

**Ministry of External Affairs**  
**Sushma Swaraj Bhawan**

**No. Conf 240/86/2022**  
**Ministry of External Affairs**  
**(G20 Secretariat)**

Date of Publishing of RFP: 27/ 09/ 2022



**REQUEST FOR PROPOSALS FROM DESTINATION  
MANAGEMENT COMPANIES FOR CONDUCT OF G20 INDIAN  
EXPERIENCES TO BE HELD IN VARIOUS CITIES OF INDIA WITH A  
UNIQUE THEME OF '*SOUL OF INDIA*'  
FROM 01 DECEMBER 2022 TILL 30 NOVEMBER 2023  
DURING INDIA'S G20 PRESIDENCY**

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## **Disclaimer**

The information contained in this Request for Proposals document (“**RFP**”) or subsequently provided to bidders, whether verbally or in documentary or any other form by or on behalf of the G20 Secretariat, MEA or any of its employees or advisers, is provided to bidders on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement or an offer by the G20 Secretariat, MEA to the prospective bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their bids pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the G20 Secretariat, MEA in relation to the services to be provided pursuant to the RFP. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the G20 Secretariat, MEA, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the bidders may be on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The G20 Secretariat, MEA accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

The G20 Secretariat, MEA, its employees and advisers make no representation or warranty and shall have no liability to any person including any bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this selection process.

The G20 Secretariat, MEA also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused, arising from reliance of any bidder upon the statements contained in this RFP. The G20 Secretariat, MEA may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.

The issue of this RFP does not imply that the G20 Secretariat, MEA is bound to select a Bidder or to appoint the Agency, as the case may be, and the G20 Secretariat, MEA reserves the right to reject all or any of the bids without assigning any reasons whatsoever.

The bidder shall bear all its costs associated with or relating to the preparation and submission of its bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the G20 Secretariat, MEA, or any other costs incurred in connection with or relating to its bid. All such costs and expenses will remain with the bidder and the G20 Secretariat, MEA shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a bidder in preparation or submission of the bid, regardless of the conduct or outcome of the selection process.

**Process of Selection**

The process of selection of a successful Bidder from the panel would be as follows:-

- a) Issue of RFP
- b) Pre-Bid Meeting/ Clarification/ Corrigendum(if any)
- c) Submission of Bids
- d) Opening of Technical Bids
  - (i) Presentation by Bidders
  - (ii) Technical Bid Evaluation
- e) Opening of Financial Bids for the Bidders that are technically qualified
- f) Issue of Work Order

**Fact Sheet**

<b>S No.</b>	<b>Key Information</b>	<b>Details</b>
1.	Assignment Title	Request for Proposal (RFP) from DMCs for conduct of G20 Experiences
2.	Purchaser	G20 Secretariat, MEA
3.	Location	New Delhi
4.	Date of publication of the RFP	27.09.22
5.	Last date of submission of queries	30.09.22
6.	Pre-bid Meeting	04.10.22 at 1500 Hrs to be held at Conference Room, Sushma Swaraj Bhawan
7.	Last Date for submission of Bids	18.10.22
8.	Method of Selection	QCBS (70% Technical & 30% Financial)
9.	Earnest Money Deposit (EMD)	The bidder is required to submit EMD of Rs 60,00,000/- (Rupees Sixty Lakh only) in the form of Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the commercial banks in favor of Pay & Accounts Officer, Ministry of External Affairs payable at New Delhi
10.	Performance Bank Guarantee (PBG)	The successful bidder(s) is required to submit Performance security equivalent to 3% of the contract value in the form of Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the commercial banks in favor of Pay & Accounts Officer, Ministry of External Affairs payable at New Delhi valid for a period of 60 days beyond the date of completion of all contractual obligations of the selected bidder
11.	Opening of Bids	19.10.22
12.	Scope of Work	The detailed scope of work is provided from Para 6 of this RFP
13.	Language of Bid	The bid should be submitted in English
14.	Bid Validity	Ninety (90) days from the date of submission of Bid
15.	Bid Documents	Bidders must submit their bids in line with the requirements stated in this RFP.
16.	Issue of Work Order	To be informed later
17.	Address for Communication	<b>Sh. Tejinder Anand</b> , Section Officer (Retd) Room 102, 1st floor Sushma Swaraj Bhawan, Ministry of External Affairs, Dr P Rizal Marg, Chanakyapuri, New Delhi-110021 Phone : 011-24156416 Email : <a href="mailto:sologistics.g20@gov.in">sologistics.g20@gov.in</a> and <a href="mailto:osd9.g20@gov.in">osd9.g20@gov.in</a>

Government of India  
Ministry of External Affairs  
(G20 Secretariat)  
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**Request for Proposal (RFP)**

**Subject: RFP for selection of Destination Management Company for conduct of G20 Experiences to be held in various cities of India with a unique theme of 'Soul of India' from 01 December 2022 till 30 November 2023 during India's G20 Presidency**

**RFP No. Conf/240/86/2022**

**1. Introduction**

- a) India will hold the Presidency of the G20 group of countries for the first time from 01 December 2022 to 30 November 2023. G20 is the premier forum for international economic cooperation that plays an important role in socio-economic governance and global issues ranging from climate and environment, trade and investment, health, agriculture, digital economy, energy, anti-corruption, employment, education, tourism and culture.
- b) During India's Presidency, over 200 Ministerial and Sherpa Meetings, Working Group (WG) Meetings and Engagement Group (EG) Meetings, are likely to take place in various cities spread across India. Meetings will be attended by Ministers/Senior Official (AS/Secretary) Level Delegations from G20 member countries and various other International Organisations.
- c) **Broad Objective of G20 Experiences.** The G20 meetings will be conducted all across India covering all States and UTs. The meetings provide our country an ideal platform to showcase the rich heritage, cultural diversity and distinct geography extending from the snow-clad peaks of Himalayas to the tropical rain forests of the South. Accordingly, cultural and historical experiences are planned to be conducted along with each of the G20 meeting. With a theme of 'Soul of India', the endeavour of the G20 Secretariat would be to display the diverse nuances of cuisines, cultures, arts, crafts, music, nature, lands, and our glorious history. As one of the oldest civilisations in the world, we would like to make the 'India experience' a mosaic of myriad attractions with a mesmerizing fusion of both old and the new. The experiences would begin from the moment the delegates arrive till their departure and would need to highlight both traditional heritage, culture, and the new India striving to be a global leader through innovation, indigenisation and technological advancements, so that our guests get a genuine glimpse into the kaleidoscope that is India.



d) Events/meetings will be held at 55 locations covering Tier I and Tier II cities in all States/UTs.

## 2. Invitation

a) G20 Secretariat, Ministry of External Affairs (hereinafter referred to as the “**G20 Sectt**”) invites Expression of Interest from Destination Management Company (hereinafter referred to as “**DMCs**”) to provide services to provide authentic Indian experiences at all locations for delegates from arrival till departure and conduct of cultural and historic Indian tours with a ‘*Soul of India*’ theme during the forthcoming G20 Presidency of India. One DMC will be selected based on criteria defined in succeeding paragraphs. Selected DMC will be responsible for conceptualisation, planning and execution of an all encompassing Indian experience for all delegates participating in G20 meetings. The **detailed scope of work is elucidated at Para 6.**

b) The objective is to partner with a Destination Management Company (DMC) that has an extensive domestic network and expertise to provide an authentic and quintessential Indian experience for the entire duration of participating guests stay from arrival to departure. The Company must be committed to meet exclusive expectations of the G20 Sectt whilst maintaining high standards of quality and professionalism.

c) **Expectations from Bidders.** Considering the scale and importance of the event, following is expected from DMCs:-

i. Exemplary standards of service and professionalism with the highest quality of deliverables will be required at all times from selected DMC along with deployment of trained and professional manpower to oversee and execute the G20 Indian experiences.

ii. There will be involvement of various stakeholders in administrating these Indian experiences including contracted Event Management Companies (EMCs) and State/ Central Government agencies. Additionally, liaising with hotels, contracted transport agencies, local authorities etc. would also need to be undertaken. **Therefore, it shall be the responsibility of the DMC to seek timely inputs, clarifications and information required from all concerned smooth and flawless conduct of all activities associated with the Indian experiences.** Any issues/ difficulties being faced need to be brought to the notice of the G20 Sectt official on site immediately.

iii. Technical management staff for overseeing and conduct of activities involving use of equipment/hardware/transport need to be thorough professionals who possess both technical knowledge and past experience.

iv. The nature of task is dynamic. **DMCs must cater for the possibility of some last-minute changes in requirements.** Therefore, companies need to keep redundancy of equipment/

hardware/ transport and manpower to mitigate last-minute failures and meet additional requirements.

v. Company must ensure safe transfer and availability of souvenir(s), equipment, hardware and any other items required at the venue(s), well in advance, so that last minute logistics and transportation challenges may be ruled out.

vi. A 24/7 single point of contact from the company is considered essential, as is having contact details of the individual(s) on-site leading the team whose sole role would be to liaise with G20 Sectt Officials and provide information and updates in real time, when others in the DMC are occupied.

### 3. Delegates and Participants

3.1. Strength of Guests. The strength of guests participating in the G20 meetings is based on the kind of meetings being scheduled at each venue/ location. For planning purposes, the *approximate\** number of meetings and strength of participating guests is as tabulated below:-

<u>Type of Meeting</u>	<u>Number of Meetings Planned (indicative)</u>	<u>Number of Guests likely to participate</u>
Sherpa Meetings	4 (Four)	200 - 250
Ministerial Meetings	25 (Twenty-five)	250 - 300
Working Group (WG) Meetings	86(Eighty - six) also these have appx 56 (Fifty - six) side events, seminars, conferences	130 - 200
Engagement Group (EG) Meetings	46 (Forty-six)	On as required basis (not exceeding 200)

*\*Specific details will be shared with selected DMC*

3.2. The dignitaries and delegates attending the G20 meetings and likely to participate in the Indian experiences and tours would include the following:-

- a) VVIPs, Honourable Ministers.
- b) International delegations.
- c) Government Officials.
- d) Participants from Civil society organisations.
- e) Press and Media.

f) Other Stakeholders - G20 Secretariat, Liaison officers, etc.

4. **Layout of RFP.** This RFP has been divided into five parts as follows:-

- a) **Part I.** Contains essential details of scope of work, services required, etc.
- b) **Part II.** Contains Pre-Qualification Evaluation Criteria, Technical and Financial Evaluation.
- c) **Part III.** Contains General Information and instructions for the Bidders about the RFP such as the date, time and place of submission of bids and opening of tenders, validity period of tenders, EMD etc.
- d) **Part IV.** Standard Conditions of RFP, which will form part of the contract with the Selected Bidder.
- e) **Part V.** Contains special conditions applicable to this RFP and which will also form part of the contract with the Selected Bidder.

5. **Issue of RFP.** This RFP is being issued with no financial commitment and the G20 Sectt reserves the right to change or vary any part thereof at any stage. The G20 Sectt also reserves the right to withdraw the RFP at any stage.

### **PART I: Scope of Work**

#### **6. Scope of Work**

With the theme of '*Soul of India*', the intent of conducting the Indian experiences in the backdrop of G20 meetings is to present an engaging and vibrant Indian flavour to all the G20 meetings. Each and every one of our distinguished guests must return as a tourism Ambassador of India having experienced firsthand the hospitality and rich heritage that is reflected everywhere one travels in India. **DMC would need to plan and provide the Indian experience from the moment guests arrive at the airport till their departure starting from the airport to the hotel, planned excursions and other venues, both day and night as and when time permits, to create a sublime and ubiquitous Indian ambience during the entire stay. The experiences at each location should be unique and should reflect the local tradition, culture and historical significance of meeting venue.** Towards achieving this goal every activity needs to be meticulously planned, supervised and executed by the selected DMC in a seamless and flawless manner. The broad scope of work is detailed as under but not limited to the following:-

**6.1. Participation by Guests.** All Indian experiences *will remain optional* for the guests to attend based on their personal itinerary and convenience.

**6.2. Types of Indian Experiences and Activities.** There would be two types of Indian experiences conducted on the sidelines of the G20 meetings. They are explained in the succeeding paragraphs.

