

Selection of an agency for developing VR-based virtual tours, 3D and 360-degree videos and images, and procuring VR devices for Jharkhand Tourism branding and promotion.



RFP No:- 871/

Dated:- 10/09 /2024

**REQUEST FOR PROPOSAL (RFP)
FOR
SELECTION OF AN AGENCY FOR DEVELOPING VR-BASED
VIRTUAL TOURS, 3D AND 360-DEGREE VIDEOS AND IMAGES, AND
PROCURING VR DEVICES FOR JHARKHAND TOURISM
BRANDING AND PROMOTION.**



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

Disclaimer

The information contained in this RFP document or subsequently provided to Agency(s) whether verbally or in documentary form by or on behalf of the Department of Tourism, Government of Jharkhand or any of their employees or advisors, is provided to the Agency(s) on the terms and conditions set out in this RFP Document and all other terms and conditions subject to which such information is provided.

This RFP Document is not an agreement and is not an offer or invitation by the Tendering Authority to any party other than the Agency who are qualified to submit the Bids (“Agency”). The principle of this RFP Document is to provide the Agency(s) with information to support the formulation of their Proposals. This RFP Document does not purport to contain all the information each Agency may entail. This Document may not be apposite for all persons, and it is not possible for Tendering Authority, its employees, or advisors to consider the investment objectives, financial situation, and needs of each Agency who reads or uses this RFP Document. Each Agency should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this Document and where necessary obtain independent advice from appropriate sources. The Tendering Authority, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this Document. The Tendering Authority may in its absolute discretion, but without being under any obligation to do so, update, improve or supplement the information in this RFP Document.

Selection of an agency for developing VR-based virtual tours, 3D and 360-degree videos and images, and procuring VR devices for Jharkhand Tourism branding and promotion.

**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, Web:<https://tourism.jharkhand.gov.in>**

RFP No:- 871/

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***Sort Notice Inviting Tender
for***

Selection of an agency for developing VR-based virtual tours, 3D and 360-degree videos and images, and procuring VR devices for Jharkhand Tourism branding and promotion.

The Directorate of Tourism (DoT), Govt. of Jharkhand intends to Selection of An Agency For Developing VR-Based Virtual Tours In Jharkhand Tourism, Procuring VR-Devices, Developing A User-Friendly App, Shooting 3d And 360-Degree Videos And Images, And Providing Maintenance And Support For Jharkhand Tourism Branding And Promotion, invites interested agencies to submit their Bids.

Interested agencies may download the document from 10/09/2024, from the Department of Tourism website:—www.tourism.jharkhand.gov.in/ and submit their Applications. The Bid Due Date is on 25/09/2024 at 12:00 noon. A Bid opening Conference will be held on 25/09/2024 at 01:00 PM at the office of Directorate of Tourism (DoT), Govt. of Jharkhand.

A pre-Bid conference will be held on 13/09/2024 on 01:00 PM 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

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*

Schedule of RFP Process

Department of Tourism (DoT) invites Proposals for “*Selection of an agency for developing VR-based virtual tours, 3D and 360-degree videos and images, and procuring VR devices for Jharkhand Tourism branding and promotion.*”

Interested firms/ parties / agencies are advised to download and study the RFP document carefully and must satisfy all eligibility conditions stated in this document in this regards from Department of Tourism website in the link below:

<https://tourism.jharkhand.gov.in/tender>

Table 1
Important Dates and Information

Office of Issue	Directorate of Tourism Govt. of Jharkhand
Last date of receiving queries in email: dirjharkhandtourism@gmail.com Format for sending queries attached in Annexure-X, Subject- Query regarding VR Device	13/09/2024 By 12:00 noon
Pre-bid meeting	13/09/2024 on 01:00 PM
Last date and time for bid submission	25/09/2024 at 12:00 PM
Date and time for bid opening	25/09/2024 at 01:00 PM
venue for: Financial bid opening	Directorate of Tourism Govt. of Jharkhand, MDI Building, 2 Nd Floor, Director Tourism Office
Bid Reference Number	

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INTRODUCTION

The Directorate of Tourism, Govt. of Jharkhand is seeking to develop VR-based virtual tours of the ancient village of **Maluti** and **Birsa Munda Jail Museum** which are renowned tourist spots in the state of Jharkhand. The project entails the creation of virtual tours using the latest techniques such as photogrammetry, 360-degree video capture, 360-degree image stitching etc. to ensure a realistic and lifelike experience. The virtual tours will be developed as a Unity/Unreal-based app compatible with Oculus Quest 2/3 VR headset devices, ensuring a seamless and immersive user experience.

- 1.1 Department of Tourism, Government of Jharkhand (hereinafter referred to as “DoT” or “Authority” or “Department”) aims to develop Jharkhand as one of most preferred tourist destinations in India. Concerted efforts are being put in place by DoT to position the state prominently in the domestic and international tourist source markets. In this background, DoT has decided to enhance its presence and expand its digital footprint in promoting the tourism potential of the state with the global and regional tourists in a holistic manner.
- 1.2 The Department of Tourism (DoT) intends to appoint an agency (hereinafter referred to as the “Agency”) for the development of VR-based virtual tours of Jharkhand tourism destinations, procurement of VR devices, development of a user-friendly app, shooting of 3D and 360-degree videos and images, and providing maintenance and support for Jharkhand tourism branding and promotion. The Agency will also be responsible for **one year of maintenance** after the successful handover of the devices.

