

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

Tender No. OI-16016/42/2018-OIA-II dated 10 April, 2019.

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

Time lines for the Request For Proposal

Sr. No.	Item	Date	Time
1.	Date of Announcement	10.04.2019	17:00
2.	Starting Date of Submission of bids	10.04.2019	17:00
3.	Date of Pre- Bid meeting for any clarifications / explanation	22.04.2019	15:00
4	Last date of submission of bids	01.05.2019	17:00
5	Date of opening of Technical Bid	03.05.2019	15:00
6	Date of opening of Financial Bid and the declaration of results subject to further scrutiny of documents	07.05.2019	15:00

Note : The above mentioned time-line are tentative. The Ministry reserves the right to modify the time lines on grounds of administrative exigencies. If any changes made by the Ministry in the time-line, the same will be uploaded accordingly on CPP Portal.

- 1. Introduction:** Ministry of External Affairs organize **Know India Programme (KIP)** to introduce Indian origin youth (18 to 30 years of age) and familiarize them with different facets of India, its cultural heritage, history, economy and progress made by the

country in various sectors. KIP provides a unique opportunity for students & young professionals of Indian origin to visit India and develop closer bonds with contemporary India. KIPs are conducted every year, in partnership and coordination with State Governments. Each KIP is of 25 days duration.

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

2. Objective: The objective of this RFP is to select an appropriately qualified and adequately experienced Travel Company, to act as the Service Provider, who will enter into a Contract with the Overseas Affairs Division-II (OIA-II) of the Ministry of External Affairs to organize Know India Programmes (KIPs) to be held during Financial Year 2019-20.

3. Scope of Work: The company would work under instructions and overall supervision of the Joint Secretary (OIA-II), Ministry of External Affairs, New Delhi. The Ministry will organize **six(6) Know India Programmes** during Financial Year 2019-20 with the maximum of 40 participants in each KIP. During the 25 days visit to India, participants will visit Delhi and Agra. They will also visit to one or two Partner State(s) for a 10 days trip to familiarize with that State. Among the various elements of visit, the Company/Service Provider will undertake following tasks with respect to organizing KIPs (**Annexure-II**):

(i) Arrange hotel accommodation (twin sharing basis in a 4 Star or above category of hotel), local transportation (Volvo AC Coach), boarding and lodging for KIP participants during their stay in India; airport-hotel-airport transfer during arrival and departure from India.

(ii) Arrange visit of the participants to places of historic, cultural, industrial and tourist importance in India.

(iii) Facilitate meeting of participants with leadership of the State as directed by Ministry.

(iv) Organize visit to a village or countryside for one or two days.

(v) Arrange interactive sessions in premier universities / organization of the Partner State.

(vi) Arrange cultural programmes showcasing the India's cultural heritage.

(vii) Ensure security of KIP participants and provide medical care as per requirement. A panel of hospitals to be identified by the service provider to deal with urgent medical needs.

(viii) Bring any untoward incident during KIP with regard to safety, security and health of KIP participants immediately to the attention of Ministry of External Affairs.

(ix) Arrange concluding session for distribution of certificates of the programme.

(x) Coordinate with State Government to facilitate and arrange all aspects of the visit to the State

4. Eligible Bidding Companies are invited to submit detailed Technical and Financial bids for organizing KIPs in accordance with RFP. The term of Contract will be, as per provisions indicated in the succeeding paragraphs, on the basis of two-tier tender process consisting of Technical Bids and Financial Bids. The terms and conditions of the bidding documents are given below:

TECHNICAL BID DOCUMENT FOR ORGANIZING KNOW INDIA PROGRAMME

Sl No.	Details	Remarks
1.	Eligibility Criteria: The Bidding company must be a registered travel company with domain expertise in making travel, hotel and local logistics arrangements having appropriate licenses like PAN, TIN, TAN, VAT, Service Tax Number etc. in their own name. Attested copies of same must be submitted with the technical bid.	Relevant papers to be submitted with ink signed copy and seal of the company
2.	Experience: The bidding company must have experience of at least 3 years in arranging travel, logistic support etc for foreign nationals visiting India for tourism or business (They should have handled visit of at least 500 foreign nationals to India in a year) .The bidding Company should demonstrate its capacity to handle more than six KIPs if required.	Relevant papers to be submitted with ink signed copy and seal of the company
3.	Net-Worth: The net income of the company during each of last three years should be minimum one (1) crore. The bidding Company must submit audited balance sheets and income statements for last three years to demonstrate its net worth, its current financial soundness, and its ability to successfully undertake the project.	(i) Total Turnover during last three years Rs..... (ii) Net Profit during each of last three years Rs.....

