Government of India Ministry of External Affairs Overseas Indian Affairs Division-II

Tender No. OI-16016/05/2017-OIA-II3 February 2017

Request For Proposal (RFP) for Engaging Services of a Company for a period of 12 months for Organising Familiarization Trips for Indian Origin Youth under Know India Programme (KIP) of the Ministry of External Affairs.

Time lines for the Request For Proposal

| Sr. No. | Item | Date | Time |
|---------|--|------------|----------|
| 1 | Date of Announcement | 11.05.2017 | 1200 Hrs |
| 2 | Date of Pre- Bid meeting for any clarifications / explanation | 15.05.2017 | 1500 Hrs |
| 3 | Date of Submission of tender documents - hardcopy only to be submitted on all working days | 11.05.2017 | 1400 Hrs |
| 4 | Last date of submission of bids | 02.06.2017 | 1200 Hrs |
| 5 | Date of opening of Technical Bid | 02.06.2017 | 1430 Hrs |
| 6 | Date of opening of Financial Bid and the declaration of results subject to further scrutiny of documents | 02.06.2017 | 1500 Hrs |

1. Introduction: Ministry of External Affairs organizes Know India Programme (KIP) to introduce Indian origin youth (18 to 30 years of age) and familiarize them with different facets of India, its cultural heritage, history, economy and progress made by the country in various sectors. KIP provides a unique opportunity for students & young professionals of Indian origin to visit India and develop closer bonds with contemporary India. KIPs are conducted every year, in partnership and coordination with State Governments. Each KIP is of 25 days duration.

The main elements of Know India Programme are understanding India's political system, economy, society, cultural heritage and development in various sectors etc; interaction with students at University/College; visit to places of historical importance; participation in cultural programmes; visit to industrial sites; visit to a village; interaction with non-profit organisations and meetings with senior officials in India.

- **2. Objective:** The objective of this RFP is to select an appropriately qualified and adequately experienced Travel Company, to act as the Service Provider, who will enter into a Contract with the Overseas Affairs Division-II (OIA-II) of the Ministry of External Affairs to organize Know India Programmes (KIPs) to be held during Financial Year 2017-18.
- 3. Scope of Work: The company would work under instructions and overall supervision of the Joint Secretary (OIA-II), Ministry of External Affairs, New Delhi. The Ministry will organize seven (7) Know India Programmes during the period from July 2017 to June 2018. Out of 7 KIPs, 6 KIPs will have 40 participants each. The Seventh KIP will have 20 participants including 10 NRIs and 10 PIOs. During the 25 days visit to India, participants will visit Delhi and Agra. They will also visit a State for a 10 days trip to familiarize with that State. Among the various elements of visit, the Company/ Service Provider will undertake following tasks with respect to organizing KIPs:
- (i) Arrange hotel accommodation (twin sharing basis in a 4 Star or above category of hotel), local transportation (Volvo AC Coach), boarding and lodging for KIP participants during their stay in India; airport-hotel-airport transfer during arrival and departure from India.
- (ii) Arrange visit of the participants to places of historic, cultural, industrial and tourist importance in India.
- (iii) Facilitate meeting of participants with leadership of the State as directed by Ministry.
- (iv) Organize visit to a village or countryside for one or two days.

- (v) Arrange interactive sessions in premier universities / organization of the Partner State.
- (vi) Arrange cultural programmes showcasing the India's cultural heritage.
- (vii) Ensure security of KIP participants and provide medical care as per requirement. A panel of hospitals to be identified by the service provider to deal with urgent medical needs.
- (viii) Bring any untoward incident during KIP with regard to safety, security and health of KIP participants immediately to the attention of Ministry of External Affairs.
- (ix) Arrange concluding session for distribution of certificates of the programme.
- (x) Coordinate with State Government to facilitate and arrange all aspects of the visit to the State
- **4.** Eligible Bidding Companies are invited to submit detailed Technical and Financial bids for organizing KIPs in accordance with RFP. The term of Contract will be, as per provisions indicated in the succeeding paragraphs, on the basis of two-tier tender process consisting of Technical Bids and Financial Bids. The terms and conditions of the bidding documents are given below:

| FINANC | FINANCIAL BID DOCUMENT FOR ORGANIZING KNOW INDIA PROGRAMME | | |
|---------|---|---|--|
| Sr. No. | Particulars of Expenditure | Details | Estimated total Expenditure to be given |
| 1. | Accommodation for participant's per-day on twin sharing basis in a 4 Star Hotel in Delhi | | Total Rs |
| 2. | (i) Breakfast (if not included in hotel tariff)(ii) Lunch for participants (including non-vegetarian food) : | (i) Rs(Per day for one person) (ii) Rs(Per day for one person) | Rs (for 40 |

| | (iii) Dinner for participants(including non-vegetarian food) :(iv) Mineral water charges per day per participants (2 litres per day per person) : | (iii) Rs(Per day for one person) (iv) Rs(Per day for one person) | |
|----|---|--|---|
| 3 | Transportation (i) Transfer to Hotel on arrival at Delhi Airport by Air Conditioned Vehicle on twin sharing basis (ii) Transfer from hotel to Delhi Airport for departure by AC Vehicle on twin sharing basis. (iii) Portage Charges (Delhi arrival and Delhi departure) if any (iv) Local Transport (Large AC Volvo AC Bus with capacity of 40 persons) for movement in and around Delhi for 15 days including Agra. | (i) Rs(Per day) (ii) Rs(Per day) (iii) Rs(Per day) for 40 persons) (iv) Rs(Per day) for 40 persons) | Total Rs (for 40 participants) |
| 4. | Delhi – Agra – Delhi (2 days)(one night halt at Agra) (i) Agra Trip 2 days (Delhi-Agra-Fatehpur Sikri-Delhi) by Volvo AC Coach (ii) Accommodation charges for 40 persons for one night halt in Agra (twin sharing basis in a 4 Star Hotel) (iii) Breakfast (if not included in hotel tarrif) (iv) Lunch for participants (including non-vegetarian food): (v) Dinner for participants (including non-vegetarian food): | Coach rate from Delhi – Agra – Delhi for 40 persons) (ii) Rs(Per day for 40 persons) (iii) (ii) Rs(Per day for 40 persons) | Total Rs (for 40 participants for one night halt in Agra) |

| | T | T | I |
|---|---|--|-------------|
| | (vi) Mineral water charges per day per participants(2 litres per day per person):(vii) English speaking trained Guide at Agra for one day (Govt. approved): | | |
| 5 | Programme Leader / Escort: The cost of travel to be included. | Escort charges on per day basis for one male and female escort for 25 days | |
| 6 | Contingency Charges includes Photo Badges for participants, Entry Tickets for monuments, E- bus service at TajMahal/Taxi charges for transportation of ailing Participants to hospitals (excluding medical insurance) / lunch for ailing participant and any other contingent expenditure, etc as per actual expenditure incurred by the Event Manager. | Rs | Total Rs |
| 7 | KIP Programme Booklet Printing (100 Nos.) Brochure design, printing cost, 36 – 40 pages, colorful front page cover with images of Delhi, Agra and important places of the Partner State. Profile of 40 Participants with photograph and Programme of KIP. | | Total Rs |
| 8 | 40 Kit Bags (cotton / jute) For 40 KIP Participants . | ExpenditureRs. | Total Rs |
| 9 | 10 days stay in (one or two Partner States as the case may be) for 40 participants Travel from Delhi to Partner State | by Air from Delhi to partner States and back to Delhi for 40 Participants as per | Total |
| | (i) Accommodation charges for 40 | actual and as per entitlement. | |

