



**REQUEST FOR PROPOSAL (RFP)
FOR**

**SELECTION OF AN AGENCY FOR DESIGN, SUPPLY,
INSTALLATION, OPERATION AND MAINTENANCE, SUPPORT FOR
INTERACTIVE DIGITAL TOUCH SCREEN SMART KIOSK AT
DESIGNATED LOCATIONS FOR JHARKHAND TOURISM
BRANDING & PROMOTION (Call-2)**

RFP No :- 1156 / Dated :-26/12/2024



**Directorate of Tourism
Govt. of Jharkhand
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MDI Building, 2nd Floor, Dhurwa, Ranchi-834004
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Schedule of RFP Process

Department of Tourism (DoT) invites Proposals for “*Selection of an Agency for Design, Supply, Installation, Operation and Maintenance, Support for Interactive Digital Touch Screen Smart Kiosk at Designated Locations for Jharkhand Tourism Branding & Promotion for Jharkhand Tourism*”

Interested firms/ parties / agencies are advised to download and study the RFPdocument carefully and must satisfy all eligibility conditions stated in thisdocument 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	Date 06.01.2025 at 11:00 AM
Pre-bid meeting	Online 06.01.2025 12:00 PM
Last date and time for submission of bid	20.01.2025 11:00 AM
Date and time for bid opening	20.01.2025 11:30 AM
Venue:	Directorate of Tourism Govt. of Jharkhand, MDI Building, 2 Nd Floor, Director Tourism Office

1 INTRODUCTION

- 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 Accordingly, DoT intends to appoint an agency (hereinafter referred to as “Agency”) *for Design, Supply, Installation, Operation and Maintenance, Support for Interactive Digital Touch Screen Smart Kiosk at Designated Locations for Jharkhand Tourism Branding & Promotion* for a period of Two (2) years (hereinafter referred to as “contract duration”). Extend for an additional two (2) years on a year-on-year basis, subject to satisfactory performance.

2 SCOPE OF WORK

- 2.1 Design and Customization:
- 2.1.1 Develop interactive digital touch screen smart kiosks customized that helps Jharkhand Tourism branding and awareness.
 - 2.1.2 Design user-friendly interfaces and intuitive navigation systems for seamless user interaction with a customized Jharkhand tourism-specific digital map 'Make in India'. Incorporating necessary MAP APIs. As
 - 2.1.2.1 Dynamic Maps
 - 2.1.2.2 Directions Maps
 - 2.1.2.3 Places Details
 - 2.1.2.4 Place Nearby Search
 - 2.1.3 Incorporate multimedia content, including images, videos, text, and VR Setup to showcase tourist attractions, cultural heritage sites, and other points of interest within Jharkhand, content, images, videos, Site Information and VR device Directorate of Tourism will give.

Table 2
Features and Benefit

#	Features	Benefit
1	Interactive Kiosk	Bidder has to supply a simple, easy to use solutions not only gives recognition but also cultivate loyalty and add speed & efficiency.
2	Discovery	Bidder has to provide the implementation of Digital Experience Platform; visitors can be presented with a fully interactive overview of all Accommodation and information. This interface allows users to browse, search or choose their content.

3	Educate Visitors	Communicating all the information to customers. By implementing Digital Experience Platform, the Marketing team can present all up-to-date information without technical hassle through CMS to Visitors. Such information could be – 1. Virtual display of Hotels, Events, Tourism Sites, Rout & Map etc. 2. Offers & Promotions 3. FAQs, Key Contacts, etc.
4	Feedback system	Bidder should provide a great way to incorporate customer surveys and get real public feedback about the product, customer support etc and identify their needs as compared to paper based feedback/survey. Having satisfied customers is arguably the best ROI you could ask for.
5	Way finding	Bidder must provide the implementation of Digital Experience Platform. Hence can be presented with a fully interactive overview of the entire space all with a clear indication of " you are here. " This interface can allow users to choose what visitor spots they are looking for. The platform can then display the quickest route to that location. Customized tourism specific map.
6	Communication	With auto-updating in no time, hotel teams can easily communicate with their guests by displaying banners for any message.

