Government of India Ministry of Tourism

Transport Bhawan, 1- Sansad Marg, New Delhi

File no. IC-11/7/2018-IC

Dated 13.01.2023

Office Memorandum

Subject: - Clarification and corrigendum in respect of RFP no. IC-11/7/2018-IC Dated 30.12.2022 for 'Selection of High-Level Consultant for Strategy and Program Management Support to Ministry of Tourism during India's G-20 Presidency.

The undersigned is directed to refer to the RFP no. IC-11/7/2018-IC Dated 30.12.2022 issued to the shortlisted agencies by Ministry of Tourism for 'Selection of High-Level Consultant for Strategy and Program Management Support to Ministry of Tourism during India's G-20 Presidency. In this connection, Pre-bid meeting was held on 6th January 2023. The clarifications to the queries received from the applicants are attached at **Annexure–I** and corrigendum to the said RFP at **Annexure–II**.

(Roshan Thomas)
Deputy Secretary

Encl .:- As above

To,

- 1. M/s Ernst & Young LLP, New Delhi, India.
- 2. M/s Pricewaterhouse Coopers Private Limited, Haryana, India.
- 3. M/s Deloitte Touche Tohmatsu India LLP, Gurugram, Haryana, India.
- 4. M/s Boston Consulting Group (BCG), Gurugram, Haryana, India.
- 5. M/s Oliver Wyman, Mumbai, India.

Ministry of Tourism Government of India

RFP for Selection of High-Level Consultant for Strategy and Program Management Support for Ministry of Tourism during India's G-20 Presidency.

CLARIFICATIONS TO THE PRE-BID QUERIES (Pre-bid Meeting held on 6th January, 2023)

S N.	Subject / Issue	Clause No & Page No of RFQ	Query	Clarification
1. E	Bidder 1			
1.	Schedule of Selection Process	Clause 1.10 Page 6	As a general practice, the time allowed between the date on which the responses to queries are published and the bid submission date is three weeks. We, therefore, request you to kindly extend the last date for submission of bids to 27th January 2023.	The bid submission date is extended till 25 th January, 2023. Please refer to corrigendum.
2.	Schedule of Selection Process	Clause 1.10 Page 6	Please allow the consultants to submit more queries, if any, after the receipt of responses to queries	No change.
3.	Guiding principles for identifying and addressing conflict of interest	Clause 2.4.3 Page 10	We understand that engaging a sub- contractor (s) is permitted as per the criteria defined in the RFP. Please confirm.	Sub-contractor is not allowed.
4.	Power of Attorney for Authorised Representative	Clause 2.13.3 Page 14	We understand that a consortium is permitted between a shortlisted firm as the lead member and another firm that may not have participated at the EOI stage, i.e. a non-shortlisted firm. Please confirm.	Consortium is not allowed.

S N.	Subject / Issue	Clause No & Page No of RFQ	Query	Clarification
5.	Substitution of Key Personnel	Clause 2.25.2 Page 21 & 22	We request you to kindly remove or modify the below clause: In an exceptional case, such substitution shall ordinarily be limited to one substitution subject to equal or better qualified and experienced personnel being provided to the satisfaction of the Authority. As a condition of such substitution, a sum equal to Rs. 20,00,000 shall be deducted from the payments due to the Consultant. In the case of a second substitution hereunder, such deduction shall be Rs. 50,00,000. Any further substitution may lead to disqualification of the Applicant or termination of the Agreement We request that substitution should be permitted if the key personnel/ experts are not available for reasons of any incapacity or due to health or reasons beyond the control of the consultant, subject to equal or better-qualified and experienced personnel being provided to the satisfaction of the Authority without any deduction or disqualification as described in the clause	Please refer to Corrigendum-I
6.	Indemnity	Clause 2.25.3 Page 22	As a standard practice, we request you to limit indemnity to 1 times the value of the Agreement.	Please refer to Corrigendum-I
7.	Proprietary Data	Clause 2.26 Page 23	There are innumerable IPRs that exist with us which we would like to use to your benefit while delivering our services to you. These are our pre-existing IPRs and we use it for all clients. We will not be able to give ownership in such IPRs to you just because we are using them for providing services to you, like we use these for other clients. We request that we are allowed to retain ownership of our	Please refer to Corrigendum-I Yes, the ownership of pre-existing IPRs prior to the signing of agreement will remain with the applicant.

S N.	Subject / Issue	Clause No & Page No of RFQ	Query	Clarification
			pre-existing IPRs, else we might not be able to use these in providing services to you in order to protect our ownership in them. We request you to kindly include the below clause. This is also the standard mentioned by Meity in its guidelines. "Notwithstanding anything to the contrary in this agreement, Consultant will retain the ownership of its pre-existing intellectual property rights (including any enhancement or modification thereto) even if such IPRs are used for creating deliverables, are incorporated in the deliverables, etc. To the extent such pre-existing IPRs are included/incorporated in the deliverables, upon receipt of all due and payable payment in full, the Consultant shall grant a non-exclusive, perpetual and fully paid-up license to the Purchaser/Client to use such pre-existing IPRs for use of deliverables for the purpose for which such deliverables are	
8.	Bidder's relevant experience and cases studies	Clause 3.1.2 Page 25	We understand that Relevant Experience in developing/ implementing strategies for the Government in the tourism sector would also include • Projects which may have had multi-lateral agencies support though the end client was central or state government departments • PMUs with central or state governments with a focus on various infrastructure projects including tourism-centric and support infrastructure projects	W.r.t. point 1, yes, projects which may have had multi-lateral agencies support where the end client was central or state government departments are eligible. W.r.t point 2, no, relevant experience must include projects limited to the tourism sector / tourism infrastructure and not general infrastructure projects.
9.	Bidder's relevant experience and cases studies	Clause 3.1.2 Page 25	We would like to request the authority to change this cause to:	Please refer to Corrigendum-I

