



Maharashtra Tourism Development Corporation Ltd.

(A Government of Maharashtra undertaking)

Head Office - Mafatlal House, 1st Floor, HT Parekh Marg, 169, Backbay
Reclamation, Next to ICICI Bank, Churchgate, Mumbai-400 020.

Invitation for

Expression of Interest (EOI)

for

Empanellment of Agencies for operating “ MTDC Tour Packages ” for
Tourists travelling to/ in Maharashtra using MTDC Resorts/ Restaurants/
IISDA/ Boat Clubs/ Visitor Centres/ Kalagram/ Units

TABLE OF CONTENTS

Sr. No	Items	Page No.
	Notice Inviting Expression of Interest (EOI)	4-7
Part I.	PRE QUALIFICATION IN GENERAL	
1.	Preamble	8-8
2.	Information to Applicants	8-10
3.	Instruction to Applicants	11-12
4.	Pre-Bid Conference	12-12
6.	Eligibility Criteria	13-14
7.	Evaluation of Applications	14-16
8.	Period of Empanellment	16-16
9.	Allotment of Work	16-17
10.	Litigation History	17-17
11.	Jurisdiction of Court in case of dispute or differences arising on account of this EOI	17-17
12.	Broad Scope of Services to be performed by the Architects, Interior Designers/Consultants	18-20
13	Cheaklist for document Submission	21-21
14	Payment mode and stages	17-19
Part II	PREQUALIFICATION FORMS	
	Application Form for Empanellment	25-25
Annex-I	Organizational Details	26-26
Annex-II	Details of Directors/Partners/Proprietors	27-27

Annex-III	List of Major Tour Package /Assignments completed in last 5 years	28-28
Annex-IV	List of Major Tour Package /Assignments in progress	29-29
Annex-V	Financial Status	30-30
Annex-VI	List of Vehicle available with the firm	31-31
Annex-VII	Affidavit	32-32
Annex-VIII	Litigation/Arbitration	33-33
Annex XI	Tour Report	34-34
Annex-X	MTDC Tour Packages (Designed by MTDC/Directorate Of Tourism)	35-38



Maharashtra Tourism Development Corporation Ltd.
 Head Office, Mafatlal House, 1st Floor, H. T Parekh Marg, 169,
 Backbay Reclamation, Next to ICICI Bank, Churchgate, Mumbai.

Expression of Interest

for

Empanellment of Agencies for operating “MTDC Tour Packages” for Tourists Travelling to/ in Maharashtra using MTDC Resorts/ Restaurants/ IISDA/ Boat Clubs/ Visitor Centers/ Kalagram/ Units.

The Managing Director, MTDC Ltd. invites Expression of Interest (EoI) from reputed Tour Operators for operating “MTDC Tour Packages”.

Maharashtra Tourism Development Corporation Limited is fully owned by Government of Maharashtra. The Corporation has a mandate to promote tourism activities in Maharashtra. To assist the Corporation in achieving the same it is proposed to empanel agencies for operating Tour Packages for Tourist travelling to/ in Maharashtra using MTDC Resorts/ Restaurants/ IISDA/ Boat Clubs/ Visitor Centers/ Kalagram/ Units.

Eligibility- (Prequalification Criteria)

Criteria of Selection	Requirement
Experience of company	10 Years
Average annual turnover for last 3 years ending 2019-20	50 Lakhs (Avg. for last 3 years) The applicant should have an average annual turnover of Rs. 50 lakhs in last three preceding financial years till FY 2019-20 to be certified by a Chartered Accountant based on audited financial statement.
Work done/ Project done in Past	The Agency must be well established and must have supplied or plying 10 tour Packages to any State Tourism/Transport Undertaking or Hotels or any such organisation on hiring mode for at least three years with satisfactory performance OR should be a Tour operator of repute
Recognition	Recognised by Ministry of Tourism, GoI/Directorate of Tourism/MTDC/etc
Accreditation / Memberships	Accredited to IATO or ADTOI or OTOAI or MOTA or ETAA or TAAI or TAFI or a MTDC Reservation Agent, State or local Travel Association etc

The Tour Operator meeting the above criteria shall submit their applications in the prescribed format with following details in support of their claim for qualification-

- The application forms for EoI can be downloaded from website <https://mahatenders.gov.in> Date **02.02.2023** **hrs 10.15 AM to Date-18.02.2023, hrs 11.00 AM.**
- Firm profile along with the audited financial statements of last 3 years (ending 2019-20) for verification of annual turnover, certified by Chartered Accountant.
- Project profile shall prove experience in similar assignments as mentioned in “Tour Operated in past”.
- Detailed description of Tour Packages as above shall include Tour Package name, client name, location, brief description, kind of services role, cost of Tour Packages, duration of 1 year (if any) period of services etc. Certificate from Tourist / organisations shall be attached.
- Availability of appropriate skilled manpower: Detailed C.V. of the Professional along with Certificate issued by the firm regarding employment of the professional with the firm (clearly indicating date of employment with the firm).

Tender fee for this EoI is Rs.3000/- and EMD Rs.25,000/-

The Tour Operator shall agree to MTDC’s standard agreement for the Tour Operator at the time of award of work.

The Tour Package Operator shall submit their application in prescribed format (attached along with) clearly indicating the appointment of Empanelment of Tour Package Operator on the envelope containing application and the application itself. The Application Form and Annexure duly filled in/typed along with forwarding letter of the firm and copies of all required documents in bound form with all pages signed and stamped by the Authorised Signatory shall be submitted before the last date of submission at the above address in the office of General Manager, MTDC Ltd.. **MTDC reserves the right to reject any or all applications without assigning any reason there for.**

Sd/-
Managing Director
MTDC Ltd., Mumbai

Place: Mumbai.
Date:02/02/2023



Maharashtra Tourism Development Corporation Ltd.

(A Government of Maharashtra undertaking)

Invitation for Expression of Interest (EOI)

for

Empanellment of Agencies for operating “ MTDC Tour Packages ” for
Tourists travelling to/ in Maharashtra using MTDC Resorts/ Restaurants/
IISDA/ Boat Clubs/ Visitor Centres/ Kalagram/ Units

PART-I

PRE-QUALIFICATION IN GENERAL

MAHARASHTRA TOURISM DEVELOPMENT CORPORATION LTD., MUMBAI.

INVITATION OF EXPRESSION OF INTEREST (EOI) FOR EMPANELMENT OF AGENCIES FOR OPERATING “MTDC TOUR PACKAGES” FOR TOURISTS TRAVELLING TO/ IN MAHARASHTRA USING MTDC RESORTS/ RESTAURANTS/ IISDA/ BOAT CLUBS/ VISITOR CENTERS/ KALAGRAM/ UNITS

1. EXPRESSION OF INTEREST (EOI)

Maharashtra Tourism Development Corporation Ltd. (MTDC Ltd.), (A Government of Maharashtra Undertaking) is initiative of the Department of Tourism, Maharashtra Govt. to promote and incentivise the tourism opportunity in the state. The fundamental activities of the department include developing the conditions and infrastructure to make the state conducive to travel and tourism. In addition MTDC is also focused on helping tourists find destinations, routes and experiences that are of their liking whether it is in the form of circuits that cover a specific set of spiritual, natural or historical places or different types of Experiences, Themes, Activities and Engagements

Maharashtra Tourism Development Corporation Ltd. Mumbai invites Expression of Interest (EOI) from eligible Tour Packages Operators/Agencies for operating MTDC Tour packages as designed by the Regional Managers of MTDC at Pune, Nagpur, Aurangabad, Nashik, Ratnagiri and Navi Mumbai. **The applications duly completed as per prescribed format, shall be uploaded super scribing “Application for Empanellment of Tour Package Operator” on or before LAST DATE AS MENTIONED.**

Contact Person :

General Manager,

MTDC Head Office, Mafatlal House,

1st floor, H.T. Parekh Marg,

169, Backbay Reclamation,

Next to ICICI Bank, Churchgate,

Mumbai-400020

Phone :- +91-22-415880902 /00

E-mail: gm@maharashtratourism.gov.in

dgm@maharashtratourism.gov.in

Whatsapp (8879222067)

2. PREAMBLE

- 1.1 Maharashtra Tourism Development Corporation Ltd. Mumbai, hereinafter referred as Employer, is a Public Sector Undertaking fully owned by the Government of Maharashtra.
- 1.2 Maharashtra Tourism Development Corporation Ltd. (MTDC Ltd.), (A Government of Maharashtra Undertaking), invites proposals in form of expression of interest (EOI) for Empanellment of Agencies to provide comprehensive services related to organising Tour Packages on various routes with all facilities. The empanelled agency shall provide the services as and when required for three years period plus extendable up to two years on satisfaction.
- 1.3 In this context, MTDC LTD. Mumbai proposes to empanel various “Tour Package Operators” for executing MTDC Tour Packages using MTDC Resorts / Units.

3. INFORMATION TO APPLICANTS:

a) Basic information of Applicants :

- 3.1 MTDC Ltd invites Proposals against this Expression of Interest (“EOI”) for empanellment as “Tour Packages/Travel Services Provider Agencies” as and when required by Tourists / MTDC for three years period plus extendable up to two years on satisfaction.
- 3.2 The empanellment of successful Agency shall be based on the Quality and in mations offered in Tour Packages.
- 3.3 The proposals shall be received in e-procurement mode, through the portal www.mahatenders.gov.in.
- 3.4 Proposals must be received not later than the time, date at the venue mentioned in the notice. Proposals received after the deadline will not be considered in this empanellment process.
- 3.5 Interested Agencies are advised to study the EOI document carefully. Submission of response shall be deemed to have been done after study and examination of the EOI document with full understanding of its implications.
- 3.6 Empanellment documents shall be downloaded from our Maharashtra Tourism Development Corporation Ltd. Mumbai’s website at <https://mahatenders.gov.in>.
- 3.7 Application form for Empanellment shall be submitted in sealed envelope super scribing “Application for Impanelment of “MTDC Tour Package Operator”, **on or before stipulated time and date.** Uploaded on <https://mahatenders.gov.in>.