2 SCOPE OF WORK

2.1 3D Virtual tour for Maluti village:

- 2.1.1 Develop a VR-based virtual tour of the ancient village of Maluti with over 100 ancient temples.
- 2.1.2 Utilise the photogrammetry technique to create a high-quality realistic 3D replica of the Maluti village and its temples.
- 2.1.3 Use real-world images to create realistic textures and lighting to enhance the visual appeal of the virtual environment, ensuring a lifelike representation of the village.
- 2.1.4 Implement user-friendly VR navigation controls, allowing users to walk and teleport around the virtual village.
- 2.1.5 Design a pre-defined path & direction for the user to navigate, covering major highlights of the Maluti Temples.
- 2.1.6 Audio narration guiding users through the experience and sharing information regarding the highlights in Hindi and English language.
- 2.1.7 Develop interactive hotspots on highlights within the virtual tour. Users should be able to click on these hotspots to access detailed information, either in the form of text, image or video.
- 2.1.8 Develop a standalone virtual reality application using Unity or Unreal Engine, compatible with Existing Oculus Quest 2 devices.

Existing Oculus Quest 2 devices specification:

Quest 2 Specifications

- 256GB Storage Capacity
- 1832 x 1920 Resolution per Eye
- Qualcomm Snapdragon XR2 Platform
- Built-In IPD Adjustment with 3 Settings
- Cinematic 3D Positional Audio
- Headset Casting
- Two Touch Controllers Included
- Glasses Spacer Included

Note: Selected agency procure the device not lower than the described specification and make sure that device compatible with our exiting device & Function.

Specifications

- 256GB of Internal Storage
- Full-Color Pass through
- 2064 x 2208 Resolution per Eye
- XR2 Gen 2 Snapdragon Processor
- Ring-Free Touch Plus Controllers
- TruTouch Haptic Feedback
- 40% Slimmer Than Quest 2
- Built-In 3D Spatial Audio
- Works with All Quest Apps & Games
- Adjustable & Changable Strap, Lens Depth & IPD

2.2 VR-based interactive virtual tour of the Birsa Munda prison museum

- 2.2.1 Capture high-resolution 360-degree images and videos from multiple spots inside the museum.
- 2.2.2 Stitch the images and videos together to create seamless panoramic views of each exhibit area.
- 2.2.3 Collaborate with museum curators to gather accurate content and engaging videos for each artefact.
- 2.2.4 Develop interactive hotspots on artefacts within the virtual tour. Users should be able to click on these hotspots to access detailed information, either in the form of text, image or video.
- 2.2.5 Implement navigation controls to allow users to move smoothly from one frame to another within the virtual tour.
- 2.2.6 Develop a standalone virtual reality application, compatible with Existing Oculus Quest 2 devices.

Existing Oculus Quest 2 devices specification:

Quest 2 Specifications

- 256GB Storage Capacity
- 1832 x 1920 Resolution per Eye
- Qualcomm Snapdragon XR2 Platform
- Built-In IPD Adjustment with 3 Settings
- Cinematic 3D Positional Audio
- Headset Casting

- Two Touch Controllers Included
- Glasses Spacer Included

Note: Selected agency procure the device not lower than the described specification and make sure that device compatible with our existing device & Function.

Specifications

- 256GB of Internal Storage
- Full-Color Pass through
- 2064 x 2208 Resolution per Eye
- XR2 Gen 2 Snapdragon Processor
- Ring-Free Touch Plus Controllers
- TruTouch Haptic Feedback
- 40% Slimmer Than Quest 2
- Built-In 3D Spatial Audio
- Works with All Quest Apps & Games
- Adjustable & changeable Strap, Lens Depth & IPD

2.2.7 Ensure compatibility across various devices, including desktops, tablets, and smartphones.

2.3 Jharkhand 360 Extension

2.3.1 Shoot and edit 360-degree tour videos, quality 6k or above, 90-180 seconds long, with high-quality narration covering the history and highlights of each location.

2.3.2 Add the new locations to the Existing Jharkhand 360 Meta Quest application with the updated, more interactive, more user friendly and easy to navigate UI.

2.3.3 The below-mentioned 6 locations need to be covered for this project:

S. no.	Site Name
1.	Lodh Waterfall- Latehar
2.	ShivgadiDham + MotiJharna – Sahibganj
3.	Saranda Forest – West Singhbhum
4.	Mcluskieganj + NaktaPahad - Ranchi
5.	Betla national park–Latehar
6.	Patratu valley + Lake Resort+ island