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			Relevant Experience in developing/ implementing strategies/policy/schemes/vision documents for the Government in India (1 Mark for each Project) MAX MARKS: 5	
10.	Bidder's relevant experience and cases studies	Clause 3.1.2 Page 25	We understand that Relevant Experience in supporting global forums and events around international cooperation across governments and private sector would also include • Relevant experience in supporting or organizing events within India which have had global participation for investment promotion and international co-operation. For instance — Central initiatives like Make in India or state level investment promotion initiatives	No. Experience of merely an investment promotion event with the participation of international businesses will not be relevant experience. Events similar to G20, B20, SCO Summit, COP 26 which see international co-operation at different bilateral and multilateral levels are eligible.
11.	Eligible Projects and documentary evidence	Clause 3.1.5 Page 27	There are projects where work orders have been issued within the last 7 years, and though they may have achieved significant progress (75% or above) however, they are still in progress. We would request that such projects should also be considered.	Please refer to Corrigendum-I
12.	Implementation of priorities at select tourist destinations in the country	Clause 4.3 Page 39	W.r.t. the stated clause, we request the authority to kindly clarify our queries as per below: i. Kindly confirm the scheme being referred to herein from which 10 tourism destinations need to be shortlisted ii. Kindly clarify the nodal authority for implementing the list of thematic interventions requested in (ii). Also request you to please elaborate on the mechanism for implementation of these interventions at the 10 shortlisted tourism destinations	W.r.t. point (i), Ministry of Tourism is implementing Swadesh Darshan, PRASHAD, and other schemes for development of tourism in the country from which these destinations will be shortlisted. W.r.t. point (ii), Ministry of Tourism works with State Governments in implementing various Schemes and Nodal Authority will accordingly be identified depending on

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				interventions and destinations finally identified.
13.	Detailed scope of work for the Assignment	Clauses 4, 4.5, 4.6, 4.7 Page 41 & 42	The detailed scope of work defined in the stated clauses 4.5,4.6, and 4.7 each require careful and dedicated consideration and timeline planning, which should be kept separate from the timeline defined for key G20-associated meetings and deliverables. Hence, we request the authority to define a mechanism to re-align the scope priorities and timelines to ensure the successful delivery of the defined G-20 mandate.	The scope of work and deliverables are linked to the objective of positioning India's tourism sector at the forefront of development and are integral part of Ministry's strategy to benefit from India's G20 Presidency. So far as the G20 Tourism Working Group Outcome Document is concerned, the Ministry of Tourism is working with UNWTO on outcome documents.
14.	Attracting Investment from global & domestic investors	Clause 4.7 Page 41	While the consultant can support in finalization of the STZ Scheme, implementation is a long-term endeavor. Hence, we request you to limit the scope for this engagement to support in finalization of the scheme	While the scheme is being finalized, it will be of crucial importance that there is buy-in from the private sector about the proposed model of development and therefore, engaging with the private sector for the proposed Special Tourism Zones is required and supported by implementation.
15.	Attracting Investment from global & domestic investors	Clause 4.7 Page 41	The scope is broadly worded and we request you to detail this further	The broad contours of attracting investments from global and domestic investors have been indicated in the RFP and the Consultant has to propose a detailed strategy and the implementation thereof.
16.	Attracting Investment from global & domestic investors	Clause 4.7 Page 42	Please clarify the role of a project development cell.	On point 2, the Consultant will help develop various ideas and project opportunities for Public

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			2. Also, since may potential opportunities will be at a state level, is there a proposed mechanism for the project development cell to liaise with various states 3. We understand the number of opportunities to be developed by the cell will be commensurate with the effort available with the deployed team. Please confirm	Private Partnerships or other forms for private sector opportunities. The Ministry has set up an Inter-Ministerial Committee and is also working with the states for developing opportunities to attract private investments. The Ministry has set up Industry Development and Investment Promotion Division which is supported by Invest India. It is an important priority area of the assignment.
17.	Setting up a dedicated strategy & program management office	Clause 4.8 Page 42	The detailed scope for the stated clause is too broad, we request the authority to kindly define the specific activities to prevent scope creep.	The Consultant has to prepare strategy and action plan in line with the scope of work and ensure strategic and program management support for implementation of the same. It will be responsible for the step by step execution of the strategic recommendations and provide necessary support.
18.	Key deliverables, timelines and payment milestone for the assignment	Clause 5.1 Page 42 & 43	W.r.t. stated timelines for key deliverables, we understand that the key deliverables concerned with the preparation for G20 TWG meetings are combined with deliverables for tasks of investment and promotion and onboarding MR agencies. We would like to request if two separate timelines could be defined for G20 associated tasks and investment-promotion tasks, in order to	Please refer to Corrigendum-I There are no separate G20- associated tasks for the Consultant. UNWTO is working with the Ministry on the main outcome document for G20 Tourism Working Group.