4.	The Service Provider should be directly involved in providing services in organizing KIPs and should not outsource this responsibility to another company or partner on a royalty or commission basis or any other such arrangement. If such an arrangement is noticed, the Ministry has the right to terminate the Contract, encash the bank guarantee for premature termination of contract and impose a future ban against taking part in the tender process.	
5.	The company should have financial capacity to organize this programme and making advance booking of hotels, foods, air tickets, rail tickets and transportation cost etc for the participants.	
6.	<p>(i) The number of events and participants are not binding upon the Ministry and there is no guarantee of minimum order to be placed on the bidder during one year duration from date of award of contract.</p> <p>(ii) The agreement with the selected bidder would be for one year i.e 12 months period from date of award of work (for upto Six KIPs) and this may be extendable by one or two year subject to satisfactory performance by the company.</p>	
7.	<p>(i) The bidder shall not have been blacklisted by any of the Departments/ Ministries/ Organization of the Government of India.</p> <p>(ii) The bidder shall not have any criminal proceeding pending/in progress in any court of Law/Forum.</p> <p>(iii) The bidder shall not have been expelled/terminated on a project for default by any Organisation/Government Departments.</p> <p>(iv) The bidder should have the proven ability to accomplish the job in hand.</p>	A duly signed undertaking to this effect must be submitted with the Technical bid.
8.	<p>BID SECURITY</p> <p>Bidders are required to submit bid Security of Rs 7,00,000 (Earnest Money Deposit), about 3% of the contract value for 6 KIPs. The bid security shall be submitted in the form Accounts Payee Demand Draft in favour of Pay and Accounts Officer (PAO), Ministry of External Affairs, payable at New Delhi. The bid security will also be accepted in the form of Fixed Deposit Receipt, Irrevocable Bank Guarantee from any of the nationalized banks in an acceptable form in</p>	

	favour of PAO, Ministry of External Affairs. Bid security of the unsuccessful bidders would be returned within 30 days of the award of final contract.	
9.	The offers/bids may be submitted online on CPP Portal. Only online bids are accepted. Any wrong / false information given in this regard may lead to cancellation of the claim / eligibility of the prospective Event Manager.	
10.	Last Date of receipt of the Tender Bids received late i.e. after due date and time shall not be considered under any circumstances.	

FINANCIAL BID DOCUMENT FOR ORGANIZING KNOW INDIA PROGRAMME

<i>Sr. No.</i>	<i>Particulars of Expenditure</i>	<i>Details</i>	<i>Estimated total Expenditure to be given</i>
1.	Accommodation for participant's per-day on twin sharing basis in a 4 Star Hotel in Delhi	Rs..... (per-day for one room on twin sharing basis)	Total Rs..... (for 40 participants for 15 days)
2.	(i) Breakfast (if not included in hotel tariff) (ii) Lunch for participants (including non-vegetarian food) : (iii) Dinner for participants (including non-vegetarian food) : (iv) Mineral water charges per day per participants (2 litres per day per person) :	(i) Rs.....(Per day for one person) (ii) Rs.....(Per day for one person) (iii) Rs.....(Per day for one person) (iv) Rs..... (Per day for one person)	Total Rs..... (for 40 participants for 15 days)

3.	Transportation (i) Transfer to Hotel on arrival at Delhi Airport by Air Conditioned Vehicle on twin sharing basis (ii) Transfer from hotel to Delhi Airport for departure by AC Vehicle on twin sharing basis . (iii) Portage Charges (Delhi arrival and Delhi departure) if any (iv) Local Transport (Large AC Volvo AC Bus with capacity of 40 persons) for movement in and around Delhi for 15 days including Agra.	(i) Rs.....(Per day) (ii) Rs.....(Per day) (iii) Rs.....(Per day for 40 persons) (iv) Rs.....(Per day for 40 persons)	Total Rs..... (for 40 participants)
4.	Delhi – Agra – Delhi (2 days) (one night halt at Agra) (i) Agra Trip 2 days (Delhi-Agra-Fatehpur Sikri-Delhi) by Volvo AC Coach (ii) Accommodation charges for 40 persons for one night halt in Agra (twin sharing basis in a 4 Star Hotel) (iii) Breakfast (if not included in hotel tariff) (iv) Lunch for participants (including non-vegetarian food) : (v) Dinner for participants (including non-vegetarian food) : (vi) Mineral water charges per day per participants(2 litres per day per person) : (vii) English speaking trained Guide at Agra for one day (Govt. approved) :	(i) Rs.....(Volvo AC Coach rate from Delhi – Agra – Delhi for 40 persons) (ii) Rs.....(Per day for 40 persons) (iii) (ii) Rs.....(Per day for 40 persons) (iv) Rs.....(Per day for 40 persons) (v) Rs.....(Per day for 40 persons) (vi) Rs.....(Per day for 40 persons) (vii) Rs..... (per day for Taj Mahal, Agra Fort, and Fatehpur Sikri).	Total Rs..... (for 40 participants for one night halt in Agra)
5.	Programme Leader / Escort: The cost of travel to be included.	Escort charges on per day basis for one male and female	Total