| | persons for one night halt in Agra (twin sharing basis in a 4 Star Hotel) | | |
|----|--|---------------------------------|-------------|
| | (ii) Breakfast (if not included in hotel tarrif) | , , | |
| | (iii)Lunch for participants (including non-vegetarian food) : | (ii) Rs(Per day for 40 persons) | |
| | (iv) Dinner for participants (including non-vegetarian food) : | (iii)Rs(Per day for 40 persons) | |
| | (v) Mineral water charges per day per participants(2 litres per day per | | |
| | person): (vi) English speaking trained Guide | (v) Rs(Per day for 40 persons | |
| | at the State for 2 days (Govt. approved): | | |
| | If the above arrangements are not provided by the Partner State then Event Manager has to make this arrangements. (Rates should be given as per actual expenditure per person basis) | | |
| | Protocol/LOs from State Government / Security Escort where required to be provided by State Government. | | |
| 10 | Programme Provider's Fee including administrative and staff charges | Fixed charges Rs | Total Rs |
| | (Fee will be proportionately reduced if number of participant is less than 40 in each KIP group | | |
| 11 | Service Charges (if any): For domestic travel of participants, baggage allowance equivalent to international sector or maximum 25 kg of excess baggage allowance to be provided. | | Total Rs |

| | | Grant Total | Rs |
|-------|---|--|-----|
| TECHN | ICAL BID DOCUMENT FOR ORGAN | IIZING KNOW INDIA PROGRA | мме |
| 12 | Eligibility Criteria: The Bidding company must be a registered travel company with domain expertise in making travel, hotel and local logistics arrangements having appropriate licenses like PAN, TIN, TAN, VAT, Service Tax Number etc. in their own name. Attested copies of same must be submitted with the technical bid. | submitted with ink signed copy and seal of the company | |
| 13 | Experience: The bidding company must have experience of at least 3 years in arranging travel, logistic support etc for foreign nationals visiting India for tourism or business (They should have handled visit of at least 1000 foreign nationals to India in a year). The bidding Company should demonstrate its capacity to handle more than seven KIPs if required. | submitted with ink signed copy and seal of the company | |
| 14 | Net-Worth: The net income of the company during each of last three years should be minimum one (1) crore. The bidding Company must submit audited balance sheets and income statements for last three years to demonstrate its net worth, its current financial soundness, and its ability to successfully undertake the project. | three years Rs (ii) Net Profit during each of last three years Rs | |
| 15 | The Service Provider should be directly involved in providing services in organizing KIPs and should not outsource this responsibility to another company or partner on a royalty or commission basis or any other such | | |

| | arrangement. If such an arrangement is noticed, the Ministry has the right to terminate the Contract, encash the bank guarantee for premature termination of contract and impose a future ban against taking part in the tender process. | |
|----|---|--|
| 16 | The company should have financial capacity to organize this programme and making advance booking of hotels, foods, air tickets, rail tickets and transportation cost etc for the participants keeping in view delay in making 50% advance payment to the travel agency. The willingness of the bidder should be stated. | |
| 17 | (i) The number of events and participants are not binding upon the Ministry and there is no guarantee of minimum order to be placed on the bidder during one year duration from date of award of contract. | |
| | (ii) The agreement with the selected bidder would be for one year i.e 12 months period from date of award of work (for upto Seven KIPs) and this may be extendable by one more year subject to satisfactory performance by the company. | |
| 18 | (i) The bidder shall not have been blacklisted by any of the Departments/Ministries/Organization of the Government of India. A duly signed undertaking to this effect must be submitted with the Technical bid. | |
| | (ii) The bidder shall not have any criminal proceeding pending/in progress in any court of Law/Forum. | |

| | (iii) The bidder shall not have been expelled/terminated on a project for default by any Organisation/Government Departments. (iv) The bidder should have the proven ability to accomplish the job in hand. | |
|----|--|--|
| 19 | BID SECURITY | |
| | Bidders are required to submit bid Security of Rs 7,00,000 (Earnest Money Deposit), about 3% of the contract value for 7 KIPs. The bid security shall be submitted in the form Accounts Payee Demand Draft in favour of Pay and Accounts Officer (PAO), Ministry of External Affairs, payable at New Delhi. The bid security will also be accepted in the form of Fixed Deposit Receipt, Irrevocable Bank Guarantee from any of the nationalized banks in an acceptable form in favour of PAO, Ministry of External Affairs. Bid security of the unsuccessful bidders would be returned within 30 days of the award of final contract. | |
| 20 | The offers/bids may be sent in sealed covers (superscribed 'Quotations for KIP 2017-18' and containing two separate sealed covers superscribed "Technical Bid" for KIP 2017-18 and "Financial Bid for KIP 2017-18") addressed to Manoj Kumar, Under Secretary, Overseas Indian Affairs Division-II, Ministry of External Affairs, Akbar Bhawan, Chanakyapuri, New Delhi. Any wrong / false information given in this regard may lead to | |