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			ensure that priorities could be clearly demarcated and attended to in a suitable manner. Also, based on our understanding of the existing national strategic roadmaps for Niche tourism, we believe that preparation of draft strategic roadmaps and action plans would require at least 90 days.	The Consultant has to assist the Ministry in the entire scope of work with strategy, action plan, and implementation thereof to position India's tourism sector at the forefront using the unique opportunity of India's G20 Presidency.	
19.	All SMEs would be deployed on an as-needed basis for specific tasks/activities/ module (25% of time input).	Clause 6.3 Page 45	We request the authority to kindly define the specific man-days required for the respective subject matter experts.	The Consultant has to plan the deployment of SMEs to achieve the objective of the assignment and ensure quality of the deliverables. A minimum of 25% time will have to be devoted for the assignment.	
20.	On-Site Full-time team	Clause 6.4 Page 45	Keeping the detailed scope and defined timeline into consideration we strongly believe that the defined on-site full-time team structure is inadequate and should be expanded to 01 Project Manager + 01 Assistant Project Manager + 2 Senior Associates + 02 Associates (Total 6 member on-site team)	The RFP has provided the minimum requirement of SMEs and on-site project team. The Consultant may deploy a larger team of SMEs and on-site project team to achieve the objective of the assignment and ensure quality of deliverables. The same may be reflected in the technical submission and approach & methodology by the applicant.	
2. E					
21.	Bidder's relevant experience and cases studies	Clause 3.1.2 Page 24	On point 1, does the relevant experience in developing/implementing strategies for the government also include projects for other governments in the tourism sector outside India?	Yes, it includes projects outside India too.	

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22.	Approach and Methodology	Clause 3.1.3 Page 25	Can you highlight at what stage of the bid evaluation process would the detailed presentation to the Evaluation Committee on the case studies and the proposed approach and methodology take place?	After submission of bids and scrutiny of the same, the Ministry will communicate the dates for detailed presentations.
23.	Detailed scope of work for the Assignment	Clause 4 Page 38	Across the different tracks listed in the RFP, what would be the general process around information sharing and day-to-day stakeholder and delegate engagement?	Detailed governance for the assignment may be proposed by the applicant in the proposal which will be finalized mutually between the selected applicant and the Authority.
24.	Detailed scope of work for the Assignment	Clause 4 Page 38	What would be the level of accessibility for the Consultant to different stakeholders, ministries, working groups, etc.?	The Ministry of Tourism will facilitate the same.
25.	Detailed scope of work for the Assignment	Clause 4 Page 40	What would be the level of accessibility for the Consultant to various delegate meetings and other events being organized under the G20 Presidency?	The Ministry of Tourism will facilitate the same.
26.	Key Deliverables and Payment Schedule	Clause 5.1 Page 42	Given the schedule of all the Working Group Meetings and the timelines of each deliverable, can you throw some light on the immediate expectations prior to the first Working Group Meeting?	The agenda for the First Working Group meeting has already been finalized including session planning with the assistance of UNWTO.
27.	Consulting Team	Clause 6.2 Page 45	With regards to subject matter experts, can you throw some light on degree of on-ground presence for the subject matter experts expected across various meetings?	SMEs will be required to be present for important meetings.
28.	Consulting Team	Clause 6.2 Page 45	With regards to the minimum experience highlighted for the Investment, Sustainability and Digital expert (#3,4,5), is the required relevant experience with Central/ State Government departments/ agencies limited to India?	No, they could have global experience too.

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29. 1	On-site Full-team	Clause 6.4 Page 45	With regards to the qualification and experience requirements of a project manager, is the required experience with Central/ State Government departments/agencies limited to India?	No, it is not limited to India.
30.	General query on size of G20 team within the Ministry		Can you share the size of the team within Ministry of Tourism which will be dedicated for the G20 agenda? Also please share if you anticipate that the consulting firm will be working in coordination with other specific agencies that the Ministry may engage (for example related to event management, PR, etc.)	The scope of work is not limited to Tourism Working Group agenda but to take this opportunity to position India's tourism sector as the leading country in tourism and it would involve interactions with various Divisions of the Ministry and other related agencies.
3. I	Bidder 3			
31.	Bidder's relevant experience and cases studies	Clause 3.1.2 Page 24	Supporting global forums and events around international cooperation across governments and private sector are typically undertaken on a pro bono basis. Hence, we request to remove the requirement of minimum project size from this criteria. A similar RfP by MoEFCC (Engagement of Knowledge Partners to Ministry of Environment, Forest and Climate Change (MoEFCC), Government of India (GOI) in the Activities of Environmental& Climate Sustainability Working Group(ECSWG) under G 20 India Presidency 2023) has used this criteria to evaluate the experience of bidders in the following manner: The KP should have worked in at least 5 Environment, Climate Change, & Biodiversity projects in India OR internationally in the last 5 years on:	Please refer to Corrigendum-I

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			a. Strategic partnerships b. government negotiations/ meetings/ consultations with reports and documentation for the same at high-level international conventions such as Conference of Parties (COP)-UNFCCC/ G 20/ B20/ or The World Economic Forum – Davos Summit, and such other international events.	
			Marking criteria: • 1.5 marks per project; each project to be graded on the basis of the description provided by the Knowledge Partner and on the basis of its relevance to the scope outlined in this RFP • Projects done on pro bono bases shall be awarded 0.5 marks each apart from 1.5 marks for meeting the laid down criteria	
32.	Key Deliverables and Payment Schedule	Clause 5.1 Page 43	We request that the submission timeline of Draft and Final Strategy should be T+120 days & T+180 days respectively The Draft strategy timelines are basis typical timelines in such projects and breadth of areas to cover. The Final strategy timelines are basis incorporation of further inputs from TWG meetings and implementation start of a few priorities.	Please refer to Corrigendum-I
33.	On-Site Full-time team	Clause 6.4 Page 45	We request that the minimum professional experience should be reduced to 6 years	Please refer to Corrigendum-I
34.	Appendix-1 (CV-format)	Page 61	Ongoing assignments of SMEs are confidential in nature. We commit that the SMEs would be available for 25% of the time. Hence, kindly remove the requirement of declaring the current deployment of SMEs.	The confidential information may not be disclosed and generic information may be provided. The Consultant will ensure that SMEs will confirm 25% of their time for their assignment.

