

Tender No.

**MINISTRY OF TOURISM
GOVERNMENT OF INDIA**

Request For Proposal for Selection of Agency for
Providing Support for Community Engagement
Initiatives under Yuva Tourism Clubs

Ministry of Tourism, Govt. of India

NIT : DO-7/996/2022-DO DATED 15.03.2024

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1. Disclaimer

This Request for Proposal (RFP) is issued by the Ministry of Tourism, Government of India for selection of an agency for providing support for Community Engagement Initiatives under Yuva Tourism Clubs under Ministry of Tourism, Govt. of India.

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 the Ministry of Tourism. It does not purport to, contain all the information that a recipient may require for the purposes for deciding 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.

This RFP includes certain statements, estimates, projections, targets and forecasts with respect to the Manpower Services requirement. Such statements, estimates, projections, targets and forecasts reflect various assumptions made by the management, officers and employees of the Ministry of Tourism which (the assumptions and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based and nothing in this RFP is, or should be relied on as, a promise, representation or warranty.

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

2. Data Sheet

1.	Name of Bid	RFP for Selection of Agency for Providing Strategic Support for the development of Yuva Tourism Clubs..
2.	Period of contract	One year & extendable to another two year based on performance mutually agreed terms
3.	Selection Method	QCBS 80:20
4.	Earnest Money Deposit (EMD)	As per Rule 170 of General Financial Rules (GFRs) 2017
5.	Proposal Validity Period	One Hundred and Eighty (180) Days from the date of bid submission.
6.	Proposal Language	English
7.	Proposal Currency	INR
8.	Consortium allowed	No
9.	Sub-contracting allowed	No
10.	Date of Publication	15/03/2024
11.	Last date of receiving bids	08/04/2024 at 1400 hrs.
12.	Pre-bid meeting	Pre-bid meeting will be conducted on 22.03.2024 at 1100 hrs, Ministry of Tourism, 8 th Floor, Conference Hall, Chandralok Building, Janpath, New Delhi - 110001. Prospective Bidders, requiring clarifications on the bid document shall notify Ministry of Tourism on e-mail ID: vibhava.t@nic.in and cc to moutoshi.n@nic.in by 21.03.2024 at 1100 hrs as per the format given in the RFP.
13.	Bid submission date	23/03/2024 at 0930 hrs.
14.	Opening of Technical Bid	09/04/2024 at 1500 hrs.
15.	Opening of Financial Bid	To be communicated

3. Introduction

Tourism has emerged as a key driver of economic growth. It is one of the fastest growing economic sectors and has significant impact on trade, job creation, investment, infrastructure development and social inclusion. Tourism is also a labour-intensive sector and has significant multiplier effect on employment in related sectors. Tourism can generate resources for conservation of cultural and natural heritage and has huge potential to make positive contribution to sustainable development goals.

In contemporary times, tourism has emerged as a global opportunity. Once perceived as an activity for the affluent, today the number of travelers is growing rapidly, and many international travelers are from the expanding middle class of large emerging economies. Tourism has become a way of life and millions of new travelers are looking for exceptional travel experiences, be they business or leisure, domestically, regionally or internationally.

India is one of the unique countries that offers unique experience to every visitor because of its cultural diversity, presence of historical and architectural marvels, diverse landscapes, vibrant festivals, and number of spiritual sites. Despite the inherent advantages and salient characteristics we still have not unlocked a huge potential offered by the tourism sector.

Growth of tourism sector will impact Indian economy in terms of spreading benefits across the country including remote areas and providing employment and entrepreneurial opportunities to youth, women, marginalized sections of the society and those in the informal sector. To achieve this, national prioritization of the sector is critical to ensuring focus, investment, alignment and competitiveness needed as precursors to maximizing the impact of the tourism sector for the benefit of India at large. In order to capitalize on the potential of the tourism sector, Govt. of India has undertaken a range of initiatives such as- Incredible India Campaign, Swadesh Darshan Scheme, PRASHAD Scheme, Adopt a Heritage Scheme, HRIDAY, E-visa and Visa on Arrival, UDAN (Ude Desh Ka Aam Nagrik) Scheme, Clean India Campaign (Swachh Bharat Abhiyan), Incredible India Tourist Facilitators (IITF), etc. These initiatives, along with various infrastructure development projects, marketing campaigns, and promotional activities, aim to position India as a top tourism destination and attract both domestic and international tourists.

In order to contribute in creating multiplier impact of ongoing initiatives by Government, Ministry of Tourism has been initiated a campaign of development of “Yuva Tourism Clubs” to empower and involve the youth of our country to create a more vibrant and inclusive tourism sector for the future.

