



**DIRECTORATE OF TOURISM  
(GOVERNMENT OF JHARKHAND)**

**REQUEST FOR PROPOSAL (RFP)  
FOR  
SELECTION OF EXPERIENCED FIRM FOR DESIGN,  
DEVELOPMENT, IMPLEMENTATION AND MAINTENANCE OF  
VR BASED 360 DEGREE VIRTUAL TOURS SOFTWARE FOR DOT**

**Directorate of Tourism  
Govt. of Jharkhand  
Department of Tourism, Art Culture, Sports and Youth Affairs (Tourism Division)  
MDI Building, 2nd Floor, Dhurwa, Ranchi-834004  
Phone:(0651)2400493, email:[dirjharkhandtourism@gmail.com](mailto:dirjharkhandtourism@gmail.com), Web: <https://tourism.jharkhand.gov.in>**

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**Government of Jharkhand**  
**Directorate of Tourism**  
MDI Building, 2nd Floor, Dhurwa, Ranchi-4  
Ph.-0651-2400493, E-mail:dirjharkhandtourism@gmail.com

Ref. No.:-Tou/ Dir/Yoj-07/2023 - 775/

Dated:- **07.07.2023**

**Request for Proposal**  
**for**  
**Selection of Experienced Firm for Design, Development, Implementation and Maintenance of VR**  
**Based 360 Degree Virtual Tours Software for DOT**

Directorate of Tourism (DOT), Government of Jharkhand(GoJ) intends to select a reputed Agency Design, Development, Implementation and Maintenance of VR Based 360 Degree Virtual Tours Software for DOT, therefore invites agencies to submit their Bids.

Interested agencies may participate for this tender and submit their proposal. The Bid Due Date is on **28/07/2023 at 14:00 hours.**

A Technical & Financial Bid opening Conference will be held on **28 /07/2023 at 1500 Hours** at the office of Directorate of Tourism, MDI Building, 2nd floor, HEC Campus, Dhurwa, Ranchi-04. All subsequent notifications, changes and amendments will be sent uploaded in website.

*DoT reserves the right to cancel this invitation and / or invite fresh Bid with or without amendments to this invitation, without liability or any obligation for such invitation and without assigning any reason.*

*Sd/-*  
**Director,**  
Tourism.

## 1. SECTION 1:- INTRODUCTION

### Background

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.

DOT intends to select an agency (the “Selected Agency”) that would develop custom VR-based 360-degree virtual tours software compatible with Meta Quest 2 devices. The main objective is to capture and provide comprehensive information on Jharkhand State’s tourist locations.

Pursuant thereto, the DOT invites Bids from Agencies/Firms for selection (the “Bidder”) as specified in this Request for Proposal (the “RFP”) document for the Services.

RFP document is available at the Directorate of Tourism/DOT website i.e. [www.jharkhandtourism.gov.in](http://www.jharkhandtourism.gov.in). Interested parties may download the RFP documents from the website and submit their Proposals.

**Earnest Money Deposit (EMD)** cum Performance Security amounting to **Rs.50,000/- (Rupees Fifty Thousand Only)** in the form of a Demand Draft in favour of “**Director, Tourism**”, of any Nationalized / scheduled bank, payable at “**Ranchi**” along with bid documents valid for a period of 90 (ninety) days.

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**.

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.

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.

### **Brief Description of Selection Process**

DOT has adopted a two stage system for selection process (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 DOT office upto **/06/2023 14:00 hrs** in accordance with the terms of this RFP document.

#### Contact Information & Address for communication:-

To

**Directorate of Tourism**  
Government of Jharkhand  
MDI Building, 2<sup>nd</sup> Floor, HEC Campus, Dhurwa, Ranchi, Jharkhand  
TEL NO: +91 651 2400493, Fax No: +91 651 2400492  
E-MAIL: dirjharkhandtourism@gmail.com  
Visit us on www.jharkhandtourism.gov.in

During this Bid Stage, Bidders are invited to carry out, at their cost, such studies as may be required for submitting their respective Proposals for award of the Right.

The Selection Process shall be governed by, and construed in accordance with, the laws of India and the Courts at Ranchi shall have exclusive jurisdiction over all disputes arising under, pursuant to and/ or in connection with the Selection Process.