- 3.8 The application shall be submitted only as per the enclosed format (s) along with Annexure I to IX. Self-attested documentary proof(s) in respect of the details furnished in the application form shall be submitted along with the application. The intending applicants shall also submit the list of such projects where due to any disputes, litigation/arbitration was invoked and or the “Tour Package Operators” were abandoned/suspended by the Client. Suppression of any information in this regard may lead to cancellation of Empanellment of the “Tour Package Operator” concerned, if such information comes to the notice of MTDC LTD. MUMBAI after Empanellment. Incomplete applications will be summarily rejected.
- 3.9 The application shall be signed by the authorized person (s) of the firm. All pages of the documents shall be signed / sealed.
- 3.10 The EoI by applicant for individual category shall be opened preferably on **last date submission at 4:00 pm**, if possible.
- 3.11 MTDC LTD. MUMBAI. Reserves the right to reject any or all applications without assigning any reason thereof.
- 3.12 The Empanelment of “Tour Package Operator” will be for a period of 3 years or till fresh Empanellment is done whichever is earlier.
- 3.13 Prequalification/Empanellment does not necessarily mean that a job will be assigned to the “Tour Package Operator”.
- 3.14 Clarifications, if necessary, will be sought from the applicants before Empanellment. All information submitted by the applicants during the process of Empanellment will be the property of MTDC LTD. MUMBAI and will not be returned.

b) General Information about Tender :

- 3.15 The bid should contain all the relevant information and desired enclosures in the prescribed.
- 3.16 The tender should be submitted through e-Tendering / e-Procurement portal www.mahatenders.gov.in or to the MTDC Head Office at Mumbai as provided in this document. No other form of tender submission will be valid for evaluation.
- 3.17 All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular query is not applicable, it should be stated as "Not Applicable". However the Agencies are cautioned that not giving complete information called for in the tender forms or not giving it in clear terms or making any change in the

prescribed forms or deliberately suppressing the information may result in the Agency being summarily disqualified.

- 3.18 The tenders without EMD shall be summarily rejected. No exemption for EMD will be entertained. The successful Agency shall be required to deposit performance security in form of bank guarantee valid for the contract period plus three more months within 15 days from the date of the Empanellment. The EMD of the unsuccessful Agencies shall be returned without interest after award of work to the successful Agency. The EMD of the successful Agency shall be returned only after the signing of the agreement along with performance security deposit. The EMD stands forfeited in case the Agency withdraws or amends his bid after submission of tender document.
- 3.19 Reference, information and certificates from the respective clients certifying technical, delivery and execution capability of the agency should be signed and the contact numbers of all such clients should be mentioned. MTDC Ltd may also independently seek information regarding the performance from the clients.
- 3.20 The applicant is advised to attach any additional information, which they think is necessary in regard to their capabilities to establish that the applicant is capable in all respects to successfully complete the envisaged work. They are however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted, unless MTDC Ltd calls it for.
- 3.21 Even though Agency may satisfy the qualifying criteria, they are liable for disqualification if they have a record of poor performance or not able to understand the scope of work etc.
- 3.22 Prospective Agencies may seek clarification regarding the project and/ or the requirements for prequalification, in writing through mail within a reasonable time or in the pre bid meet.
- 3.23 All disputes arising shall be subject to the jurisdiction of appropriate court of Mumbai alone and shall be governed by the law of India. MTDC Ltd reserves right to award the work / cancel the award without assigning any reason. In case of differences, if any, the decision of MTDC Ltd shall be final. Initially the agreement will be for three years and may be extended for two more year depending upon successful completion of the job, performance review and mutual agreement.
- 3.24 The successful Agency has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over runs etc.
- 3.25 Agencies are neither allowed to join hands to participate in the tender as a consortium nor allowed to submit multiple bids. Any such act will make the bid liable for rejection.

4. INSTRUCTIONS TO APPLICANTS:

4.1 GENERAL

- a) All information requested for in the enclosed forms should be furnished against the respective columns in the format. Applicants are cautioned that non submission of complete information as per the required formats or making any change in the prescribed forms may result in the application being summarily rejected.
- b) The application shall be type written. The applicant's name, signature and stamp shall appear on each page of the application form.
- c) The application form as downloaded from the website of MTDC LTD. MUMBAI.
<https://mahatenders.gov.in>.
- d) Copies of the References, information, work orders and completion certificates from the respective clients certifying the suitability, technical knowhow, experience or capability of the applicant shall be submitted by the applicant, which could be verified by MTDC LTD. MUMBAI., when required.
- e) The cost incurred by the applicants in preparation & submission of this application, providing clarifications or attending discussions in connection with process of Empanellment shall be borne by the applicant and MTDC LTD. MUMBAI in no case shall be responsible or liable for these costs regardless of the outcome of the process.

4.2 DEFINITIONS

- a) In the document, the following words and expressions shall have the meaning hereby assigned to them except where the context otherwise requires:
 - I) "MTDC/Tourist" means Maharashtra Tourism Development Corporation Ltd. Mumbai.(MTDC LTD., MUMBAI.) and include the Tourists who has booked the package, MTDC's representatives or successors, but not without the consent of the Contractor any assignee of the Employer.
 - II) "Applicant" or "Tour Package Operator" or "Agency" or "Firm" means proprietary firm, Partnership firm, Private Limited Company, Limited Company whose application has been received by the employer and includes the applicant's personal representatives, successors and permitted assignees.

4.3 METHOD OF APPLYING

- a) If the application is made by a proprietary firm, it shall be signed by the Proprietor above his full typewritten name and full name of his firm with the current address.
- b) If the application is made by a firm in partnership, it shall be signed by all the partners of the firm above their full typewritten names and current addresses or alternatively by a partner holding Power of Attorney for signing the application, in which case a certified copy of Partnership Deed shall accompany the application.
- c) If the application is made by a Limited Company, it shall be signed by a duly authorized person holding the Power of Attorney for signing the application, in which case a certified copy of the Power of Attorney issued by the Board of Directors shall accompany the application.

4.4 FINAL DECISION MAKING AUTHORITY

- a) The “MTDC” reserves the right to reject or accept any one or all applications and to annul the process and reject all the applications at any time without assigning any reason(s) thereof and without thereby incurring any liability to the affected applicant or without informing the applicants of the grounds for the MTDC’s action.

5. PRE-BID CONFERENCE:

Will be held on 5th working day after issue of EoI. Please submit your query to mail ID gm@maharashtratourism.gov.in

6. ELIGIBILITY CRITERIA:

Criteria of Selection	Requirement
Experience of company	10 Years
Average annual turnover for last 3 years ending 2019-20	50 Lakhs (Avg. for last 3 years) The applicant should have an average annual turnover of Rs. 50 lakhs in last three preceding financial years till FY 2019-20 to be certified by a Chartered Accountant based on audited financial statement.
Work done/ Project done in Past /The Agency must be well established and must have supplied or plying 10 tour Packages to any State Tourism/Transport Undertaking or any such organisation on hiring mode for at least three years with satisfactory performance OR should be a Tour operator of repute	Copies of Contract/work orders and reference of the contact person (name address and telephone no.). Work Experience and Quality Tours will decide Operator of repute
Recognition / Recognised by Ministry of Tourism, GoI/Directorate of Tourism/MTDC/etc	Certified copies
Accreditation / Memberships / Accredited to IATO or ADTOI or OTOAI or MOTA or ETAA or TAAI or TAFI or a MTDC Reservation Agent, State or local Travel Association etc	Certified copies
Agency must be a registered entity in India for touroperator/agency for same category of services.	Copy of Valid Certificate of existence/operation of applicant
The Agency should neither have been debarred and / or blacklisted by any Central/State Govt. Department.	Self declaration for Anti Blacklisting by authorized signatory of the company
No pending Litigation: the Agency shall provide information on any current or pending litigation or arbitration separately on a self declaration.	Affidavit on letter head
The Agency must have sufficient technical & administrative employees for these services.	Declaration by head of organization/ Company/ Business Unit
Agencies are neither allowed to join hands to form consortium to participate in this tender nor to submit multiple bids.	Self certification by authorized signatory

The Agency should have an office in the city of Mumbai /Regional Officers of MTDC or should be agreeable to open an office in Mumbai in the event of award of contract.	Copy of Registration Certificate or undertaking to the effect.
All pages of the bids should be signed by authorized signatory.	Power of attorney/board resolution regarding authorized signatory.

The Firm meeting the above criteria shall submit their applications in the prescribed format with following details in support of their claim for qualification-

- Firm profile along with the audited financial statements of last 3 years ending 2019-20 for verification of annual turnover, certified by Chartered Accountant.
- Project profile for shall prove experience in similar assignments projects done in past.
- Detailed description for Tourism Package Project as above shall include details such as Tour Package name, client name, location, bring description, service provided, role, Baseline cost of Tour Package, duration of Empanellment etc shall be given

Availability of appropriate skilled manpower: Detailed C.V. of the Professional along with Certificate issued by the firm regarding employment of the professional with the firm (clearly indicating date of employment with the firm).

7. EVALUATION OF APPLICATIONS:

7.1 The applications will be examined by a designated Evaluation Team of MTDC LTD. MUMBAI /Regional Offices., which may call for clarifications/ additional information from the Agencys which must be furnished to the Evaluation Team within the stipulated time. The applicants shall be evaluated based on the following parameters on a scale of 100.

