

Incredible India

Appointment of Consultants for Programme Management Unit (PMU) for Incredible India website and mobile app

by the

Ministry of Tourism, Government of India

Request for Proposal [RFP]

Tender No.: IT-5/1/2019(1)

Date: 25 April 2019

(Due on 27 May 2019 (1500 Hrs))

IT Division

Ministry of Tourism

Government of India,

Transport Bhawan,

1, Parliament Street

New Delhi – 110 001

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1. Data Sheet

1.	Name of Bid	Appointment of Consultants for Program Management Unit (PMU) for Incredible India Website and Mobile App
2.	Time period of contract	Two years extendable for another one year on the same terms and conditions.
3.	Selection Method	QCBS 80:20
4.	Earnest Money Deposit (EMD)	INR 10,00,000/- (INR Ten Lacs only)
5.	Financial Bid to be submitted together with Technical Bid	Yes, in separate sealed cover
6.	Proposal Validity Period	90 days from proposal due date
7.	Proposal Language	English
8.	Proposal Currency	INR
9.	Consortium allowed	No
10.	Sub-contracting allowed	No
11.	Date of Publication on www.tourism.gov.in and www.eprocure.gov.in	25/04/2019
12.	Last date of receiving queries	06/05/2019 by 17:00 Hrs
13.	Pre-bid meeting	08/05/2019 at 11:00 Hrs in MOT office
14.	Bid submission date	27/05/2019 by 15:00 Hrs
15.	Opening of Bids (Eligibility and Technical)	28/05/2019 at 11:00 Hrs in MOT office
16.	Opening of Financial Bid	To be communicated

2. Introduction

The Ministry of Tourism, Government of India, hereafter also referred to as MOT, has the mandate to promote India as a popular tourist destination, and is expanding its digital presence through its website and Mobile App. The website aims to showcase brand India in the global markets. MOT has developed a new Incredible India website and mobile app with the objective of providing visitors a world class experience, with a highly relevant, personalized and contextual digital experience thus enhancing the tourism awareness, attraction and opportunities in India.

The website is personalised dynamically as per the visitor and is highly interactive in nature. It contains various themes to promote tourism, which changes based on the persona of the visitor. It showcases the various destinations, attractions, food & cuisines, festival, culture etc. through a combination of visual and text media to make India as one of the most preferred tourist destinations among the visitors.

The website and mobile app are built on Adobe platform AEM 6.3 (AEM Sites and Mobile) by the System Integrator hired by MOT. They also utilize Adobe Marketing cloud (which includes Adobe Target, Analytics and Livefyre) stack that has been identified by MOT to achieve the objective of the project.

The Ministry of Tourism also releases various campaigns through digital and print media in the domestic as well as international markets to promote tourism in India.

3. Objective

The objective of this RFP is to engage a consulting firm for Program Management Unit (PMU) of Incredible India website and mobile app.

The selected agency would be appointed for a period of two (2) years extendable for another one year on the same terms and conditions and with the provision that services of the agencies may be dispensed with at any time, giving three months' notice, in the event of non-performance, under-performance or any other reason which would be specified.

4. Scope of Work

The consultant will be required to undertake the following work in close coordination with various project stakeholders e.g. agency for content creation and translation, agency for creation of digital media content, and System Integrator (SI).

1. **Project vision management:** Regularly validate the vision and objectives of the Incredible India website and mobile app, in line with the MoT mandate and new developments
2. **Stakeholder Management:** Work in close coordination with all the stakeholders of the project and support MOT in reviewing and executing various activities and/ or deliverables by the different stakeholders.
3. **Project Monitoring and Contract Management:** Perform the monitoring of project work schedules for different stakeholders.
4. **Innovation and improvements:** Identify and suggest new inclusions for the website and mobile app which can result in achieving the objectives of Incredible India website and mobile app.

Detailed Scope of Work for Program Management Unit:

Project Vision Management

- a. The Consultant will be responsible for revisiting and refining the project vision on a regular basis, in line with the vision and mandate of the Ministry of Tourism as well as new developments in the area of tourism management.

Stakeholder Management

- a. PMU shall help MOT to maintain the project governance structures to oversee project administration and steer the project to meet with its stated objectives through timely interventions and decisions
- b. Develop an effective stakeholder management plan, which will facilitate proper information flow among various stakeholders of the project and will also support an alignment of the project stakeholders with the objectives of the project
- c. Create a communication plan and communication strategy to engage all stakeholders in various review meetings and workshops
- d. Provide support for routine reporting of information required by MOT and other stakeholders.

Project Monitoring and Contract Management

- a. Monitor the performance and progress of different implementation agencies working on the project of Incredible India Website and Mobile App.

- b. Set up a performance management framework to provide for effective monitoring of the project throughout the contract period
- c. Facilitate the implementation and rollout activities as per the plan including the data migration tasks
- d. Participate in design reviews, user training plans, data migration plans, and advise MOT in effectiveness or possible trade-offs of suggested improvements by System Integrator
- e. Provide guidance and review to the SI for preparation / revision of any project related documents
- f. Support MOT in reviewing the deliverables being submitted by System Integrator which includes performance monitoring reports, incident reports, updated system design documents, etc. as per the ToR for System Integrator.
- g. Participate in design, development and execution of various campaigns being run by MOT in close coordination with content creation and translation agency. However the responsibility of design, development and execution of the campaigns would be with the content creation and translation agency
- h. Support MOT in intermediary work related to content for website and mobile app. This will include discussions with content creation and translation agency and digital media creation agency to identify new content and media required for website and app
- i. Provide periodic review reports on all contractors working on the Incredible India website and mobile app including activities performed, status of compliance with the RFPs and overall performance of the contractor.