2.2 FEATURES LIST :- Bidder must have Software Solution proposes following modules for complete digital experience

**Table 3
Functional Feature List**

#	Features	Details
1	Dynamic pages creation	Admin can create any group, subgroup, pages and link with any kind of hierarchy. Creation of pages can be done from Admin CMS. Each page or group can have images, banners, text, video, tables, links etc. CMS admin can add/edit/delete any of the info.
2	Search/filter	Users can search the whole Kiosk, Tourist Destinations, Accommodation unit etc. by any keyword and he can also filter results by his choice/preference.

3	Enquiry/Survey	We provide admin an option to create any number forms which can be used for getting user feedback, ask a query, conduct any survey etc. Once an admin creates a form, he can connect the form with any of the pages. On Kiosk users, see that form to quick fill. Admin get all those responses from CMS and can reply to any response.
4	Add references	Admin has an option on CMS to add any links on any page. This could be any website page, pdf, social media page, Google map link etc.
5	Image gallery	Admin can add any number of images in any product with a caption. This helps users to create an image gallery or quickly understand that page or testimonial, etc.
6	Offline availability of content	All Kiosks sync data from the server and store content locally to run offline also. This is again a most important features Kiosks may not have internet access. It auto checks any update on the server and only downloads incremented data upon use so users do not need to wait for Kiosk content.
7	Video	Admin can upload videos on app/web App. Each Video min. 35 MB is allowed to upload.
8	Export Import	For bulk uploading on data having features of export and import.
9	Kiosk Information	Agency has to develop a section in which Admin can see the all device functioning/Non-functioning status, Active and damage device condition in admin dashboard.
10	MIS Report	All type of MIS report need to display in admin section, related to kiosk, How many people are using which device, to search for what, Visitors report & feedback etc.

2.3 Supply and Procurement by selected agency:

- 2.3.1 Procure all necessary hardware components, including touch screen displays, interactive panels, processors, and connectivity devices.
- 2.3.2 Source software applications, licenses, and content management systems required for kiosk operation and content delivery.
- 2.3.3 Ensure compliance with relevant industry standards, technical specifications, and safety regulations for digital signage and interactive kiosk systems.

2.4 Space Allocation and Manpower supply:

- 2.4.1 Availability of space at airport, railway station or any other place suggested by the department will be the responsibility of the agency. In this regard, the DoT can provide the required documents to the agency for allotment of space. However, the entire responsibility including payment for this will be of the agency.

- 2.4.2 The agency has to provide 2manpower for 16 hours (8 hours shift each) at railway station and airport for kiosk safety, security and VR Device (VR Device provided by DoT) handling.
- 2.4.3 For the safety of the kiosk installed at the railway station, its outer body should be made of metal or it should have a metal cover or there should be some such arrangement so that it cannot be damaged easily
- 2.4.4 *The Directorate of Tourism will reimburse the space rent on monthly as per actual invoice basis. Agency have to submit monthly maintenance bill, manpower salary and actual bill of the space rent.***
- 2.5 Installation and Deployment:
 - 2.5.1 Agency should conduct site surveys and assessments to identify suitable locations for smart kiosk deployment as per location suggested by directorate of tourism.
 - 2.5.2 Prepare installation plans and layouts, considering factors such as visibility, accessibility, internet facility and power supply requirements.
 - 2.5.3 Install and configure smart kiosks at designated locations, ensuring proper mounting, connectivity, and integration with existing infrastructure.
- 2.6 Operation and Management:
 - 2.6.1 Manage day-to-day operations of smart kiosks, including content updates, software maintenance, and system monitoring.
 - 2.6.2 Implement remote monitoring tools and protocols to track kiosk performance, uptime, and user interactions.
 - 2.6.3 Provide technical support and troubleshooting assistance to users, addressing inquiries, issues, and feedback in a timely manner.
- 2.7 Maintenance and Support:
 - 2.7.1 Establish regular maintenance schedules and protocols to ensure the ongoing functionality and reliability of smart kiosks.
 - 2.7.2 Conduct preventive maintenance activities, such as hardware inspections, software updates, and cleaning procedures.
 - 2.7.3 Offer helpdesk support services, including remote assistance, on-site repairs, and replacement of faulty components as needed.
- 2.8 User Engagement and Feedback:
 - 2.8.1 Develop interactive features and engagement tools to encourage user participation and feedback collection.
 - 2.8.2 Analyse user metrics, usage patterns, and feedback data to optimize kiosk content, usability, and effectiveness.
 - 2.8.3 Implement mechanisms for user surveys, ratings, and reviews to gather insights and improve the overall user experience.
- 2.9 Reporting and Performance Metrics:
 - 2.9.1 Generate regular reports and performance metrics to track key performance indicators (KPIs) related to kiosk usage, engagement, and impact, monthly report send to directorate.
- 2.10 Compliance and Quality Assurance:
 - 2.10.1 Conduct quality assurance checks and audits to maintain high standards of performance, security, and usability for smart kiosk deployments.
 - 2.10.2 Agency fully responsive for any faulty related to kiosk deploy hardware, software any kind of hacking etc.