Sr. No.	Parameters	Maximum Marks
1	Capability Statement of the Firm (years of existence, presence and Product knowledge of Tours	30
2	Firm's Experience (Similar Tour Packages Services/works completed)	45
3	Firm's Financial Capacity(Annual Financial Turnover)	10
4	Strength of Technical Team (In-house)	15
	Maximum Total Marks	100

7.2 The applicants will be awarded marks for each of the above parameter on the following basis:

Sr. No.	Parameters	Maximum Marks
1	CAPABILITY STATEMENT	30
	1.1 Years of Experience	
	a) Experience of 10 year	10
	b) Experience more than 10 year will be allotted 3 point for every year or part thereof of additional experience.	15
	1.2 Presence and Product knowledge of Tours	
	a) Local office at Regional Head quarter of MTDC	10
	b) Tour Packages undertaken in the state of Maharashtra	15
2	TOUR PACKAGE OPERATORS EXPERIENCE	45
	1. Similar Tour Packages operation in Maharashtra, Existing /Completed. No of Tour Packages at least 10	20
	a) Additional marks for more than 10 Tour Packages 1 marks each.	10
	b) Registration by Ministry of Tourism/GOI/Directorate of Tourism /MTDC etc.	5
	c) Accredited to IATO or ADTOI or ATOAI or MOTA or ETAA or TAAI or TAFI or as MTDC Reservation Agent, State or local Travel Association etc	5
	d) Experiences, Activities, Engagements offered in Current Packages i.e. Tour Packages of firm.	5
3.	TOUR PACKAGE OPERATORS FINANCIAL CAPACITY	10
	3.1 Average Annual Financial Turnover.	
	a) Average annual turnover as per the threshold indicated in 6.	7
	b) 1 mark for additional financial turnover in multiples or part thereof @ 20% of the threshold value indicated in 6.	3
4	STRENGTH OF TECHNICAL TEAM	15
	a) Director / Proprietor with 10 years experience and Tourism Education	5
	b) Tour Guide Category /MoT/State/Archaeology used	2
	c) Vehicle make 2021-2023	2

	d) Vehicle make 2019-2021.	2
	e) Vehicle make 2017-2019	2
	f) Vehicle make 2015-2017	2
	Maximum Total Marks	100

7.3 Agencies should satisfy the qualifying criteria on their own merits and not as a sum total of their sub agencies. Joint Ventures / Consortium / MOU shall not be entertained. All documents be mandatory attested for above.

8. EMPANELLEMENT:

- 8.1 Based on the maximum marks obtained/scored in each individual category, the “Tour Package Operator having scored equal to total 75 marks & above, shall ONLY be considered for empanellment. Other Tour Package Operator those who score less than total 75 marks shall not be considered for empanellment. No correspondence shall be done with the Tour Package Operator who are not empanelled. Also no claims of any kind or queries in any form shall be entertained.
- 8.2 The empanellment of “Agencies for operating MTDC Tour Packages” will be for a period of 03 (Three) Years from the date of announcement of empanellment. However, MTDC LTD. MUMBAI reserves the rights to cancel or extend the empanellment of any or all the consultant and request afresh proposals for empanellment at any time.
- 8.3 MTDC LTD. MUMBAI reserves the right to extend the period of empanellment of consultants for a further period of two years depending on the requirement and performance of the consultant. The decision of MTDC LTD. MUMBAI in this regard shall be final.
- 8.4 The empanellment of “Tour Package Operator” will remain in force for the purpose of completion of all MTDC Tour Packages during the period of the empanellment until they have been completed.
- 8.5 MTDC LTD. MUMBAI reserves the right to withdraw/ cancel empanellment observing the performance of the services before the period of empanellment is over.

9. ALLOTMENT OF WORK:

- 9.1 Depending upon the requirement, MTDC LTD. MUMBAI, from all the empaneled entities, shall invite detailed plans with the Tour design for the said Tour Packages and based on the quality of Tour design in consultation with Regional Manager, the Tour proposal and cost, will be evaluated by panel of MTDC and the Tour will be given for

operation, i.e. one “Tour Package Operator” will be selected based on the above parameters.

9.2 The Tour Package will be allotted to the successful “Tour Package Operator”, who is empanelled based on the stipulations as mentioned in 9.1 above. Payment structure of the fess shall be as given in 13 below.

9.3 MTDC LTD. MUMBAI also reserves the right to allot the Tour Package to any of the empanelled “Tour Package Operator” after giving due consideration to the suitability and competence of the “Tour Package Operator” to handle jobs, with due regard to their proven track record, which shall be reviewed by MTDC LTD. MUMBAI/ Regional Manger. (MTDC), as found necessary, from time to time.

9.4 The “Tour Package Operator” who are awarded the work shall have to enter in to the agreement in the standard format of MTDC.

9.5 MTDC Ltd., Mumbai doesn't guarantee for getting the job/ work/assignment to the empanelled “Tour Package Operator” during Empanellment period. No claims of any nature (including financial claims) shall be tenable in any case.

10. Litigation History

10.1 The Applicant should provide accurate information on any litigation or arbitration resulting from contracts completed or under its execution over the last Five (5) years ending 31.03.2022. A consistent history of litigations against the Applicant may result in disqualification of the application for Empanellment, at the discretion of MTDC LTD. MUMBAI.