Yuva Tourism Club :

1.3 billion people of India makes the country the second most populous in the world, but with an average age of 29, it has one of the youngest populations globally. India is home to a fifth of the world’s youth demographic and this population advantage could play a critical role in achieving the nation’s ambitious target to become a US \$ 5 trillion economy. The large youth population offers both a workforce as well as a market. These young people are driving a culture of innovation, entrepreneurship, and diversity. In view of this demographic dividend that India has, it is essential to educate and elevate these young minds towards India’s natural and cultural heritage through tourism. Ministry of Tourism intends to celebrate this year at India@75 by launching a campaign focused towards “YUVA Tourism”. In this respect, one of the initiatives would be to develop Yuva Tourism Clubs. These clubs would target different categories from schools, colleges and working age groups. Yuva Tourism Clubs will provide a platform for young people to actively engage in the tourism industry, promote responsible travel, foster cultural understanding, and contribute to the sustainable development of tourism.

Objective of Yuva Tourism Clubs:

Tourism clubs is an important aspect for promoting responsible and sustainable tourism in the country. The initiative would help in developing the right culture among the youth of the country through formulating social clubs at various academic institutions. The major objective of the proposed Initiative is to:

- To Inculcate tourism culture among youth of the country
- To educate youth about diverse cultures and geographies of the country
- To appreciate the importance of travel and tourism in education
- To create awareness about tourism related career and entrepreneur opportunities at an early stage
- To facilitate better coordination for study tours and student exchange programs

4. Objective of the Assignment

In the background as mentioned above, the Ministry of Tourism now invites proposal from qualified bidders (as defined in this RFP) to set up a strategic management team to provides a continuous support to the ministry as per scope of work and deliverables listed in this RFP in implementation of the following: -

- I. Development of comprehensive strategy and implementation plan for establishing and strengthening community engagements and YTCs.
- II. Preparation of strategy for development of Annual Action Plan for Communities/YTCs and capacity building of YTCs execution of potential events.
- III. Augmentation of existing YTC portal and Development of platform for preserving & promoting tangible and intangible heritage and culture of cities
- IV. Overall Project Management, Monitoring and Evaluation of different initiatives and support Ministry in successful implementation of the program

5. Detailed Scope of Work

The above objective is expected to be delivered by taking up the following activities:

- A. Undertake a quick assessment of existing implementation status on community engagement.
- B. Prepare a roadmap and guideline for development of YTC in different youth categories, their objective, roles and responsibilities to actively contribute to the growth of the tourism industry.
- C. Prepare initiatives and construct of different events which can help communities/YTCs in understanding the heritage and culture, importance of youth in tourism and linkage of the sector with employment opportunities.
- D. Identification and compilation of employment opportunities through development of job roles and required competency sets through seeking support from MSED, THSC and NCVT.
- E. Develop a NSQF aligned framework for skill upgradation, training and certification.
- F. Identify or develop online learning and skill development platform for YTCs.
- G. Development of approach and methodology to define objective of YTC based on characteristics of associated tourism category such as promoting tourism awareness and creating employment opportunities etc.
- H. Develop portfolio of potential activities, events, and initiatives that support the objectives ensuring a

mix of educational, cultural, awareness related, and career-focused events.

- I. Help in identification of potential partners and stakeholders who could contribute resources, expertise, or support to specific activities.
- J. Outline how progress and outcomes will be documented and reported, both internally and externally.
- K. The objective is to develop an online platform that serves as a comprehensive repository for collating and showcasing information about tangible and intangible culture and heritage from various regions, communities, and traditions. The platform aims to promote cultural diversity, preserve cultural heritage, and facilitate knowledge sharing among users.
- L. While a portal is already in place, it can be expanded to cover more features. Portal management would also have to be taken up, along with data collection & documentation. The portal should be a tool to motivate people, nurture and provide the adequate resources to take up tourism and allied activities.
- M. Develop a content curation strategy and plan for collecting authentic and verified information about tangible and intangible heritage, sourcing including activating Yuva Tourism Clubs. Explore partnerships with cultural organizations, museums, academic institutions, and local communities to source authentic and verified content. Consider collaborating with experts in cultural heritage to ensure the platform's credibility and accuracy.
- N. Support in public procurement for onboarding of any developer or vendor for development of platform
- O. Participate in UAT and provide feedback with respect to ease of use and effectiveness
- P. Develop a marketing strategy to promote the platform and attract users from diverse cultural backgrounds
- Q. Documentation and Setting up Governance and Monitoring System: This will include defining project objectives, scope, deliverables, and success criteria for each of the initiatives, conduct initial assessments of the current status and areas requiring immediate action, Identify key stakeholders and establish communication channels and formats.
- R. Creating a detailed project plan, including activities, milestones, and dependencies
- S. Support in obtaining necessary approvals withing the Ministry and State for the projects/initiatives.
- T. Coordination with states and other stakeholders
- U. Coordinate with the Department of Youth Affairs for converging with Mera Yuva Bharat initiative (MY Bharat).
- V. Support regular status meetings and provide progress reports to clients and relevant government officials
- W. Facilitate workshops, meetings and consultations to gather feedback and ensure stakeholder participation. Provide regular updates and reports to government stakeholders on project progress, risks and outcomes.
- X. Conduct project reviews and evaluations to assess project outcomes and lessons learned.