2.4 User Interface and Accessibility:

2.4.1 Agency should ensure that the app is very user friendly

- 2.4.2 Agency should ensure that the graphics and design of the app is very clear and easy to operate/navigate
- 2.4.3 Design an intuitive and accessible user interface for the VR application, with clear instructions and easy-to-use controls.
- 2.4.4 Incorporate accessibility features to accommodate users with different needs, including options for subtitles, adjustable navigation speed, and alternative interaction methods.
- 2.4.5 Develop the app as more user friendly, cancel button, home button, list of videos, back button and one button to go to the main menu.
- 2.5 Quality Assurance and Testing:
 - 2.5.1 Conduct thorough testing of the virtual tour app on Oculus Quest 2/3 devices to ensure stability, performance, and compatibility.
 - 2.5.2 Collect user feedback and make necessary adjustments to enhance the overall experience and usability of the app.
 - 2.5.3 Final approval of user acceptance testing will be given by the DoT.
- 2.6 Deployment and Hosting:
 - 2.6.1 Deploy the virtual tours on a suitable hosting platform to ensure smooth and reliable access for users.
 - 2.6.2 Deployment and hosting must be in machine itself, so that without internet video play.
 - 2.6.3 The cost of App Deployment & hosting will be manage by the agency.
 - 2.6.4 Provide ongoing maintenance and support for the virtual tour to address any technical challenges and update content as needed.
- 2.7 Hardware Sourcing

Sourcing VR headset devices mentioned below and customising them to run the custom virtual tours software

S. no.	Item	Quantity
1	Device Compatible with existing Meta Quest 2 VR headsets with upgraded and latest version, with controllers + one Extra Strip (Strips should be Changeable) <i>Note: device not lower than the described specification in clause 2.2</i>	25

2.8 SOW (AMC)

The Annual Maintenance Contract is for the Maintenance of the Network, Computer Hardware, and Software installed.

The scope of work of Annual Maintenance Contract also includes

- a) Maintenance includes the replacement of malfunctioning spares/ parts for the proper functioning of all systems and sub-systems, If any part E-Tender gives repeated

problems, i.e., 2 repairs in a minimum period of two months, then the selected agency must replace it immediately with a new part.

- b) All parts to be replaced by the selected agency 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.
- d) Design the device that also working in sunlight or outside the room also.
- e) **Agency make sure that the strip of the device is washable and changeable**

3 DELIVERABLES, TIMELINES AND PAYMENT SCHEDULE

3.1 The selected agency shall achieve the following deliverables:

Table 4

Deliverable & Timeline

S.N	Deliverable details	Description	Timeline
1	Jharkhand 360 Video Extension	<ol style="list-style-type: none"> 1. Photo/Video Shooting 2. Mixing 3. Editing 4. Integrating with App 5. Final design approved by DoT 6. The final soft copy in a pen drive or hard drive will be submitted to DoT. 	T+ 3 Months
2	VR-based interactive virtual tour of the Birsa Munda prison museum	<ol style="list-style-type: none"> 1. Video/Photo Shooting 2. Mixing 3. Editing 4. Integrating with App 5. Final design approved by DoT 6. The final soft copy in a pen drive or hard drive will be submitted to DoT. 	T+ 3 Months
3	User Friendly APP Development	<ol style="list-style-type: none"> 1. User Friendly App development 2. Final design approved by DoT 	T+ 6 Months
4	3D Virtual tour for Maluti village	<ol style="list-style-type: none"> 1. Photo/Video Shooting 2. Mixing 3. Editing 4. Integrating with App 5. Final design approved by DoT 6. The final soft copy in a pen drive or hard drive will be submitted to DoT. 	T+ 6 Months

5	Meta Quest 3 VR headsets with controllers	Headsets and required accessories with running condition Handover to Directorate of Tourism	T+ 6 Months
6	App, Device Maintenance and Support	1. The agency should ensure to provide maintenance support, content update or anything related to software changes update on time to time.	1 year after, delivery of device.

3.2 TERMS OF PAYMENT

100% payment of work will be made on delivery up to point no.5, and maintenance fee will be paid after completion of maintenance period .i.e. 1 year after, delivery of device.

Note:

- i. "T" - Date of issue of Letter of Award (LoA)
- ii. "DoT" – Directorate of Tourism
- iii. Monthly report shall be submitted after incorporating changes suggested by DoT.
- iv. DPR, User Manual, Photos, Videos and other necessary Documents have to submit by the agency.
- v. Agency have to share the progress and planning strategy in every month (or as required by the DoT) review meeting, No TA/DA will be given to the agency for any review meeting.
- vi. Any hardware and software damages will be compensated by the Agency. The cost of equipment and repairs will be borne by the Agency for the entire maintenance period.
- vii. Agency have to submit the Photos ,Videos in hard Disc or PAN Drive to directorate tourism.

4 MINIMUM ELIGIBILITY CRITERIA.

To be eligible for pre-qualification and short-listing for evaluation of eligibility and Financial Bid, the agency shall fulfil the following eligibility conditions.

S. No.	Eligibility Criteria	Supported documents to be Submitted
1	Legal Entity The Agency must only be an entity incorporated/ registered under the Indian Companies Act 2013/1965 or a Limited Liability Partnership registered under the LLP Act 2008. Also agency have valid ISO 27001 and ISO 9001 certifications	The Agency must submit a proof of Registration of the legal entity (Certificate of Incorporation, PAN, GSTIN registration certificate, ISO certificates).
2	Not Blacklisted Any Department / Agency / PSU in	Self-declaration from the bidder in company letter head, signed by authorized