- a) **Short/ Half Day Experiences.** Two types of short experiences would be planned based on itinerary of the guests.
  - i. **Post Breakfast.** These experiences will commence post breakfast. Guests would assemble at a pre-designated location for boarding vehicles. The Indian experiences would need to be completed with the **guests brought back to the assembly point by 1500h**. Refreshments (1045 - 1100h) followed by Lunch would need to be planned during these Indian experiences. Catering and setting up of seating arrangement/ tentage, etc would be undertaken by the Ministry through Hotels/ Event management Companies based on proposed venue by the DMC.
  - ii. **Post Lunch.** These experiences will commence post lunch. Guests would assemble at a pre-designated location for boarding vehicles. The Indian experiences would need to be completed with the **guests brought back to the assembly point by 1900h**. Refreshments to be planned between 1600-1630h during these Indian experiences. Catering and setting up of seating arrangement/ tentage, etc would be undertaken by the Ministry through Hotels/ Event management Companies based on proposed venue by the DMC.
- b) **Full Day Experiences.** These experiences will commence after breakfast. Guests would assemble at a pre-designated location for boarding vehicles. The Indian experiences would need to be completed with the **guests brought back to the assembly point by 1900h**. Lunch and evening refreshments would need to be planned for these Indian experiences. Catering and setting up of seating arrangement/ tentage, etc would be undertaken by the Ministry through Hotels/ Event management Companies based on proposed venue by the DMC.
- c) **Spouse/ Partners Experience.** The spouse would be accompanying the dignitaries during the G20 Summit, Sherpa and Ministerial meetings. Accordingly, a detailed minute-to-minute itinerary would need to be curated for 2 (two) days to intellectually stimulate, engage and entertain the accompanying spouse. This experience provides an excellent opportunity to extend our renowned hospitality and present a wide range of delectable Indian cuisine. These experiences would commence after breakfast around 10:30 AM and planned to be completed by 03:30 PM. The itinerary could include (but not be limited to) the following:-
  - i. Engagement with NGOs and research centres/ foundations. (Oceanographic, Environmental, Educational, Social Welfare etc)
  - ii. Visit and interaction with school children or orphanage.
  - iii. Visit to local handloom/ textile/ handicraft emporiums or MSME.

- iv. Visit to spiritual centre, ashrams, and wellness centers etc.
- v. Audience to a musical concert (classical music).
- vi. Witnessing a classical dance form at a suitable venue or dance school for a deeper understanding of origination of local mythology, history and culture.
- vii. Short boat tour on a Lake or river or back waters.
- viii. Tour of the parliament or other important administrative monument at the venue.
- ix. Visit to a tea centre for understanding the entire process of tea making and tasting some of the finest varieties of tea.
- x. **High Tea and Luncheon (curated local cuisine) at a suitable venue needs to be planned for both days.**

d) **Evening Dinners.** Evening dinners for the guests on all days are being planned and conducted by the G20 Sectt in coordination with Event Management Companies (EMCs) and ***do not need to factored in planning for the experiences by the DMC.*** However, menu for evening dinners like Welcome Dinner and Gala dinners will require to be curated by the DMC as per the location of the meeting incorporating local flavours and cuisine.

e) **Additional Activities.** Short duration activities may also be planned and proposed by DMCs from 0630h - 0730h early morning on days when excursions are not planned. Weather permitting, morning activities such as yoga, meditation, short heritage walks, cycling through scenic locations, boat rides/water activities etc can be conducted. Any props or equipment, hardware such as cycles, yoga mats, etc, would need to be arranged and provided by the DMC at the selected venue. ***Local authentic breakfast*** could also be planned during these Indian experiences at identified venues. Suitable setup for serving and seating arrangements for breakfast would need to be carefully prepared by the DMC meeting the highest standards of hygiene and cleanliness.(Set up to would be undertaken by EMC and catering by selected hotel/ restaurant)

### 6.3. **Variation based on level of meeting detailed at the element sheet**

#### a) **Airport Reception** -

- i. Provide consultation services and advise the G20 Sectt in terms of theme and décor to be prepared at the arrival lounge by the EMC/ State Govt or Airport management authorities.
- ii. Provide a warm traditional welcome for the guests at the airport in each venue (includes hiring of staff and items such as garlands, mouli etc.)

iii. The welcoming ceremony must include *the diverse traditions and* customs followed in each State and UT for welcoming the guests.

iv. Preparation and handing over of a well designed welcome note/ card explaining the local custom of welcoming guests; or a brief introduction on interesting facts about the city/ venue which the guest may find an interesting read during their travel from airport to hotel.

b) **Hotel Reception**

i. Provide consultation services and advise the Hotels through G20 Sectt in terms of theme, décor and experience on arrival.

ii. Provide a warm traditional Indian welcome for the guests on arrival at the hotel(s) in each venue. **In all cases where the selected hotels are providing the arrangements for welcoming the guests the cost would be excluded from DMC charges.**

iii. Traditional Token/ Pillow gift with a welcome note for the delegation leaders placed in their respective suites prior to arrival. The token gifts must not be repeated for Sherpa meetings where delegate members remain the same.

iv. Dedicated hospitality desk (02 DMC Staff + DMC hired Tour Guides) round the clock in each hotel to handle queries with regards to optional experiences, activities, and excursions during the course of meetings and provide advice on local markets and sightseeing.

c) **Curating the Menu**. DMC will provide a well curated menu in consultation with Hotels for the meals showcasing the local specialties to be served to the guests.

d) **Cultural Evenings/ Gala Dinner**. Provide consultation and services to add an authentic local touch to the cultural evening and gala dinner (conducted by the G20 Sectt and ICCR through Event Management Company and identified Hotels) by undertaking the following:-

i. Setting up of stalls for display of local handicraft/ souvenir shops etc at the pre-decided evening venue would be undertaken by the EMC. Vendors, artisans and types of products to be showcased are to be provided by DMC.

ii. Setting up of local props and other items of interest at pre-decided evening venues.

iii. Procuring and providing traditional local attire such as safas, turbans, garlands, waist coats, dhotis, sarees, bundis etc for guests to be worn during the evening event. Professional staff would need to be hired by DMC locally, who would assist the guests in donning these typical clothing items.

- iv. Local handicraft and souvenir shops need to be setup at select hotels (will be informed) booked by delegates for accommodation in each city.
- e) **Photography**. Hiring of professional photographers (video and still) for group photography and for capturing unique moments during specifically during the tours and experiences. One selected picture of the excursion would need to be framed with G20 branding and gifted to each of the guests prior to final departure from venue.
- f) **Any other task which may be considered essential or suitable for enhancing the overall Indian experience for the guests during their stay at each city/ location.**

**6.4. Planning Considerations for Indian Experiences.** The broad considerations while planning Indian experiences for the G20 meetings is not limited to but should be inclusive of the following:-

- a) Indian experiences must be curated in a manner so as to be unique, delightful and conducted as an unforgettable excursion which creates an experience the guests will cherish for a lifetime.
- b) DMC must create a personalised experience that is both interactive and engaging, providing the guests an opportunity to immerse themselves in the local heritage and cultural feel of the city.
- c) Visits to iconic heritage and cultural monuments and sites. Guests should be made to experience the light and sound shows (wherever arrangements exist).
- d) Indian experiences must give our guests a fascinating insight into the unique lives and customs of the local populace living in complete harmony with their varied surroundings all across India. This could include but not be limited to the following:-
  - i. Walk through the local markets/ bazaar.
  - ii. Interaction with local artisans, weavers etc.
  - iii. Witness local dance forms.
  - iv. Be audience to local folk music and instruments.
  - v. Shop local handicraft and textile.
  - vi. Wildlife Safaris.
  - vii. Visit to famous Museums and Libraries.

- viii. Heritage walks through the old city highlighting the architecture design accompanied with reveling stories of history.
- ix. Boat cruise on Rivers and Lakes.
- x. Visit to well-known spiritual and wellness centres.
- xi. Explore local cultural cuisine and food delights. Cookery demonstrations and participation with local chefs.
- xii. Interaction with members of the Royal families and prominent personalities (wherever feasible).
- xiii. Interaction with authors and historians who can personalize the travelling experiences and add value to the Indian experiences.
- xiv. Train journeys to location by special trains (wherever possible).
- xv. Short treks to cultural or historic locations or view-points.

## **6.5. Execution and Conduct of Indian Experiences**

### **a) Selection of Experience Sites/ Locations**

- i. **Transit/ Travel Time.** Selection of tour sites/ locations is to be based on the criteria that the maximum travel/ transit time should not exceed three hours from the designated embarkation/ assembly point in the city.
- ii. **Accessibility, Approach and Parking Area.** The guests would be traveling in 5 - 10 large AC luxury coaches. Accordingly tour sites/ locations must be easily accessible, have wide and broad approach roads and adequate parking area for the coaches to arrive close to the tour site without the guests requiring to disembark too far away.

b) **Experience Brochures.** Preparation and printing of G20 branded concise brochures on itinerary, timeline and activities planned to be conducted during the tour with well curated information on each visit site must be handed over to the guests on boarding vehicles.

c) **DMC Experience Supervisor.** **2 (two) supervisors from the DMC must be present on ground at each city three days prior to planned date for arrival of guests** in order to liaise with various stakeholders viz. State Govt, ASI, State Police, hired transport agency, etc and brief/ assist the team of officials deputed from G20 Sectt.

d) **Tour Guides.** A minimum of 10 (ten) professional and well-versed local tour guides need to be handpicked and employed at each city/ location for embarking the luxury coaches/



vehicles. They would need to keep the guests engaged during the transit time. In addition to all guides being fluent in English, at least one guide each amongst the ten must be fluent in one of the six official languages of the UN viz. Arabic, French, Chinese, Spanish and Russian Guides with foreign language skills would be required only for Ministerial and Sherpa Meetings.

e) **Audio Interpretation/ Tour Guide Devices.** DMC must provide 200 high quality audio guide devices which are to be handed over to the guests on arrival at the historic or heritage sites. Similarly, the 10 tour guides embarking each coach must have a PA audio device to interact with the guests during transit from embarkation point to the tour site.

f) **Arrangement for Meals/ Refreshments.** Setting up stalls/ arrangements for Meals during conduct of experiences and excursions would be undertaken by EMC and catering services would be provided by selected Hotel. The DMC would need to undertake the following :-

- i. Identify suitable venue/ spaces at excursion sites suitable for making arrangements for serving meals (breakfast, lunch or refreshments) as required by the curated theme of the experience. The proposed venue must cater to a minimum of 200 guests.
  - ii. Curate menus for these meals and refreshments to be provided by the Hotels.
  - iii. The proposed venues **must meet the highest standards of hygiene and cleanliness.**
- g) Sanitization of venue, social distancing norms and adequate arrangement of facemasks and sanitizers at the venue adhering to appropriate COVID protocol and government guidelines.
- h) Adequate breaks/ intervals with appropriate water, beverage and refreshment arrangements must be made, especially for Indian experiences with long travel time. Towards this, restaurants and hotels catering for approximately 200 guests must be identified en-route. DMC would need to coordinate in advance with identified hotel/ restaurant for making the necessary arrangements on the day of travel.
- i) The Indian experiences must be planned in a way that none of the activities become physically strenuous for the guests. In case unavoidable (for eg. Climbing large number of stairs, or a long heritage walk etc.), guests are to be briefed well in advance by the DMC hospitality desk at hotels for any such activity which may involve physical exertion.
- j) DMC will need to designate a nodal individual for each city who can be contacted 24 hours to cater for contingencies or any last-minute changes to schedule of Indian experiences and related activities.
- k) DMC will need to establish and man a helpdesk 24/7 for handling email, phone, and postal queries/ other assistance. This shall include a dedicated 24/7 call center support for all tour related queries.

- l) **Visit to Heritage Sites.** Based on proposals received from DMCs, Indian experiences to Heritage sites would be coordinated with Archaeological Survey of India (ASI) and concerned State agencies for ease in access and movement including provision of required passes or suitable waiver. However, liaising with the local administration on ground and smooth conduct of the tour would still need to be undertaken by the DMC.
- m) **Souvenirs and Gifts.** DMCs may consider designing and providing items such as T-shirts, caps, bottles etc as considered suitable for a particular event or activity. Additionally, souvenirs befitting the event may be planned for distribution/ presentation to the guests during Indian experiences to locations of cultural significance or during activities showcasing local art forms or trades.
- n) **Transportation.** Vehicles for conveyance of guest from the designated assembly point to various excursion location(s) has been catered for by the Ministry and does not need to be planned for by the DMC. However, movement of DMC personnel and any other logistic arrangements (such as food items, gifts, souvenirs, audio equipment etc) which require transport facilities, shall remain the sole responsibility of the DMC.
- o) **Security Arrangements.** Security cover for the delegates during the experiences and tours is being catered for by the G20 Sectt by liaising with concerned State and Central Government Security Agencies.
- p) **Medical Cover/ Support Arrangements.** Medical cover in terms of basic first aid must be arranged and available with DMC supervisor accompanying the tour. Details of nearest Hospital must also be readily available for easy reference in case of any medical emergency. Feasibility of having a ‘Doctor on call’ arrangement could also be examined in consultation with State Government through G20 Sectt.
- q) DMC must have a dress code for all the staff (company and hired) employed by them. For easy distinction separate dress code for Managers and ground crew (if any) has to be ensured.
- r) DMC has to make own arrangements for the boarding\ lodging of their staff employed for the conduct of Indian experiences.