6. Team Composition

No.	Designation	Resource Requirement	Qualification and Experience
1	Team Leader	One (On site)	<ul style="list-style-type: none"> Post Graduate degree in planning /engineering/management. Minimum 12 years of experience in consulting in fields of tourism / urban infrastructure.

			<ul style="list-style-type: none"> • Should have led at least one assignment on development of tourist destinations at central/state government level. • Should have experience of development of online platform for government. • Should be on payroll of Bidder since at least 6 months from the date of submission
2	Skill & Youth Development Expert	One	<ul style="list-style-type: none"> • Graduate / Postgraduate in Social Work/Human Resource Management or any other related field • Minimum 10 years of experience in the domain of capacity development / skill development/Education • Experience of planning and implementing skill development initiatives for students • Should be on payroll of Bidder since at least 6 months from the date of submission
3	Marketing and Branding Expert	One	<ul style="list-style-type: none"> • Graduate in Marketing / Business Administration or any other related field • Minimum 08 years of experience in hospitality / tourism sector • Experience of developing marketing and branding campaigns/initiatives or social media strategies for creating awareness in hospitality/tourism industry is desirable. • Should be on payroll of Bidder since at least 6 months from the date of submission
4	IT Expert	One	<ul style="list-style-type: none"> • Graduate in Engineering(IT/CS/Electronics) • Minimum 10 years of experience in the IT field solutions • Experience of web application development and related technologies is desirable • Should be on payroll of Bidder since at least 6 months from the date of submission
5	MIS & Documentation Expert	One (On site)	<ul style="list-style-type: none"> • Graduate in any field • Minimum 05 years of experience in MIS for Government Projects • Previously worked on least 1 tourism development assignments • Should be on payroll of Bidder since at least 6 months from the date of submission
6	Project Consultant	Two (On site)	<ul style="list-style-type: none"> • Graduate in any field • Prior experience of working in Government /Consulting • Should have spent at least 2 years in Consulting and minimum experience of 3 years. • Should have undertaken at least 2 projects in any of the following 4 areas.

			<ul style="list-style-type: none">▪ Project Management – State and Central level Coordination▪ Technology▪ Finance▪ Information, Education and Communication▪ Preparation of DPR• Should be on payroll of Bidder since at least 6 months from the date of submission
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7. Deliverables & Payment Terms

The entire fee (as indicated in the financial proposal) will be paid to the bidder as per the deliverables linked to the following:

S.No.	Deliverable	Fees as percent of contract value
1	Inception report	10%
2	Report on proposed strategies for engaging communities and establishing YTCs and Initiatives to be taken up by communities/ YTCs	10%
3	Development plan and Implementation strategy for creating online platform for preserving & promoting tangible and intangible heritage and culture of cities	10%
4	Report on Capacity Building strategies & Plans for preparation of Annual Event Plan	10%
5	Quarter – 1 (Quarterly Progress Report)	15%
6	Quarter – 2 (Quarterly Progress Report)	15%
7	Quarter – 3 (Quarterly Progress Report)	15%
8	Quarter – 4 (Quarterly Progress Report)	15%
<ul style="list-style-type: none"> The payment against first four deliverables would be made after acceptance of the report by the competent authority. Remaining 60% will be released on quarterly billing for providing team at the Ministry for strategic PMU. 		

8. Minimum Eligibility Criteria

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. Technical Proposal of the agencies complying with the following pre-qualification criteria will be taken up as part of the three-package procurement process.

Sr.No.	Basic Requirement	Eligibility Criteria	Documentary Evidence to be Submitted
1	Legal Entity	Bidder should be a Company registered under Companies Act, 1956 or 2013 or a partnership firm registered under Partnership Act, 1932 or LLP Act, 2008 registered in India for last 5 (Five) years.	Copy of Incorporation/Registration certificate along with Memorandum of Association, Byelaws, Partnership Deed or similar document, PAN Card and GST Registration should be furnished as documentary proof.
2	Turnover	The bidder should have a minimum of INR 50 Cr. average turnover in the last 3 financial years (2020-2021, 2021-2022, 2022-2023)	Turnover Certificate duly certified by Statutory Auditor for the last three financial years (2020-2021, 2021-2022, 2022-2023). FY 2022-23 numbers may be

			on provisional basis, in case not filed but need to be certified by the Statutory Auditor
3	Net worth and Profit Making	The bidder should have a positive net worth as on March 31, 2023, and should have made profit in each of the last 3 years (2020-2021, 2021-2022, 2022-2023) ending March 31.	Extracts from the audited Balance Sheet and Profit & Loss Accounts along with a Certificate from the Statutory Auditor must be enclosed.
4	Certification	The bidder should have a valid ISO 14001 and CMMI Level 3 certification as on date of submission of bid.	Copy of the certificate.
5	No Blacklisting	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 bidding.	Self-certification letter Undertaking to this effect on company's letter head signed by company's authorized signatory (as per Annexure II)