2.11 Collaboration and Coordination:

2.11.1 Coordinate with local authorities, vendors, and service providers to facilitate smooth execution of installation, maintenance, and support activities.

2.12 Documentation and Knowledge Transfer:

2.12.1 Maintain comprehensive documentation, including user manuals, technical specifications, maintenance logs, and operational procedures for smart kiosk systems.

2.12.2 Facilitate knowledge transfer sessions and training workshops for Jharkhand Tourism staff and stakeholders to ensure effective utilization and management of smart kiosk assets.

2.13 Innovation and Continuous Improvement:

2.13.1 Stay abreast of emerging technologies, trends, and best practices in interactive digital signage and tourism promotion to drive innovation and continuous improvement.

2.13.2 Proactively propose enhancements, upgrades, and new features to enhance the functionality, relevance, and impact of smart kiosk deployments over time.

2.14 Technical Specification for Interactive Digital Smart Kiosk

Memory Storage	64 GB (Minimum)
RAM Size	6GB (Minimum)
Operating System	Android
Hardware Interface	HDMI ,USB
Response Time	not more than 8 Milliseconds
Resolution	not less than 4K
Special Features	Flat
Standing screen display size	Vertical kiosk 55 Inches
Display Type	LED
Image Aspect Ratio	16:9 approx.
Supported Video, Images types	JPEG ,PNG, MPEG-4, mp4, MPEG1, MPEG2, AVI, m2ts, mkv, MOV, .ts
Resolution	Pixels 2160x3840 (Minimum)
Audio output mode	Stereo
Speaker Surround Sound Channel Configuration	dolby
Audio Wattage	Watts 20
Voltage	Volts 120
Wattage	Watts 20
Power Source	Corded Electric
Refresh Rate	Hz 60.0
Total USB ports	3(Minimum)
Connector Type	Fi-Wi
Supports Bluetooth Technology	Yes

Note: This Scope of Work outlines the responsibilities, deliverables, and expectations for the selected agency in designing, supplying, installing, operating, maintaining, and supporting interactive digital touch screen smart kiosks for Jharkhand Tourism branding & promotion.

