

REQUEST FOR PROPOSAL (RFP)

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

Tender No. OI-16016/22/2018-OIA-II dated 30 Oct 2018.

Request For Proposal (RFP) for Engaging Services of a Company for a period of one year i.e. for FY 2018-19 for Organizing Familiarization Trips for Indian Origin Youth under Self Financing Know India Programme (SFKIP) of the Ministry of External Affairs.

Time lines for the Request For Proposal

Sl. No.	Item	Date	Time
1.	Publishing on CPPP Portal	30 Oct 2018	17.00 Hrs.
2.	Bid Submission Start Date (online)	30 Oct 2018	17.00 Hrs.
3.	Pre- Bid - I meeting for any clarifications / explanation	05 Nov 2018	15.00 Hrs.
4.	Pre- Bid - II meeting for any clarifications / explanation	12 Nov 2018	15.00 Hrs.
5.	Last date of submission of bids	21 Nov 2018	17.00 Hrs.
6.	Date of opening of Technical Bids	22 Nov 2018	14.30 Hrs.
7.	Opening of Financial Bids and the declaration of results subject to further scrutiny of documents	22 Nov 2018	15.30 Hrs.

Note : The above time schedule are tentative. If the schedule will be changed, bidders will be informed accordingly.

1. Introduction.

Ministry of External Affairs proposes to organize **Self Financing Know India Programme (SFKIP)** to introduce Indian origin youth from other countries to India and familiarize them with different facets of India, its cultural heritage, history, economy and progress made by the country in various sectors. SFKIP will provide a unique opportunity for students & young professionals of Indian origin to visit India and develop closer bonds with contemporary India. SFKIP will be of 25 days duration including the days of arrival and departure and one or two SFKIPs may be organized in a financial year.

The main elements of Self Financing 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 Indian Affairs Division-II (OIA-II) of the Ministry of External Affairs to organize Self Financing Know India Programmes (SFKIPs) for a period of one year i.e. for FY 2018-19 and this may be extended for a further period of 02 years at same rates and terms & conditions at MEA's discretion.

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 proposes to organize the first **Self Financing Know India Programmes (SFKIP)** around Dec 2018. Self Financing Know India Programmes (SFKIP) will have minimum 15 and maximum 40 participants. During the 25 days visit to India, participants will visit Delhi, Agra and one or two State(s) to be decided by the Ministry of External Affairs. They will visit State(s) for a 10 days trip to familiarize with that State(s). Among the various elements of visit, the Company/Service Provider will undertake following tasks with respect to organizing SFKIPs:

- (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 SFKIP participants during their stay in India; airport-hotel-

airport transfer during arrival and departure from India and transportation from one place to another within 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 State(s).
- (vi) Arrange cultural programmes showcasing India's cultural heritage.
- (vii) Ensure security of SFKIP participants and provide initial medical care as per requirement. The participants will obtain a valid international Health Insurance policy for themselves before their arrival in India.
- (viii) Bring any untoward incident during SFKIP with regard to safety, security and health of SFKIP participants immediately to the attention of Ministry of External Affairs.
- (ix) Arrange Kit bags, KIP booklets and certificates for participation for the participants.
- (x) Arrange concluding session for distribution of certificates of the programme.
- (xi) Coordinate with State Government(s) to facilitate and arrange all aspects of the visit to the State(s).

Note : 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.

4. Eligible Bidding Companies are invited to submit detailed Technical and Financial bids for organizing SFKIPs 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. If the rate for any item is variable below/above a certain member of participants from 15 to 40, it should be clearly stated accordingly.

