

DIRECTORATE OF TOURISM
(GOVERNMENT OF JHARKHAND)

REQUEST FOR PROPOSAL (RFP)
FOR
SELECTION OF A CONSULTANT TO CREATE PROFILE OF TOURISM DESTINATIONS
FOR DEVELOPMENT OF TOURISM IN JHARKHAND

Ref. No.- 758
Dated : 20/12/2021

Directorate of Tourism
Government of Jharkhand
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**SELECTION OF AN CONSULTANT TO CREATE PROFILE OF TOURISM DESTINATIONS FOR
DEVELOPMENT OF TOURISM IN JHARKHAND**

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Tender Schedule



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Tender Notice

Ref. No:- 758, Dated:- 20/12/2021

SELECTION OF A CONSULTANT TO CREATE PROFILE OF TOURISM DESTINATIONS FOR DEVELOPMENT OF TOURISM IN JHARKHAND

The Directorate of Tourism (DoT), Govt. of Jharkhand as an endeavour for development of tourism infrastructure and resources of Jharkhand state intends to select a consultant to create profile of tourism destinations for development of tourism in Jharkhand

Interested agencies may download the document from 21/12/2021, 17:00 Hours onwards from the Department of Tourism website:-www.tourism.jharkhand.gov.in/ and submit their Applications. The Application Due Date is on **18/01/2022** at **16:00** hours.

A pre-bid conference will be held on 04/01/2022 by 14:00 Hours at MDI Building, 2nd floor, HEC Campus, Dhurwa, Ranchi-04, Tel Phone: 0651-2400493, e-mail: dirjharkhandtourism@gmail.com.

All subsequent notifications, changes and amendments will be posted only on the website www.tourism.jharkhand.gov.in.

Directorate of Tourism reserves the right to reject any or all proposals and annul the selection process at any time without assigning any reason whatsoever.

1. SECTION 1: - INTRODUCTION

1.1 Background

1.1.1 The State of Jharkhand is endowed with immense bio-diversity, moderate climate, rich cultural and historical heritage, religious places of worship and ethnic aspects to make the State the ultimate destination for tourists.

1.1.2 DoT intends to select an agency (the “Selected Agency”) who would assist **DoT on profiling of tourism destinations for development of tourism in Jharkhand** (the “Service”).

1.1.3 The main objective is to collect various data related to tourist places and accommodations. The Development of the places and promotion of Jharkhand Tourism will be based on these data.

- a) Meet the needs of present tourists and host regions while protecting and enhancing opportunity for the future.
- b) Management of all resources in such a way that economic, social and aesthetic needs can be fulfilled while maintaining cultural integrity, essential ecological process, and biological diversity, and life support system,
- c) Satisfy the demands of tourists and the tourism industry, and continue to attract them in order to meet the first aim.
- d) Safeguard the environmental resources base for tourism, encompassing natural, built and cultural components; in order to achieve both the preceding aims.
- e) Sustainable tourism products, which are operated in harmony with the local environment, community, and cultures, so that these become the permanent beneficiaries not the victims of tourism development.

1.1.4 RFP document is available at the Department of Tourism/DoT website i.e. www.tourism.jharkhand.gov.in. Interested parties may download the RFP documents from the website and submit their Proposals.

1.1.4.1 **Earnest Money Deposit (EMD)** cum Performance Security amounting to **Rs.1,00,000/- (One Lakh Only)** in the form of a Demand Draft in favour of “**Director, Directorate of Tourism, Govt. of Jharkhand**” of any Nationalized/scheduled bank, payable at “**Ranchi**” along with bid documents.

1.1.5 The scope of services to be provided by the Agency are general and the list is not exhaustive i.e. does not mention the entire incidental services required to be carried out. The services shall be provided all in accordance with true intent and meaning, regardless of whether the same may or may not be particularly described, provided that the same can be reasonably inferred there from. The scope of services shall be governed by the provisions of the RFP and work order. There may be several incidental services & assignments, which are not mentioned herein but will be

necessary to complete the work in all respects. The scope of services shall be as stated in **Annexure-1**.

- 1.1.6 The statements and explanations contained in this RFP are intended to provide a proper understanding to the Bidders about the subject matter of this RFP and should not be construed or interpreted as limiting in any way or manner the scope of services and obligations of the Agency set forth in RFP or DoT's rights to amend, alter, change, supplement or clarify the scope of work, the Right to be awarded pursuant to this RFP or the terms thereof or herein contained. Consequently, any omissions, conflicts or contradictions in the Bidding Documents including this RFP are to be noted, interpreted and applied appropriately to give effect to this intent, and no claims on that account shall be entertained by DoT.
- 1.1.7 DoT shall receive proposals pursuant to this RFP in accordance with the terms set forth in this RFP and any addenda issued subsequent to this RFP (collectively the "**Bidding Documents**"), as modified, altered, amended and clarified from time to time by DoT, and all Proposals shall be prepared and submitted in accordance with such terms.

1.2 Brief Description of Selection Process

DoT has adopted selection process (Technical and Financial) (referred to as the "**Selection Process**") for identifying a suitable Agency. DoT invites eligible Bidders to submit their Proposals in hard copy to be delivered by Courier/Registered Post/Speed Post/Hand delivery at Directorate of Tourism office up to **18/01/2021 at 16:00** hrs in accordance with the terms of this RFP document.

Contact Information & Address for communication: -

To
Director
Directorate of Tourism
Government of Jharkhand
MDI Building, 2nd Floor, HEC Campus,
Dhurwa, Ranchi, Jharkhand
TEL NO: +91 651 2400493
E-mail: dirjharkhandtourism@gmail.com
Visit us on www.tourism.jharkhand.gov.in

- 1.2.1 During this Bid Stage, Bidders are invited to carry out, at their cost, studies as may be required for submitting their respective Proposals for award of the Right.
- 1.2.2 The Selection Process shall be governed by, and construed in accordance with, the laws of India and the Honorable High Courts at Ranchi shall have exclusive

jurisdiction over all disputes arising under, pursuant to and/ or in connection with the Selection Process.

