

Ref No. MTDC/EOI/IT/2020/2

Date: 26/11/2020



EXPRESSION OF INTEREST

FOR

Empanelment of Agencies for Hosting and Online Ticket Booking of various activities/events/experiences organised by MTDC

November 2020

MAHARASHTRA TOURISM DEVELOPMENT CORPORATION

(Govt. of Maharashtra Undertaking)

Apeejay House, 4th Floor, 3, DinshawWachha Road, Church Gate, Mumbai 400 020.

Tel. Nos. 022-22845678, 022-22044040

Fax: 022- 2285 2182

DISCLAIMER

Maharashtra Tourism Development Corporation Limited (MTDC) has prepared this document to give the interested parties the background information about the envisaged system.

While MTDC has taken due care in the preparation of the information contained herein and believe it to be accurate, neither MTDC nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so and they do not rely solely on the information given in this document while submitting their proposals.

MTDC reserves the right not to proceed with the selection process at any point of time during the bidding process or to change the configuration of the project to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities submitting their proposals.

MAHARASHTRA TOURISM DEVELOPMENT CORPORATION

Apeejay House, 4th Floor, 3, DinshawWachha Road, Church Gate, Mumbai 400 020.

Notice Inviting Expression of Interest Ref. No. MTDC/EOI/IT/2020/2

FOR WEBSITE

MTDC invites proposals from Agencies/Organizations having experience of similar nature of work for "Hosting and Online ticket booking of various activities/events/experiences organised by MTDC".

Key Details of submission Process

Sr. No.	Activity	Timeline
1.	Notice Inviting EOI	26/11/2020 @ 11:00 Hrs
2.	Date of start of submission	26/11/2020 @ 11:00 Hrs
3.	Last date for submission	3/12/2020 @ 15:00 Hrs
4.	Opening of EOI	4/12/2020 @ 15:00 Hrs
5.	Tender Fee	Rs. 1,180/- (Incl. of GST)
6.	EMD	Rs. 20,000/-

Note:

- The EOI document can be seen & downloaded from the following portal: <https://maharashtratourism.gov.in> or <https://mahatenders.gov.in>
- For more details contact IT department at above mentioned address or through e-mail at it@maharashtratourism.gov.in

-Sd-
Managing Director,
MTDC, Mumbai.

Date: 26/11/2020.

Place: Mumbai, Maharashtra.

FOR NEWS PAPER



Maharashtra Tourism Development Corporation Limited (MTDC) invites proposals from Agencies/Organizations having experience of similar nature of work for "Hosting and Online ticket booking of various activities/events/experiences organised by MTDC". To download EOI document please visit <https://maharashtratourism.gov.in> or <https://mahatenders.gov.in>

-Sd-
Managing Director,
MTDC, Mumbai.

Invitation for Proposal

- MTDC hereby invites Proposals from reputed, competent and professional Information Technology (IT) companies, who meet the Eligibility criteria as specified in this bidding document for the “Empanelment of Agencies for Hosting and Online Ticket Booking of various activities/events/experiences organised by MTDC” as detailed in Section 4 of this document.
- The complete bidding document shall be published on <https://mahatenders.gov.in> for the purpose of downloading. The downloaded bidding document shall be considered valid for participation in the electronic bidding process (e-Procurement/ e-Tendering) subject to the submission of required tender/ bidding document fee and EMD through e-Tendering Online Payment Gateway mode only.
- To participate in online bidding process, Bidders must procure a Digital Signature Certificate (Class - II) as per Information Technology Act-2000 using which they can digitally sign and encrypt their electronic bids. Bidders can procure the same from any CCA approved certifying agency, i.e. TCS, Safecrypt, Ncode, etc. Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC.
- Bidders are also advised to refer “e-tendering tool kit for bidder” available at <https://udd.maharashtra.etenders.in> for further details about the e-tendering process.
- Bidder is advised to study this EOI document carefully before submitting their proposals in response to the EOI Notice. 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.
- Prospective bidders are advised to check the minimum qualification criteria before participating in the bidding process. This EOI document is not transferable and the name of the bidder who purchases and submits the same bid shall be unchanged.

1. BACKGROUND & OBJECTIVE

1.1. PROJECT BACKGROUND:

MTDC along with running resorts, also runs adventure sports camps, boat clubs, heritage walks and more. Currently, there is no centralized system for the booking of tickets.

1.2. OBJECTIVE OF PROJECT

MTDC wants to onboard a partner with a strong online presence for the hosting, publicity, booking and redemption of tickets with a strong MIS at the backend to generate dashboards and insights.

Through this EOI, MTDC aims to:

- Create awareness among citizens and visitors about the different offerings of MTDC.
- Provide a user friendly and contactless method to book and redeem tickets.
- Generate strong business insights to support strategic decisions and planning.

2. SCOPE OF WORK:

2.1. Hosting, Publicity and Booking:

- a. Provide a user-friendly interface to MTDC so that MTDC can host its events on the platform.
- b. Enable uploading of different packages of the same event for the whole spectrum of customers.
- c. Support MTDC in hosting the events.
- d. Provide SMS and payment gateway for easy booking of tickets with confirmatory messages and mails about bookings/cancellations, etc.