New procurement

- a. PMU shall support the MOT in identification of various technologies and services which will be required for the Incredible India Website and Mobile App
- b. Create plans for procurement of various products and services as per the requirement of the MOT
- c. Assist the MOT in preparation of detailed Request for Proposal or Request for Empanelment documents for the selection or empanelment of any agency
- d. Provide support to the MOT in defining overall procurement processes and suggesting timelines
- e. Support the MOT in identification and evaluation of potential vendors for any work as per the requirements of the MOT
- f. Facilitate in organizing initial discussions with various vendors and service providers as per the requirement of the MOT
- g. Support the MOT in responding to various queries from vendors and service providers at various stages of any procurement process
- h. Help the MOT in developing various evaluation schemes for assessing responses of different vendor and service providers as per the requirement of the MOT
- i. Support the MOT in Bid performance management which includes the following activities:
 - a. Assistance in the Pre-Bid Process
 - b. Assistance in the Bid opening
 - c. Assistance in the Bid Evaluation Process
 - d. Assistance in contract signing

Innovations and Improvements

- a. Support MOT in improving the website and mobile app for better visitor experience and achieving the objectives of Incredible India.
- b. Work with the MOT and the System Integrator (SI) in creating KPIs and dashboards for the analytics solution implemented on the new Incredible India Website and Mobile App. However the responsibility of design, development and implementation of the necessary dashboards would lie with the System Integrator (SI).
- c. Utilize the analytics solution implemented on the new Incredible India Website and Mobile App and work with MOT and SI to derive key insights.
- d. Identification of new themes or campaigns required for the website and mobile app
- e. Support MOT in preparation of concept notes for new features, functionalities or themes as per the requirement of the MOT.
- f. Prepare a plan of action for the execution of various improvements suggested over the duration of the project.

5. Constitution of the Team

PMU shall deploy a team of a Project Manager, Adobe Solutions Expert and two Management Consultants. All the team members should be full time staff of the organization, should have good communication skills and should be fluent in English and one regional Indian language.

5.1 Project Manager

The project will be led by Project Manager, who should be a permanent employee of the organization with over 8 years of overall work experience, having led large government projects.

- (S)He shall have extensive experience and proven expertise in managing similar multi-task contracts of this type and complexity.
- (S)He shall be responsible for overall performance of the team.
- (S)He shall be responsible for planning, directing, and coordinating the overall program effort.
- (S)He shall be responsible for overall planning the project.
- (S)He shall be responsible for managing the team resources and ensuring their optimum allocation.
- (S)He shall participate in review meetings called by MOT.
- (S)He must have prior experience of working in travel & tourism domain projects.
- (S)He must have sound technical knowledge and expertise, including a sound knowledge of the underlying technologies in the Incredible India website and mobile app.

5.2 Adobe Solutions Expert

Since the Incredible India website and mobile app are being built on the Adobe AEM platform, and use the services of Adobe Target, Adobe Livefyre and Adobe Analytics, it is required to have 80% deployment of an Adobe solutions expert having at least 5 years of experience, meeting the following criteria:

- (S)He should be a full time employee of the bidder's firm.

- (S)He should have sound knowledge and experience of working on products viz. Adobe AEM, Adobe Analytics (aka Omniture / SiteCatalyst), Adobe Dynamic Tag Manager, Adobe Target, Livefyre, etc.
- (S)He should have technical knowledge of digital testing technologies and demonstrable passion for its applications to enhance customer experience.
- (S)He will be responsible for advising MOT, as well as the SI for optimum utilisation of the Adobe platform and services procured by MOT and deployed by the SI
- (S)He would generate insights based on trends observed in the data, tie back to the business initiatives and update business owners
- (S)He shall demonstrate produce tactical analysis and implications/recommendations in line with business expectations
- (S)He shall be recognising and observing emerging trends, opportunities and threats from changes in Search, Social and the wider Analytics landscape
- (S)He will guide the SI to develop and enhance automated reporting templates that communicate KPI, trends and deviations to stakeholders
- (S)He shall oversee the implementation of Site Catalyst contents on Adobe website (Tools: Manual implementation, DTM and Tag manager) and debugging tools like Charles, HTTPWatch or WASP
- (S)He will work in collaboration with various stakeholders in scoping out analytics implementation for new initiatives
- (S)He shall support the analytic needs of a MOT by analysing web traffic using clickstream tools beyond Omniture, as and when required
- (S)He shall drive System Integrator to help derive insights from app data for mobile analytics

5.3 Management Consultant

The Management Consultant would form the backbone of the overall PMU and will be responsible for all the workstreams mentioned in Scope of Work.

- (S)He should be a full time employee of the consultant firm.
- (S)He should have at least 3 years' experience working in the IT and e-Governance domain, with adequate experience in requirement definition, procurement, project management, contract management, etc.

5.4 Technology Consultant

The Technology consultant having at least 3 years of overall experience, for all the workstreams mentioned in Scope of Work supporting Management Consultant and would be monitoring the web traffic and assist in enhancing the social media presence of the Incredible India Website and mobile application.

- (S)He should be a full -time employee of the consultant firm
- (S)He should have experience working in Digital transformations and/or e-governance domain with adequate experience in emerging technologies like AI/ NLP/ Blockchain
- (S)He Should be able to identify channel strategy for digital and social media channels
- (S)He should coordinate with System Integrators, Content Agency, Media Agency and Stakeholders from Ministry to improve the website features and functionalities along with improvising SEO strategy

5.5 Team qualification and experience

Sr. No.	Position (No. of positions)	Minimum Qualification	Specific Experience	Period of involvement
1.	Project Manager (1)	PGDBM / MBA + BE/BTech/MCA	▪ Stated in the previous section	50%
2.	Adobe Solutions Expert (1)	Minimum BE/ B.Tech Preferably MTech or PGDBM/ MBA	▪ Stated in the previous section	50%
3.	Management Consultant (1)	Minimum BE/ B.Tech Preferably PGDBM/ MBA or Masters in Technology	▪ Stated in the previous section	100%
4.	Technology Consultant (1)	Minimum BE/ B.Tech/ MCA / M.Tech or equivalent	▪ Stated in the previous section	100%

6. Minimum Eligibility Criteria

Only reputed consultants who meet the given minimum eligibility criteria, mentioned below, as on the date of RFP, are eligible to apply and consultants which do not meet the necessary eligibility criteria will not be considered for further evaluations.