** Note: All supporting documents should only be of the legal entity bidding for the engagement. Consortium or Joint Venture is not allowed in this bid.*

9. Bidding Process

9.1 Pre-Bid Meeting

a. Pre-bid meeting on the date and time mentioned in the datasheet. Potential bidders interested in joining the Pre-bid meeting must share their Company Name, Authorized Person's name, Email and Contact No. at the email address mentioned in the data sheet at least one day before the pre-bid meeting.

b. Bidders are required to submit the queries/clarifications/suggestions in writing to the specified e-mail address mentioned in the RFP. Bidders note that- queries not submitted in the prescribed format may not be addressed at all. Ministry of Tourism, GoI shall not be responsible for ensuring that the Bidders' queries have been received by them. Any requests for clarification post the indicated date and time may not be entertained by the Purchaser.

c. Ministry of Tourism, GoI reserves the right not to respond to any/all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it would be inappropriate to do so or do not find any merit in it.

9.2 Earnest Money Deposit (EMD) / Bid Security

- i. In lieu of Bid security as per the GFR Rule 170 (iii), bidders should sign a Bid securing declaration accepting that if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and if they fail to sign the contract, or to submit a performance security before the deadline defined in the bid document, they will be blacklisted for the period of eighteen months (18) from the date of disqualification. In the absence of Bid securing declaration in the prescribed format (Annexure V), the tenders will be rejected and will not be opened.
- ii. Requirement of EMD is exempted for Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department. **A certificate of registration as an MSE is to be submitted by bidders seeking exemption under this clause.**

9.3 Instructions for preparation of proposals

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

- i. 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.
- ii. 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.
- iii. The Proposal should be submitted on or before **1400 Hrs. on 08/04/2024**.
- iv. 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.

9.4 Technical Proposal

The Technical Proposal must include the following:

- i. Power of Attorney to sign the proposal.
- ii. Documents to fulfil the requirements for Minimum Eligibility Criteria mentioned in Section 6.
- iii. Letter of Technical Proposal Submission (as per the format at Annexure I)
- iv. Declaration of ineligibility for corrupt or fraudulent practices Documents (as per the format at Annexure II)
- v. Bid security declaration (as per the format at Annexure V).
- vi. Format for Past experiences (as per the format at Annexure VII).
- vii. Format for CVs for proposed professional staff (as per the format at Annexure IX).

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

9.5 Financial Proposal

The Financial Proposal must include the following:

- a) All costs associated with the Assignment should be included in the Financial Proposal as per the format given in Annexure IV. 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.
- b) Format for Financial Bid submission is provided in Annexure IV.
- c) 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.
- d) In case of any additional cost involved in any work, the same should be included within the relevant item of work detailed in Annexure IV.
- e) The duration of the contract is for 12 months and the same can be extended for a minimum 3 months upto a maximum of 12 months subject to satisfactory performance with all other terms and conditions being the same with no change in the total fees. The payment

milestones for any extension will be finalized at time of specific extension.

- f) The monthly remuneration for each PMU personnel and the total cost be quoted separately as per **ANNEXURE IV**.

10.Submission and Opening of Proposals

10.1 Bid Submission

- I. All the bids must be valid for a period of 180 days from the last date of bid submission. No request will be considered for price revision during the contract period. If necessary, MOT will seek extension in the bid validity period beyond 180 days. The bidders, not agreeing for such extensions will be allowed to withdraw their bids.
- II. Proposal should be submitted on <https://eprocure.gov.in/>
- 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 under Annexure IV format. In case of any mismatch/calculation mistake in the cost quoted in the table format and the total cost quoted, the bid will be treated as non-responsive. Further, in case of any difference in the rates quoted in words and in figures, the bid will be treated as non-responsive.
- V. The interested bidders may submit their Bid to MOT on or before the time mentioned in Section 1: Data sheet

10.2 Opening of “Technical Proposal”

- The Technical Proposal of the bidders will be opened as per the process of CPP portal. Bidders may keep themselves updated about the status of bid through www.eprocure.gov.in and tourism.gov.in.

10.3 Opening of “Financial Proposal”

- For the purpose of opening of financial bids, MOT shall shortlist only those agencies who are technically qualified (bidder securing 70% and above marks in technical evaluation). Technically qualified bidders would be called to attend the opening of financial bids.
- The Financial Proposal for Selection of Agency for providing Strategic Support for Development of Yuva Tourism Club” shall be opened as per process of <https://eprocure.gov.in/>.

11. Evaluation of Bids/Proposals

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

- Stage 1 | The bidders would have to meet the minimum eligibility criteria (section 7 of this RFP)
- Stage 2 | The technical evaluation of the bidders who meet the minimum eligibility criteria would be done as mentioned below and those bidders scoring 70 or more shall be considered

as Technically qualified.