| | cancellation of the claim / eligibility of the prospective Event Manager. |
|----|--|
| 21 | Last Date of receipt of the Tender |
| | The quotations filled with all details stated above should be sent by 02 June 2017 (by 1200 Hrs) in the sealed envelope superscribed 'Quotations for KIP 2017-2018. Bids received late i.e. after due date and time shall not be considered under any circumstances. |

5. Selection Process:

- 5.1 **Pre-bid meeting**: A pre-bid meeting will be held on **15.05.2017** at **1500** hrs to clarify issues if any related to tender documents for all prospective bidders at Conference Room, 9th Floor, Akbar Bhawan, Chanakyapuri, New Delhi. The Ministry reserves the right to modify the time lines on grounds of administrative exigencies.
- 5.2 Bids without Earnest Money would be rejected and no further correspondence shall be entertained in this regard. Unsuccessful Bidder's EMD will be discharged/ returned as promptly as possible.
- 5.3 **Opening of bid:** Financial Bids of only those bidders who meet the technical criteria would be opened. The bids shall be opened at Ministry premises in the presence of bidders or their authorized representatives who choose to attend the opening of bids. Authorised Representative with authority letter on the letter head of bidding company duly signed by the bidder only will be allowed to attend the meeting of the Tender Committee to be held on 02.06.2017 at 1530 hrs, in conference hall, 9th Floor, Akbar Bhawan, Chanakyapuri, New Delhi-110021.

Ministry also reserves the rights to call for additional information from the bidders.

6. The bidders are required to furnish bid security of 3% of the contract value (Rs 7,00,000) along with Expression of Interest (Technical Bid) without which 'Financial Bid' will not be opened. Bid security (also known as Earnest Money) is to be paid by the bidders except those who are registered with Central Purchase Organization, National Small Industries Corporation (NSIC) or the concerned Ministry or Department.

7. Performance Security:

7.1 Performance security is also required to be submitted by the successful bidder awarded with the contract irrespective of its registration status etc. Performance Security will be

Rs 23,00,000 (about **10% of the contract value**). Performance security may be furnished in the form of an Account Payee Demand Draft, Fixed Deposit Receipt from a nationalized bank, Bank Guarantee from a nationalized bank in an acceptable form in favour of Pay and Accounts Officer, Ministry of External Affairs, Akbar Bhawan, New Delhi. Performance security should remain valid for a **period of 60 days, beyond** the date of completion of all contractual obligations of the successful bidder including warranty obligations. Bid security will be refunded to the successful bidder on receipt of the Performance Security.

- 7.2 In case services of the Company/Event Manager is found unsatisfactory on account of laxity in KIP management and feedback received from KIP participants their services may be terminated immediately without any advance notice. MEA reserves the right of making appraisal of the services of the Event Manager.
- 7.3 The Ministry has the right to terminate the contract if during the review process, it is found by Ministry that the services rendered by Service Provider/Event Manager did not meet the standards of quality and efficiency of the services expected of the Service Provider/Event Manager as per the RFP.

8. Awarding of contract:

- 8.1 The contract shall be awarded on the basis of the lowest rate quote.
- 8.2 If two or more bidders have offered the same rate, the Ministry reserves the right to classify all such bidders. Detail procedure for awarding the contract is mentioned at Annexure A.
- 8.3 During the period, no request for increase in quoted rates shall be accepted under any circumstances.

9. Mode of Payment:

- 9.1 Payment against bill/Invoice shall be released only after execution of the order and the quality of the services are found to the satisfaction of MEA.
- 9.2 Payment will be made direct to the supplier through NEFT/RTGS or through A/c payee cheque. No request for other mode of payment will be entertained. payment will be made to the Bidder on a pro rata basis, wherever applicable.
- 9.3 No advance payment will be made in any case.
- **10. Contract Period:** The period of contract will be **valid for 12 months** from the date of award of contracts and this may be extended up to further 12 months.