3 DELIVERABLES, TIMELINES AND PAYMENT SCHEDULE

3.1 The selected agency shall achieve the following deliverables:

Table 4
Deliverable & Timeline

S.No.	Deliverable details	Description	Timeline
1	Requirement Analysis	<ol style="list-style-type: none"> 1. Requirement analysis and prepare a full road map including software design, 2. The agency must ensure that the final design of Kiosk & Software is approved by the Directorate of Tourism 	T + 1months
2	Software Development & Testing in kiosk and get user acceptance testing from the DoT	<ol style="list-style-type: none"> 1. Software Development 2. Final User Acceptance Testing approval by the DoT and the designated person prescribed by the DoT. 	2 months
3	Kiosk Deployment at Designated Location	<ol style="list-style-type: none"> 1. Software Integration in Kiosk & 2. Successful delivery of the Device at location suggested by DoT 	2 Month
4	Kiosk Maintenance and support	<ol style="list-style-type: none"> 1. The agency should ensure to provide maintenance, Damages-Repair and support and monthly reports to directorate of tourism for all contract period 	Monthly
	Software Maintenance and Support	<ol style="list-style-type: none"> 2. The agency should ensure to provide maintenance support, content update or anything related to software changes update on time to time. 	

3.2 Terms of Payment

Table 5
Payment Conditions

S.No.	Deliverable details	Payment Terms	Terms of Deduction (If any)
1	Software development & Kiosk Procurement	1 Time Payment (After Successfully Kiosk Installation at designated location)	DoT is reserve the right to deduct the amount if <ol style="list-style-type: none"> 1. Given Timeline exceeded. 2. If the work is not up to
2	Software & Kiosk		

	Maintenance (Manpower Salary, Software Maintenance, Kiosk Maintenance, Hardware Damages equipment & repair, Electricity bill, Internet bill, etc.)	Monthly Payment (After Successfully Kiosk Installation)	the satisfaction of DoT 3. If the kiosk quality is not good 4. If the maintenance service is not find as satisfactory.
3	Reimbursement of rent of railway station and airport space	Monthly Payment (Payment on actual bill basis)	

Note:

- i. "T" - Date of issue of Letter of Award (LoA)
- ii. "DoT" – Directorate of Tourism
- iii. Quarterly report shall be submitted in both hard and soft copy after incorporating changes suggested by DoT committee (if any). The report shall include detailed data and analysis for all activities and way forward.
- iv. DPR, SOP, User Manual and other necessary Documents of the software and Kiosk 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.

4 SUGGESTED LOCATION TO DISPLAY THE KIOSK

4.1 Approx. 15 Kiosk at designated location. (6 from Category A + 6 from Category B + 3 from category C)

("Note: The following are suggested locations. The exact location will be finalized at the time of kiosk installation.")

Category A: No Manpower and no space rent Zone

- 1) Hotel Birsa Vihar, Ranchi
- 2) Paryatan Vihar Patratu, Ramgarh
- 3) Hotel Prabhat Vihar Deluxe, Netarhat, Latehar
- 4) Radisson Blu Hotel, Ranchi
- 5) Corridors of Tourism Secretariat
- 6) Corridors of Tourism Directorate

Category B:Suggested Railway Stations (Manpower, Rental Space Required Zone)

- 1) Ranchi Railway Station
- 2) Patna Railway Station

- 3) Howrah railway station
- 4) Bhubaneswar railway station
- 5) Chennai central railway station
- 6) Chhatrapati Shivaji Terminal Railway station Mumbai
- 7) Ahmedabad junction railway station
- 8) Jaipur Junction
- 9) Bhopal Railway station
- 10) New Delhi Railway Station
- 11) Secunderabad Railway Station, Hyderabad
- 12) Krantivira Sangolli Rayanna Bengaluru Station
- 13) Deoghar railway station

Category C: Suggested Airports (Manpower, Rental Space Required Zone)

- 1) Birsa Munda Airport, Ranchi
- 2) Jayprakash Narayan International Airport, Patna
- 3) Netaji Subhash Chandra Bose International Airport, Kolkata
- 4) Biju Patnaik International Airport, Bhubaneshwar
- 5) Chennai International Airport, Chennai Airport
- 6) Chhatrapati Shivaji Maharaj International Airport, Mumbai
- 7) Sardar Vallabhbhai Patel International Airport, Ahmadabad
- 8) Jaipur International Airport, Jaipur
- 9) Raja Bhoj International Airport, Bhopal
- 10) Indira Gandhi International Airport, Delhi
- 11) Kempegowda International Airport Bengaluru, Bengaluru
- 12) Rajiv Gandhi International Airport, Hyderabad
- 13) Deoghar Airport

4.2 **Note:** this is a tentative data, Agency have to share the approx.& average rent for the space cost for the identified destination as per clause 4, DoT reserve the right to increase or decrease the numbers of kiosk or change the location of the kiosk.