2.2. Ticket Redemption System:

- a. Seamlessly enable MTDC staff to verify the tickets and packages through an app.
- b. Provide strong backend for the MIS and generate dashboards and important insights.
- c. Provide MTDC all the data of the customers who register on the platform for events/activities/experiences organised by MTDC.

3. Contract Period

The contract period is of 03 (three) years and may be extended for another 02 (two) years by the authorities.

4. Eligibility Criteria

To be eligible for technical bidding, the bidder shall fulfil the following conditions of eligibility. Applicants must read carefully the minimum conditions of eligibility provided herein. Proposals of only those Applicants who satisfy all the conditions of eligibility will be considered for evaluation.

Sr. No	Criteria	Supporting documents to be submitted
1	The applicant shall be a Company / Firm / Trust / Organization existing not less than 3 years	Appropriate documents supporting their status & existence to be submitted
2	The bidder must have experience of hosting and ticketing of events with a minimum customer base of 1 lakh	A self-certified letter outlining this criteria to be submitted
3	The bidder's application should have a minimum of 1lakh downloads on any of the platforms (Google play store or Apple Store)	Self-certified letter with screenshots attached
4	Annual Turnover of the bidder in all the last three financial years ending with 2019-20* should be minimum Rs. 5 Crore (Rupees Five Crore)	Turnover Certificate of Chartered Accountant shall be submitted along with a copy of Balance Sheet

* In case the annual turnover statement for FY 2019-2020 is not available, bidder may submit for FY 2016-2017

5. Evaluation Criteria

Only those Bidders who meet the Eligibility criteria and have filled the EMD shall qualify for evaluation of their Technical and Price Bids. EMD of the unsuccessful bidders will be returned under 30 days without any interest. EMD of the successful bidder shall be returned after the bidder pays a Performance Security Deposit of Rs. 50,000/- which will be refundable after the contract expires.

The Technical evaluation will be carried out as specified below:

Sr. No.	Subject description	Requirements	Max. Marks
1	Applicant's experience in hosting events on their platform	Number of events hosted during last three years(5 marks for every 100 th event) [Self certified letter from a competent authority with the company seal]	35
2	Number of registered customers	Number of customers served during the last three years (5 marks for every lakh of customers)[Self certified letter from a competent authority with the company seal]	35
3	Reviews on Google Play Store and Apple Store	Aggregate star rating on both the platforms [A letter with screenshots from the respective platforms signed by a competent authority with the company seal]	10
4	App downloads from Google Play Store and Apple Store	1 mark for every 100,000 th download. Max 5 marks per platform [The above document should suffice]	10
5	Proposed System	Presentation of proposed system with all major elements and process flow	10

For each Technical Proposal, the maximum marks that can be awarded for each applicant are 100, and the minimum technical score that an applicant requires to qualify for evaluation of the Financial Proposal is **60 (Sixty)** marks. The final selection will be on L1 basis, i.e. the bidder who quotes the lowest percentage of commission per ticket will get selected.

6. Tender Document Fee

Non-refundable Processing fees amounting to Rs. 1,180/- (Rupees One Thousand One Hundred Eighty Only) (inclusive of the GST) shall be paid by the applicant through the online payment gateway on Mahatenders. Applicant shall submit the copy of receipt of payment. Proposals without the requisite Processing fees shall be treated as non- responsive and rejected.

7. Disputes

All legal disputes are subject to the jurisdiction of Mumbai Courts only.

8. Addendum / Corrigendum / Notice

Any Addendum / Corrigendum / Notice etc. for this assignment issued by MTDC will be hosted on <https://maharashtratourism.gov.in> and <https://mahatenders.gov.in>

9. Execution of Agreement

After selection, a Letter of Award (the “LOA”) shall be issued by MTDC to the successful bidder. The successful Agency shall execute the Contract Agreement within the period of 7 (Seven) days from the date of issuance of LOA. The successful bidder shall not be entitled to seek any deviation in the agreement.

10. Language

The Proposal and all communications in relation to or concerning the Selection Process shall be in English language and strictly on the formats provided in this invitation document.

11. Submission of Proposal

Documents to accompany in the Technical Proposal:

The applicant must submit the following particulars/documents along with the proposal:

- (a) Covering Letter and Details of Applicant as per Annexure I and II respectively.
- (b) Non-refundable Processing Fee as per Clause 6 above.
- (c) The Agency shall submit their Agency Registration Certificate, Photocopy of PAN Card and GST Registration Certificate.
- (d) Balance Sheets for the last three Financial Year (ending with 2019-2020*) duly certified by Chartered Accountant indicating the Annual Turnover for the mentioned years and Turnover Certificate issued by Chartered Accountant.
- (e) All the pages of the proposal shall be initialled with date by the agency at the lower left-hand corner.
- (f) The Agency should not be blacklisted by any Government Institution/Private Agency. A self-declaration of non-blacklisting shall be submitted as per Annexure IV
- (g) Presentations as mentioned in Clause 5 i.e. Evaluation Criteria.
- (h) All other documents required as mentioned in Clause 5 i.e. Evaluation Criteria.