**6.6. Total Manpower Requirements.** The consolidated requirement of Manpower is tabulated below:-

<b>Manpower</b>	<b>Numbers Required Per City/ Location</b>
City Nodal Official from DMC	01
Tour Supervisor from DMC (accompanying during the tour)	02
24/7 - Support/ Assistance Call Centre	As decided by DMC
Welcome Reception Staff at Airport	06

Hospitality Desk at Hotels	06 (02 per Hotels – Round the clock)
Tour Guides for Coaches/ Vehicles	10
Tour Guides at Historic/ Iconic locations	
Photographers (exclusively for Excursion coverage not provided by EMC)	05

**6.7. Indicative List of Deliverables.** An indicative list of items required per Location/ Venue is placed at **Appendix A**. Details of cost per unit as per **Appendix A** to be attached with the Financial Bid by the DMC.

**6.8. Conduct of Multiple Indian experiences.** During the period of Contract, the DMC would be required to conduct more than one tour (of similar large scale) concurrently at different cities/ venues. Therefore, a robust logistics plan catering for equipment, stores and manpower deployment during the contract period must be prepared by the DMC well in advance for each tour.

**6.9. Contingency Planning.** There could be some last-minute changes in requirements. Since these are very prestigious events, the DMC must consider and shall always maintain redundancies and an alternate plan of execution.

**6.10. Submission of Detailed Plans.** The DMC would need to submit a detailed plan in the form of a Technical Document for each venue **60 days prior to conduct of respective G20 meeting**. The submitted document would thereafter be reviewed along with DMC and amendments/ recommendations of the G20 Sectt would need to be incorporated by the DMC. There would be occasions where more than one plan would need to be submitted by the DMC on a given date due to scheduling of multiple G20 meetings concurrently.

## **Part II: Pre-Qualification and Evaluation Criteria**

**7. Selection Criteria.** The G20 Sectt has adopted the QCBS (Quality and Cost based Selection) method involving a two-step selection process for evaluating the bids comprising technical and financial bids to be submitted in accordance with Clause 9.6 mentioned below.

**7.1. Minimum Eligibility Criteria for DMC.** The exact information on various eligibility criteria as mentioned in the table below must be furnished in a SEPARATE SEALED COVER with supporting documents along with the technical and financial bids to be submitted in accordance with Clause 9.6. The Technical proposals of only those agencies will be opened and evaluated which meet the minimum eligibility criteria as tabulated below:-

<b><u>S No.</u></b>	<b><u>Basic Requirement</u></b>	<b><u>Specific Requirement</u></b>	<b><u>Documents Required</u></b>
a)	<b>Legal Entity</b>	The Applicant should be a	- Copy of valid Registration

		company registered in India under the Companies Act 2013 or any other previous Companies Act or a Limited Liability Partnership registered under the LLP Act, 2008 or a registered Partnership under the Indian Partnership Act, 1932 or Registered as a society under the Societies Act, 1860 for <b>at least 10 (Ten) years.</b>	Certificates - Copy of Certificates of Incorporation - CV/ Resume of Key individuals MD, VP, Senior VP, Ops Manager, Sales Manager <b>(Format at Annexure V)</b>
b)	<b>Turnover</b>	Annual Turnover of the Company for any Three financial years during the last Six financial years, i.e. FY 2016-17, FY 2017-18, FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22 (as per the last published audited balance sheets), should be <b>more than Rs. 150 Crores each</b>	Copy of Audited Annual Accounts or CA Certificate certifying the turnover of the organization with CA's Registration Number/ Seal <b>(Format at Annexure VII)</b>
c)	<b>Specialisations/ Experience</b>	Company must have <b>minimum ten years' experience</b> in conducting Indian experiences and visits for international travelers across India Company must have conducted <b>at least 5 similar events in the last 6 years.</b>	Work Orders/ Work Completion Certificates/Receipt of Final Payment from the client <b>(Format at Annexure VIII)</b>
d)	<b>Pan India Office Centre(s)</b>	Bidding company must have <b>15 or more company owned Office Centres</b> pan India for coordinating events and Indian experiences	Address and Contact Details of offices

e)	<b>Employees on Payroll</b>	Bidding Company should have <b>on its payrolls a minimum of 100 professionals</b> as on 31 March 2022.	Company shall submit corresponding EPF statement or Letter from HR as documentary evidence.
f)	<b>PAN and GST registration</b>	Bidding company shall <b>hold valid GST and PAN certifications.</b>	Copies of relevant certificates of registration
g)	<b>Tax Registration</b>	Bidder must have <b>filed ITRs for the last three years</b> preceding the Proposal Due Date	Copies of filed ITR
h)	<b>Blacklisting</b>	Bidding company <b>shall not have been blacklisted by any central or state government company, PSU etc.</b>	Self- Undertaking in this regard to be submitted. <b>(Format at Annexure IX)</b>
i)	<b>Earnest Money Deposit</b>	<b>EMD of Rs 60,00,000.00/-</b>	Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the commercial banks. (MSMEs are exempt from submission of EMD in accordance with GOI guidelines.)
j)	<b>Consortium / Joint Venture</b>	<b>Not permissible</b>	--

## 7.2. Evaluation Criteria

- a) Tender will be finalised based on Quality and Cost Based Selection (QCBS) involving a two-bid system (Technical & Financial Bids).
- b) The financial bid must clearly indicate detailed pricing including any additional or ancillary costs that the G20 Sectt would incur.

- c) The evaluation of the proposals shall be carried out in two steps: Technical Evaluation and Financial Evaluation. The bidders will be scored on quality (technical parameters) and financial bid in the ratio of **70:30**.

### 7.3. Technical Evaluation Criteria

DMCs would be invited to make a 60-minute (maximum) **presentation of their Technical Bid before a Tender Evaluation Committee (TEC) of MEA between 20-21 October 2022 and respond to the queries of TEC based on RFP**. The companies, which remain absent during the presentation of their Technical Bid before the committee will be disqualified technically. After evaluation of the Technical Bids by the TEC, the **financial bids of only selected DMCs would be opened** for evaluation and consideration of award of work. **Minimum 70% marks are required in Technical Bid** to be selected for opening of Financial Bid. The Technical Evaluation will be undertaken in two stages as tabulated below:-

#### Stage I (Quantitative Assessment)

<u>S No.</u>	<u>Basic Requirement</u>	<u>Max Marks</u>	<u>Marking Scale</u>
a)	<b>Turnover</b>	<b>10</b>	Rs 150 - 200 Cr : <b>7 (min 70% to be given to a prequalified bidder)</b> Rs 200 – 250 Cr : <b>8</b> Rs 250 - 300 Cr : <b>9</b> > Rs 300 Cr : <b>10</b>
b)	<b>Specialisation/ Experience</b>	<b>5</b>	<b>Number of Years since Establishment</b> 10 - 20 yrs : <b>3</b> 20 - 30 yrs : <b>4</b> > 30 yrs : <b>5</b>
c)	<b>Number of national/ international events curated in the last six years</b>	<b>5</b>	5 - 10 : <b>4</b> > 10 : <b>5</b>
d)	<b>Pan India Office Centre(s)</b>	<b>10</b>	<b>No of Office Centres</b> 15 - 20 : <b>7</b> 20 - 30 : <b>8</b> 30 - 40 : <b>9</b> > 40 : <b>10</b>
e)	<b>Employees on Payroll</b>	<b>10</b>	<b>No of Employees</b> 100 - 150 : <b>7</b> 150 - 200 : <b>8</b> 200 - 250 : <b>9</b> > 250 : <b>10</b>
<b>Total</b>			<b>40</b>

**Stage II (Evaluation of Presentation by DMC)**

<b><u>Evaluation points</u></b>	<b><u>Maximum marks</u></b>
<b><u>Strategic Thinking</u></b>	<b>10</b>
- Understanding of overall concept of Indian Experiences for G20 delegations	5
- Creativity and diversity of Ideas, concepts for ambience creation, tours & excursions plan for any sample city	5
<b><u>Planning</u></b>	<b>15</b>
- Implementation & procurement plan for smooth execution of all meetings	5
- Proposed organizational structure for Reporting, Control and Communication with G20 Secretariat	5
- Checklists, SOPs and sample itinerary for conduct of welcome programme, excursions etc	5
<b><u>Quality</u></b>	<b>20</b>
- Local Expertise: number of Indian states in which events have been curated in the past.	5
- Knowledge of Indian cuisine: region specific sample menus for delegation meals to be presented	5
- Manpower placement plan - Team Composition, delegation of duties to vital/ key Staff	5
- Samples of gifts, traditional wear, souvenirs to be presented for quality assessment	5
<b><u>Demonstrated Results</u></b>	<b>10</b>
- Awards (performance, quality, relevance of past work to RFP, references, and related items)	
- National	5
- International	5
<b><u>Additional Considerations</u></b> - Accreditation, Affiliations and Memberships, Long term agreements with established clients (listed companies/govt.)	<b>5</b>
<b>Total</b>	<b>60</b>

[\*Minimum Qualifying marks for Technical Evaluation (Stage I + Stage II) = 70]

**7.4. Financial Evaluation Criteria.** Minimum 70% marks are required in Technical Bid to be selected for opening of Financial Bid. Bidders shall submit the financial bid in the format given in **Annexure XI** clearly indicating the ‘total cost of financial bid’ in both figures and words, in Indian Rupees, and signed by bidder’s authorised signatory. In the event of any difference between figures and words, the amount indicated in words shall prevail. In the event of a difference between the arithmetic total and the total shown in the financial bid, the lower of the two shall prevail.

Comparison of Financial Bids shall be done by the formula as under:-

$$Sf = 100 \times Fm/F$$

(Where *Sf* is the financial score of the Financial Bid being evaluated; *Fm* is the Total Price (TP) of the lowest priced Financial Bid which would be allocated maximum score of 100 marks for Financial Bids; *F* is the Total Price of the Financial Bid under consideration subsequently.

- a) If a bidder quotes NIL charges/ consideration, the bid shall be treated as non- responsive and will not be considered.
- b) Errors & Rectification: If there is a discrepancy between words and figures, the amount in words will prevail.
- c) The bid price shall be in Indian Rupees.

**An Elaborative Example:**

- a) Suppose there are three companies and their technical scores are as follows:-

<u>Name of the Company</u>	<u>Technical Score</u> (Maximum Marks - 100)
Company A	80
Company B	95
Company C	90

- b) The Financial Bids of the company are as follows:

<u>Name of the Company</u>	<u>Financial Bid (in Rs. Lakhs)</u>
Company A	10 = Minimum = Fm
Company B	15 = Fb
Company C	20 = Fc

- c) The Technical, Financial and Combined Scores of the companies in this case would be as follows: -



Company	Technical Score		Financial score		Combined Score	Final Rank
	MM 100	Equivalent Score of 70%	MM 100 (Sf)	Equivalent Score of 30% of Sf		
	(a)	(b)	(c)	(d)		
<b>A</b>	80	56.0	100	30	86	<b>II</b>
<b>B</b>	95	66.5	= Fm/Fb *100 = 66.7	20.01	86.51	<b>I</b>
<b>C</b>	90	63.0	= Fm/Fc *100 =50.0	15	78	<b>III</b>

### 7.5. Final Combined Evaluation

- a) The TEC shall select the DMC by giving 70% weightage to the score obtained in Technical evaluation and 30% weightage to the score obtained in Financial evaluation. The DMCs shall be ranked on the basis of combined score obtained in Technical and Financial evaluation.
- b) Top scorer will be selected for conduct of Indian experiences being planned in conjunction with the G20 meetings.
- c) It is envisaged that selected DMC may be conducting more than one tour at different cities, therefore a robust planning for logistics arrangement in advance and manpower deployment at locations must be ensured by selected DMC.

## PART III: General Information and Instructions for Bidders

### 8. Schedule of RFP Selection Process

8.1. The timeline for the RFP process is as follows. While we do not anticipate any changes to this timeline, we reserve the right to make adjustments to it as we deem fit.

<u>Date</u>	<u>Action/ Event Description</u>
27 Sep 2022	RFP published
30 Sep 2022	Deadline for bidder questions
04 Oct 2022	Pre-bid Meeting
18 Oct 2022	Submission of Proposal Due Date ( <b>PDD</b> )
19 Oct 2022	Opening of Technical Bids
20-21 Oct 2022	Presentations scheduled
27 Oct 2022	Opening of Financial Bids

**8.2. Pre-Bid Meeting.** A pre-bid meeting will be arranged at **03:00 PM on 04 Oct 2022** at Bhaskar Hall, Ground floor Sushma Swaraj Bhawan before submission of Bids by the participating companies.

