DIRECTORATE OF TOURISM
GOVERNMENT OF BIHAR

RFP for Engagement of Agency for Branding of
Tourist Information Centre
Rajendra Nagar and Patna Sahib
Railway Stations

Directorate of Tourism, Government of Bihar, 1st Floor, B Block, Extension Bhawan,
Main Secretariat, Patna-800015
Ph.: - 0612-2217045
Notice Inviting Tender

Tenders are invited from experienced agencies under two-bid system from agencies for Branding of Tourist Information Centre, Rajendra Nagar & Patna Sahib Railway Stations as per the schedule given below:

<table>
<thead>
<tr>
<th>Name of work</th>
<th>Selection of the Experienced agency for Branding of Tourist Information Centre, Rajendra Nagar &amp; Patna Sahib Railway Stations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Portal for downloading tender documents</td>
<td><a href="http://www.bihartourism.gov.in">www.bihartourism.gov.in</a></td>
</tr>
<tr>
<td>Date of Downloading of Tender</td>
<td>Up to 21.6.2019 (11AM)</td>
</tr>
<tr>
<td>Bid Fee</td>
<td>Rs. 2,000/- payable by Demand Draft in favour of Director Tourism, payable at Patna.</td>
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<tr>
<td>Earnest Money Deposit</td>
<td>Rs. 15,000/- payable by Demand Draft in favour of Director Tourism, payable at Patna</td>
</tr>
<tr>
<td>Date &amp; place of Pre bid meeting</td>
<td>11.6.2019 at 12noon Directorate of Tourism, 1st Floor, B Block, Extension Bhawan, Main Secretariat, Patna-800015</td>
</tr>
<tr>
<td>Last Date &amp; Time for Submission of Bids</td>
<td>21.6.2019 (11:00 AM.)</td>
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<tr>
<td>Date and Time of Opening Technical Bid</td>
<td>21.6.2019 (12 Noon)</td>
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<tr>
<td>Date and Time of Opening Financial Bid</td>
<td>To be informed later</td>
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<tr>
<td>Bid Validity Period</td>
<td>60 days</td>
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<tr>
<td>Place of Submission and opening of Bids</td>
<td>Directorate of Tourism, 1st Floor, B Block, Extension Bhawan, Main Secretariat, Patna-800015</td>
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</tbody>
</table>

Note – Detailed scope of work, terms and conditions are mentioned in the Tender available on the website of the Department of Tourism, Govt. of Bihar- www.bihartourism.gov.in

Director Tourism
INTRODUCTION

REQUEST FOR PROPOSAL
EXPERIENCED AGENCIES ARE INVITED TO SUBMIT THEIR BIDS FOR BRANDING OF TOURIST INFORMATION CENTRE RAJENDRA NAGAR & PATNA SAHIB RAILWAY STATIONS.

1. Directorate Of Tourism invites detailed proposals (hereinafter referred to as “RFP”) from experienced agencies. The Brief about the requirements are as follows:

Tourist Information Centre (TIC) is housed in the building specially constructed in the outer peripheral area of Rajendra Nagar & Patna Sahib Railways Stations. TIC is located on the first floor of the Buildings. The Branding has to be created for the entire area of First Floor, entrance as well as the outside vicinity (walls, staircase, railings etc.)

Bidders are encouraged to submit their respective Bids after visiting the Project site and ascertaining for themselves the site conditions, traffic, location, surroundings, climate, availability of power, water and other utilities for construction, access to site, handling and storage of materials, applicable laws and regulations, if any, and any other matter considered relevant by them.

2. The Proposals would be evaluated on the basis of the evaluation criteria set out in this RFP to identify the successful Bidder for the Assignment.

The RFP would be available at the website www.bihartourism.gov.in. It may be noted that all subsequent notifications, changes and amendments in the assignment / documents would be posted only on the website.

TERMS OF REFERENCE
The work to be carried out and material / design / colour scheme/photosgraphs etc. shall be proposed by the experienced agency for highlighting the Tourism sector of the state of Bihar and shall be implemented subject to the approvals of the Director of Tourism. The job being of artistic and intellectual nature the agencies have the freedom to give their suggestion by way of the complete detailed presentations to be submitted as part of the technical bids. However the following elements need to be incorporated in the plans:

i. A security Gate at the head of the staircase at first floor made in Wood / Steel / stainless steel etc. fabricated in a suitable design and installed. The gate should afford security to the firstfloor premises and should be aesthetically designed and installed so as not to be obstructive during the day while the office is open.

ii. Provision of Glass door at the entrance for use during the day to keep air conditioning effective

iii. A reception counter to welcome the guests and exchange information as required.

iv. Sitting area to be provided for visitors

v. Branding on walls, glass panels, pillars etc.

vi. Collage formation if possible on various panels

vii. Literature dispensing counters.

viii. Improvement of ambience

ix. Installation of 4 nos. 2 Ton cassette AC of brand O General/ Mitsubishi or equally reputed co. as per approval.

x. To provide and fix one no. LED TV 50” of reputed brand of Samsung, LG, Phillips, Sony or approved equivalent.

It is also proposed to create an area for audio visual presentation utilising the TV Screen to be installed at vantage point to seat about 15 - 20 persons.

(provision of seating / chairs is not included in the present RFP)

GENERAL INSTRUCTIONS

i. The Bid shall be typed or written in indelible ink and signed by the Authorized signatory of the Bidder.

ii. Bidders are encouraged to submit their respective Bids after visiting the Project site and ascertaining for themselves the site conditions, and any other matter considered relevant by them.

iii. The Bidder shall be responsible for all costs associated with the preparation and presentation required to be made.
iv. The Directorateof Tourism, GOB reserves the right to summarily reject any or all the offer received from any experienced agency, without any intimation to the bidder(s).

v. The DirectorateOf Tourism, GOB reserves the right to withdraw / cancel the bid document partially or completely at any stage.

vi. Department may provide, at its own discretion, photographs or any other material available in the stocks free of charge for exclusive usage for this purpose. These photographs if provided shall not be used elsewhere without the written approval of the Department.

**PENALTY CLAUSE**

In case of default in performance on the part of the experienced agency, Directorate Of Tourismshall decide the penalty to be imposed for such default considering the quantum and other related factors which shall be deducted from the payments that may become due to the selected bidder.

In case the experienced agency fails to render the services as per the terms and conditions of the RFP and subsequent work order and if the services are not to the satisfaction of DirectorateOf Tourism, shall be at liberty to terminate the contract.

**ARBITRATION**

In case of any dispute DirectorateOf Tourism, GOB may appoint an arbitrator, which will be accepted by the agency / firm. The decision of the arbitrator will be final and binding on both the parties. The jurisdiction of the court will be Patna (Bihar).

**INDEMNIFICATION CLAUSE**

That the selected experienced agency shall keep DirectorateOf Tourism, GOB indemnified and harmless against all claims, damages, dues, payments, fines, penalties, compensations, liabilities other losses etc. which may incur on account of non-compliance or violation by the selected agency or otherwise in any manner whatsoever.

**VALIDITY OF THE CONTRACT**

The Contract shall remain valid from the date of award of the contract/ tender till the end of 60 days from the date of submission of bid or otherwise specified in the letter of award of tender.
SUBMISSION PROCEDURE

Technical Bid: Bidders shall submit physical bids giving concept and proposed design, material to be used and final presentation as it will be seen on completion of the job. The presentation should be in the hard as well as soft form and should be submitted with this proposal. The bidder shall also be required to make a presentation of the proposal to the concerned officials. The envelop should be sealed and super-scribed with project name.

The Technical bid should be accompanied with the Bid Fees and EMD.

FinancialBid as per annexure given. Bidders shall submit their unconditional financial quote for rendering their services as per the scope of work in a SEPARATE SEALED ENVELOPE and super-scribed as FINANCIAL BID.

Note: Filling up price quote in Part 1 will disqualify the Bid.

The technical (Part 1 & 2) and financial envelopes should be enclosed in a larger envelope dully sealed superscribed with the name of the project. All pages of the offer must be signed.

Services offered should be strictly as per requirements mentioned in this Tender Document.

Once quoted, the Bidder shall not make any subsequent price changes, whether resulting or arising out of any technical/commercial clarifications sought regarding the bid, even if any deviation or exclusion may be specifically stated in the bid. Such price changes shall render the bid liable for rejection.

EVALUATION PROCESS AND AWARD

Award of the work shall be done on Quality cum Cost Basis.

Evaluation of the Technical proposal shall be done by a committee constituted for the purpose. Assessment shall be done and marks shall be allotted (max.100). Bidders securing less than 70 marks will not be considered for financial bid.

The Financial Bids for the bidders shall be opened for the qualified bidders at the notified time in the presence of successful bidders who choose to be present.
The technical-financial evaluation shall be accorded 70: 30 percentage points. The work shall be awarded to the H1 at the discretion of the Director of Tourism.

ELIGIBILITY CONDITIONS

1. Agency should be having a minimum average turnover of Rs. 25 lakhs per annum during last 3 years.
2. Agency should be having experience of branding work for at least 3 years.
3. Agency should have necessary registrations of GST
4. Agency should not be blacklisted/barred from any work by any Govt agency.

EVALUATION CITERIA

<table>
<thead>
<tr>
<th>SL.</th>
<th>Particulars</th>
<th>Max Marks</th>
<th>Marks obtained</th>
<th>Remarks</th>
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<tbody>
<tr>
<td>1.</td>
<td>Average turnover in lakhs per annum during last 3 years.</td>
<td>20</td>
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<td>25 lakhs - 5 marks</td>
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<td>25-50 lakhs - 10 marks</td>
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<td>50-75 lakhs - 15 marks</td>
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<td>75 and above - 20 marks</td>
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<td>2.</td>
<td>Experience of branding work for at least 3 years</td>
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<td>3 years - 5 marks</td>
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<td>4-5 years - 10 marks</td>
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<td>6-7 years - 15 marks</td>
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<td>8 or more yrs - 20 marks</td>
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<td>3.</td>
<td>The presentation of the concept and design for the Branding of TIC</td>
<td>10</td>
<td>10</td>
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<td></td>
<td>Total</td>
<td>50</td>
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CORRESPONDENCE/ENQUIRY

1. All correspondence / enquiries should be submitted to the following in writing registered post / courier:
   
   Director, Directorate of Tourism,
   
   I"Floor, B Block, Extension Bhawan, Main Secretariat,
   
   Patna – 800015
   
   Ph: - 0612-2217045
   
   Email – directortourismbihar@gmail.com
2. No interpretation, revision, or other communication from Directorate Of Tourism regarding this RFP is valid unless it is in writing and is signed by Director.
FORMAT FOR COVERING LETTER-CUM-ASSIGNMENT
UNDEARTAKING
(On the Letterhead of the Bidder)

To,

Director, Directorate of Tourism,
1st Floor, B Block, Extension Bhawan,
Main Secretariat, Patna – 800015

Sir,

Ref: - ENGAGEMENT OF EXPERIENCED AGENCY FOR BRANDING OF
TOURIST INFORMATION CENTRE, RAJENDRA NAGAR & PATNA SAHIB
RAILWAY STATIONS

We have read and understood the Request for Proposal (RFP) of the captioned
Assignment by Directorate of Tourism.

We hereby agree and undertake as under:
Notwithstanding any qualifications or conditions, whether implied or otherwise,
contained in our Proposal we hereby represent and confirm that our Proposal is
unqualified and unconditional in all respects and we agree to the terms of the proposed
Agreement, a draft of which also forms a part of the RFP provided to us. This
Proposal is valid till ------------ (At least 60 days from the Proposal Due Date).

We undertake to complete the job in a time bound manner as per the agreed schedule.

Name of the Bidder
Signature of Authorised Signatory / Seal of the organisation
Name of the Authorised Signatory
Date: -
Encl.

DD for Bid Fees no ................. (Amount)............ drawn on ............
FORMAT FOR TECHNICAL PROPOSAL
(On the letter head of the bidder)

Date: -

To,

Director, Directorate of Tourism,
1st Floor, B Block, Extension Bhawan,
Main Secretariat, Patna – 800015

Sir,

Ref: ENGAGEMENT OF EXPERIENCED AGENCY FOR BRANDING OF TOURIST INFORMATION CENTRE RAJENDRA NAGAR & PATNA SAHIB RAILWAY STATION

1. Name of the Firm:
2. Detailed presentation is submitted herewith

Signature: ________________________________

Fullnameoftheperson: ________________________________

Designation: ________________________________
FORMAT FOR FINANCIAL PROPOSAL

(On the letter head of the bidder)

Date: -

To,

Director, Directorate of Tourism,
1st Floor, B Block, Extension Bhawan,
Main Secretariat, Patna – 800015

Sir,

Ref: ENGAGEMENT OF EXPERIENCED AGENCY FOR BRANDING OF TOURIST INFORMATION CENTRE RAJENDRA NAGAR & PATNA SAHIB RAILWAY STATIONS

We are pleased to quote the amount for the work to be undertaken as per our technical Bid as follow:

Rs. …………(Rupees ………………(in words). Inclusive of all taxes and charges.

We have reviewed all the terms and conditions of the ‘Request for Proposal’ and confirm that, we would abide by all the terms and conditions. We hereby declare that there shall be no deviations from the stated terms in the RFP. We further declare that, any State Government, Central Government or any other Government or Quasi Government Agency has not barred us from participating in any Bid.

We will abide by our offer/quote and terms condition of the RFP, if the Directorate Of Tourism Bihar selects us as the Selected Bidder/Agency.

Sincerely,

Name________________________________________________
Complete address____________________________________
Phone no.__________________ Mobile___________________
E-Mail ID___________________
ENGAGEMENT OF EXPERIENCED AGENCY FOR BRANDING OF TOURIST INFORMATION CENTRE RAJENDRA NAGAR & PATNA SAHIB RAILWAY STATION

Cost Breakup of the work/elements included.

<table>
<thead>
<tr>
<th>SL</th>
<th>PARTICULARS</th>
<th>QUANTITY</th>
<th>RATE</th>
<th>AMOUNT (inclusive of taxes)</th>
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It is mandatory to submit this form with the Financial bid.

This cost breakup is purely indicative and for the reference of the department. The inclusion or exclusion of any items etc in this format shall not affect the Financial bid.

Signature of the applicant

with Seal/Stamp