		escort for 25 days	Rs.....
6.	Contingency Charges includes Photo Badges for participants, Entry Tickets for monuments, E- bus service at TajMahal/Taxi charges for transportation of ailing Participants to hospitals (excluding medical insurance) / lunch for ailing participant and any other contingent expenditure, etc as per actual expenditure incurred by the Event Manager.	Indicative Expenditure Rs.....	Total Rs.....
7.	KIP Programme Booklet Printing (100 Nos.) Brochure design, printing cost, 36 – 40 pages, colorful front page cover with images of Delhi, Agra and important places of the Partner State. Profile of 40 Participants with photograph and Programme of KIP.	Expenditure..... Rs. (Per booklet)	Total Rs.....
8.	40 Kit Bags (cotton / jute) For 40 KIP Participants .	Expenditure.....Rs. (Per Bag)	Total Rs.....
9.	10 days stay in (one or two Partner States as the case may be) for 40 participants Travel from Delhi to Partner State (i) Accommodation charges for 40 persons (twin sharing basis in a 4 Star Hotel) (ii) Breakfast (if not included in hotel tariff) (iii) Lunch for participants (including non-vegetarian food) : (iv) Dinner for participants (including non-vegetarian food) : (v) Mineral water charges per day per participants(2 litres per day per	Expenditure..... Travel by Air from Delhi to partner States and back to Delhi for 40 Participants as per actual and as per entitlement. (i) Rs.....(Per day for 40 persons) (ii) Rs.....(Per day for 40 persons) (iii)Rs.....(Per day for 40 persons) (iv) Rs.....(Per day for 40 persons)	Total Rs.....

	<p>person) :</p> <p>(vi) English speaking trained Guide at the State for 2 days (Govt. approved) :</p> <p>If the above arrangements are not provided by the Partner State then Event Manager has to make this arrangements. (Rates should be given as per actual expenditure per person basis)</p> <p>Protocol/LOs from State Government / Security Escort where required to be provided by State Government.</p>	<p>(v) Rs.....(Per day for 40 persons</p> <p>(vi) Rs..... (per day for historical places)</p>	
10.	<p>Programme Provider's Fee including administrative and staff charges</p> <p>(Fee will be proportionately reduced if number of participant is less than 40 in each KIP group</p>	Fixed charges Rs.....	Total Rs.....
		Grant Total	Rs.....

5. Selection Process:

- 5.1 **Pre-bid meeting** : A pre-bid meeting will be held on **22.04.2019 at 15:00 hrs** to clarify issues if any related to tender documents for all prospective bidders at Conference Room, 9th Floor, Akbar Bhawan, Chanakyapuri, New Delhi. The Ministry reserves the right to modify the time lines on grounds of administrative exigencies.
- 5.2 Bids without Earnest Money would be rejected and no further correspondence shall be entertained in this regard. Bid security of the unsuccessful bidders would be returned within **30 days of the award** of final contract.
- 5.3 **Opening of bid**: Financial Bids of only those bidders who meet the technical criteria would be opened..The bids shall be opened at Ministry premises in the presence of bidders or their authorized representatives who choose to attend the opening of bids. Authorized representative with authority letter on the letter head of bidding company duly signed by the bidder only will be allowed to attend the meeting of the Tender Committee to be held on **01.05.2019 at 14:30 hrs**, in conference hall, 9th Floor, Akbar Bhawan, Chanakyapuri, New Delhi-110021.

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

6. The bidders are required to furnish bid security of **3% of the contract value (Rs 7,00,000)** along with Expression of Interest (Technical Bid) without which

'Financial Bid' will not be opened. Bid security (also known as Earnest Money) is to be paid by the bidders except those who are registered with Central Purchase Organization, National Small Industries Corporation (NSIC) or the concerned Ministry or Department.

7. Performance Security:

- 7.1 Performance security is also required to be submitted by the successful bidder awarded with the contract irrespective of its registration status etc. Performance Security will be Rs 20,00,000 (about **10% of the contract value**). Performance security may be furnished in the form of an Account Payee Demand Draft, Fixed Deposit Receipt from a nationalized bank, Bank Guarantee from a nationalized bank in an acceptable form in favour of Pay and Accounts Officer, Ministry of External Affairs, Akbar Bhawan, New Delhi. Performance security should remain valid for a **period of 60 days, beyond** the date of completion of all contractual obligations of the successful bidder including warranty obligations. Bid security will be refunded to the successful bidder on receipt of the Performance Security.
- 7.2 In case services of the Company/Event Manager is found unsatisfactory on account of laxity in KIP management and feedback received from KIP participants their services may be terminated immediately without any advance notice. MEA reserves the right of making appraisal of the services of the Event Manager.
- 7.3 The Ministry has the right to terminate the contract if during the review process, it is found by Ministry that the services rendered by Service Provider/Event Manager did not meet the standards of quality and efficiency of the services expected of the Service Provider/Event Manager as per the RFP.