1.3 Schedule of Selection Process

DOT shall endeavour to adhere to the following schedule:

SI No	Description	Date
1	Pre-Bid Queries Submission	30/12/2021 by 17:00 Hours
2	Pre-Bid Conference	04/01/2022 by 14:00 Hours at DoT Office
3	Bid Due Date	18/01/2022 by 16:00 Hours
4	Technical and Financial Bid opening Conference	18/01/2022 16:30 Hrs at Directorate of Tourism Government of Jharkhand MDI Building, 2nd Floor, HEC Campus, Dhurwa, Ranchi, Jharkhand TEL NO: +91 651 2400493, E-mail: dirjharkhandtourism@gmail.com Visit us on www.tourism.jharkhand.gov.in
5	Bid Validity period	180 days from the Bid Due Date
6	Tender/Bid Document Fee	Rs. 5,000/-(Rupees Five Thousand Only) inclusive of GST. (Not Refundable Demand Draft)
7	Earnest Money Deposit	Rs.1,00,000/- (One Lakh Only)

2. SECTION 2: -INSTRUCTIONS TO BIDDERS

2.1 Eligible Bidders

2.1.1 In order to participate in the Selection Process, the Bidder's should be a single business entity (the "**Single Business Entity**"). The term Bidder used herein would apply to a Single Business Entity.

A Single Business Entity shall mean a company incorporated under Companies Act, 1956/2013 or a sole proprietorship firm registered under the Proprietorship Act, 1908 or a partnership firm registered under the Indian Partnership Act, 1932 or a Limited Liability Partnership Firm registered under Limited Liability Partnership Act, 2008.

Note:

1. Consortium or Joint Venture is not allowed to participate in the Selection Process
2. If the Bidder is:
 - i. A company should furnish copy of the certificate of incorporation and memorandum of association as a proof of identity.

- ii. A sole proprietorship firm, and a Limited Liability Partnership firm should furnish copy of the registration certificate, GST and IT returns for the last three financial years preceding the Proposal Due Date as a proof of identity.
 - iii. A registered partnership firm, it should furnish a copy of the IT returns for the last three financial years preceding the Proposal Due Date copy of the registration certificate under the registrar of firms and a copy of the partnership deed executed between the partners as a proof of identity
- 2.1.2 A Bidder is required to fulfill the criteria specified below. Any Bidder who does not meet the criteria set out below shall be disqualified.
- a) The Bidder must have achieved an average **Annual Turnover of Rs. 10 Crore (Ten Crore) during the preceding 3 (three) years**. To calculate the average turnover, the total turnover achieved by the Bidder during last 3 years shall be divided by 3, i.e. (2018-19, 2019-20 & 2020-21). Copy of supporting documents to be submitted.
 - b) In last three financial years (2018-19, 2019-20 & 2020-21) the Agency / Firm should have experience of working on 5 tourism projects with minimum project cost of INR 5 crore each. Experience in survey works of State level and Working with Tourism Department, Jharkhand will be preferred. Copy of completion certificate to be submitted.
 - c) The Bidder must be registered in India. (supporting documents must be furnished) Should have **GST and PAN** Registration.
 - d) Firms shall be single entity. Consortium/Joint Venture are not allowed to participate in the selection process.
- 2.1.3 Any Agency which has been barred by the Central Government/Government of Jharkhand or any entity controlled by them, from participating in any project/provision of service and the bar subsists as on the Proposal Due Date, shall not be eligible to submit a Proposal.
- 2.1.4 A Bidder should, in the last 3 (three) years, have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Bidder, nor been expelled from any project/provision of service or contract nor have had any contract terminated for breach by such Bidder. (Undertaking should be furnished with proposal).
- 2.1.5 The Bidder should submit a Power of Attorney as per the format enclosed as **Appendix-VI**, authorizing the signatory of the proposal to commit the Bidder. The Proposals must be properly signed by the authorized representative (the “**Authorized Representative**”) as detailed below:

- (a) In case the sole proprietor himself is signing the Proposals, the Power of Attorney is not required to be submitted. However, if the Proposals are signed by any other person other than the sole proprietor or a duly authorized person, the Power of Attorney is required to be submitted in the format at **Appendix- VI**
- (b) by a partner or a duly authorized person holding the Power of Attorney, in case of a limited liability partnership; or a partnership firm or
- (c) by a duly authorized person holding the Power of Attorney, in case of a Company.

2.2 Number of Proposals

Each Bidder shall submit only one (1) Proposal, in response to this RFP. Any Bidder who submits or participates in more than one Proposal shall be disqualified.

2.3 Proposal Preparation Cost

The Bidder shall be responsible for all costs associated with the preparation of its Proposal and its participation in the Selection Process. DoT will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Selection Process.

2.4 Right to Accept any Proposal and to Reject any or all Proposals

- 2.4.1 DoT reserves the right to accept or reject any Proposal and to annul the Selection Process and reject all Proposals at any time, without any liability or any obligation for such acceptance, rejection or annulment, without assigning any reasons thereof.
- 2.4.2 DoT reserves the right to verify all statements, information and documents submitted by the Bidder in response to the RFP. Failure of DoT to undertake such verification shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of DoT there under.