FINANCIAL BID DOCUMENT FOR ORGANIZING SELF FINANCING KNOW INDIA PROGRAMME

Sr. No.	Particulars of Expenditure	Rates (inclusive of taxes)	Amount
1.	Accommodation for participants on twin sharing basis in a 4 Star Hotel at New Delhi.	Rs..... (per-day per person)	Total Rs..... (for ----- participants for 14 days)
2.	<p>Meals at New Delhi</p> <p>(i) Breakfast (if not included in hotel tariff)</p> <p>(ii) Lunch for participants (including non-vegetarian food)</p> <p>(iii) Dinner for participants (including non-vegetarian food)</p> <p>(iv) Mineral water charges per day per participant (2 liters per day per person) :</p>	<p>(i) Rs.....(Per day for one person)</p> <p>(ii) Rs.....(Per day for one person)</p> <p>(iii) Rs.....(Per day for one person)</p> <p>(iv) Rs..... (Per day for one person)</p>	Total Rs..... (for ----- participants for 14 days)
3	<p>Transportation</p> <p>(i) Transfer to Hotel on arrival at Indira Gandhi International Airport by air conditioned vehicle.</p> <p>(ii) Transfer from hotel to Indira Gandhi International Airport for departure by air conditioned vehicle.</p> <p>(iii) Portage Charges (on arrival and departure) if any</p> <p>(iv) Local Transport (Large Volvo air conditioned bus/van depending on number of persons) for movement in and around Delhi for 14 days including Agra.</p>	<p>(i) Rs.....(Per person)</p> <p>(ii) Rs.....(Per person)</p> <p>(iii) Rs.....(Per person)</p> <p>(iv) Rs.....(per day)</p>	Total Rs..... (for ----- participants)
4.	<p>Delhi - Agra - Delhi</p> <p>(one night halt at Agra)</p> <p>(i) Agra Trip 2 days (Delhi-Agra-Fatehpur Sikri-Delhi) by Volvo AC</p>	(i) Rs.....(Volvo AC	Total Rs..... (for ----- participants for Agra trip)

	<p>bus</p> <p>(ii) Accommodation charges for one night halt in Agra (on twin sharing basis in a 4 Star hotel)</p> <p>(iii) Breakfast (if not included in hotel tarrif)</p> <p>(iv) Lunch for participants (including non-vegetarian food) :</p> <p>(v) Dinner for participants (including non-vegetarian food) :</p> <p>(vi) Mineral water charges (2 liters per day per person) :</p> <p>(vii) English speaking trained Guide at Agra (Govt. approved) :</p>	<p>Bus charges from Delhi-Agra-Delhi for ----- persons)</p> <p>(ii) Rs.....(Per day per person)</p> <p>(iii) Rs.....(Per day per person)</p> <p>(iv) Rs.....(Per day per person)</p> <p>(v) Rs.....(Per day per person)</p> <p>(vi) Rs.....(Per day per person)</p> <p>(vii) Rs..... (for Taj Mahal, Agra Fort, and Fatehpur Sikri).</p>	
5.	<p>Programme Leader / Escort: The cost of travel to be included.</p>	<p>Escort charges on per day basis for one male and one female escort for 25 days</p>	<p>Total Rs..... ..</p>
6.	<p>Contingency Charges includes Photo Badges for participants, Entry Tickets for monuments, E-bus service at Taj Mahal/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.</p>	<p>Indicative Expenditure Rs.....</p>	<p>Total Rs..... ..</p>
7.	<p>KIP Programme Booklet Printing (10 Nos. more than the number of participants)</p> <p>Brochure design, printing cost, 36 - 40 pages, colourful front page cover with images of Delhi, Agra and important places of the Partner State. Profile of participants with photograph and programme of SFKIP.</p>	<p>Expenditure..... Rs.</p>	<p>Total Rs..... ..</p>

8.	Kit Bags (cotton/jute) for Participants .	Expenditure.....Rs. (per bag)	Total Rs.....
9.	10 days stay in one or two Partner State(s) as the case may be for participants (i) Accommodation charges (on twin sharing basis in a 4 Star Hotel) (ii) Breakfast (if not included in hotel tarrif) (iii) Lunch for participants (including non-vegetarian food) : (iv) Dinner for participants (including non-vegetarian food) : (v) Mineral water charges (2 liters per day per person) : (vi) English speaking trained Guide in the State(s) (Govt. approved) : (vii) Local Transport (Large Volvo air conditioned bus/van depending on number of persons) for movement in Partner State for 10 days. If the above arrangements are not provided by the Partner State then Event Manager has to make these arrangements. (Rates should be given as per actual expenditure per person basis) Protocol/LOs from State Government/Security Escort where required are to be provided by State Government.	(i) Rs.....(Per day per person) (ii) Rs.....(Per day per person) (iii)Rs.....(Per day per person) (iv) Rs.....(Per day per person) (v) Rs.....(Per day per person) (vi) Rs..... (per day for historical places) (vii) Rs..... (on per day basis Travel from Delhi to partner State(s) and back to Delhi or from one partner State to another will be by Train (AC 2 tier) or road (AC coach) route depending upon distance, time, etc. Air travel, if deemed necessary, shall be undertaken with prior approval of Ministry of External Affairs and by Air India by shortest route and cheapest economy class fares available. The expenditure will be chargeable on actual basis.	Total Rs.....
10.	Programme Provider's Fee including administrative and staff charges (If variable with the number of participants, it may be	Rs.....	Total Rs..... ..

	quoted accordingly)		
11.	Service Charges (if any): For domestic travel of participants, baggage allowance equivalent to international sector or maximum 25 kg of excess baggage allowance to be provided.		Total Rs..... ..
		Grand Total	Rs..... .

TECHNICAL BID DOCUMENT FOR ORGANIZING KNOW INDIA PROGRAMME

12.	Eligibility Criteria: The Bidding company must be a registered travel company with domain expertise in making travel, hotel and local logistics arrangements having appropriate licenses like PAN, TIN, TAN, VAT, GST Number etc. in their own name.	Relevant papers to be submitted with ink signed copy and seal of the company	
13.	Experience: The bidding company must have experience of at least 5 years in arranging travel, logistic support etc. for foreign nationals visiting India for tourism or business (They should have handled visit of at least 50 foreign nationals to India in a year) . The bidding Company should demonstrate its capacity to handle SFKIPs if required.	Relevant papers to be submitted with ink signed copy and seal of the company	
14.	Net Worth: The turnover of the company during each of last three years should be minimum Rupees Fifty lakhs . The bidding Company must submit audited balance sheets and ITR returns of last three years (2015-16, 2016-17 & 2017-18) 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..... ... Relevant papers to be uploaded along with the bid with ink signed copy and seal of the company	
15.	The Service Provider should be directly involved in providing services in organizing SFKIPs and should not outsource this responsibility to another	Under-taking duly signed by the authorized person in this regard may please be uploaded along with the bid.	

	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, en-cash the bank guarantee for premature termination of contract and impose a future ban against taking part in the tender process.		
16.	The company should have financial capacity to organize this programme and making advance booking of hotels, food, air tickets, rail tickets and transportation cost etc.	Undertaking duly signed by the authorized person in this regard may please be uploaded along with the bid.	
17.	The company should have the means like foreign currency accounts, etc. for direct collection of money from the participants as the participants are foreign nationals of Indian diaspora.		
18.	<p>(i) The bidder shall not have been blacklisted by any of the Departments/Ministries/Organizations of the Government of India. A duly signed undertaking to this effect must be submitted with the Technical bid.</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 from a project for default by any Organization/Government Department.</p> <p>(iv) The bidder should have the proven ability to accomplish the job in hand.</p>	Self declaration in this regard may please be uploaded along with the bid.	
19.	BID SECURITY Bidders are required to submit bid Security of Rs. 1.00 lakh (Earnest Money Deposit). The bid	Scanned copy of Demand Draft in this regard may please be uploaded along with the bid.	

	<p>security shall be submitted in the form of Accounts Payee Demand Draft in favour of Pay and Accounts Officer (PAO), Ministry of External Affairs, payable at New Delhi. The bid security will also be accepted in the form of Fixed Deposit Receipt, Irrevocable Bank Guarantee from any of the nationalized banks in an acceptable form in favour of PAO, Ministry of External Affairs. Bid security of the unsuccessful bidders would be returned within 30 days of the award of final contract.</p>		
20.	<p>The offers/bids may be submitted online on CPP portal. Only online quotations are accepted.</p> <p>Any wrong/false information given in this regard may lead to cancellation of the claim/eligibility of the prospective service provider.</p>		
21.	<p>Last Date of receipt of the Tender</p> <p>As mentioned in this RFP. bids received late i.e. after due date and time shall not be considered under any circumstances.</p>		

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

5. Selection Process

- 5.1 **Pre-bid meeting.** A pre-bid meeting will be held on **05.11.2018 & 12.11.2018 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. Unsuccessful Bidder's EMD will be discharged/ 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 will only be allowed to attend the meeting of the Tender Committee to be held on **22.11.2018 at 14.30 hrs**, in conference hall, 9th Floor, Akbar Bhawan, Chanakyapuri, New Delhi-110021.
6. The bidders are required to furnish bid security of Rs.1.00 lakh 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 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 SFKIP management and feedback received from SFKIP participants their services will be terminated immediately without any advance notice. MEA reserves the right of making appraisal of the services of the Service provider.
- 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. Detailed 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.

The company will collect the amount from the participants in advance as per agreed estimate. The company will be required to maintain an account of actual expenditure for every SFKIP in a transparent manner to be shared with Ministry at the end of each programme to ensure that expenditure has been incurred within the agreed rates. Any extra payment received from the participants will have to be refunded by the company.

10. Contract Period.

The period of contract will be **valid for one year i.e. for FY 2018-19** which may be extended for a further period of 02 years at same rates and terms & conditions at MEA's discretion.

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 the case may be 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 not exceeding 10% of the performance security shall be decided by OIA-II Division of this Ministry at their own discretion.

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' premises, 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, Ministry of External Affairs, New Delhi or any person nominated by him or mutually decided by the parties in accordance with the provisions of Arbitration and Conciliation Act, 1996.

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 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 of the Ministry in this regard shall be final and binding on the parties concerned.

Annexure A

1. 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:

Sr. No.	Description of each evaluation criteria	Marks
1	<u>Past Experience in work of similar nature:</u> Bidder with experience of 10 years and above - 30 Marks Bidder with experience between 7 to 10 years - 20 Marks Bidder with experience between 5 to 7 years - 10 Marks	30
2	<u>Net worth</u> The organization should have a turnover of Rupees Fifty lakhs and above in each of the last 3 years. Bidder with turnover of 2 crore & above - 30 Marks Bidder with turnover between 1 to 2 crore - 20 Marks Bidder with turnover between 50 lakhs to 1 crore - 10 Marks	30
3	<u>Manpower, Skill set, Team Composition & Deployment</u> Composition of the project team and details of specific qualifications, skills/competencies/ expertise of the key professional staff; implementation of similar assignments carried out in last 5 years. Marks to be awarded on composite evaluation.	10

4	<p>Event Management</p> <p>Bidder/organization should have organized similar events for which logistic arrangements arranged were made.</p> <p>Company which organized more than 10 events in each of the last 3 years- 20 Marks</p> <p>Company which organized 6 to 10 events in each of the last 3 years - 15 Marks</p> <p>Company which organized 2 to 5 events in each of the last 3 years - 10 Marks</p>	20
5	<p>Track Records</p> <p>Bidder should have good credentials and track record</p>	10

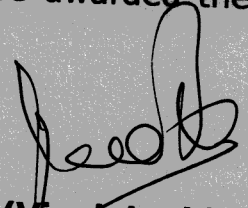
A minimum score of 75 points would be required to qualify for the opening of Financial Bid.

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.

2. **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 lowest bidder (L1) will be awarded the contract.



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