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35.	Bidder's relevant experience and cases studies	Clause 3.1.2 Page 25	We have signed confidentiality agreements with our clients that limit our ability to disclose their names & the contracts / work orders with them. While we shall be happy to disclose the same where we are legally permitted to, we request you to accept the certificate with a brief description of our client (without disclosing their names), the nature of services we performed for them, the duration of the project and a tentative contract value duly attested by CA.	The confidential information may not be disclosed and generic information may be provided.
36.	Key Deliverables and Payment Schedule	Clause 5.1 Page 43	We would like to time the payment of our invoices. Hence would request you to accept a payment term of 7 days from the invoice date within which we would like to receive payments. As per our standard terms, we would like to add the clause on interest on late payment. "BCG will impose a 1.5% per month late payment fee for invoices that remain unsettled after 30 days from raising the invoice." Request you to accept the same	No change.
37.	Key Deliverables and Payment Schedule	Clause 5.1 Page 44	4. Strategy implementation and Program management support – submission of monthly progress report. We would like to get more clarity regarding i.e. What will be the deliverables, outcomes, etc. for this point	The Consultant shall submit a detailed work plan, which will be approved by the Authority. The work plan will provide the deliverables, outcomes, and activities during each month. The same will be measured by way of Monthly Progress Report to be submitted by the Consultant.
38.	Termination		We would like to propose the either of the parties should be able to terminate the contract in line with other GOI RFPs	No change.
39.	Guiding principles for identifying and addressing conflict of interest	Clause 2.4.3 Page 9-11 and 48- 49	While we understand the concerns around conflict of interest, given the broadness of point f) - we would like to clarify that as a standard practice Consultant will not assign	No Change

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			consultants who have worked with Authority to provide services to a direct competitor of Authority or any Private Sector clients, where the services to be provided are substantially similar to the Services Consultant performs for Authority under the Contract. While taking up similar services for other clients, Consultant maintains Chinese walls by such restriction and this restriction will last for 12 months from the conclusion of the individual's work with Authority on the Contract. This restriction will not apply to any senior professionals who serve as Consultant practice area leaders ("PALs"), topic leaders, topic experts or advisors, including data scientists and Consultant digital, analytical data or software developers. Involvement of an individual in the Contract will not preclude them from working for other clients in Authority's industry. We request clarity to this extent is added in the final contract. We also request the term "Associates" is clearly defined.	
40.	Indemnity	Clause 2.25.3 Page 22	We request that the indemnity is capped at 1x of total value of contract and there is a exclusion for indirect, incidental, consequential, special or exemplary damages arising from this Contract, such as, but not limited to, loss of revenue or anticipated profits or lost business in line with other GOI RFPs.	Please refer to Corrigendum-I
41.	Proprietary Data	Clause 2.26 Page 23	We request that terms like Deliverables and Pre-Existing IPR are defined as follows, to avoid any ambiguity and a provision is added	No change.

S N.	Subject / Issue	Clause No & Page No of RFQ	Query	Clarification
			to clarify the both parties shall retain ownership/rights over its Pre-Existing IPR and ownership of Final Deliverables shall vest with Authority — 1) Deliverable(s)" means (final versions of presentations, reports, prepared during the agreement 2) Pre-Existing IPR - means any IPR: (i) developed by a Party independently of the engagement; or (ii) owned by a Party, or licensed to such Party (other than by the other Party), at the commencement date of the engagement, including any and all derivative works including modifications or enhancements to the same made before, during, and after the engagement.	
42.	The Authority reserves the right to make inquiries with any of the clients listed by the Applicants in their previous experience record.	Clause 5.5 Page 31	We request that since we are bound by confidentiality obligations with other clients, the self-certifications are relied on.	No change.
43.	Broad scope of work and Detailed scope of work for the assignment	Clause 3, 4.6 Page 36 & 41	We understand that we will be required to assist the Authority in organizing such events, meetings, seminars, workshops etc. from backend only in terms of providing strategy and required support in terms of recommendations, roadmap and will not be front ending the same.	The consultant will be required to make presentations and support the Ministry in advocating the strategic recommendations and roadmap with concerned stakeholders.
44.	Broad scope of work	Clause 3 Page 37 & 38	With respect to onboarding of Marketing Agencies, again we understand Consultant will be required to support the Authority from backend in terms of providing strategy, recommendations, and support for RFP process. Ultimate decision and liability w.r.t the onboarding of Marketing Agency and otherwise dealing with them will be directly of Authority.	The Consultant will be required to assist the Ministry in procurement process by preparing RFP, visibility amongst such agencies, evaluation of proposals, framework for monitoring their work etc.

