

**Ministry of Tourism
Government of India
(Travel Trade Division)**

7th Floor,
Chanderlok Building,
36 Janpath Road,
New Delhi - 110 001

Tender No.:TT/38/2020

Date:10/11/2021

Last date for submission of Bids: 03/12/ 2021 till 1500 HRS

Through online on (<http://eprocure.gov.in/epublish/app>)
No offline bids will be accepted.

Opening of Technical Bids: 07/12/ 2021 at 1500HRS

Pre-Bid Meeting : No Pre-Bid Meeting will be held in view of prevailing circumstances. Prospective Bidders, requiring any clarifications on the bid document shall notify Ministry of Tourism on e-mail ID: traveltradedivision@gmail.com by **17/11/2021(1000 hrs)** as per format given at Annexure 3.

Clarifications / Responses to queries received will be uploaded on <http://eprocure.gov.in/epublish/appwww.tourism.gov.in> by **1700 hrs. 24/11/ 2021.**

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KEY DATES & EVENTS :

Name of the Bid	Setting of an integrated system for providing information to tourist through Tourist Info Line (TIL) / helpline, tourist information centre at selected 09 Airports, interacting with tourist with Chat Bots linked to Incredible India official website (www.incredibleindia.org) and handling tourist complaints under CPGRAM portal.
About the Project	Establishment, Operation and Management of an integrated system for providing information to tourist through Tourist Info Line (TIL) / helpline, tourist information centre at selected 09airports, interacting with tourist with Chat Bots linked to Incredible India official website (www.incredibleindia.org) and handling tourist complaints under CPGRAM portal over a period of 3 years from the effective date of commencement of the project.
Period of Contract	Three years extendable for another two years on the same terms and conditions
Financial Bid to be submitted together with Technical Bid	Yes, on the website http://eprocure.gov.in/epublish/app
Selection Method	QCBS 70:30
Proposal Language	English
Proposed Currency	INR
Sub-contracting allowed	No
Tender Inviting Authority	Ministry of Tourism, Government of India
Date of Publication on http://tourism.gov.in http://eprocure.gov.in/epublish/app	10/11/2021.
Contact person for Clarification	Mr. Niraj Sharan, Asstt. Director General (TT)
Correspondence Address	Ministry of Tourism, Govt. of India Room no. 2, 8th Floor, Chanderlok Building, 36 Janpath Road, New Delhi - 110 001 (neeraj.sharan@nic.in)
Pre-bid meeting	No Pre-bid meeting will be held due to prevailing circumstances. Prospective Bidders, requiring

	clarifications on the bid document shall notify Ministry of Tourism on e-mail ID: traveltradedivision@gmail.com by 17/11/2021 (1000 hrs) as per format given in Annexure 3. Clarifications / Responses related to query received will be uploaded by 1700 HRS 24/11/ 2021 http://tourism.gov.in ; https://tourism.euniwizarde.com
Last date for submission of bids Bids	03/12/ 2021 till 1500 HRS Through online on (http://eprocure.gov.in/epublish/app) No offline bids will be accepted.
Bid Security Declaration Form	Annexure -6 must be duly filled , signed & Stamped on company Letter Head
Opening of Technical Bid	07/12/ 2021 at 1500HRS (online opening of bids at http://eprocure.gov.in/epublish/app)
Date, Time & Venue for the Opening of Financial/ Financial Bid for qualified bidders	To be communicated (online at http://eprocure.gov.in/epublish/app)
Proposed Validity Period	90 days from proposal due date

SECTION 1: DISCLAIMER

This Request for Proposal (RFP) is issued by the Ministry of Tourism, Government of India for setting of an integrated system for providing information to tourist through Tourist Info Line (TIL) / helpline, tourist information centre at selected 09 airports, interacting with tourist with Chat Bots linked to Incredible India official website (www.incredibleindia.org) and handling tourist complaints under CPGRAM portal.

Whilst the information in this RFP has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither Ministry of Tourism nor any of its officers or employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, rationality or wholeness of, or for any errors, omissions or misstatements, negligent or otherwise, information contained herein, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information contained in this RFP is selective and is subject to updating, expansion, revision and amendment at the sole discretion of Ministry of Tourism. It does not purport to, contain all the information that a recipient may require for the purposes for deciding for participation in this process. Each Party must conduct its own analysis of the information contained in this RFP, to correct any inaccuracies therein and is advised to carry out its own investigation, the regulatory regime which applies thereto and by and all matters pertinent to the assignment and to seek its own professional advice on the legal, financial and regulatory consequences of entering into any agreement or arrangement relating to the engagement.

Ministry of Tourism shall be the sole and final authority with respect to qualifying a bidder through this RFP. The decision of Ministry of Tourism, in selecting the Agency who qualifies through this RFP shall be final and Ministry of Tourism reserves the right to reject any or all the bids without assigning any reason.

SECTION 2: INTRODUCTION

1. Background

1.1. About Ministry of Tourism

The Union Ministry of Tourism (MoT) is the nodal agency for the formulation of national policies and programmes and for the co-ordination of activities of various Central Government Agencies, State Governments/UTs and the Private Sector for the development and promotion of tourism in the country.

2. Objective

The objective of this RFP is for setting up of an integrated system for providing information to tourist through Tourist Info Line (TIL) / helpline, tourist information centre at selected 09 airports, interacting with tourist with Chat Bots linked to Incredible India official website (www.incredibleindia.org) and handling tourist complaints under CPGRAM portal on turnkey basis for Ministry of Tourism.

The selected agency would be appointed for a period of 3 years from the effective date of commencement of the project. The tenure of the agency can be extended for a further period of two years 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-performances or any other reason which would be specified.

SECTION: 3 SCOPE OF WORK and ELIGIBILITY/QUALIFICATION/EXPERIENCE REQUIREMENT FOR MANPOWER

3.1. Tourist Info Line (TIL) / Helpline (Minimum one manpower to handle one specific foreign language at a time including one manpower each for English and Hindi)

(i) To provide information services to the international tourists (Pre & Post arrival) and domestic tourists, assist the callers with advice on action to be taken during times of distress while travelling in India and if need be alert the concerned authorities.

(ii) The scope of services includes providing voice-based contact center support from the Service Provider's delivering with adequate number of manpower required for the job on Full Time Equivalent basis.

(iii) Operation window: 24x7, 365 days in a year.

(iv) Offering a "multi-lingual helpdesk" in basic language i.e. Hindi and English with also qualified call agents conversant in International Languages namely Arabic, French, German, Italian, Japanese, Korean, Chinese, Portuguese, Russian, Spanish.

(v) The Call agents can be Indian Nationals having following qualifications to provide support service in terms of providing information relating to travel & Tourism in India to the domestic and International tourists/visitors:

- a. A graduate degree from recognized University.
- b. Foreign language Diploma certificate from the Cultural Centres of Embassies / International institutes in the respective international language mentioned above
- c. Minimum two years' experience of interpretation services with Fluency in speaking the respective language.
- d. Should have adequate knowledge in the field of tourism and hospitality sector, particularly with reference to India's Heritage, monuments, and ancient history.

(vi) To provide inbound SMS solution for the project. This solution should be able to handle the inbound and out bound SMSs to the scale of the project.

(vii) Outbound calling would be done primarily to revert on any information that was not available to the caller at the time of call. Another purpose of outbound call would be to educate any selected group regarding government schemes and programmes, tourist products, etc.

(viii) The selected agency is expected to improve to match following Key Performance Indicators: -

- a. Average Handling Time (AHT)
- b. First Time Resolution (FTR)
- c. Average Speed of Answer (ASA)
- d. Call Abandonment Rate etc.

(ix) All the core activities are to be performed by the selected agency only and cannot be sub contracted to other agencies. These include:

- Continue to provide all the requisite infrastructure (IT and Non-IT) for the project and the Data Centre.
- All calling operations for the project
- Operations and management of all the IT and Non-IT infrastructure along with the Tourism Infoline site.
- Manpower deployment for the project
- Meeting all the requirements of Service Level Agreement (SLA) of the project (Annexure 1).
- Prime responsibility to carry out all the activities mentioned in the scope of work in this section.
- Coordination with other agencies required for smooth operation of the TIL project.
- As regard, addition/ deletion from the list of core activities, decision of Technical Coordination Committee (TCC) constituted by MoT to steer and Monitor TIL project will be final and binding on the AGENCY for the core activities.

(x) The toll-free number will be owned by and made available by the MoT and this shall form bulk of the available lines. The charges for toll-free number will be paid by MoT. However, any coordination or technical integration with the Telecom Service Providers (TSPs)/ other agencies in this regard would be done by the selected agency with no cost implication to the MoT.

(xi) The selected agency will identify and engage a Telecom Service Provider (TSP) to provide 2 outbound PRI lines and 2 PRI line for inbound calls. The agency will have to enter in a bipartite contract with the TSP selected by it for PRI lines. However, the agency has to fulfill all Service Level Agreements (SLA) requirements as per RFP Telecom cost, data connectivity, SMS and SMS Gateway or any additional bandwidth cost will be reimbursed by MOT at actuals.

(xii) The selected agency will have the complete responsibility of knowledge management and training of the personnel deployed for the project. The agency will build a Question Bank database/Knowledge Bank and step by step query resolution workflow and will be required to provide update question bank/knowledge base & FAQ database regularly. The agency will develop training methodology including training material in English and Hindi and designated international languages for Helpdesk Agents for various

types of training such as induction training, training of trainer, supervisor training for processes specific to TIL, training etc.