5 TECHNICAL MINIMUM ELIGIBILITY CRITERIA.

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

S. No.	Eligibility Criteria	Supported documents to be Submitted
1	<p>Legal Entity</p> <p>a. 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 or a proprietorship firm, No other legal entities are allowed to bid.</p> <p>b. The company should have a minimum experience of 5 years</p>	<p>The Agency must submit a proof of Registration of the legal entity (Certificate of Incorporation, PAN, GSTIN registration certificate).</p> <p>Documents Named: "Annexure -1 Legal Entity"</p>

2	<p>Not Blacklisted Any Department / Agency / PSU in any State or Central Government of India as on date of submission of Bid should not blacklist the Agency.</p>	<p>Self-declaration from the bidder in company letter head, signed by authorized signatory Documents Named: ” Annexure-2Not Blacklisted”</p>
3	<p>Similar Work Experience The Agency/OEM having successfully completed at least two projects involving the supply and installation of a minimum of 10 interactive kiosks for government/ PSU/ corporation/ or leading private organizations, with a project cost of not less than INR 20 lakhs each, within the last 5 years preceding the proposal submission due date.</p>	<p>a. Documentary proof (Work Order along with Completion Certificate Documents Named: ” Annexure-3Similar Work Experience”</p>
4	<p>Annual Turnover The bidding agency should have average annual turnover of Rs1 crore in the last 3 financial years (2021-22, 2022-23& 2023-24)</p>	<p>a) The details should be certified by the Statutory Auditor of the Company or Company Secretary Documents Named: ” Annexure-4Annual Turnover”</p>
5	<p>ISOCertificates The Agency must have a valid ISO 27001 and ISO 9001 certifications as on date of submission of this RFP</p>	<p>ISO 27001 and ISO 9001 certifications Documents Named: ” Annexure-5ISOCertificates ”</p>
6	<p>Bidder must submit technical Specification of the product as clause 2.14</p>	<p>Compliance certificates on OEMs letterhead Documents Named: ” Annexure-6Technical Specification”</p>
7	<p>Bidders must submit details of the quoted item i.e. brochures/ catalogue based on clause 2.14</p>	<p>brochures/ catalogue Documents Named: ” Annexure-7Brochures/ catalogue”</p>

6 FINANCIAL PROPOSAL EVALUATION

6.1 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.

6.2 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.

7 TENDER FEE

No tender fee is required

8 EMD (EARNEST MONEY DEPOSIT)

The Bidder shall furnish an Earnest Money Deposit of Rs.1,00,000/- (Rupees one Lac Only) (the "Earnest Money Deposit" or "EMD") in the form of a Demand Draft (DD)/Bank Guarantee (BG) 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.

9 PERFORMANCE SECURITY FEE

After the selection of the agency, 5% **Demand Draft (DD)/Bank Guarantee (BG)** of the order value must be deposited as performance security until the contract end date.

10 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.

11 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.

12 PENALTY

- 12.1 Failure in fulfilment of deliverables as indicated in Table no 4, DoT can imposed the penalty of 10% as per deliverables
- 12.2 If the work is not of a standard satisfactory to the Department or suggested by the Department: like slow performance, resolution of the photo, video is not good, applications poor performances, the Department reserves the right to make financial deductions of 10 % from the payment.
- 12.3 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.
- 12.4 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.
- 12.5 Department will give the 15 days extra as a grace periods to complete the deliverables as per clause 3.
- 12.6 If any segment is not completed, its payment will not be released.

13 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.