Sr. No.	Eligibility Criteria	Documentary evidence to be submitted
1.	The Firm / Agency should: <ol style="list-style-type: none"> be a company incorporated in India under the Companies Act, 1956 and subsequent amendments thereto or a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or a proprietorship firm have a valid PAN card have valid registration of GST 	<ol style="list-style-type: none"> Copy of the Certificate of Incorporation / Registration / any other document to prove proprietorship Copy of PAN card Copy of GST Registration
2.	The Firm / Agency must have at least ten (10) years of experience in providing consultancy services in India to the Central/State Government organizations / PSU	Self-certificate from authorized signatory stating that the Firm / Agency is in operation for the last ten (10) years as on 01 st April 2018, with experience in providing consulting services to the Central/State Government organizations / PSU
3.	The Firm / Agency should have an annual turnover of at least 150 Cr INR in each of the last three (3) financial years FYs (2015-16), (2016-17) & (2017-18) from consultancy services in India operations	Auditor Certificate indicating annual turnover for each of the three years i.e. FYs (2015-16), (2016-17) & (2017-18) from consultancy services in India operations
4.	In the last 3 years - FYs (2015-16), (2016-17) & (2017-18) the Firm / Agency, as the Prime Contractor, should have successfully executed/ completed	Client Work Order/ contract documents/ project completion certificate, within the last three years - FYs (2015-16), (2016-17) & (2017-18), for projects related to

Sr. No.	Eligibility Criteria	Documentary evidence to be submitted
	projects of providing consultancy services for e-Governance project to Central/ State Government/ PSU as per the below criteria: a. Three completed projects each with project fee over INR 1 crore; or b. Two completed projects each with project fee over INR 2 crore; or c. One completed project, with project over 3 crore	providing consultancy services for e-Governance project to Central/State Government/PSU
5.	The Firm/ Agency shall not be under declaration of ineligibility for corrupt or fraudulent practices with any Government department/ agencies/ ministries or PSU's and should not have been black listed at the time of submission of bid.	Self-certificate letter undertaking to this effect on company's letter head signed by company's authorized signatory (as per Annexure III)
6.	The Firm / Agency should have a full-fledged establishment within India and an office with a dedicated team in Delhi-NCR. In case, the agency, presently has no office in Delhi-NCR, it must provide a dedicated team based in Delhi-NCR to service the account of the Ministry of Tourism within 30 days from the date of award of contract.	Self-certification on company's letter head signed by an authorized representative of the agency certifying that the agency has an office in Delhi-NCR or that the agency would setup an office in Delhi-NCR within 30 days from the date of award of contract.

7. Bidding Process

7.1 Pre-Bid Meeting

All prospective Bidders, requiring clarification on the RFP shall notify MoT at e-mail aditour@nic.in by 06 May 2019 (1700 hrs) as per format given in Annexure VII. A Pre-bid Meeting would be held on 08 May 2019 (1100 hrs) in the Conference Room of the Ministry of Tourism, 1st Floor, Transport Bhawan, 1, Parliament Street, New Delhi – 110001 to clarify queries, if any, regarding the RFP. All queries would be addressed only during the Pre-bid meeting. Interested agencies may attend the pre-bid meeting on the said date. The response to pre-bid queries submitted along with the corrigendum, if any, would be posted on the websites www.eprocure.gov.in & www.tourism.gov.in on or before 10 May 2019 (1700 hrs)

7.2 Earnest Money Deposit (EMD)

1. To safeguard against a bidder's withdrawing or altering its bid during the bid validity period, Bid Security referred to as Earnest Money Deposit (EMD) shall be obtained from the bidders.
2. The bidders shall furnish EMD in the form of Bank Guarantee as per format given in Annexure VI from a scheduled nationalized/commercial Bank for Rs.10,00,000/- (Rupees Ten Lakhs only) drawn in favour of the **"Pay & Accounts Officer, Ministry of Tourism, Government of India, New Delhi"** payable at New Delhi.
3. If the Technical Proposal - Packet 1 is not accompanied by EMD/ Bid Security, the proposal of the bidding agency shall be rejected out rightly.
4. No interest shall be payable by the MOT on the sum deposited as EMD/ Bid Security.

5. The EMD/ Bid Security of unsuccessful bidders would be returned back within one month of issue of the work order / contract to the successful bidder.
6. EMD/ Bid Security will be returned to the successful agency on issue of work order and receipt of performance bank guarantee as per the format given in Annexure IV.
7. The EMD should be valid for Forty five (45) days beyond the final bid validity period.
8. The EMD may be forfeited if bidder:
 - Withdraws his participation from the Proposal during the period of validity of the Proposal;
 - Fails to extend the validity if required and as requested or
 - Fails to produce Performance Bank Guarantee in case of award of tender within fifteen (15) days of award of LOI or awarding contract whichever is earlier

8. Instructions for preparation of proposals

The Bidder must comply with the following instructions during preparation of Proposals:

1. The original proposal (Technical Proposal and Financial Proposal) shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be authenticated by the persons or person who sign(s) the proposals.
2. An authorized representative of the firm should authenticate all pages of the Technical and Financial Proposals. The authorization in the form of Power of Attorney for the representative of the firm to sign the proposal should be attached.
3. The bid should be spiral bound. The index of the bids should clearly reflect the list of documents requested in the technical bid. All pages in the bid should be numbered.
4. The Technical Proposal and the Financial Proposal should be submitted in separate sealed envelopes as per the guidelines enumerated in section 9 of this document.
5. The Proposal should be submitted on or before 27 May 2019 (1500 hrs)
6. No Proposal will be accepted after the deadline for submission and in the event of any proposal being received after the closing time for submission of proposals, the same shall be returned un-opened.

8.1 Technical Proposal

The Technical Proposal (Packet -1) must include the following:-

1. Power of Attorney to sign the proposal
2. Documents to fulfil the requirements for Minimum Eligibility Criteria mentioned in Section 6.
3. Letter of Technical Proposal Submission (as per the format at Annexure I)
4. Documents to fulfil the prescribed technical evaluation criteria mentioned in Section 10 as per the formats provided as Annexures VIII and IX
5. The documents submitted by the bidders for Eligibility Criteria and Technical Evaluation Criteria shall be kept confidential by MoT till the process of selection is completed.

8.2 Financial Proposal

The Financial Proposal (Packet-2) must include the following:

1. Letter of Financial Proposal Submission (as per the format at Annexure -II)
2. All costs associated with the Assignment should be included in the Financial Proposal as per format given in Annexure V. The total amount indicated in the Financial Proposal

shall be without any condition attached or subject to any assumption, and shall be final and binding. In case any assumption or condition is indicated in the Financial Proposal, it shall be considered non-responsive and liable to be rejected.