11. Disputes

11.1 All disputes of any nature shall be first submitted to the Managing Director, MTDC Ltd Mumbai whose decision shall be final and binding.

11.2 Jurisdiction of Court in case of dispute not resolved will be Head Office, Mumbai.

11.2.1 Any suit or application, arising out of any dispute or difference on account of this prequalification tender shall be filed in a competent court at Mumbai only and no other court or any other district of the country shall have any jurisdiction in the matter.

12. BROAD SCOPE OF WORK / SERVICES TO BE PERFORMED BY “EMPANELLED TOUR PACKAGE OPERATORS”

Background of scope of work (The Concept)

The State of Maharashtra is a treasure trove of World Heritage Sites, Cave temples, Forts, Beaches, Hill stations, National Parks & Wildlife Sanctuaries, Monuments, Festivals, Gourmets, Intangible cultural Heritage (ICH), Cultural and Natural Heritage, Pre Historic cave paintings, Petroglyphs, Ancient and Medieval cities, Manmade Attractions etc. MTDC caters to the Tourists and Travellers to Maharashtra, it operates 30 Resorts and 30 Restaurants, Boat Clubs, Scuba Diving Institute, Visitor centre etc. More than 250,000 Guests stay at MTDC Resorts annually and the Resorts still have a capacity of 250,000 guests to be accommodated. The unique and strategic locations of MTDC attract travellers, however there has been a great demand of having AIT (All inclusive Tours) with MTDC Accommodation, MTDC Restaurant meals, Tour Guide, Transport, Sightseeing, Experiences, Activities etc as a PACKAGE (Tour Package). This will ensure the Tourist an end to end solution and thus a seamless Maharashtra Tourism Experience. It will also ensure them the MTDC TOURIST TRUST SEAL of safety, Security and Comfort. Keeping this in perspective the Regional Manager, Aurangabad has designed Tour Packages with a baseline cost which can be operated by Tour packages. MTDC invites experienced, recognised and Quality Tour Operators /service Providers to operate these MTDC Tour Packages.

After empanellment agencies shall be required to submit their best offers for providing services related to organising and conducting Tour Packages AS DESIGNED AND BASELINE COSTED BY MTDC on various CIRCUITS/ROUTES/ITINERARIES.

After empanellment of Tour Operator/Service Provider through this tendering process, the empanellment Service Provider will be required to operate the MTDC Tour package services in the identified destinations/routes as per instructions and guidelines of MTDC. The empanelled agency shall provide the services as and when required for three years period plus extendable up to two years on satisfaction

The Scope of work shall include the following:

- To operate the Itineraries as designed by the Regional Manager MTDC and finalised in consultation with empanelled Tour operators/Travel partners
- To operate the identified Tour Itineraries which are partnered with accredited Tour Guides, Experience providers, Cultural troupes etc. giving end to end travel solution, from picking up the Guests to dropping them
- To operate all inclusive tour packages based on these itineraries of Experiences/ Excursions/01 Day tour/ 1 night stay tours/ 1 night 02 days/ 2 nights 03 days/ 3 nights 04 days/ 4 nights 05 days etc using MTDC Resorts/Various Units in State of Maharashtra for Accommodation and meals.
- The Tour packages with itineraries and estimated costing for all regions are proposal and will be discussed once empanellment is done.
- The Tour packages use MTDC Resorts/Restaurants/Boat Clubs/Visitor Centres/IISDA spread in across the state of Maharashtra.
- To ensure that the Tour package should be operated at all times in consultation with the Regional Managers of the Region.
- The Tour package will include “travel partners” like Experience providers, Adventure organisers, Trek organisers, Tour Guides, Curators, Naturalists, Archaeologists, Divers etc
- To provide customer support and attend queries regarding tour programmes along with the Regional managers .
- To reaffirm that in case of any alteration prior approval must be taken from the Regional offices and notified to MTDC Head office by Regional Manager.
- To collect the QR feedback from the tourists after completion of tours and distribute memoirand certificate on behalf of corporation.
- To generate a report every morning of the Tours conducted the prior day in the prescribed format as will be provided by MTDC.
- To book online/offline tours through MTDC website, Regional offices, Reservations department, Resorts, Reservation Agents.
- To market and advertise the enlisted package in association with the Regional Managers to facilitate maximum turnout. To assist and suggest the Regional Manger in Marketing these Tours.
- To follow all rules and regulations prescribed by transport department.

- To follow all rules and regulations as laid down by local and Govt. Authorities from time to time.
- To display MTDC partnership for these packages at all times.
- The Agency shall ensure suitable drinking water and separate toilet facilities for both men and ladies during tour (enroute to MTDC Resorts & Sightseeing)

The MTDC shall reserve the right to be modified /changed/added new routes/packages at any time as deemed think fit.

