.5. Project Duration

The term of the License shall be for an **initial period of 15 year + 15 years** (for second 15 years, lease rent will have a market based lease reset, independent of annual escalation) commencing from the Effective Date and shall automatically expire upon the completion of such term, unless earlier terminated or revoked in accordance with the provisions of this Agreement ("License Term").

A comprehensive third-party performance review shall be undertaken by the Authority every five (5) years during the License Term to assess compliance with service standards, maintenance obligations, and operational performance. Continuation of the License, including eligibility for renewal, shall be subject to the satisfactory outcome of such periodic performance and compliance with audit observations.

Upon the satisfactory and successful performance of the Licensee in the Operation and Maintenance of the Project during the Initial License Term of Fifteen (15) years, the License may be renewed for a further period of Fifteen (15) years, subject to:

- a) acceptance of the updated market-based lease rent reset (independent of the annual escalation applicable during the Initial Term).
- b) the Licensee's continued compliance with all terms and conditions of the License Agreement.
- c) provided that the successful Entity/Firm shall be given the first right of consideration for renewal at the expiration of the initial 15 years of the license. In the event, that the Entity/Firm does not agree to such renewal, the Authority shall invite fresh bids through a new tender process, based on the revised market based lease rent.

The renewal shall take effect only upon mutual agreement of the Parties, based on the above conditions.

3.6. Lease Rent Payment Terms

- i. The Entity/Firm shall quote the amount to be paid to **GDA as Fixed Lease Rent & Revenue share of the net profit as per clause 3.2.8**. The quoted amount

shall be divided into **two equal installments**, payable to GDA at the end of every six months from the **date of Agreement of the project**. *All amounts are exclusive of applicable GST, which shall be payable in addition to the Lease Rent.*

- ii. The Lease Rent shall be payable for a period of **15 (fifteen) years**, as per clause number 3.2.8. The Lease Rent shall to be paid in **two equal half-yearly installments** throughout the lease period. *All payments shall be exclusive of applicable GST, which shall be paid additionally.*
- iii. If the Entity/Firm delays the payment to GDA, an interest of 15% per annum (compounded monthly) shall be applicable on the delayed amount, calculated on a monthly basis until the actual date of payment.
- iv. During the project duration, if the Entity/Firm delays payment, the delay shall not exceed six months. If the Entity/Firm defaults in payment of two consecutive installments, the Vice Chairman, GDA shall have the right to terminate the contract without further notice.

3.7. Penalty Clause

To ensure adherence to operational, maintenance, and safety standards, the following graded penalty framework shall apply. The penalties shall be imposed based on the nature, severity, and frequency of violations, as observed during inspections or reported by the Authority.

1. Hygiene, Cleanliness & Sanitation

Type of Violation	Description	Penalty	Escalation / Action
First Instance	Facility found lacking in hygiene, sanitation, or general cleanliness during inspection.	0.5% of Monthly Lease Rent	Written warning and corrective notice issued.
Repeated Instances (within the same quarter)	Recurrent lapses in cleanliness standards.	1% of Monthly Lease Rent per violation	Mandatory compliance audit and submission of corrective plan.
Persistent Violation (3 or more times in 6 months)	Continued non-compliance after repeated penalties.	2% of Monthly Lease Rent	<i>Authority reserves the right to suspend operations until compliance is ensured.</i>

2. Facility Maintenance & Upkeep

Type of Violation	Description	Penalty	Escalation / Action
First Instance	Failure to maintain rooms, equipment, or infrastructure in proper working condition.	0.5% of Monthly Lease Rent	Rectification within 15 days.


AE

Type of Violation	Description	Penalty	Escalation / Action
Second Instance	Repetition of maintenance failure in subsequent inspection.	1% of Monthly Lease Rent	Written warning and close monitoring.
More than Two Consecutive Failures	Continued negligence despite repeated inspections.	Suspension of operations after 30-day rectification notice	<i>Authority may suspend facility operations until compliance is ensured.</i>

3. Any other Violations not mentioned in the above shall also be treated as per the above mentioned penalties.

4. Safety & Security Violations

Type of Violation	Description	Penalty	Escalation / Action
General Violation	Non-functioning of fire-fighting systems, CCTV, or security lapses.	1% of Monthly Lease Rent per instance	Immediate rectification within 7 days.
Serious Breach	Fire safety non-compliance or any act endangering life or property.	Up to 5% of Monthly Lease Rent	<i>Immediate suspension until compliance; Authority may terminate contract for severe or repeated breach.</i>

5. Repetition and Escalation Rule

- **Repetition of the same category of violation within two quarters** shall attract **double the preceding penalty**.
- **Three or more cumulative violations (of any type)** within a six-month period shall trigger a **comprehensive performance review** and may lead to **temporary suspension or contract termination**, based on the Authority's discretion.
- All penalties shall be charged on the monthly lease rent or adjusted against the performance security.

6. Corrective Compliance

The Entity/Firm shall submit a **Corrective Action Report (CAR)** within **7 working days** of receiving a penalty notice. Failure to comply or submit the report may lead to further enforcement measures, including suspension or termination, as deemed appropriate by the Authority.