2.5 Conflict of Interest

- 2.5.1 A Bidder shall not have a conflict of interest that may affect the Selection Process or the Services (the “**Conflict of Interest**”). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, DoT shall forfeit and appropriate the EMD as mutually agreed genuine pre-estimated compensation and damages payable to DoT for, inter alia, the time, cost and effort of DoT including consideration of such Bidder’s Proposal, without prejudice to any other right or remedy that may be available to DoT hereunder or otherwise.
- 2.5.2 Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the Selection Process, if:
 - a) a constituent of such Bidder is also a constituent of another Bidder; or

- b) such Bidder has the same legal representative for purposes of this Proposal as any other Bidder; or
- c) such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each other's information about, or to influence the Proposal of either or each of the other Bidder.

2.6 Clarifications

- 2.6.1 Bidders requiring any clarification on the RFP may notify DoT in writing and e-mail to the address before 30.12.2021. The subject line for communication must clearly bear the following:

Queries/Request for Additional Information: RFP for “**SELECTION OF A CONSULTANT TO CREATE PROFILE OF TOURISM DESTINATIONS FOR DEVELOPMENT OF TOURISM IN JHARKHAND**”.

- 2.6.2 The responses will be uploaded in the Website by DoT without identifying the source of the enquiry. However, DoT reserves the right not to respond to any question or provide any clarification, in its sole discretion, and nothing in this Clause shall be taken or read as compelling or requiring DoT to respond to any question or to provide any clarification.
- 2.6.3 All clarifications and interpretations issued by DoT shall be deemed to be part of the Bidding Documents. Verbal clarifications and information given by DoT or its employees or representatives shall not in any way or manner be binding on DoT.

2.7 Amendments to RFP

- 2.7.1 At any time prior to the Proposal Due Date, DoT may, for any reason, whether at its own initiative or in response to clarifications requested by a Bidder, amend the RFP by the issuance of Addenda in the Website. Any Addenda issued would be published in the Website (s) and the same shall be binding on the Bidders.
- 2.7.2 In order to afford Bidders reasonable time to take the Addendum into account, or for any other reason, DoT may, at its discretion, extend the Proposal Due Date.

2.8 Payment Schedule

- 2.8.1 Payment will be made to the Agency after completion of the work and ascertainment by DoT that work was carried out satisfactorily and in accordance with the terms and conditions of the RFP and Work Order issued to the Agency.

2.9 Performance Security

2.9.1 The Selected Agency shall furnish a Performance Security of **10% (Ten Percent)** of the total Contract Price quoted by the Selected Agency in shape of Performance Security. The Performance Security is required to be taken from a nationalized bank in favor of “**Director, Directorate of Tourism, Jharkhand**”, payable at “Ranchi”. The Performance Security will be payable on demand and be valid for a period of 180 days from the date of signing the LoA/Work Order with the Authority.

2.10 Penalty Provision

2.10.1 In case of delay in execution of the assigned work and unsatisfactory performance by the Selected Agency, DoT may impose a penalty up to 30% of the fee to be payable to the agency.

2.11 Damages and Losses

2.11.1 The agency will be responsible for all liabilities, losses, claims, damages, costs and expenses that may be incurred by or asserted against any such party / authority or any liability accrued by the agency for the assignment. Agency will be responsible for cost incurred during installation and removal of all materials/items used during LoA period.

3. PREPARATION AND SUBMISSION OF PROPOSAL

3.1 Language and Currency

3.1.1 The Proposal and all related correspondence and documents shall be written in English language. Supporting documents and printed literature furnished by the Bidder with the Proposal may be in any other language provided that they are accompanied by an appropriate translation in English language. Supporting materials that are not translated into English may not be considered. For the purpose of interpretation and evaluation of the Proposal, the English language translation shall prevail.

3.2 Validity of Proposal

3.2.1 The Proposal shall be valid for a period of not less than 180 (One Hundred and Eighty) days from the Proposal Due Date ("**Proposal Validity Period**"), in the format set out in **Appendix-I**. DoT reserves the right to reject any Proposal that does not meet this requirement.

3.2.2 Prior to expiry of the Proposal Validity Period, DoT may request the Bidders to extend the period of validity for a specified additional period.

3.2.3 The Selected Bidder shall, where required, extend the validity of the Proposal till the date of completion of services as per scope of work.

3.3 Earnest Money Deposit

3.3.1 The Bidder shall furnish an **Earnest Money Deposit of Rs. 1,00,000/-** (One Lakh Only) (the "Earnest Money Deposit" or "EMD") in the form of a Demand Draft issued by a Nationalized Bank or a Scheduled Bank in India, drawn in favour of "**Director, Directorate of Tourism, Jharkhand**" payable at "**Ranchi**" along with bid documents. DoT shall not be liable to pay any interest on the EMD so made and the same shall be interest free.

3.3.2 The EMD amount shall remain valid for a period of 60 (Sixty) days from the Proposal Due Date, or beyond any period of extension subsequently as determined by DoT from time to time. The Proposal shall be summarily rejected if it is not accompanied by the EMD.

3.3.3 The EMD shall be returned to the unsuccessful Bidders after selection of the Selected Bidder. The EMD submitted by the Selected Bidder shall be adjusted or return as **Performance Security**. As per instruction of DoT, the selected bidder shall be required to extend the validity of the demand draft.

3.3.4 The EMD shall be forfeited, if the Bidder:

- i. furnishes any information or document which is misleading or untrue in any material respect;
- ii. engages in a corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as specified; and

3.4 Bidder's Responsibility

- 3.4.1 It shall be deemed that prior to the submission of Proposal, the Bidder has:
- a) made a complete and careful examination of terms & conditions/requirements, and other information set forth in this RFP document;
 - b) received all such relevant information as it has requested from DoT; and
 - c) Made a complete and careful examination of the various aspects of the Assignment.
- 3.4.2 DoT shall not be liable for any mistake or error or neglect by the Bidder in respect of the above.