### **Schedule of Selection Process**

DOT shall endeavour to adhere to the following schedule:

<b>Sl No</b>	<b>Description</b>	<b>Date</b>
1	Pre-Bid Queries Submission	14/07/2023 by 14:00 Hours
2	Online Pre-Bid Conference (Link will be uploaded in our website)	14/07/2023 by 15:00 Hours
3	Bid Due Date	28/07/2023 by 14:00 Hours

4.	Technical and Financial Bid opening Conference	28/07/2023 at 15:00 Hours Venue Details: Directorate of Tourism, Government of Jharkhand, MDI Building, 2 <sup>nd</sup> Floor, HEC Campus, Dhurwa, Ranchi-831004.
5	Bid Validity period	180 days from the Bid Due Date
6	Earnest Money Deposit	Rs 50,000/- (Rupees F i f ty Thousand Only)
7	Tender Document Fees (Non-Refundable)	Rs. 11,800/- (Rupees Eleven Thousand Eight Hundred Only)

## 2. SECTION 2:- INSTRUCTIONS TO BIDDERS

### Eligible Bidders

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. No Consortium or Joint Venture is 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/Sales/VAT registration/Service tax the Proposal Due Date as a proof of identity.

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 be registered in India. (supporting documents must be furnished)
- b) Should have **GST/ PAN Registration**.
- c) **Firms shall be single entity**. Consortium/Joint Venture are not allowed to participate in the selection process.

The Applicant should demonstrate having an experience for VR or 3 D experience of at least 01(one) similar work with a minimum value of Rs. 2 Lakh(Rupees Two Lakh

in a State & National Level from any Government Department/ Corporation / PSU/IT company, preceding the Application Due Date (i.e FY 2022-23)(THE “Qualification Criteria”). Any applicant who does not meet the Qualification Criteria will be disqualified.

Note:

- i) Experience of parent/subsidiary/associate Company/ies of the Applicant would not be considered for evaluation.
- ii) Documentary proofs to be submitted by the Applicants are:
  - 1) Provide details of the experience of the Applicant.
  - 2) Copy of Work Order/Completion Certificate/Satisfactory Certificate from the respective Client.

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.

A Bidder should, 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 in bidders letterheads.**

- d) The Bidder must have achieved a lifetime turnover of Rs.10, 00,000/-(Rupees Ten Lakh Only) till date.

The Bidder should submit a **Power of Attorney** as per the format enclosed as **Appendix-V**, 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- V**
- (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.

#### **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.

### **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.

### **Right to Accept any Proposal and to Reject any or all Proposals**

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.

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.

### **Conflict of Interest**

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.

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.

### **Clarifications**

Bidders requiring any clarification on the RFP may notify DOT in writing and e-mail to the address before 1 day of online pre-bid meeting. The subject line for communication must clearly bear the following:

Queries/Request for Additional Information: RFP for “**Selection of Experienced**



## **Firm for Design, Development, Implementation and Maintenance of VR Based 360 Degree Virtual Tours Software for Directorate Of Tourism.”**

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.

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.

### **Amendments to RFP**

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 Corrigendum/Addendum in the Website. Any Corrigendum/Addendum issued would be published in the Website (s) and the same shall be binding on the Bidders.

In order to afford Bidders reasonable time to take the Corrigendum/Addendum into account, or for any other reason, DOT may, at its discretion, extend the Proposal Due Date.

### **Payment Schedule**

Payment (as per the scope of work) shall be made by DOT to the Successful Bidder within 30 days of submission of invoice by the Selected Bidder.

### **Time Frame**

The assignment of Design, Development, Implementation and Maintenance of VR Based 360 Degree Virtual Tours Software for DOT to be completed within **45 days from the date of Letter of Award.**

### **Training Services**

Upon completion of the installation & commissioning, the bidder should provide hands-on training on the installed equipment to the personnel of DOT at the respective units. Training could have multiple sessions as per the need and requirement of the project/application. Hence, selected bidder shall conduct Training Needs Analysis of all the concerned staff and draw up a systematic training plan. There should be

sufficient number of trainers in every training session for conducting the training program.

### **3 PREPARATION AND SUBMISSION OF PROPOSAL**

#### **Language and Currency**

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.

#### **Validity of Proposal**

The Proposal shall be valid for a period not less than 180 (One Eighty and Twenty) 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.

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

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

#### **Earnest Money Deposit**

The Bidder shall furnish an Earnest Money Deposit of **Rs.50,000/- (Rupees Fifty Thousand 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, Tourism,**" 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.