***Monthly Lease Rent = Approx. ranges between 12.5 Lakhs & 16.67 lakhs**

Note: The penalties imposed under this Agreement shall be payable by the Successful Entity/Firm within a period of 15 (fifteen) days from the date of issuance of the penalty notice by the Authority. In the event of failure to make such payment within the stipulated period, the outstanding amount shall attract an interest at the rate of 15% (fifteen percent) per annum, compounded monthly, calculated on a monthly basis from the date immediately following the due date until the actual date of payment.

[Handwritten signatures and initials]

Penalties, wherever applicable, shall be computed solely on the basis of the fixed annual lease rent payable by the Operator. The revenue share component (if any) shall not be taken into account for the purpose of calculating or imposing any penalties under this Agreement.

3.8. Grievance Redressal

A Grievance Redressal Committee ('GRC') shall be constituted comprising representatives of GDA and the Lessee in equal proportion. The Grievance Redressal Committee (GRC) shall convene **at least twice in a year (on a half-yearly basis)** and may also meet **at its discretion during the Yatra period or as and when required**, to review and address complaints or grievances raised by pilgrims, guests, staff, or any other stakeholders associated with the operation of the Kailash Mansarovar Bhawan.

The decisions or directions issued by the GRC shall be **binding on the Lessee**, who shall ensure full compliance within the timelines specified by the Committee. The Lessee shall also submit a compliance report to the Authority within 15 days of the closure of each GRC meeting, detailing the action taken on the Committee's recommendations.

3.9. TDS/Tax Deduction

The Lessee shall deduct Tax at Source (TDS) from Lease Rent and all other payments as per the provisions of the Income-tax Act, 1961 and deposit the same with the Government within prescribed timelines. The Lessee shall provide GDA with TDS certificates (Form 16A) for each financial year. Any default in deduction, deposit, or delay shall be treated as a breach of this Agreement and the Lessee shall indemnify GDA against any loss, penalty, or disallowance arising there from.

3.10. GST Compliances

The Lease Rent and other charges payable under this Agreement shall be subject to Goods & Services Tax (GST) at the applicable rates, over and above the quoted Lease Rent. GDA shall raise valid tax invoices to enable the Lessee to avail input tax credit (ITC). The Lessee shall ensure timely compliance with GST provisions including return filing and payment. Any loss of ITC or liability incurred by GDA due to non-compliance by the Lessee shall be fully indemnified by the Lessee.

3.11. Access and Inspection Rights

GDA and its authorized representatives shall have unrestricted access to all parts of the premises at all times for inspection, monitoring, audit, safety checks, or any other purpose deemed necessary by GDA. Such inspections may be scheduled or conducted on a surprise basis, including verification of guest rooms, kitchens, stores, records, and staff facilities. The Lessee shall extend full cooperation during such visits and comply promptly with any directions issued by GDA pursuant to such inspections.



4. Eligibility and Evaluation Criteria

4.1. Eligibility of Entity/Firm

Entity/Firms must carefully examine the below mentioned eligibility criteria. The Entity/Firm must meet all the technical eligibility criteria set out in this section to be eligible for financial evaluation.

To be eligible for evaluation of its bid, the Entity/Firm shall fulfill the following.

- The Entity/Firm for participation in the Selection Process may be either a **single entity** or a **consortium of entities** formed specifically for the purpose of executing the Assignment. The Entity/Firm shall submit the certificate of incorporation, Memorandum of Association (MoA) and Articles of Association (AoA) in case if the Entity/Firm is a Company/ Trust/ Society. A certified copy of the partnership deed and current address of all the partners of the firm should accompany the bid, in case if the Entity/Firm is a firm in partnership.
- Audited Balance Sheets of the Company/ Trust/ Society or Income Tax Return with Profit and Loss Account for Proprietorship and Partnership firm and CA certificate for last 3 financial years i.e. 2022-23, 2023-24, 2024-25.
- The Entity/Firm may either be a sole proprietorship firm/ a partnership firm/ a limited liability partnership/ a company incorporated under the Companies Act 1956 or 2013 including any amendment thereto or a body corporate incorporated under the applicable laws of its origin.
- The Entity/Firm shall recognize that the primary objective of the facility is to accommodate and facilitate pilgrims of the Kailash Mansarovar Yatra, who belong to a particular religious faith. The sanctity and sensitivity associated with their religious beliefs and practices shall be duly respected and upheld at all times during the operation and maintenance of the facility.
- The Entity/Firm shall not have a conflict of interest that may affect the Selection Process or the Consultancy (the "Conflict of Interest"). Any Entity/Firm found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Authority will forfeit and appropriate the EMD/Bid Security as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, the time, cost and effort of the Authority including consideration of such Entity/Firm's Proposal, without prejudice to any other right or remedy that may be available to the Authority hereunder or otherwise
- Any Entity/Firm who has been barred by the Central Government, any State Government, a statutory authority or a public sector undertaking, as the case may be, from participating in any project, and the bar subsists as on the date of the Proposal, would not be eligible to submit a Proposal either by itself or through its Associate.
- It is hereby clarified that if any firm, company, or legal entity is owned, controlled,



or managed by, or has any relationship with, any person or entity that owns, controls, manages, or is otherwise related to a blacklisted firm, company, or legal entity, then such firm, company, or legal entity shall also be deemed to be blacklisted for the purposes of this EOI.

