

Tripura Tourism Development Corporation Limited (TTDCL).

Draft Notice Inviting- Expression of Interest (DNI- EOI)

For

Selection of Vendor

For

Operation and maintenance of Tourist Information Centre's (TIC's) set up at various public places across the Country.

PNIT No: - **6/MD/TTDCL/LO Tender/2019-20** dated 22-08-2019

The Managing Director, Tripura Tourism Development Corporation Ltd (TTDCL) invites tender from eligible private partners for operation and maintenance of Tourist Information Centre (TIC) set up at various public places of the Country.

The interested bidders may offer their rates in the prescribed manner as detailed in the Draft Notice Inviting Tender (DNIT) No. **6/MD/TTDCL/LO Tender/2019-20** dated 22-08-2019. Details of this tender are as follows: -

Sl. No.	Particulars	Earnest Money (in Rs.)	Tender processing Fee	Last Date dropping of Tenders
1.	Operation and maintenance of Tourist Information Centre (TIC) set up at Agartala Airport.	10,000.00	1,000.00	18/09/2019
2.	Operation and maintenance of Tourist Information Centre (TIC) set up at Guwahati Airport.	10,000.00	1,000.00	18/09/2019
3.	Operation and maintenance of Tourist Information Centre (TIC) set up at Kolkata Airport.	10,000.00	1,000.00	18/09/2019

Earnest money shall have to be deposited in any scheduled Bank of India guaranteed by the Reserve bank of India in the shape of "deposit-at-Call" or Demand Draft (with at least 3 months validity) in favour of the Managing Director, TTDCL, Swetmahal, Palace Compound, Agartala, Tripura -799001.

The Tender forms can be inspected on or after 18/09/2019 in the Office of the Managing Director, TTDCL, Swetmahal, Palace Compound, Agartala, Tripura - 799001, on any working day & hour.

The Tender documents can be downloaded from the website www.tripura.gov.in & website www.tripuratourism.gov.in.

The Tenders can be dropped in the specific tender box, kept in the Regional Office/ Head Office of the tendering authority or sent by post (Registered with A/D) so as to reach by 3:00 p.m. of 18/09/2019. In no circumstances, the tender received after the specified hour & date as above shall be entertained.

For any clarification, please mail to tripuratourism09@rediffmail.com or contact at (0381-231-7878/ 222-3893/2325930).

Tendering Authority reserves the right to accept or reject any bid including lowest one without assigning any reason at any stage of tendering phase.

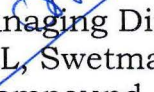
S/d
(Kiran Gitte, IAS)
Managing Director,
TTDCL, Swetmahal,
Palace Compound, Agartala


Managing Director,
Tripura Tourism Development
Corporation Ltd.

No.F. 4(204)-TT/MARK/2019/.../524/-44..... Date: 17-08-2019.

Copy to: -

1. Dy. Managing Director, Marketing, for information and necessary action.
2. The Addl. Resident Commissioner, Tripura Bhawan, Kolkata, with request for arranging a BOX specified for receiving the tenders
3. The Addl. Resident Commissioner, Tripura Bhawan, Guwahati, with request for arranging a BOX specified for receiving the tenders
4. Sri. Partha Chakraborty, Computer Programmer, TTDCL, to upload into the website of TTDCL & www.tripura.gov.in.



Dy. Managing Director,
TTDCL, Swetmahal,
Palace Compound, Agartala

Format for Newspaper publication only.

PRESS NOTICE INVITING TENDER NO:- 6/MD/TTDCL/LO Tender/2019-20
dated 22-08-2019.

Sealed tender are invited for selection of potential private partners for operation and maintenance of Tourist Information Centre (TIC) set up at various public places of the Country. The minimum eligibility criteria is as any Organization associated with marketing activities for at-least 3 years in Hospitality Sector is eligible for bidding. For details, please visit www.tripura.gov.in & www.tripuratourism.gov.in.



Managing Director,
Tripura Tourism Development
Corporation Ltd.