	any State or Central Government of India as on date of submission of Bid should not blacklist the Agency.	signatory
3	Similar Work Experience The Agency must have successfully completed at least 1 (One) similar project for any Government / PSU organizations having project cost not less than INR 10 Lakhs during the last 2 years preceding the proposal submission due date.	a. Similar Project means: VR/Metaverse app development, 3D modelling or videography. b. Documentary proof (Work Order along with Completion Certificate from client etc. of related projects) with project citation.
4	Annual Turnover The bidding agency should have an average turnover of Rs 1 crore in the last 2 years(2022-23& 2023-24)	a) Certified true copy of Balance Sheet with Profit & Loss A/c for the year: 2022-23& 2023-24 b) The details should be certified by the Statutory Auditor of the Company or Company Secretary
5	Work Experience The agency must have at least one year of experience in relevant field	Documentary proof (Work Order along with Completion Certificate from client etc.
6	The agency must have prior experience in developing VR-based applications for the Meta Quest ecosystem, specifically within the Government sector, demonstrating proficiency in creating immersive and interactive virtual tours	a. Copy of Work Order and Self Certificate of Completion certified by the Statutory Auditor or the Company Secretary, OR b. Copy of client certificate as documentary proof for the stated criteria and project status. c. Copy of Agreement of work order
7	Agency must Working prototype or sample project on VR	Proof of samples

5 FINANCIAL PROPOSAL EVALUATION

5.1 Lowest Tender/Bid/Quotation Clause:

The contract shall be awarded to the bidder who submits the lowest tender, bid, or quotation, provided that:

1. The bidder complies with all the mandatory requirements outlined in the tender document.
2. The bidder's offer is deemed responsive, meaning it conforms in all material respects to the terms and conditions, specifications, and requirements of the tender documents.

3. The bidder is evaluated as capable of fulfilling the contract requirements based on criteria such as financial stability, technical expertise, and past performance in relevant field.
4. The bidder passes any additional due diligence checks that the procuring entity may conduct, including but not limited to background checks, verification of credentials, and site visits.

5.2 Right to Reject:

- The DoT reserves the right to reject the lowest tender, bid, or quotation if:
 1. The bid is found to be abnormally low and raises concerns about the bidder's ability to perform the contract satisfactorily.
 2. There are reasons to believe that the lowest bid is not genuine or is submitted as part of collusion or bid-rigging.
 3. The bid, despite being the lowest in terms of price, does not meet the required quality standards or specifications. Or any reason that appears that a satisfactory result will not be achieved.

6 BID PROCESSING FEE

Non-refundable bid processing fee in the form of Demand Draft (DD) from any scheduled commercial bank in favour of “**Director Tourism**”, payable for **INR 15,000/- (Rupees Fifteen Thousand only)** is to be furnished by the Agency along with the Eligibility criteria. Proposals without bid processing fee shall be rejected.

7 EMD (EARNEST MONEY DEPOSIT)/BID SECURITY DECLARATION

The Bidder shall furnish an Earnest Money Deposit of Rs.1,50,000/- (Rupees One Lac 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.

After selection of the agency, the EMD will be carried forward as performance security deposit for the 3 months after the end date of period of the contract.

The performance security shall be retained by the DoT till the completion of contract. The performance security shall be forfeited at the sole discretion of DoT towards any liquidated damages that may be payable by the selected agency, under the Terms of the Agreement.

The format of the Declaration is attached in the **Annexure -V** of this document.

8 FORCE MAJEURE

For the Purpose of this contract, “Force Majeure” means an event which is beyond the reasonable control of the DoT. The terms "Force Majeure" as implied herein shall mean an act of God, War, Civil riots, fire directly affecting the performance of the contract, floods and Acts and Regulations of respective Government of the two parties, namely the DoT and the Agency. Both upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid, shall within seventy two hours of the alleged beginning and ending thereof intimate the other party giving full particulars and satisfactory evidence in support of its claim. If deliveries are suspended by force majeure conditions lasting for more than 2 (two) months, the Organization shall have the option of cancelling this contract in whole or part at its discretion without any liability on its part. Force Majeure shall not include insufficiency of funds or inability to make any payment required hereunder.

9 TERMINATION OF THE CONTRACT

- a. In case of deficiency or non-fulfilment of obligations as per the scope of work or quarterly deliverables, DoT shall serve a notice to the concerned agency to rectify / fulfil the obligations within a specified period of not more than 30 days to rectify or fulfil the deliverables assigned by DoT, failing which DoT shall be at the liberty to execute the work through any other agency at the cost of the selected agency. DoT also reserves the right to cancel the contract.
- b. DoT reserves the right to terminate the agreement in case of deficiency in services or poor performance of the agency for any subsequent month/ quarter/ year. For this, DoT shall intimate the agency in the Monthly review meeting of the corresponding year. In this respect, the view of DoT about the performance is final and binding.
- c. DoT reserves the right to drop or remove any or all scope of work deemed not suitable or in line with the objectives for DoT which may necessitate termination of contract. However, in such scenario DoT shall provide a maximum time period of 1 months to the agency to terminate the contract and complete all the requisite formalities and responsibilities assigned.
- d. The department has the right to terminate the contract at any time without any prior notice, if the work is not found satisfactory.

10 PENALTY

- 10.1 Failure in fulfilment of deliverables as indicated in Clause 3 (Table no 4), DoT can imposed the penalty of 10% as per deliverables
- 10.2 If the work is not of a standard satisfactory to the Department or suggested by the Department: like if the quality of VR Headset & Video/Photos is not good, applications poor performances, the Department reserves the right to make financial deductions of 10 % from the payment.