- The Applicant should not stand blacklisted / debarred/ terminated from contract by any Government / Government Board /Corporation / Company/ Statutory Body /PSU company/ Government of India/ Private Agencies and Funding Agencies in India as on the date of submission of the proposal.
- It is hereby clarified that if any firm, company, or legal entity is owned, controlled, or managed by, or has any relationship with, any person or entity that owns, controls, manages, or is otherwise related to a blacklisted firm, company, or legal entity, then such firm, company, or legal entity shall also be deemed to be blacklisted for the purposes of this EOI.

4.2. Minimum Eligibility Criteria

1. Registration details

Eligibility conditions

- 1 The Entity/Firm may be a government, semi-government, public sector undertaking or an existing Company incorporated under the Companies Act, 1956/2013, a partnership firm, partnership firm registered under the LLP Act, 2008, or a Consortium thereof, coming together to implement the project.

- 2 The Entity/Firm must have a valid Goods and Service Tax (GST) registration under the GST Act in India. The Entity/Firm is required to submit a self-attested true copy of its Good and Service Tax (GST) registration certificate.

In case, the Entity/Firm is a foreign entity (incorporated or registered outside India) and does not have a permanent establishment, branch, or

Documentary Evidence

1. Copy of self-certified Certificate of registration/ Copy of the Partnership deed/Bye Law/ Certificate of Incorporation issued by Registrar of Companies along with Memorandum & Articles of Association and full address of the registered office, whichever applicable

2. Copy of self-certified PAN card

In case of a Joint Venture (JV), each member of the JV shall be required to submit the requisite certificates separately

The Entity/Firm shall submit a **self-attested copy of a valid Goods and Services Tax (GST) Registration Certificate** issued under the provisions of the *Central Goods and Services Tax Act, 2017*, as applicable in India.

In the case of a **Joint Venture (JV)**:

- Each constituent member of the JV shall **separately** submit the

project office in India as on the Bid
Due Date:

requisite GST registration
certificate.

- Such Entity/Firm shall be permitted to participate in the bidding process without an existing GST registration in India.

- If any JV member is **not registered under GST** as on the Bid Due Date, such member shall furnish a **duly signed undertaking on its official letterhead**, stating that:

- However, the successful Entity/Firm shall be required to obtain a valid GST registration in India **before execution of the Lease/Concession Agreement or before commencement of any taxable activity or invoicing in India**, whichever is earlier.

"The Entity/Firm/JV member undertakes to obtain valid GST registration in India prior to commencement of any taxable supply, operation, or activity under this Project, and shall comply with all statutory provisions under the applicable GST laws throughout the contract period."

2. Technical Eligibility

Eligibility Conditions

- 1 The Entity/Firm must have a **minimum of three (3) years of experience** in similar works* of **Operation and Maintenance (O&M)** of hospitality facilities **within India**. Such experience may include cases where the Entity/Firm has **owned, operated, and maintained** similar properties, or has undertaken O&M services under a **management contract, concession, or lease agreement** in India.

- 2 The Entity/Firm should have at least one completed similar project
OR
having **three (3) years of ongoing successful operational experience** in similar project, at any location in India, within the **five (5) years immediately preceding the Bid**

Documentary Evidence

Satisfactory documentary proof pertaining to Work orders, Completion certificate, Contract Agreements, etc. to be annexed.

For international experience to be considered, the Entity/Firm shall submit documents **duly authenticated or certified** by the respective client or a competent authority, and where necessary, **translated into English**.

Individual entity or joint venture collectively should meet the Experience criteria.

The Entity/Firm shall submit the following documentary evidence in support of eligibility and experience:

(a) Copy of the **Work Order, Contract, Agreement, or Letter of Award** for each project claimed as "Similar Work".

(b) Any one of the following, as applicable:

Due Date as per the following criteria:

Three similar completed/ ongoing works with annual lease price /Lease Rent/ Average Annual Turnover not less than equal to 40% of Annual Reserved Price

or

Two similar completed/ongoing works with annual lease price /Lease Rent/ Average Annual Turnover not less than equal to 50% of Annual Reserved Price

Or

One similar completed/Ongoing works with annual lease price /Lease Rent/ Average Annual Turnover not less than equal to 80% of Annual Reserved Price

Experience of owning and operating such facilities shall also be deemed as valid experience.

• **Completion Certificate** or **Certificate from Client** confirming satisfactory completion or ongoing operation of the similar work;

• For **Owned Properties**: Valid **Hotel Operation License / Business Permit** issued by the competent local authority, along with **Audited Financial Statements / Tax Returns / Occupancy Reports** duly certified by a **Chartered Accountant**, establishing a minimum of **three (3) years of continuous operation within the last five (5) years**;

• For **Non-owned Facilities**: Copy of **Operation Contract / Management Agreement** along with a **Client Certificate** confirming the period and nature of services rendered.

(c) A **Self-declaration** on the Entity/Firm's letterhead summarizing each project's scope, duration, and financial details, supported by a **CA-certified statement** showing **annual lease rent / turnover values** corresponding to the required percentage of the **Annual Reserve Price**.