S N.	Subject / Issue	Clause No & Page No of RFQ	Query	Clarification
				The ultimate decision in this connection will be with the Authority.
45.	Broad scope of work and Detailed scope of work for the assignment	Clause 3 Page 37 & 41	With respect to attracting investments, we can only provide strategy, recommendation support and not front-end events like investor facilitation, investor roadshows, investor conferences etc, and cannot seek investments directly from investors on Authority's behalf.	Investment promotion is one of the key requirements of the assignment. It would involve preparing strategies for attracting investments and also support the Authority in investor roadshows, conference and undertaking measures for investor facilitation and reducing compliance burden.
46.	Broad scope of work and Detailed scope of work for the assignment	Clause 4.4 Page 39	As mentioned in above points, consultant can provide strategy support and recommendations from back end. Kindly also elaborate which stakeholders we will be required to work with. Presentation of reports to these stakeholders should be with anonymized reference of Consultant.	Stakeholders will involve Central Government, State Governments, industry associations, multilateral agencies, and private sector.
47.	Schedule 3	Page 48	Request you to kindly elaborate and clarify on below — The participation of companies that may be involved as investors or consumers and officials of the Authority who have current or recent connections to the companies involved, therefore, needs to be avoided. Additionally, Clause 3(b)(iii) of Schedule 3 states that no consultant should bid for works arising from the project — while we understand we won't be eligible to work for works for supply of goods or works arising from this project but this should not restrict Consultant from working for other clients working directly or indirectly related to G-20 event. As mentioned above, our teams	No change.

S N.	Subject / Issue	Clause No & Page No of RFQ	Query	Clarification
			maintain a Chinese wall while working on any competing projects though such restriction does not apply to senior professionals who serve as Consultant practice area leaders ("PALs"), topic leaders, topic experts or advisors, including data scientists and Consultant digital, analytical data or software developers	
48.	Appendix 1	Clause 6 Page 52	We request that this statement is restricted only to blacklisting by public sector authority	No change.
49.	Additional Clause – No publicity		We request that we have a mutual no publicity clause to state the following – "Neither Party will make any public announcement nor press release regarding the Contract nor any activities performed under it without the prior written consent of the other Party. Except as required by law, no reference may be made to Consultant in any prospectus, proxy statement, offering memorandum or similar document or materials prepared for public distribution."	No change.
50.	Additional Clause		We would like to clarify that the Consultant does not provide any legal, accounting, regulatory or tax advice that may have a bearing on the recommendations provided by Consultant. We would like to propose the inclusion of the following clarification that Bank shall be responsible for obtaining its own legal, tax and accounting advice concerning laws, regulations, agreements and other legal, accounting or tax issues related to the said RFP.	No change.
51.	Additional Term - Re-distribution of deliverables with third parties		Consultant prepares a deliverable specifically for the client as per their requirements and instructions, we urge inclusion of the below, which shall protect Consultant's rights against any third party claims that may arise from	No change.

S N.	Subject / Issue	Clause No & Page No of RFQ	Query	Clarification
	No of RFQ		unauthorized re-distribution of the deliverable.	
			"The Client acknowledges and agrees that the Deliverables are prepared solely for the Client's internal use. The Client will not disclose the Deliverables or make the Deliverables available for use by any third party without the prior written consent of Consultant. The Client will procure that any third party to which it wishes to disclose the Deliverables or any other Consultant materials or work must first sign Consultant 's standard form of non-reliance letter. Consultant can provide the Client with a copy of this form upon the Client's request. If Consultant agrees to the Client disclosing the Deliverables to third parties, the Client agrees that Consultant will not be responsible for any losses incurred by the Client or any third party as a result of or in connection with such disclosure, or the third party's use of, or reliance on the Deliverables or any other aspect of Consultant work."	
52.	Additional Clause		We request upon award of contract the final agreement is mutually executed between the parties while keeping the foundation of main RFP in line with corrigendum intact. The final agreement to have comprehensive terms around termination, mutual confidentiality etc.	The draft agreement attached with RFP along with corrigendum will be signed by the Authority with the successful applicant.
4. I	Bidder 4			
53.	Guiding principles for identifying and addressing conflict of interest	Clause 2.4.3 (a) Page 9	Kindly clarify if shortlisted bidder can form consortium with any other firm and participate in the bid?	No change.
54.	Necessary Checks and Compliances for Financial Proposal	Clause 2.15.2 (b) Page 17	The events, venue, dates indicated in the scope is tentative and might change at later	Any travel by the personnel of the consultants would be as per the

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			date. Further, number of experts required by the Ministry to travel for the events is not fixed and can vary based on perception by various bidders. Therefore, request you to keep Financial Proposal exclusive of travel expenses & GST. Travel Expenses can be reimbursed to the consultant on actuals subject to a unit ceiling mutually agreed with the Ministry or as per applicable norms. GST to be paid extra as per applicable rates.	requirement of the authority and would be pre-approved by the competent authority. The reimbursement of the travel cost would be as per the actuals and incommensurate with his position. The travel cost for subject matter expert would be reimbursed as per the entitlement of the Director, Government of India and for Project Associate it would be as per entitlement of the Under Secretary, Government of India
55.	Proposal Due Date	Clause 2.17 Page 18	Please clarify on bid submission timeline as it has been indicated 4 pm in covering letter and 3 pm (1500 hrs) in this particular clause.	No change.
56.	Performance Security	Clause 2.21 Page 19	Please confirm that the Performance Security is required only after the award of project and not to be used as Bid Security as Bid Security Declaration is provided separately by the Consultant. Clause wording to be modified accordingly.	No change.
57.	Substitution of Key Personnel	Clause 2.25.2 Page 21	Substitution should also be allowed in the event of resignation by the member from the firm. Further, the condition should be limited to on-site full-time team members. Request you to make the deductible amounts towards substitutions as a percentage of particular expert cost rather than lumpsum amount.	No change.
58.	Indemnity	Clause 2.25.3 Page 22	Request you to kindly modify the clause as under: The Consultant shall, subject to the provisions of the Agreement, liable to the Authority for an amount not exceeding 1 (one) time the value of the Agreement for any direct loss or	No change.

