F.A.Q
Tender No. 10058078
Tender Title: Supply, Installation and Maintenance support of equipment for Dry Waste Material Recovery Facility (MRF) of 100 TPD capacity at Karsada for Varanasi Municipal Corporation, Varanasi, Uttar Pradesh

Date: 27.10.2026

S.No.	Existing Clause	Query	Response by GIZ
1	Clause 2 in SPECIAL CONDITIONS in Page No. 12 of Terms of Reference Document Civil and Electrical Works: All kind of civil and electrical works associated with technical installation are part of the scope of this contract.	We hope/assume GIZ or the end user shall provide closed shed, roof and flooring with electrical connection. We are the equipment manufacturer, and we provide the electrical connection to our machinery. The Civil contractor shall provide electrical connection till the control panel of each machinery. Kindly clarify on this.	The covered shed/building (roof, walls) and finished flooring for the MRF will be provided by Varanasi Municipal Corporation (VMC)/the end user, along with the incoming power supply point at the facility. All civil and electrical works associated with the installation of the equipment remain in the bidder's scope, as per Special Condition 2 and BoQ items 16-18. This includes equipment foundations, grouting pits and bolt fixing, sorting platforms and structures, the main electrical/PLC panel, and cabling from the panel to each motor and machine. The bidder shall also state the total combined peak electrical load, as per the Terms of Reference.
2	The price quoted should be exclusive of taxes (GST) and tax rate should be clearly indicated “Price Sheet/BOQ” – Annexure- E and any such other levies/ taxes that should be clearly defined.	There is no separate column to indicate the GST amount / percentage in the price bid. Should we have to insert a column and indicate the GST Amount or should we have to quote the price inclusive of GST, by unaltering the price bid. Kindly clarify.	It is an editable format so that the bidders can add rows/columns as per their requirement. Please indicate GST percentage and amount both for each item.
3	The agency must have a registered office in India and regional office in Uttar Pradesh with minimum experience of 03 years in field of manufacturing,	We have manufacturing facility in Bangalore. We have supplied our machineries through PAN India. We have provided the service immediately even without having service centre in their respective states through our partners.	Accepted. The bidders who do not currently have a regional office in Uttar Pradesh may participate, provided that, if the contract is awarded, the successful bidder opens a regional office in Varanasi or elsewhere in

	supply and installations with various stakeholders in the field of waste processing machinery/ equipment.	In this case we assure you that we will set up Service centre in Uttar Pradesh as per your requirement after award of the tender. Or Kindly consider local service provider in Uttar Pradesh with an agreement between our company and their establishment who are already providing service to/with us.	Uttar Pradesh to support implementation, within the timeframe specified by GIZ in the work order/contract. The other eligibility conditions are unchanged, including the registered office in India and the minimum 3 years' experience in manufacturing, supply and installation of waste processing machinery/equipment.
4	“Warranty - 12 Months” mention in Terms of Reference and “24 months from date of installation” mentioned in Price bid.	As a standard warranty clause, we will provide 1 year warranty against manufacturing defects. Kindly accept. In tender documents, there are two options. Kindly confirm which one holds good.	The warranty/performance guarantee period is 12 months from the date of testing, commissioning and satisfactory handing over, as per Special Condition 3 of the Terms of Reference. The reference to 24 months in the price bid format is not applicable. The bidder should quote 12 months as the minimum requirement; offering a longer warranty is optional and will be viewed favourably.
5	The bidder must submit documentary evidence against “Clause 3.1” along with the techno commercial bid.	There is no Clause 3.1 in the Tender Document. Kindly clarify.	The reference to "Clause 3.1" is a typographical error. Bidders must submit documentary evidence against the "Minimum Eligibility Criteria for participation in tender process" (S.No. 01 to 10) along with the techno-commercial bid, as listed in the Terms of Reference and in the checklist (Section 1).
6	After facility achieves commercial operation of date, the supplier shall appoint one technical person for a period of 6 months.	There is no separate column for Site Supervisor during the Maintenance of the machine for 6 months. Kindly clarify where the cost for the technical person can be included along with the machineries cost ? Or we will include in the “Other Costs if any” row in the price bid. Please consider.	The cost of the technical person to be deputed for 6 months after the commercial operation date must be shown as a separate line item in the price bid (monthly cost and total for 6 months), with GST shown separately. Bidders may add a row to the editable price bid format for this purpose. It should not be merged into the equipment costs or placed under "Other Costs if any".

