



Expression of Interest

Madhya Pradesh Tourism Board

Corporate Identification Number (CIN): U75302MP2017NPL043078
Paryatan Bhawan, Bhadbhada Road, Bhopal
Madhya Pradesh, India. Pincode – 462003
Website: www.mpstdc.com

**Expression of Interest (EOI) for Empanelment of Agencies for
Conceptualization, Designing & Operation of “Heritage walk”
for Tourist Destinations of Madhya Pradesh**

Tender No:6958/Publicity/MPTB/2017

3rd May, 2017

Madhya Pradesh Tourism Board invites Expression of interest (EOI) from qualified and experienced bidders for above. The detailed EOI document can be downloaded from www.mpstdc.com

Interested Bidders eligible as per qualification criteria may submit their response to the EOI latest by **19th May, 2017 till 1200hrs.**

For any other information, contact +91-8989792839 or email on deepika@mptourism.com

Managing Director

DISCLAIMER

The information contained in this Expression of Interest document ("**EoI**") or subsequently provided to Applicants, whether verbally or in documentary or any other form by or on behalf of the Authority or any of its employees or advisers, is provided to Applicants on the terms and conditions set out in this EoI and such other terms and conditions subject to which such information is provided.

This EoI is not an agreement or an offer by the Authority to the prospective Applicants or any other person. The purpose of this EoI is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this EoI. This EoI includes statements, which reflect various assumptions and assessments arrived at by the Authority in relation to the Agency. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require. This EoI may not be appropriate for all persons, and it is not possible for the Authority, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this EoI. The assumptions, assessments, statements and information contained in this EoI, may not be complete, accurate, adequate or correct. Each Applicant 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 EoI and obtain independent advice from appropriate sources.

Information provided in this EoI to the Applicants 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 Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

The Authority, its employees and advisers make no representation or warranty and shall have no liability to any person including any Applicant 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 EoI or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the EoI and any assessment, assumption, statement or information contained therein or deemed to form part of this EoI or arising in any way in this Selection Process.

The Authority also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Applicant upon the statements contained in this EoI. The Authority 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 EoI.

The issue of this EoI does not imply that the Authority is bound to select an Applicant or to appoint the Selected Applicant, as the case may be, for the Agency and the Authority reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever and cancel the entire bidding process.

The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Applicant and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation for submission of the Proposal, regardless of the conduct or outcome of the Selection Process.

CRITICAL INFORMATION AND IMPORTANT DATES

- Madhya Pradesh Tourism Board invites bidders to submit their technical offer to participate in this “Expression of Interest (Eoi) for Empanelment of Agencies for Conceptualization, Designing & Operation of “Heritage walk” for Tourist Destinations of Madhya Pradesh
- Bidders are advised to study this Eoi document carefully before submitting their proposals. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications
- All communications related to this Eoi including the submission of the Proposal in hardcopy shall be addressed to:

Ms. Deepika Roy Choudhury
General Manager (Publicity & Creatives)
Madhya Pradesh Tourism Board
Paryatan Bhawan, Bhadbhada Road,
Bhopal – 462003
Madhya Pradesh, India
Email: deepika@mptourism.com

- Last date for submission of Eoi is **19/05/2017, 1200hrs.**

IMPORTANT DATES:

S. No.	Key Information	Details
EOI Details		
1.	MPTB refers	Madhya Pradesh Tourism Board
2.	Issue of Bid Document	04/05/2017
3.	Pre bid Meeting	15/05/2017 Time: 1300hrs
4.	EOI Submission Last Date and Time	19/05/2017 Time: 1200hrs
5.	Presentation Date and Time	Will be informed to the successful bidders.