DNI-EOI for selection of potential private partners for operation and maintenance of Tourist Information Centre (TIC) set up at various public places of the Country: -

Expression of Interest

1. Tripura Tourism Corporation Ltd. (TTDCL) is a Public Sector Undertaking (PSU), under the Tourism Department of the State Government, established on 03/06/2009, under the Company Act 1956. TTDCL carries out all necessary activities for promotion of Tourism in the State.

TTDCL has set up Tourist Information Centre (TIC), at different public places in the Country. These TIC's showcase the information about the potential tourists spots as well as the tourism product of the State for marketing purpose. This is showcased to make information available to the visiting tourists. Besides, the facilities for booking of package tours/ tourist vehicles are made available from these TIC's.

Presently, TIC's are being managed by the staffs of the Corporation. TTDCL wants to outsource the operation of TIC's on PPP mode without deviating the existing objectives of these facilities.

2. TTDCL invites "Expression of Interest" (EOI) from potential Private Partner for Operation and Maintenance (O & M) of the facility in accordance with the terms & conditions set up in this document upto 3: 00 p.m. of 18-09-2019 only. The EOI shall be opened on the date to be notified in the website.
3. The interested bidder shall produce Rs. 10,000/- as earnest Money Deposit (EMD) and Rs. 1,000/- as EOI processing charges (non-refundable) in the shape of Demand Draft (DDs) to be procured from any nationalized Bank in favour of the Managing Director, TTDCL
4. List of TIC's to be outsourced: -

Sl. No.	Name	Location
1.	TIC at Agartala	Airport
2.	TIC at Guwahati	Airport
3.	TIC at Kolkata	Airport

5. **Eligibility of the bidder:** -

i. Any individual/ firms/ Tour operator/ any Organization associate with marketing activities for at-least 3 years in Hospitality Sector is eligible for bidding.

ii. The potential interested private partners shall have to operate the front desk by a person having lingual fluency either in English, Hindi and Bengali or English, Hindi and Assamese.

6. Proposed financial terms: -

i. A fixed monthly sum of Rs. 7,000/- (Rupees seven thousand) only, shall be preferred to the interested private partner as a fixed operational charges. This includes the power consumption bills, Office contingencies for maintaining the congruence with the public place.

ii. The selected private partner shall establish the relevant facilities for carrying out online booking of packages of tour programmes/ tourist vehicle etc at his cost. The booking facilities shall be made available to the selected private partner. A commission on booking of tour packages shall be extended to the selected Private partner as share of the packages.

7. Procedure of submission of bids: -

The prospective private partner shall produce all relevant documents as set out in this document for justifying their respective potentiality.

7.1 The Private Partner shall inter-alia, produce the following documents to inserting in two envelopes, one is for determining the technical competency and the other is as financial bid.

- DDs in original (EMD of Rs. 10,000/-, EOI processing charge Rs.1,000/-)
- GST, PAN card copy.
- Bid covering letter in Appendix-I
- Document as a proof of experiences.
- Bank deposit statement/ audited balance sheet.
- Declaration of the bidder-III.
- Price bid Appendix- II

7.2 The Private Partner shall insert all documents in the first sealed envelope and superscript the envelope as "Technical proposal for O & M of TIC". This envelope shall then be addressed to the Managing Director, TTDCL, Swetmahal, Palace Compound, Agartala. This envelope should be dropped in the specific box kept at Tripura Bhawan, Guwahati, Kolkata & the office of the Managing Director, TTDCL. The bid received after the scheduled time shall not be accepted.

8. Selection Criteria: -

TTDCL shall constitute an evaluation team for selection of potential private partner among the bidder. The committee shall evaluate out of the total 100 scores on the following criteria:

Sl. No.	Particulars	Assigned score with pattern
1.	Experience in marketing trade of Hospitality Sector.	<u>Out of Total 40 scores.</u> i. Upto 3 years = 60% of the marked assigned score.

		ii. Above 3 – 7 years = Additional 20% score of the marked assigned score. iii. Beyond 7.0 years = Additional 20% score of the marked assigned score.
2.	Financial Capability	Out of the total 20 score. i. Upto Rs. 50,000/- bank statement = 60% of the marked assigned score. ii. Above Rs. 50,000/- to 2,00,000/- = Additional score 20% out of the marked assigned score. iii. Beyond Rs. 2,00,000/-, Additional score of 20%, out of the assigned marked score.
3.	Post EOI presentation or approach/ methodology/ concept	Out of assigned marked score of 40.

The individual member of the Bid Evaluation Committee (BEC) shall evaluate and assess the scoring. The average scores of each bidder shall then be worked out from the individual evaluation sheet submitted by the members of the BEC. The bidder who scores average of 60 or more points, shall be considered qualified for opening of financial. The financial bid of disqualified bidder shall be returned to the respective bidders unopened. After that a list of qualified interested Private Partner shall be prepared. Financial bids of all qualified bidders shall then be opened and scrutinized for its responsiveness to requirement of the tender. After that the bids shall be arranged in ascending order.

9. The interested bidder who tops the list so prepared as per the norms prescribed in Sl. No. 8 above, shall be favored with the Letter of Intent. On receipt of LOI, the concerned private partner shall send the letter of acceptance and produce a DD of Rs. 50,000/- as security money to be drawn from the nationalized bank in favour of the Managing Director, TTDCL, Swetmahal, Agartala and sign the agreement within 7 (seven) days. After that TTDCL shall issue the letter of Award for starting of operation.
10. The prospective bidder shall book the TTDCL packages from the TIC's through online mode. The TTDCL will allow the share maximum upto 20% of total sell of packages to the selected private partner. However, the bidder who will quote lowest rate of commission as per the Appendix-II, will be considered as **L-Bidder** for O & M of TIC.
11. **Permissible activities:** -
All activities associated with marketing of tourist products of the State are permissible in the TIC.
12. **Payment of Rent of the space:** -
The payment of the rent to the Airport Authority of India will be borne by the TTDCL.
13. **Schedule of operation:** -
The TIC shall run from 7:00 a.m. to 7:00 p.m. on 24 X 7 mode.
14. **Miscellaneous:** -
All maintenance, safety of Govt. property, cleanliness of the TIC, power consumption bill, is the responsibility of the successful private partner. The successful bidder shall handle the job as per the security norms in force at the Airport. The TTDCL shall not bear any outlawed activities if carried out by the private partnership.

APPENDIX-I
Form-1
TECHNO-COMMERCIAL BID

Dated:

To,
The Managing Director,
Tripura Tourism Development Corporation Ltd,
Swet Mahal:Palace Compound,
Agartala.

Sub: Tender for selection of private partner for Operation and Maintenance (O&M) of Tourist Information Centers situated at different locations of the Country on Leasehold basis as specified in the DNIT during the year 2019-20.

Dear Sir,

- 1) With reference to your DNIT vide No. 06/MD/TTDCL/LO Tender/2019-20 Dated: 22/08/2019. I/we, having examined the Bidding Documents and understood its contents; hereby submit my/our Bid as per the norms set herewith.
- 2) All information provided in the Bid and in the Appendices is true and correct.
- 3) This statement is made for the express purpose of qualifying as a Bidder for undertaking the supply work.
- 4) I/We shall make available any additional information to TTDCL, it may find necessary or require supplementing or authenticating the Bid.
- 5) I/We acknowledge the right of TTDCL to reject our Bid without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
- 6) I/We declare that:
 - (a) I/We have examined and have no reservations to the Bidding Documents, including any Addendum issued by the TTDCL.
 - (b) I/We do not have any conflict of interest in accordance with the Tender Document as far as it relates to employees of the bidder working on this project;
 - (c) I/We 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 Tender Document, in respect of any Tender or Request For Tender or EOI issued by or any Contract entered into with TTDCL or any other public sector enterprise or any government, Central or State; and
 - (d) I/We hereby certify that we have taken steps to ensure that in conformity with the provisions of the Tender Document, 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.
- 7) I/ We understand that you may cancel the Bidding Process at any time and that you are neither bound to accept any Tender that you may receive nor to invite the Bidders to Bid for the Project, without incurring any liability to the Bidders, in accordance with the Tender Document.
- 8) I/ We declare that we are not a Member of any other Agency submitting a Bid for the PINT.
- 9) I/ We 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 TTDCL of the same immediately.


Managing Director,
Tripura Tourism Development
Corporation Ltd.

- 10) In the event of my/we being declared as the successful Bidder, I/We agree to enter into a Service Contract in accordance with the terms & conditions as laid down in the Tender Document and other requisite issues if required as mutually agreed upon.
- 11) The rate(s) has been quoted by me/us after taking into consideration all the terms and conditions stated in the Tender.
- 12) In case of noncompliance from my/our part as Bidder at any stage of finalization of Tender / execution of the work / Security Period, the TTDCL is at a liberty to take punitive action(s) if situation warrant so, within the ambit of the terms of Tender Documents / Agreement.
- 13) I/We agree and understand that the Tender is subject to the provisions of the Bidding Documents. In no case, I/We shall have any claim or right of whatsoever nature if the work is not awarded to me/us or our Tender is not opened.
- 14) I/We agree to keep this offer valid for 180 (One Hundred Eighty days) days from the TDD.
- 15) I/We agree and undertake to abide by all the terms and conditions of the Tender document.

In witness thereof, I/we submit this Tender under and in accordance with the terms of the Tender Document.

Yours faithfully,

Date:

Place:

(Signature of the Authorized signatory)

(Name and designation of the of the Authorized signatory)

Name and seal of Bidder.


**Managing Director,
Tripura Tourism Development
Corporation Ltd.**

Tender for selection of private partner for Operation and Maintenance (O&M) of Tourist Information Centers situated at different locations of the Country on Leasehold basis as specified in the DNIT during the year 2019-20.

**APPENDIX-I
Form-2
Details of Bidders and Authorized Signatory.**

1) Details of Bidder			
A) Name of the Firm			
Address			
Telephone		Fax	
Email		Website	
B) Status of the Firm/ Company (Whether Proprietorship / Partnership /Pvt. Ltd. / Public Ltd. Co.) Names of the Proprietor, Partners, Directors with Phone No(s)			
i)			
ii)			
iii)			
C) Registration with Registrar of Companies / Registrar of Firm & Society (No. & Date):			
D) Locations and addresses of offices in India			
E) Registration with Statutory Authorities :			
i) Income-Tax (PAN) No:			
ii) Trade License:			
iii) Service Tax No :			
iv) EPF No:			
v) ESI No:			
vi) Labour Registration No:			
vii) Name of Bank, A/c No. And IFSC Code:			
viii) Central Excise registration			
ix) Vat/CST registration			
x) Food License/Pollution Clearance etc required for running and operating a Food Shop:			
2) Details of Authorized Signatory (if exercised).			
Name			
Designation			
Address			
Telephone		Fax	
Email			
Note: Enclose proof and documents in support of Authorized Signatory, Like: Partnership Deed, Authorized Letter or Power of Attorney etc.			

Yours faithfully,

Date:

Place:

(Signature of the Authorized Signatory)
Name and seal of Bidder


**Managing Director,
Tripura Tourism Development
Corporation Ltd.**

Appendix-II

To
The Managing Director,
Tripura Tourism Development
Corporation Ltd,
Swetmahal, Palace Compound,
Agartala, Tripura (W).

Subject: - Submission of Financial bid in connection with Operation & Maintenance of Tourist Information Centre at Airport.

Ref: - DNI-EOI No.

Sir,

Knowing all the facts and conditions, I/We quote the rates of commission of booking of package tour amount of TTDCL as under: -

Sl. No	Particulars	Unit	% of Commission
1	2	3	4
1.	Total sell of Tour package, transportation, or any other tourism products put for selling by the TTDCL	In INR	_____ % of total sell value.

* The rate to be quoted by the bidder in column No. 4 should be both in figure and word.

This is for the kind consideration of the EOI inviting authority.

Yours faithfully

(signature of the Bidder)


Managing Director,
Tripura Tourism Development
Corporation Ltd.