7	Clause minimum eligibility criteria for participation in tender process, sub clause 04 working experience on page no. 18 of TOR Prior work order / purchase order will be attached for at least 03 companies or 3 city corporations in India demonstrating the similar nature of work undertaken in the past 03 years with minimum value of INR 3,00,00,000	Pursuant to the said clause, we respectfully request GIZ India to kindly consider the following relaxation in the Eligibility criterion:- We request that the reference period for demonstrating similar past work be revised from the past 03 years to the past 05 years. This would provide a fair and reasonable opportunity to eligible MSMEs, start ups, and other bidders to demonstrate their relevant execution experience, particularly where comparable assignments may have been completed over a longer period. We assure GIZ India of our full technical and operational capability to execute the subject assignment in accordance with the required specifications, timelines and quality standards. We request that this clarification / relaxation be issued to all prospective bidders through an appropriate amendment or clarification to the tender documents.	Not accepted. The experience criterion of the past 3 years, with work orders of minimum value INR 3,00,00,000 for at least 3 companies/City Corporations, remains unchanged.
8	The agency must have a registered office in India and regional office in Uttar Pradesh with minimum experience of 3 years in field of manufacturing, supply and installations with various stakeholders in the field of waste processing machinery / equipment.	Pursuant to said clause, we respectfully request GIZ India to kindly consider the following relaxation in the eligibility criterion: We request that this requirement be relaxed to permit bidders to establish / arrange a regional office in Uttar Pradesh after the award of the work, preferably within a specified period from the date of issue of the LOA / Work Order.	Accepted. Please refer to the response to query no. 3. The regional office in Varanasi/Uttar Pradesh may be opened after award of the contract, to support implementation, within the timeframe specified by GIZ in the work order/contract.
9		Kindly clarify whether the bid should be submitted via email or a physical hard copy.	Please submit **hard copy bid** only.
10	As per the Clause Minimum Eligibility Criteria for participation in tender process, Sub-Clause 01	We humbly request that the requirement of having an existing regional office in Uttar Pradesh at the time of bid submission may kindly be relaxed.	Accepted. Please refer to the response to query no. 3. The successful bidder may open the regional office in Varanasi/Uttar Pradesh

	Company Registration on Page No.: 17 of 26 of the Terms of Reference (Tender Documents): ***"The agency must have a registered office in India and regional office in Uttar Pradesh with minimum experience of 03 years in field of manufacturing, supply and installations with various stakeholders in the field of waste processing machinery/equipment."***	**Swaaha Resource Management Private Limited** already has a local presence in Kanpur, Uttar Pradesh, where our staff is working. However, to comply with the specific requirement of a regional office as stipulated in the tender, we request that bidders may be permitted to establish or formally arrange the required regional office facility in Uttar Pradesh after the award of the tender, within a reasonable timeframe as prescribed by GIZ India. This relaxation would enable technically competent and experienced bidders to participate in the tender while ensuring the availability of the necessary regional infrastructure for effective project execution. We therefore request your kind consideration for allowing compliance with the regional office requirement after the award of the tender.	after award of the contract, to support implementation, within the timeframe specified by GIZ in the work order/contract.
11	As per the Clause Minimum Eligibility Criteria for participation in tender process, Sub-Clause 04 Working Experience on Page No.: 18 of 26 of the Terms of Reference (Tender Documents): ***"Prior work order/ purchase order will be attached for at least 03 companies or 3 City Corporations in India demonstrating the similar nature of work undertaken in the past 03 years with minimum value of INR 3,00,00,000 (INR Three Crore)"***	We respectfully request that the experience eligibility criteria, currently limited to the preceding three years, may kindly be extended to the preceding five years. A five-year experience period would allow consideration of a wider range of relevant project experience and enable participation by agencies that have successfully executed similar works during the extended period. This would provide a broader basis for assessing bidders' technical capabilities and relevant experience while maintaining the objective of selecting a competent and qualified agency for the project. We therefore request GIZ India to kindly consider revising the experience period from three years to five years.	Not accepted. The experience criterion of the past 3 years remains unchanged. Please refer to the response to query no. 7.
12	The bidder should have a registered office in India and a regional office in Uttar Pradesh,	It is requested that the minimum experience requirement be reduced from 3 years to 2 years, while retaining the requirement of a registered	Not accepted. The minimum experience of 3 years in manufacturing, supply and installation of waste processing machinery/equipment