**8.3.** G20 Sectt may, at its sole discretion, reserves the right to extend the deadline for the submission of proposals (PDD) uniformly for all bidders by issuing an Addendum in accordance with Clause 13.

**8.4.** The Technical Proposals of the agencies will be opened in the presence of representatives of applicant agencies, which choose to be present. Exact time and date of opening of the technical proposal will be intimated to qualified companies.

**9. Intent to Bid and Instructions for Submission of Proposals**

**9.1.** The Bid may be submitted physically in Bid box kept at reception of Sushma Swaraj Bhawan, Ministry of External Affairs.

**9.2.** The bids are to be submitted in English. No bidder shall submit more than one bid under the RFP.

**9.3.** The bids must be submitted in sealed cover as given in Sub-Clause (f) below, (by hand or registered post) to the following latest by **11:00 AM on 18.10.22** specified herein above:-

**Reception**

**Ground Floor**

**Sushma Swaraj Bhawan,**

**Ministry of External Affairs**

**Dr. Jose P Rizal Marg,**

**Chanakyapuri, New Delhi-110021**

**9.4.** We require that the person signing your offer is authorised to execute the contract on behalf of your company. Late proposals will not be accepted.

**9.5.** Agencies are requested to submit their physical proposals in **THREE SEPARATE SEALED PARTS** as follows:-

a) **First packet - Minimum Eligibility Criteria.** Superscribed as ‘Minimum Eligibility Criteria for selection of DMC for G20 India Experiences during India’s G20 Presidency’ DMC needs to submit details and supporting documents in accordance with Clause 7.1.

b) **Second Packet - Technical Bid.** Super scribed as ‘Technical Bid for selection of DMC for G20 India Experiences during India’s G20 Presidency’.

c) **Third Packet - Financial Bid.** Superscribed as ‘Financial Bid for selection of DMC for G20 India Experiences during India’s G20 Presidency’.

- d) All three packets should be submitted in a large sealed cover super scribed as 'RFP No Conf/240/86/2022 for selection of a DMC for G20 India Experiences during India's G20 Presidency'.
- e) The bottom left corner of the outer sealed cover should mention the full name, address, telephone no. and email of the bidder.
- f) The Technical bid should be accompanied by the following:-
- i. All documents as specified under Clause 7.3 of Technical Evaluation
  - ii. A covering letter on bidder's official letter head signed by the authorised signatory as per format in **Annexure I**.
  - iii. A brief on the profile and track record of the bidder which may include credentials, strengths, network details, number of total employees, in-house facilities etc. Draft format is placed at **Annexure II**.
  - iv. Power of Attorney as per format at **Annexure III**.
- g) The financial bid should be accompanied by a cover letter as per **Annexure X** and a financial bid submission as per **Annexure XI**.

**9.6. Bids received by Ministry after 18.10.22 (Proposal Due Date) in accordance with Clause 8.1 or bids sent by email or FAX will not be considered.** No responsibility will be taken for postal delays or for non-delivery/ non-receipt of bid documents. Only those bids received by the specified time on Proposal Due Date will be considered.

**9.7.** A bidder may modify, substitute or withdraw a bid after submission provided that written notice of modification, substitution or withdrawal is received by the G20 Sectt prior to submission deadline. No bid shall be modified, substituted or withdrawn by the bidder after the Bid Due Date. Any alteration/modification in the Bid or additional information or material supplied subsequent to the Bid Due Date, unless the same has been expressly sought for by the Ministry, shall be disregarded.

**9.8. Errors & Rectification.** Arithmetical errors in the Bids will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

**9.9.** The bidder shall bear all costs associated with the preparation and submission of its bids and the G20 Sectt will in no way be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process. It is also clarified that no binding relationship will exist between the Ministry and any of the bidders until execution of contract.

**9.10. Validity of Bids.** The bids are expected to be binding for a period of ninety (90) days from the published PDD.

### 9.11. **Earnest Money Deposit.**

- a) Bidders are required to submit as part of the bid an Earnest Money Deposit (EMD) of Rs 60,00,000/- (Rupees Sixty Lakhs only). It must be delivered to the Section Officer (Logistics), Room No. 102, Sushma Swaraj Bhawan, in the form of Demand Draft in favour of '*Pay and Accounts Officer, Ministry of External Affairs*', payable at New Delhi. Bid security is to remain valid for a period of forty-five days beyond the final bid validity period.
- b) EMD of all bidders except in case of the bidder obtaining the highest score will be returned to them not later than 30 (Thirty) days after the award of Bid. **EMD with the Ministry for the purpose of tender will earn no interest.** EMD will be forfeited on account of one or more of the following reasons:-
- i. The Bidder withdraws/ modifies his bid during the period of bid validity. In such a case, the Ministry may also debar it from participating in future tenders.
  - ii. In case the Selected Bidder fails to sign the Contract in time and furnish performance guarantee.
- c) The Selected Bidder's EMD shall be returned, upon submission of the Performance Guarantee and signing of the Contract.
- d) MSMEs are exempt from submission of EMD in accordance with GOI guidelines.

### 9.12. **Rejection of bids**

- a) **Any proposal received after the closing time and date for submission of proposals shall be returned unopened.**
- b) Notwithstanding anything contained in this RFP, the Ministry reserves the right to accept or reject any bid and to annul the selection process and reject all bids, at any time without any liability or any obligation for such acceptance, rejection or annulment and without assigning any reasons thereof. No tenders/bidders shall have any cause or claim against the Ministry for rejection of their bid.
- c) Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD.
- d) Failure to furnish all the information required in accordance with the RFP may result in rejection of the bid.

**9.13.** The duly completed Technical and Financial Proposals (and all associated documents) along with EMD must be submitted at reception of Sushma Swaraj Bhawan, Ministry of External Affairs floor Sushma Swaraj Bhawan, Dr Rizal Marg, Chanakyapuri, New Delhi-110021 **no later than 11:00 am on 18 October 2022.**

**9.14. RFP Queries.** Bidders requiring any clarification regarding the RFP may send their queries to the G20 Sectt in writing by speed post/courier or by e-mail at the contact details provided in Clause 9.9. The deadline to submit questions is **no later than 01.10.22** as mentioned in table above. The format for forwarding queries is placed at **Annexure XII**. Clarification based on the receipt of queries/responses, if any, shall be uploaded on the concerned portal within two working days.

**9.15. Contact details:** The point of contact for all queries/clarifications regarding the RFP is as follows:

**Capt (IN) Abhishek Shyam**  
**OSD**  
**Room No 103, 1st Floor**  
**Sushma Swaraj Bhavan,**  
**Ministry of External Affairs**  
**Dr. Jose P Rizal Marg,**  
**Chanakyapuri, New Delhi-110021**

**9.16. Amendment to RFP** At any time prior to the deadline for submission of bids, the G20 Sectt may, for any reason, whether at its own initiative or in response to clarifications requested by a bidder, modify the RFP document by the issuance of Addendum/ Corrigendum and posting it on <https://eprocure.gov.in> and at [www.mea.gov.in](http://www.mea.gov.in). The Corrigendum revising the RFP will be binding on all bidders. In order to afford the bidders a reasonable time for taking an amendment into account, or for any other reason, the G20 Sectt may, in its sole discretion, extend the Bid Due Date.

**9.17. Due diligence by Bidders**

- a) Proposals must address and respond to all issues raised in the RFP. Each bidder is given wide latitude in the degree of detail it elects to offer or extent to which plans, designs, systems, procedures are revealed. However, insufficient detail may result in a determination that the bid proposal is materially nonresponsive or may lower its technical score.
- b) Bidders are encouraged to inform themselves fully about the assignment and related conditions before submitting the bid by, sending written queries to the Ministry, and attending a Pre-Bid Conference on the date and time specified at Clause 8.1.
- c) **Acknowledgement by Bidder.** The bidder must submit an acknowledgement as per format placed at **Annexure VI** along with Technical Bid stating that the bidder has :-
  - i. Made a complete and careful examination of the RFP;
  - ii. Received all relevant information requested from the Ministry;
  - iii. Acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the Ministry;
  - iv. Satisfied itself about all matters, things and information necessary and required for submitting an informed bid and performance of all of its obligations there under;

- v. Agreed to be bound by the undertaking provided by it under and in terms hereof.

**9.18.** G20 Sectt shall not be liable for any omission, mistake or error on the part of the bidder in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP or the selection process there under, including any error or mistake therein or in any information or data given by the Ministry.

## **10. Issue of Work Order**

**10.1.** After selection, a Letter of Award (LOA) incorporating all clauses, terms and conditions of this RFP will be issued shall be issued, in duplicate, by MEA to the selected DMC and the selected DMC shall, within 7 (seven) days of the receipt of the LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof. In the event the duplicate copy of the LOA duly signed by the Selected Applicant is not received within the stipulated date, G20 Sectt may, unless it consents to extension of time for submission thereof, cancel the LOA.

**10.2.** In case the successful bidder fails to sign the contract within 15 days of award of work (date of issue of LOA), a show-cause notice may be issued to the company on the same and the company may be debarred and blacklisted from bidding in future, upon providing unsatisfactory explanation

**10.3.** The engagement shall be effective on the date of its signing of contract or issuance of work order and shall continue until the date of the successful completion of the events unless terminated by MEA.

**10.4.** Failure of the successful bidder to agree with the Terms & Conditions of this RFP post selection shall invite penalties.

**10.5.** Subsequently, the selected DMC will be required to present a detailed plan of action for each location for final approval.

*All contact with personnel employed by the MEA except for the contact person named above with respect to this RFP is prohibited. Improper contact may constitute grounds for rejection of the bid.*

## **PART IV: Standard Conditions of Contract**

### **11. Standard Conditions of Contract**

*The Bidder is required to give confirmation of their acceptance of the Standard Conditions of the Request for Proposal mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Contractor/Supplier in the contract) as selected by the G20 Sectt. Failure to do so may result in rejection of the Bid submitted by the Bidder.*

**11.1. Contract.** The Selected Bidder shall execute a contract with the G20 Sectt (the “**Contract**”) for the fulfillment/provision of the services envisaged in this RFP (on non-judicial stamp paper of requisite value) at the time of award of contract. The following Terms & Conditions of the Agreement with the G20 Sectt shall be applicable:-

- a) G20 Sectt reserves the right to negotiate any or all RFP terms and conditions, and to cancel, amend or resubmit this RFP in part or entirety at any time.
- b) The bidder must certify that the prices offered were arrived at independently and without purpose of restricting competition with other bidders, including but not limited to subsidiaries, and that prices have not been and will not be knowingly disclosed to any other bidder unless required by law. Failure to comply with these requirements may result in G20 Sectt having to re-evaluate the selection of a potential bid. We may reject a proposal at any stage if it is found that the company recommended for award has indulged in corrupt or fraudulent activities in competing for the contract in question, and may also declare a company ineligible, either indefinitely or for a stated period of time, if at any time it is found that the company has engaged in corrupt or fraudulent practices in competing for, or in executing, the contract.
- c) This RFP is not an offer to contract, but represents a definition of specific requirements and an invitation to qualified DMCs to submit a response addressing our requirements. Issuance of the RFP, your preparation and submission of a proposal, and subsequent receipt and evaluation of your proposal by G20 Sectt does not commit us to award a contract to you or any other respondent, even if all requirements stated in the RFP are met.
- d) All costs of participation including your proposal and subsequent activity in the selection phase are at your risk and any such costs, whether direct or indirect, are the sole responsibility of the bidder.
- e) Nothing in this document shall be construed as an offer by G20 Sectt and no terms, discussions or proposals shall be binding on either party prior to execution of a definitive agreement. G20 Sectt reserves the right to reject any part or the entire proposal. Summits Division’s decision may be made on any basis it deems pertinent to this undertaking, regardless of whether or not a particular factor is described in this Request for Proposal or otherwise discussed between the parties.
- f) The bidder assumes sole responsibility for the complete effort required in this RFP. No special consideration shall be given after bids are open due to bidder’s failure to be knowledgeable of all the requirements of this RFP. By submitting a proposal in response to this RFP, the bidder represents that it has satisfied itself, from its own investigation, of all the requirements of this RFP.
- g) Contract will be signed after the submission of the Performance Guarantee which shall be 3% of the contract value in accordance with provisions of Clause 11.3.

**11.2. Period of Contract.** We are seeking to contract the Destination Management Company for a period of one year and two months from the effective date of contract. Performance under the Contract will be evaluated on a monthly basis to review quality of work to ensure consistent quality of consultancy services and deliverables. G20 Sectt reserves full rights to renew, replace or terminate the contract unilaterally in case services are not received as per time, quality and standard specified in the RFP.