11. Penalty Clause and Force Majeure:

11.1 Refusal or inability or delay or any false statement by the successful bidder to supply all deliverables as per scope of work at the contracted rate may result in termination of the contract and forfeiting of EMD/PS/revoking of Bank Guarantee as well as disqualification of the bidder from participating in future tenders. For any kind of delay in adhering to the

- time schedule or substandard work, the amount of penalty should be decided by OIA II Division of this Ministry at their own satisfaction.
- 11.2 Ministry may consider relaxing the penalty and delivery requirements, as specified in this tender Document, if and to the extent the delay in performance or failure to perform its obligations under the contract is the result of a Force Majeure.
- 11.3 Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as natural disasters, act of states, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes at successful bidders' premise, etc.

12. Corrupt or Fraudulent Practices:

- 12.1 It is expected that the bidders who wish to bid for this tender have highest standards of ethics.
- 12.2 Ministry shall reject bid if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices while competing for this contract.
- 12.3 Ministry may declare a bidder ineligible, either indefinitely or for a stated duration, if it at any time determines that the bidder has engaged in corrupt and fraudulent practices during the execution of contract.

13. Settlement of Disputes and Arbitration:

- 13.1 All disputes, differences and questions arising out of or in any way touching or concerning this Request for Proposal (RFP) or subject matter thereof or the representative rights, duties or liability of the parties shall be referred to the sole arbitration of the Foreign Secretary, MEA or any person nominated by her/ him.
- 13.2 The arbitration shall be in accordance with the Arbitration and Conciliation Act, 1996. The arbitrator shall be entitled to extend the time of arbitration proceedings with the consent of the parties.
- 13.3 No part of the Request for Proposal (RFP) shall be suspended on the ground of pending arbitration proceedings.
- 13.4 The decision of the sole arbitrator shall be final and binding on the parties.
- **14. Governing Laws and Disputes:** This shall be construed and governed by the Laws of the India and the parties hereby submit to the exclusive jurisdiction of the Delhi Courts of Law.

15. General Terms and Conditions:

- (I) Mere submission of RFP, shall not confer any right whatsoever on the submitting entity.
- (ii) The RFP shall remain valid for a period of 6 months from the date of publication of RFP.
- (iii) It shall be obligatory on part of the submitting entity to furnish any further information as may be sought by Ministry.
- (iv) Incomplete proposals are liable to be rejected.
- (v) The Ministry, may in its discretion extend the last date for submission of the bids and such extension shall be binding on all the Bidders. Addendum / Corrigendum, if any in this regard, will be published on the Ministry of External Affairs' website.
- (vi) The Ministry reserves the rights to reject any bid without assigning any reasons. The decision of the Competent Authority in this regard shall be final and binding on the parties concerned.

Annexure A

Evaluation of Technical bid:

A duly constituted Tender committee will evaluate eligibility criteria of bidders. The Technical Bids will, in the first instance, be examined to ascertain fulfilment of eligibility criteria and submission of required documents. Evaluation will be based on documentary evidence submitted by the bidder with respect to pre-qualification / evaluation / selection criteria.

Each responsive proposal will be evaluated out of maximum of 100 marks as per following criteria:

A. Presentation by the Agency on Concept and Plans for execution of the programme (Maximum Marks 40): The bidder will be required to make a presentation on its proposal covering Experience/Technical Proposal including Implementation Methodology, Team composition and work schedule.