	with a minimum of 3 years' experience in the relevant field.	office in India and a regional office in Uttar Pradesh.	remains unchanged. The regional office requirement is subject to the flexibility given in the response to query no. 3.
13	The agency should be the manufacturer or an authorised dealer/distributor of the proposed brand, supported by a mandatory certificate.	Kindly clarify and confirm that bidders may participate as either the manufacturer or an authorised dealer/distributor, subject to submission of the applicable valid supporting certificate.	Confirmed. Bidders may participate either as the manufacturer or as an authorised dealer/distributor of the proposed brand, and must submit a valid copy of the respective certificate (manufacturer's authorisation/ dealer or distributor certificate) with the bid, as per Minimum Eligibility Criteria S.No. 01. This certificate is mandatory.
14	Average annual turnover of at least ₹5 crore during the last three financial years	As indicated in the correction, it is requested that the turnover criterion be revised to a minimum turnover of ₹1 crore for the latest financial year instead of an average annual turnover of ₹5 crore over the last three financial years.	Not accepted. The minimum average annual turnover of INR 5,00,00,000 (Five Crore) in the last three financial years remains unchanged.
15	The tender requires financial documents in support of the stated turnover criterion.	Kindly confirm whether the bidder may submit the latest financial year's Income Tax Return (ITR) and a GST portal-generated aggregated turnover statement as the supporting documents, as indicated in the correction, and whether audited financial statements for all three financial years will still be required.	Not accepted. The documents listed in the Terms of Reference under S.No. 02 remain mandatory: a CA certificate, computation of income tax for the last three financial years, and audited Profit & Loss account and Balance Sheet for the last three financial years including the UDIN of the CA. An ITR for the latest year and a GST aggregated turnover statement alone are not sufficient; they may be submitted in addition.
16	The original provision refers to experience with 3 medium/large companies or 3 City Corporations during the preceding 3 years. The marked correction refers to 2 companies or 2 City Corporations during the last 2 years.	It is requested that the requirement be revised to experience with at least 2 medium/ large companies or 2 City Corporations/ ULBs in India during the preceding 2 years, in similar work, supported by purchase orders/ work orders, completion certificates or other acceptable documentary evidence.	Not accepted. The requirement of client list and work orders/ purchase orders from at least 3 medium/ large companies or 3 City Corporations in India in the past 3 years remains unchanged. For clarity, Urban Local Bodies (ULBs), including City Corporations/ Municipal Corporations, are treated as equivalent for this criterion. Work orders/ purchase orders must

			be submitted; completion certificates may be submitted as additional supporting evidence.
17	The original provision requires relevant work experience during the last 3 years with a minimum work value of ₹3 crore.	As indicated in the correction, it is requested that the criterion be revised to similar work undertaken during the preceding 1 year with a minimum value of ₹1 crore. Kindly also clarify whether the value may be demonstrated through one work order or multiple work orders.	Not accepted. The requirement of similar work during the past 3 years with a minimum value of INR 3,00,00,000 remains unchanged. The minimum value may be demonstrated through one or more work orders/ purchase orders, provided that work orders/ purchase orders from at least 3 companies or 3 City Corporations/ ULBs are submitted and their combined value is not less than INR 3,00,00,000.
18	The checklist refers to a minimum of 3 years' experience.	Kindly revise the checklist requirement to 2 years, in line with the proposed correction on Page 17.	Not accepted. The checklist is to be read in line with the Minimum Eligibility Criteria in the Terms of Reference, which require a minimum of 3 years' experience.
19	The checklist refers to the client-list requirement stated in the tender.	Kindly revise the checklist to require 2 medium/ large companies or 2 City Corporations/ULBs during the last 2 years, consistent with the clarification requested for Page 18.	Not accepted. The checklist requirement of 3 medium/ large companies or 3 City Corporations/ ULBs in the past 3 years remains unchanged. Please refer to the response to query no. 16.
20	The checklist refers to the original work-experience requirement.	Kindly revise the checklist to reflect similar work experience during the preceding 1 year with a minimum value of ₹1 crore, consistent with the correction requested for Page 18.	Not accepted. The checklist requirement of similar work in the past 3 years with a minimum value of INR 3,00,00,000 remains unchanged. Please refer to the response to query no. 17.
21	The checklist refers to the original turnover requirement.	Kindly revise the checklist to reflect a minimum turnover of ₹1 crore in the latest financial year and specify the acceptable supporting documents, consistent with the clarification requested for Page 18.	Not accepted. The checklist requirement of an average annual turnover of INR 5,00,00,000 in the last three financial years, with the supporting documents listed in the Terms of Reference, remains unchanged. Please refer to the responses to query nos. 14 and 15.
22	The eligibility criteria and checklist provisions may not fully align with the marked corrections.	Kindly issue an official clarification and/or corrigendum incorporating the final eligibility requirements and corresponding checklist	The accepted changes as elaborated above are final and shall be read as part of the tender documents. All other eligibility criteria and