3. Format for Financial Bid submission is provided in Annexure V.
4. For avoidance of doubt, it is clarified that all taxes, excluding GST, shall be deemed to be included in the cost shown under different items of Financial Proposal. The Applicant shall be paid only GST over and above the cost quoted in the Financial Proposal. Further, all payments shall be subjected to deduction of taxes at source as per applicable Laws.
5. In case of any additional cost involved in any work, the same should be included within the relevant item of work detailed in Annexure V.

9. Submission and opening of proposals

9.1 Bid Submission

1. All the bids must be valid for a period of 90 days from the last date of bid submission. No request will be considered for price revision during the contract period. If necessary, MOT will seek extension in the bid validity period beyond 90 days. The bidders, not agreeing for such extensions will be allowed to withdraw their bids without forfeiture of their EMD.
2. Proposal should be submitted in two separate packets put into one large packet, which should consist of technical and financial proposals. The two inner packets (packet -1 and packet -2) should be clearly super scribed as:

Packet – 1 – Technical Proposal for “Appointment of Consultants for Program Management Unit (PMU) for Incredible India website and mobile app”

Packet – 2 – Financial Proposal for “Appointment of Consultants for Program Management Unit (PMU) for Incredible India website and mobile app”.

3. Each of the above two packets should also mention the name, address and contact details (Telephone Nos., Fax & E-mail ID) of the Firm / Agency. Both packets should be properly sealed and put in to a large packet, super scribed “Technical and Financial Proposal for Appointment of Consultants for Program Management Unit (PMU) for Incredible India website and mobile app and should be addressed to the Deputy Director General (IT), Ministry of Tourism, Government of India, Transport Bhawan, 1, Parliament Street, New Delhi. The large outer packet should be sealed and should bear the name, address and contact details of the company. The last date for submission is 27 May 2019 (1500 hrs).
4. Un-signed & un-stamped bid shall not be accepted.
5. Bids NOT submitted as per the specified format and nomenclature will be out rightly rejected
6. Bidders shall indicate their rates in clear/visible figures as well as in words. In case of a mismatch, the rates written in words will prevail
7. The interested bidders may submit their Bid to MOT on or before the time mentioned in Section 1: Data Sheet
8. Financial bid may be submitted as per the format for quote details for financial bid (refer to Annexure V: Financial Bid format)

9.2 Bid Opening

The bids will be opened in the presence of bidder's representatives who choose to attend the Bid opening sessions on 28 May 2019 (1100 hrs). The bidders' representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of Bid opening being declared a holiday for MOT, the Bids shall be opened at the same time and location on the next working day. MOT will open the envelopes marked "**Technical and Financial proposals for Appointment of Consultants for Program Management Unit (PMU) for Incredible India website and mobile app**" for all the bidders who submitted the proposals within the bid submission deadline.

9.2.1 Opening of Packet – 1 – Technical Proposal for “Appointment of Consultants for Program Management Unit (PMU) for Incredible India website and mobile app”

The envelope marked 'Packet – 1 – Technical Proposal for “Appointment of Consultants for Program Management Unit (PMU) for Incredible India website and mobile app”' of the bidders will be opened in the bid-opening session in the presence of the vendor's representatives. Bids received without EMD will be rejected straight way.

9.2.2 Opening of Packet – 2 – Financial Proposal for “Selection of Consultants as PMU for Incredible India website and mobile app”

For the purpose of opening of financial bids, MOT shall shortlist only those agencies who are technically qualified (bidder securing 70% and above marks in technical evaluation). Technically qualified bidders would be called to attend opening of financial bids. The Financial Bids of technically unsuccessful bidders would not be opened and shall be destroyed unopened by MOT in due course. The envelope marked 'Packet – 2 – Financial Proposal for “Appointment of Consultants for Program Management Unit (PMU) for Incredible India website and mobile app”' shall be opened in the presence of qualified bidders' representatives on a date and time duly notified.

10. Evaluation of proposals

The Selection Method will be Quality cum Cost Based System (QCBS) where bidder will also be evaluated based on a technical presentation. The criteria will be 80:20 where 80% weightage will be given to Technical Bid and 20% weightage to Financial Bid.

10.1 Technical Evaluation

1. MOT will constitute a Consultancy Evaluation Committee (CEC) to evaluate the responses of the bidding agencies
2. If there is only one bid, MOT reserves the right to process the single bid or take recourse to the process of re-tendering.
3. The CEC constituted by the MOT shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection
4. All proposals received within the prescribed time limit will be scrutinized to assess their eligibility based on the eligibility criteria and submission of documents as mentioned in Section 6 under the heading “Minimum Eligibility Criteria” of this document. The

proposals which do not meet the eligibility criteria, will be rejected, forthwith, or at any stage of detection

5. The selection will be comprised of evaluation of “Technical Proposals” of only those Agencies which meet minimum eligibility criteria, followed by evaluation of “Financial Proposals” of only those Agencies which get a score of 70% or more in the technical evaluation
6. Any effort by a bidder to influence MOT’s bid evaluation, bid comparison or contract award decisions may result in the rejection of the bidder's bid and forfeiture of the bidder's EMD.
7. When deemed necessary, MOT may seek clarifications on any aspect of their bid from the bidder. However, that would not entitle the bidder to change or cause any change in the substance of the tender submitted or price quoted. This would also not mean that their bid has been accepted.
8. MOT may waive any minor infirmity or non-conformity in a bid, provided such waiver does not prejudice or affect the relative ranking of any other bidder.
9. MOT reserves the right to accept any bid, and to cancel/abort the Tender process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders, of any obligation to inform the affected bidder of the grounds for MOT’s action and without assigning any reasons

10.1.1 Technical Evaluation Criteria

Sr. No.	Parameters	Maximum Marks
1.	Experience of providing consultancy services to Central / State Government organizations in project monitoring/ integrated organization level solution development related projects in the past three (3) years: 2 projects – 20 Marks Additional projects carry 2 marks per project [Maximum marks = 30]	30
2.	<p>Key Personnel:</p> <p>Project Manager (One) – 10 Marks</p> <ul style="list-style-type: none"> ▪ Experience in e-Governance projects ▪ International experience ▪ Experience in tourism/ travel / Hospitality / Aviation sector related projects <p>Adobe Solutions expert (One)– 15 marks</p> <ul style="list-style-type: none"> ▪ Experience of working with Adobe product suite implemented for Incredible India website and mobile app ▪ Experience in online campaigns execution, Social Media Marketing (SMM) and Social listening tools <p>Management Consultant (5 Marks)</p> <ul style="list-style-type: none"> ▪ Experience with Government of India projects ▪ Experience in tourism / travel / Hospitality / Aviation sector projects 	35

Sr. No.	Parameters	Maximum Marks
	<ul style="list-style-type: none"> ▪ Experience of project management, contract management, public procurement <p>Technology Consultant (5 Marks)</p> <ul style="list-style-type: none"> ▪ Experience of working in e-governance domain ▪ Experience in vendor coordination and multiple stakeholder management ▪ Experience with IT e-governance/ process reengineering projects and emerging technologies like AI/ Blockchain/ NLP <p>[Maximum marks = 35]</p>	
3.	<p>Presentation on Strategy, Approach & Methodology including but not limited to the following:</p> <ul style="list-style-type: none"> i) Profile and track record of the company in terms of credentials and existing client base ii) Showcasing the project understanding and its approach and methodology for project delivery iii) Showcasing the framework and innovation in project delivery iv) Demonstrating bidders capability, appreciation of requirements and suggestions v) Showcasing experience in tourism, travel and hospitality industry <p>[Maximum Marks= 35]</p>	35
	Total Maximum Technical Score	100

10.2 Financial Evaluation

1. The financial bids of only technically qualified bidders will be opened in the presence of bidders' representatives.
2. CEC would scrutinize the financial bids. The bids, found lacking in strict compliance to the financial bid format shall be rejected straightaway.
3. **Financial bids will be evaluated on the basis of total price.** Any alteration / overwriting / cutting in the bid should be duly countersigned else it will be out rightly rejected. Conditional tenders shall NOT be accepted on any ground and shall be rejected straightway
4. For consideration of their bids, the bidders have to quote rates for all the resources in the detailed financial bid (refer to Annexure V: Financial Bid format)
5. Any bidder which has an overall quote or category-wise individual man-month rate quote, which is less than 65% of the average overall quote or category-wise individual man-month quote respectively, will be deemed to be non-responsive and therefore the bid will be liable to be rejected at the stage of financial evaluation.

6. For avoidance of doubt, it is clarified that all taxes, excluding GST, shall be deemed to be included in the cost shown under Financial Proposal. The Applicant shall be paid only GST over and above the cost quoted in the Financial Proposal. All payments shall be subjected to deduction of taxes at source as per applicable Laws.

10.3 Overall Evaluation

Selection of Consultancy firm will be based on the **aggregate scores** of the **Technical Evaluation** and **Financial Evaluation**. **The Consultancy firm which scores the highest aggregate score would be awarded the contract.**

The overall evaluation process is mentioned below:

1. The CEC would evaluate the proposals for shortlisting only those bidding agencies which fulfil the minimum eligibility criteria as mentioned in this document.
2. CEC would evaluate the technical bids of only the shortlisted agencies.
3. CEC would evaluate the financial bids of only those agencies which score at least 70% or above marks in the technical evaluation phase.
4. **For each of the bidders, a Normalized Commercial Score would be calculated by the Financial Evaluation Committee.** The methodology for calculation of Normalized Commercial Score is given below:

Normalized Commercial Score of a Bidder = {Lowest Financial Bid / Financial Bid of the bidder under consideration} X 100 (adjusted to 2 decimals)

Final Score = 0.80 * Technical Score + 0.20 * Normalized Commercial Score

11. Award of Contract / Work order

On selection of the agency and acceptance of financial quote submitted by the selected agency, a Letter of Intent (LOI) would be issued to the agency. On receipt of LOI, the agency would submit a letter of acceptance. A performance guarantee Para 12 below will be submitted within 15 working days of receiving LOI. Thereafter, a detailed work order will be issued to the agency.

12. Submission of Performance Guarantee

The selected agency has to submit Performance Guarantee (PBG) in the form of Bank Guarantee as per format in Annexure IV from a scheduled bank for 10% of the total contract value having validity of 60 days beyond the date of completion of the two years extendable for another one year of contract. In case of any deficiency and unsatisfactory performance by the agency, the Performance Guarantee would be invoked and the payment due to the agency would be withheld. No interest will be paid by MoT on the Performance Guarantee. In the event of any amendments to Agreement, the Bidder shall within 15 days of receipt of such amendment furnish the amendment to the Performance Guarantee as required.

13. Terms of Payment

1. No advance payment will be made by the Ministry of Tourism

2. Payments will be made every month, basis the attendance of the appointed personnel as per their required deployment plan. The consultant will submit a Monthly Performance Report which should be duly signed by the authorised MOT representative.
3. The agency would submit an invoice in triplicate with supporting documents, if any, to MOT for payment every month. After completion of the due procedures, in MOT, payment will be made by electronic transfer of funds to the bank account of the agency concerned in India Rupees
4. GST, as applicable, will be paid on actuals
5. For facilitating Electronic Transfer of funds, the selected agency will be required to indicate the name of the Bank & Branch, account no. (i.e. bank name, IFSC Code and Bank A/c No.) and also forward a cheque leaf duly cancelled, to verify the details furnished. These details should also be furnished on the body of every bill submitted for payments by the agency

14. Terms and Conditions

14.1 Indemnity and Limitation of Liability

1. The "Indemnifying Party" undertakes to indemnify, hold harmless the "Indemnified Party" from and against all claims, liabilities, losses, expenses (including reasonable attorneys' fees), fines, penalties, taxes or damages (Collectively "Loss") on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or wilful default in performance or non-performance under this Agreement
2. If the Indemnified Party promptly notifies Indemnifying Party in writing of a third party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or patents incorporated in India of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages, that may be finally awarded against Indemnified Party
3. Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by:
 - a. Indemnified Party's misuse or modification of the Service;
 - b. Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party;
 - c. Indemnified Party's use of the Service in combination with any product or information not owned or developed by Indemnifying Party;

However, if any service, information, direction, specification or materials provided by Indemnified Party or any third party contracted to it, is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either:

- I. Procure the right for Indemnified Party to continue using it
- II. Replace it with a non-infringing equivalent
- III. Modify it to make it non-infringing

The foregoing remedies constitute Indemnified Party's sole and exclusive remedies and Indemnifying Party's entire liability with respect to infringement.

