



TENDER

Madhya Pradesh State Tourism Development Corporation

(MPSTDC) Paryatan Bhawan, Bhadbhada Road, Bhopal

Madhya Pradesh, India Pin – 462003

"Appointment of Consultant to provide consultancy services in operation management of business units of MPSTDC"

Website: www.mptourism.com

Email : md@mptourism.com

Tender No: 1478/MKTG/MPT

14th February, 2014

Bids are invited for Appointment of Consultant to provide consultancy services in operation management of business units of MPSTDC.

Activity	Date and Time
Issue of Bid documents	15 th February 2014
Pre Bid Date	22 nd February 2014 at 15:00 Hrs
Bid due date	07 th March 2014 at 14:00 Hrs
Opening of Technical Bids	07 th March 2014 at 15:00 Hrs
EMD in Rupees	Rs.1,00,000 (Rupees One Lakhs only)

The detailed have been outlined in the RFP document which can be obtained from the office of "MPSTDC, Paryatan Bhawan, Bhadbhada Road, Bhopal" at the cost of Rs. 5,000 only or can be downloaded from www.mptourism.com

Managing Director

M P State Tourism Development Corporation Ltd
(A Government of MP undertaking)

**RFQ for consultancy services in operation management of business units of MPSTDC primarily
for overall increase in profit on sustainable basis.**

M P State Tourism Development Corporation Ltd
Paryatan Bhawan, Bhadbhada Road, Bhopal - 462 003.
Website: www.mptourism.com
E-mail: info@mptourism.com
Fax: +91-755-2779476/2774289

Invitation for Bids

MPSTDC, Bhopal invites sealed RFQ bids, under two envelopes system, from eligible bidders for consultancy services in operation management mainly for increase in profit on sustainable basis for all its business units. Interested bidders may obtain further information from the office of MPSTDC Ltd, Bhopal. Bids are invited for work mentioned hereunder:

S. No.	Items	Description
1	Scope of work	Consultancy services on operation management of business units of MPSTDC primarily for overall increase in profit on sustainable basis. Specific units will be identified by MPSTDC and minimum of ten units will be considered for assignment.
2	Cost of RFQ documents	Rs. 5000/- (non-refundable) by demand draft payable at Bhopal.
3	RFQ documents availability	From 15/02/2014 to 07/03/2014
4	Date of pre bid meeting	22/02/2014 at 1500 Hrs
5	Last date of submission of RFQ	07/03/2014 at 1400 Hrs
6	Date of opening of technical bids	07/03/2014 at 1500 Hrs
7	Date of technical presentation	10/03/2014 at 1100 Hrs
8	Date of opening of financial bids	To be informed later to technically qualified bidders.
9	Earnest Money Deposit	Rs 1, 00,000/- (Rupees one lakh only) in the form of bank draft payable to MPSTDC, Bhopal OR fixed deposit.
10	Place of opening bids	MP State Tourism Development Corporation Ltd., Paryatan Bhavan, Bhadbhada Road, Bhopal- 462003.
11	Address for communication	MP State Tourism Development Corporation Ltd., Paryatan Bhavan, Bhadbhada Road, Bhopal- 462003.

- **Any future corrigenda/Information shall be posted only on our website www.mptourism.com**

Eligibility Criterion:

1. The firm must have experience of handling similar projects. The applicant firm should have done minimum of 3 assignments on operation management in calendar year 2013 out of which at least one should be from hotel industry. You are requested to submit relevant project credentials of such projects along with RFQ submission.
2. Project manager should be the owner/partner/director of the applicant and should have professional experience of more than 5 years. (supporting documents required)
3. The firm should have office (main/branch) in Madhya Pradesh. (address proof required)
4. Net worth of applicant firm should not be less than Rs. 50 Lakhs as on December 31, 2013. (Chartered Accountant's Certificate required)
5. Any entity which has been barred by the central government, any state government, a statutory authority or a public sector undertaking as the case maybe, from participating in any project and the bar subsists as on date of the bid application , would not be eligible to submit a bid either by itself or through its associate. (self declaration required)

Scope of work:

1. Analysis of current systems and operations of each tourism entity. There will be a minimum of ten units as identified by MPSTDC.
2. Benchmarking of all current supplier costs with market rates.
3. Detailed report on current state of operations, procurement processes, expenses, opportunity areas and recommendations will be submitted to head-office for each unit separately. This report must be comprehensive having base case of each expense head and potential savings that can be achieved on them. Recommendations should mention their cost benefit analysis, plan of action and their implementation should reduce operation cost of unit and in turn increase profit of the unit.
4. Once recommendations are approved by authorized person(s) of MPSTDC, the firm must assist for proper implementation of same. This includes preparing implementation schedule, vendor identification, negotiation and assist in tender documents and their evaluation as the case may be. In case implementation require in-house changes, firm

consultants have to assist senior managers of the captioned unit in training people or establishing new process or systems and other areas as needed.

Terms of reference:

1. RFQ should be submitted in specified format along with demand draft of cost of RFQ documents and EMD. It should be filled up in all respects and should be duly signed (with seal) on each page by the applicant.
2. This RFQ form consists of two parts :
 - Part I is where applicant is required to give the technical and business profile of his firm/company/professional experience details etc.
 - Part II is related to price bid for the assignment.
3. Each RFQ application shall be accompanied by earnest money deposit (EMD) in the form of bank draft or FDR of any nationalized/scheduled bank for an amount of Rs. 1,00,000/- (Rs one lakh only.) No exemption in EMD/FDR in any form will be given to any applicant. Demand draft shall be payable to MPSTDC, Bhopal on any nationalized/scheduled bank having an operating branch in Bhopal.
4. Applicants have an obligation to disclose any actual or potential conflict of interest along with part I of RFQ. Failure to do so may lead to disqualification of applicant or termination of its contract at any stage.
5. The bidder is required to quote for minimum 10 units. These units can be at different places in Madhya Pradesh. Quoted fee shall include all travel expenses and other miscellaneous expenses. No extra payment will be given.
6. All the necessary data for interpretation and analysis shall be provided by MPSTDC.
7. The bid shall be made in the specified formats only. Any attachment to such forms having direct relevance to assignment should be provided on separate sheets of paper in part I of RFQ only.
8. Applicant shall bear all costs associated with submission of their bid.
9. Bank draft for EMD, bank draft for RFQ documents OR receipt of purchase of RFQ documents, Net worth certificate of applicant, previous experience certificates and other documents along with part I shall be placed and sealed in envelope marked 'A'. Part II of RFQ i.e. price bid form shall be placed and sealed in envelope marked 'B'. Thereafter, both the sealed envelope 'A' and 'B' shall be placed and sealed in envelope 'C', addressed and submitted to MP State Tourism Development Corporation Ltd.,

Paryatan Bhavan, Bhadbhada Road, Bhopal- 462003 on or before 07/03/2014, 1400 Hrs. The envelope 'C' should be marked at top in bold letters: 'Appointment of consultant for operation management at MPSTDC units'. The name, address with telephone no, email of the applicant should also be specified on envelope 'C'.

10. Please quote your rates only in attached format else bid shall be summarily rejected
11. Interested firms should submit their RFQ by 07/03/2014, 1400 Hrs IST.
12. By submitting a bid, each bidder shall be deemed to acknowledge that it has carefully read and agreed to all the sections of RFQ and fully informed itself as to all existing conditions and limitations.
13. MPSTDC reserves the right to reject or accept any or all the bids in part or full without assigning any reason whatsoever.
14. The selection process would involve short listing of eligible firms on basis of technical bid submitted in specified format on 07/03/2014 at 1500 Hrs. Shortlisted firm(s) will be called for presentation before a group of officials on 10/03/2014 at 1100 Hrs. Technically qualified bidders will be informed about date of opening of financial bid.
15. The technical presentation will be evaluated on various parameters like understanding of project, methodology proposed, past experience, relevance to the hospitality industry, innovation and ease of implementation.
16. The bids shall be evaluated on technical competence (70% weight age) and financial bid (30% weight age).
17. Selected firm will have to sign an agreement with MPSTDC based on mutually agreed terms and conditions within one week of issue of letter of intent/work order.
18. Benchmark for expenses will be identified by successful bidder and shall be duly approved by MPSTDC.
19. The contract shall be governed by laws of India for the time being in force.
20. The fixed part of fee will be paid in given schedule at the time of submission of final report to MPSTDC and variable component will be paid as and when the recommendations are implemented.
21. Payment time schedule for fixed fee is listed below:

Payment at the time of beginning	20%
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Identification of internal opportunity areas and benchmarking with market forces	30%
Final report with tentative action plan submission for each unit	50%

22. Variable fees are performance based on criterion listed below:

- If expenses (expenses as percentage of total revenue OR fixed as per the benchmark) achieved in individual unit is 5% lesser than last year: 5% of savings achieved will be given to the consulting firm.
- Every additional 1% percentage increase in savings achieved will make consulting firm eligible for addition fee of 0.5% of total savings achieved.
- Total variable fee to be paid to the consultant is capped to 10% of savings achieved. i.e. If the consulting firm is able to save 20% of expenses for the units, still the firm will be paid 10% of savings not 12.5% of savings as per above calculations.

23. Wherever required by applicable laws, MPSTDC shall deduct taxes at source from the amounts payable, and shall provide to the consultant the appropriate tax deduction certificate evidencing payment of such taxes.

24. Work schedule for the process is listed below:

Identification of internal opportunity areas	Within 240 days *
Benchmarking with market	Within 300 days *
Final report with tentative action plan	Within 360 days *

* From the date of signing of agreement.

Part I -- Letter for submission of RFQ

(On Applicants letter head)

(Date and Reference)

To,
The Managing Director,
Madhya Pradesh State Tourism Dev. Corp. Ltd.
Bhopal

Subject: Appointment of consultancy firm for expense management at various units of MP state tourism Development Corporation.

Dear Sir,

With reference to your notice to invite RFQ dated, I/We, having examined all relevant documents and understood their contents, hereby submit our bid for selection as consultant for expense management at defined business units of MP state tourism Development Corporation.

In the event of my/our firm being selected as the Consultant, I/we agree and undertake to provide the consultancy services in accordance with the provisions of the RFQ documents and that the consultant shall be responsible for providing the agreed services himself and not through any other person or associate.

We confirm having deposited earnest money of Rs. 1,00,000/- (Rs. One lakh only) by demand draft/ FDR no: Dated drawn onbank.....branch attached hereto, and general information required are as per annexure enclosed.

We hereby declare that all the information and statements made in this bid application are true and accept that any misinterpretation contained in it may lead to our disqualification.

Our Proposal is binding upon us and subject to the modifications resulting from contract negotiations. We understand you are not bound to accept any bid you receive.

Yours faithfully,

(Signature, name and designation of the authorized signatory)

Part I - Technical Bid - CONSULTANT'S ORGANIZATION AND EXPERIENCE

(On Applicants letter head)

A – Details of Bidder

1.	Name of the Organization	
2.	Name of the authorized person	
3.	Address & contact Numbers	
4.	Year of establishment	
5.	Status of the firm (whether Pvt Ltd company/ Public Ltd. Company/ partnership firm/Proprietary)	
6.	Names of Directors/ Partners/Proprietor	
7.	Whether registered with registrar of companies/ firms – mention number and date with proof	
8.	Whether registered for service tax – mention number and date. Also furnish copies of service tax number allotted	
9.	Whether assessee of Income tax payee . Mention PAN , furnish copy of last income tax return.	
11.	Name and Address of Bankers	
12.	Whether empanelled with other Government organizations. If so give names of organizations with the details of supply.	
13.	Net worth as on 31/12/2013	
14.	EMD details :DD Number/Bank Name/ Date	
15.	Any other information	

Signature:

Name:

Designation:

Affix Company seal

DECLARATION

1. I / We have read the instructions appended to the Proforma and I/We understand that if any false information is detected at a later date, any contract made between ourselves and MPSTDC on the basis of the information given by me/us can be treated as invalid by the MPSTDC and I / We will be solely responsible for the consequences.
2. I/We agree that the decision of MPSTDC of India in selection of contractors will be final and binding to me/us.
3. All the information furnished by me/us above here is correct to the best of my/our knowledge and belief.
4. I / We agree that I / We have no objection if enquiries are made about the work listed by me / us here in above and/or in the accompanying sheets.

Place.

Date.

SIGNATURE:

Name & Designation & seal of the Company

B - Experience

[Provide information on each assignment/job for which in last one year your firm, was legally contracted either individually as a corporate entity for carrying out consulting assignment/job similar to the ones requested under this Assignment/job (Details of the assignment must be given along with documentary evidence. Failure to provide evidence may result in rejection of application).

C – Due Diligence

For the applicant state the following information:

(i) Has the Applicant been penalized by any organization for poor quality of work or breach of contract in the last five years?

Yes/No

(ii) Has the Applicant ever failed to complete any work awarded to it by any public authority/ entity in last five years?

Yes/No

(iii) Has the Applicant been blacklisted by any Government department/Public Sector Undertaking in the last five years?

Yes/No

(iv) Has the Applicant suffered bankruptcy/insolvency in the last five years?

Yes/No

Note: If answer to any of the questions at (i) to (iv) is yes, the Applicant is not eligible for this consultancy assignment.

(Signature, name and designation of the authorized signatory)

For and on behalf of.....

Part I - Technical Bid

D. DESCRIPTION OF APPROACH, METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT/JOB

Technical approach, methodology and work plan are key components of the Technical Bid. You are suggested to present your Technical bid divided into the following parts:

- a) Technical Approach and Methodology, and
- b) Work Plan.

- a) **Technical Approach and Methodology:** In this part, you should explain your understanding of the objectives of the Assignment/job, approach to the Assignment/job, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.
- b) **Work Plan:** Here, you should propose and justify the main activities of the Assignment/job, their content and duration, phasing and interrelations, milestones (including interim approvals by the Employer), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan.

Part II - Financial Bid
(On Applicant's letter head)

(Date and Reference)

To,
The Managing Director
Madhya Pradesh State Tourism Dev. Corp. Ltd.
Bhopal

Subject: Appointment of consultancy firm for operation management at various units of MP state tourism Development Corporation.

Dear Sir,

I /We, _____ (Applicant's name) herewith enclose the financial bid for selection of my/our firm as consultant for expense management for ten units of MP state tourism Development Corporation.

Fixed fee quote (in figures)	
Fixed fee quote (in words)	
Service tax as applicable will be paid separately.	

I/We agree that this offer shall remain valid for a period of 30 (Thirty) days from the bid opening due date.

Yours faithfully,

(Signature, name and designation of the authorized signatory)