- 10.3 Forfeiture of Performance Bank Guarantee in case of failure to successfully perform/ complete the deliverables and/ or in case of any midway unilateral withdrawal from the contract.
- 10.4 On account of circumstances beyond the control of the agency like natural calamities or force majeure event or any other unforeseen events and upon formal notification by the appropriate authority, DoT may give extended time to the agency to complete the deliverables and in such a case will not hold up the payment that is due for that particular stage.
- 10.5 Department will give the 15 days extra as a grace periods to complete the deliverables as per clause 3.
- 10.6 If any segment is not completed, its payment will not be released.

11 VALIDITY OF BID

Proposal shall remain valid for 180 (One Hundred and Eighty) days from the last date of submission. A proposal valid for a shorter period shall be rejected as nonresponsive.

12 CURRENCIES OF BID AND PAYMENT

The prices shall be quoted by the Agency in Indian Rupees (INR) only.

13 DISPUTES

All legal disputes are subject to the jurisdiction of Courts in Ranchi only.

14 ACKNOWLEDGMENT BY AGENCY

It shall be deemed that by submitting the Proposal, the Agency has:

- 14.1 Made a complete and careful physical examination of the requirements for the project (VR-based virtual tours in Jharkhand tourism, procuring VR-devices, developing a user-friendly app, shooting 3d and 360-degree videos and images, and providing maintenance and support for Jharkhand tourism branding and promotion), details mentioned RFP, general condition of contract, submission formalities and evaluation mechanism.
- 14.2 Received all relevant information requested from DoT.
- 14.3 Acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in this invitation document or furnished by or on behalf of DoT.
- 14.4 Satisfied itself about all matters, things and information necessary and required for submitting the proposal and performance of all of its obligations there under.
- 14.5 Agreed to be bound by the undertaking provided by it under and in terms hereof.

DoT shall not be liable for any omission, mistake or error on the part of the Agency in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to this invitation document or the selection process, including any error or mistake therein or in any information or data given by the DoT.

15 RIGHT TO REJECT ANY OR ALL PROPOSALS

Notwithstanding anything contained in this invitation document, DoT reserves the right to accept or reject any proposal and to annul this selection process and reject all proposals, at any time during the bidding process without any liability or any obligation for such acceptance rejection or annulment, and without assigning any reasons thereof.

DOT, also, reserves the right to reject any Proposal if:

- a. At any time, a material misrepresentation is made or uncovered, or
- b. The Agency does not submit in time any information or clarification asked for

16 SUBMISSION OF PROPOSAL- PACKING, SEALING & MARKING

Duly sealed proposal from the Agency filled in all respect must reach DoT at the address, time and date specified in the RFP through Speed/ Regd. Post/ courier/ hand delivery. The Eligibility Criteria and Financial Proposal (Part A) must be inserted in separate sealed envelopes, along with Agency's name and address in the left-hand corner of the envelope and super scribed in the following manner.

Part-A:

Financial Proposal for Selection of an agency for developing VR-based virtual tours, 3D and 360-degree videos and images, and procuring VR devices for Jharkhand Tourism branding and promotion..

Envelope for **Part-A** must be packed in a separate sealed outer cover and clearly super scribed with the following:

“Selection of an agency for developing VR-based virtual tours, 3D and 360-degree videos and images, and procuring VR devices for Jharkhand Tourism branding and promotion..”

The **Agency's** Name & address shall be mentioned in the left-hand corner of the outer envelope. The inner and outer envelopes shall be addressed to DoT, Ranchi at the following address:

Director,

Directorate of Tourism

M.D.I. Building,

2nd Floor, Dhurwa, Ranchi-4

Email: - dirjharkhandtourism@gmail.com

Note:

1. If the outer envelope and the financial proposal envelope is not sealed and marked as mentioned above, then DoT will assume no responsibility for the tender's misplacement or premature opening. Telex, Email, cable or facsimile tenders will be rejected.
2. The opening of the Financial Proposal shall be made after evaluation of eligibility criteria and as per the scheduled dates which shall be intimated by DoT to the eligible Agency.

3. Agencies are advised to prepare their documents with proper sequence and indexing without which the bid shall be considered non-responsive.

17 DOCUMENTS TO ACCOMPANY THE PROPOSAL

The Agency must submit the following particulars / documents along with the eligibility criteria failing which the proposal may be treated as non-responsive:

1. Covering Letter and Details of Agency as per **Annexure I and II**, respectively
2. Bid Processing Fee
3. Earnest Money Deposit
4. The Agency shall submit their Company Registration Certificate, Photo copy of PAN Card, GST Registration.
5. All pages of the tender document shall be signed by the authorised signatory who generally signs the bids. *Power of Attorney (on stamp paper of Rs 100)duly notarised has to be submitted in support of this)* as per **Annexure III**
6. The Agency should not be blacklisted by any PSU/Government Institution/Private Agency. A self-declaration of non-blacklisting on the letter head shall be submitted as per **Annexure IV**.
7. The Agency shall submit the Bid Security Declaration in lieu of Earnest Money Deposit (EMD) as per **Annexure V**.
8. The Agency shall submit an Undertaking on correctness of details /information shared in the proposal as per **Annexure VI**
9. Proof of work experience of similar nature in the form of Work-Orders and Client Certificates issued from the organizations in each such case has to be submitted in the format mentioned in **Annexure VII**
10. Balance Sheets and Profit & Loss Statements for the last two (2) Financial Year duly certified by Chartered Accountant indicating the Annual Turnover for the mentioned years as per **Annexure VIII**
11. All pages of the tender document shall be signed by the authorised signatory who generally signs the bids.