3.5 Format and Signing of Proposal

- 3.5.1 Bidders would provide all the information as per this RFP in the specified format(s). DoT would evaluate only those Proposals that are received in the required format and complete in all respects. Incomplete and/or conditional Proposals shall be liable to rejection.
- 3.5.2 All the documents of the Proposal under this RFP shall be typed or written in indelible ink and signed by the authorized signatory of the Bidder who shall also initial each page. All the alterations, omissions, additions or any other amendments made to the Proposal shall be initialed by the person(s) signing the Proposal. The person signing the Proposal shall initial all the alterations, omissions, additions, or any other amendments made to the Proposal. The Proposals must be properly signed by the Authorized Signatory as detailed below:
- (a) by a duly authorized person holding the Power of Attorney, in case of a Company; or
 - (b) by the proprietor or a duly authorized person holding the Power of Attorney, in case of a sole proprietary firm.

3.6 Submission of Proposals

- 3.6.1 The Agency shall be required to submit a Technical & Financial Bid in separate sealed envelopes put in a bigger sealed envelope super scribed as “RFP for – **“SELECTION OF A CONSULTANT TO CREATE PROFILE OF TOURISM DESTINATIONS FOR DEVELOPMENT OF TOURISM IN JHARKHAND”**”.

3.6.2 Bid should be submitted in hard copy to be delivered by Courier/Registered Post/Speed Post/Hand delivery at Directorate of Tourism office up to **18/01/2022, 16:00 hrs** on the Proposal Due Date as indicated. The documents accompanying the Proposal(s) submission shall include:

A. “Technical Proposal”, consisting of the following: (Envelope-1)

- a. Letter of Proposal in the prescribed format at **Appendix - I**;
- b. Details of Bidder in the prescribed format at **Appendix – II**;
- c. Financial Capacity of the Bidder in the prescribed format at **Appendix – III**;
- d. Experience of the Bidder in the prescribed format at **Appendix – IV**.
- e. Self-declaration in the prescribed format at **Appendix – V** for not being block listed
- f. Power of Attorney for signing of Proposal in the prescribed format at **Appendix – VI**;
- g. In case of a company, copy of the Certificate of Incorporation, Copy of Memorandum and Articles of Association of the Bidder.
- h. In case of a sole proprietorship firm or a Limited Liability Partnership firm, it should furnish copy of the **registration certificate, GST or IT returns** for the last three financial years preceding the Proposal Due Date as a proof of identity.
- i. In case of a registered partnership firm, it should furnish a copy of the IT returns for the last three financial years preceding the Proposal Due Date copy of the registration certificate under the registrar of firms and a copy of the partnership deed executed between the partners as a proof of identity.
- j. Copy of the Bidder’s duly audited annual reports for the preceding 3 (three) Financial Years (Along with CA Certificate).

B. “Financial Proposal: -(Envelope-2)

- a. The Financial Proposal in the prescribed format at **Appendix – VII** on the letter head of the Bidder and signed by the authorized signatory.

3.6.3 The Financial Proposal should specify the amount of service fee (the “Service Fee”) exclusive of all applicable taxes of work required by the Agency for undertaking the Services. The Financial Proposal clearly indicating the total Service Fee of work in both figures and words, and signed by the Agency’s Authorized Representative. In the event of any difference between figures and words, the amount/rate indicated in words shall prevail.

3.6.4 Bidders may note that DoT will not entertain any deviations to the RFP at the time of submission of the Proposal or thereafter. The Proposal to be submitted by the Bidders should have to be unconditional and unqualified and the Bidders would be deemed to have accepted the terms and conditions of the RFP. Any conditional Proposal shall be regarded as non-responsive and would be liable for rejection.

3.6.5 DoT reserves the right to seek original documents for verification of any of the documents or any other additional documents upon opening of the Bidding Documents.

3.7 Proposal Due Date

3.7.1 Proposals should be submitted in hard copy to be delivered by Courier/Registered Post/Speed Post/Hand delivery at Directorate of Tourism office up to **18/01/2022, 16:00** hrs on the Proposal Due Date as indicated, in the manner and form as detailed in this RFP Document. Proposals submitted by either facsimile transmission or telex or e-mail will not be accepted.

3.7.2 DoT, at its sole discretion, may extend the Proposal Due Date by issuing an Addendum in accordance with the provisions of this RFP.

3.8 Late Proposals

Applications submitted after the Due Date shall not be entertained. Applications submitted by fax, telex, telegram or e-mail shall not be entertained and shall be rejected.

3.9 Modifications/ Substitution/ Withdrawal of Proposals

3.9.1 The Applicants will not allow Modifications/ Substitution/ Withdrawal of Applications after submission of application.

3.9.2 Withdrawal of a Proposal during the interval between the Proposal Due Date and expiration of the Proposal Validity Period will not be allowed.

3.10 Confidentiality

Information relating to the examination, clarification, evaluation and recommendation for the Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional advisor advising DoT in relation to, or matters arising out of, or concerning the Selection Process. DoT will treat all information, submitted as part of the Proposal, in confidence and will require all those who have access to such material to treat the same in confidence. DoT may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/ or DoT.

3.11 Clarifications

To assist in the process of evaluation of Proposals, DOT may, at its sole discretion, ask any Bidder for clarification on its Proposal or substantiation of any of the submissions made by the Bidder. The request for such clarification or substantiation and the response shall be in writing or by facsimile. No material change in the substance of the Proposal would be permitted by way of such clarification / substantiation.

4. SECTION 3: EVALUATION OF PROPOSALS

4.1 Opening and Evaluation of Proposal

- 4.1.1 DoT shall open the Proposals on the date specified in **Clause 1.3**, in the presence of the Bidders who choose to attend.
- 4.1.2 DoT will examine and evaluate the Proposals in accordance with the provisions set out in this Section 3.
- 4.1.3 To facilitate evaluation of Proposals, DoT may, at its sole discretion, seek clarifications in writing from any Bidder regarding its Proposal.
- 4.1.4 Any information contained in the Proposal shall not in any way be construed as binding on DoT, its agents, successors or assigns, but shall be binding against the Bidder if the Services are subsequently awarded to it under the Selection Process on the basis of such information.