S N.	Subject / Issue	Clause No & Page No of RFQ	Query	Clarification
			damage that is caused due to any deficiency in services.	
59.	Action in case of non-compliance, misrepresentation Award of Consultancy Commencement of assignment	Clause 2.14.5 Page 16 Clause 2.25.4 Page 22 Clause 2.25.6 Page 23	References of Bid Security to be modified to Bid Security Declaration.	No change.
60.	Bidder's relevant experience and cases studies	Clause 3.1.2 Page 24	We understand that the ongoing projects are also eligible under this category, Please confirm. Please clarify if the Project Fee criteria indicated is Fee received by the firm or Fee Contracted with the Client?	No change.
61.	Bidder's relevant experience and cases studies	Clause 3.1.2 Page 24	Under Category 1, we understand that experience in developing / implementing strategies for the Government in tourism sector outside India is also eligible. Kindly allow experience with private sector as well.	No change.
62.	Eligible Projects and documentary evidence	Clause 3.1.5 (a) Page 27	Kindly provide format for submitting Bidder's relevant experience and case studies.	No change.
63.	Schedule - 2	Agreement Page 47	Kindly provide copy of draft agreement which has not been attached in the RFP.	No change.
64.	Appendix-I	Form 4: Particulars of Key Personnel / Experts Page 58	We understand that 3 Associates are not given any score and therefore shall not be evaluated. Do we still need to provide CVs of the Associates in the Technical Bid?	No change.
65.	Confidentiality	Clause 2.23 Page 20	Request you to kindly modify the clause as under: Confidentiality: Except as otherwise permitted by this Agreement, neither of the parties may disclose to third parties the contents of this Agreement or any information provided by or on behalf of the other that ought reasonably to be treated as confidential and/or proprietary. Parties may, however,	No change.

S N.	Subject / Issue	Clause No & Page No of RFQ	Query	Clarification
			disclose such confidential information to the extent that it: (a) is or becomes public other than through a breach of this Agreement, (b) is subsequently received by the receiving party from a third party who, to the receiving party's knowledge, owes no obligation of confidentiality to the disclosing party with respect to that information, (c) was known to the receiving party at the time of disclosure or is thereafter created independently, (d) is disclosed as necessary to enforce the receiving party's rights under this Agreement, or (e) must be disclosed under applicable law, legal process or professional regulations. These obligations shall be valid for a period of 3 years from the date of termination of this Agreement.	
66.	Additional Clause		Request you to kindly add the clause as under: Termination: The Consultant may terminate this Agreement, or any particular Services, immediately upon written notice to the Authority if the Consultant reasonably determines that it can no longer provide the Services in accordance with applicable law or professional obligations.	No change.

Ministry of Tourism Government of India

CORRIGENDUM-I

Subject: RFP for Selection of High-Level Consultant for Strategy and Program Management Support for Ministry of Tourism during India's G-20 Presidency

- 1. This invites reference to RFP File No: IC-11/7/2018-IC regarding Selection of High-Level Consultant for Strategy and Program Management Support for Ministry of Tourism during India's G-20 Presidency.
- 2. This corrigendum forms an integral part of the RFP document as per RFP Clause No. 1.10 and 1.11, Page No. 6.
- 3. The details of the amendments made to the above referred RFP are appended as under.

S No.	Clause No & Page No.	Original Clause	Amended Clause
1.	Clause 2.25.2 Substitution of Key Personnel Page 21	The Authority will not normally consider any request of the Selected Applicant for substitution of key personnel/ experts as the ranking of the Applicant is based on the evaluation of non-key experts and any change therein may upset the ranking. Substitution will, however, be permitted if the key personnel/ experts is not available for reasons of any incapacity or due to health, subject to equally or better qualified and experienced personnel being provided to the satisfaction of the Authority. a) The Authority expects all the key personnel/ experts to be available during implementation of the Agreement. The Authority will ordinarily not consider substitution of key personnel/ experts except for reasons of any incapacity or due to health. In exceptional case, such substitution shall ordinarily be limited to one substitution subject to equally or better qualified and experienced personnel being provided to the satisfaction of the Authority. As a condition to such substitution, a sum equal to Rs. 20,00,000 shall be deducted from the payments due to the Consultant. In the case of a second substitution hereunder, such deduction shall be Rs. 50,00,000. Any further substitution may lead to disqualification of the Applicant or termination of the Agreement.	The Clause now reads as: The Authority will not normally consider any request of the Selected Applicant for substitution of key personnel/ experts as the ranking of the Applicant is based on the evaluation of non-key experts and any change therein may upset the ranking. Substitution will, however, be permitted if the key personnel/ experts is not available for reasons of any incapacity or due to health, subject to equally or better qualified and experienced personnel being provided to the satisfaction of the Authority. a) The Authority expects all the key personnel/ experts to be available during implementation of the Agreement. The Authority will ordinarily not consider substitution of key personnel/ experts except for reasons of any incapacity or due to health. In exceptional case, such substitution shall ordinarily be limited to one substitution subject to equally or better qualified and experienced personnel being provided to the satisfaction of the Authority. As a condition to such substitution, a sum equal to Rs. 10,00,000 shall be deducted from the payments due to the Consultant. In the case of a second substitution hereunder, such deduction shall be Rs. 20,00,000. Any further substitution may lead to