Note: The Agency must submit a detailed **Index Page** with clearly mention Page Number on each Document as required by this RFP.

PART – A (Financial Proposal)

The Agency must submit the Financial Proposal as per format provided in **Annexure IX**.

18 AMENDMENT/MODIFICATION

At any time prior to the deadline for submission of Proposal, the DoT may, for any reason, whether at its own initiative or in response to clarifications requested by an Agency, modify any of the terms mentioned in this RFP document by the issuance of Addendum / Amendment. All such amendments/ addendum will be published only on the website mentioned below and will be binding on all. In order to abide by the issuance of the amendment or allow the Agency for giving a reasonable time for considering an amendment into their proposal, or for any other reason, DoT may, in its sole discretion, extend the Proposal Due Date.

19 LATE SUBMISSION

Proposal received after the deadline for submission prescribed by DoT will not be entertained and be rejected.

20 CONSORTIUM / JOINT VENTURE

Agencies are NOT allowed to form consortium/Joint Venture for participating in the bid.

21 MODIFICATIONS AND WITHDRAWAL OF PROPOSALS

No modifications to the Proposals shall be allowed once it is received by DoT.

ANNEXURE-I COVER LETTER

(On the Letter head of the Agency)

**To,
Director
Directorate of Tourism,
MDI Building, 2nd Floor,
HEC Campus, Dhurwa
Ranchi-834004.
Jharkhand.**

Ref: Request for Proposal (RFP) For *Selection of an agency for developing VR-based virtual tours, 3D and 360-degree videos and images, and procuring VR devices for Jharkhand Tourism branding and promotion.*

Sub: Request for Proposal (RFP) For *Selection of an agency for developing VR-based virtual tours, 3D and 360-degree videos and images, and procuring VR devices for Jharkhand Tourism branding and promotion.*

1. With reference to your RFP document _____, dated _____, I, having examined the RFP Documents and understood their contents, hereby submit my / our proposal for the subject RFP. The Proposal is unconditional and unqualified.
2. I acknowledge that the Authority will be relying on the information provided in the Proposal and the documents accompanying the proposal for selection of the Agency, and we certify that all information provided in the proposal and its Annexures along with the supporting documents are true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying the proposal are true copies of their respective originals.
3. This statement is made for the express purpose of our selection as Agency for the design and execution of the previously mentioned Project.
4. I shall make available to the Authority any additional information it may find necessary, require supplementing, or authenticate the Proposal.
5. I acknowledge the right of the Authority to reject our Proposal without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.
6. I certify that in the last two years, we 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, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.
7. I declare that:
 - a) I have examined and have no reservations to the Bidding Documents, including any Addendum issued by the Authority; and

- b) I have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in the RFP document, in respect of any tender or request for proposal issued by or any Agreement entered into with the Authority or any other public sector enterprise or any government, Central or State; and
 - c) I hereby certify that we have taken steps to ensure that in conformity with the provisions of the RFP, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice; and
 - d) the undertakings given by us along with the Proposal in response to the subject RFP and information mentioned for the evaluation of the bid capacity were true and correct as on the date of making the Proposal and are also true and correct as on the Proposal Due Date and I shall continue to abide by them.
8. I understand that you may cancel the Bidding Process at any time and that you are neither bound to accept any BID that you may receive nor to invite the Agencies to BID for the Project, without incurring any liability to the Agencies, in accordance with the RFP document.
 9. I certify that in regard to matters other than security and integrity of the country, we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.
 10. I undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of the guidelines referred to above, we shall intimate the Authority of the same immediately.
 11. I further acknowledge and agree that in the project such change in control occurs after signing of the Agreement up to its validity, it would, notwithstanding anything to the contrary contained in the Agreement, be deemed a breach thereof, and the Agreement shall be liable to be terminated without the Authority being liable to us in any manner whatsoever.
 12. I hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the selection of the Agency, or in connection with the Bidding Process itself, in respect of the subject RFP and the terms and implementation thereof.
 13. In the project of my/ our being declared as the Selected Agency, I / we agree to enter into an Agreement in accordance with the draft that has been provided to me / us by the Authority. We agree not to seek any changes in the aforesaid draft and agree to abide by the same.
 14. I have studied all the Bidding Documents carefully and also surveyed the website of DoT. We understand that except to the extent as expressly set forth in the Agreement, we shall have no claim, right or title arising out of any documents or information provided to us by the Authority or in respect of any matter arising out of or relating to the Bidding Process including the award of Agreement.
 15. I offer the Earnest Money Deposit (EMD) to the Authority in accordance with the RFP Document.
 16. I agree and understand that the Proposal is subject to the provisions of the Bidding Documents. In no case, I shall have any claim or right of whatsoever nature if the Project not awarded to me or our Proposal is not opened or rejected.