Refer Form 3A and 3B

Individual entity or joint venture collectively should meet the Experience criteria.

- 3 The Entity/Firm should have either:
- Successfully completed, or
 - Be currently operating an ongoing Operation and Maintenance (O&M) project of a Government-owned or Privately-owned Hotel having certificate from Regional Tourist Officer in UP or equivalent

The Entity/Firm shall submit **satisfactory documentary proof** in support of its experience and operational credentials, including **copies of Work Orders, Contract Agreements, and Client Certificates** evidencing a minimum of **three (3) years of ongoing or**

Competent officer in other states of offering facilities equivalent to classification of 3-star facility or above with a minimum inventory of 30 **(thirty) rooms** and an in-house restaurant facility

In the case of **foreign experience**, equivalent certification and proof of operation issued by a **recognized tourism or hospitality authority / regulatory body** of the concerned country shall be accepted.

The Entity/Firm must demonstrate a minimum of **three (3) years of completed operational experience** in such a project, at any location in India, within the **five (5) years immediately preceding the Bid Due Date**.

completed operational experience in similar projects within the last five (5) years.

Where the Entity/Firm is the direct owner or Successful Entity/Firm of the property, the following documents shall be submitted:

- i. **Proof of ownership, long-term lease, or valid management/ concession rights** of the property (e.g., registered title deed, lease deed, or management agreement);
- ii. **Valid hotel operation license or business permit** issued by the competent local authority;
- iii. **Star classification certificate or equivalent proof** offering facilities equivalent to classification of 3-star facility or above, issued by the competent authority;
- iv. **Audited financial statements, tax returns, or occupancy reports** duly certified by a **Chartered Accountant (or equivalent foreign authority)**, evidencing a **minimum of three (3) years of continuous operation within the last five (5) years**;
- v. **Affidavit of ownership and operation**, duly notarized

In case of a **Joint Venture or Consortium**, the **collective experience** of the members shall be considered for qualification, subject to the eligibility and documentation requirements defined herein.

If any document is in a **foreign language**, a **certified English translation** of the same shall be submitted, duly **authenticated by the issuing authority, embassy, or authorized translator**.

***Definition of Similar work –**

The Entity/Firm shall have experience in the Operation and Maintenance (O&M) of any of the following:

*(a) A Convention Centre owned or operated by the **Central Government, State Government, Public Sector Undertaking (PSU), Government Authority, or Urban Local Body (ULB)**;*

OR

*(b) A **Hotel** meeting both of the following conditions:*

*• It is privately owned and has a valid certificate issued by the **Regional Tourist Officer (in Uttar Pradesh) or an equivalent officer in other States**, confirming that the property offers **facilities equivalent to a 3-Star classification or higher**; and*

*• The Entity/Firm has also operated and maintained **at least one Convention Centre or Hotel owned by the Central Government, State Government, PSU, Government Authority, or ULB**.*

*The Entity/Firm must have successfully completed work(s) as described in **Clause (a) or Clause (b)** and must demonstrate a **minimum of three (3) years of continuous O&M experience** in any of the above categories **within the last five (5) years** immediately preceding the Bid Due Date, at a location **anywhere in India**.*

3. Financial Capacity: For demonstrating financial capacity ("Financial Capacity") the Entity/Firm shall satisfy the following criteria: -

Eligibility conditions	Documentary Evidence
1 a) Average Annual Turnover: Entity/Firms must have Average Annual Turnover of at least 2.5 Crores in the past 3 financial years (2024-25, 2023-2024, & 2022-2023).	1. Audited Financial statements (comprising Balance sheets, Profit and Loss Statements, supporting documents, etc.) for the 2024-25, 2023-2024, & 2022-2023 financial years from Chartered Accountant with UDIN number.
b) The Entity/Firm should have an average positive Net worth of 2.5 cr in last 03 (three) financial years (2024-25, 2023-2024, & 2022-2023).	2. The statutory auditor also needs to certify that the Entity/Firm has positive Net Worth in last three financial years.
	3. The Entity/Firm shall submit a Liquid Asset Certificate issued by the concerned bank, evidencing liquid assets of not less than INR 50 lakhs .

Eligibility conditions

Documentary Evidence

The certificate must: (format as per Form-2 attached in annexure)

- Be issued on the **letterhead of the bank**, duly signed and stamped by the nationalised/scheduled bank and issued not before 6 months.
- Clearly mention the **name of the Entity/Firm** and the **amount of liquid assets** available

In case of a Joint Venture, the combined average annual turnover of all members shall meet the minimum requirement of INR 2.5 Crores. Additionally, each member must individually contribute at least 25% of the minimum turnover requirement.

In case of a Joint Venture, each member shall submit a Liquid Asset Certificate from its bank evidencing liquid assets proportionate to its share in the JV's financial commitment towards the project. **The combined liquid assets of all members must meet or exceed the minimum requirement of INR 50 lakhs.**

In case of a Joint Venture (JV), each member of the JV shall be required to submit the requisite certificates separately.