- Stage 3 | The commercial bids of the technically qualified bidders shall be opened.

For evaluation of bids/proposal-

- The Consultant shall be selected through bidding process on Combined Quality Cum Cost Based System (QCBS).
- There shall be a two-stage selection process in evaluating the proposals received.
- In the First stage, technical evaluation will be carried out of those proposals that fulfil the prequalification/ eligibility criteria.
- Technical proposals will be assessed based on a defined evaluation criterion and ranked as per the marks received in the technical evaluation (Technical Score). Only those applicants whose technical proposals score is 70 marks or more out of 100 marks shall be invited for financial evaluation.
- The financial evaluation will be carried out only for the technically qualifying bidders would be invited for opening of the financial bid. Proposals will then finally be ranked according to their combined technical and financial scores.
- 80% weightage shall be given to technical proposal and 20% shall be given to financial proposal. The Bidder scoring the highest combined score will be declared successful.
- If there is only one bid, MOT reserves the right to process the single bid or take recourse to the process of re-tendering.
- 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.
- 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 a 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.

11.1 Technical Evaluation Criteria

The scoring criteria to be used for technical evaluation shall be as follows:

Sr. No.	Criteria	Marks	Supporting document
1	The bidder should have provided consultancy services for community engagement/youth empowerment/skill development for any public/private sector entity in last 5 years.	Max. Marks – 20 Marks <ul style="list-style-type: none"> • One Project – 10 Marks • Two or more Projects – 20 Marks 	Copy of work order/contract agreement/ client experience letter
2	The bidding entity should have following certifications: -	Max. Marks – 10 Marks <ul style="list-style-type: none"> • Up to 2 certificates – 5 Marks • All 4 certificates – 10 Marks 	Copy of valid certificates signed by authorised representatives of bidder

	1. ISO 20000 2. CMMI Level 3 3. ISO 27001 4. ISO 9001		
3	Team Profile	Max. Marks – 40 Marks a. Team Leader (One) - 10 Marks <ul style="list-style-type: none"> • Masters in planning/engineering/management – 1 Mark • Minimum 12 years of experience in consulting in fields of tourism/urban infrastructure – 2 Marks • Should have led at least one assignment involving Information, education and communication for development of tourist/heritage/cultural destinations at central/State government level – 4 marks • Should have experience of development of online platform for government – 3 Mark b. IT Expert (One) – 08 Marks <ul style="list-style-type: none"> • Minimum 10 years of experience in related fields – 2 Marks • Experience of atleast one engagement in development of online platform/application/IT solution for preservation of heritage/cultural/tourism asset for any government organization. – 6 Marks c. Skill & Youth Development Expert (One) – 06 Marks <ul style="list-style-type: none"> • Minimum 10 years of experience in skill development/education sector related fields – 2 Marks • Experience of at least two engagements involving skill development of students– 4 Marks d. Marketing and Branding Expert (One) – 06 Marks	Based on the CV submitted.

		<ul style="list-style-type: none"> • Minimum 08 years of experience in hospitality/tourism sector – 2 Marks • Experience of developing marketing and branding campaigns/initiatives or social media strategies for atleast 2 Government entities– 2 Marks • Experience of atleast one project involving Marketing and Branding related to tourism destination– 2 Marks <p>e. MIS and Document Management Expert (One) – 06 marks</p> <ul style="list-style-type: none"> • Minimum 05 years of experience in related fields – 2 Marks • Experience of at least 1 tourism development assignments – 4 Marks <p>f. Project Consultant (Two) –02 Marks Each – total 4 marks</p> <ul style="list-style-type: none"> • Experience of working in Government /Consulting -0.5 mark • Should have spent at least 2 years in Consulting and minimum experience of 3 years – 0.5 marks. • Should have undertaken at least 2 projects in the following 4 areas of expertise- 1 mark <ul style="list-style-type: none"> ▪ Project Management – State and Central level Coordination ▪ Technology –Functional ▪ Finance ▪ Tourism ▪ DPR/Procurement 	
3	Approach and Methodology	<p>Max. Marks -30 Marks</p> <ul style="list-style-type: none"> • Understanding of the Scope, Approach and Methodology and innovative interventions of Work – 10 Marks • Presentation on overall A&M – 20 Marks 	Based on the submitted Approach and Methodology Document & Presentation.

*All the resources proposed against the specified profiles should be on payroll of bidding entity, for at least 6 months prior to the date of bid submission.

12.Award of Contract / Work order

On selection of the agency and acceptance of financial quotes 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.

13.Submission of Performance Guarantee

The selected agency must submit Performance Guarantee (PBG) in the form of Bank Guarantees as per format in Annexure III from a scheduled bank for 5% of the total contract value having validity of 60 days (about 2 months) beyond the date of completion of the two years of contract. In the case of contract is extended for one year, the selected agency shall again submit a Performance Guarantee (PBG) for the extended period having validity of 60 days beyond the extended date of the contract.