**11.3. Liquidated Damages and Compensation Clause.**

The appointed DMC shall perform its obligations in a professional manner. In case of delay in execution of the assigned work to the agency, MEA may impose penalty as per the penalty terms of this RFP (subject to a maximum of 10%). If the delay is beyond stipulated time, then MEA may annul the project and shall be free to get it done from other agencies at the risk and costs of the appointed agencies. MEA may debar and blacklist these agencies for applying in its future events for a period of 3 years.

The performance evaluation will be done on basis of:

- a) Adherence to the timelines promulgated by Ministry with respect to planning and execution of Indian Experience at a particular venue
- b) Ensuring deployment of experienced and professional manpower as per the requisition of the Ministry at required venues/ locations (gala dinner, excursions, tour guides, hospitality desk staff etc.)
- c) On-site validation and evaluation by Team Leader (G20 Logistics) of authenticity of Indian Experience created at designated venues
- d) Production of certificate of quality for deliverables required to create Indian experience at venues, if so desired by officials

**Compensation Clause:** MEA reserves the right to claim compensation to cover its losses for organising rest of the experiences at higher rate in case of non-performance or DMC rendering services which are not at par leading to termination of contract. MEA may also recover the extra expenses that need to be borne, in case, a new DMC has to be hired at a higher rate in case of non-performance of DMC.

**11.4. Performance Bank Guarantee.** All incidental charges whatsoever such as premium, commission etc. with respect to the Performance Bank Guarantee (PBG) shall be borne by the selected bidder. The PBG shall be in the form of Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the commercial banks in favor of Pay & Accounts Officer, Ministry of External Affairs payable at New Delhi. The PBG may be discharged/ returned by MEA upon being satisfied that there has been due performance of the obligations of the bidder under the work orders. However, no interest shall be payable on the security deposit or the performance bank guarantee. The bidder shall submit PBG within 10 days from the issue of Work Order. No third party PBG will be accepted. PBG shall be valid for a period of 60 days beyond the date of completion of all contractual obligations of the selected bidder. The selected bidder shall submit a PBG of an amount of 3% of the estimated contract value as per the format given at **Annexure IV**. The selected bidder shall be responsible for extending the validity date and claim period of the PBG as and when it is



due on account of non-completion of the project. In case the selected bidder fails to submit PBG within the time stipulated, MEA at its discretion may cancel the order placed on the agency without giving any notice. MEA shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period.

**11.5. Commencement of Services.** The DMC shall commence Services within 7 (seven) days of the date of the Contract, or such other date as may be mutually agreed upon. If the Agency fails to either sign the Contract as specified at Clause 11.1 or commence services as specified herein, G20 Sectt shall forfeit the Bid security and appropriate it in accordance with the provisions of Clause 9.12.

**11.6. Non-disclosure of Contract Documents.** Except with the written consent of the G20 Sectt, the company shall not disclose the contract, or any provision of the contract or information related to services thereof to any third party.

**11.7. Governing Law and Jurisdiction.** The Contract shall be considered and made in accordance with the laws of the Republic of India. The Contract shall be governed by and interpreted in accordance with the laws of the Republic of India and the courts in New Delhi shall have exclusive jurisdiction over all matters relating to the Contract.

**11.8. Settlement of Disputes and Arbitration.** All disputes, differences and questions arising out of or in any way touching or concerning the contract or the subject matter thereof or the representative's rights, duties or liability of the parties shall be referred to the sole arbitration under the Arbitration and Conciliation Act 1996 , the Arbitration and Conciliation (Amendment ) Act 2015 as amended up to date.

**11.9. Consortium/ Joint Venture.** Companies are NOT allowed to form Consortium/Joint Venture for participating in the bid.

**11.10. Penalty Clause**

- a) If at any future point of time it is found that the bidder has submitted information which is factually incorrect or if the bidder does not fulfill any of the contractual obligations, the G20 Sectt may take a decision to cancel the contract with immediate effect, and/or debar the bidder from bidding prospectively in this and all other tender procedures for a period to be decided by the G20 Sectt and take any other action as deemed necessary.
- b) The penalty with respect to its time period shall be quantified by the G20 Sectt at its own discretion/satisfaction.
- c) It would be first and foremost the responsibility of the contractor to ensure that the services are being provided satisfactorily and contract is executed as per agreed terms and conditions.
- d) In the event of delayed or unsatisfactory services the G20 Sectt may recover a sum from the contractor equivalent to a minimum of 0.5% per week of the total contract value for any

portion of services delayed/ negligence in service as per the agreed upon deliverables. The maximum amount which shall be recovered would be 10% of the total contract value of the price for any portion of services delay/ negligence in service. The performance evaluation parameters at Para 11.3 will be used for the same.

e) In case of abandoning of work or premature termination of work by the bidder, liquidated damages as well as compensation will be levied on the bidder, in order to cover the cost of hiring a new DMC at additional cost.

f) **Encashment and Appropriation of Performance Guarantee.** The G20 Sectt shall have the right to invoke and appropriate the proceeds of the Performance Guarantee, in whole or in part, without notice to the Agency in the event of breach of the Contract or for recovery of liquidated damages specified in this Clause 11.9.

#### **11.11. Termination**

a) **By the G20 Sectt.** The G20 Sectt may, by written notice of suspension to the DMC, suspend all payments to the DMC if the DMC shall be in breach of the Contract or shall fail to perform any of its obligations under the Contract including carrying out the services there under; provided that such notice of suspension (i) shall specify the nature of the breach or failure, and (ii) shall provide an opportunity to the DMC to remedy such breach or failure within a period not exceeding 30 (thirty) days after receipt by the Agency of such notice of suspension.

b) The G20 Sectt may, by not less than 30 (thirty) days' written notice of termination to the DMC, such notice to be given after the occurrence of any of the events specified in this Clause 11.10, terminate the Contract if:

i. DMC fails to remedy any breach or any failure in the performance of its obligations under the Contract, as specified in a notice of suspension, within 30 (thirty) days of receipt of such notice of suspension or within such further period as the G20 Sectt may have subsequently granted in writing;

ii. DMC fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause 11.7 of this RFP hereof;

iii. DMC submits to the G20 Sectt a statement which has a material effect on the rights, obligations or interests of the G20 Sectt and which the Agency knows to be false;

iv. Any document, information, data or statement submitted by the DMC in its bid, based on which the DMC was considered eligible or successful, is found to be false, incorrect or misleading;

v. DMC becomes insolvent or bankrupt or enters into any agreement with its creditors for relief of debt or take advantage of any law for the benefit of debtors or goes into liquidation or receivership whether compulsory or voluntary;

vi. As the result of Force Majeure, the DMC is unable to perform a material portion of the Contract for a period of not less than 60 (sixty) days; or

vii. The G20 Sectt, in its sole discretion and for any reason whatsoever, decides to terminate the Contract.

c) **Payment upon Termination.** Upon termination of the Contract, the G20 Sectt shall make the payment to the DMC (after offsetting against these payments any amount that may be due from the DMC to the G20 Sectt) for services satisfactorily performed prior to the date of termination.

**11.12. Amendments.** No provision of present contract shall be amended or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of execution of this Contract and is agreed to in writing by both the Parties and duly executed by persons especially empowered in this behalf by the respective parties and which expressly states to amend the present Contract.

**11.13. Patents and Intellectual Property Rights.** All the rights on the curated content, soft copy and other event footage shared with EMC during meetings will vest with G20 Secretariat.

a) The selected bidder shall not use the name of their own company in any official communication or promotional material pertaining to the event, before, during or after the event without prior approval of G20 Sectt.

b) The selected bidder shall not use the names and the videos shared for any event or purpose other than the said event.

c) The authority of the selected bidder to use the G20 content commences upon the effective date of this Agreement and terminates upon the expiration of the term of this Agreement or upon termination of this Agreement, whichever shall occur first.

d) The selected bidder shall not sublicense, transfer or assign the use of G20 contents to any person or entity without the prior consent of the G20 Sectt.

e) Further, the prices stated in the present Contract shall be deemed to include all amounts payable for the use of patents, copyrights, registered charges, trademarks and payments for any other intellectual property rights.

f) DMC shall hold the Ministry harmless and indemnified from and against any suit, proceeding, or assertion of a third party against the Ministry based upon a claim that any of the system or part of the Content, supplied by the Agency including third party components, infringes any valid patent, copy right, trade secret, or other intellectual property right under any country's national or international laws. If a claim pursuant to above occurs, Agency shall take all necessary remedial actions at its own cost. Agency shall indemnify the Ministry against any losses, claims, damages, expenses (including all legal expenses), awards, penalties or injuries arising out of such claim.

#### **11.14. Right to Use of Experiences/ Visit Locations and Sites**

a) In case a specific site is required for conduct of tour or visit which requires to be booked in advance by the G20 Sectt, the MEA shall hand over the site to the selected bidder, 2 (two) days prior to the date of the scheduled experience or visit for their preparation and management. Additional time may be confirmed by the bidder depending on logistic feasibility. Thereafter, the selected bidder shall be required to handover the site back to the G20 Sectt, MEA within 1 (one) day of the completion of the event.

b) It is the obligation of the selected bidder to maintain the horticulture, structure, equipment and fixtures already present at the site during their term of use. In case of damages caused at the sites due to fault or misuse of selected bidder, the MEA has right to claim for compensation. The selected bidder shall not sublicense, transfer, or assign the use of the site to any person or entity without the prior consent of the MEA.

#### **11.15. Statutory Duties & Taxes**

a) Any change in any duty/ tax upward/ downward as a result of any statutory variation taking place within contract terms shall be allowed to the extent of actual quantum of such duty/ tax paid by the company. Similarly, in case of downward revision in any duty/ tax, the actual quantum of reduction of such duty/ tax shall be reimbursed to the G20 Sectt by the company. All such adjustments shall include all reliefs, exemptions, Rebates, concession etc. if any obtained by the contractor.

b) If it is desired by the Bidder to ask for the GST to be paid as extra, the same must be specifically stated. In the absence of any such stipulation in the bid, it will be presumed that the prices quoted by the Bidder are inclusive of GST and no liability will be devolved upon the G20 Sectt. GST shall be payable as per actuals and on submission of proof of GST payment.

c) On the Bids quoting GST, the rate and the nature of GST applicable at the time of supply should be shown separately. GST will be paid to the company at the rate at which it is liable to be assessed or has actually been assessed provided the transaction of services is legally liable to GST and the same is payable as per the terms of the contract and on submission of proof.

**11.16. Pre-Integrity Pact Clause.** An “*Integrity Pact*” would be signed between the G20 Sectt and the successful company/ bidder. This is a binding agreement between the G20 Sectt and the Company for specific contracts in which the G20 Sectt promises that it will not accept bribes during the procurement and services process and bidder promise that they will not offer bribes. Under this Pact, the Bidders for specific services or contracts agree with the G20 Sectt to carry out the procurement and services in a specified manner. Elements of the Pact are as follows:-

- a) A pact (contract) between the G20 Sectt (Principal) and the selected Bidder for this specific activity;
- b) An undertaking by the Principal that its officials will not demand or accept any bribes, gifts etc., with appropriate disciplinary or criminal sanctions in case of violation;
- c) A statement by selected Bidder that it has not paid, and will not pay, any bribes;
- d) An undertaking by selected Bidder to disclose all payments made in connection with the contract in question to anybody (including agents and other middlemen as well as family members, etc. of officials); the disclosure would be made either at the time of signing of contract or upon demand of the Principal, especially when a suspicion of a violation by that selected bidder/ contractor emerges;
- e) The explicit acceptance by selected Bidder that the no-bribery commitment and the disclosure obligation as well as the attendant sanctions remain in force for the winning Bidder until the contract has been fully executed.
- f) Undertaking on behalf of a selected Bidding company will be made “in the name for and on behalf of the company’s Chief Executive Officer”.
- g) The following set of sanctions shall be enforced for any violation by the Bidder of its commitments or undertaking:
  - i. Denial or loss of contracts;
  - ii. Forfeiture of the bid security and performance bond;
  - iii. Liability for damages to the G20 Sectt and the competing Bidders; and
  - iv. Debarment of the violator by the G20 Sectt for an appropriate period of time.
- h) Bidders are also advised to have a company code of conduct (clearly rejecting the use of bribes and other unethical behaviors and compliance programme for the implementation of the code of conduct throughout the company.