4.2 Tests of Responsiveness

- 4.2.1 Prior to evaluation of Proposals, DoT will determine whether each Proposal is responsive to the requirements of the RFP. A Proposal shall be considered responsive only if:
 - i. It is received by the Proposal Due Date including any extension thereof pursuant to clause 2.14.2;
 - ii. It is received through hard copy to be delivered by Courier/Registered Post/Speed Post/Hand delivery as stipulated in Clause 2.14.
 - iii. It is accompanied with the EMD and Tender fee amount as set out in Clause 2.10;
 - iv. It contains the information and documents as requested in the RFP;
 - v. It provides the information in reasonable detail. (“**Reasonable Detail**” means that, but for minor deviations, the information can be reviewed and evaluated by DoT without communication with the Bidder). DoT reserves the right to determine whether the information has been provided in reasonable detail;
 - vi. It does not contain any condition or qualification; and
 - vii. It is not non-responsive in terms hereof.

4.2.2 DoT reserves the right to reject any Proposal which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by DOT in respect of such Proposal.

4.2.3 Bids of a single business entity which are found to be non-responsive shall be rejected.

4.3 Evaluation of Technical Bid of the Bidder

4.3.1 The Proposals/Bids received will be scrutinized to assess their eligibility based on the qualifying criteria. Those Proposals/Bids which do not meet the qualifying criteria will be rejected, forthwith, or at any stage of detection.

4.3.2 DoT will finalize agencies on basis of their technical credentials. This assessment will be done by a special Selection Committee of DoT.

4.3.3 In this stage, only the envelopes containing technical proposals of the bidders will be opened and screened for eligibility and only eligible proposals will be evaluated on the basis of the following score card:

Sl. No.	Evaluation criteria	Scoring methodology	Maximum Marks
1.	Firm's presence		60
1.1	Experience of providing consultancy/advisory services to any State Government/Central Government in India for any tourism infrastructure project undertaken through Public Private Partnership (PPP) or other forms having project cost of at least INR 5 Crores	= 1 Eligible Assignment = 5 > 1 Eligible Assignment = 5 marks is assigned to each additional projects subject to maximum of 5 marks	10
1.2	Experience of Working with any Tourism Department for tourism related works (minimum 1 years) in PMU services	= one term of minimum 1 year = 5 >one terms of minimum 1year =5	10
1.3	Experience of Working with any Tourism Department for tourism related work in DPR Preparation services of Approved projects of at least INR 10 crore)	=one project= 5 >one project=5	10
1.4	Experience of Working in State Level Survey works (Government sponsored)	=one survey work =20 >one survey work=5	30

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Sl. No.	Evaluation criteria	Scoring methodology	Maximum Marks
2.	Key personnel to be attached to the project	Tourism sector project experience in numbers to score full marks	10
2.1	Project Coordinator Graduation: B.Arch/ B.Planning Post-Graduation: Masters in Planning Minimum Total experience: 5 years	Experience of >5 years =2	2
2.2	Tourism Expert Graduation: Tourism Post-Graduation: Masters in Tourism Minimum Total experience: 5 years	Experience of >5 years =2	2
2.3	Infrastructure Expert Graduation: Civil Engineering Post-Graduation: Business Management Minimum Total experience: 5 years	Experience of >5 years =2	2
2.4	Survey Expert Graduation: Civil Engineering with specialization in survey works Minimum Total experience: 5 years	Experience of >5 years =2	2
2.5	IT Expert Graduation: B.Tech (IT)/Computer Science. Minimum Total experience: 5 years	Experience of >5 years =2	2
3.	Approach & methodology		30
3.1	Description of technical approach and methodology	Understanding of the project, based on the description of approach and methodology	10
3.2	Technical presentation	Power point presentation to the Directorate	20
Total			100

4.3.4 Only those Bidders whose Technical Proposals score will be at least 70% marks shall qualify for further consideration.

4.4 Evaluation of Financial Proposals

4.4.1 The Financial Bids of only the Qualified Bidders shall be opened in the presence of the Bidder's representatives who choose to attend. Date and time will be intimated to the Qualified Bidders. The name of the Bidder, the Technical/Creative Presentation scores and the proposed financial offer shall be read.

4.4.2 The Bidder, quoting the **Lowest Service Fee (L1)** shall be the Selected Agency.

4.4.3 For financial evaluation, the total Service Fee exclusive of GST/ any other applicable tax indicated in the Financial Bid will be considered.

4.5 Selection of Bidder

- 4.5.1 The Bidder scoring the **Lowest Service Fee** shall be declared as Selected Agency.
- 4.5.2 In the event that the L1 Bidder withdraws its Bids or is not selected for any reason in the first instance, DoT may invite the second ranked Bidder for negotiations.

4.6 Letter of Award (LOA) / Work Order

- 4.6.1 After selection, a Letter of Award (the “**LoA**”) / Work Order shall be issued, in duplicate, by DoT to the Selected Bidder(s) and the Selected Bidder(s) shall, within 7 (seven) days of the receipt of the LoA, sign and return the duplicate copy of the LoA in acknowledgement thereof. In the event the duplicate copy of the LoA duly signed by the Selected Bidder is not received by the stipulated date, DoT may, unless it consents to extension of time for submission thereof, appropriate the EMD of such Bidder on account of failure of the Selected Bidder to acknowledge the LoA, and the next eligible Bidder may be considered.