The EMD amount shall remain valid for a period of 90 (ninety) 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.

The EMD shall be returned to the unsuccessful Bidders after selection of the Selected Bidder. The EMD submitted by the Selected Bidder shall be retained as **Performance**

**Security.** As per instruction of DOT, the selected bidder shall be required to extend the validity of the demand draft.

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

### **Bidder's Responsibility**

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.

DOT shall not be liable for any mistake or error or neglect by the Bidder in respect of the above.

### **Format and Signing of Proposal**

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.

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.

### **Submission of Proposals**

The Agency shall be required to submit a Technical & Financial Bid in separate sealed envelopes put in a bigger sealed envelopes super scribed as **“RFP for –**

**“Selection of Experienced Firm For Design, Development, Implementation and Maintenance of VR Based 360 Degree Virtual Tours Software for Directorate Of Tourism ”.**

Bidder should be submitted in hard copy to be delivered by Courier/Registered Post/Speed Post/Hand delivery at Directorate of Tourism office upto **/06/2023 14:00 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. Experience of the bidders in the prescribed format **Appendix – III;**
- d. Self-declaration in the prescribed format at **Appendix – IV** for not being block listed
- e. Power of Attorney for signing of Proposal in the prescribed format at **Appendix – V;**
- f. In case of a company, copy of the Certificate of Incorporation, Copy of Memorandum and Articles of Association of the Bidder.
- g. In case of a sole proprietorship firm or a Limited Liability Partnership firm, it should furnish copy of either the registration certificate as a proof of identity.
- h. In case of a registered partnership firm, it should furnish a copy of the IT returns/ 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.

**B. “Financial Proposal:- (Envelope-2)**

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

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 indicated in words shall prevail.

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.

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.

### **Proposal Due Date**

Proposals should be submitted in hard copy to be delivered by Courier/Registered Post/Speed Post/Hand delivery at Directorate of Tourism upto **/06/2023 14:00 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.

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

### **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.

### **Modifications/ Substitution/ Withdrawal of Proposals**

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

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

### **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.

## **4 SECTION 3: EVALUATION OF PROPOSALS**

### **Opening and Evaluation of Proposal**

DOT shall open the Proposals on the date specified in **Clause 1.3**, in the presence of the Bidders who choose to attend.

DOT will examine and evaluate the Proposals in accordance with the provisions set out in this **Section 3**.

To facilitate evaluation of Proposals, DOT may, at its sole discretion, seek clarifications in writing from any Bidder regarding its Proposal.

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.

### **Tests of Responsiveness**

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;
- ii. is received through hard copy to be delivered by Courier/Registered Post/Speed Post/Hand delivery ;
- iii. it is accompanied with the Tender document fees and EMD amount;
- 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.

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.

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

### **Evaluation of Experience of the Bidder**

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.

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

The financial bids of only those Proposals/Bids which have technically qualified in stage 2 shall be opened and evaluated.

### **Evaluation of Financial Proposals**

The Financial Proposals of only the Qualified Bidders shall be opened in the presence of the Bidder's representatives who choose to attend on the date and time intimated to the Qualified Bidders. The name of the Bidder and the proposed financial offer shall be read aloud.

For financial evaluation, the total Service Fee offered to DOT will be indicated in the Financial Proposal.

DOT will determine whether the Financial Proposals are complete, uncompleted and unconditional. The cost indicated in the Financial Proposal shall be deemed as final and reflecting the total cost of services. Omissions, if any, in costing any services shall not entitle the selected Agency to be compensated and the liability to fulfill its obligations as per the scope of services mentioned in this RFP is within the total quoted Service Fee shall be that of the Agency.

### **Selection of Bidder**

The Bidder scoring the lowest Service Fee shall be declared as Selected Agency.

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.

The Bidder quoting the lowest Service Fee (L1) shall be the Selected Agency.

### **Letter of Award (LOA) / Work Order**

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.