**11.17. Non-Disclosure and Confidentiality**

- a) The selected bidder and their personnel shall hold in confidence and will not, either during the term, or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract or business or operations of G20 Secretariat or its clients to any third party, except to employees and approved subcontractors having a need to know, without the prior written consent of G20 Sectt, MEA. A formal Non-Disclosure Agreement (NDA) will be signed to this effect as per **Annexure XIII** of this RFP.
- b) The selected bidder will ensure that no information about the software/hardware/policies of G20 Sectt and meetings is taken out in any form including electronic form or otherwise, by the manpower posted by them.
- c) Additionally, the selected bidders shall keep confidential all the proprietary details and information regarding the event.
- d) The bidder shall not use Proprietary information for any purpose other than responding to this RFP. For the purpose of defining, the term “Proprietary Information” means:-
- i. Any information of G20 Sectt which is not openly communicated or accessible to third parties, whether or not marked or identified as confidential, related technical data and knowhow, financial information, pricing, terms of sale, products, processes, plans, personnel, research and development projects or other aspects of the business of Summits Division/ MEA until such information shall have ceased to be proprietary as evidenced by general public availability and knowledge.
  - ii. Information of a third party as to which G20 Sectt has no obligation.
  - iii. Information produced by DMC in the course of performing the services. All tangible proprietary information in Company possession or control shall be promptly returned to MEA or destroyed on request or upon termination of this RFP, whichever occurs first.
- e) The bidder is required to use reasonable care to protect the confidentiality of all such data.
- f) For the avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the following information:
- i. Information already available in the public domain.
  - ii. Information received from a third party who had the right to disclose the aforesaid information

- iii. Information disclosed to the public pursuant to a court order
- g) MEA shall retain all rights to prevent, stop and, if required, take the necessary punitive action against the selected bidder regarding any forbidden disclosure.
- h) The bidder shall not use G20 or MEA logos, images, or any data or results arising from the contract without first obtaining the prior written consent of MEA.

#### **11.18. Conflict of Interest**

- a) **Conflicts of Interest.** The DMC shall at all times during period of Contract take appropriate steps to ensure that neither the DMC nor any Staff is placed in a position where, in the reasonable opinion of the G20 Sectt, there is or may be an actual conflict, or a potential conflict, between the financial or personal interests of the DMC and the duties owed to the G20 Sectt under the provisions of the Contract. The DMC will disclose to the Authority full particulars of any such conflict of interest which may arise well in time.
- b) A Bidder shall not have a conflict of interest that may affect the Selection Process or the Contract execution (the "Conflict of Interest"). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the G20 Sectt shall forfeit and appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to the G20 Sectt for, inter alia, the time, cost and effort of the G20 Sectt including consideration of such Bidder's Proposal, without prejudice to any other right or remedy that may be available to the Purchaser hereunder or otherwise.
- c) G20 Sectt, requires that the DMC provides solutions which at all times hold the G20 Sectt's interests paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work.
- d) DMC shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the G20 Sectt.
- e) Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the Selection Process, if:
  - i. Such Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate; or
  - ii. Such Bidder has the same legal representative for purposes of this Application as any other Bidder; or

iii. Such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each other's information about, or to influence the Contract of either or each of the other Bidder.

#### **11.19. Force Majeure**

a) The G20 Sectt may consider relaxing the penalty and delivery requirements, as specified in the RFP document, if and to the extent the delay in performance or failure to perform its obligations under the contract is the result of Force Majeure. "**Force majeure**" as used herein means any an event which is beyond the reasonable control of a party, and which makes a party's performance of its obligations impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to unforeseeable and irresistible act of nature, any act of war (whether declared or not), invasion, revolution, insurrection, terrorism, or any other acts of a similar nature or force. Force Majeure shall not include

i. Any event which is caused by the negligence or intentional action of a party or such party's or agents or employees, nor

ii. Any event which a diligent party could reasonably have been expected to take into account at the time of the conclusion of the Contract, as well as avoid or overcome in the carrying out of its obligations.

b) In the event of and within fourteen (14) days of the occurrence of any cause constituting force majeure, the affected Party shall give notice and full particulars in writing to the other Party, of such occurrence or cause if the affected Party is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under the Contract.

c) The affected Party shall also notify the other party of any other changes in conditions or the occurrence of any event which interferes or threatens to interfere with its performance of the Contract. On receipt of the notice or notices required hereunder, the Party not affected by the occurrence of any cause constituting force majeure shall take such action as it reasonably considers being appropriate or necessary in the circumstances, including granting the affected Party of a reasonable extension of time in which to perform any obligations under the Contract. This would not imply any compensation claims arising out of Force Majeure conditions on either of contracting Parties.

d) If the contractor is rendered unable, wholly or in part, by reason of force majeure to perform its obligations and meet its responsibilities under the Contract, the G20 Sectt of shall have the right to suspend or terminate the Contract on the same terms and conditions with immediate effect. In any case, the G20 Sectt shall be entitled to consider the Contractor permanently unable to perform its obligations under the Contract in case the Contractor is unable to perform its obligations, wholly or in part, by reason of force majeure.



## **PART V: Special Conditions Applicable**

*The bidder is required to give confirmation of their acceptance of Special conditions of the RFP mentioned below which will automatically be considered as part of the Contract concluded with the Selected Bidder. (i.e. the DMC in the Contract). Failure to do may result in rejection of bid submitted by the bidder.*

**12. Clause for Deliverables.** The quantities of the deliverables given in this RFP as per Clause 6.7 are only indicative. Final numbers will be decided based on requirements of G20 Sectt and payment will be as per actuals i.e the items used in accordance with terms and conditions of the financial bid.

**13. Payment Terms Schedule and General Terms &Conditions**

- a) It will be mandatory for the Bidders to indicate their bank account numbers and other relevant e-payment details so that e-payments could be made through electronic payment instead of payment through cheques.
- b) The payment will be made upon satisfactory performance of work. Team leader of G20 meeting would certify the component while payment. Payment to selected DMC shall be made after final invoice submission by the company on successful completion of each G20 meeting to the satisfaction of the G20 Secretariat, MEA.
- c) Expenditure for the execution of Indian experiences & its related arrangements shall be the duty of the successful bidders and no activity whatsoever shall be put on hold for release of payment.
- d) DMC will submit pre-receipted invoices in triplicate, complete in all respects, within 15 working days of completion of each G20 meeting, for necessary settlement. The invoices should be submitted along with complete details of the work undertaken during the meeting along with certification of satisfactory completion of work for which the bills are submitted. A reconciliation sheet pertaining to the bills will be submitted every month.
- e) DMC will submit monthly project reports supported by a summary of work done during previous month and as and when required by G20 Sectt to brief the Ministry's Monitoring Committee about progress of work.
- f) Payment Milestones will be as follows:
  - (i) The selected DMC can claim 30% advance payment of total estimated value of work awarded on submission of bank guarantee of equal amount as per the format at **Annexure XIV.**

- (ii) 5% of contract amount every month subject to DMC putting up invoices of already concluded events till the month of August 2023.
  - (iii) An amount equivalent to 5% of the contract value shall be retained till final invoice of DMC is settled.
  - (iv) The DMC shall submit the pre receipted invoices within 15 working days of conclusion of every event and the payment would be made within 30 days of receipt of bill. Non-submission of bills in timely fashion by the DMC will attract provisions of LD
  - (v) Statutory taxes and duties shall be payable as per actuals and on submission of proof of GST payment. The price is payable in local currency i.e. Indian Rupees
- g) Payment is subject to applicable deductions/ penalties as defined in this RFP. Payment will be made for actual services used by G20 Sectt.
- h) No payment will be made to the DMC as hiring charges for staff deployed towards managerial and supervisory duties. Hiring charges for operational staff will only be made by the G20 Sectt.
- i) The cost quoted in the financial bid shall remain fixed and not be subject to revision on account of variations in exchange rate, duties, levies etc for all Indian experiences conducted for the entire duration of Contract. Claims for items that are above and beyond the specified scope of work shall be duly supported with receipt/ bills of the vendor to whom DMC has made payment [third party].
- j) Cost for the boarding/ lodging of all employed DMC staff for the conduct of Indian experiences shall be borne by the DMC.

#### **14. Indemnification**

- a) The DMC shall indemnify the Ministry for an amount not exceeding 3 (three) times the value of the Contract for any direct loss or damage that is caused due to any deficiency in services provided by the Agency pursuant to the Contract.
- b) The DMC shall defend and indemnify the Ministry, its officers and employees from and against any damages to real or tangible personal property and /or bodily injury to persons, including death, resulting from its or its employees' negligence or willful misconduct.

15. **Additional Information**. If you have any further questions, please contact [osd9.g20@gov.in](mailto:osd9.g20@gov.in) and [sologistics.g20@gov.in](mailto:sologistics.g20@gov.in).

**Dated 27.09.2022**

**Captain (IN) Abhishek Shyam  
OSD to G20 Sectt (Logistics Division)  
G20 Summits Division  
Phone : 011- 24156416  
Email : [osd9.g20@gov.in](mailto:osd9.g20@gov.in)**

**ANNEXURE-I****COVER LETTER**

(On the Letter head of the Company)

Date: \_\_\_\_\_

To,

**OSD-9, G20 Secretariat  
Ministry of External Affairs  
Sushma Swaraj Bhavan  
New Delhi - 110021**

**Ref: Request for Proposal (RFP) for Selection of Destination Management Company (DMC) for planning, conceptualising and executing Indian experiences with the theme ‘Soul of India’ during G20 meetings (Dec 2022- Nov 2023)**

**Sub: Selection of Destination Management Company (DMC) for planning, conceptualising and executing Indian experiences with the theme ‘Soul of India’ during G20 meetings (Dec 2022- Nov 2023)**

1. With reference to your RFP document \_\_\_\_\_, dated \_\_\_\_\_, I, having examined the RFP Documents and understood their contents, hereby submit my / our proposal for the subject RFP. The Proposal is unconditional and unqualified.
2. I acknowledge that the Authority will be relying on the information provided in the Proposal and the documents accompanying the proposal for selection of the Agency, and we certify that all information provided in the proposal and its Annexures along with the supporting documents are true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying the proposal are true copies of their respective originals.
3. This statement is made for the express purpose of our selection as DMC for the design and execution of the aforesaid Contract.
4. I shall make available to the Authority any additional information it may find necessary or require supplementing or authenticate the Proposal.
5. I acknowledge the right of the Authority to reject our Proposal without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.
6. I certify that in the last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or

arbitration award, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.

**7.** I declare that:

a) I have examined and have no reservations to the Bidding Documents, including any Addendum issued by the Authority; and

b) I have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in the RFP document, in respect of any tender or Request for Proposal (RFP) For Selection of an agency for website maintenance, augmentation and mobile app development for Department of Tourism, Odisha 20 request for proposal issued by or any Agreement entered into with the Authority or any other public sector enterprise or any government, Central or State; and

c) I hereby certify that we have taken steps to ensure that in conformity with the provisions of the RFP, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice; and

d) the undertakings given by us along with the Proposal in response to the subject RFP and information mentioned for the evaluation of the bid capacity were true and correct as on the date of making the Proposal and are also true and correct as on the Proposal Due Date and I shall continue to abide by them.

**8.** I understand that you may cancel the Bidding Process at any time and that you are neither bound to accept any BID that you may receive nor to invite the Agencies to BID for the Project, without incurring any liability to the Agencies, in accordance with the RFP document.

**9.** I certify that in regard to matters other than security and integrity of the country, we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.

**10.** I undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of the guidelines referred to above, we shall intimate the Authority of the same immediately.

**11.** I further acknowledge and agree that in the project such change in control occurs after signing of the Agreement up to its validity, it would, notwithstanding anything to the contrary contained in the Agreement, be deemed a breach thereof, and the Agreement shall be liable to be terminated without the Authority being liable to us in any manner whatsoever.

**12.** I hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the selection of the DMC, or in connection with the Bidding Process itself, in respect of the subject RFP and the terms and implementation thereof.

- 13.** In the project of my/ our being declared as the Selected DMC, I / we agree to enter into an Agreement in accordance with the draft that has been provided to me / us by the Authority. We agree not to seek any changes in the aforesaid draft and agree to abide by the same.
- 14.** I have studied all the Bidding Documents carefully. We understand that except to the extent as expressly set forth in the Agreement, we shall have no claim, right or title arising out of any documents or information provided to us by the Authority or in respect of any matter arising out of or relating to the Bidding Process including the award of Agreement.
- 15.** I offer the Earnest Money Deposit (EMD) to the Authority in accordance with the RFP Document. Request for Proposal (RFP) for Selection of DMC for planning, conceptualising and executing Indian experiences with the theme '*Soul of India*' during G20 meetings (Dec 2022- Nov 2023)
- 16.** The documents accompanying the Technical Proposal, as specified in the RFP, have been submitted in separate files.
- 17.** I agree and understand that the Proposal is subject to the provisions of the Bidding Documents. In no case, I shall have any claim or right of whatsoever nature if the Project is not awarded to me or our Proposal is not opened or rejected.
- 18.** The Financial Proposal has been quoted by me after taking into consideration all the terms and conditions stated in the RFP, draft Agreement, our own estimates of costs and after a careful assessment of the website and all the conditions that may affect the implementation cost.
- 19.** I agree and undertake to abide by all the terms and conditions of the RFP document.
- 20.** I shall keep this offer valid for 90 (Ninety) days from the Proposal Due Date specified in the RFP.
- 21.** I hereby certify that we have not changed any quantity as mentioned in the financial figures and confirm that any discrepancy arrives at any time, decision of Authority (MEA) will be considered as final.
- 22.** I hereby submit our Proposal and quote an amount as indicated in Financial Proposal for undertaking the aforesaid Project in accordance with the Bidding Documents and the Agreement. In witness thereof, I submit this Proposal under and in accordance with the terms of the RFP document.