4. The indemnities shall be subject to the following conditions:
 - a. the Indemnified Party as promptly as practicable informs the Indemnifying Party in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise;
 - b. the Indemnified Party shall, at the cost of the Indemnifying Party, give the Indemnifying Party all reasonable assistance in the Defence of such claim including reasonable access to all relevant information, documentation and personnel provided that the Indemnified Party may, at its sole cost and expense, reasonably participate, through its attorneys or otherwise, in such Defence;
 - c. if the Indemnifying Party does not assume full control over the Defence of a claim as provided in this Article, the Indemnifying Party may participate in such Defence at its sole cost and expense, and the Indemnified Party will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of the Indemnified Party will be included in Losses;
 - d. the Indemnified Party shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the Indemnifying Party;
 - e. all settlements of claims subject to indemnification under this Clause will:
 - i. be entered into only with the consent of the Indemnified Party, which consent will not be unreasonably withheld and include an unconditional release to the Indemnified Party from the claimant or plaintiff for all liability in respect of such claim; and
 - ii. include any appropriate confidentiality agreement prohibiting disclosure of the terms of such settlement;
 - f. the Indemnified Party shall account to the Indemnifying Party for all awards, settlements, damages and costs (if any) finally awarded in favour of the Indemnified Party which are to be paid to it in connection with any such claim or proceedings;
 - g. the Indemnified Party shall take steps that the Indemnifying Party may reasonably require to mitigate or reduce its loss as a result of such a claim or proceedings;
 - h. in the event that the Indemnifying Party is obligated to indemnify an Indemnified Party pursuant to this Article, the Indemnifying Party will, upon payment of such indemnity in full, be subrogated to all rights and defences of the Indemnified Party with respect to the claims to which such indemnification relates; and if a Party makes a claim under the indemnity set out under this section, in respect of any particular Loss or Losses, then that Party shall not be entitled to make any further claim in respect of that Loss or Losses (including any claim for damages)
5. The Bidder shall indemnify the Ministry of Tourism from and against any costs, loss, damages, expense, and claims arising from third parties or liabilities of any kind

howsoever suffered, arising or incurred inter alia during and after the Contract period out of:

- a. any negligence or wrongful act or omission by the Bidder or any third party associated with the Bidder in connection with or incidental to this Contract; or
 - b. any breach of any of the terms of the Bidder's Bid as agreed, the RFP and this Contract by the Bidder
 - c. any infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied goods and related services or any part thereof
6. The Bidder shall also indemnify the Ministry of Tourism against any privilege, claim or assertion made by a third party with respect to right or interest in, ownership, mortgage or disposal of any asset, property etc.
 7. The liability of either Party (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event exceed one time the total contract value payable under this Agreement. The liability cap given under this Clause shall not be applicable to the indemnification obligations set out in this Section
 8. In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third party claims (other than those set forth in Point 1 of this section) even if it has been advised of their possible existence
 9. The allocations of liability in this section represent the agreed and bargained-for understanding of the parties and compensation for the Services reflects such allocations. Each Party has a duty to mitigate the damages and any amounts payable under an indemnity that would otherwise be recoverable from the other Party pursuant to this Agreement by taking appropriate and commercially reasonable actions to reduce or limit the amount of such damages or amounts
 10. Regardless of anything contained (except for the Bidder's liability for bodily injury and/or damage to tangible and real property for which it is legally liable and its liability for patent and copyright infringement in accordance with the terms of this Agreement) the total liability of the Bidder, is restricted to the total value of the contract and the Bidder is not responsible for any third party claims

14.2 Force Majeure

Neither party will be liable in respect of failure to fulfil its obligations, if the said failure is entirely due to Acts of God, Governmental restrictions or instructions, natural calamities or catastrophe, epidemics or disturbances in the country. Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or by or of such Party's agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected both to take into account at the time of being assigned the work, and avoid or overcome with utmost persistent effort in the carrying out of its obligations hereunder. Force Majeure shall not include insufficiency of funds or manpower or inability to make any payment required for execution of services under this Contract.

A Party affected by an event of Force Majeure shall immediately notify the other Party of such event, providing sufficient and satisfactory evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.

14.3 Termination

The Ministry of Tourism may, terminate this Contract in whole or in part by giving the Bidder a 90 days written notice indicating its intention to terminate the Contract under the following circumstances

1. Where the Ministry of tourism is of the opinion that there has been such Event of Default on the part of the Bidder / Bidder's Team which would make it proper and necessary to terminate this Contract and may include failure on the part of the Bidder to respect any of its commitments with regard to any part of its obligations under its Bid, the RFP or under this Contract.
2. Where it comes to the Ministry of tourism's attention that the Bidder (or the Bidder's Team) is in a position of actual conflict of interest with the interests of the Ministry of Tourism, in relation to any of terms of the Bidder's Bid, the RFP or this Contract.
3. Where the Bidder's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against the Bidder, any failure by the Bidder to pay any of its dues to its creditors, the institution of any winding up proceedings against the Bidder or the happening of any such events that are adverse to the commercial viability of the Bidder. In the event of the happening of any events of the above nature, the Ministry of Tourism shall reserve the right to take any steps as are necessary, to ensure the effective transition of the project to a successor agency, and to ensure business continuity.
4. Termination for Insolvency: The Ministry of Tourism may at any time terminate the Contract by giving written notice to the Bidder, without compensation to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Ministry of Tourism.
5. Bidder may terminate this Agreement, or any particular Services, immediately upon written notice to Client if bidder reasonably determine that bidder can no longer provide the Services in accordance with applicable law or professional obligations.

14.3.1 Consequence of Termination

In the event that the Ministry of Tourism or the Bidder, terminates this Agreement pursuant and depending on the event of default, the Ministry of Tourism shall be responsible for paying for services of the bidder rendered up to the date of termination.