17. The Financial Proposal has been quoted by me after taking into consideration all the terms and conditions stated in the RFP, draft Agreement, our own estimates of costs and after a careful assessment of the website and all the conditions that may affect the implementation cost.
18. I agree and undertake to abide by all the terms and conditions of the RFP document.
19. I shall keep this offer valid for 180 (One Hundred Eighty) days from the Proposal Due Date specified in the RFP.
20. I hereby certify that we have not changed any quantity as mentioned in the financial figures and confirm that any discrepancy arrives at any time, decision of Authority (DoT) will be considered as final.
21. I hereby submit our Proposal and quote an amount as indicated in Financial Proposal for undertaking the aforesaid Project in accordance with the Bidding Documents and the Agreement.

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

Yours faithfully,

Date:

Place:

Name & seal of Agency

**(Signature, name and designation
of the Authorised signatory)**

ANNEXURE-II DETAILS OF AGENCY

(On the Letter head of the Agency)

- a) **Name of the Agency:**
- b) **Incorporation (i.e. Company, Partnership or Proprietorship):**
- c) **Registered Office Address with telephone, fax, website and email:**
- d) **Date of Incorporation (Please attach copy of certificate of incorporation / Registration):**
- e) **Name of the contact Person (Authorised Signatory):**
- f) **Designation:**
- g) **Mobile Number & Telephone Number:**
- h) **E-mail Address:**
- i) **Fax Number:**
- j) **GST Registration number:**
- k) **Pan Card:**
- l) **Average Annual Turnover:**

**Duly signed by the Authorised Signatory of the Agency
(Name, Title and Address of the Authorised Signatory)**

ANNEXURE-III POWER OF ATTORNEY FOR SIGNING OF PROPOSAL

Know all men by these presents, We.....(name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize 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 Bid for the **“Selection of an agency for developing VR-based virtual tours, 3D and 360-degree videos and images, and procuring VR devices for Jharkhand Tourism branding and promotion”** (Project)proposed to be developed by the Department of Tourism including but not limited to signing and submission of all Bids / Proposals, bids and other documents and writings, participate in pre-bids / pre-proposal and other conferences and providing information / responses to DoT, presenting us in all matters before DoT, signing and execution of all contracts including the Agreement and undertakings, consequent to acceptance of our bid, and generally dealing with DoT in all matters in connection with or relating to or arising out of our bid, for the said Project and/ or upon award thereof, to us and / or till the completion of the project.

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 and shall be binding on us.

IN WITNESS WHEREOF WE, _____, THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS ____ DAY OF _____, 20__

For

.....

Accepted

_____ (signature)

(Name, Title and Address) of the Attorney

Note:

- *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 executants(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.*
- *Wherever required, the Agency should submit for verification the extract of the charter documents and documents such as a board or shareholders’ resolution / power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Agency*

ANNEXURE-IV DECLARATION ON NON-BLACKLISTING

(On the Letter Head of the Agency)

I/We Proprietor/ Partner(s)/ Director(s) of M/s _____ hereby certified that, I/we M/s _____ have not blacklisted or debarred by any Ministry/ Departments of Central/ State Government, International bodies like United Nations, World Bank or any other organisation/ Funding Agencies as on date.

In case the above information found false I/We are fully aware that the tender/ contract will be rejected / cancelled by DoT, Jharkhand and EMD/PBG shall be forfeited. In addition to the above DoT, Jharkhand will not be responsible to pay the bills for any completed / partially completed work.

Duly signed by the Authorised Signatory of the Agency

(Name, Title and Address of the Authorised Signatory)

ANNEXURE-V FORMAT FOR BID SECURITY DECLARATION

(To be submitted on letter head of the applicant duly signed by authorized signatory)

Date:-----

**To,
Director
Directorate of Tourism,
MDI Building, 2nd Floor,
HEC Campus, Dhurwa
Ranchi-834004.
Jharkhand.**

Sub: EMD & Bid Security Declaration for Request for Proposal (RFP) For *Selection of an agency for developing VR-based virtual tours, 3D and 360-degree videos and images, and procuring VR devices for Jharkhand Tourism branding and promotion*

Sir,

I/We, the undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Security Declaration.

I/We accept that I/We may be blacklisted from bidding for any contract with the Department of Tourism, Government of Jharkhand, for a period of 3 years from the date of notification, and I/We agree that DoT may confiscate the security money if I am/we are in breach of any obligation under the bid conditions.

I/We

- a. have withdrawn/ modified/ amended, impairs or derogates from the tender, my/ our Bid during the period of validity specified in the form of Bid; or
- b. having been notified of the acceptance of our Bid by Department of Tourism, Government of Jharkhand during the period of bid validity (i) fail or refuse to execute the contract/ agreement, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the subject RFP conditions.

The EMD shall be valid for a minimum period of 90 days from the proposal submission due date or till the date of selection of the preferred bidder, whichever is later. On request from DoT, the Bidders would be required to extend the validity of the Bid Security Declaration on the same terms and conditions.

I/We understand that this Performance Security condition is valid and I am agree with this condition to submit Performance Security and fulfil the RFP condition.