		changes on Pages 17, 18, 25 and 26.	checklist requirements remain unchanged, as published in the Terms of Reference.
23	Scope of work Items 7, 12 and 16	Please confirm any argumentation of sanctioned load, transformer or upstream electrical infrastructure. If required will be provided by the owner / ULB or separately paid against approved variation.	Civil and electrical works associated with the installation of the equipment, including the electrical panel and cabling from the panel to the machines, are in the bidder's scope (Special Condition 2 and BoQ items 16-18). Augmentation of the sanctioned load, transformer or upstream electrical infrastructure up to the incoming power point at the facility is not part of the bidder's scope and will be arranged by VMC/the end user. The bidder shall provide the total combined peak electrical load of all equipment operating simultaneously along with the bid/pre-installation technical support, and shall certify the adequacy of the provided power supply during the trial run, as per the Terms of Reference. No price variation will be considered for items within the scope of the Terms of Reference and BoQ.
24	Payment Terms	Please confirm a single, unambiguous payment schedule totaling 100%, the exact retention percentage / base, the release conditions and timeline, and whether retention may be replaced by a bank guarantee.	The payment schedule is as given in the Terms of Reference: 30% advance against proforma invoice and bank guarantee; 20% after pre-dispatch inspection; 20% after equipment set up and commissioning; and 20% after successful trial run as per the output specification; the remaining 10% is the security retention. Together this makes 100%. Security retention: 10% of the amounts invoiced under the contract (including GST) is retained and is released after completion of 6 months of successful operations. As provided in the Terms of Reference, the retention can be released against the provision of a security,

			that is, it may be replaced by an equivalent bank guarantee. This also applies to the reference to 10% of the total basic amount in Special Condition 6.
25		Please allow the advance guarantee to reduce proportionately as the advance is recovered through certified milestone payments, and to be released upon adjustment of the advance.	Not accepted. The advance bank guarantee shall be as per the payment terms in the Terms of Reference, valid for a minimum period of 6 months from the date of signing the Purchase Order. It will be released once the advance has been adjusted against the supply as per the contract.
26	Capacity and throughput inconsistencies The list includes several conveyors and equipment rated at 20 TPH, sorting lines rated at 10 TPH, a trommel described as 20 TPH in the list but as 5 TPH in its detailed specification, and a 100 TPD facility. Kindly confirm the design basis, operating hours per day, assumed working days, and the required guaranteed line throughput.	Please issue a reconciled equipment schedule showing rated capacity and guaranteed throughput for each machine and for complete line, accounting for realistic operating hours and process bottlenecks.	The facility is designed for 100 TPD of dry waste. The capacity column in the list of equipment indicates the minimum rated capacity of each machine/line. Bidders shall indicate in their technical proposal the operating hours per day and working days on which the quoted line achieves 100 TPD, along with the guaranteed throughput of each machine and of the complete line. For the trommel, the capacity of 20 TPH in the equipment list applies; the figure of 5 TPH in its detailed specification is a typographical error. The quoted equipment must achieve the desired output with a compliance of 80% and above during the trial run. A revised equipment schedule will not be issued.
27	Company Registration	Please permit and undertaking to establish / strengthen a regional service office in Uttar Pradesh within a reasonable period after award, provided the bidder meets the experience and service support requirement.	Accepted. Please refer to the response to query no. 3. The regional office in Varanasi/Uttar Pradesh may be opened after award of the contract, to support implementation, within the timeframe specified by GIZ in the work order/contract.
28	Manufacturer or Authorized Dealer	Please revise and omit this clause so that every eligible bidder can participate from SWM areas to	Not accepted. The condition remains unchanged. The agency must be the

		make it competitive.	manufacturer or an authorised dealer/ distributor of the proposed brand and must submit the respective certificate. Please refer to the response to query no. 13, which already allows both manufacturers and authorised dealers/ distributors to participate.
29	Financial proposal requirement	Please confirm the contract commencement date, milestone definitions and whether time extensions will be granted for delayed site readiness, approvals, inspections or utilities not attributable to the supplier.	The contract commences on the date of signing of the Purchase Order/contract. The first phase (equipment fabrication, supply, commissioning and trial runs) is 4 months from that date, and the second phase (technical staff deputation for handholding, operational support and performance optimization) is 6 months. The payment milestones are pre-dispatch inspection, equipment set up and commissioning, and successful trial run as per the output specification. Time extension for delays not attributable to the supplier, such as delay in site readiness or in power supply at the facility, will be considered by GIZ on a written request supported by records. Liquidated damages and force majeure will be as per the Terms of Reference.
30	Minimum eligibility criteria	It is requested that the minimum experience requirement be reduced from 3 years to 2 years, while retaining the requirement of a registered office in India and a regional office in Uttar Pradesh.	Not accepted. The minimum experience of 3 years remains unchanged. Please refer to the response to query no. 12. The regional office requirement is subject to the flexibility given in the response to query no. 3.