B. Profile of the Agency (Maximum Marks 60):

| Sr. No. | Description of each evaluation criteria | Marks |
|------------|--|-------|
| 1 | Past Experience in work of similar nature: | 10 |
| | Bidder with experience of 10 years and above – 10 Marks | |
| | Bidder with experience between 5 to 10 years – 7 Marks | |
| | Bidder with experience between 3 to 5 years – 5 Marks | |
| 2 | Competency | 10 |
| | Bidder with CMMi level certificate, GIGW compliance certificate | |
| 3 | Net worth | 10 |
| | The organization should have an annual turnover of over Rs. Two crore in each of the last 3 years. | |
| | Bidder with turnover of 10 crore & above -10 Marks | |
| | Bidder with turnover between 5 to 10 crore – 7 Marks | |
| | Bidder with turnover between 2 to 5 crore - 5 Marks | |

| 4 | Manpower, Skill set, Team Composition & Deployment | 10 |
|---|--|----|
| | composition of the project team and details of specific qualifications, skills/competencies/ expertise of the key professional staff; implementation of similar assignments carried out in last 5 years. | |
| | Bidder with experience of 5 years and above - 10 Marks | |
| | Bidder with experience of between 2 to 5 years - 5 Marks | |
| | | |
| | | |
| 5 | Event Management | 10 |
| | Bidder/organization should have organized similar events for which logistic arrangements arranged were made. | |
| | Company organized more than 10 events during last 2 years- 10 Marks | |
| | Company organized more than 5 to 10 events during last 2 years-7 Marks | |
| | Company organized more than 2 to 5 events during last 2 years- 5 Marks | |
| | | |
| 6 | Track Records | 10 |
| | Bidder should have good credentials and track record | |

A minimum score of 75 points would be required to qualify for the opening of Financial Bid.

A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP.

In case the date of opening of tender is declared a holiday for unexpected reasons, the tender shall be opened same time on the next working day.

Evaluation of Financial Bids:

FINANCIAL BIDS OF ONLY THOSE BIDDERS WHO MEET THE TECHNICAL CRITERIA WOULD BE OPENED. The Financial Bids of the technically qualified bidders

will be evaluated as per the evaluation criteria mentioned below: The bidder with lowest financial bid will be awarded 100% score.

Financial bids of only the Companies scoring 75 points in technical bid will be opened. The Financial Bids of the technically qualified bidders will be evaluated as per criteria mentioned in combined evaluation.

Combined Evaluation:

The bid will be evaluated on the basis of combined score obtained in technical and financial evaluation. The weightage for technical and financial scores will be given in the ratio of 70:30 and adding them up. On the basis of combined weighted score for technical and financial bids, the bidder shall be ranked in terms of total score obtained. The proposal obtaining the highest combined score in evaluation will be ranked as L-1 followed by the proposals securing lesser marks as L2, L3, etc. The bidder securing the highest combined marks will be considered for award of the contract (L1 bidder).

Example:

As an example, the following procedure will be followed. The minimum qualifying marks for technical qualifications is 75 points and the weightage of the technical bids and financial bids is kept as 70: 30. Assuming that in response to the RFP, 3 proposals, A, B & C are received. The technical evaluation committee awards them 75, 80, and 90 points respectively. The minimum qualifying marks are 75 points. All the 3 proposals are, therefore, found technically suitable and their financial proposals will be opened on the specified date and time. Assuming that the evaluation committee examines the financial proposals and the quoted total bid values are as under:

| <u>Proposal</u> | Total Bid Value |
|-----------------|-----------------|
| A : | INR 120 |
| B: | INR100 |
| C : | INR 110 |

Using the formula {(LTBV / TBV x 100) % adjusted to 2 decimal}, where LTBV stands for Lowest Total Bid Value and TBV stands for Total Bid Value, the committee will give them the following points for financial bids:

A: $100 / 120 \times 100 = 83 \text{ points}$

B: $100 / 100 \times 100 = 100$ points

C: $100/110 \times 100 = 91$ points

In the combined evaluation, thereafter, the evaluation committee will calculate the combined technical and financial score as under:

Proposal A: 75x0.70 + 83x0.30 = 77.4 points

Proposal B: 80x0.70 + 100x0.30 = 86 points

Proposal C: 90x0.70 + 91x0.30 = 90.3 points

The three proposals in the combined technical and financial evaluation will be ranked as under:

Proposal A: 77.4 points : L3

Proposal B: 86 points : L2

Proposal C: 90.3 points : L1

Proposal C at the total bid value of INR 110 will, therefore, declared as winner (L1) and recommended for approval, to the competent authority in normal course.