Madhya Pradesh Tourism Board
Expression of Interest (Eoi) for Empanelment of Agencies for
Conceptualization, Designing & Operation of “Heritage
walk” for Tourist Destinations of Madhya Pradesh

Tender No:6958/Publicity/MPTB/2017

Bhopal, Dated : 03/05/2017

CHAPTER - 1

1.1 Information Provided

The **Expression of Interest (Eoi)** document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Madhya Pradesh Tourism Board (MPTB) in relation to the provision of services. Neither MPTB nor any of its directors, officers, employees, agents, representative, contractors, or advisers gives any representation or warranty (whether oral or written), express or implied as to the accuracy, updating or completeness of any writings, information or statement given or made in this Eoi document.

1.2 Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, MPTB and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information, including forecasts, statements, estimates, or projections contained in this Eoi document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of MPTB or any of its officers, employees, contractors, agents, or advisers.

1.3 Costs Borne by Respondents

All costs and expenses incurred by Recipients / Respondents in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by MPTB , will be borne entirely and exclusively by the Recipient / Respondent.

1.4 No Legal Relationship

No binding legal relationship will exist between any of the Recipients / Respondents and MPTB until execution of a contractual agreement.

1.5 Recipient Obligation to Inform Itself

The Recipient must conduct its own investigation and analysis regarding any information contained in the EoI document and the meaning and impact of that information.

CHAPTER – 2

1.0 Introduction

Madhya Pradesh Tourism Board, (Referred as Authority) intends to implement project of "**Conceptualization, Designing & Operation of “Heritage walk” for Tourist Destinations of Madhya Pradesh**". This way the Department of Tourism wishes to a) create awareness among citizens about key historic areas; b) help citizens and tourists to relate to the historic parts of the city in a more personal and intimate manner; c) draw the tourists into areas of rich cultural and architectural Heritage which are not yet on the tourist itinerary completely; and, d) Increased number of visitors results in heightened sensitivity of the local populace towards the historic value of settlements and encourages local communities to conserve and preserve their own heritage and inculcate a sense of pride and appreciation among them. This project of dedicated Heritage walk in Madhya Pradesh shall target the stories and anecdotes around heritage monuments (including lesser known monument/places) /markets/communities etc of the city, famous cuisines, textiles & crafts, local culture, dance, poetries etc.

In this regard, Madhya Pradesh Tourism Board invites **Expression of Interest (Eoi) for Empanelment of Agencies for Conceptualization, Designing & Operation of “Heritage walk” for Tourist Destinations of Madhya Pradesh** from reputed companies / agencies.

2.0 Scope of Work

1. Conceptualization, Designing & Operation (including marketing) of **Heritage Walks** for Tourist Destinations of Madhya Pradesh
2. Capacity building and Training for **Heritage Walks**.
3. To create strategic approach for implementation and functioning of **Heritage Walk Model**.
4. To coordinate with Travel Agents / Tour Operators & online sales platforms to market the **“Heritage Walks”**

3.0 Qualifying Criteria for Agencies

1. The Bidder should be company registered under the Indian Companies Act, 1956. (Incorporation certificate should be furnished as documentary proof.)
2. The Bidder should have proven experience of carrying out similar kind of project/ projects in past years. (Work order of any walk conducted for any organization or similar kind of document)
3. The Bidder thus applying has never been debarred / blacklisted. (Undertaking for the same as per “**Annexure 4**”)
4. The Bidder should have the ability to hire and train prospects. Experience of training provided to atleast one client is must. (Work order for any training conducted for any organization or similar kind of document).
5. The Bidder should have ability to create walk specific standardized content. (Attach minimum one walking tour content created by the bidder agency).
6. Must, at present, be conducting walking tours in at least one state in India (documentary proof, such as bill issued to clients, marketing collateral, pictures, trademarks applications etc., to be attached).

All necessary documents in support of qualification claim shall be attached with the application.

4.0 The Presentation should have following contents:

1. All the points mentioned in “SCOPE of WORK”.
2. The key people in the firm must have experience in the areas of hospitality management; brand marketing & on-ground operations in tourism, heritage or across service industries (resume to be attached).
3. Must have existing international clients and experience of handling foreign & domestic tourists, delegations and groups. (Attach Screen shots of project details)
4. Details of Award won for “**Heritage Walks**” (if any).
5. Sample Collateral designed/ proposed for “**Heritage Walk**”

The presentation will held at Head Office, MPTB, Bhopal at date & time intimated by the MPTB.

5.0 Support from Madhya Pradesh Tourism Board

1. Liaisoning support will be provided to the successful bidder by Madhya Pradesh Tourism Board (MPTB)
2. MPTB will be securing necessary permission from concerned govt. agencies (Local administration, police, heritage authorities etc.) for successful bidder
3. Travel & accommodation will be provided to the training team/ employees of successful bidder (upto 5 times in an year) (max 5 packs)
4. Display of Collaterals in all properties and marketing offices associated with MPTB and MPSTDC.
5. Section for “**Heritage Walks**” will be created on the website of MPTB.

6.0 Bid security/ EMD:

1. Rs. 5,000/- (refundable) in form of Demand Draft in favour of Madhya Pradesh Tourism Board.
2. For successful bidder EMD will be converted into Security deposit.

7.0 Validity of the Contract:

1. The validity of the contract to be executed with successful bidder will be for a period of Five Years.

8.0 General

1. This is not a **Request for proposal (RfP)** and **commercial bids SHOULD NOT be submitted with Eol.**
2. **MPTB** reserves the right to examine / verify the supporting documents / reports furnished by the bidders.
3. MPTB shall shortlist the bidders based on the requirements and the responses submitted. MPTB reserves the right to call only short listed bidders for **technical presentation** of their proposed solution and their subsequent empanelment on the date, time as decided by MPTB.
4. If any information or document provided in the response to this Eol is found to be misleading, subsequently the bidder will be disqualified.
5. MPTB may reject any or all the proposals received / cancel the entire process at any stage without assigning any reason whatsoever.

6. MPTB shall have absolute discretion to issue **Request for Proposal** to eligible bidders shortlisted under EoI or go for open tender later. The decision taken by the MPTB in this regard is final and binding on all the bidders of EoI.
7. The bidder who wish to submit responses to this EoI should note that they should abide by all the terms and conditions contained in the EoI. If the responses contain any extraneous conditions put in by the bidder, such responses may be disqualified and may not be considered for the empanelment / selection process.
8. The information exchanged between the bidders and MPTB as part of this EoI shall be confidential and shall not be disclosed without the prior written consent of the MPTB.
9. Notwithstanding anything contained herein above, in case of any dispute, claim and legal action arising out of this EoI, the parties shall be subject to the jurisdiction of courts at Bhopal, Madhya Pradesh State, India only.

9.0 Submission of Proposal

Proposal packing and inclusions

A. Proposal preparation

The bidder shall prepare “Technical Documents” which shall contain:

- 1) All the annexure as mentioned in EoI.
- 2) Supporting Documents as mentioned in Clause 4.0.

B. The “Technical Documents” shall be submitted in hardcopy and to be enclosed in an outer Packet labelled as Expression of Interest (EoI) for Empanelment of Agencies for Conceptualization, Designing & Operation of “Heritage walk” for Tourist Destinations of Madhya Pradesh and must be submitted before the stipulated time as mentioned in section, **“Important Dates”**

Bidders qualifying as per the criteria mentioned above and one who is interested in providing the services detailed above, may submit their response to this EoI as per formats given in annexure along with relevant documentary evidence latest by **19th May 2017 till 1200hrs**. Any response not containing information for all the parts of Annexure may be treated as rejected.

10. Rights of MPTB

- i. MPTB reserves the right to accept / reject the offers received, or call for any additional information /clarification, or modify / cancel the bidding process, if so required, without assigning any reason whatsoever.
- ii. MPTB reserves the right to cancel/terminate the agreement any time without assigning any reason or failing to submit the report within stipulated time or unsatisfactory report or any reason as deemed fit.

11. Intellectual property rights

The IPR of all the creative, registrations, program, formats etc, would vest with MPTB.

12. Arbitration

12.1 All matters of dispute arising out of this shall be governed by Indian law and subject to the jurisdiction of Courts at Bhopal.

12.2 All Disputes between the Parties arising out of or relating to or in connection with this Agreement, including the performance or non-performance of the obligations set out herein shall, so far as is possible, be settled amicably between the Parties within thirty (30) days after written notice of such Dispute has been given by one Party to the other Party. The venue of the amicable settlement proceeding shall be the Head Office of MPTB at Bhopal.

12.3 If any dispute or difference of any kind whatsoever shall arise in connection with or arising out of this contract or the execution of work or maintenance of the works there under, whether before the commencement or during the progress of works or after the termination, abandonment or breach of contract, and it is not amicably settled within 60 days of the notice being served on the other party , it shall be referred to arbitration before a Sole Arbitrator appointed by mutual consent of both parties and as per the provisions of the Arbitration and Conciliation Act, 1996. The venue of the arbitration proceedings shall be the Head Office of MPTB at Bhopal. Upon any and every reference as aforesaid, the assessment of costs and incidental expenses in the proceedings for the award shall be at the discretion of the Arbitrator.

Annexure-1 Format of Application Form

(On Applicant Organization's Letterhead)

To,

**Managing Director,
Madhya Pradesh Tourism Board
Paryatan Bhawan, Bhadbhada Road,
Bhopal 462 003.**

Subject: Expression of Interest (Eoi) for Empanelment of Agencies for Conceptualization, Designing & Operation of “Heritage walk” for Tourist destinations of Madhya Pradesh

Dear Sir,

This has reference to the advertisement pertaining to the above captioned subject.

We are interested in submitting our Expression of Interest for the same. We would like to clearly state that we qualify for this work as our organisation meets all the pre-qualifying criteria indicated by Madhya Pradesh Tourism Board and our organisation is not under a declaration of ineligibility for corrupt or fraudulent practices.

We understand that if the details given in support of claims made by us are found to be untenable or unverifiable or both our Eoi will be rejected without any reference to us. We further clearly understand that MPTB is not obliged to inform us of the reasons of rejection of our bid.

Your's sincerely

Signature

<<Name, designation, contact address, telephone number, email & seal of authorized signatory >>

Annexure -2 Bidder Profile

S/N	Particulars	Response
1	Name of Company	
2	Date of Incorporation	
3	Address of Company Head Office	
4	Registered Office Address	
5	Contact Person	
6	Telephone no.	
7	Mobile No.	
8	Fax No.	
9	e-mail Id	
10	Number of year experience in subject matter field	
11	Whether company has been blacklisted for service deficiency in last year's. If yes, details thereof.	
12	Any other detail	

Annexure - 3 - Experience

Sl. No	Organization Name	Year in which walk Conducted	Place

Annexure 4: Declaration Regarding Clean Track

(To be submitted on letterhead of the Bidder)

To,
Managing Director
MPTB
Paryatan Bhavan, Bhadbhada Road
Bhopal (M.P.)-462011.

Dated -----, 2017

Ref: Expression of Interest (Eoi) for Empanelment of Agencies for Conceptualization, Designing & Operation of “Heritage walk” for Tourist Destinations of Madhya Pradesh.

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the Eoi Document regarding “Empanelment of Agencies for Conceptualization, Designing & Operation of “Heritage walk” for Tourist Destinations of Madhya Pradesh.

I hereby declare that my company has not been debarred/black listed by any Government/Semi Government organizations in India. I further certify that I am competent officer in my company to make this declaration.

In accordance with the above we would like to declare that:

1. We are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment.
2. We are not blacklisted by any Central/State Government/Public Sector Undertaking in India.
3. The information provided in the Eoi document is true and no false representation has been made.

Yours faithfully,
(Signature of the Bidder)
Printed Name
Designation Seal
Date:
Business Address:
Place:
Date:

Bidder’s signature
with seal.