4. Other Criteria

Criteria

1. The Entity/Firm should not have been Barred/Backlisted by the Central Government, any State Government, a statutory authority or a public sector undertaking, as the case may be, from participating in any project, and the

Documentary Evidence

Undertaking as per Form 5

In case of a Joint Venture (JV), each member of the JV shall be required to

- bar subsists as on the date of the proposal submission
2. Entity/Firm should have, during the last three years, neither failed to perform on any agreement, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Entity/Firm, nor been expelled from any project or agreement nor have had any agreement terminated for breach by such Entity/Firm
- submit the **undertaking** separately.
Undertaking as per Form 6
In case of a Joint Venture (JV), each member of the JV shall be required to submit the **undertaking** separately.

- The eligibility criteria specified in this EOI are **indicative in nature** and are intended solely for the purpose of inviting expressions of interest and understanding market capacity and participation. The **final financial and technical eligibility requirements** shall be **determined and notified by the Authority (GDA)** at the time of issuance of the subsequent **Request for Proposal (RFP)**, after due consideration of the **suggestions, proposals, and feedback** received from interested participants through this EOI process.

Norms for Consortium

- i. There can be a maximum of **03 (Three) members in a Consortium**, who can be individuals, Partnership firms, limited liability partnerships and/ or companies.
- ii. Proposals submitted by a Consortium must provide a written agreement (Joint Bidding Agreement) to be signed by each member in that Consortium and a letter on their respective letterhead(s) duly signed by the authorized signatory of the member(s) (where applicable) and in case of individuals, on a plain paper signed by such member.
- iii. Members of the Joint Venture/ Consortium shall nominate one member as the lead member (the "Lead Member"), in the Joint Venture/ Consortium.
- iv. The Agreement shall clearly specify the details of Prime/Lead Entity/Firm, stake of each partner and outline the roles and responsibilities of each partner
- v. In case of consortium, SPV will be responsible for the successful execution of the contract and shall be liable for all the activities.
- vi. In an unforeseen event of disassociation of partners of the consortium, the SPV company will be the sole responsibility to ensure that the contractual obligations, and operations do not get affected. The Lead Entity/Firm shall take approvals from GDA before making alternative arrangements in such circumstances



- vii. GDA shall sign the contract with the SPV formed by the consortium members.
- viii. The Agreement between the Prime/Lead Entity/Firm and the consortium partners ("Joint Bidding Agreement") should be valid for the entire period of the contract agreement and submitted along with the Bid. The same should be on appropriate stamp paper. GDA reserves the right to accept or deny changes in the consortium during the project period as per prevailing circumstances
- ix. The Agreement of the consortium partners should be submitted for their exclusive association for this bid and joint responsibility for the respective scope
- x. In case of a Consortium, the Prime/Lead Entity/Firm or any of the Consortium Members shall participate in only one bid, either individually or as a member of any other consortium. The financial eligibility criteria set out in Section 4.2, Clause 2 shall be **satisfied by the Consortium collectively**, based on the combined financial capacity of all members of the Consortium as a cumulative total.
The Lead Member shall be responsible for ensuring submission of all such documentation and for overall compliance with the eligibility requirements of the Consortium.
- xi. Individual entity or Consortium collectively should meet the Technical Eligibility criteria.
- xii. The Lead Entity/Firm shall hold authorization in the form of Power of Attorney. The Proposal must designate one or more person(s) to represent the Entity/Firm in its dealings with GDA. Unless specifically advised to the contrary, GDA will assume that the person (s) designated is authorized to perform all tasks, including, but not limited to, providing information, responding to inquiries and entering into contractual commitments on behalf of the Company or the Consortium as the case may be.
- xiii. Each member of the Consortium shall upload a signed letter (on its letter head, if applicable, or on a plain paper in case of individuals) with the Proposal, which states that, the said member:
 - a. Has reviewed the entire Proposal/ Bid.
 - b. Is in accordance with each key element of the Proposal/ Bid, including, but not limited to, its technical and price components, description of the member's responsibilities and commitments to the Property, and the designated person(s) who will represent the Consortium during the negotiation process. Any substantive exception or caveat should be addressed in the enclosed letter.
 - c. Has participated in only one Proposal/ Bid for this Property.
- xiv. All pertinent information that may affect the performance of the responsibilities of any Consortium member such as ongoing litigation, financial distress, or any other such matter must be disclosed with the Proposal.



4.3. Evaluation of the technical proposal

Step :1 Technical Evaluation

	Parameter	Score
1	Past experience (number of years) - Successfully completed/ ongoing operation and maintenance of similar works at least three (3) years of Operation and Maintenance (O&M) experience within the last five (5) years immediately preceding the Bid Due Date	
	≥ 3 and < 5 Years	15 marks
	5 years and above	20 marks
2	Average annual turnover of last three financial years	
	INR 2.5 Crores to < 5 Crores	10 marks
	INR ≥ 5 Crores and < 10 Crores	15 marks
	INR 10 Crores and Above	20 marks
3.	Number of projects successfully completed/ ongoing operation and maintenance of similar works at least three (3) years of Operation and Maintenance (O&M) experience within the last five (5) years immediately preceding the Bid Due Date.	
	Three or more projects worth ≥ 40% Annual Reserve Price	10 marks
	Two or more projects worth ≥ 50% Annual Reserve Price	15 marks
	One or more projects worth ≥ 80% Annual Reserve Price	20 marks
4.	Cumulative Lease Rent of Eligible Projects Successfully completed/ ongoing operation and maintenance of similar works at least three (3) years of Operation and Maintenance (O&M) experience within the last five (5) years immediately preceding the Bid Due Date	
	Less than ₹2.00 Crore	5 marks
	₹2.00 Crore and above	10 marks
	Maximum marks	70

Qualifying marks required for presentation are 50 out of 70 marks of technical evaluation.