In case of any deficiency and unsatisfactory performance by the agency, the Performance Guarantee would be invoked and the payment due to the agency would be withheld. No interest will be paid by MoT on the Performance Guarantee. In the event of any amendments to Agreement, the Bidder shall within 15 days of receipt of such amendment furnish the amendment to the Performance Guarantee as required.

14.Terms and Conditions

14.1 Force Majeure

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

14.2 Termination

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

1. Where the Ministry of Tourism believes in event of default on the part of the Bidder / Bidder's Team which would make it proper and necessary to terminate this Contract and may include failure on the part of the Bidder to respect any of its commitments regarding any part of its obligations under its Bid, the RFP or under this Contract.
2. Where it comes to the Ministry of tourism's attention that the Bidder (or the Bidder's Team) is in a position of actual conflict of interest with the interests of the Ministry of Tourism, in relation to any of terms of the Bidder's Bid, the RFP or this Contract.
3. Where the Bidder's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against the Bidder, any failure by the Bidder to pay any of its dues to its creditors, the institution of any winding up proceedings against the Bidder or the happening of any such events that are adverse to the commercial viability of the Bidder. In the event of the happening of any events of the above nature, the Ministry of Tourism shall reserve the right to take any steps as are necessary, to ensure the effective transition of the project to a

successor agency, and to ensure business continuity.

4. Termination for Insolvency: The Ministry of Tourism may at any time terminate the Contract by giving written notice to the Bidder, without compensation to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Ministry of Tourism.
5. Bidder may terminate this Agreement, or any Services, immediately upon written notice to Client if bidder reasonably determines that bidder can no longer provide the Services in accordance with applicable law or professional obligations.

14.2.1 Consequence of Termination

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

14.3 Arbitration

1. Amicable Settlement If, due to unforeseen reasons, problems arise during the progress of the contract leading to disagreement between the Ministry of Tourism and the Consultant, both the Ministry of Tourism and the Consultant shall first try to resolve the same amicably by mutual consultation. If the parties fail to resolve the dispute by such mutual consultation within twenty-one days, then, depending on the position of the case, either Ministry of Tourism or the Consultant can give notice to the other party of its intention to commence arbitration and the applicable arbitration procedure will be as per Indian Arbitration and Conciliation Act, 1996.
2. Arbitration in the case of a dispute arising between the Ministry of Tourism and the Consultant, which has not been settled amicably, any party can refer to the dispute for Arbitration under the Arbitration Act, 1996. For appointment and composition of Arbitral Tribunal both parties can mutually agree on the number of arbitrators (which cannot be an even number) to be appointed. In case there is no agreement, a single (sole) arbitrator may be appointed. The parties can mutually agree on a procedure for appointing the arbitrator or arbitrators, or else in case of arbitration with three arbitrators, each party will appoint one arbitrator and the two appointed arbitrators will appoint the third arbitrator, who will act as a presiding arbitrator. If one party fails to appoint an arbitrator within 30 (thirty) days, or if the two appointed arbitrators fail to agree on the third arbitrator, then the court may appoint any person or institution as arbitrator. In case of an international commercial dispute, the application for appointment of arbitrator has to be made to the Chief Justice of India. In case of other domestic disputes, the application has to be made to the Chief Justice of the High Court within whose jurisdiction the parties are situated.
3. Place of Arbitration proceedings shall be held in India at New Delhi and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

14.4 Jurisdiction

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

14.5 Confidentiality

Except as otherwise permitted by this Agreement, neither of the parties may disclose to third parties the contents of this Agreement or any information provided by or on behalf of the other that ought reasonably to be treated as confidential and/or proprietary. Parties may, however, disclose such confidential information to the extent that it: (a) is or becomes public other than through a breach of

this Agreement, (b) is subsequently received by the receiving party from a third party who, to the receiving party's knowledge, owes no obligation of confidentiality to the disclosing party with respect to that information, (c) was known to the receiving party at the time of disclosure or is thereafter created independently, (d) is disclosed as necessary to enforce the receiving party's rights under this Agreement, or (e) must be disclosed under applicable law, legal process or professional regulations. These obligations shall be valid for a period of 3 years from the date of termination of this Agreement.

14.6 Limitation of Liability

Notwithstanding anything contained in this Agreement, the aggregate liability of the Consultant in connection with the Services to be performed hereunder shall in no event exceed the value of professional fee actually received under this Agreement. The Consultant shall only be liable for the direct damages or loss arising out of this Agreement or otherwise from its services and not for any indirect or consequential damages.