4.7 Contacts during Proposal Evaluation

Proposals shall be deemed to be under consideration immediately after they are opened and until such time DoT makes official intimation of award/ rejection to the Bidders. While the Proposals are under consideration, Bidders and/ or their representatives or other interested parties shall not make attempts to establish unsolicited and unauthorised contact by any means with DoT and/ or their employees/ representatives on matters related to the Proposals under consideration after opening of the Proposals and prior to notification of the Award. If any attempt by the Bidder causing extraneous pressure on DoT shall be sufficient reason to disqualify the Bidder.

4.8 Fraud and Corrupt Practices

The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, DoT shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the “**Prohibited Practices**”) in the Selection Process. DOT, GoJ may also, in its sole discretion, debar the Bidder (including its Associates) in participating in any of the bidding/ tender processes in the state for any time period determined by it.

5. ANNEXURE-1:- SCOPE OF WORK

The scope of services to be provided by the Agency as described below is general but is not exhaustive i.e. does not mention the entire incidental services required to be carried out. The services shall be provided all in accordance with true intent and meaning, regardless of whether the same may or may not be particularly described, provided that the same can be reasonably inferred there from. There may be several incidental services & assignments, which are not mentioned herein but will be necessary to complete the work in all respects. The list given below is an indicative list and shall include any other activity in association to those mentioned below:

Personal visits to tourist locations and interaction with tourists, tour operators, tourism related associations, entrepreneurs and govt. depts. related to basic infrastructure to assess the current status / infrastructure bottlenecks and identify gaps Collation of the secondary and primary data collected, data analysis and interpretation Identification of potential tourism projects, short listing and carrying out prima facie feasibility studies. The data collected must include:-

A. Approach:

- Location of the all tourist destination (including Google location),
- Reconnaissance Survey,
- Availability and conditions of approach roads and main roads
- Distance from nearby prime locations, state headquarter, district headquarters and nearby main roads,
- Modes of transport available to reach the destinations easily,
- Numbers of signage's and location,
- Prepare individual profile of tourism destination along with its compilation.

B. Visitor's Information:

- Monthly tourist data collection of the tourist destinations and average thereof
- Average number of visitors in normal/ weekend days in tourist season (Mid September to Mid March) and Off season (rest of the year),
- Special events related to the destinations and tourist inflow on the special event days,
- Type of tourists and numbers of tourists visiting the place (International, Interstate, Inter District and Local) in percentage,
- Average stay duration of tourist,
- Look for methodology to establish permanent solution for compilation of tourist data.

C. Accommodation & Fooding:

- Types & Numbers of accommodation units and methodology to capture data from them (Public, private, lodge, home stay, etc.),
- Types & Numbers of accommodation units with online booking facility
- Numbers of restaurants per 100 tourist,
- Percentage of trained staff in accommodation unit & restaurant,
- Numbers of FSSAI registered restaurant unit and percentage
- Numbers of FSSAI registered street food vendors and percentage

D. Public Convenience:

- No. of gender based toilets per 100 tourists,
- No. Tourist Guide/ Paryatak Mitra and their information,
- No. Tour/ Travel Operator providing local transportation and their information.

E. Destination Management & Marketing:

- Tourist Facilities/Amenities available at the destinations,
- Percentage of tourist attractions mapped digitally
- **Prepare baseline study of major tourism destinations** (Betla, Deoghar, Maluti, Chandil, Hazaribagh Wildlife Sanctuary, Itkhori, Tilaiya Dam, Parasnath, Netarhat, Dalma Wildlife Sanctuary, Rajrappa, Patratu Valley, Hundru/Jonha/Dassam Waterfall) in the state,
- **Infrastructure gap assessment** and propose development strategy, Disaster vulnerability, SWOT Analysis of major tourism destinations,
- Type of attractions available at/around the Destination (Religious, Historical, Natural beauty, Eco tourism site, Rural tourism site, etc.),
- Interact with local community, industry and government stakeholders to identify key challenges and solutions,
- Identify potential sustainable tourism products in the project landscapes with special focus on nature, community and tourism, and prepare business projections for the same,

F. Capacity Building:

- Nos of service providers trained in current FY and percentage of total service providers trained
- Nos of hotel staff trained in current FY and percentage of total hotel staff trained
- Nos of guides certified in current FY and percentage of total guide trained
- Nos of local trained in tourism sector.
- Percentage of trained employees
- Percentage of locals involved

G. Culture, Art & Performance:

- Nos of cultural spaces/ Open air theatre,
- Nos of cultural performance during the current FY,
- Availability of interpretation centre,
- Footfalls of the interpretation centre in current FY.

Deliverables:

The Deliverables of the assignment are as following:

- Inception, including a detailed plan of action with a detailed framework of activities, methodology to be applied, schedule, etc within 15 days from the date of award of the contract
- Mid-term Progress Report detailing advancement of the tasks carried out within 3 months.
- Draft Reports in Hard and soft copy
- Final Reports in Hard and soft copy
- Visit report of each site visit with photographs
- Depicting required data/ information about destinations in Departmental Website

- Google Mapping of Destinations and Link point (Place from where approach road leads to the destinations) to destinations
- The works mentioned is Para A,B,C,D,E,F & G of Annexure-I has to be completed within a period of six months except data collection works which shall be done for a period of one year.