14.4 Arbitration

- Amicable Settlement If, due to unforeseen reasons, problems arise during the progress of the contract leading to disagreement between the Ministry of Tourism and the Consultant, both the Ministry of Tourism and the Consultant shall first try to resolve the same amicably by mutual consultation. If the parties fail to resolve the dispute by such mutual consultation within twenty-one days, then, depending on the position of the case, either Ministry of Tourism or the Consultant can give notice to the other party of its intention to commence arbitration and the applicable arbitration procedure will be as per Indian Arbitration and Conciliation Act, 1996.
- Arbitration In the case of dispute arising between the Ministry of Tourism and the Consultant, which has not been settled amicably, any party can refer the dispute for

Arbitration under the Arbitration Act, 1996. Such disputes shall be referred to an Arbitral Tribunal consisting of 3 (three) arbitrators, one each to be appointed by the Ministry of Tourism and the Consultant and the third arbitrator shall be appointed by the Secretary, Ministry of Tourism on the recommendation of the Secretary, Department of Legal Affairs ('Law Secretary'), Government of India and shall act as Presiding Arbitrator. Award of the arbitration, as the case may be, will be final and binding on both the parties. The Indian Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings.

- Place of Arbitration proceedings shall be held in India at New Delhi and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

14.5 Jurisdiction

The contract shall be governed by laws of India and all Government rules on purchase matter issued from time to time and are in force for the time being are applicable to this contract tender.

14.6 Confidentiality

Except as otherwise permitted by this Agreement, neither of the parties may disclose to third parties the contents of this Agreement or any information provided by or on behalf of the other that ought reasonably to be treated as confidential and/or proprietary. Parties may, however, disclose such confidential information to the extent that it: (a) is or becomes public other than through a breach of this Agreement, (b) is subsequently received by the receiving party from a third party who, to the receiving party's knowledge, owes no obligation of confidentiality to the disclosing party with respect to that information, (c) was known to the receiving party at the time of disclosure or is thereafter created independently, (d) is disclosed as necessary to enforce the receiving party's rights under this Agreement, or (e) must be disclosed under applicable law, legal process or professional regulations. These obligations shall be valid for a period of 3 years from the date of termination of this Agreement.

15. Additional Information to bidders

1. Consortium is NOT allowed for this project.
2. Sub-contracting the work to other consultants is NOT allowed for this project.
3. Period of validity of the proposal is 90 days from the closing date of the proposal submission.
4. The Bidder shall bear all costs associated with the preparation / submission of bid, presentations / demonstration during technical evaluation of the bid. MOT will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
5. MOT reserves the right to accept or reject any or all the bids in part or full without assigning any reason whatsoever.
6. The bids should be clear in all respects. Conditional, erroneous and incomplete bids will be rejected outright.
7. The bid as well as all related correspondence exchanged by the Consultants and MOT shall be written in English language, unless specified otherwise. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an accurate translation of the relevant pages in

- English. For the purposes of interpretation of the bid, the translation shall govern. Information supplied in another language without proper translation shall be rejected.
8. MOT reserves its right to summarily reject offer received from any Consultants on national security considerations, without any intimation to the bidder.
 9. MOT reserves the right to place an order for the full or part quantities under any items of work under scope of work.
 10. Consultants submitting proposals will not be permitted to alter or modify their bids after expiry of the deadline for receipt of bids.
 11. MOT reserves its right not to accept bids from Consultants resorting to unethical practices or on whom investigation/enquiry proceedings have been initiated by Government Investigating Agencies / Vigilance Cell.
 12. Any amendments / corrigendum to the RFP document would be uploaded on the official website of the MOT, www.tourism.gov.in and the tender website of Government of India www.eprocure.com.
 13. The Consultants would indemnify MOT against any claim of copyright violation / plagiarism, etc.
 14. Bidder may use data, software, designs, utilities, tools, models, systems and other methodologies and know-how ("Materials") that bidder own in performing the Services. Notwithstanding the delivery of any Reports, bidder retain all intellectual property rights in the Materials (including any improvements or knowledge developed while performing the Services), and in any working papers that bidder compile and retain in connection with the Services (but not Client Information reflected in them). Upon payment for the Services, Client may use any Materials included in the Reports, as well as the Reports themselves as permitted by this Agreement.

Interested Consultants may submit bids as per the requirements stipulated in this document latest by 27 May 2019 (1500 hrs) . The bid should be addressed to the Deputy Director General (IT), Ministry of Tourism, Transport Bhawan, 1, Parliament Street, New Delhi-110001 and to be dropped in a box designated for the purpose kept at the CR section of MOT located at the Ground floor (near the exit gate), Transport Bhavan, New Delhi till the closing date and time of the bids submission.

Annexure I: Letter for Technical Bid Submission

To be provided on 'Company letter head'

The Deputy Director General (IT),
Ministry of Tourism
Transport Bhawan,
1, Parliament Street,
New Delhi

Subject: Letter of Technical Bid Submission

Madam / Sir,

This has reference to the Ministry of Tourism's RFP no. <<<>> dated <<<>> for Appointment of Consultants for Program Management Unit (PMU) for Incredible India website and mobile app.

In this context, please find enclosed our technical bid in respect of RFP document submitted above.

I/We as the authorized representative(s) of the agency hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification. We undertake, if our Proposal is accepted, to initiate the implementation services immediately in consultation with the Ministry and as per the provisions stipulated in the RFP document. We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 90 days as stipulated in the RFP document.

We understand that the Ministry of Tourism is not bound to accept any Proposal received by it.

Thanking you,

Name of the Bidder:

Authorised Signatory:

Name:

Seal:

Date:

Place:

Annexure II: Letter of Financial Bid Submission

To be provided on 'Company letter head'

The Deputy Director General (IT),
Ministry of Tourism
Transport Bhawan,
1, Parliament Street,
New Delhi

Subject: Letter of Financial Bid Submission.

I/We as the authorized representative(s) of the agency hereby offer to undertake the assignment of Appointment of Consultants for Program Management Unit (PMU) for Incredible India website and mobile app for the Ministry of Tourism, Govt. of India in accordance with your RFP document no. <<<<>>>> dated <<<<>>>>.

Our financial bid as per the requirements of RFP document is attached. The financial proposal is exclusive of taxes, which will be claimed as applicable and as per actual.