15. Additional Information to bidders

1. Consortium is NOT allowed for this project.
2. Sub-contracting the work to other consultants is NOT allowed for this project.
3. The period of validity of the proposal is 90 days from the closing date of the proposal submission.
4. The Bidder shall bear all costs associated with the preparation / submission of bid, presentations / demonstration during technical evaluation of the bid. MOT will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
5. MOT reserves the right to accept or reject any or all the bids in part or full without assigning any reason whatsoever.
6. The bids should be clear in all respects. Conditional, erroneous and incomplete bids will be rejected outright.
7. The bid as well as all related correspondence exchanged by the Consultants and MOT shall be written in English language, unless specified otherwise. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an accurate translation of the relevant pages in English. For the purposes of interpretation of the bid, the translation shall govern. Information supplied in another language without proper translation shall be rejected.
8. MOT reserves its right to summarily reject an offer received from any Consultants on national security considerations, without any intimation to the bidder.
9. MOT reserves the right to place an order for the full or part quantities under any items of work under scope of work.
10. Consultants submitting proposals will not be permitted to alter or modify their bids after expiry of the deadline for receipt of bids.
11. MOT reserves its right not to accept bids from consultants resorting to unethical practices or on whom investigation/enquiry proceedings have been initiated by Government Investigating Agencies / Vigilance Cell.
12. Any amendments / corrigendum to the RFP document would be uploaded on the official website of the MOT, www.tourism.gov.in and the tender website of Government of India www.eprocure.gov.in.
13. It is to be ensured that the complete information as required by this office may be furnished by the bidders in the prescribed format. Formats submitted with incomplete information and not conforming to the requirements are liable to be rejected.
14. Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP

documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications. Failure to comply with the requirements of this paragraph may render the bid non-compliant and the bid may be rejected. Bidders must:

- Include all documentation specified in this RFP, in the bid
 - Follow the format of this RFP while developing the bid and respond to each element in the order as set out in this RFP
 - Comply with all requirements as set out within this RFP
15. Conditional bids shall not be considered and will be rightly rejected in the very first instance.
 16. Each page of the tender should be signed by the bidder or by his authorized signatories with the seal of the agency.
 17. In the event of any mismatch between the monthly remuneration and the total cost or in the amount indicated in words and figures, or in any other component, the bid will be treated as non-responsive.

16.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.

17.Penalty Clause

a. On Manpower:

- 1) Services of all the professionals as per contract should be available for the full duration of the project stationed at the Ministry of Tourism.
- 2) The contractor shall provide all necessary manpower as per the agreed-upon staffing plan during the contracted period. Any changes to the manpower, including additions, replacements or removals, must be approved in writing by the Ministry of Tourism. Failure to obtain prior approval for changes in manpower may result in penalties or termination of the contract, at the discretion of the Ministry of Tourism. Any new manpower provided by the contractor shall possess qualifications and experience commensurate with the roles and responsibilities outlined in the scope of work. Top of Form
- 3) The agency shall provide substitute promptly (not later than 10 days of such request from the Ministry) for the team member, as and when required.
- 4) In case, the leaving personnel is not providing prior notice of one month to the Ministry, a sum of 20% (twenty percent) of the remuneration shall be deducted from the payment due to the agency (from the day personnel leaves the Ministry until the day of getting new replacement).
- 5) In the case of a second substitution hereunder, such deduction shall be 50% (fifty percent) of the remuneration. Any further substitution may lead to termination of the Agreement.

b. On Deliverables:

1. The agency would have to submit a Performance Guarantee for an amount equivalent to 5% of the value of the contract after the contract is awarded to it. The same shall be liable to be forfeited in full or part in case of underperformance by the agency, besides other action, including blacklisting of the agency, as may be deemed fit by the Ministry of Tourism, Government of India as per details given below:
- 2) The Ministry reserves the right to deduct the penalty either from Performance Bank Guarantee or

from pending bills submitted for the work already performed by the agency.

- 3) The amount of liquidated damages for delay by Agency under this Contract shall not exceed 10 % (Ten Percent) of the total value of the Contract.
- 4) The liquidated damages for delay by Agency shall be applicable under following circumstances:
 - If the deliverables are not submitted as per schedule, the agency shall be liable to pay 1% (One Percent) of the proportional cost of the services applicable at that stage of deliverables (as per Clause 7 of the RFP) for delay of each week or part thereof, subject to clause 3 above.
 - If the deliverables are not acceptable to the Ministry of Tourism as mentioned in Clause 7 (of the RFP), and defects are not rectified to the satisfaction of the Ministry of Tourism within 30 (Thirty) days of the receipt of the notice, the Agency shall be liable for Liquidated Damages for an amount equal to 1% (One percent) of the amount admissible related to that stage of deliverables for every week or part thereof for the delay in rectifying the deficiencies, subject to clause 3 above.
- 5) Regardless of any other terms in this agreement, except for the compensation agreed upon by the agency, the agency's total liability under this agreement will not be more than the total amount paid for the services provided by the agency.
- 6) If the services of the consultancy firm/bidder are found unsatisfactory and objectives of the PMU are not fulfilled in spite of giving three opportunities to the bidder, the Ministry of Tourism may forfeit the amount due in part or whole, in addition to the performance guarantee.