(xiii) The selected agency will provide regular analytical reports to MoT that are necessary to monitor the performance of all the SLA parameters and Key Performance Indicators (KPIs) as identified by the Technical Coordination Committee (TCC).

(xiv) The total number of Full Time Equivalent (Manpower) to be indicated clearly.

(xv) The agency will also be responsible to cater to future requirements of TIL project for which, MoT will bear the full cost for incorporating any such future requirements. Some of the possible future requirements for the project may be for Additional Human resource required as per the RFP.

(xvi) From time to time the requirements would be reviewed and accordingly requirements may be curtailed and increased.

3.2. Tourist Info Line Call Handling

The call handling function of TIL (through Helpdesk Agent/ IVRS) can be broadly classified under the following two categories:

- Providing General Information on Tourist Spots, attractions across the country, entry regulation etc.
- Guidance & Assistance to tourists at times of emergencies and complaints

The functionalities have been broadly detailed below:

a) First Level Call Resolution

The call centre agents at the first-level are expected to enable the following functionalities:

- Provide Tourist information
- Assist in Resolution of grievances posed by callers

First level call resolution will only deal with queries present in the standard question bank. Resolution of calls in the first-level will require call centre agents preferably to possess basic knowledge about tourism in India.

b) Second-Level Call Resolution

The Helpdesk Agents at the second-level will enable the following functionalities:

- Resolve specialized queries not being answered by first level agents
- Provide guidance to tourists to handle any grievances and any form of emergencies

The Helpdesk Agents for second level call resolution will require graduates with Tourism background. The above call resolutions will be supported by qualified tourism professionals who will handle these queries.

A call will be escalated to the second-level if the information required by the caller requires tourism expertise to ensure the quality of advice. All queries asked by the callers not already present in the standard question bank and answered with the aid of Tourism consultant will be transcript and stored in a temporary question bank for future reference and evaluation. Such queries after validation and approval from the panel of experts (as appointed by Ministry of Tourism) will be added to the standard question bank.

3.3 The overall scope of work for the establishment, operation and maintenance of MoT project has been divided into tentative time period of three phases also needs to be indicated:

- Phase I – Establishment & Go-Live / Operationalization of TIL project
- Phase II – Stabilization of MoT project including its operations
- Phase III – Operation, maintenance & on-going support for TIL project

Further, if any additional IT infrastructure, Non IT infrastructure, hardware, software, licenses etc. required for the specified scope of work and to meet the SLA requirements, AGENCY would be responsible for the procurement, installation, up-gradation, support, operation and maintenance of the same for entire duration of project period or thereafter as per mutual consent.

3.4. Required key features of TIL / Customer Relation Management (CRM)

The features that the AGENCY needs to consider for the CRM component of TIL are provided below. However below-given features are exhaustive and should be considered while giving the commercial pricing. Any other features required by MoT will be discussed separately by MoT after the rollout stage.

The customized CRM should be a web-based solution with seamless integration to the other tools such as Interactive Voice Response System (IVRS), Computer Telephony Integration (CTI), SMS gateway.

- It should have integration with TIL for fetching data for validation and pushing back the validated data.
- Provide a single view to the team deployed by the AGENCY for TIL project for all the relevant functions of the TIL.
- Complete management of Tourism related service sets for both incoming and outgoing calls from the TIL
- For all inbound calls separate caller profile needs to be created in the CRM which can be referenced based on the contact number, 18-digit unique ID.
- Customized out-bound call validation interface with all the necessary details available on screen with a clear step-by-step validation steps and necessary pop ups for validation of key columns based on business rules.
- Call back scheduling to ensure maximum coverage on call-out services
- Should have customizable agent prompts
- Skill based Routing based on the following as per business rules:
 - a. Segment based routing (based on people segment information stored in database systems)
 - b. Help Desk Assistant (HA) profile/skills based
 - c. HA Groups with necessary skill-set
- CRM should be integrated with SMS gateway depending on MOT requirements
- Content Management / Knowledge Repository (i.e. both standard and temporary question bank) with a robust search engine to ensure efficient retrieval of information availability for the agent.
- Collaborative knowledge management module with role-based logins which will act as a collaboration tool for discussion between AGENCY, knowledge partner & MOT. Also, the tool should define the workflow for approval of responses to new queries faced by HA before it is added to standard question bank.
- Call quality monitoring:
- Agent scoring (by defining KPIs)

3.5. Required key features of Interactive Voice Response System (IVRS)

The key features of IVRS would include:

- IVRS should be scalable and provide ease of integration with the other components of TIL solution.
- IVRS shall interact with the callers in duplex mode through synthesized recorded voice in Hindi/English/ international Languages depending on region from where the call originates.
- Caller may skip menu by pressing the necessary response. At any time during the call the caller may be transferred to the Helpdesk Agent by pressing a pre-defined number.
- IVRS should be integrated with the CRM and stakeholder profiles of previous callers can be referenced through their contact number, 18-digit unique ID, based on caller input
- IVRS should be able to retrieve HA availability from Automatic Call Distributor (ACD) and announce expected callers queue waiting time and queue length

3.6. Required Key features of ACD (Automatic Call Distributor)

Some of the key features of ACD would include:

- ACD should handle high-volume calls efficiently
- ACD should integrate seamlessly with the IVRS and PBX
- ACD tones and announcement requirements:
 - a. Record new announcements from a pre-recorded file
 - b. Record new announcements by speaking into a microphone
 - c. Play flash announcements i.e. short messages played to HA at beginning of call to identify call by region or service type
 - d. Play intelligent delay announcements i.e. provides the caller an estimate of how long before the call will be answered
 - e. Play standard delay announcements
 - f. Define maximum time (trigger time) before standard delay announcement plays (able to define different times per business unit)
 - g. Define delayed time (trigger time) before normal announcements
 - h. Provide music to callers waiting in queue
- Queue optimization, allowing the caller the option to be called back
- Abandoned call recovery, to determine the contact number of a missed/abandoned call
- ACD should also have necessary monitoring and reporting capabilities for supervision and monitoring.

3.7. Required Key features of Voice Logger

Some of the key features of Voice Logger would include:

- 100% automatic call recording
- Optimal Compression Techniques should be used
- Recording should be sharable amongst AGENCY personnel and MOT through email, bulk transfer for supervisory requirements
- Ability to search through call details to locate specific calls as well as matching records
- Flexible and easy to implement and integrate with other tools of TIL

3.8. Required Key features of Computer Telephony Integration (CTI)

Some of the key features of CTI would include:

- The CTI functionality shall support relevant screen pop-ups on the HA's screen on the basis of CLI, ANI (Automatic Number Identification), DNIS (Dialed Number Identification Sequence).
- The CTI shall enable a computer application to take control of the call flow inside the Switch/EPABX & also allow the computer application to decide the most suitable action / HA for an incoming call.
- The CTI link shall pass events & information of HA states & changes in HA states as well as incoming calls to the computer applications

3.9. Special IT Features

- The solution provided by the service provider should have the provision to use the Department of Electronics and IT, Government of India (Deifty's) built infrastructure namely GI Cloud the Meghraj, Mobile Sewa, National Service Delivery Gateway.
- The service provider has to ensure that open source software should be used for development purpose keeping in view the Government of India policy to promote open source software across the Government Departments for ensuring e-governance applications and systems.
- The service provider has to ensure that the application developed for Tourist Info Line is inter-operable. There should be a provision for data information exchange with other applications programme interface (API). Therefore, the process of open standard should be adopted while developing the application software for the Tourist Info Line.
- The TIL has to have a provision for its integration with other applications to enable the Ministry of Tourism to consider integration of the TIL application with similar such applications developed by any

specific State or region.

- The service provider has to ensure compulsory provision for data warehousing and business intelligence to support strategic and tactical decision making and provide coherent picture of the Tourist Info Line at a point in time.
- The service provide should ensure that there is end-to-end Government process re-engineering be conducted to streamline and simplify the process before carrying out software development. The Ministry of Tourism at its absolute decision can get a third-party quality audit conducted.

3.10. Reporting

- ✓ The Reporting tool should provide a ready-to-use view into the wealth of data gathered by Management system and service management tools. It should consolidate data from all the relevant modules and transform it into easily accessible business-relevant information. This information, should be presented in a variety of graphical formats which can be viewed interactively (slice, dice, drill down, drill through)
- ✓ The tool should allow customers to explore the real-time data in a variety of methods and patterns, and then produce reports to analyze the associated business and service affecting issues
- ✓ The presentation of reports should be in an easy to analyze graphical form, enabling the administrator to put up easily summarized reports to the management for quick action (Customizable Reports).
- ✓ Provide Historical Data Analysis: The software should be able to provide a time snapshot of the required information as well as the period analysis of the same in order to help in projecting the demand for bandwidth in the future.

3.11. Critical Success Factors

Some of the critical success factors for TIL as provided below:

Quality of Tourist Advice	Service Standards
• Accuracy and adequacy of Tourism advice.	• Delivery of services to meet the expectations of Tourist.

<ul style="list-style-type: none"> • Creation of comprehensive knowledge database to address queries in standard manner. • Correct information on Tourism programmes(national / state level) of MoT. 	<ul style="list-style-type: none"> • Efficient validation of TIL records as per MoT requirement • Courteous and responsive (i.e. time bound) query resolution.
Scalability	Improvisation
<ul style="list-style-type: none"> •Flexibility in operational framework to incorporate new services/programmes as the scope of TIL expands to include other MoT programmes. • Recruitment of resources for multiple roles (including management, subject matter experts or operational roles) as per scalability requirement • Multi-tier architecture to ensure faster and efficient ICT efficient scalability of ICT infrastructure 	<ul style="list-style-type: none"> • Ability to quickly mold internal helpdesk processes to incorporate dynamically changing requirements of MoT and stakeholders

3.12 Ministry of Tourism, Government of India

- MOT will provide support to the AGENCY in smooth coordination with the stakeholders for development of TIL application
- TCC for TIL project would be constituted and it will be responsible for following activities:
 - Overall responsibility of management of the project.
 - Monitor the deliverables submitted by AGENCY, as well as coordinate the TIL operations.
 - MoT reserves the right to terminate the contract on breach of the contract Address all issues pertaining to the project including taking on the responsibility for the final sign off as well as annual performance review on annual basis, terms and conditions (including RFP and related documents) by the AGENCY. Also, TCC may extend the project based on mutually accepted and agreed terms.
 - Monitor the performance of the AGENCY through SLAs as mentioned in this document.

3.13. Manning the Airport Counters integrated with TIL/Helpline.

- i. 09 Airport Counters with following Full Time Equivalent (Manpower) and manning the same as per details given below:

S.No.	Name of Domestic Office	Timings
1	India tourism, New Delhi	24*7
2	India tourism, Mumbai	24*7
3	India tourism, Chennai	24*7
4	India tourism, Kolkata	24*7
5	India tourism, Guwahati	9:00 AM to 6:00 PM
6	India tourism, Bangalore	24*7
7	India tourism, Patna (Gaya Airport)	9:00 AM to 6:00 PM
8	India tourism, Hyderabad	24*7
9	India tourism, Varanasi	8:30 AM to 6:00 PM
10	Ahmadabad Air Port – IT, Mumbai (Yet to be commenced)	24*7
	Total	49

- ii. The agency to man the counters as per the timings mentioned above.
- iii. Deployed manpower will interact with Tourists / Visitors face to face or over phone and provide response to queries related to tourism in India.
- iv. (Information related to Railways, Airports, Bus, Hotels and Tourist Places etc are required to be disseminated among tourists.
- v. The persons manning the counter should have a knowledge of local tourist places of the city and also other places.
- vi. Preference to local resource with desirable knowledge and good communication skills.
- vii. To share space with India Tourism representative at facilitation center.
- viii. Resource Deployment:
- At least two Manpower during the above mentioned time at Major International Airports.
 - One Manpower during flight operating hours and may increase as per the traffic.
 - Centralized Operation Management through senior profile.
 - From time to time the requirements would be reviewed and accordingly requirements may be curtailed and increased.
- ix. Experience
- Experienced resources in handling calls in the BPO / Customer Facing role or Tourism Industry Exposure to Tourism Industry.

- (x) Language & Communication Skills:
- Fluent in English & Hindi.
 - Excellent written English skills
 - Foreign language proficiency would be additional qualification.
- (xi) Key Skills
- Ability to understand the tourist requirement or complaint.
 - High interpersonal interaction skills – build a rapport.
 - Other preferable traits – Good knowledge of Local Tourist Places
 - Having adequate knowledge in the field of tourism and hospitality sector, particularly with reference to India's Heritage, monuments, and ancient history.

Persons deputed at the Airport Facilitation Counter will work under the direct supervision of the concerned Regional/India Tourism Offices.

3.14. Chat Services

- i. The scope of services includes providing chat services from the Service Provider's delivering with Chat Application and Chat AGENTS on FTE (Full Time Equivalent) basis.
- ii. Operation window: 24x7, 365 days
- iii. Operation days: 7 Days
- iv. Educational qualification –
 - Fluent in English & Hindi.
 - Excellent written English skills
 - Foreign language proficiency would be additional qualification.
 - adequate knowledge in the field of tourism and hospitality sector, particularly with reference to India's Heritage, monuments, and ancient history.
- v. Number of Chat Bots – 10 Bots
- vi. Number of Manpower – Minimum two (02) manpower attending the Chat Bots.
- vii. From time to time the requirements would be reviewed and accordingly requirements may be curtailed and increased.
 - Services to be offered:
 - a. Information Assistance to the tourist
 - b. Deployment of Virtual Chat Assistant (VCA)/ Provision of live Agents to seamlessly handle the chat interactions which the Chat-bot would not be able to answer from the existing FTE of helpline centre.
 - c. Classification, Analysis and Management of emails received from tourists through contact mail on Incredible India website(info.mot@gov.in).

3.15. For handling tourist complaints including through CPGRAM (1 Full Time Equivalent/Manpower)

- To work 5 days in a week (working days excluding Saturday, Sunday and Government holidays) during the period 9:00 AM to 5:30 PM.
- To work with Travel Trade Division of the Ministry to handle the subject matter related to complaints and CPGRAM.
- Good with Office working tools & applications.
- Graduate degree from a recognized University - Fluent in English & Hindi with good writing skill.
- From time to time the requirements would be reviewed and accordingly requirements may be curtailed and increased.

The manpower required to be manned for the services would keep on changing as per the requirements. Further, it will also depend on the agency quoting the same.

SECTION: 4 Minimum Eligibility Criteria for agency:

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

SN	Eligibility Criteria	Documentary evidence to be submitted
i.	The Firm / Agency should: be a company incorporated in India under the Companies Act, 1956/2013 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 GST registration	Copy of the Certificate of Incorporation / Registration / any other document to prove proprietorship Copy of PAN card Copy of GST Registration
ii.	The Firm / Agency must have at least Five (05) years of experience for providing the required services as mentioned in this RFP in India to	Self-certification from authorized signatory stating that the Firm / Agency is in operation in India for the last Five (05) years

	the Central/ State Government organizations / PSU prior to the publication of RFP document.	
iii.	The Firm / Agency should have an annual turnover of at least INR 10 Cr in each of the last three (3) Financial Years (Either 2020-21, 2019-20, 2018-19 or in case audited accounts are not available for 2020-21, it may be 2019-20, 2018-19, 2017-18) from the business of handling info line/call centre or similar nature of services from its India operations	Turnover Certificate duly certified by Chartered Accountant along with Balance Sheet and P&L Statement for each of the last three (3) Financial Years (Either 2020-21, 2019-20, 2018-19 or in case audited accounts are not available for 2020-21, it may be 2019-20, 2018-19, 2017-18) from the business of handling info line/call centre or similar nature of services from its India operations
iv.	In the last 4 years– the Firm / Agency, should have successfully executed/ completed projects of providing services of managing and operating Info Line / Call Centre or similar nature of project to Central/State Government/PSU as per the below criteria: Three completed projects each with project cost over INR 1 crore; or Two completed projects each with project cost over INR 3 crore; Or One completed project with project fee over INR 5 crore	Client Work Order/ Contract documents/ project completion certificate, within the last 4 years projects of providing services of managing and operating Info Line / Call Centre or similar nature of project to Central/State Government/PSU
v.	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 blacklisted at the time of submission of bid in India.	Self-certification letter undertaking to this effect on company's letter head signed by company's authorized signatory (as per Annexure2)
vi.	The Firm / Agency should have a full-fledged establishment within India and an office with a dedicated team in Delhi-NCR.	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.

4.2. Pre-Bid Meeting

No Pre-Bid Meeting would be held due to prevailing circumstances. All prospective Bidders, requiring clarification on the bid document shall notify Ministry of Tourism on e-mail ID: traveltradedivision@gmail.com by **17/11/2021 (1000 hrs)** as per format given in Annexure 3.

Clarifications / Response to queries received will be uploaded on: <http://eprocure.gov.in/epublish/app> and www.tourism.gov.in by 1700 hrs. On **24/11/2021**

SECTION: 5. Instructions for preparation of proposal:

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

The original proposal (Technical Proposal and Financial Proposal) shall be uploaded on <http://eprocure.gov.in/epublish/app>. The documents uploaded 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.

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.

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.

The Technical Proposal and the Financial Proposal should be uploaded on <http://eprocure.gov.in/epublish/app> as per the guidelines enumerated in this document.

The Proposal should be submitted on or before **1500 Hrs. on 03/11/2021**

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.

5.2 Technical Proposal

The Technical Proposal must include the following:

- a) Power of Attorney to sign the proposal
- b) Documents to fulfil the requirements for Minimum Eligibility Criteria mentioned in this RFP.
- c) Letter of Technical Proposal Submission (as per the format at Annexure 4)
- d) Declaration of ineligibility for corrupt or fraudulent practices Documents (as per the format at Annexure 2)
- e) The Bidders are exempted to submit EMD. Bidders are required to submit Bid Security declaration from in prescribed format as mentioned in Annexure 6 in lieu of EMD.
- f) Format for Past experiences (as per the format at Annexure 8)

The documents submitted by the bidders for Eligibility Criteria and Technical Evaluation Criteria shall be kept confidential by Ministry of Tourism till the process of selection are completed.

5.3 Financial Proposal

The Financial Proposal must include the following:

- a) Letter of Financial Proposal Submission (as per the format at **Annexure -5 & 5A**)
- b) All costs associated with the Assignment should be included in the Financial Proposal as per format given in **Annexure 5**. 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.
- c) (Format for Financial Bid submission is provided in **Annexure V**.)
- d) (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.
- e) 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**.

6. Submission and opening of proposals

6.1 Bid Submission

- i. 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, Ministry of Tourism 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.
- ii. Proposal should be submitted on <http://eprocure.gov.in/epublish/app>
- iii. Bids NOT submitted as per the specified format and nomenclature will be out rightly rejected.
- iv. Bidders shall indicate their rates in clear/visible figures as well as in words as provided in the format at **Annexure 5**. In case of mismatch/Calculation Mistake in amount in words and figure, following may be substituted: Discrepancies/ non-conformities/ errors in the financial bid form will be addressed as follows:
 - a) If, in the cost structure quoted, there is discrepancy between the unit cost and total cost, the unit cost shall prevail and the total shall be corrected accordingly;
 - b) If there is an error in the total corresponding to the addition and subtraction of the sub-totals, the sub-totals shall prevail and the total shall be corrected; and
 - c) If there is a discrepancy between words and figures, the amount in words shall prevail;
 - d) Such a discrepancy in an offer will be conveyed to the tenderer asking him to respond by a target date and if the tenderer does not agree to Procuring Entity's observation, the tender is liable to be rejected and considered unresponsive.
- v. The interested bidders may submit their Bid on or before the time mentioned in his RFP.
- vi. Financial bid may be submitted as per the format for quote details for financial bid (refer to Annexure 5: Financial Bid format)

6.2 Bid Opening

The bids will be opened on the website in the presence of bidder's representatives who choose to attend the Bid opening sessions. However, bidders may keep themselves updated about process through online login on the bidding site. 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 the Ministry of Tourism, the Bids shall be opened at the same time and location on the next working day. Ministry of Tourism will open the Technical and Financial proposals for all the bidders who submitted the proposals within the bid submission deadline.

6.2.1 Opening of Technical Proposal.

- The Technical Proposal of the bidders will be opened in the bid-opening session in the presence of the bidder's representatives. However, the bidders may keep themselves updated about the status of bid through online login on the e-tendering website <https://tourism.euniwizarde.com>.
- Bids received without Earnest Money Deposit (EMD) will be rejected straight way.

6.2.2 Opening of Financial Proposal:

For the purpose of opening of financial bids, Ministry of Tourism 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 the Ministry of Tourism in due course.

The Financial Proposal shall be opened in the presence of qualified bidders' representatives on a date and time which will be duly notified. However, the technically qualified bidders may keep themselves updated about the status of the bids through online login on the e-tendering website.

7. 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 70:30 where 70% weight-age will be given to Technical Bid and 30% weight-age to Financial Bid.**

7.1 Technical Evaluation

- i. Ministry of Tourism will constitute an Evaluation Committee (EC) to evaluate the responses of the bidding agencies
- ii. If there is only one bid, MOT reserves the right to process the single bid or take recourse to the process of re-tendering.
- iii. The EC 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.
- iv. 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 Para 4 of Section 1 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.
- v. 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.
- vi. 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 and suitable action would be taken as per the Bid Security Declaration.
- vii. 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.

- viii. 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.
- ix. 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.
- x. Technical presentation to be made to the Evaluation Committee based on the Understanding of the project as per this RFP document:

7.2 Technical Bid Evaluation Criteria

(a)Basis on documents submitted in Technical presentation

S.No	Criteria	Weight-age (Max)	Documents Required and Marking Criteria	
1	Company Profile	35		
1.1	Turnover from BPO business		15	CA Certificate certifying the turnover from BPO Business of latest FY year. (a)5 marks for fulfilling

				<p>minimum Requirement of Rs. 10 Crore per annum. (b) 10 marks for turnover/FY more than 10 Crore but not more than 15 crores. (c) 15 marks for the turnover/FY more than 15 crores</p>
1.2	Regional Language capabilities		5	<p>Matriculation certificate.</p> <p>Additional two marks for each Regional language other than Hindi.(As mentioned in eighth schedule of Indian constitution)</p>
1.3	Number of BPO seats		10	<p>Work order issued by the clients with in the latest two(2) Financial year. (a) Less than 400 Seats- Zero marks. (b) 5 marks for more than 400 seats but less than 600 seats. (c) 10 marks for more than 600 seats</p>
1.4	Size of single largest customer supported (Depending up on the project value in INR)		3	<p>Certificate from the client verifying the claim</p>
1.5	Existing Spare capacity in terms of BPO Seats		2	<p>Self-Certification</p>
2	Qualification, Experience of Key Personnel, HR Process	10		

2.1	Average qualification & experience of agents proposed, span of control, attrition etc.		2 Details manpower dashboard for last one year (Graduation would be taken as an average)
2.2	Proposed Project Management & Governance structure		2 Detailed proposal
2.3	Senior & dedicated members assigned for the proposed project		1 Proposed Project/Account Manager
2.4	Recruitment Process		2 Dedicated hiring team and brief details of past hiring experience
2.5	Training		3 Training methodology, trainers, training areas, content and training infrastructure

(b) Manpower/FTEs with multi lingual communication skill out of 10 foreign languages as mentioned at para 3.1 (iv) besides English and official language Hindi.

S.No.	Criteria	Weight-age (Max)	Sub-weight-age (Max)/	Documents Required and Marking Criteria
3	Manpower/FTEs with multi lingual communication skill besides Hindi and English language	10		

3.1	(a) More than 4 and up to 10 FTEs with multi lingual communication skill		5 marks	At least 6 months Diploma Certificate issued by any recognised/registered institute in each language for the employees claimed for multilingual skill in foreign language .
3.2	(b) More than 10 and upto 15 FTEs with multi lingual communication skill - 8 marks		8 marks	At least 6 months Diploma Certificate issued by any recognised/registered institute in each language for the each employee claimed for multilingual skill in foreign language
3.3	(c) More than 15 manpower		10 marks	At least 6 months Diploma Certificate issued by any recognised/registered institute in each language for the each employee claimed for multilingual skill in foreign language

(c). Basis on Technical Presentation made before the Committee

S.No	Criteria	Weightage (Max)	Sub-weightage (Max)	Documents Required
4	Methodology, Work plan & Understanding of the Requirements	25		
4.1	Robustness of Implementation Plan		10	Level of detail, risk mitigation, practicality ,number of locations
4.2	Work Force Management		5	Plan for ramp-up/ /maintaining multi-lingual proficiency.

4.3	Physical infrastructure		3	Adequacy in terms of suitability of location, physical and data security, power back up, environmental protection telecom infrastructure.
4.4	Redundancy and scalability		2	Successful projects detailing the retention and scalability as and when required
4.5	SLA commitments offered and additional KPIs monitored		5	Service level parameters and details of KPIs monitored
5	Case Studies	20		
5.1	Similar Multi-channel projects		5	Case Study
5.2	Ability to ramp-up of resources in short time-Case Study		8	Case Study
5.3	BCP/DR capability (Technology and Plan)		7	Case Study
	Total weight-age	100	100	

Note:
Supporting Documents are required to be submitted in accordance with the Technical Evaluation Criteria above.
Two properly marked CDs containing the information, as per the Technical Evaluation parameters are required to be submitted.
The Ministry of Tourism (MoT) reserves the right to visit any or all of the short-listed bidders for a physical verification of stated capacities and capabilities. Discrepancy between stated capacity/capabilities and site verification shall be reviewed by the committee while taking any final decision about evaluation of Technical Bid. disqualification.

8 Financial Evaluation

- i. The financial bids of only technically qualified bidders will be opened in the presence of bidders' representatives.
- ii. EC would scrutinize the financial bids. The bids found lacking in strict compliance to the financial bid format shall be rejected straightaway.
- iii. **Financial bids will be evaluated based on 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
- iv. For consideration of their bids, the bidders must quote rates for all the resources in the detailed financial bid (refer to Annexure 5: Financial Bid format)
- v. 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.

9. Overall Evaluation

Selection of agency / firm will be based on the **aggregate scores of the Technical Evaluation and Financial Evaluation. The agency / firm which scores the highest aggregate score would be awarded the contract. The overall evaluation process is mentioned below:**

- i. The EC would evaluate the proposals for short listing only those bidding agencies which fulfil the minimum eligibility criteria as mentioned in this document.
- ii. EC would evaluate the technical bids of only the shortlisted agencies.
- iii. EC would evaluate the financial bids of only those agencies which score at least 70% or above marks in the technical evaluation phase.
- iv. 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= 0.70 * Technical Score + 0.30 * Normalized Commercial Score

10. Award of Contract / Work order

On selection of the agency/firm 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.

11. Submission of Performance Guarantee

The selected agency must submit Performance Guarantee (PG) in the form of Bank Guarantee as per format in Annexure 7 from a scheduled bank for 3% of the total contract value having validity of 60 days beyond the date of completion of the two years of contract. In case of contract is extended for one year, the selected agency shall again submit Performance Guarantee (PBG) for the extended period having validity of 60 days beyond the extended date 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 Ministry of Tourism 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.

12. Terms and Conditions

12.1 Indemnity and Limitation of Liability

- i. 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

- ii. 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
- iii. Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by:
 - Indemnified Party's misuse or modification of the Service;
 - Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party;
 - 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:

- Procure the right for Indemnified Party to continue using it
- Replace it with a non-infringing equivalent
- 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.

- iv. 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 be entered 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 include any appropriate confidentiality agreement prohibiting disclosure of the terms of such settlement;
 - i. 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;
 - ii. the Indemnified Party shall take steps that the Indemnifying Party may reasonably require to mitigate or reduce its loss because of such a claim or proceedings;
 - iii. 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)
 - iv. 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 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

- v. any breach of any of the terms of the Bidder's Bid as agreed, the RFP and this Contract by the Bidder 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
- vi. 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.
- vii. 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.
- viii. 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.
- ix. 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.
- x. 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

13. Amendment of RFP Document

At any time before the deadline for submission of bids, MoT may, for any reason, whether at own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding document by amendment. If required, MoT also reserves the rights to extend the deadline for the submission of bids. Any modifications in the RFP Document would be conveyed through notifications on the websites <https://tourism.euniwizarde.com> and www.tourism.gov.in.

14. Bid Security

- i. To safeguard against a bidder's withdrawing or altering its bid during the bid validity period, Bid Security referred to as Bid Security Declaration Form at annexure VI shall be obtained from the bidders.
- ii. The appropriate action would be taken as per the terms and conditions specified in the Bid Security Declaration Form

SECTION 6: SCHEDULE FOR COMPLETION OF TASK

15. Project Plan and Time line

The AGENCY will have to synchronize various activities and adhere to the time schedule as provided in the table below:

S.No	Activities	Time
1	<ol style="list-style-type: none">a. Establishment of Hardware Infrastructure & Software Infrastructure for TIL.b. Establishment of Telecommunications Infrastructure for TILc. Establishment of Non-IT Infrastructure for TIL.d. Design, Development, Testing and Implementation of TIL Solutione. Prepare the FRS (Functional Requirement Specification) Documentf. Prepare the SRS (System Requirement Specification) Document and the System Design Document (SDD)g. Develop a prototype of the TIL Solutionh. Develop the TIL Solutioni. Earmarking and Mobilization of TIL Teamj. Mobilization of Core Team	8- 10 weeks from date of agreement signing.

	<ul style="list-style-type: none"> k. Mobilization of Operational Team l. Creation of Knowledge Repository m. Preparation of Standard Operating Procedures and Information Security Guidelines & Protocol for TIL n. Capacity Building o. Preparation of Training Manuals for Helpdesk Agents p. Training on TIL Application to the Helpdesk Agents q. Go-Live / Operationalization of TIL 	
2	r. Operation & Maintenance of TIL Project for a period of 3 years from the date of Go-Live of TIL	3 Years
3	s. On-going Support for Implementation of Additional Requirements of MoT during the period of 3 years from the date of Go-Live of TIL project.	As and when required during the period of 3 years from the date of Go-Live of TIL project.

15.1 In case of addition of any other programs of Ministry of Tourism to the TIL, the timelines for incorporation and implementation of the same shall be mutually discussed between the appointed AGENCY and MOT.

- I. If the successful bidder fails to offer the services within the periods as specified in the schedule above, MOT shall, without prejudice to its other remedies under the Bid, deduct from the performance security, as liquidated damages, a sum equivalent to 0.25% of the total cost of the contract value for each week or part thereof of delay until Final Acceptance, up to a maximum deduction of the 10% of the total contract value. However, if the cumulative delay is more than 45 days, MOT has the right to terminate the contract and invoked the performance security and the amount of Bank Guarantee would be appropriated to Government Account.
- II. The bidder will strictly adhere to the timelines quoted in the RFP and any delay on behalf of AGENCY will be liable to the penalty of 0.25% per week of the contract value
- III. The Bidder will submit detailed presentation on the methodology with timelines for the execution of the project along with the Proposal as per Scope of Work specified in the RFP

16. Review of Deliverables

Ministry of Tourism will review each deliverable within agreed time frame and will issue “Permission to Proceed” or “Permission to Proceed subject to certain conditions”.

17. Roles and Responsibilities

17.1. Successful Bidder / AGENCY

- AGENCY shall procure, install, operate, maintain, upgrade and provide support for the complete infrastructure (IT, non IT and others) required for the TIL project for the complete duration of the project on turnkey basis.
- AGENCY shall have the complete responsibility of data security for the TIL project
- AGENCY shall manage the overall project as a single point of contact.
- AGENCY shall obtain the license of call center operation for the project.
- AGENCY shall prepare and Monitor the Project Plan, Periodic Status Reports, Training Guidelines & Modules, Knowledge Management Protocol, prepare and submit risk and mitigation strategies, Review Meetings etc.
- AGENCY shall understand the business requirements of the MOT for TIL as well as other programmes of the Ministry as and when they are planned to be rolled out through TIL.
- Continual revision in the formats and data to be incorporated by the AGENCY in the weekly / fortnightly / monthly /quarterly / yearly reports to be submitted with regards to TIL operations & SLAs.
- AGENCY shall prepare guidelines and details of the changes if any that are required in the CRM, IVRS applications, reporting formats
- AGENCY shall provide training to Helpdesk Agents, select members of training Agency and select officials of MOT.
- The complete responsibility to commission, operate, upgrade and maintain the non IT components of TIL project (As mentioned in the scope of the project) including access control system, CCTV cameras, power etc. would be the responsibility of AGENCY
- Any other IT and non-IT components that would be required for smooth operation of TIL project should be procured, commissioned, operated, upgraded and maintained by the AGENCY during the entire project period

- AGENCY shall establish and maintain the specified Service Level Agreement (SLAs.). AGENCY should provide all the system generated reports that is required to monitor the SLA for the project
- AGENCY shall undertake regular maintenance and upgradation of the system to ensure its optimum utilization and performance.
- AGENCY shall have the responsibility to maintain discipline of the office environment and safety of the helpdesk, Helpdesk Agents and other support staffs deployed at the TIL site.
- AGENCY shall provide maintenance, upgrade and support all components (including IT and non IT) of TIL Project.
- The AGENCY would ensure that all laws, rules and guidelines governing the operation of call centers like safety of employees, reimbursement for night working hours etc. should be strictly adhered to
- The AGENCY would ensure that all laws, acts, rules and guidelines governing the applications and the security guidelines of Ministry of Communications & Information Technology are adhered to.

SECTION 7: Termination of Contract

18. Termination for Default

MoT may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the successful Bidder, terminate the contract in whole or in part if:

- The successful Bidder fails to deliver any or all of the obligations within the time period(s) specified in the contract or any extension thereof granted by the MoT.
- The successful Bidder fails to perform any obligation(s) under the contract.

However, the disputes if any, may be referred to Arbitration as per clause 36

19. Termination for Insolvency, Dissolution etc

MoT may at any time terminate the contract by giving written notice to the successful bidder without compensation to the successful bidder, if the qualified Bidder becomes bankrupt or otherwise insolvent or in case of dissolution of firm or winding up of company, provided that such termination will not prejudice or effect any right of action or remedy which has accrued thereafter to MoT.

20. Termination for Convenience

Either party reserves the right to terminate by prior written notice, the whole or part of the contract. The notice of termination shall specify that termination be for either party convenience, the extent to which performance of work under the contract is terminated and the date on which such termination becomes effective.

21. No Claim Certificate

The successful bidder shall not, be entitled to make any claim, whatsoever, against MoT under or by virtue of or arising out of this contract nor shall MoT entertain or consider any such claim after bidder shall have signed a "no claim" certificate in favour of MoT in such forms as shall be required by MoT after the works are finally accepted.

22. Suspension

MoT may by a written notice of suspension, suspend all payments to the successful bidder under the contract, if the successful bidder fails to perform any of its obligations under this contract, (including carrying out of the services) provided such notice of suspension:

- shall specify the nature of the failure and
- shall request the successful bidder to remedy such failure within a specified period from the date of issue of such notice of suspension.

23. Consequences of Termination

- a. In the event of termination of this contract due to any cause whatsoever accept „Termination for Convenience“, the AGENCY shall be liable for any legal recourse including blacklisting by the Ministry.
- b. In the event of termination of this Contract due to any cause whatsoever, whether consequent to the stipulated Term of the Contract or otherwise the Ministry shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the project which the AGENCY shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach and further allow and provide all such assistance to the Ministry and/or the successor AGENCY, as may be required to take over the obligations of the erstwhile AGENCY in

relation to the execution/continued execution of the scope of this Contract.

- c. Nothing herein shall restrict the right of the Ministry to invoke the Bank Guarantee and other Guarantees furnished hereunder, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to the Ministry under law.
- d. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of this Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

24. Withdrawal by the AGENCY

AGENCY at any point of time during project duration, if withdraws from the project, shall constitute sufficient grounds for the annulment of the award and in case of exigency, if the Ministry gets the work done from elsewhere, then AGENCY will fully cooperate in the migrating of process to the other service provider.

25. Intellectual Property Rights (IPR)

- MoT shall own and have a right in perpetuity to use all Intellectual Property Rights (IPR) which have arisen out of or in connection with the implementation of this project, including all processes, products, data, knowledge products, training material and other documents which have been developed by the AGENCY during the performance of Services and for the purposes of inter-alia use or sub-license of such services under this project. The AGENCY undertakes to disclose all Intellectual Property Rights arising out of or in connection with the performance of the services to the MoT and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of the MoT.
- Further, if the MoT desires, the AGENCY shall be obliged to ensure that all approvals, registrations, licenses, permits and rights which are, inter-alia, necessary for use of the systems/ equipment installed by the AGENCY, the same shall be acquired in the name of the MoT, prior to termination of this project and which shall be assigned by the MoT to the AGENCY for the purpose of execution of any of its obligations

under the terms of the bid or this project. However, subsequent to the termination of this project, such approvals etc. shall ensure to the exclusive benefit of the MoT.

- The AGENCY shall ensure that while it uses any software, hardware, processes or material in the course of performing the Services, it does not infringe the Intellectual Property Rights of any person and the AGENCY shall keep the MoT indemnified against all costs, expenses and liabilities howsoever, arising out of any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms or infringement of any Intellectual Property Rights by the AGENCY during the course of performance of the services.
- Information Security: The AGENCY shall not carry and/ or transmit any written material, information, layouts, diagrams, storage media (hard disk/ tapes) or any other goods/ materials in physical or electronic form, which are proprietary to or owned by the MoT out of TIL premises without prior written permission from the MoT. The AGENCY personnel and sites shall comply with ISO 27001 standards. AGENCY acknowledges that MoT's business data and other MoT proprietary information or materials, whether developed by MoT or being used by MoT pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to MoT; and AGENCY agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by AGENCY to protect its own proprietary information. AGENCY recognizes that the goodwill of MoT depends, among other things, upon AGENCY keeping such proprietary information confidential and that unauthorized disclosure of the same by AGENCY could damage the MoT, by reason of AGENCY's duties hereunder. AGENCY may come into possession of such proprietary information, even though AGENCY does not take any direct part in or furnish the services performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the services required by this agreement. AGENCY shall use such information only for the purpose of performing the said services. AGENCY shall, upon termination of this project for any reason, or upon demand by MoT, whichever is earliest, return any and all information provided to AGENCY by MoT, including any copies or reproductions, both hardcopy and electronic.

- MoT shall retain all right, title and interest in and to any and all data, entered or generated by the AGENCY for MoT pursuant to this agreement and any modifications thereto or works derived there from.

SECTION 8: Payment Terms

26. Schedule of Payments

AGENCY will have to setup the helpdesk conforming to the scope mentioned in the RFP. In this regard, AGENCY may be given the advance (if asked for, as per the terms and conditioned defined in the RFP) as per the formula mentioned in the table below. After the go live of the TIL project, AGENCY shall be paid the bills raised by the AGENCY based on the no. of FTE on quarterly basis. On-going support for implementation of additional requirements of MoT shall be paid additionally based on the rates provided by AGENCY in this document.

Sl. No.	Payment Milestones	Time of Payment	Payment Formula
1.	M1: Advance	Start of Project <i>(Payment in two equal instalments)</i>	Advance* = Upto 20% of the contract value of the project in two equal instalments on submission of Single Bank Guarantee for the amount equal to 110% of the advance requested. First instalment will be paid at the time of signing of the contract. Second instalment will be paid at the time of Go-Live of TIL project. Advance paid to the AGENCY will be adjusted on quarterly payments made to the AGENCY in 8 equal instalments.
2.	M2: Payment during stabilization period of the project	Schedule for completion of task, Phase II, point No 1 (Project plan and Timeline).	Payable Amount = (Helpdesk FTE rate quoted by the AGENCY for the first year in the financial bid as mentioned in Annexure 5 & 5A) X (average no. of FTE per

			month for that quarter) * 3
3.	M3: Payment after the stabilization period till the entire duration of the project	After the stabilization period till the entire duration of the project <i>(quarterly basis payments till the rest of the duration of the project)</i>	Payable Amount = {(Helpdesk FTE rate quoted by the AGENCY for the respective year in the financial bid as mentioned in Annexure 5 & 5A) X (average no. of FTE for the respective quarter)} * 3

*Advance paid to the AGENCY will be adjusted on quarterly payments made to the AGENCY in 8 equal instalments. This value of advance is exclusive of the telecom, data bandwidth, SMS charges to be reimbursed by the Ministry. Also, AGENCY shall provide a bank guarantee of amount equal to 110% of the advance requested.

Note:

- The invoices towards the services rendered by the AGENCY shall be submitted to MoT as per the schedule given above. MoT shall release the payments after checking the invoices as per agreement subject to satisfactory performance of the AGENCY and adherence to SLAs and other conditions of the RFP.
- All taxes, GST, duties etc. shall be payable by the AGENCY. However, in case of change or revision of Service Tax, the payment will be made as applicable. The documentary evidences for payment of service tax will be submitted by the AGENCY.
- Mandatory taxes/duties etc. as applicable shall be deducted by MoT.
- For modification in seats or addition of seats adequate amount would be adjusted /increased in line with the rates quoted by the AGENCY in the financial format as provided in Annexure 5 & 5A of the RFP. However, the same would be finalized by the Technical Coordination Committee in discussion with the AGENCY.
- For implementation of additional requirements of the MoT (including addition of other programmes of the MoT) beyond the estimated 10 man-month effort; the effort estimate, the payment model would be finalized by the Technical Coordination Committee in discussion with the AGENCY.

SECTION 9: Miscellaneous

27. Standards

The services to be rendered under the contract to be signed between MoT and selected bidder on stamp paper shall conform to the standards mentioned in this document, and in case no applicable standards are mentioned, to the latest authoritative standards as laid down by the competent institution governing that standard.

28. Standard of Performance

The selected bidder shall render the service and carry out its obligations under the contract with due diligence, efficiency and economy in accordance with generally accepted norms, techniques and practices used in the industry.

29. Time for Implementation of the Project

The successful bidder shall complete and implement the project within the agreed time frame starting from the date of award of contract. The implementation schedule specified in this RFP shall be strictly adhered to.

30. Right to Inspect Support Facilities

MoT shall reserve the right to inspect the premises to be used for the purpose of this project without any prior notice.

31. Confidentiality

The selected bidder and its personnel shall not, either during the term or after expiration of this project, disclose any proprietary or confidential information relating to the services, contract or MoT's business or operations without the prior written consent of MoT.

32. Force Majeure

- Notwithstanding the conditions of the bid, the bidder shall not be liable for forfeiture of its performance guarantee, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

-

- For purposes of this Clause, "Force Majeure" means an event beyond the control of the bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of MoT either in its sovereign or contractual capacity, wars or revolutions, fires, floods, earthquakes, epidemics, quarantine restrictions and freight embargoes.
- If a Force Majeure situation arises, the successful bidder shall promptly notify the MoT in writing of such conditions and the cause thereof. Unless otherwise directed by MoT in writing, the bidder shall continue to perform its obligations under the contract as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- MoT may terminate the contract, by giving a written notice of minimum 30 days to the bidder, if as a result of Force Majeure the Bidder is unable to perform a material portion of the services for a period of more than 60 days.

33. Arbitration and Jurisdiction

- In the event of any dispute relating to the import or meaning of any terms and conditions which could not be solved amicably by the parties, the parties may refer the matter to the Arbitrator to be appointed by the MoT on the request of either of the parties for arbitration in consonance with the provisions of the Arbitration and Conciliation Act, 1996(Act 26 of 1996), on the designated reference in dispute. All legal proceedings shall lie to the jurisdiction of courts situated in New Delhi.

34. Review Meetings

- There shall be weekly / fortnightly meetings to review functionality issues and progress of work. The frequency of meetings will be mutually decided at the time of signing of the contract. All matters which are not resolved during the review meeting will be escalated as per the escalation procedure mutually agreed by both the parties.

35. Progress Reporting and escalation procedures

- The selected bidder should submit weekly / fortnightly report. These reports shall indicate the progress of work and matters that need escalation or which are pending for decision. In particular, the time-schedule shall be reported for each individual deployed.

36. Period of contract

MoT intends to appoint a selected bidder / AGENCY for the time period as mentioned in this RFP. The time period mentioned in the agreement as mutually decided by both the parties will need to be strictly adhered to.

37. Indemnity

- The AGENCY shall execute and furnish a Deed of Indemnity in favour of the MoT in a form and manner acceptable to the MoT, indemnifying the MoT from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the contract period out of:
 - any negligence or wrongful act or omission by the AGENCY or the AGENCY's team or third party in connection with or incidental to the contract; or
 - any breach of any of the terms of the AGENCY's bid as agreed, the bid and the contract by the AGENCY, the AGENCY's team or any member of third party.
- The indemnity shall be to the extent of 3 months of billing in favour of the MoT.

38. Exit Management Schedule

Exit management schedule shall be a part of the contract to be signed in between MoT and selected bidder.

38.1 Exit management

38.1.1 Purpose:

- a. This clause sets out the provisions which will apply on expiry or termination of the "Contract", the "SLA (Service Level Agreement)" and "RFP (Request of Proposal)".
- b. The AGENCY shall carry out its obligations set out in this Exit Management Clause.

38.1.2 Transfer of Assets

- a. The AGENCY shall be entitled to use the facilities for the duration of the exit management period. The “asset” in this regard would be considered as the complete infrastructure that is provided to the AGENCY by MoT and the infrastructure set up by the AGENCY for TIL project.
- b. The MoT at any time during the exit management period may ask AGENCY to provide a complete and up to date list of the Assets within 30 days of such notice. All the Assets detailed in the list shall be handed over to MoT within the time period as indicated to the AGENCY by MoT.
- c. Upon service of a notice as mentioned in point above, the following provisions shall apply:
 - i. The Assets to be handed over to the Ministry shall be free from any lien and liabilities.
 - ii. All asset/ infrastructures that is procured and installed at TIL site by the AGENCY shall be owned by the MoT.
 - iii. On the expiry of this clause, the AGENCY shall handover all confidential information and all other related materials in its possession to the Ministry.
 - iv. The infrastructure, data and information delivered to the AGENCY by the Ministry during the contract term or on expiry of the contract duration should not be sold or re-used or copied or transferred by the AGENCY without prior written notice and approval of the Ministry. The complete infrastructure at the TIL site shall be the legal properties of the Ministry.

38.1.3 Cooperation and Provision of Information during the exit management period:

- a. The AGENCY shall allow the Ministry or its nominated agencies the access to information reasonably required to define the then current mode of operation.
- b. The Ministry or its nominated agencies shall be entitled to copy all related information. Such information shall include details pertaining to the daily operation, asset, human resource details, calling details,

system details, application details and other performance data. The AGENCY shall permit the Ministry or its nominated agencies to have reasonable access to its employees and facilities as reasonably required to understand the TIL operations and to assist appropriate knowledge transfer.

39. Exit Management Plan

39.1.1 The AGENCY shall provide the Ministry with a recommended "Exit Management Plan", which shall deal with at least the following aspects of exit in relation to the Project Implementation:

- a. A detailed program of the transfer process that could be used in conjunction with a Replacement Successful Bidder including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;
- b.
 - b. Plans for the communication with various stakeholders including Ministry and any related third party as are necessary to avoid any material detrimental impact on TIL projects' operations as a result of undertaking the transfer; Plans for provision of contingent support to TIL project and Replacement Successful Bidder for a reasonable period after transfer.

39.1.2 The AGENCY shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.

39.1.3 Each Exit Management Plan shall be presented by the Successful Bidder to and approved by the Ministry or its nominated agencies.

39.1.4 The terms of payment as stated in the Terms of Payment Schedule include the costs of the Successful Bidder complying with its obligations under this Schedule.

39.1.5 In the event of termination or expiry of SLA, Project Implementation, Operation and Management SLA or Contract each Party shall comply with the Exit Management Plan.

39.1.6 During the exit management period, the Successful Bidder shall use its best efforts to deliver the services.

39.1.7 Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.

39.1.8 This Exit Management plan shall be furnished in writing to the Ministry or its nominated agencies within 15 days from the Effective Date of this Agreement and seek the approval.

40. Right to Vary Quantity

At the time of award of contract, the quantity of manpower resources and services originally specified in the bidding documents may be increased/decreased. It shall be without any change in the service charge or other terms and conditions of the Bid and the bidding documents. If the MOT does not procure/engage any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation except otherwise provided in the bidding document.

41. Limit of Liability

There shall be no limitation of liability in case of any damages for bodily injury (including death) and damage to real property, tangible personal property, intangible personal property and intellectual property rights.

However, where there has been misconduct, gross negligence, dishonesty or fraud on behalf of the AGENCY, the AGENCY's liability under this Contract shall be subject to the amount of price during 3 months of billing.

42. Insurance

The AGENCY shall maintain standard forms of comprehensive insurance including liability insurance, system and facility insurance and any other insurance for the personnel, assets, data, software, etc. for entire duration of the contract.

43. Withdrawal, Substitution, and Modification of Bids

- i. A Bidder may withdraw the Bid or re-submit the Bid (technical and/or financial) as per the instructions/ procedure mentioned at e-Procurement website
- ii. Bids withdrawn shall not be opened and processed further.

- iii. The Consultants would indemnify Ministry of Tourism against any claim of copyright violation / plagiarism, etc.

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 bidders may submit bids as per the requirements stipulated in this document latest by **1500 Hrs. on 03/12/ 2021.**

Annexure -1 Draft Service Level Agreements (SLAs)

Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the Service Provider to MOT for the duration of this contract.

Benefits of this SLA	<p>Trigger a process that draws the MOT and the Service Provider management attention to some aspect of performance when that aspect drops below an agreed upon threshold, or target. Makes explicit the expectations that MOT has for performance. Helps MOT control the levels and performance of Service Provider services.</p> <p>MOT and Service Provider shall maintain a weekly/monthly contact to monitor the performance of the services being provided by the Service Provider and the effectiveness of this SLA.</p>
	<p>This SLA document provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The Service Provider shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels.</p> <p>The services provided by the Service Provider shall be reviewed by the MOT and MOT shall:</p> <ol style="list-style-type: none"> a. Check performance of the Service Provider against these SLAs over the review period and consider any key issues of the past period's performance statistics including major incidents, service trends, etc. b. Discuss escalated problems, new issues and matters still outstanding for resolution. c. Review of statistics related to rectification of outstanding faults and agreed changes. d. Provide suggestions for changes to improve the service levels. In case desired, MOT may initiate an interim review to check the performance and the obligations of

	<p>the Service Provider. The SLA may be reviewed and revised in accordance to the procedures detailed under SLA Change Control. SLA Change Control procedures will be used if there is a dispute between UIDAI and the Service Provider on what the performance targets should be set.</p>
	<p>It is acknowledged that this SLA may change as MoTs needs evolve over the course of the contract period. This document also defines the following management procedures:</p> <ol style="list-style-type: none"> a. A process for negotiating changes to the SLA. b. An issue management process for documenting and resolving difficult issues. c. MoT and Service Provider management escalation process to be used as in RFP document in the event that an issue is not being resolved in a timely manner by the d. lowest possible level of management. If there is any confusion or conflict between this document and the e. Contract, the Tender and its addenda, the Contract will prevail.
	<p>The parties may amend this SLA by mutual agreement in accordance with terms of this contract. Changes can be proposed by either party. The Service Provider can initiate an SLA review with the MoT. Normally, the forum for negotiating SLA changes will be MoT's monthly meetings. Unresolved issues will be addressed using the issue management process. The Service Provider shall maintain and distribute current copies of the SLA document as directed by MoT. Additional copies of the current SLA will be made available at all times to authorized parties.</p>
	<p>This process provides an appropriate management structure for the orderly consideration and resolution of business and operational issues in the event that quick consensus is not reached between Purchaser and Service Provider. It is expected that this pre-defined process will only be used on an exception basis if issues are not resolved at lower management levels.</p> <ol style="list-style-type: none"> a. Either MoT or Service Provider may raise an issue by documenting the business or technical problem, which presents a reasonably objective summary of both points of view and identifies specific points of disagreement with possible solutions.

	<p>b. Purchaser and the Service Providers representative will determine which committee or executive level should logically be involved in resolution.</p> <p>c. A meeting or conference call will be conducted to resolve the issue in a timely manner. The documented issues will be distributed to the participants at least 24 hours prior to the discussion, if the issue is not an emergency requiring immediate attention.</p> <p>d. Management of Purchaser and Service Provider will develop a temporary, if needed, and the permanent solution for the problem at hand. The Service Provider will then communicate the resolution to all interested parties. In the event a significant business issue is still unresolved, the arbitration procedure described in the Contract will be used.</p>
	<p>The parameters noted below in the Service Level Agreement will start to be applicable after the completion of 90 days from the start of commencement of work or after the reach of steady state, whichever is earlier.</p> <p>MoT reserves the right to re-visit SLAs at a later date based on learning from past experience and stabilization of operations.</p>
	<p>The SLA parameters are provided in the table below</p>

SLAs	Definition	Calculation Formula	Data Source
Average Call Response Time/Average Speed of Answer	This is the average time taken by callers waiting in a queue to be attended by an agent	ACD out put It is the number of Calls waiting to be picked within the Threshold. Total Delay/ Total Calls Received by Agent	CMS Report
First Call Resolution Rate	*First contact completion applies when the first	(1- Repeat %)	SR Dump.

	person, the customer reaches answers the question, resolves the problem or dispatches service where appropriate. Warm transfers and call backs should be considered second or greater contact.	Repeat is calculated as follows - (Unique QRC/Total calls Answered) Repeat to be Calculated on only Request, Queries and Complaints after TAT	
Average Call Handling Time	This is the average amount of time during which agents work with callers, including actual talk time, hold time and after call work / wrap up time	$\text{Sum}(\text{talk time} + \text{Hold Time} + \text{Wrap time}) / \text{Total Calls Answered}$	CMS Report
Abandoned Call Rate	This is the percentage of calls abandoned by a caller when a caller is in agent queue	$(\text{Calls Offered} - \text{calls Answered}) / \text{Calls Offered}$	CMS Report

The values of the above SLA will be baseline with the successful bidder in initial 180 days of go live of TIL.

Annexure 2 : Declaration of ineligibility for corrupt or fraudulent practices

To be provided on 'Company Letterhead'

The Assistant Director General (Travel Trade),
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. TT/38/2020 dated for Setting up of an integrated system for providing information to tourist through Tourist Info Line (TIL) / helpline, tourist information centre at selected 09 Airports, interacting with tourist with Chat Bots linked to Incredible India official website and handling tourist complaints under CPGRAM portal for 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 3: 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 - 4: Content and Format of Technical BID

**TABLE 2
TECHNICAL EVALUATION CRITERIA**

S.No	Criteria	Weightage (Max)	Sub-weightage (Max)/	Documents Required and Marking Criteria
1	Company Profile	35		
1.1	Turnover from BPO business		15	CA Certificate certifying the turnover from BPO Business of latest FY year. (a)5 marks for fulfilling minimum Requirement of Rs. 10 Crore per annum. (b) 10 marks for turnover/FY more than 10 Crore but not more than 15 crores. (c) 15 marks for the turnover/FY more than 15 crores
1.2	Regional Language capabilities		5	Matriculation certificate. Additional two marks foreach Regional language other than Hindi.(As mentioned in eighth schedule of Indian constitution)
1.3	Number of BPO seats		10	Work order issued by the clients with in the latest two(2) Financial year. (a) Less than 400 Seats- Zero marks. (b) 5 marks for more than 400 seats but less than 600 seats. (c) 10 marks for more than 600 seats

1.4	Size of single largest customer supported (Depending up on the project value in INR)		3	Certificate from the client verifying the claim
1.5	Existing Spare capacity in terms of BPO Seats		2	Self-Certification
2	Qualification, Experience of Key Personnel, HR Process	10		
2.1	Average qualification & experience of agents proposed, span of control, attrition etc.		2	Details manpower dashboard for last one year (Graduation would be taken as an average)
2.2	Proposed Project Management & Governance structure		2	Detailed proposal
2.3	Senior & dedicated members assigned for the proposed project		1	Proposed Project/Account Manager
2.4	Recruitment Process		2	Dedicated hiring team and brief details of past hiring experience
2.5	Training		3	Training methodology, trainers, training areas, content and training infrastructure

(b) Manpower/FTEs with multi lingual communication skill out of 10 foreign languages as mentioned at para 3.1 (iv) besides English and official language Hindi.

S.No.	Criteria	Weight-age (Max)	Sub-weight-age (Max)/	Documents Required and Marking Criteria
3	Manpower/FTEs with multi lingual communication skill besides Hindi and English language	10		

3.1	(a) More than 4 and up to 10 FTEs with multi lingual communication skill		5 marks	At least 6 months Diploma Certificate issued by any recognised/registered institute in each language for the employees claimed for multilingual skill in foreign language .
3.2	(b) More than 10 and upto 15 FTEs with multi lingual communication skill - 8 marks		8 marks	At least 6 months Diploma Certificate issued by any recognised/registered institute in each language for the each employee claimed for multilingual skill in foreign language
3.3	(c) More than 15 manpower		10 marks	At least 6 months Diploma Certificate issued by any recognised/registered institute in each language for the each employee claimed for multilingual skill in foreign language

(c). Basis on Technical Presentation made before the Committee

S.No	Criteria	Weight -age (Max)	Sub-weight-age (Max)	Documents Required
4	Methodology, Work plan & Understanding of the Requirements	25		
4.1	Robustness of Implementation Plan		10	Level of detail, risk mitigation, practicality ,number of locations
4.2	Work Force Management		5	Plan for ramp-up/ /maintaining multi-lingual proficiency.

4.3	Physical infrastructure		3	Adequacy in terms of suitability of location, physical and data security, power back up, environmental protection telecom infrastructure.
4.4	Redundancy and scalability		2	Successful projects detailing the retention and scalability as and when required
4.5	SLA commitments offered and additional KPIs monitored		5	Service level parameters and details of KPIs monitored
5	Case Studies	20		
5.1	Similar Multi-channel projects		5	Case Study
5.2	Ability to ramp-up of resources in short time-Case Study		8	Case Study
5.3	BCP/DR capability (Technology and Plan)		7	Case Study
	Total weightage	100	100	

Note:
Supporting Documents are required to be submitted in accordance with the Technical Evaluation Criteria above.
Two properly marked CDs containing the information, as per the Technical Evaluation parameters are required to be submitted.
The Ministry of Tourism (MoT) reserves the right to visit any or all of the short-listed bidders for a physical verification of stated capacities and capabilities. Discrepancy between stated capacity/capabilities and site verification shall be reviewed by the committee while taking any final decision about evaluation of Technical Bid.in immediate disqualification.

Annexure -5: Content and Format of Financial Bid

FORMAT FOR FINANCIAL BID:

Commercial Format

This is the commercial proposal for the Response to RFP issued by MoT for Setting up of an integrated system for providing information to tourist through Tourist Info Line (TIL) / helpline, tourist information centre at selected 010 Airports, interacting with tourist with Chat Bots linked to Incredible India official website and handling tourist complaints under CPGRAM portal in the Ministry of Tourism. These costs indicated below are final and we, the Respondent, agree to provide the required services as detailed in the MoT's Request for Proposal (RFP) issued on _____ by MoT. The call centre services will be governed by the Service Level Agreement to be entered into the MoT with us, which will encompass the services mentioned in the above referred Request for Proposal.

Cost (Base Payment Rate) per FTE per shift per month and FTE per shift			
	No.	Description	Costs (INR)
A	1	Cost per FTE per shift	
A	2	Cost per FTE per shift per month (For the first year)	

Terms & Conditions:

1. The above quotations are in compliance to pricing terms as mentioned in the RFP document. It is clarified that all taxes, excluding GST, are included in the cost shown under the said Financial Proposal. All applicable taxes at actual will be paid by MoT separately. Any TDS deductible, as per the Income Tax Regulations, will be deducted from amounts payable to the vendor.
2. FTE is defined as 182 login hours per month. All the cost of other support resources, technology, set-up, etc will need to be incorporated in the FTE cost.

3. Vendors have to quote only for the first year of operations. This quote will be known as 'Base Payment Rate'(BPR). This BPR will be escalated for in the subsequent years as under

Period	Escalation
Year1	BPR
Year2	BPR+ 5%
Year3	BPR+ 10%
Beyond 3 years,i.e., during the period of extension, if any	To be decided by MoT but will be at least at the level of Year 3

4. Forecasting methodology – Vendor & MOT shall mutually discuss and agree the forecasting process which shall provide for lock in period along with minimum 95% of locked forecast.
5. Payment terms are Net 30 Calendar days from the date of receipt of invoice
6. Pricing provided includes technology cost as provided in the RFP.
7. The pricing provided do not include the telecom/ connectivity / bandwidth /SMS costs (if any) which would be reimbursed by MOT at actuals.
8. The above quoted costs are valid for at least 180 days from the date of closure.

Yours faithfully,
 Authorised Signatory

Name

Designation: Company's stamp/seal

Date:

Annexure 5A: FINANCIAL BID COVERING LETTER

(To be submitted on the Letter head of the applicant)

To,
(Address)

Ref: Request for Proposal (NIT) Notification No. dated _____

Dear Sir/Madam,

1. Having examined the RFP document, we, the undersigned, herewith submit our response to your RFP Notified vide F. No.dated _____ for Setting up of an integrated system for providing information to tourist through Tourist Info Line (TIL) / helpline, tourist information centre at selected 09 Airports, interacting with tourist with Chat Bots linked to Incredible India official website and handling tourist complaints under CPGRAM portal in the Ministry of Tourism., in full conformity with the said RFP document.
2. We, the undersigned, offer to provide services to AGENCY for providing the PRI Line services for the TIL Project in accordance with your RFP.
3. We have read the provisions of the RFP document and confirm that these are acceptable to us. Hence, we are hereby submitting our Financial Bid.
4. We agree to abide by this RFP consisting of this letter, financial bid and all requisite supporting documents, for a period of 90 days from the closing date fixed for submission of bid as stipulated in the RFP document.
5. We agree that the price quoted by us will remain fixed for entire period and firm and any discounting observed in the rates will be passed on to customer in due course of the project.
6. We agree that in case of revision of statutory taxes and duties the invoicing will be done as per the prevailing rates as notified by GoI.
7. We would like to declare that we are not involved in any litigation with any Government entity in India and we are not under a declaration of ineligibility for corrupt or fraudulent practices.

8. We hereby declare that we have not been blacklisted by any Central / State / UT Government or Government entity.

9. We hereby declare that we have not been charged with any fraudulent activities by any Central/ State/ UT Government or Government entity.

10. We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery.

11. We understand that the MoT is not bound to accept any bid received in response to this RFP.

12. In case we are engaged as a Service Provider, we agree to abide by all the terms & conditions of the Contract that will be issued by the AGENCY.

13. We already have the technical and financial capability in India for carrying out the services as detailed in the „Scope of work and SLAs“.

14. Our correspondence details with regard to this RFP are:

S.No.	Information	Details
1.	Name of the Contact Person	
2.	Address of the Contact Person	
3.	Name, designation and contact address of the person to whom all references shall be made regarding this NIT	
4.	Telephone number of the Contact Person	
5.	Mobile number of the Contact Person	
6.	Fax number of the Contact Person	
7.	Email ID of the Contact Person	
8.	Corporate website URL	

15. We also understand that in case of deficiencies in the declaration submitted through this letter or deficiencies in our services as per the requirement of RFP, AGENCY reserves the right to terminate the services or take necessary action as per the provisions of the NIT.

We remain,

Yours sincerely,

Authorized Signature [In full as well as initials]: _____

Name and Title of Signatory: _____

"Bid Security Declaration" accepting that if they withdraw or modify their bids during period of validity etc., they will be suspended for the time specified in the tender documents.

Annexure 6

Bid Security Declaration Form

Date: _____

Tender

No. _____

To,

The Assistant Director General (TT)
Ministry of Tourism, Government of India
1st Floor ,Transport Bhawan
Parliament Street
New Delhi

I/We. The undersigned, declare that:

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

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or

b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown)

in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on _____ day of _____ (insert date of signing)

Corporate Seal (where appropriate)

Name of Firm: _____

Address _____

Annexure 7: 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> for Setting up of an integrated system for providing information to tourist through Tourist Info Line (TIL) / helpline, tourist information centre at selected 009 Airports, interacting with tourist with Chat Bots linked to Incredible India official website and handling tourist complaints under CPGRAM portal in the 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) as 3 % of contract value 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:

Our liability under this bank guarantee shall not exceed Rs. <Insert Value> (Rupees <Insert Value in Words> only).

This bank guarantee shall be valid up to <Insert Expiry Date>)

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 8: 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	