Yours Faithfully,

Duly signed by the Authorised Signatory of the Agency

(Name, Title and Address of the Authorised Signatory)

ANNEXURE-VI UNDERTAKING

(On the Letter Head of the Agency)

Date:-----

**To,
Director
Directorate of Tourism,
MDI Building, 2nd Floor,
HEC Campus, Dhurwa
Ranchi-834004.
Jharkhand.**

Ref: Selection of an agency for developing VR-based virtual tours, 3D and 360-degree videos and images, and procuring VR devices for Jharkhand Tourism branding and promotion

Dear Sir,

We have examined in detail and have understood the terms and conditions stipulated in the RFP issued by DoT. Our Proposal is consistent with all requirements of submission as stated in the RFP or in any of the subsequent communication issued by the DoT. We would be solely responsible for any errors or omissions in our Proposal.

We hereby declare that we have read and understood the rules governing the development of project as given above, examined and understood and satisfied ourselves regarding the content of the various agreements, declarations and deeds to be executed and do hereby undertake to execute them when called upon to do so, and commit in unequivocal terms, in letter and spirit, that the project shall be implemented as per the comprehensive stipulations and requirements that have been spelt out by the DoT, in this RFP and Bidding Documents including adherence to the areas / capacities / specifications / regulations as have been detailed by the DoT in this regard.

We also commit to abide by the decision of DoT on all matters relating to the implementation of the Project and thereafter, the Operations and Maintenance of the Projects.

Yours Faithfully

**Duly signed by the Authorised Signatory of the Agency
(Name, Title and Address of the Authorised Signatory)**

ANNEXURE-VII SIMILAR NATURE OF PROJECTS

Sno.	Parameters	Details
1	Project Title	
2	Project Description	
3	Location	
4	Name of Client	
5	Total value of work order (In Indian Rupees), as applicable	
6	No. of manpower/ experts engaged	
7	Period of Services rendered by the Agency (Start and end date, including website maintenance, augmentation and mobile app development etc.)	
8	Scope of Service	
9	Other Information relating to Project	
10	Nature and details of experience in similar field (Please attach relevant documentary evidence)	
11	Copy of the work order, completion certificate to be submitted	

**Please use separate sheet for single pro*

**Duly signed by the Authorised Signatory of the Agency
(Name, Title and Address of the Authorised Signatory)**

Note: Documentary proof (Work Order along with Completion Certificate etc of related projects) with project citation

ANNEXURE-VIII FINANCIAL DETAILS OF AGENCY

Name of the Agency:

Sn.	Particulars	FY 2022-23	FY 2023-24
1	Turnover (in INR Crore)		
2	Average Annual Turnover for last 2 years (in INR Crore)		

Note:

1. Attach certified copies of Annual Audited Balance Sheets, P & L statement and IT Returns Certificate for last 2 (Two) years.
2. The above data must be submitted by Agency, duly certified by either Statutory Auditor or Chartered Accountant.

Signed
Signature of CA/ Statutory Auditors

(Name of the Authorised Signatory)

(with seal & registration no.)

Place:

Date:

ANNEXURE-IX FINANCIAL PROPOSAL

**To,
Director
Directorate of Tourism,
MDI Building, 2nd Floor,
HEC Campus, Dhurwa
Ranchi-834004.
Jharkhand.**

Ref: Selection of an agency for developing VR-based virtual tours, 3D and 360-degree videos and images, and procuring VR devices for Jharkhand Tourism branding and promotion

We, the undersigned, offer to provide the services developing VR-based virtual tours in Jharkhand tourism, procuring VR-devices, developing a user-friendly app, shooting 3d and 360-degree videos and images, and providing maintenance and support for Jharkhand tourism branding and promotion, Jharkhand in accordance with the subject RFP in accordance with your Request for Proposal dated, our Financial Proposal as per details mentioned below:

Financial Bid

S.N	Quotation for	Amount (in INR)
1	Jharkhand 360 Video Extension 6 Location as described in clause 2.3	
2	VR-based interactive virtual tour of the Birsa Munda prison museum this will include shooting, mixing and uploading on the app	
3	User Friendly APP Development this will include hosting & other cost related to app development and hosting.	
4	3D Virtual tour for Maluti village This will include shooting, mixing and uploading on the app	
5	Meta Quest 3 VR headsets with controllers as described in clause 2.7	
(A)	Total	
(B)	App, Device Maintenance and Support	
(A)+(B) Grand Total		

Selection of an agency for developing VR-based virtual tours, 3D and 360-degree videos and images, and procuring VR devices for Jharkhand
Tourism branding and promotion.

Note: The above quote shall be *exclusive* of applicable GST
Our Financial Proposal shall be binding upon us for the assignment and this proposal would be valid in accordance with the proposal validity mentioned in the subject RFP from the last date of submission of proposal.

The Financial Proposal is without any condition.

Yours faithfully,

For and on behalf of (*Name of Agency*)

Duly signed by the Authorised Signatory of the Agency

(Name, Title and Address of the Authorised Signatory)

ANNEXURE-X PRE BID QUERY FORMAT

Interested parties shall submit their queries in the following format

Sn.	Clause No/ Page No	Query/ Modifications Requested	Remark/ Reason

Note:

Agency shall submit their query or modification in soft copy to dirjharkhandtourism@gmail.com on or before the pre bid query submission due date.