18. Withdrawal, Substitution and Modification of Bids

1. 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.
2. Bids withdrawn shall not be opened and processed further.
3. The Consultants would indemnify MOT against any claim of copyright violation / plagiarism, etc.
4. 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, the Client may use any Materials included in the Reports, as well as the Reports themselves as permitted by this Agreement.
5. Interested bidders may submit bids as per the requirements stipulated in this document by **1500 Hrs. on **/**/2024.**

19. Annexures

Annexure I: Letter for Technical Bid Submission

(To be provided on 'Company Letterhead')

To,

Ministry of Tourism,
Transport Bhawan,
1, Parliament Street,
New Delhi

Subject: Letter of Technical Bid Submission

Madam / Sir,

This has reference to the Ministry of Tourism's RFP no.<<<>>> dated <<<>>> for "Selection of Agency for Providing Support for Community Engagement Initiatives under Yuva Tourism Clubs under Ministry of Tourism, Govt. of India"

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

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

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

Thanking you,

Name of the Bidder:

Authorized Signatory:

Name:

Seal:

Date:

Place:

Annexure II: Declaration of ineligibility for corrupt or fraudulent practices

(To be provided on 'Company Letterhead)

To,

Ministry of Tourism, Govt. of India,
Transport Bhawan,
1, Parliament Street,
New Delhi

Subject: Declaration of eligibility for not being declared ineligible due to corrupt or fraudulent practices.

Madam / Sir,

This is with reference to the Ministry of Tourism's RFP no. dated..... for
"Selection of Agency for Providing Support for Community Engagement Initiatives under Yuva
Tourism Clubs under the Ministry of Tourism, Govt. of India".

In this context, I, as an authorized representative(s) of the 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 maybe taken, our
security may be forfeited in full and the tender, if any to the extent accepted, maybe cancelled.

Thanking you,

Name of the Bidder:

Authorized Signatory:

Name:

Seal:

Date:

Place:

Annexure III: Format of Performance Bank Guarantee:

<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 “ Selection of Agency for Providing Support for Community Engagement Initiatives under Yuva Tourism Clubs "in the Ministry of Tourism, Govt. of India (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 offices at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

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

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

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

This Guarantee shall be valid until <Insert Date>) Notwithstanding anything contained herein:

1. Our liability under this bank guarantee shall not exceed Rs. <Insert Value> (Rupees <Insert Value in Words> only).
2. This bank guarantee shall be valid up to <Insert Expiry Date>).
3. 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 IV: Financial Quotation Format for YTC (To be provided on 'Company Letterhead')

To,
 Director General
 Ministry of Tourism, Govt. of India,
 Transport Bhawan, New Delhi

Subject: Financial Proposal for RFP of Selection of Agency for Providing Support for Community Engagement Initiatives under Yuva Tourism Clubs

Sir/Ma'am,

We, <name of the agency>, offer to provide the services and deliver the envisaged scope as per the RFP of Selection of Agency for Providing Support for Community Engagement Initiatives under Yuva Tourism Clubs. Our financial quote is as follows:

S. No.	Resource	Number of Resources	Expected efforts in Months	Total Consultancy Fee per month – Excluding GST (in INR)
A	Team Leader	One (on site)	12	
B	Skill & Youth Development Expert	One	12	
C	Marketing and Branding Expert	One	06	
D	IT Expert	One	08	
E	MIS & Documentation Expert	One (on site)	12	
F	Project Consultant	Two (on site)	24	
G	TOTAL			
H	Total Professional Fee for period of 1 Month in Figures (in INR)			

I	Total Professional Fee for period of 12 months in Figures (in INR) (S. No. H) X 12 (Final Quote)	
J	Total Professional Fee for period of 12 months in words (in INR) (Final Quote)	

- 1) Above amounts is excluding GST which shall be paid as per applicable law and would be paid extra.
- 2) Evaluation of the Financial Bid would be on the basis of the **total cost** indicated in col. J above.
- 3) In the event of any mismatch between the monthly remuneration and the total cost or in the amount indicated in words and figures, or in any other component, the bid will be treated as non-responsive.

Signed by Authorized Representative of Authority	Signed by Authorized Representative of Consultant
Signature:	Signature:
Name:	Name:
Designation:	Designation:

Annexure V: Bid security Declaration

Date:

Tender No:

To,

Ministry of Tourism

Transport Bhawan, 1, Parliament Street, New Delhi - 110001

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 blacklisted from bidding for any contract with you for a period of 18 months 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 refuse 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.

Name of the Bidder:

Authorized Signatory:

Name:

Seal:

Date:

Place:

(Power of attorney/ board resolution/documents of incorporation should be attached)

Annexure VI: Format to share Pre-Bid Queries

Name:					
Address:					
Name and Position of Person submitting request:					
Telephone/Mobile Number:					
Email ID:					
Fax:					
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 VII: Format for Past experiences

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

Annexure VIII: Format for CVs for proposed professional staff

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