SECTION 4:- FORMATS FOR SUBMISSION OF PROPOSAL

5.1 Appendix – I – Letter of Proposal
(On the letterhead of the Bidder)

Dated:

To
The Director
Directorate of Tourism
Government of Jharkhand
MDI Building, 2nd Floor, HEC Campus,
Dhurwa, Ranchi, Jharkhand

Dear Sir,

Sub: Proposal for“SELECTION OF A CONSULTANT TO CREATE PROFILE OF TOURISM DESTINATIONS FOR DEVELOPMENT OF TOURISM IN JHARKHAND”

- 1 With reference to your RFP document dated____/____/_____, I/We, having examined the Bidding Documents and understood their contents, hereby submit my/our Proposal for the aforesaid Service. The Proposal is unconditional and unqualified.
- 2 All information provided in the Proposal and in the Appendices is true and correct.
- 3 I/We shall make available to DOT any additional information it may find necessary or require to supplement or authenticate the Bid.
- 4 I/We acknowledge the right of DOTto reject our Proposal without assigning any reason or otherwise and hereby waive my/our right to challenge the same on any account whatsoever.
- 5 I/We understand that you may cancel the Selection Process at any time and that you are neither bound to accept any Proposal that you may receive nor to invite the Bidders to bid for the Services, without incurring any liability to the Bidders.
- 6 I/We hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by DOT in connection with the selection of the Bidder, or in connection with the Selection Process itself, in respect of the above mentioned activities and the terms and implementation thereof.
- 7 I/We offer a EMD of **Rs.1,00,000/- (One Lakh Only)**to DOT in accordance with the RFP Document.
- 8 I/We agree and understand that the Proposal is subject to the provisions of the Bidding Documents. In no case, I/We shall have any claim or right of whatsoever nature if the activities/ Right is not awarded to me/us or our Proposal is not opened.
- 9 I/We agree to keep this offer valid for 180 (One Hundred and Eighty) days from the Proposal Due Date specified in the RFP.
- 10 I/We agree and undertake that the authorised signatory in Appendix- VI shall represent the company in all matters pertaining to the Selection Process. No third person,

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consultant, agency shall represent the company in all matters pertaining to the Selection Process.

11 I/We agree and undertake to abide by all the terms and conditions of the Bidding Document.

In witness thereof, I/we submit this Proposal under and in accordance with the terms of the RFP document.

Yours faithfully,
(Signature of the Authorised signatory)

Date: _____

Place: _____ (Name and designation of the of the Authorised signatory)
Name and seal of Bidder

5.2 Appendix – II- Details of Bidder

(On the letterhead of the Bidder)

1.
 - (a) Name:
 - (b) Place of incorporation:
 - (c) Address of the corporate headquarters and its branch office(s), if any, in India:
 - (d) Date of incorporation and/ or commencement of business:

2. Brief description of the Company including details of its main lines of business and proposed role and responsibilities for providing the Service

3. Details of the Authorised Signatory of the Bidder:
 - (a) Name:
 - (b) Designation:
 - (c) Company:
 - (d) Address:
 - (e) Telephone Number:
 - (f) E-Mail Address:
 - (g) Fax Number:

Note:

The Bidder must submit the following document to establish the legal status along with this Form:

- a. In case of a company, copy of the Certificate of Incorporation, Copy of Memorandum and Articles of Association of the Bidder.
- b. In case of a sole proprietorship firm or a Limited Liability Partnership firm, it should furnish copy of theregistration certificate, GST and IT returns for the last three financial years preceding the Proposal Due Date as a proof of identity.
- c. Copy of the Bidder's duly audited financial Statement for the preceding 3 (three) Financial Years.

5.3 Appendix – III – Financial Capacity

Sl. No.	Financial Years	Annual Turnover (Rs.)
1	2018-19	
2	2019-20	
3	2020-21	
	Average Turnover	

Certificate from the statutory Auditor

This is to certify that ----- (name of the Applicant)
has annual Turnover is as shown above the respective years.

Date:

(Signature, name and designation of the authorized signatory)

Name and seal of the audit firm

(Supporting financial statements and relevant documents are to be furnished.)

5.4 Appendix – IV – Experience of the Bidder

(On the letterhead of the Bidder)

Sl. No.	Particulars	Description
1	Name of the Organization	
2	Address of the contact details of Organization	
3	Details of Work Experience (2020-21, 2019-20, & 2018-19).	
	Sl. No. -01	
	Name of client	
	Detail Description of Project	
	Duration of Assignment	
	Value of Assignment	
	Sl. No. -02	
	Name of client	
	Detail Description of Project	
	Duration of Assignment	
	Value of Assignment	
	(Project details to be furnished in similar Format) Separate sheets may be added)	

Name of the Bidder

.....

Signature of the Authorised Person

.....

Name of the Authorized Person

5.5 Appendix – V – Technical Experience of the Bidder

(On the letterhead of the Bidder)

Format for providing Technical Experience for services provided by the firm (in not more than 2 pages for each project, in the given tabular format only)

1	Project Name and Location	
2	Name and address of Client	
3	Year	
4	a. Project cost b. Consultancy fee	
5	Professional Staff Provided by the firm No. of Person Months :	
6	Name of Associated Firm(s) if any :	
7	Professional Staff provided by each of Associated Firm(s) a. Name of Associated Firm(s) b. No. of Person Months:	
8	Date of - a. commencement of advisory services b. completion of advisory services	
9	Brief Description of Project / assignment:	
10	Brief Description of Actual Services provided:	

Signature of the Authorized Signatory

Seal of the firm

5.6 Appendix – VI – Methodology Statement and Approach

(Not more than 2 pages)

5.7 Appendix – VII – Qualifications of key Personnel’s

Description	Minimum Qualification	Total Experience in years	Total Specific Min Experience required
Project Coordinator	Graduation: B.Arch/ B.Planning Post-Graduation: Masters in Planning	5 years	i. Minimum 5 years of experience in development of tourism projects
Tourism Expert	Graduation: Tourism Post-Graduation: Master in Tourism	5 years	i. Minimum 5 years of experience in research, infrastructure, livelihood advisory related to tourism projects
Infrastructure Expert	Graduation: Civil Engineering Post-Graduation: Business Management	5 years	i. Minimum 5 years of experience in infrastructure advisory and experience PPP projects of tourism related projects
Survey Expert	Graduation: Civil Engineering with specialization in survey works	5 years	i. Minimum 5 years of experience in survey works
IT Expert	Graduation: B.Tech (IT)/Computer Science.	5 years	i. Minimum 5 years of work experience in Information Technology sector