Yours faithfully,

Date:

(Signature, name and designation Place: of the Authorised signatory)

Name & seal of Company

**ANNEXURE-II**

**DETAILS OF COMPANY**

(On the Letter Head of the Company)

- 1. Name of the Bidder:**
- 2. Incorporation (i.e. Agency, Company, Partnership or, Proprietorship)**
- 3. Registered Office Address with telephone, fax, website and email:**
- 4. Date of Incorporation (Please attach copy of certificate of incorporation/ registration):**
- 5. Describe your organisational and reporting structure**
- 6. Name of the contact Person:**
- 7. Designation:**
- 8. Mobile Number & Telephone Number:**
- 9. E-mail Address:**
- 10. Fax Number:**
- 11. GST Registration number:**
- 12. Average Annual Turnover:**

**Duly signed by the Authorised Signatory of the Bidder  
(Name, Title and Address of the Authorised Signatory)**

**ANNEXURE-III**

**POWER OF ATTORNEY**

Know all men by these presents, We .....(name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr./ Ms (name),.....son / daughter / wife of.....and presently residing at... ,who is(presently employed with us and holding the position of... ..,asourtrueandlawfulattorney(hereinafter referredtoasthe“Attorney”) to do in our name and on our behalf, all such acts, deeds andthingsasarenecessaryorrequiredinconnectionwithorincidentalto submission of our Bid for the **“Selection of DMC for planning, conceptualising and executing Indian experiences with the theme ‘Soul of India’ during G20 meetings (Dec 2022 - Nov 2023)”** initiated by the G20 Sectt of External Affairs including but not limited to signing and submission of all Bids/Proposals, bids and other documents and writings, participate in pre-bids / pre-proposal and other conferences and providing information/ responses to MEA, presenting us in all matters before MEA, signing and execution of all contracts including the Agreement and undertakings, consequent to acceptance of our bid, and generally dealingwithMEAinallmattersinconnectionwithorrelatingtoorarisingoutofourbid, for the said requirement and/or upon award thereof, to us and /or till the completion of the projected requirement.

And we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deedsandthingslawfullydoneorcausedtobedonebyoursaidAttorneypursuantto and in exercise of the powers conferred by this Power of Attorney and that all acts, deedsandthingsdonebyoursaidAttorneyinexerciseofthepowersherebyconferred shall and shall always be deemed to have been done by us and shall be binding on us.

IN WITNESS WHEREOF WE, \_\_\_\_\_, THE ABOVE-NAMED PRINCIPALHAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF \_\_, 2022

For

..... Accepted  
\_\_\_\_\_(Signature)  
(Name, Title and Address) of the Attorney

Note:

- *The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.*
- *Wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a board or shareholders’ resolution / power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Company.*



**ANNEXURE-IV****PERFORMANCE BANK GUARANTEE**

To,

Pay & Accounts Officer,

Ministry of External Affairs New Delhi 11001

Whereas <> (hereinafter called 'the Bidder') has submitted the bid for submission of RFP # <>for Selection of agency to undertake event management for MEA. (Hereinafter called "the Bid") to MEA (hereinafter called 'the Purchaser')

Know all Men by these presents that we <<>> having our office at <<Address>> (hereinafter called "The Bank") are bound unto the Purchaser in the sum of INR<> (Rupees <<Amount in figures>> (Rupees <<Amount in words>>only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents.

Sealed with the Common Seal of the said Bank this <Date>. The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Purchaser in the RFP; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
  - a. Withdraws his participation from the bid during the period of validity of bid document; or
  - b. Fails or refuses to participate in the subsequent Tender process after having been shortlisted

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <insert date> and including <extra time over and above mandated in the RFP> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

**NOTWITHSTANDING ANYTHING CONTAINED HEREIN:**

- i. Our liability under this Bank Guarantee shall not exceed INR<Amount in figures> (Rupees<Amount in words> only)
- ii. This Bank Guarantee shall be valid up to<insert date>)
- iii. 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 date>)failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

**ANNEXURE-V****CURRICULUM VITAE / RESUME OF KEY INDIVIDUAL(S) RESPONSIBLE  
FOR EXECUTION OF CONTRACT**

<b><u>S No.</u></b>	<b><u>Information Sought</u></b>	
1.	Name of individual	
2.	Current Designation/ Job Title	
3.	Current Job Responsibilities/ Charter	
4.	Proposed Role in the Contract	
5.	Proposed Responsibilities in the Contract	
6.	Academic Qualifications - Degree - Academic Institution graduated from - Year of graduation - Specialisation (if any) - Key Achievements and other relevant information - Higher Education	
7.	Professional Awards and Certificates (if Any)	
8.	Total Years of Experience	
9.	Brief Summary of Professional / Domain Experience	
10.	Brief on Past Assignment Details	

**ANNEXURE VI**

**UNDERTAKING BY BIDDER**

(On the Letter Head of the Agency)

Date:

To,

**OSD-9, G20 Secretariat  
Ministry of External Affairs  
Sushma Swaraj Bhawan  
New Delhi - 110021**

**Ref: Selection of Destination Management Company (DMC) for planning, conceptualising and executing Indian experiences with the theme ‘Soul of India’ during G20 meetings (Dec 2022-Nov 2023)**

Dear Sir,

We have examined in detail and have understood the terms and conditions stipulated in the RFP issued by the MEA. Our Proposal is consistent with all requirements of submission as stated in the RFP or in any of the subsequent communication issued by the MEA. We would be solely responsible for any errors or omissions in our Proposal.

We hereby declare that we have read and understood the rules governing the contract as given above, examined and understood and satisfied ourselves regarding the content of the various agreements, declarations and deeds to be executed and do hereby undertake to execute them when called upon to do so, and commit in unequivocal terms, in letter and spirit, that the project shall be implemented as per the comprehensive stipulations and requirements that have been spelt out by the MEA, in this RFP and Bidding Documents including adherence to the areas/ capacities/ specifications/ regulations as have been detailed by the MEA in this regard.

We also commit to abide by the decision of the MEA on all matters relating to the planning and execution of the contract.

**Duly signed by the Authorised Signatory of the Bidder**

**(Name, Title and Address of the Authorised Signatory)**

**ANNEXURE-VII****FINANCIAL DETAILS OF BIDDER****Name of the Company:**

\_\_\_\_\_

<b>Ser.</b>	<b>Particulars</b>	<b>FY 2016-17</b>	<b>FY 2017-18</b>	<b>FY 2018-19</b>	<b>FY 2019-20</b>	<b>FY 2020-21</b>	<b>FY 2021-22</b>
1.	Turnover (in INR Crores)						
2.	Average Turnover for 3 years  (in INR Crores)						

**Note:**

1. Attach certified copies of Annual Audited Balance Sheets and IT Returns Certificate for the 3 years.
2. The above data must be submitted by Bidder, duly certified by Statutory Auditor such as Chartered Account.

Signed

**Signature of CA/ Statutory Auditors****(Name of the Authorised Signatory)**

(with seal &amp; registration no.)

Place:

Date:

**ANNEXURE-VIII****FORMAT FOR PROJECTS OF SIMILAR NATURE****UNDERTAKEN BY BIDDER**

<b><u>S No.</u></b>	<b><u>Parameters</u></b>	<b><u>Comments/ Remarks</u></b>
1.	Project Title	
2.	Project Description	
3.	Location	
4.	Name of Client	
5.	Total value of work order(In Indian Rupees), as applicable	
6.	No. of manpower supplied	
7.	Period of Services rendered by the Bidder (Start date and End date)	
8.	Scope of Service	
9.	Other Information relating to Project	
10.	Nature and details of experience in similar field (Please attach relevant documentary evidence)	
11.	Copy of the work order, completion certificate to be submitted	

*\*Please use separate sheet for single project*

**Duly signed by the Authorised Signatory of the Bidder**

**(Name, Title and Address of the Authorised Signatory)**

***Note: Documentary proof (Copy of Agreement / Work Order / Completion Certificate etc of related projects) with project citation to be enclosed.***

**ANNEXURE-IX**

**DECLARATION ON NON-BLACKLISTING**

(On the Letter Head of the Agency)

I/We Proprietor/ Partner(s)/ Director(s) of M/s\_\_\_\_\_ hereby certified that, I/we M/s \_\_\_\_\_ have not been blacklisted or debarred by any G20 Sectt/ Departments of Central/ State Government, International bodies like United Nations, World Bank or any other organisation/ Funding Agencies as on date.

In case the above information is found false, I/We are fully aware that the tender/ contract will be rejected / cancelled by the MEA and EMD/PBG shall be forfeited. In addition to the above, the MEA will not be responsible to pay the bills for any completed / partially completed work.

**Duly signed by the Authorised Signatory of the Company**

**(Name, Title and Address of the Authorised Signatory)**

**ANNEXURE-X**

**Format for Covering letter of Financial Bid**  
**(on bidder's letter head)**

To,  
**Sh. Tejinder Anand**  
**SO (Retd)**  
**Sushma Swaraj Bhawan, G20 Secretariat**  
**Ministry of External Affairs**  
**New Delhi**

Subject: Letter of Financial Bid

Sir,

This is in reference to Ministry of External Affairs, RFP No.....dated..... for selection of a Destination Management Company for planning, conceptualising and execution of India Experiences during India's G20 Presidency.

I/We ..... (bidder's name) herewith enclose the financial bid for selection of my/our firm as Agency.

I/We agree that this offer shall remain valid for a period of 90 (ninety) days from the Bid Due Date or such further period as may be mutually agreed upon.

The 'total cost for financial bid' quoted will be binding upon us, up to completion of the period of Contract as specified in the RFP.

Thanking you,

**Name of the Bidder**

**Signed by Authorised Signatory**

**Name and designation of Authorised Signatory**

**Contact details**

**Date**

**Place**

**Seal**



**ANNEXURE-XI**  
**FINANCIAL PROPOSAL**

To,

OSD-9, G20 Secretariat  
Ministry of External Affairs  
Sushma Swaraj Bhawan  
New Delhi - 110021

**Ref: Selection of Destination Management Company (DMC) for planning, conceptualising and executing Indian experiences with the theme ‘Soul of India’ during G20 meetings (Dec 2022- Nov 2023)**

We, the undersigned, offer to provide services of the Destination Management Company for planning, conceptualising and executing Indian experiences with the theme ‘Soul of India’ during G20 meetings in accordance with the subject RFP at \_\_\_\_\_ in accordance with your Request for Proposal dated [**Insert Date**] and our Financial Proposal as per details mentioned below:

Financial Bid

Financial Bid Amount (in INR)	
In Figures	In words

**Note:** The above quote shall be *exclusive* of applicable GST

Our Financial Proposal shall be binding upon us for the assignment and this proposal would be valid in accordance with the proposal validity mentioned in the subject RFP from the last date of submission of proposal.

The financial amount quoted above by <name of the Agency> shall remain firm till the completion of the project. No increase in the financial amount, for whatsoever reasons, shall be entertained.

The Financial Proposal is without any condition.

Yours faithfully,

For and on behalf of (*Name of Company*)

**Duly signed by the Authorised Signatory of the Bidder**  
**(Name, Title and Address of the Authorised Signatory)**

**ANNEXURE-XII**  
**PRE-BID QUERY FORMAT**

Interested parties shall submit their queries in the following format:-

S No.	Clause No/Page No	Query/Modifications Requested	Remark/Reason

**Note:**

Bidders shall submit their query in writing by speed post/ courier or by e-mail before the query submission due date.

