

## Response to Queries regarding Leasing of Spaces at Metro Line 3 Stations for Retail & Other Commercial Uses

Date: February 26, 2020

Ref: Expression of Interest (EOI) for Leasing of Spaces at Metro Line 3 Stations for Retail & Other Commercial Uses published on 10-Feb-2020

([https://www.mmrc.com/sites/default/files/2020.02.10\\_MMRCL\\_NFBR\\_RetailEOI\\_vFinal-R1-converted.pdf](https://www.mmrc.com/sites/default/files/2020.02.10_MMRCL_NFBR_RetailEOI_vFinal-R1-converted.pdf))

Given below is a compilation of MMRCL's response to the queries received from interested parties regarding the Commercial Space Leasing EOI released by MMRCL. You may take this into consideration in your EOI submission. The last date for submission of EOI is Friday, March 06, 2020.

SN	Query Received	MMRCL Response
1	Please clarify as to who will be able to participate in actual bidding process i.e. any one or only those who have submitted proper EOI.	EOI process is the first step in the bidding process which will be subsequently followed by the RFP process. All parties who have met the eligibility criteria shall be able to participate in the RFP bidding process.
2	Any requirement of taking minimum numbers of kiosks OR one can take only a single kiosk?	The strategy with regards to the packaging and distribution of retail spaces available for leasing shall be determined based on the responses received through this EOI.
3	Any choice available for site location or one has to take the particular spot only?	MMRCL has attempted to locate the retail spaces in areas that are highly visible and within the pax flow. These locations for the retail spaces may not be moved. The strategy with regards to the quantum of retail spaces available for leasing shall be determined based on the responses received through this EOI process. The RFP shall specify the quantum and location of retail spaces available for leasing.
4	Whether MMRCL will provide water and drainage facility or not?	Yes. MMRCL will provide water and drainage facility for entire Metro Station including retail spaces.
5	Whether there will be any monopoly on the items offered for vending?	The strategy with regards to the end-uses of the retail spaces and the exclusivity shall be determined based on the responses received through this EOI process. The RFP shall specify the same. Please fill in such requests in the questionnaire (section 4.2) which is a part of the EOI.

6	Lock in period to be reduced to 1 year.	MMRCL will consider this request and will provided clarification at the RFP stage. Please fill in such requests in the questionnaire (section 4.2) which is a part of the EOI.
7	Please advise how many stations out of the list of 27 stations are going to be Junctions and Terminals? Please name them.	Please refer to EOI section 1.2 (page 7) for interchange details.
8	As seen in Metro Line 1, the operational timing of the metro station is not 24x7. Please advise what would be the operational timings on this route.	The Line 3 operation hours shall be between 5 am and 12 midnight.
9	Please advise what would be the frequency of the metros plying on this route?	The headway of trains shall vary over the course of the day. During peak hours trains shall operate at headways of 4.2 minutes in 2021 ,3 minutes in 2031.
10	Please advise whether this would be an exclusive concession for F&B or Retail?	The strategy with regards to the packaging and distribution of commercial spaces available for leasing shall be determined based on the responses received through this EOI process. The RFP shall specify the quantum and type of spaces in the packages available for leasing.
11	Since this is going to be an underground metro station, please advise whether there would be any limitations or restrictions for doing the projects work inside the metro station?	Please refer to EOI section 2.2 and 2.3 (page 16) for details on what activities are permitted and restricted.
12	Please advise whether people other than those traveling on the metro will be allowed to come and use various retail and F&B services inside the Metro?	The mezzanine area and unpaid concourse area will be open to both commuters and general public.
13	Please advise whether F&B or Retail stores be allowed on Platform for passengers' convenience.	No commercial stores and kiosks are permitted at the platform.
14	As seen with other Metro players, please advise whether MMRCL will provide permission for operating Bar?	Tobacco and Alcohol shall not be allowed within Metro Stations.
15	Please advise whether the F&B and Retail space will be allowed to operate 24x7 at the premises.	Commercial spaces will be able to operate only during metro operation hours.
16	We feel that the lock-in period of 2 years for a 5-year contract is a lot.	MMRCL will consider this request and will provided clarification at the RFP stage. Please fill in such requests in the questionnaire (section 4.2) which is a part of the EOI.
17	What would be the free construction time given to the concessionaire for building up the commercial space?	MMRCL intends to appoint the concessionaire by September/October 2020. Metro operations are scheduled to begin at the end of 2021. Lessee can start construction after onboarding.
18	As per our understanding and experience MMRCL should provide proper structure for operating the	MMRCL will provide a bare shell structure with plain / concrete floors on "as is where is basis" without internal finishes.

	commercial space as that same would be unviable for the concessionaire to do it.	
19	In order to keep operations smooth, there should be a separate service area lift for the concessionaire to get their materials inside the food court & retail spaces.	MMRCL will consider this request and will provided clarification at the RFP stage. Please fill in such requests in the questionnaire (section 4.2) which is a part of the EOI.
20	Please share the layouts of each stations earmarking the commercials spaces.	All layouts showing commercial spaces and passenger circulation shall be provided at RFP stage.
21	Please advise whether there would be sufficient parking space provided around the metro station?	At Cuffe Parade station, an underground parking lot with a capacity of 200 vehicles is planned. No other station has specific parking provision due to space constraint.
22	What happens if for some reason the passenger flow is not favourable for the concessionaire? Will MMRCL shift the commercials space?	The locations for the retail spaces cannot be moved. However, such requests may be considered as and when required.
23	As per your EOI, MMRCL wants to lease premises in Bare Shell Basis. But since all the spaces are below the ground level one of the major concerns for us is the waterproofing work of the station. We would like to know how MMRCL will do waterproofing work and type of treatment to guarantee & ensure no water leakages in the Leasing Spaces. since most of the Leased premises are about below the Ground Level. Also, will there be any presence of Drains/ Channels/ Suction Pumps for non-accumulation of water in the premises?	The metro stations are being constructed to the highest civil works specification. Bidders should be assured that groundwater leakage and water accumulation will not be a concern.
24	Also, in case of leakages will repairs will be done by MMRCL or will have to be borne by Lessee?	All station civil structures and maintenance shall be the responsibility of MMRCL.
25	Input in designing of the Stations with Lessee will be of utmost importance. We would like to know if MMRCL shall design spaces as per Lessee. It is to be noted that the retail kiosks shall be designed and located strategically in the pedestrian movement or it will become very difficult for them to do sales if they are placed in corners or dark / less movement traffic areas as they will be left unnoticed.	MMRCL has attempted to locate the commercial spaces in areas that are highly visible and within the pax flow. These locations for the commercial spaces may not be moved. The leased space is required to be furnished / developed by the Lessee. The Lessee shall submit all layouts, designs, proposed uses and specification of materials including but not limited to construction, internal partitions, fire detection and fighting, lighting, electrical, signages, advertisement panels, etc., for approval of MMRCL before start of any works inside the leased spaces.
26	Will MMRCL support and help Lessee/ Sub Lessee to obtain various Licenses for operation of business like Fire NOC, Health Licenses, Shops and Establishment etc for the purpose of doing various business and how? Will MMRCL get permit or Lessee?	Approvals from other agencies/Competent Authority shall be the responsibility of the Lessee. MMRCL shall assist the lessee in seeking NOCs.

27	What common area construction on concourse level / mezzanine area of Stations will be done by MMRCL, like common area flooring, lighting, ventilation etc. along with their specifications?	MMRCL shall provide standard flooring, lighting, ventilation for entire station including retail spaces. Lessee shall be responsible for internal finishes like internal partitions, utilities, doors, plastering, painting, etc.  Electricity consumption for services in the commercial space shall be apportioned pro-rata to the Lessee on the basis of occupied space.
28	Will the concourse area and the mezzanine portion constituting the leasing spaces will be centrally airconditioned?	The entire station (including platform, concourse and mezzanine) is centrally air conditioned.
29	Various Users shall accommodate the Leasing Areas. Will all the commercial users will be permitted in all areas of stations or users like Restaurants will be permitted in select areas of the station with respect to the Fire Norms.	The mezzanine level and unpaid concourse shall be open to all users; however, the paid area shall be used by metro commuters exclusively.  Lessee can decide the permitted end-uses for the commercial spaces available. Please refer to EOI section 2.2 and 2.3 (page 16) for details on what activities are permitted and restricted.
30	What Safety Precautions for the Commuters shall be taken by MMRCL in case of Fire, Earthquake, Electrical Failure, Flooding, etc	Disaster Management Plan for entire station is prepared by MMRCL. Same shall be applicable for retail spaces.
31	Will there be Security, House Keeping Services, other services etc by MMRCL for upkeep of all stations and If yes will that be collected from Lessee?	Comprehensive Maintenance Charge will be recovered from lessee for Security & House Keeping services provided by MMRCL.
32	Will there be Assessment Charges of units and if yes will MMRCL pay or will Lessee have to pay?	Assessment Charges shall be responsibility of lessee. However, an option can be kept where the charges will be recovered from lessee on pro-rata basis. Same can be discussed and decided at RFP stage.
33	We request MMRCL to permit Glow Signs / Store Branding and Display Boards on the stores be allowed by MMRCL to help Units do business. Will MMRCL allow?	Retail spaces will be permitted to have signage built into the unit; however, the design shall require MMRCL approval.
34	Will MMRCL Provide D G Back Up and will it be permissible since it is under ground? Also, Lessee / Sub Lessee shall require two different electricity distribution networks. In case of power failure switching can be done. Will MMRCL provide? Also, Electrical Load Requirements shall be met by MMRCL for better operations.	D G Back up will be provided by MMRCL. A Comprehensive Maintenance Charges will be recovered for cost of the services provided.
35	What will be the clear floor height of the stores / units created by MMRCL available for leasing?	The retail spaces on the concourse and mezzanine level will vary from station to station. The typical floor heights for the station are 3.5 - 4m; the dimensions and

		space provided for retail activities shall be finalised based on inputs received through this EOI process.
36	Maximum proposed lease period is 10 years. Is it possible to increase the lease period to 30 years?	The concession period for the retail spaces will be decided by MMRCL based on the inputs received from interested parties in this EOI process. However, it is unlikely that the concession term will be as long as 30 years.
37	Please share layout of commercial space with dimensions and floor to floor height within these spaces.	The retail spaces on the concourse and mezzanine level will vary from station to station. The typical floor heights for the station are 3.5 - 4m; the dimensions and space provided for retail activities shall be finalised based on inputs received through this EOI process. Station plans along with potential locations for the retail spaces at the concourse and mezzanine level shall be shared at the RFP stage.
38	Passenger's circulation plan with respect to proposed commercial spaces.	All layouts showing commercial spaces and passenger circulation shall be provided at RFP stage.
39	Please let us know the municipal tax payable on commercial use including advertisement within the metro station. We request you to keep it part of our offer and the same shall be paid by MMRCL to concerned authorities.	The payment of all taxes and duties shall be the responsibility of the lessee.
40	What type of other permissions from other authorities are required for operation of commercial use within the metro station	It is anticipated that approval from MCGM and the fire department will be required.
41	We request you to increase the lease period to 20 years so that the capital investment can be recovered over the period of 20 years. The period of 5-10 years as mentioned in the EOI is very less to recover the capital investment	MMRCL will consider this request and will provided clarification at the RFP stage. Please fill in such requests in the questionnaire (section 4.2) which is a part of the EOI.
42	We request you to consider the criteria of net Worth of Rs 10 Cr. for the bidder instead of turnover criteria and reduce the turn-over criteria to Rs 2 Cr. per annum which can enable small and medium enterprise to participate in the bid	MMRCL will consider this request and will provided clarification at the RFP stage. Please fill in such requests in the questionnaire (section 4.2) which is a part of the EOI.
43	We request you to provide the location of commercial spaces within the metro station in the PDF format which can enable use to access the flow of traffic vis a vis the usability of commercial space	All layouts showing commercial spaces and passenger circulation shall be provided at RFP stage.

**DISCLAIMER:**

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