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Table to fill up the details of the proposed personnel with respect to the requirements mentioned in the above table:

Description	Minimum Qualification	Total Experience in years	Total Specific Min Experience required
Project Coordinator			
Tourism Expert			
Infrastructure Expert			
Survey Expert			
IT Expert			

Note:

- i. The Minimum requirements have been provided, against which the Applicant should provide the actual information in the above format
- ii. Please attach the curriculum vitae of the above personnel, duly signed by the personnel and by the Authorised Signatory

5.8 Appendix – VIII – Format of CV of the Key Personnel

- 1 Name:
- 2 Sex:
- 3 Date of Birth:
- 4 Contact / communication Address:
- 5 Permanent Address:
- 6 Mobile No.:
- 7 E-mail ID:
- 8 Present designation:
- 9 Present job responsibilities:
- 10 Numbers of persons reporting to at present:
- 11 Work Experience:

S. No.	Name of Firm	From date	To Date	Duration of service	Designation	Number of persons reporting	Job Description

12 Details of important projects:

S. No.	Name and location of Project	Name of client	Project details	Project structure / model	Name of Firm which provided services	Designation at that time	Year of services provided	Actual Services provided
1								
2								

13 Education Qualification:

S. No.	Name of Course / degree / qualification	Year of completion	% of Marks / OAGP obtained	Name of Institute	Name of board / university	Specialization, if any

14 Details of training availed:

S. No.	Name of Training	Details of training program	Year of training

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--	--	--	--

15 Languages known:

S. No.	Name of language	Speak (Y/N)	Read (Y/N)	Write (Y/N)

16 Other details, if any, may be mentioned here

17 Certification by the Personnel:

This is to certify that the above details are true to best of my knowledge

Signature of the personnel

18 Certification by the Authorized Signatory of the applicant firm:

This is to certify that the above person is working with our firm as _____ [mention present designation] from _____ [mention the date], who will dedicated for the subject assignment for guiding, managing and supervising the team to be deployed, if selected.

Signature of the Authorized Signatory

5.9 Appendix –IX- Self Declaration

(Should nothave been black listed)

(On the letterhead of the Bidder)

I / We agree that the decision of the Authority in relation toRFP for “**SELECTION OF A CONSULTANT TO CREATE PROFILE OF TOURISM DESTINATIONS FOR DEVELOPMENT OF TOURISM IN JHARKHAND**”, addition or deletion will be final and binding to me / us. I / We confirm that we have not been blacklisted by Central or State Governments & PSUs.

Name of the Bidder

.....

Signature of the Authorised Person

.....

Name of the Authorized Person

5.10 Appendix –X- Format for Power of Attorney for Signing of Proposal

(On Stamp paper of relevant value)

Know all men by these presents, We, _____ (name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorise Mr. / Ms (Name), son/daughter/wife of _____ and presently residing at _____, who is [presently employed with us and holding the position of _____], as our true and lawful attorney (hereinafter referred to as the “Attorney”) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal for “**SELECTION OF A CONSULTANT TO CREATE PROFILE OF TOURISM DESTINATIONS FOR DEVELOPMENT OF TOURISM IN JHARKHAND**”, proposed by the Directorate of Tourism, Government of Jharkhand (the “**DOT**”) including but not limited to signing and submission of all applications, proposals, bids and other documents and writings, participate in Bidders' and other conferences and providing information / responses to DOT, representing us in all matters before DOT, signing and execution of all contracts and undertakings consequent to acceptance of our Proposal, and generally dealing DOT in all matters in connection with or relating to or arising out of our Proposal and/or upon award thereof to us.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, _____, THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS _____ DAY OF _____, 20**.

For _____
(Signature)
(Name, Title and Address)

Witnesses:

1
2

Accepted _____
(Signature)
(Name, Title and Address
of the Attorney)

[Notarised]

Notes:

- *The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.*
- *Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a resolution/power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.*

5.11 Appendix- XI- Format for Financial Proposal
(On the Letter head of the Bidder)

Date:

To
The Director
Directorate of Tourism
Government of Jharkhand
MDI Building, 2nd Floor, HEC Campus,
Dhurwa, Ranchi, Jharkhand

Dear Sir,

Sub: Proposal for “SELECTION OF A CONSULTANT TO CREATE PROFILE OF TOURISM DESTINATIONS FOR DEVELOPMENT OF TOURISM IN JHARKHAND”

1. We are pleased to quote our fixed Service Fee of Rs. _____ (Rupees _____ Only) (The “Service Fee”) for undertaking the above mentioned Assignment and inclusive of all costs associated with providing the services specified in Schedule A of the RFP Document. The Service Fee is exclusive of GST and all other applicable taxes.
2. I/ We confirm and agree that we have reviewed all the terms and conditions of the Request for Bid including the Draft Contract and conform that we would abide by all the terms and conditions. We hereby declare that there shall be no deviations from the stated terms in the RFP Document.
3. I/ we agree that my/our Financial Bid shall remain valid for a period of 60 (sixty) days from the Bid Due Date prescribed for submission of Bid.
4. I / we confirm that our Financial Bid is unconditional and that we accept all terms and conditions specified in the RFP Document.
5. I / we agree to be bound by this offer if we are the Selected Agency for the said Assignment.
6. We further certify that we shall follow the Scope of Services, without any deviations, enumerated in this RFP Document, if the Assignment is awarded to us.
7. I / we providing/submitting quotation on expenditure per guest/artist/per day along with financial bid in a separate letter. (Cost of 15-20 delegates should be included in the financial bid).

Sincerely,

Name of the Bidder

.....

Signature of the Authorised Person

.....

Name of the Authorized Person