**(Individuals Name)**

**Company**

**Telephone Number**

**Email**

**ANNEXURE-XIII****FORMAT FOR NON-DISCLOSURE AGREEMENT**

*[The Non-Disclosure Agreement needs to be signed by a person duly authorised by the bidder. A copy of the authorisation by the bidder (copy of Board resolution or Power of Attorney) should be provided along with the Non-Disclosure Agreement]*

*[Non Disclosure Agreement to be submitted on duly notarized stamp paper of Rs 100]*

This AGREEMENT (hereinafter called the "Agreement") is made on the [day] day of the month of [month], [year], between, JS (Summits), G20 Secretariat, Ministry of external Affairs, Sushma Swaraj Bhawan, Dr. Jose P Rizal Marg, Chanakyapuri, New Delhi-110021, on the one hand, (hereinafter called the "Purchaser") and, on the other hand, [Name of the Bidder] (hereinafter called the "Bidder") having its registered office at [Address] WHEREAS 1. the Purchaser has issued a public notice inviting various organisations for 'Selection of Destination Management Company for conduct of Indian Experiences to be held in various cities of India with a unique theme of 'Soul of India' during India's G20 presidency'(hereinafter called the "Project") of the Purchaser; 2. the Bidder, having represented to the "Purchaser" that it is interested to bid for the proposed Project; The Purchaser and the Bidder agree as follows:

1. In connection with the Contract, the Purchaser agrees to provide to the Bidder a Detailed Document on the Project vide the Request for Proposal contains details and information of the Purchaser operations that are considered confidential.
2. The Bidder to whom this Information (Request for Proposal) is disclosed shall:
  - a) Hold such Information in confidence with the same degree of care with which the Bidder protects its own confidential and proprietary information;
  - b) Restrict disclosure of the Information solely to its employees, agents and contractors with a need to know such Information and advise those persons of their obligations hereunder with respect to such Information;
  - c) Use the Information only as needed for the purpose of bidding for the Project;
  - d) Except for the purpose of bidding for the Contract, the bidder shall not copy or otherwise duplicate such Information or knowingly allow anyone else to copy or otherwise duplicate such Information; and
  - e) Undertake to document the number of copies it makes on completion of the bidding process and in case unsuccessful, promptly return to the Purchaser, all Information in a tangible form or certify to the Purchaser that it has destroyed such Information.
3. Nothing contained in this Agreement shall be deemed to constitute either party a partner, joint venture or employee of the other party for any purpose.

4. The Agreement shall apply to all Information relating to the Contract disclosed by the Purchaser to the Bidder under this Agreement.
5. Nothing contained in this Agreement shall be construed as granting or conferring rights of license or otherwise, to the bidder, in any of the Information.
6. That in case of violation of any clause of this Agreement, the Disclosing party is at liberty to terminate the services of Receiving party without assigning any reason and shall also be liable to proceeded against in a Court of Law.
7. This Agreement shall benefit and be binding upon the Purchaser and the Bidder and their respective subsidiaries, affiliates, successors and assigns.
8. This Agreement shall be governed by and construed in accordance with the Indian laws.

**Disclosing Party**

\_\_\_\_\_ (Signature and Company Seal) \_\_\_\_\_

Name:

Designation:

Contact Details:

**For and on behalf of the Bidder**

\_\_\_\_\_ (Signature and Company Seal) \_\_\_\_\_

Name:

Designation:

Contact Details:

**ANNEXURE-XIV****FORMAT FOR ADVANCE BANK GUARANTEE**

Sub: Advance Bank Guarantee no. ....for value..... [Insert ABG value here] ..... in respect of Work Order, No (“WO”) .....Dtd.....for value..... [Insert total WO value] for ..... [Project name].

In consideration of Ministry of External Affairs, Sushma Swaraj Bhawan, New Delhi 110021 (“the Purchaser”) agreeing to make advance payment of [Insert ABG value in figures and words] (“Advance Payment”) to... [Insert the name of the SUPPLIER with address, contact person’s telephone /mobile number and email address], having its registered office at {Insert the full address} (“the Supplier”) which has been unequivocally accepted by the Supplier and the Supplier having agreed to provide an irrevocable Advance Bank Guarantee [“Advance Bank Guarantee”] in accordance with the terms and conditions of the said WO, we,..... {Insert the Issuing Bank name and address, telephone and fax numbers} whose principal place of business is at {Insert the full Address} (“the Guarantor”) hereby unconditionally agree and undertake to hold at your disposal, [Insert ABG value] and agree with you as follows:

1. Under the terms of the said WO, the Purchaser has agreed to pay to the Supplier an advance payment of [insert the ABG value in figures and words) being.... % of the basic total contract value of the said WO, against furnishing of an Irrevocable Advance Bank Guarantee of equivalent amount by the Supplier.
2. The Guarantor at the request of the Supplier has agreed to give this unconditional and irrevocable Advance Bank Guarantee and agree and undertake not to revoke the same.
3. The Guarantor, hereby guarantee that the Supplier will duly comply and faithfully perform all their obligations and responsibilities under the said WO, failing which we, the Guarantor, do hereby unconditionally undertake to pay to the Purchaser ON MERE DEMAND AND WITHOUT ANY

DEMUR AND WITHOUT RECOURSE TO THE SUPPLIER such amount or amounts as the Guarantor may be called upon to pay not exceeding in the aggregate a sum of [insert ABG value in figures and words].....

4. The Advance Bank Guarantee shall not be determined or affected by liquidation or winding up, dissolution or change of constitution or insolvency of the Supplier but shall in all respects and for all purposes be binding and operative until payment of all monies due to the Purchaser under the Advance Bank Guarantee are paid.
5. The decision of the Purchaser that any sum has become payable shall be final and binding on the Guarantor.
6. The Advance Bank Guarantee shall be governed by the laws of India.
7. We shall on simple demand from the Purchaser pay immediately to the Purchaser, the said amount of (Insert ABG value in figures and words) without any demur and without requiring the Purchaser to invoke any legal remedy that may be available to them, to compel the Guarantor to pay the Advance Payment amount, even if the Supplier considers such demand of the Purchaser is unjustified.
8. Any notice by way of request, demand or otherwise hereunder may be sent by courier, fax or by post to the Bank on or before the expiry date of the Advance Bank Guarantee. The Purchaser may lodge request/demand in writing at our branch... .....[Insert specific branch name and full address with tel/fax numbers] at..... on or before the expiry of the Advance Bank Guarantee as stated under clause no.9.
9. Our liability under the Advance Bank Guarantee is restricted to a sum of [Insert ABG value in figures and words) ..... and the Advance Bank Guarantee shall remain in force until..... (date) or such extended period as may be required by the Purchaser & Supplier and unless a claim under the Advance Bank Guarantee is lodged with us within three months from the date of expiry of the Advance Bank Guarantee at our..... branch i.e. on or before..... (date) or such extended period as the case may be, all your rights under the Advance Bank Guarantee shall be forfeited and we shall be relieved and discharged from all liabilities under the Advance Bank Guarantee.

10. We confirm that all your claims under the Advance Bank Guarantee shall be payable at our above-mentioned Branch immediately.

11. We, further confirm that, we have powers to issue the Advance Bank Guarantee under our Constitution (including Memorandum and Articles of Association) and other applicable documents, and the undersigned have full powers to do so under the Power of Attorney / authorization granted to me/us by [Insert the Name of the Bank].

Dated this ..... day of 2022

Yours faithfully

For and on behalf of Issuing Bank name

Authorized Signatory

Authorized Signatory

**INDICATIVE LIST FOR COSTING**

<b>S No.</b>	<b>Element</b>	<b>Qty</b>
	<b><u>Consultancy Charges for Meetings</u></b>	
1	Management consultancy fee - Sherpa Meeting (including Spouse/ Partners Programme)	4
2	Management consultancy fee - Ministerial Meeting (including Spouse/ Partners Programme)	25
3	Management consultancy fee - Working Group Meeting	86
4	Management consultancy fee - Engagement Group Meeting	46

**Deliverables per Venue/ Location for One G20 Meeting**

<b>1</b>	<b>Airport</b>	Sherpa/ Ministerial	Working Group	Engagement Group
i.	Welcome Arrangements for traditional welcome as appropriate and according to airport access norms (Scarfs and Pagadi, Aarti, Mouli, Tilak Ceremony etc)	250	Nil	Nil
ii.	Hiring charges for total of six (06) welcoming staff in traditional Indian attire round the clock	250	Nil	Nil
iii.	Customised welcome note about the City (prepared on handmade recycled paper) to be read in the car/ vehicle during transit to hotel	200	150-200	100
iv.	G20 Customised Luggage Tags (Leather Tags with G20 branding)	400	Nil	Nil

<b>2</b>	<b>Hotel</b>	Sherpa/ Ministerial	Working Group	Engagement Group
i.	Welcome Arrangements for traditional welcome Flower Garland, Scarfs and Pagadi, Aarti, Mouli, Tilak Ceremony etc ( <i>In case not organised by Hotel</i> )	250	150-200	100
ii.	Curated simple, lightweight and inexpensive Pillow gift with a story of the gift items prepared on handmade recycled paper (procuring, non plastic packaging & story)	250	Nil	Nil
iii.	Manning of Hospitality desk for optional tours/ adhoc tours by experienced staff of DMC (One at each hotel, stall setup by EMC manned from 0900h - 2100h)	250	150-200	Nil



<b>3</b>	<b>Gala Dinner/ Cultural Evening Requirements</b>	<b>Sherpa/ Ministerial</b>	<b>Working Group</b>	<b>Engagement Group</b>
i.	Traditional wear for Men depicting rich cultural touch of the location	250 (Clothing item made of silk, mixed silk, pure linen and handwoven fabric etc)	100 (Clothing accessories such as tie, nehru jacket pocket square etc)	Nil
ii.	Traditional wear for Women depicting rich cultural touch of the location	50 (Clothing item made of silk, mixed silk, pure linen and handwoven fabric etc)	50 (Clothing accessories such as stole, shawl, scarf, etc)	Nil
iii.	Turbans/ Pagadi / Saafa	200	Nil	Nil
iv.	Hiring of 20 professionals to provide Local assistance for dressing men and women in traditional attire	200 (M) + 50 (W)	Nil	Nil

<b>4</b>	<b>Excursions and Tours</b>	<b>Sherpa/ Ministerial</b>	<b>Working Group</b>	<b>Engagement Group</b>
i.	Tour Managers from the DMC (3 at each location)	250	150-200	100
ii.	10 tour Guides with adequate knowledge and excellent communication skills who can keep delegates involved during course of visit (Preferably College interns)	250	150-200	100
iii.	Interpreters proficient in atleast 5 UN languages (5 for each visit)	250	Nil	Nil
iv.	PA system for buses and excursion sites (01 per guide) if not preinstalled in buses	250	150-200	100
v.	Hiring charges for local Artists for a 15- 30 mins performance (The suggested tours where interaction/ program with singers, dancers, craftsman is planned)	250	150-200	Nil
vi.	Hiring of Photographers for exclusive photo coverage of experiences and excursions (as per the effective duration of tour)	250	150-200	Nil
vii.	Renting/ Hiring charges for Audio Interpreter Guide Devices/ Audio guiding system for the group excursion	250	150-200	100
viii.	Printing of travel itinerary with G20 branding (in matt finish laminated paper)	250	150-200	100
ix.	Entrance Fees to monuments and sites (wherever applicable)	250	150-200	100
x.	Selected photograph of experience framed in G20 customised photo frame	250	150-200	Nil

xi.	Additional outdoor activities - Yoga (including yoga mats) etc, if planned	150	150	100
xii.	Boat cruise on Lakes and rivers and water activities (if planned)	150	150	Nil

<b>5</b>	<b>Spouse/ Partners Programmes (Sherpa and Ministerial Meetings)</b>	<b>Sherpa/ Ministerial</b>	<b>Working Group</b>	<b>Engagement Group</b>
i.	One Tour Manager from the DMC	80 - 100	Nil	Nil
ii.	Tour Guides with adequate knowledge and excellent communication skills to accompany delegates (03 )	80 - 100	Nil	Nil
iii.	Interpreters proficient in English (03)	80 - 100	Nil	Nil
iv.	PA system for buses and excursion sites (01 per guide)	80 - 100	Nil	Nil
v.	Hiring charges for local Artists (The suggested tours where interaction/ program with singers, dancers, craftsman is planned)	80 - 100	Nil	Nil
vi.	Hiring of Photographers for exclusive photo coverage of experiences and excursions	80 - 100	Nil	Nil
vii.	Renting/ Hiring charges for Audio Interpreter Guide Devices/ Audio guiding system for the group excursion	80 - 100	Nil	Nil
viii.	Printing of Travel itinerary with G20 branding	80 - 100	Nil	Nil
ix.	Entrance Charges to monuments and sites (wherever applicable)	80 - 100	Nil	Nil
x.	Selected family photograph of experience framed in G20 customised photo frame	80 - 100	Nil	Nil

*<This page has been intentionally left blank>*