S No.	Clause No & Page No.	Original Clause	Amended Clause
			disqualification of the Applicant or termination of the Agreement.
2.	Clause 2.25.3 Indemnity Page 22	The Consultant shall, subject to the provisions of the Agreement, indemnify the Authority for an amount not exceeding 3 (three) times the value of the Agreement for any direct loss or damage that is caused due to any deficiency in services.	The clause now reads as: The Consultant shall, subject to the provisions of the Agreement, indemnify the Authority for an amount not exceeding the value of the Agreement for any direct loss or damage that is caused due to any deficiency in services.
3.	Clause 2.26 Proprietary Data Page 23	Subject to the provisions of Clause 2.23, all documents and other information provided by the Authority or submitted by an Applicant to the Authority shall remain or become the property of the Authority. Applicants are to treat all information as strictly confidential. The Authority will not return any Proposal, or any information related thereto. All information collected, analysed, processed or in whatever manner provided by the Applicant to the Authority in relation to the Project shall be the property of the Authority. The Applicant shall make suitable arrangements for the preservation of data collected during the study, such as filled in schedules, tabulation or working sheets, reports, photographs etc., relating to the Project in electronic form and this shall be shared with the Authority at the time of submission of Final report. The ownership of all such data shall remain with the Authority. All raw data compiled during the assignment shall be transferred to the authority. No data collected in context of the study may be destroyed or otherwise disposed of or given to any other organization/individual, unless so approved by the Authority.	Subject to the provisions of Clause 2.23, all documents and other information provided by the Authority or submitted by an Applicant to the Authority shall remain or become the property of the Authority. With respect to pre-existing IPRs of the Applicant prior to signing of the agreement, the ownership of the same will remain with the applicant. Applicants are to treat all information as strictly confidential. The Authority will not return any Proposal, or any information related thereto. All information collected, analysed, processed or in whatever manner provided by the Applicant to the Authority in relation to the Project shall be the property of the Authority. The Applicant shall make suitable arrangements for the preservation of data collected during the study, such as filled in schedules, tabulation or working sheets, reports, photographs etc., relating to the Project in electronic form and this shall be shared with the Authority at the time of submission of Final report. The ownership of all such data shall remain with the Authority. All raw data compiled during the assignment shall be transferred to the authority. No data collected in context of the study may be destroyed or otherwise disposed of or given to any other organization/individual, unless so approved by the Authority.

4.	Clause 3.1.2 Bidder's	Sno	Sub-Criteria	Marks to be given	Max Marks	The	e claus	se now reads as:		
	relevant experience and	1	Relevant	Maximum of 5	05		Sno	Sub-Criteria	Marks to be given	Max Marks
	cases studies Page 24		Experience in developing/ implementing strategies for the Government in tourism sector	projects Project fee >=5 Crore =1 mark 3 Crore <= Project fee <5 Crore =0.75 1 Crore<=Project fee<3 Crore = 0.5			1	Relevant Experience in developing/ implementing strategies for the Government in	 Maximum of 5 projects Project fee >= 2 Crore =1 mark 1 Crore <= Project fee <2 Crore =0.75 	05
		2.	Relevant Experience in supporting global forums and events around international cooperation across governments and private sector	 Maximum of 5 projects Project fee >=5 Crore =1 mark 3 Crore <= Project fee <5 Crore =0.75 1 Crore <= Project fee <3 Crore = 0.5 	05		2.	tourism sector Relevant Experience in supporting global forums and events around international cooperation across governments	 0.5 Crore<=Project fee<1 Crore = 0.5 Maximum of 5 projects Project fee >= 2 Crore = 1 mark 1 Crore <= Project fee < 2 Crore = 0.75 0.5 Crore<=Project fee<1 Crore = 0.5 	05
		3.	Relevant experience in providing strategy advisory/ program management services to Central Government/ State Government departments in India	 Maximum of 5 projects Project fee >=5 Crore =1 mark 3 Crore <= Project fee <5 Crore =0.75 1 Crore <= Project fee <3 Crore = 0.5 	05		3.	and private sector Relevant experience in providing strategy advisory/ program management services to Central Government/ State Government	 Maximum of 5 projects Project fee >= 2 Crore = 1 mark 1 Crore <= Project fee <2 Crore = 0.75 0.5 Crore <= Project fee <1 Crore = 0.5 	05

develo imple of stra touris at nat regior level i	lies nonstrating elopment/ lementation trategies for rism sector ational/ on/ state I in India or rnationally	The Bidder shall present case studies showcasing their work in previous assignments: The case studies will be assessed for its relevance to the scope of work outlined in the RFP and will be evaluated on: Approach adopted for designing the strategy and support provided in implementation of the same Impact of the program	15 (Maximum 7.5 marks for each case study)	4.	departments in India Two case studies demonstrating development/ implementation of strategies for tourism sector at national/ region/ state level in India or internationally otal (a)	The Bidder shall present case studies showcasing their work in previous assignments: • The case studies will be assessed for its relevance to the scope of work outlined in the RFP and will be evaluated on: • Approach adopted for designing the strategy and support provided in implementation of the same • Impact of the program	15 (Maximum 7.5 marks for each case study)
				Jun 1	o.u. (u)		