* In case the annual turnover statement for FY 2019-2020 is not available, bidder may submit for FY 2016-2017

Financial Proposal:

The bidder must submit the Financial Proposal in given format (Illustrated in Annexure-III). The bidder needs to submit a commission percentage per ticket of any event/activity/experience considering all deliverables mentioned in Clause 2 i.e. Scope of Work on the turnkey basis inclusive of all the expenses & applicable taxes but exclusive of GST. GST will be paid separately as per prevailing rates.

Manner of Submission:

EOI has to be submitted online on the E-Tendering platform. No hard copies have to be submitted.

Annexure- I

Covering Letter (On the Letterhead of the applicant)

Date:-

To,
Managing Director, MTDC.
Apeejay House, 4th Floor,
3, DinshawWachha Road,
Church Gate, Mumbai - 400 020

Sub: “Empanelment of Agencies for Hosting and Online Ticket Booking of various activities/events/experiences organised by MTDC”

Ref: EOI Notice - EOI No. MTDC/EOI/IT/2020 /2 dated 26/11/2020.

Being duly authorized to represent and act on behalf of (hereinafter referred to as “the Applicant”), and having reviewed and fully understood all of the Proposal requirements and information provided and collected, the undersigned hereby submits the Proposal on behalf of _____ (Name of Applicant) for the captioned Project with the details as per the requirements of the EOI, for your evaluation. We confirm that our Proposal is valid for a period of 180 days from the last date of submission of proposal.

We also 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 unconditional in all respects and we agree to the terms and conditions of the Expression of Interest.

We hereby certify and confirm that in the preparation and submission of our Proposal, we have not acted in concert or in collusion with any other applicant or other person(s) and also not done any act, deed or thing which is or could be regarded as anti-competitive.

Yours faithfully,

For and on behalf of (Name of Applicant)

Duly signed by the Authorized Signatory of the Applicant
(Name, Title and Address of the Authorized Signatory)

Annexure-II
Details of Applicant
(On the Letter Head of the Applicant)

- (a) Name of the Agency:
- (b) Name of the contact person:
- (c) Designation:
- (d) Company/Agency:
- (e) Address:
- (f) Telephone number:
- (g) E-mail address:
- (h) Fax number:
- (i) Mobile number:
- (j) GST Registration number:
- (k) Registration Number of the Company:
- (l) Full address of Operating Office / Branch:
- (m) Phone Number:
- (n) Mobile Number of the contact person at Local office:
- (o) Average Annual Turnover:

Financial Year	Turnover	Remarks
2017-18		
2018-19		
2019-20		

Duly signed by the Authorised Signatory of the Applicant
(Name, Title and Address of the Authorised Signatory)

Annexure III
Financial Proposal
(To be submitted on the Letterhead of the bidder)

Date:

To

The Managing Director,
Maharashtra Tourism Development Corporation,
Apeejay House, 4th Floor,
3 Dinshaw Vacha Road, Churchgate,
Mumbai-400020.

Subject: Empanelment of Agencies for Hosting and Online Ticket Booking of various activities /events/ experiences organised by MTDC.

Ref: Dear Sir,

We, the undersigned, offer to provide the services for “Empanelment of Agencies for Hosting and Online Ticket Booking of various activities/events/experiences organised by MTDC” in accordance with your EOI dated 26/11/2020. Our attached Financial Proposal is for the commission of **(Filled Online)**% per ticket sold on our platform. We are aware that any conditional financial offer will be outright rejected by MTDC. This amount is exclusive of Taxes.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal (120 days) from the date of submission of Bid.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive. We confirm that no Technical deviations are attached here with this commercial offer.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Date and Stamp of the signatory:

Name of Firm:

Annexure IV

Format for Declaration by the bidder for not being Blacklisted / Debarred
(To be submitted on the Letterhead of the bidder)

Date:

To

The Managing Director
Maharashtra Tourism Development Corporation,
Apeejay House, 4th Floor,
3 DinshawVacha Road,
Churchgate, Mumbai-400020.

Sub: Declaration for not being debarred / black-listed by Central / any State Government department in India as on the date of submission of the bid

Ref: RFP Notification number

Dear Sir,

I, authorized representative of _____, hereby solemnly confirm that the Company _____ is not banned by the Government of Maharashtra/ Any other state government/ Government of India which includes any Government Department, Public Sector Undertakings of the Government, Statutory Boards formed by the Government, Local Bodies in the State, Co-operative Institutions in the State, Universities and Societies formed by the Government for any reason as on last date of submission of the Bid. In the event of any deviation from the factual information/ declaration, MTDC reserves the right to reject the Bid or terminate the Contract without any compensation to the Company.

Thanking you,

Yours faithfully,

Signature of Authorized Signatory (with official seal)

Date:

Name:

Designation:

Address:

Telephone & Fax:

E-mail address: