



OFFICE OF THE DISTRICT MAGISTRATE & COLLECTOR, PURI
Phone: 06752 222 034

RFP No. 17/Ptcl.

Date: 09.07.2019

REQUEST FOR PROPOSAL
SELECTION OF AGENCY FOR
PROVIDING PROFESSIONAL SERVICES FOR OPERATIONS & MANAGEMENT
OF VISITOR FACILITATION CENTRE (VFC)
IN PURI

Period of availability of RFP document: 09. 07. 2019 to 29.07.2019
(Downloadable from website: www.puri.nic.in)

Last date for receipt of proposal: 29.07.2019 by 4 P.M
(Through Speed Post /Registered post/Courier only.
Hand delivery not allowed and no drop box facility available)

Place of submission of proposal: Office of District Magistrate& Collector, Puri
Puri- 752001, Odisha

Holding of Pre Bid Meeting 17.07.2017 at 4 P.M

Date and Time of proposal opening: 29.07.2019 at 5.00 P.M

1. Introduction

Puri, one of the Char Dhams is an important pilgrimage place for Hindus. Presence of Lord Jagannath Temple fetches more than 30,000 visitors every day to Puri for darshan and aarti. Apart from the Jagannath Temple, nearby places such as Puri beach, Konark temple, Chilika Lake, & Raghurajpur craft village are some of the famous key tourist attractions where visitors divert themselves after visiting the famous Lord Jagannath Temple.

Tourists rely on private tour operators or locals to understand the process of visiting Lord Jagannath Temple and also different other places around Puri City. This leads to more congestions and chaos along the major roads and tourist destinations. In view of the above, the Puri District Administration has planned project - **Visitor Facilitation Centre (VFC)** in Puri.

The project, **Visitor Facilitation Centre, Puri** is envisioned to be the first of its kind facility in Puri providing single point of contact for general public, representatives of various organisations, groups & dignitaries to explore and experience the city. The travelers can learn about available tourist services, local products, nearby tourist attractions, history of the city, reservations for city tour and temple visits and can book accommodations as well. It shall also help with coordination between different departments such as crowd management administration and Temple administration at different destinations ensuring smooth & curated movement of visitors. The Centre shall be operational 24X7.

The existing Information Centre near the Jagannath Temple is proposed to be converted in to a "**Visitor Facilitation Centre**" due to its locational advantage. The Centre is proposed to be managed and operated by the Protocol Officer assigned by District Administration supported by a professional agency which will be retained through this RFP.

2. Scope of Work

The selected Applicant must work closely under the supervision of the Protocol Officer, assigned by the District Administration as head of the VFC who will manage and operate the VFC. The Applicant must be prepared to assume the day-to-day management of the VFC and perform all the management tasks assigned by the Protocol Officer. Responsibilities will include, but are not limited to, the following:

General Management/Operations

- a) Operate, service & maintain the VFC at a level of service and quality to satisfy visitors and guests from District Administrations;
- b) Directly employ the staff necessary for the operation of the VFC, after the approvals from the District Committee decided by the District Collector, maintaining the

- employer relationship throughout the term of the Agreement and any extensions;
- c) Purchase and lease services and merchandise as necessary for VFC operations, maintaining internal controls with regards to bidding, ordering and receiving in accordance with generally accepted accounting practices;
- d) Negotiate, enter into, and administer contracts for the use of meeting facilities and waiting space by groups and individuals;
- e) Coordinate on-site parking and adjacent parking services, for visitors in accordance with parking rates established in consultation with the Protocol Officer;
- f) Implement sustainable (green) programs with the goal of maximizing recycling, minimizing water usage and run-off, minimizing waste sent to landfills and maximizing operating and maintenance savings; and
- g) 24X7 availability of trained and ready to assist manpower to coordinate between different administrations and provide mobility assistance to Officials.

Personnel employment and management

- a) Select the VFC's appropriately-scaled management team in as directed by the Protocol Officer;
- b) Recruit, hire, pay, train, and supervise all VFC personnel with the understanding that all personnel shall be the employees of the selected Applicant, and not Puri District Administration;
- c) Practice employment procedures in a manner that minimizes the probability of any discrimination in hiring, promotion and compensation with the understanding that the Puri District Administration auditors may inspect the personnel records for compliance;
- d) Pay employee/s compensation through a system that documents its compliance with all wage and hourly laws and with the understanding that the Puri District Administration auditors will inspect the records for compliance;
- e) Provide appropriate training to management and line-staff on VFC operations as defined by the Protocol Officer especially on coordination between different departments including but not limited to crowd management administration, sanitation, local administration, police, and Temple administration or any other agencies, departments, as per requirement, at different destinations ensuring smooth & curated movement of visitors; and

- f) At a minimum, provide all employees to work more than 30 hours a week with medical benefits.

Facilities management

- a) Select, procure and maintain technical and technology systems necessary for the operation of the VFC;
- b) Annually prepare and submit a capital expenditure budget to Protocol Officer who will further forward it to Puri District Administration for approval;
- c) Keep the VFC in good operating order, repair, and condition, consistent with the hotel standards;
- d) Coordinate with Protocol Officer on any renovation of the VFC that may be undertaken by the Puri District Administration; and
- e) Prepare guidelines and install safety/security equipment to protect the welfare of guests and employees.

3. Eligibility Criteria

General Eligibility Criteria:

- a) The applicant for this contract shall be a company/Firm/Trust/Organisation. Appropriate documents supporting their incorporation/registration status must be submitted along with the proposal.
- b) Consortiums/ Joint Ventures are not allowed.
- c) Applicants must have one (1) Office in Odisha.

Technical Eligibility Criteria:

- a) Applicant must have experience in operating at least one (1) similar independent facility (Tourist information centre/hotels/Visitor information centre/Visitor facilitation centre/Conducting events)
- b) Applicant must have at least one (1) facility under management in Odisha;
- c) Applicant's principals and/or executive management must have five (5) years of experience in operating similar facilities (Tourist information centre/Hotels/Visitor information centre/Visitor facilitation centre/Conducting events)

Financial Eligibility Criteria:

- a) The applicant shall have an average annual turnover of INR 50 Lakhs (Rupees Fifty Lakhs Only) or more for the year, 2016-17, 2017-18, 2018-19 (Audited annual reports shall be attached along with the proposal)

4. Submission Requirement

The Applicant shall submit the proposal as per the formats mentioned below:

- a) Document Purchase Fee of INR 550/- (including VAT) in the form of Demand Draft in favour of "Collector, Puri" payable in "Puri"
- b) Earnest Money Deposit as defined in Clause 15 of this RFP
- c) Covering Letter;
- d) Information of Applicants as per Schedule 'A'
- e) Turnover Criteria of the Applicant Schedule 'B'
- f) Information on relevant Project Experience as per Schedule 'C'
- g) Financial Format. (F-1)

5. Language of Application

The language of the Application as well as the supporting documents shall be in English.

6. Number of Proposals

An Applicant is eligible to submit only one Proposal. Upon deviation, the proposal submitted by the firm shall be liable to be rejected.

7. Submission of Proposals - Packing, Sealing and Marking

- a. The Proposals shall consist of two parts,
- Technical Proposal (Envelope A)
 - Financial Proposal (Envelope B)

The Technical proposal shall consist of,

- Covering Letter;
- Information of Applicants as per Schedule 'A'
- Turnover Criteria of the Applicant Schedule 'B'

- Information on relevant Project Experience as per Schedule 'C'

The Financial Proposal shall consist of,

- Financial Format (F-1)

The Technical and Financial Proposals shall be inserted into separate sealed envelopes (Technical Proposal - Envelope A and Financial Proposal - Envelope B) clearly writing the name of the project on the respective envelopes. Then the two envelopes shall be inserted in an outer envelope along with applicant's name and address in the left hand corner of the envelope and super scribed in "Proposal for Selection of Agency for Setting up Visitor Facilitation Center in Puri"

- b. The Application along with all forms in appropriate formats and documentary proofs must be in spiral bound form and serially numbered.

The Proposals shall be addressed to Protocol Officer, Collectorate Puri at the following address:

*OFFICE OF THE DISTRICT MAGISTRATE & COLLECTOR, PURI
Puri -752001 Odisha. Ph. 06752 222 034*

8. Pre-bid Meeting

A pre-bid meeting will be conducted at the *Collectorate Court Room* at 4PM on 17.07.2019

9. Proposal Submission Date

Proposals submitted in all respect must reach to the Puri District Administration at the specified address on the scheduled date through Speed / Regd. Post or Courier. Hand delivery is not allowed and drop box facility is not available. If the specified date for the submission of Proposal is declared as a holiday for Puri District Administration, Puri, the Proposal will be received up to the appointed time on the next working day.

10. Late Submission:

Proposal received after the due date for submission prescribed by Puri District Administration will be rejected.

11. Modifications and Withdrawal of Proposal

No modifications to the Proposal shall be allowed once it is received by Puri District Administration, Puri.

12. Jurisdiction

All disputes arising shall be subject to the jurisdiction of the appropriate court at Puri and will be governed by the laws of India.

13. Period of Contract

The selected agency shall require to enter into a contract agreement with Puri District Administration which will be valid for **3 (three) years**. After **3 (three) years**, the period of contract can be extended on mutual consent of both the parties.

14. Evaluation of proposals

The following procedure will be adopted in evaluating the proposals:

Step 1: Checking of Qualifying Documents

Checking of qualifying documents and technical documents submitted along with the Technical Proposal. This will be the Envelope A, which shall be checked, and non-submission of document will lead to rejection of the proposal.

Step 2: Technical Evaluation

On completion of the above submission check, the eligible bidders shall be intimated about the venue, date and time for the presentation to be made for showing capability to handle the similar type of project. The presentation shall be made on the following aspects for which the maximum scoring will be as follows:

Sl. no.	Parameters	Maximum Score
1	Average annual turnover (for the year, 2016-17, 2017-18, 2018-19)	20 Marks
	>= 50 lakhs and < 75 Lakhs	10 Marks
	>= 75 Lakhs and < 1 Crore	15 Marks
	>= 1 Crore	20 Marks
2	Past Experience of similar nature Past Experience of similar nature (operation of a back office providing citizen services) within last 5(five)years	30 Marks

1-2 Assignments		10 Marks
3-5 Assignments		20 Marks
More than 5 assignments		30 Marks
3	Methodology, Work Plan and Understanding of requirements and terms of reference	50 Marks
2.1	Understanding of requirements of RFP	10
2.2	Technical approach and Methodology	20
2.3	Work Plan	20

The Technical score (TS) of eligible bidders shall be as per the point scoring methodology to be evaluated by the technical evaluation committee. Any bidder having Technical Score of 60 Marks or above shall be eligible for Financial proposal evaluation.

Step 3: Financial Evaluation

The financial proposal of the bidders i.e. Envelope B shall be opened on the scheduled date which shall be intimated to the eligible bidders after technical evaluation. The score shall be computed as follow:

- Financial Score (FS): The lowest financial proposal (FM) will be given a financial score of 100 points. The financial scores of other proposals will be computed as follows:

$$FS = 100 \times FM/F1$$

(F1 = amount of Financial Proposal as proposed by the bidder)

Step 4: Combined and Final Evaluation

Proposals will finally be ranked according to their combined technical (TS) and financial (FS) scores as follows:

$$S = TS \times Tw + FS \times Fw$$

Where S is the combined score, and Tw and Fw are weights assigned to Technical Proposal and Financial Proposal that shall be **0.70** and **0.30** respectively.

The Selected bidder shall be the First Ranked Applicant (having the highest combined score). The Second Ranked Applicant shall be kept in reserve and may be invited for negotiations in case the first ranked bidder withdraws, or fails to comply with the requirements specified in the RFP document.

15. Earnest Money Deposit

All the bidders shall submit an earnest money deposit of INR 5000/- for the project in shape of Demand Draft from any scheduled commercial bank in favor of "Collector ,Puri" payable in "Puri". The earnest money deposit of the unsuccessful bidders will be returned immediately after sending the work order to the selected bidder.

16. Award of Assignment

After selection, a Letter of Acceptance (the "LOA") shall be issued, in duplicate to the selected bidder and the selected bidder shall, within 7(seven) days of the issuance of the LOA, sign and return the duplicate copy of the LOA as an acknowledgement. In the event, the duplicate copy of LOA duly signed by the selected bidder is not received within the stipulated date, Puri District Administration may forfeit the EMD of such bidder, and the next eligible firm may be considered

17. Performance Security

Upon receipt of Letter of Acceptance (LOA), the selected bidder shall be required to submit Rs. 10Lakhs /- as Performance Security in the form of Demand Draft/ Pay Order in favour Collector, Puri ," payable at "Puri" drawn on any nationalized bank. The selected firm may renew their EMD amount as Performance Security.

The Performance Security would be released to the selected firm on satisfactory completion of the assignment. In case of default, Collector,Puri would have right to en-cash the Performance Security.

18. Confidentiality

An Applicant if selected and upon signing of the Contract Agreement for performing their responsibilities shall treat all the information, records, reports, technical data, contracts, agreements, maps, drawings and any other documents provided to them under this RFP process and obligations as confidential. An undertaking in this regard would require to be submitted by the Applicant at the time of signing of the Contract Agreement.

19. Penalty

Puri District Administration shall inspect the quality of services provided by the service center and if some irregularities are found then the agency shall be terminated giving one month notice period to the selected agency.

20. Identification Cards to the Personnel to be engaged by the Agency

The agency shall issue identity cards to the personnel to be engaged by the agency for the above-mentioned work after proper verification.

Covering Letter

(On the Letterhead of the Bidder)

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To

The District Magistrate & Collector,
Puri -752001, Odisha

Dear Sir,

Sub: Technical Proposal for Selection of Agency for Setting up visitor Facilitation Centre in Puri

We have examined in detail and have understood the terms and conditions stipulated for eligibility of the Applicant in the RfP Document issued by Puri District Administration. We agree and undertake to abide by all these terms and conditions. We hereby submit all the necessary information and relevant documents during submission of our RfP.

We acknowledge that we have not, during the last three years, failed to perform on any agreement, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against us, nor been expelled from any project or agreement nor have had any agreement terminated for breach of contract.

We are enclosing Document Purchase Fee of Rs.550/- (including VAT @5%) in the form of Demand Draft/ Pay Order (DD/ PO no. ----- dated ----- drawn on -----) payable to Collector, Puri payable at "Puri".

We are enclosing Earnest Money Deposit of Rs.5000/- in the form of Demand Draft/ Pay Order (DD/ PO no. ----- dated ----- drawn on -----) payable to Collector Puri payable at "Puri".

We understand that Collector, Puri reserves the right to reject any application without assigning any reason thereof.

(Signature of Authorized

Person) Date:

Schedule 'C'**Format for Applicant's Experience of Relevant Projects**

1.	Name of the Applicant	
2.	Project Title	
3.	Project Description	
4.	Location	
5.	Name of Client	
6.	Detailed Description of the Project	
7.	Nature & Type of Service rendered by the Applicant	
8.	Period of Services rendered by the Applicant (Start date and End date)	
9.	Present Status of the Project	
10.	Other Information relating to Project	

(Signature of Authorized Person)

Date:

Format for Financial Proposal (F-1)

(On the Letterhead of the Bidder)

Date:

To:

The District Magistrate & Collector, Puri
Puri -752001, Odisha

Sub: Financial Proposal for Selection of Agency for Setting up Visitor Facilitation Center in Puri

Dear Sir,

Having gone through this RFP document and having fully understood the scope of work for the Project as set out in this RFP document, we are pleased to quote the following monthly fess for the individual services. The quotation is unconditional, and the validity of the bid is 180 days from the last date of the submission of the bid.

<u>S.No.</u>	<u>Description of Services</u>	<u>Quantity</u>	<u>Lump sum man-month rate</u>
1	Team leader	1	
2	facilitators	4	
Total monthly rate (Exclusive of GST)			
GST (as applicable)			
Total monthly rate (Inclusive of GST) (both in words and figure)			

Note:

1. The Financial Proposal is inclusive of all out of pocket expenses to be incurred by the Agency.
2. For evaluation of the financial proposals of the Applicants the total of the Lump sum per month rate (exclusive of GST) of the above mentioned services will be taken into account and the Agency will be selected based on the QCBS.

(Signature of Authorized Signatory of the Applicant)