4.4. Presentation of Interest

Interested qualified participants are kindly requested to submit their presentations in PDF format to the provided email address. The Presentation can be made in hybrid mode i.e. online & offline (whichever is convenient to the Entity/Firm). The presentation should talk about the following aspects.

Sl. No.	Details	Marks
1.	Presentation on the Company Profile and its Experience in Completed and Ongoing Operation & Maintenance (O&M) Projects	4
2.	Understanding of Project Scope and site & vision	4
3.	Enhancement / Upgradation of the present Services	4
4.	Methodology for Service Strategy	4
5.	Business Plan, Financial Viability	4
6.	Proposed Innovative Solutions/Strategies	10
	Total	30

Consultants are required to provide details for Adequacy and quality of the proposed methodology) as per FORM 4C enclosed to be submitted by the Entity/Firm as part of the proposal along with the presentation.

Marks will be awarded out of 100. The minimum qualifying marks in the technical bid evaluation based on scoring model will be 70 marks. However, if GDA does not receive sufficient applications for the minimum qualifying marks of 70, then GDA reserves the right to reduce the qualifying marks. The application of Entity/Firm who have not obtained the minimum qualifying marks will be rejected.

Note: Only eligible Entity/Firms will be taken up for Technical Evaluation

4.5. Selection Process

The EOI is issued only with a purpose of collection of information from interested parties and to prepare Request for proposal (RFP) document for the project. GDA reserves the right to proceed ahead with the Project. However, the applications received shall be reviewed carefully and interactions with the applicants will be likely scheduled before finalisation of Project terms and conditions.

Annexures

Form 1: Format for Covering Letter

(To be printed on Letter head of the Applicant)

[Location, Date]

To: Vice Chairman, GDA, Ghaziabad

Sub: Expression of interest for Selection of an Agency for providing Comprehensive facility Management Services in Kailash Mansarovar Yatra Bhawan, Ghaziabad, Uttar Pradesh

Dear Sir,

With reference to your EOI document dated _____, I/We the undersigned am/are hereby Expressing our Interest in EOI for Selection of an Agency for providing Comprehensive facility Management Services in Kailash Mansarovar Yatra Bhawan, Ghaziabad, Uttar Pradesh.

I/We understand that based on responses, the Authority shall finalize the concept and other requirements. Further, the issue of this EOI does not imply that the Authority is bound to appoint any applicant, as the case may be, for the Project.

I/We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

Yours faithfully,

(Signature of the authorized signatory)

(Name and designation of the of the Authorised signatory)

Name and seal of Entity/Firm

Date:

Place:

Contact:



EoI for Selection of an Agency for Operation and Maintenance of Kailash Mansarovar Yatra Bhawan,
Ghaziabad, Uttar Pradesh

FORM 2: Financial capacity of the Entity/Firm

(In case of JV, it is to be submitted by the each member of the JV/consortium)

#	Financial Year	Annual turnover from Consultancy fee (in INR)	Net Worth (in INR)
1.			
2.			
3.			
		Average:	

The audited Financial Statement for the corresponding years has to be attached.

Certificate from the Statutory Auditor

This is to certify that. (name of the Entity/Firm) has received the payment shown
above against the respective years on account of Consultancy fees/ services rendered.

It is also certified that certify that(name of the Entity/Firm) has positive Net
worth for the respective financial years specified in the above table.

Name of the auditor issuing the Certificate:

Name of the auditor's

Firm Seal of the auditor's Firm

Date:

(Signature, name and designation of the authorized signatory of the Auditor's Firm)

<Seal and stamp of the Entity/Firm and CA>

**CA Certified Financial statements supported with Audited Financial Reports/
Balance Sheets and Profit & Loss Statements for that period will be considered.**

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FORM 3A: Eligible assignments of the Entity/Firm

#	Name of Project*	Name of the Entity/Firm	Name of Client	Professional fee received by the Entity/Firm (in INR Crore)
1.				
2.				
3.				
4.				
5.				
6.				

* The Entity/Firm should provide details of only those assignments that have been undertaken by it under its own name.

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FORM 3B: Eligible Project Details

Use separate sheet for each project and for different Criteria.