Our financial bid shall be binding upon us, up to completion of the period of the contract as specified in the RFP document.

We understand that the Ministry of Tourism is not bound to accept any Proposal received by it.

Thanking you,

Name of the Bidder:

Authorised Signatory:

Name:

Seal:

Date:

Place:

Annexure III: Declaration of ineligibility for corrupt or fraudulent practices

To be provided on 'Company letter head'

The Deputy Director General (IT),
Ministry of Tourism, Govt. of India
Transport Bhawan,
1, Parliament Street,
New Delhi

Subject: Declaration of ineligibility for corrupt or fraudulent practices.

Madam / Sir,

This is with reference to the Ministry of Tourism's RFP no. dated for Appointment of Consultants for Program Management Unit (PMU) for Incredible India website and mobile app in the Ministry of Tourism.

In this context, I, as an authorized representative(s) of company, declare that presently our Company is not declared ineligible / blacklisted for corrupt & fraudulent practices, by any State/ Central government/ PSU.

If this declaration is found to be incorrect, then without prejudice to any other action that may be taken, our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Name of the Bidder:

Authorised Signatory:

Name:

Seal:

Date:

Place:

Annexure IV: Format of Performance Bank Guarantee

PERFORMANCE SECURITY:

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<Email id>

Whereas, <name of the supplier and address> (hereinafter called “the bidder”) has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Consultancy services for Program Management Unit (PMU) for Incredible India website and mobile app to Ministry of Tourism (hereinafter called “the beneficiary”)

And whereas it has been stipulated by in the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <Name of Bank> a banking company incorporated and having its head/registered office at <Address of Registered Office> and having one of its office at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of Rs.<Insert Value> (Rupees <Insert Value in Words> only) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. <Insert Value> (Rupees <Insert Value in Words> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <Insert Date>)

Notwithstanding anything contained herein:

- I. Our liability under this bank guarantee shall not exceed Rs. <Insert Value> (Rupees <Insert Value in Words> only).
- II. This bank guarantee shall be valid up to <Insert Expiry Date>)
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <Insert Expiry Date>) failing which our liability under the guarantee will automatically cease.

Annexure V: Financial Bid format

S. No.	Resource	Multiplier	Unit Price (in INR) (excluding GST)	Total Price (in INR)
		(A) No. of man-months	(B) Price per man-month	(C= A * B)
1.	Project Manager	12		
2.	Adobe Solutions Expert	12		
3.	Management Consultant	24		
4.	Technology Consultant	24		
5.	TOTAL (in INR) (excluding GST)			<.....>
6.	Total Cost (in INR) (excluding GST) (in words)			

Note:

- The total price quoted in Sl No. 5 (i.e. total of sl. no. 1 to sl. no. 4 on column C) will be taken into consideration for evaluation of financial bid.
- In case of any discrepancy in the total price quoted in words and figures, the cost quoted in words would be taken into account.
- In case of any discrepancy/mistake in calculation of the price indicated in Col C with reference to Col A and Col. B, the bid will be treated as non-responsive and will be rejected.

Annexure VI: Earnest Money Deposit – Bank Guarantee Format

To,
The Deputy Director General (IT),
Ministry of Tourism
Transport Bhawan,
1, Parliament Street,
New Delhi - 110001

Whereas M/s <<Name of Bidder>>, a company incorporated under the Indian companies Act, its registered office at/ (hereinafter called 'the Bidder') has submitted its Proposal dated ----- for **Appointment of consultants for Program Management Unit (PMU) for Incredible India website and mobile app** (hereinafter called "the Bid") to **Ministry of Tourism**.

KNOW ALL MEN by these presents that WE <<Name of Bank>> of -----
----- having our registered office at -----
----- (hereinafter called "the Bank") are bound unto the **Pay and Accounts Officer, Ministry of Tourism** (hereinafter called "the Client") in the sum of Rs. XXX/- (Rupees XXX only) for which payment well and truly to be made to the said Client, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this ----- day of

THE CONDITIONS of this obligation are:

- 1. If the Bidder, having been notified of the acceptance of its Proposal by the Client during the period of validity of Proposal**
 - Withdraws his participation from the Proposal during the period of validity of Proposal document;
 - Fails to extend the validity if required and as requested or
 - Fails to produce Performance Bank Guarantee in case of award of tender within 15 days of award of LOI or awarding contract whichever is earlier

We undertake to pay to the Client up to the above amount upon receipt of its first written demand, without the Client having to substantiate its demand, provided that in its demand the Client will note that the amount claimed by it is due to it owing to the occurrence of one or any or a combination of the above conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to the period of bid validity and its validity should be extensible to 45 days beyond the bid validity date. Any demand in respect thereof should reach the Bank not later than the above date.

(Authorized Signatory of the Bank)

Annexure VII: Format to share Pre-Bid Queries

Contact Details of the Organization / Authorized Representative submitting Pre-Bid Query Request					
Name:					
Address:					
Name and Position of Person submitting request:					
Telephone/Mobile Number:					
Email ID:					
Fax:					
Pre-Bid Queries					
Sr. No.	RFP Page No.	RFP Section/ Sub-section No.	RFP Section/ Sub-section Title	Content of the RFP requiring clarification	Query or point of clarification required
1.					
2.					
3.					
4.					
5.					

Annexure VIII: Format for Past experiences

Assignment Name	Name of primary bidder
Name of Client	Location
Address	Duration
Start Date and End Date	Contract Value (in INR)
Description of Project	
Description of services provided	

Annexure IX: Format for CVs for proposed professional staff

Proposed Position				
Name of Expert				
Date of Birth				
Education	Name of Institution	Degree(s) Diploma(s) obtained:	or	Year
Membership in Professional Associations				
Countries of work experience				
Language Skills:	Language	Reading	Speaking	Writing
Employment Record:	From [Year]:	Employer:	Position held:	
	To [Year]:			
Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned				
Name of Assignment or project:				
Year:				
Location:				
Client:				
Main project features:				
Position held:				
Activities Performed:				
Certification				
I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation				

described herein may lead to my disqualification or dismissal by the Client, and/or sanctions by the Bank.

Name of Expert:

Signature:

Date:

Name of authorized Representative of the Consultant:

Signature:

Date: