

**Minutes of the pre-bid meeting in presence of members of Consultancy Evaluation Committee regarding empanelment of survey agencies held on 11.05.2022 at 02:30 PM.**

A pre-bid meeting was held in presence of members of Consultancy Evaluation Committee on 11.05.2022 at 02:30 PM in Conference Hall, 8th Floor, Chandralok building, New Delhi regarding empanelment of survey agencies for conducting surveys for Data on Domestic and Foreign Tourist visitors/visits in various Destinations, Districts of the States/UTs to discuss the representation received from different agencies in respect of five tenders published on CPP portal. In the RFE at section 2.7 it is mentioned that agencies who are unable to attend pre-bid meeting physically may submit their queries as per format given in Form tech-8 (at page 45) by e-mail id tourism.mrd@gov.in on or before the designated date & time. Thus, we received queries from mail as well as queries raised by representatives of the agencies in the meeting.

2. DD (MR) welcomed the committee members and other participants. The queries received from different agencies were compiled and it was intimated that the queries will be considered by the competent authority and clarification will be shared on CPP portal.

3. The reply regarding queries raised by various agencies is provided as per details given below:

Sr No	Organisation	Clarification sought	Reply on clarification
1	JPS ASSOCIATES PVT. LTD, New Delhi	The past few years have been impacted by Covid, so it will be harder for potential interested firms to meet the criteria. We request you to take into consideration at least last 10 years.	Adhere to bid conditions Refer to Page 28-32
		There does not seem to be a need for a physical presence currently in the western region as consultant can always open an office after award. We request to kindly give relaxation in the respective criterion.	Adhere to bid conditions Refer to Page 29, Section 4, B1
		There should also be scope for engagement of local survey firms on sub-contract basis. Therefore, we request to please allow at least to have an association as sub-consultant. This empanelment cannot be viewed merely as a survey work but has a much larger significance and the domain expertise is essential to bring about quality insights as a result of this study. Our request is based on the fact that we had successfully implemented similar study assignments in the past but not necessarily employing our own survey staff.	Adhere to bid conditions Refer to Section 2, clause 2.5, Page 12
2	NANGIA & CO LLP, Noida	We would like to request you to Kindly Allow Consortium or Joint venture to Participate in this tender, so experience of all the Consortium Partners will be considered jointly for evaluation.	Adhere to bid conditions Refer to Section 2, clause 2.5, Page 12
		Implementation Capability Must have achieved an overall sum of 25000 sample households/units/beneficiaries in any three financial years (from April 2016 onwards). However, sample size coverage need not necessarily be in single work order. Date of work order must be on or after April 2016. •Work Order; OR •Completion Certificates in case of completed projects. If completion certificates are not available a self-certified letter on the same	Adhere to bid conditions Refer to Section 4, Sr. No. 3, Page 28

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		We would like to request you to kindly consider ongoing Projects as well.	
		In the wake of Corona Pandemic, it has become difficult to travel. So, it is a humble request to the client to conduct the pre-bid meeting online for convenience of bidders and if possible, Kindly Share the pre-bid Meeting Link	Adhere to bid conditions Refer section 2.7, page 12
3	Indian Institute of Development Management, Bhopal	The requirement of surveyors in one region will be hundreds. During survey they will be deployed for full day but it is difficult for any organization to employ them on permanent basis. Therefore for evaluation of the bid the condition of their being on role before deployment of teams be relaxed.	Adhere to bid conditions Refer Form tech-5 and Form tech-9, Section 2.8(d), page 13
		The supervisors staff in the field again will be between 1/10th & 1/4th of Field surveyors. This also requires reconsideration as with surveyors.	Adhere to bid conditions Refer to Form tech-5 and Form tech-9, Section 2.8(d), page 13
		The methodology to capture this group is not specified/ included specifically. Should innovative ways for obtaining their opinions be not used.  Kindly suggest the ways.	Adhere to bid conditions Refer to methodology given at Annexure I
		You have not provided any scope for qualitative research tools for data gathering. Is there any scope left for agency to adopt ways for better data.	The agency is required to collect data and upload to portal via mobile app. Analysis is not in purview of agency. Agency is supposed to provide manpower along with IT instrument.
4	a'XYKno Capital Services Pvt. Limited	For this clause we request that Kindly consider the similar experience of work and give relaxation in the number of sample households / units / beneficiaries.	Adhere to bid conditions Refer to section 4, Sr. No. 3, page 28
		Program Management Companies and Business Consultants/transaction advisors are usually separate professional entities with distinct strengths which don't overlap. We request the authority to allow consortium/JV to enhance the quality of deliverables.	Adhere to bid conditions Refer to section 2, clause 2.5
		We request that kindly arrange the pre bid meeting through Video conference so that more participants will participate in the pre bid meeting. The link of Pre-bid Conference shall be send on following email id: tenders@axykno.com	Adhere to bid conditions Refer to section 2, section 2.7, page 12
5	BRIEF Pvt. Ltd.	Is this part of the scope of work of the selected surveying agency or executing agency of state government/UT?	The agency will be empanelled by Ministry of Tourism. State/Uts may engage agency from the empanelled list to undertake the said work.

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		Shall we make our own format for Completion Certificates in case of completed projects and submit it as the same is not available in the RFE?	yes
		Shall we make our own format for a self-certified letter (S.No. 5: Not Blacklisted) and submit it as the same is not available in the RFE?	yes
		Shall we make our own format for Power of Attorney in respect of Authorised Representative and submit it as the same is not available in the RFE?	yes
		If we apply for more than one region, do we need to submit bid security for each region separately?	yes
		We are unable to find Annexure III. Kindly provide seems to be unavailable in the RFE.	Fill the details as per Form Tech-9 only. Annexure-III is not required here.
6	ORG-India Pvt. Ltd	Financial Capability – Average annual turnover of Rs 1 cr or more. Being an MSE request you to pls provide exemption of the same. It has been mentioned only for Start ups.	Adhere to bid conditions Refer section 4, Sr. No. 2
		Manpower -Research and Analysis Staff- In case an agency applies for more than one region can we have the same research & analysis staff. On page 13 its mentioned Regular & Contractual staff whereas in B2 its mentioned Full time. They can be on contractual basis for Full time of the project duration – is it OK.	It is acceptable.
		How many marks shall an MSE get out of 20	Marks will be “0”. As per section 4
		For Address proof shall an electricity bill suffice.	It is acceptable.
		The representative from ORG submitted a letter to the Ministry requesting to include financial year 2021-22 regarding average annual turn over	Adhere to bid conditions As per section 4
7	Sutra	Need to deliver the original copy of Power of attorney, a certificate from the statutory auditor, bid security declaration, etc. (Please elaborate on the, etc. term)	Adhere to bid conditions at page no 16 Section 2, clause 2.2(d)
		Is there any bid security amount& transaction fees?	Adhere to bid conditions
		Please explain D point	Adhere to bid conditions
		Please explain B point	Adhere to bid conditions
		For the second phase survey, the team is required to visit the same locations that they surveyed in the 1 <sup>st</sup> Phase	Refer section 3 for methodology and para2 of section 1.1
		For both phases 1 & 2, we are assuming the list of the destinations is being provided by you?	List will be provided by State/UTs
		Please elaborate it “the agency shall ensure with state/UT whether it is engaged for the survey of both phases or only for surveying phase 2”	Co-ordination with State/UTs by agency is required
		As of now, we have a field team above 1500 - 2000 but they are working with us on a volume/target basis, should we consider them as full-time surveyors/ field staff?	Adhere to bid conditions

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8	NielsenIQ	Apart from full time field staff, for adhoc surveys we hire freelancers/ vendors from all over the country for execution. How we can present the presence of freelancers and contractual field staff all over India for this study?	Adhere to bid conditions Refer to section 2, clause 2.5
		We have presence of field staff with infrastructure in some states but no office – can we include the number of surveyors without office presence?	Adhere to bid conditions Refer to section 2.8
		In the Northeast zone, NielsenIQ does not have any offices but have the presence of both permanent and contractual/ freelancer field staff. Please clarify that non-presence of offices is not a qualifying criteria for the study.	Refer to section 4 Technical bid qualification criteria at page B1
		During last Tourism statistics surveys, the Exit survey was used for conversion of visits to visitors (using the average number of destinations visited). Will this information now be collected from the Destination survey?	As per the methodology Given at Annexure I
		How will non-leisure visits be converted to non-leisure visitors?	The volume of non-leisure visitors are estimated from exit point survey
9	Datawise	We do not have offices in NE region but we have capability to conduct surveys. Can we bid for NE region	Yes
		Do we have to submit any address proof for offices or self-declaration will do	Yes, Refer page 32 of section 3 at serial no 3
		It is not clear in the RFP that- Is it mandatory to do phase 1 and phase 2 surveys.	Depends upon State/UTs as mentioned in RFE at para 2 on page 8 of section 1.1
		Will the same bidder do phase 1 and phase 2 surveys	
		Will the state/UT will decide whether to do phase 1 survey or only phase 2	
		Can we use our own mobile app	Not agreed
		Most of the MR agency works with part time field team. Request you to consider full time as well as part time numbers for scoring	Adhere to bid conditions
10	TRIOs Development Support (P) Ltd.	Kindly clarify, any of the three financial year is to be taken or any three continuous financial years will be considered	Any three may be considered
		Kindly clarify, whether this cost to be quoted in the proposal separately	For empanelment costing is not required Refer to section 1 and section 2
11	Quality Council of India (QCI)	Please clarify if we have to submit the hard copy of the RFE and specify the timeline of submission	Adhere to bid conditions Refer section 2.12 at page 15
		We would like to highlight that QCI is a body that consist of boards like NABL, NABCB, NABH, NABET and NBQP that enables QCI to conduct assessments pan India as per international protocols. QCI has a large network of accredited IB's operating	Adhere to bid conditions Refer to section 2, Sr. No. 2.5

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		under its ambit across India. We request kindly give some relaxation with respect to manpower capabilities in-consideration to organization like QCI OR After getting the Award of Contract the selected organization can set-up its branch office in that particular region for the survey work	
		Can we include our accredited bodies in the same?	Adhere to bid conditions Refer to section 2, Sr. No. 2.5
		Kindly clarify, if we submit multiple work orders to show >1lakh household/ beneficiaries. Also, if the projects conducted in rural areas may be considered for evaluation. Our organization is qualifying the criteria of sample size >1 lakh with 1 project only. QCI has multiple projects with >1 lakh households/ beneficiaries, will such organizations get the benefit in the scoring matrix?.	Refer A1 at section 4
12	DRS	Do we need to submit List of all surveyors in form Tech 5 Do we need to submit CVs of all professionals as proposed positions not mentioned in the RFP	Adhere to bid conditions Refer form Tech-9 Format of CV of permanent core professional staff (Ignore Annexure III of Form tech-9)
		Is there any separate marks for presentation	Refer section 4 (Technical evaluation criteria) at page no 30 and section 4a at page no 40
13	Sambodhi Research and Communications	Would the agency be provided opportunity to decide the location and convey its preparedness at that time before deploying the empanelled agency? What would be the exact procedure of deployment?	Adhere to bid conditions Refer to Disclaimer at page no 6, Sr. No. 5
		Can you please explain what is 'set algorithm' and who will conduct this?	Analysis is not in purview of agency. Agency is supposed to provide manpower along with IT instrument.
		Can you please clarify whether State will officially communicate to agency before the bidding?	Refer to serial no 5 at page 6 and section 1.1 of page 8
		Will MoT/ State tourism department will support/ facilitate in getting secondary information?	Refer to page 22, section 3.3 Section 5 at Page 6
		Will the office at any other city of Delhi NCR region apart from Delhi (e.g. Noida or Gurgaon) is eligible to be empanelled for Delhi?	yes, but only 1 office will be considered
		Can we include names of freelancers (not regular staff of the company)?	Adhere to bid conditions Refer to Section 2, clause 2.5

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14	Hindustan Thompson Associates Pvt. Ltd. represented by its specialist unit Kantar public	What platform is the app based on. Request you to share the details on the app's technical specs.	Not in purview of survey agency
		How would the agency assess this? Is there any separate form to capture this information?	Given in Annexure-I
		If there would be no such destination found where the cumulative count of visits is more than 90% of the total number of visits in the district, then how the major destination would be decided. Kindly clarify?	Given in detailed methodology at Annexure-I
		How will the agency identify or select the visitors at exit points for main survey?	Given in detailed methodology at Annexure-I
		Is this the sample size for destination survey. If yes, then What is the sample size for accommodation and exit survey? Please clarify the sample size for each phase	Given in detailed methodology at Annexure-I
		Request you to please allow CA certificate instead of SA certificate as a proof for the Turnover of the bidders.	Adhere to bid condition
		How many projects do we need to show here in order to get full marks?	Adhere to bid condition
		Is this requirement for each zone or of total field staff available with the bidder? Kindly clarify	Total field staff
		There seems to be an error in number of listing states – mentioned different number of states on page 29 under "manpower capability", while some other number is mentioned on page 31 under "documents required". This is for RFPs for the zones: NE, South, East and West	Typo error on page 31
		If an office in one region covers more than one state, would that be considered?	Marks will be given for 1 office
		Once the agency gets empanelled, will the Ministry issue specific task orders and then select the vendor for survey in specific states?	Refer to S.No. 5 at page 6 Para 1 of Section 1.1
		how will we catch or identify overnight visitors for staying at accommodation units?	Given in Methodology at Annexure I
		The list for Maharashtra is provided in all the 5 RFPs. Request you to provide the list of tourist destinations for all the states.	For illustration purpose only
		Is one agency allowed to bid for all the 5 zones?	Yes
		The RFP does not mention about commercial terms and requirement of financial rates. Would Ministry of Tourism request for rates at a later stage?	It will be decided by State/UTs
		We request you to extend the bid submission by 10 days to help us prepare a compelling proposal	Adhere to bid conditions Refer to section 1, clause 1.2
		We would also request you to clarify the positions / profiles and number of core team members for which we need to provide the detailed CVs in the bid.	Adhere to bid conditions Refer to Form Tech-9 and Form Tech-5 (Annexure III in Form Tech-9 may be ignored)

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15	Ipsos India	Please clarify on how an agency shall ensure with State/UT whether it is engaged for survey of both phases or only for conducting survey for phase-2	Refer to S.No. 5 at page 6 Section 1, S.No. 1.1 para 1
		How many tourist destinations are to be identified per state?	Refer to S.No. 5 at page 6 Section 1, S.No. 1.1 para 1 , Methodology given at Annexure I
		Generally, people travel for multiple reasons, therefore we need to understand what is your expectation from an agency to assess the flow of visitors by various means (railways/ buses/ airplanes etc.)	Given in detailed methodology at Annexure-I
		Please clarify on the number of districts to be covered per state	Given in detailed methodology at Annexure-I
		In Phase 1, we understand the number of days has been clearly defined in the document, but what is the total time duration in each day to be spent at each destination?	Given in detailed methodology at Annexure-I
		How do you define Leisure and Non leisure visitors?	Given in detailed methodology at Annexure-I
		Please clarify the sample size at Tourist destinations, Entry/Exit points and Accommodations For example - The sample size mentioned for Entry/Exit points is 400, Is this in addition to the district wise sample of 600 at Tourist destinations?	Given in detailed methodology at Annexure-I
		Will there be a separate empanelment for each of the zones (North, East, West, South and Northeast)	Yes
		Can an agency apply for multiple zones for empanelment	Yes
		If an agency gets empanelled, is it mandatory for an agency to bid in all the RFPs, please confirm. If agency fails to bid after getting empanelled, what are the likely penalties or clauses likely to be imposed	The bidding for engagement will be dependent on States/UTs
		Are you open to discuss and negotiate on the contract terms and conditions with the on boarded agency?	Adhere to bid condition
		Can the deadline of submission of bids be extended by one-week time?	Adhere to bid condition