Assignment name:	
Country: Location within country:	Duration of assignment (months):
Name of Client:	Total No of man-months of the assignment:
Address:	Amount of consulting fee received by your firm (INR)
Start date (month/year):	Completion date (month/year):
Name of associated Entity/Firms, if any:	No. of professional man-months provided by associated Entity/Firms:
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	
Firm's Name:	

Note: Please enclose Work order/Copy of contract agreement/letter of award and any one of the following:

1. A certificate specifying similar experience Or
2. Completion Certificate Or
3. Self- declaration along with a copy work order and agreement showing the details of the scope of work along with proof of submission and certificate from Chartered Accountant certifying the work is completed

The project area details need to be substantiated by relevant documents
{GDA Certificate/Completion Certificate/Contract Agreement details}

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FORM 4A: Format for Details of Entity/Firm

(In case of JV, it is to be submitted by the each member of the JV/consortium)

Please enter the information requested in the spaces provided.

1 BASIC INFORMATION	
Name of the Entity/Firm making this application	Parent Company (if applicable)

2. CONTACT PERSON (for this application)

Name	
Organization	
Address	
Telephone	
Fax	
Email	

3. REGISTERED ADDRESS

4. YEARS IN BUSINESS AND NATIONALITY

Year of Establishment	Country of Registration

Attach copy of incorporation certificate

5. Company's Registration Number of the Entity/Firm (attach true copy of registration certificate)

6. Goods and Service Tax (GST) Registration Number (attach true copy).

7. Are you presently debarred / Blacklisted by any Government Department /Public Sector Undertaking /Any Employer? (If Yes, please furnish details)

Certified that the above information is correct to the best of our knowledge and no relevant information is concealed. If at any time during or after the shortlisting, it is proved that the information furnished by us is wrong, GDA reserves the right to take necessary action against our Entity/Firm as per applicable Laws/Rules of the land.

Signature of Authorized Representative with stamp Name

Designation

Place

Tel No Email:

Date

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FORM 4B: Entity/Firm's organization and experience

(In case of JV, it is to be submitted by the each member of the JV/consortium)

1. Provide here a brief description of the background and organization of your company.
2. Include organizational chart, a list of Board of Directors

Name	Designation

Year of Incorporation	Year of Registration


AC

FORM 4C: Understanding of Scope of Work

Understanding of Scope of work, description of approach, methodology, staffing schedule and work plan in responding to the terms of reference

A description of the approach, methodology and work plan for performing the assignment, including a detailed description of the proposed methodology and staffing:

Understanding of Scope:

Please explain your understanding of the objectives of the assignment as outlined in the scope of work

Technical Approach and Methodology including Presentation:

- The Entity/Firm to explain its understanding of the objectives of the project, approach to the project, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output.
- The Entity/Firm should clearly articulate the approach it would follow to develop the vision, implementation strategy and integrated infrastructure development.
- It is strongly recommended that Entity/Firm to do both desk top research & if possible, visit the city under consideration and develop understanding of the existing situation and key areas of improvement and development, the area under consideration for the proposed development and propose the methodology to address the city challenges and transform it to a global destination). The Entity/Firm needs to explain the technical approach, tools and methodologies that they propose to adopt for envisioning, planning and implementation of various components as specified in the Scope of Work. Agency, whosoever shall qualify in the qualification documents have to separately made a detailed presentation to the Client.

*For Technical approach and methodology presentation, Concessionaire, whosoever shall qualify in the qualification documents shall be informed electronically in writing regarding the date and venue of presentation.

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FORM 5: Declaration for blacklisting

(In case of JV, it is to be submitted by the each member of the JV/consortium)

Declaration for not being barred by the Central Government, any State Government, statutory authority or a public sector

Declaration Letter for "Expression of Interest for Selection of an Agency for providing Comprehensive facility Management Services in Kailash Mansarovar Yatra Bhawan, Ghaziabad, Uttar Pradesh

(To be printed on Letter Head of the Entity/Firm)

Sir/Madam,

This is to notify you that we (name of the Entity/Firm) intends to submit a proposal in response to Expression of Interest for Selection of an Agency for providing Comprehensive facility Management Services in Kailash Mansarovar Yatra Bhawan, Ghaziabad, Uttar Pradesh

We also declare that (name of the Entity/Firm) has not been blacklisted by any Central / State Government Department / Public Sector Undertaking.

Sincerely,

(Signature of the Authorized

Person) Name:

Designation:



Eoi for Selection of an Agency for Operation and Maintenance of Kailash Mansarovar Yatra Bhawan,
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FORM 6: Declaration

(To be printed on Letter head of the Applicant)

Declaration that, during the last three years, the Entity/Firm has neither failed to perform on any agreement, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Entity/Firm, nor been expelled from any project or agreement nor have had any agreement terminated for breach by such Entity/Firm.

Declaration Letter for "Expression of Interest for Selection of an Agency for providing Comprehensive facility Management Services in Kailash Mansarovar Yatra Bhawan, Ghaziabad, Uttar Pradesh

Sir/Madam,

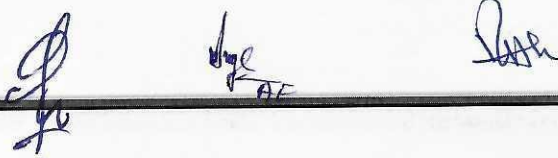
This is to notify you that (name of the Entity/Firm) intends to submit a proposal in response to Expression of Interest for Selection of an Agency for providing Comprehensive facility Management Services in Kailash Mansarovar Yatra Bhawan, Ghaziabad, Uttar Pradesh, we also declare that (name of the Entity/Firm) has during the last three years, neither failed to perform on any agreement, nor has been evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award, nor been expelled from any project or agreement nor have had any agreement terminated for breach by us.

Yours Sincerely,

(Signature of the Authorized
Person)

Name:

Designation:



EoI for Selection of an Agency for Operation and Maintenance of Kailash Mansarovar Yatra Bhawan,
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FORM 7: Team composition and task assignment Core Team

Core Team

Sr. No.	Name of Staff	Name of the firm	Qualification	Years of experience	Area of Expertise	Task Assigned for this Project	Period of Engagement	
							From	To

Support Staff

Sr. No.	Name of Staff	Name of the firm	Qualification	Years of experience	Area of Expertise	Task Assigned for this Project	Period of Engagement	
							From	To

Signature

In the Capacity of

Duly authorized to sign proposal for and on behalf of

Date

Place




AE



Annexure- Service Level Agreement (SLA) and Penalty Matrix

To define the minimum service levels, performance standards, and penalty framework applicable to the Successful Entity/Firm for maintaining the Kailash Mansarovar Bhawan during the License Term. The Successful Entity/Firm shall ensure compliance with all applicable statutory, safety, hygiene, and operational norms as laid out herein.

1. Housekeeping, Hygiene & Sanitation

Area / Service	Performance Standard (KPI)	Frequency SLA Target	Monitoring Mechanism
Guest Rooms / Dormitories	Cleaning, disinfection, and linen change after each use or once daily during occupancy	Daily	Physical inspection
Toilets & Washrooms	Cleaning, sanitization, consumables replenished (soap, tissue, etc.)	Minimum 4 times/day	Supervisor checklist & CCTV verification
Common Areas / Corridors / Staircases	Sweeping, mopping, dusting, and litter removal	3 times/day	Physical inspection
Reception / Lobby / Prayer Hall	Area to be spotless, odor-free, and well-lit	Continuous (checked every 2 hrs)	Physical inspection
Solid Waste Management	Segregation at source and daily disposal to authorized agency	Daily before 10:00 AM	Physical inspection
Pest Control	Comprehensive pest control (insect, rodent, termite)	Monthly / as required	Contractor's record / inspection
Hygiene Score	Audit Minimum 90% in quarterly hygiene audit	Quarterly	Third-party audit report

2. Utilities Management (Electrical, Water, HVAC, DG, Lifts)

Utility System	Performance Indicator / SLA	Frequency Response Time	Monitoring Reporting
Electrical Supply	Uptime $\geq$ 99% during operational hours	Continuous	SCADA / meter readings
DG Set Operation	Functional standby, maintained as per AMC	Weekly test run	Logbook + inspection
Lighting (Indoor & Outdoor)	100% functionality during use hours	Daily check	Supervisor checklist
Water Supply (Tanks & Plumbing)	Uninterrupted supply; periodic cleaning of tanks	Daily monitoring	Maintenance log / quality test
Elevators / Lifts	100% operational with valid AMC	24x7 response	Maintenance log / AMC certificate
Air-Conditioning / Ventilation	100% operational with valid AMC	Daily	Operator log

3. Manpower Deployment & Response Standards

EoI for Selection of an Agency for Operation and Maintenance of Kailash Mansarovar Yatra Bhawan,
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Category	Performance Requirement	Monitoring
Housekeeping Staff	100% deployment as per approved chart	Attendance register / biometric
Uniform & ID	All staff in prescribed uniform with ID card	Visual inspection
Complaint Response	Instant Resolution	Helpdesk / complaint register
Emergency Response	Power/water failure attended within 10 minutes	Log verification

4. Periodic Reporting and Audit Requirements

Report / Audit	Requirement	Frequency
Cleaning & Maintenance Logs	Submitted to GDA	Quarterly
Energy & Water Consumption Report	Comparative efficiency tracking	Quarterly
SLA Compliance Report	Summary of KPI compliance and penalties	Quarterly
Third-Party Performance Review	Independent review of service performance	Every 5 years
Feedback from Pilgrims / Visitors	Satisfaction level $\geq 80\%$	Each Yatra season

5. Graded Penalty Framework

As per penalty clause mentioned in section 3.4.

6. General Provisions

- The Authority reserves the right to review and revise the Service Level Agreement (SLA) parameters during the License Term to ensure maintenance of the desired service standards and user experience, particularly during the pilgrimage period.
- All penalties, damages, or recoveries arising from non-compliance with the SLA shall be cumulative in nature and shall be adjusted against or recovered from the Performance Security or any other dues payable to the Successful Entity/Firm, including the right to invoke the Performance Security in case of persistent default.
- The Successful Entity/Firm shall maintain detailed records of maintenance, operations, and services rendered for inspection and audit by the Ghaziabad Development Authority (GDA) or its authorized representatives at any time during the License Term.
- Failure to maintain the minimum prescribed SLA compliance level for three (3) consecutive months, or persistent failure to rectify deficiencies despite notice, shall constitute a material breach of this Agreement and may lead to imposition of additional penalties, suspension of rights, or termination of the License by the Authority.