14 CURRENCIES OF BID AND PAYMENT

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

15 DISPUTES

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

16 ACKNOWLEDGMENT BY AGENCY

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

- 16.1 Made a complete and careful physical examination of the requirements for the project (Design, Supply, Installation, Operation and Maintenance, Support for Interactive Digital Touch Screen Smart Kiosk at Designated Locations for Jharkhand Tourism Branding & Promotion), details mentioned RFP, general condition of contract, submission formalities and evaluation mechanism.
- 16.2 Received all relevant information requested from DoT.
- 16.3 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.
- 16.4 Satisfied itself about all matters, things and information necessary and required for submitting the proposal and performance of all of its obligations there under.
- 16.5 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.

17 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:

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

18 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 Financial Proposal (Part B) 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:

Technical minimum eligibility criteria proposal for Selection of an agency for Design, Supply, Installation, Operation and Maintenance, Support for Interactive Digital Touch Screen Smart Kiosk at Designated Locations for Jharkhand Tourism Branding & Promotion

Part-B:

Financial Proposal for Selection of an agency for Design, Supply, Installation, Operation and Maintenance, Support for Interactive Digital Touch Screen Smart Kiosk at Designated Locations for Jharkhand Tourism Branding & 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 as per described clause 5, without indexing the bid shall be considered non-responsive.**

19 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.

20 LATE SUBMISSION

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

21 CONSORTIUM / JOINT VENTURE

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

22 MODIFICATIONS AND WITHDRAWAL OF PROPOSALS

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

ANNEXURE -1 LEGAL ENTITY 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 -2 NOT BLACKLISTED

(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 -3 SIMILAR WORK EXPERIENCE

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	Project Start and end date	
8	Other Information relating to Project	
9	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 -4 ANNUAL TURNOVER

Name of the Agency:

Sn.	Particulars	FY 2021-22	FY 2022-23	FY 2023-24
1	Turnover (in INR Crore)			
2	Average Annual Turnover for last 3 years (in INR Crore)			

Note:

1. Attach certified copies of Annual Audited Balance Sheets, P & L statement and IT Returns Certificate for last 3 (Three) 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-8 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:

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

ANNEXURE-9 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 Design, Supply, Installation, Operation and Maintenance, Support for Interactive Digital Touch Screen Smart Kiosk at Designated Locations for Jharkhand Tourism Branding & 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-10 FINANCIAL PROPOSAL

To,

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

Ref: Selection of an agency for Design, Supply, Installation, Operation and Maintenance, Support for Interactive Digital Touch Screen Smart Kiosk at Designated Locations for Jharkhand Tourism Branding & Promotion

We, the undersigned, offer to provide the services for Design, Supply, Installation, Operation and Maintenance, Support for Interactive Digital Touch Screen Smart Kiosk at Designated Locations for Jharkhand Tourism Branding & Promotion for Department of Tourism, 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

Part A

Sn.	Quotation for	Payment Term	Total Qty	Unit Price (in INR)	Total Price (in INR)
1	Procurement & Installation of digital Interactive Touch Screen Kiosk with Application/User interface development & Digital Map API procurement & Integration	1 Time Payment	15 Minimum 4 API (clause 2.1.2)		
Part A Total					

Part B

Sn.	Quotation for	Payment Term	Unit Amount for one month (in INR)	Total Amount (in INR) for 24 Months
1	Operation & Maintenance of digital interactive Kiosk Damage repair if require& Services	Monthly Payment		
2	Operation & Maintenance of Application & Digital MAP	Monthly Payment		
3	Operation & Maintenance of Electricity Power, 2Manpower, Internet etc.	Monthly Payment		
4	Reimbursement of Space Rent on actual bill basis, average rate for all 9 location as per clause 4	Monthly Payment		
Part B Total				

Grand Total	Part A Total + Part B Total	
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Note:

1. The above quote shall be *exclusive* of applicable GST
2. The costs for hosting, server, and Google Play Console account will be paid by DoT on an actual bill basis. The hosting and server services will be purchased for a duration of 5 years.
3. The extension amount is based on the Part B financial amount, with an additional 10% increment applied year-on-year after 2 years.

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)