Clause 5.1 Key	Sno.	Key Deliverables	Timeline	Payment	Sno.	Key Deliverables	Timeline	Payment
eliverables nd ayment	1	Submission of current state assessment report	T + 15 days	5%	1	Submission of current state assessment report	T + 15 days	5%
chedule Page 43	2	Submission of draft strategy and action plan for the following tracks: (i). Developing India's priorities to position India as a thought leader in Tourism (ii). Implementation of priorities at select tourist destinations in the country (iii). Preparing G-20 Goa Roadmap for Tourism as a vehicle for achieving SDGs (iv). Organizing G-20 TWG and Ministerial meetings, Side Events, and other events (v). Visit India program with focus on G-20 markets (vi). Selection and On-boarding of Market Representative Agencies (vii). Attracting investment from global and domestic investors	T+45 days in parallel to Serial no.1	10%	2	Submission of first draft of strategy and action plan for the following tracks: (i) Developing India's priorities to position India as a thought leader in Tourism (ii) Implementation of priorities at select tourist destinations in the country (iii) Preparing G-20 Goa Roadmap for Tourism as a vehicle for achieving SDGs (iv) Organizing G-20 TWG and Ministerial meetings, Side Events, and other events (v) Visit India program with focus on G-20 markets (vi) Selection and Onboarding of Market Representative Agencies (vii) Attracting investment from global and domestic investors	T+45 days in parallel to Serial no.1	10%
					3	Submission of second draft of strategy and action plan for the following tracks:	T+90 days After Serial No. 2	10%
						(i) Developing India's priorities to position India as a thought leader in		

	Submission of final Strategy and action plan for the following tracks: (i). Developing India's priorities to position India as a thought leader in Tourism (ii). Implementation of priorities at select tourist destinations in the country (iii). Preparing G-20 Goa Roadmap for Tourism as a vehicle for achieving SDGs (iv). Organizing G-20 TWG and Ministerial meetings, Side Events, and other events (v). Visit India program with focus on G-20 markets (vi). Selection and On-boarding of Market Representative Agencies (vii). Attracting investment from global and domestic	T+60 days After Serial no.2 T0 to T+270 After completion of assignment	10%	4	Tourism (ii) Implementation of priorities at select tourist destinations in the country (iii) Preparing G-20 Goa Roadmap for Tourism as a vehicle for achieving SDGs (iv) Organizing G-20 TWG and Ministerial meetings, Side Events, and other events (v) Visit India program with focus on G-20 markets (vi) Selection and Onboarding of Market Representative Agencies (vii) Attracting investment from global and domestic investors Submission of third and final Strategy and action plan for the following tracks:	T+120 days After Serial no.3	10%
5	Program management support – submission of monthly progress report		65% on Pro Rata Basis over 9 months		 (i). Developing India's priorities to position India as a thought leader in Tourism (ii). Implementation of priorities at select tourist destinations in the country (iii). Preparing G-20 Goa Roadmap for Tourism as a vehicle for achieving SDGs (iv). Organizing G-20 TWG and Ministerial meetings, Side 		

				focus on G-20 markets (vi). Selection and On- boarding of Market Representative Agencies (vii). Attracting investment from global and domestic investors Note: Even after submission of final Strategy and action plan, there could be new ideas and tracks which may come up during the course of assignment. The same would be incorporated into strategy and action plan document on ongoing basis				
			4	Strategy Implementation and Program management support – submission of monthly progress report	T0 to T+270	55% on Pro Rata Basis over 9 months		
			5	Submission of final report	After completion of assignment	10%		
6	Clause 6.4 On-Site Full- time team Page 45	The SMEs shall be supported by on site team comprising of minimum four experts who will be deployed on full time basis. the Consultant shall submit the CVs as part of the technical proposal, however, only Project Manager will be evaluated during technical evaluation. The experts of the on-ground team should meet the following minimum educational and experience criteria:	The clause now reads as: The SMEs shall be supported by on site team comprising of minimum four experts who will be deployed on full time basis. the Consultant shall submit the CVs as part of the technical proposal, however, only Project Manager will be evaluated during technical evaluation. The experts of the on-ground team should meet the following minimum educational and experience criteria:					

		S. No	No Onsite Qualifications and Experience Team		ence		S. No	Onsite Team	Qualifications and Experience
		1.			om within/ m 7 years of once ken at least 3 / State ments/ agencies in once of managing projects (project s or more) in accountability and formance dget, schedule,	1.		Project Manager	 Should be a post-graduate from a reputed institution from within/ outside India Should have minimum 6 years of professional experience Should have undertaken at least 3 projects with Central/ State Government departments/ agencies in India Should have experience of managing long term programs/ projects (project duration of 6 months or more) in similar capacity with accountability and responsibility for performance including quality, budget, schedule, client and stakeholder management
		2.	Associates (3 Nos.)	 Should be a post-gradereputed institution from outside India Should have minimum professional experier 	om within/ m 2 years of		2.	Associates (3 Nos.)	 Should be a post-graduate from a reputed institution from within/ outside India Should have minimum 2 years of professional experience
7	Clause 1.10 Schedule of	S no	Event Descrip	tion	Timeline		S no	Event Description	
	Selection Process	1.	Last date for r	receiving queries	5.01.2023		1.	Last date for rece queries	5.01.2023
		2.	Pre-bid Confe	rence	6.01.2023		2.	Pre-bid Conferen	ice 6.01.2023
		3.	Response to p	ore-bid queries	9.01.2023		3.	Response to prequeries	9.01.2023
		4.	Proposal Due	date or PDD	20.01.2023		4.	Proposal Due dat	25.01.2023, 1300 Hrs

4. All the other terms and conditions of the RFP document shall remain unaffected.