8. Awarding of contract:

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

9. Mode of Payment:

- 9.1 Payment against bill/Invoice shall be released only after execution of the order and the quality of the services are found to the satisfaction of MEA.
- 9.2 Payment will be made direct to the supplier through NEFT/RTGS or through A/c payee cheque. No request for other mode of payment will be entertained. payment will be made to the Bidder on a pro rata basis, wherever applicable.
- 9.3 No advance payment will be made in any case.

10. Contract Period: The period of contract will be **valid for 12 months** from the date of award of contract and this may be extended up to further 12 months (***Annexure-II***).

11. Penalty Clause and Force Majeure:

11.1 Refusal or inability or delay or any false statement by the successful bidder to supply all deliverables as per scope of work at the contracted rate may result in termination of the contract and forfeiting of EMD/PS/revoking of Bank Guarantee as well as disqualification of the bidder from participating in future tenders. For any kind of delay in adhering to the time schedule or substandard work, the amount of penalty should be decided by OIA II Division of this Ministry at their own satisfaction.

11.2 Ministry may consider relaxing the penalty and delivery requirements, as specified in this tender Document, if and to the extent the delay in performance or failure to perform its obligations under the contract is the result of a Force Majeure.

11.3 Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as natural disasters, act of states, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes at successful bidders' premise, etc.

12. Corrupt or Fraudulent Practices:

12.1 It is expected that the bidders who wish to bid for this tender have highest standards of ethics.

12.2 Ministry shall reject bid if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices while competing for this contract.

12.3 Ministry may declare a bidder ineligible, either indefinitely or for a stated duration, if it at any time determines that the bidder has engaged in corrupt and fraudulent practices during the execution of contract.

13. Settlement of Disputes and Arbitration:

13.1 All disputes, differences and questions arising out of or in any way touching or concerning this Request for Proposal (RFP) or subject matter thereof or the representative rights, duties or liability of the parties shall be referred to the sole arbitration of the Foreign Secretary, MEA or any person nominated by her/ him.

13.2 The arbitration shall be in accordance with the Arbitration and Conciliation Act, 1996.
The arbitrator shall be entitled to extend the time of arbitration proceedings with the consent of the parties.

13.3 No part of the Request for Proposal (RFP) shall be suspended on the ground of pending arbitration proceedings.

13.4 The decision of the sole arbitrator shall be final and binding on the parties.

14. Governing Laws and Disputes: This shall be construed and governed by the Laws of the India and the parties hereby submit to the exclusive jurisdiction of the Delhi Courts of Law.

15. General Terms and Conditions:

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

Annexure A

Evaluation of Technical bid:

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

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

Profile of the Agency (Maximum Marks 100):

Sr. No.	Description of each evaluation criteria	Marks
1.	Past Experience in work of similar nature: Bidder with experience of 10> years and above – 30 Marks Bidder with experience between 5> to <=10 years – 20 Marks Bidder with experience between 3> to <=5 years – 10 Marks	30
2.	<u>Net worth</u> The organization should have an annual turnover of over Rs. one crore in each of the last 3 years. Bidder with turnover of 10> crore - 20 Marks Bidder with turnover between 5> to <=10 crore – 15 Marks Bidder with turnover between 2> to <=5 crore - 10 Marks	20
4	<u>Manpower, Qualification, skill of the staff employed</u> Details of Manpower, specific qualification, skills/ competencies/ expertise of the staff employed. 10 Marks for <=10 employees (up to 10) 15 Marks for 10<=15 employees (11 to 15) 20 Marks for >15 employees (16 and more)	20

5	<u>Event Management</u>	30
	Bidder/organization should have organized similar events for which logistic arrangements arranged were made.	
	Company organized more than 10 events during last 2 years- Marks	30
	Company organized more than 5> to 10 events during last 2 years- Marks	20
	Company organized more than 2> to <=5 events during last 2 years- 10 Marks	

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

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

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

Evaluation of Financial Bids:

FINANCIAL BIDS OF ONLY THOSE BIDDERS WHO MEET THE TECHNICAL CRITERIA WOULD BE OPENED. The Financial Bids of the technically qualified bidders will be evaluated and the bidder who will quote the total lowest quote will be awarded the contract.

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