### **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.

### **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.



### ANNEXURE-1:- Scope of Work

The scope of services/work 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. The scope of services shall also be governed by the provisions of the LOA/Work Order (the “LOA/Work Order”) to be entered into between the Agency and Directorate of Tourism which sets forth the detailed terms and conditions for grant of the right to the Agency (the “**Right**”). 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:

- a) Development of custom VR-based 360- degree virtual tours software compatible with Meta Quest 2 devices.
- b) The custom virtual tour software should use high-quality 360-degree videos (6k and above) and photogrammetric technology for 5 locations across Jharkhand.
- c) Shoot and edit 360-degree tour videos (45-90 seconds long) with high-quality narration covering the history and highlights of each location.
- d) The below mentioned 5 locations need to be covered for this project:

Sl. No.	Site Name
1	Netarhat, Latehar
2	Getalsud, Ranchi
3	Kiriburu, Chaibasa
4	Chandil, Saraikela
5	Parasnath, Giridih

- e) The virtual tour software should be functional on 24 x 7 basis.
- f) Training: Upon completion of the installation & commissioning, the bidder should provide hands-on- training on the installed equipment to the personnel of DOT at respective units.
- g) Sourcing VR headset devices mentioned below and customizing them to run the custom virtual tours software

Sl. No.	Item	Quantity
1	Meta Quest 2 VR headsets with controllers	3
2	Bose Quiet Comfort 45 blue tooth wireless over ear headphones with mic and noise cancelling	3

### **Scope of Work (Annual Maintenance Contract)**

The Annual Maintenance Contract (AMC) is for maintenance of network, computer hardware and software installed.

The scope of work of AMC also includes :

- a) Maintenance includes the replacement of malfunctioning spares/parts for proper functioning of all systems and sub-system listed in Annexure-1 by the SP. If any part gives repeated problems i.e. 2 repairs in a minimum period of two-month time, then the SP must replace it immediately with a new part.
- b) All parts to be replaced by the SP must be of the same make. In case it is not possible, the same must be of better or equivalent quality. In the service report, the details regarding the part number and serial number (if any) must be brought out clearly.
- c) The software maintenance includes operationalizing, loading/reformatting of software /discs with the latest operating system software and the custom virtual tours software created for Jharkhand Tourism. It also includes the removal of viruses and re-installation of software, if corrupted.

## SECTION 4:- FORMATS FOR SUBMISSION OF PROPOSAL

### Appendix – I – Letter of Proposal

*(On the letterhead of the Bidder)*

Dated:

To  
Director  
Directorate of Tourism, Government of Jharkhand,  
2<sup>nd</sup> Floor, MDI Building, HEC Campus,  
Dhurwa, Ranchi,  
Jharkhand – 834004

Dear Sir,

**Sub: Proposal for “Selection of Experienced Firm For Design, Development, Implementation and Maintenance of VR Based 360 Degree Virtual Tours Software for DOT”.**

- 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 DOT to 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.50,000/- (Rupees Fifty Thousand 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- V** shall represent

the company in all matters pertaining to the Selection Process. No third person, 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.

Date: Yours faithfully,  
(Signature of the Authorised signatory)

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

## **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:

**Appendix – III – 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	
	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

**Appendix –IV- Self Declaration**

(Should not have been black listed)

*(On the letterhead of the Bidder)*

I / We agree that the decision of the Authority in relation to RFP for “Selection of Experienced Firm for Design, Development, Implementation and Maintenance of VR Based 360 Degree Virtual Tours Software for DOT” 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

**Appendix –V- 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 Experienced Firm for Design, Development, Implementation and Maintenance of VR Based 360 Degree Virtual Tours Software for DOT”, 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)

[Notarised]

(Name, Title and Address  
of the Attorney)

*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.*

**Appendix- VI- Format for Financial Proposal**  
(On the Letter head of the Bidder)

To  
Director  
Directorate of Tourism, Government of Jharkhand,  
2<sup>nd</sup> Floor, MDI Building, HEC Campus,  
Dhurwa, Ranchi,  
Jharkhand – 834004

Dear Sir,

**Sub: Bid for Selection of Experienced Firm for Design, Development, Implementation and Maintenance of VR Based 360 Degree Virtual Tours Software for DOT”.**

1. We are pleased to quote our Total 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.

Sl. No.	Particulars	Amount
1	Selection of Experienced Firm for Design, Development, Implementation and Maintenance of VR Based 360 Degree Virtual Tours Software for DOT”.	
2	Yearly Maintenance Charge/Fee	
	<b>*Total Service Fee</b>	

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 Empanelment 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 Empanelment 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. Yearly Maintenance Charge/Fee will be valid for 3 years after go live of project.

Note: Financial evaluation will be calculated on Total Service Fee including Yearly Maintenance Charge.

**Sincerely,**

Name of the Bidder

.....

Signature of the Authorised Person

.....

Name of the Authorized Person