TOURIST FOCUS: The Tourist comfort, safety, security and esteem should be taken as priority. *Atithi Devo Bhava* would be displayed through a proper Reception and Welcome of the Guests that shall include traditional welcome, aarti , tikka and garland. The guest shall be provided with a Single point of contact, who will be appointed by the MTDC Regional Manager or the Head Office.

13. Check List

Evaluation will be done as per the information provided in the checklist. Hence Applications with unattached documents may referred.

Check List for Document Submission

Sl. No.	Checklist Item Description	Description	Document Link Name	Document attached (YES/NO)
1	Submission of Tender document Fee	Copy of Tender document Fee		
2	Bid Letter			
3	Agency must be a registered entity in India/Maharashtra for tour operator/agency for same category of services.	Copy of Valid Certificate of existence/operation of applicant.		
4	The Agency must be well established and must have supplied or plying 10 tour Packages to any State Transport Undertaking or any such organisation on hiring mode for at least three years with satisfactory performance.	Copies of Contract/work orders and reference of the contact person (name address and telephone no.)		
5	The Agency should neither have been debarred and / or blacklisted by any Central/State Govt. Department.	Self declaration for Anti Blacklisting by authorized signatory of the company		
6	The applicant should have an average annual turnover of Rs. 25 lakhs in last three preceding financial years till FY 2019-20 to be certified by a Chartered Accountant based on audited financial statement.	Copy of certificate of Chartered Accountant.		
7	No pending Litigation: the Agency shall provide information on any current or pending litigation or arbitration	Copy of Affidavit on letter read		

	separately on a self declaration.			
8	The Agency must have sufficient technical & administrative employees for these services.	Copy of declaration by head of organization/ Company/ Business Unit		
9	Agency are neither allowed to join hands to form consortium to participate in this tender nor to submit multiple bids.	Copy of self declaration		
10	The Agency should have an office in the city of Regional Office or should be agreeable to open an office in Regional Office in the event of award of contract.	Copy of declaration by head of organization/ Company/ Business Unit		
11	All pages of the bids should be signed by authorized signatory.	Copy of declaration by head of organization/ Company/ Business Unit		
Note:- All documents should be uploaded/ attached at right places otherwise it will be rejected. In case of offline attach in Envelope A				

14. Payment mode and stages

1. Regional Office wise tour operators will be empanelled by MTDC
2. Regional Office wise tour packages will be prepared by MTDC.
3. Quotation Process will be done by MTDC to select tour operator from Empanelled list to allot specific tour package for management.
4. Expected Quotation Format will be as given below

Quotation format

Sr. No	Subject	Rate	Remarks
Part A			
1	Room Booking	MTDC	
2	Meal @Resort	MTDC	BF+Lunch + Dinner+ Tea
	Total		
Part B			
1	Entry fees	Optional as per Tourist requirement & payment	
Part C			
1	Transport Cost SUV SUV/Car 7Seater Mini Bus AC Luxury Bus		Quote By Empaneled Tour Operator
2	Tour Gide and Tour management fees		Quote By Empaneled Tour Operator
	Total		

5. Tour Package will be allocate to L1(a empanelled Tour operator quoted least rate) for Part C in above table.
6. The tour package booking will be done through MTDC website, however marketing of tour packages should be done by the tour operator.
7. Before start of the tour 60% of Part C plus GST will be paid to the operator after submission of tax invoice.
8. After successful completion of tour, remaining 40% amount plus GST will be paid to the tour operator. Submission of Tax invoice is mandatory.
9. Any quality issue/ complaints of tourist will be examine by MTDC and penalty can be imposed up to maximum 5% of the total amount (i.e Part C).
10. It is mandatory to all empanelled tour operator to deposit 2 lakh Security Deposit (refundable without interest) for total contract period.



Maharashtra Tourism Development Corporation Ltd.

(A Government of Maharashtra undertaking)

Invitation for

Expression of Interest (EOI)

For

Empanellment of Agencies for operating “ MTDC Tour Packages ” for
Tourists travelling to/ in Maharashtra using MTDC Resorts/ Restaurants/
IISDA/ Boat Clubs/ Visitor Centres/ Kalagram/ Units

PART-II

FORMS

APPLICATION FORM FOR EMPANELLEMENT
Information to be furnished by the Applicant

Sr. No.	Particulars	Details
1.	Name of Organization	
2.	Address	
3.	Contact Person	
4.	Telephone No.	
5.	Mobile No.	
6.	Email ID	
7.	Details regarding Demand Draft/ Pay order for tender Fee as mentioned in EoI.	No....., date....., Bank.....
8.	Organization Details	To be filled as per Annexure I
9.	Details of Directors/Partners/Proprietors	To be filled as per Annexure II
10.	List of Tour Package Assignments completed	To be filled as per Annexure III
11.	List of Tour Package Assignments in progress	To be filled as per Annexure IV
12.	Financial Status	To be filled as per Annexure V
13.	List of permanent professional Employees and Key Personnel mentioning their specialization, qualifications, experience and association with the firm	Self-certified copies to be enclosed
14.	List of vehicles available with the firm	To be filled as per Annexure VI
15.	Affidavit	To be filled as per Annexure VII
16.	Litigation/ Arbitration	To be filled as per Annexure VIII
17.	Tour Report	To be filled as per Annexure IX

Signature of the Applicant
Name & Designation

Place:
Date:

ORGANISATIONAL DETAILS

Sr. No.	Parameter	Details
1	Organizational Set-up: <ul style="list-style-type: none"> • Place of Incorporation • Year of Establishment/ Incorporation/ Registration • Status of Firm (Proprietorship/Partnership/Limited/Any other) • Name of Directors/Partners/ Proprietors • Empanellment with Govt. Organizations (Mention names along with copies of Certificates) 	
2	Employee Strength: <ul style="list-style-type: none"> • Principal Tour Operator (nos.) • Tour Organiser (nos.) • Tour Escorts (nos.) • Tour Guides (nos.) 	
3	Details of Vehicles:	
4	Outsourcing jobs: <ul style="list-style-type: none"> • Guide • Experiences • Vehicles • Any other 	

Note :-

- 1) Necessary documents to prove above facts shall be attached(duly attested).
- 2) Details of the CV's of Technical Staff along with proof of their employments with the firm, qualification should be submitted.
- 3) If required, MTDC Ltd. may verify the submitted documents independently.

Signature of the Applicant

Name & Designation

Place:

Date:

Annexure-II

DETAILS OF DIRECTORS/PARTNERS/PROPRIETORS

Sr. No.	Name of Partners/Directors/ Proprietors	Academic Qualifications	Designation	Address/ Phone/Email

Signature of the Applicant

Name & Designation

Place:

Date:

Annexure-III

LIST OF TOUR PACKAGE OPERATOR ASSIGNMENTS COMPLETED

Sr. No.	Name of Tour Packages	Short description of Tour Package Operator	Name and add. of Self/ Client	Price of Tour Package	Date of Start of Tour Package		Any other relevant information
					Since	Till	

Note:

- 1 The list of Tour Packages mentioned above should be substantiated with documentary evidence such as Work Orders/Contract Agreements and Completion Certificates duly attested.
- 2 Applications received without necessary documentary evidence are liable to be rejected.

Signature of the Applicant

Name & Designation

Place:

Date:

Annexure-IV

LIST OF MAJOR TOUR OPERATOR ASSIGNMENTS IN PROGRESS

Sr. No	Name of Tour Package	Short description of Tour Operator	Name and add. of Owner / Proprietor / Director	Price of Tour Package	Date of Start of Tour Package	Any other relevant information

Note:

- 1 The list of Tour Packages mentioned above should be substantiated with documentary evidence such as Empanellment/Work Orders/Contract Agreements duly attested.
- 2 Applications received without necessary documentary evidence are liable to be rejected.

Signature of the Applicant

Name & Designation

Place:

Date:

FINANCIAL STATUS

Sr. No.	Financial Year	Turnover (Rs.)
1.	2016-17	
2.	2018-19	
3.	2019-20	

Note:

1. Certified copies of audited Balance Sheets/Chartered Accountants Certificates to be enclosed.

Signature of the Applicant

Name & Designation

Place:

Date:

Annexure-VI

LIST OF VEHICLE AVAILABLE WITH THE FIRM

Sr. No.	Name of Vehicle	Vehicle Purchase date	Type	Year of Make
1.	Bus			
2.	Mini Bus			
3	Car			
4	Other Vehicle			
5				
6				
7				
8				

Signature of the Applicant

Name & Designation

Place:

Date:

AFFIDAVIT
(TO BE SUBMITTED ON NONJUDICIAL STAMP PAPER OF MINIMUM Rs 100/DULY
CERTIFIED BY NOTARY PUBLIC)

Affidavit of Mr.S/o
R/o.....

I, the deponent above named do hereby solemnly affirm and declare as under:

- 1 That I am the Proprietor / Authorized signatory of M/s.having its Head Office /Regd. Office at
- 2 That the information / documents / Experience certificate(s) submitted by M/s.....along with this ‘Expression of Interest for empanellment of Tour Operator’ to Maharashtra Tourism Development Corporation Ltd. Mumbai.(MTDC LTD. MUMBAI.) are genuine and true and nothing has been concealed.
- 3 I shall have no objection in case MTDC LTD. MUMBAI. verifies them from issuing authority(s). I shall also have no objection in producing the original copy of the document(s), in case MTDC LTD. MUMBAI demand so for verification.
- 4 I hereby confirm that in case, any document, information & /or certificate submitted by me is found to be incorrect/false/fabricated, MTDC LTD. MUMBAI. at its discretion may disqualify / reject my application for prequalification out rightly and also debar me /M/s.from participating in any future tenders/EOIs.

Deponent

I,, the Proprietor / Authorized signatory of M/s., do hereby confirm that the contents of the above Affidavit are true to my knowledge and nothing has been concealed there from and that no part of it is false.

Verified atthisday of

Deponent

Litigation/Arbitration

Year	Contract Identification and Matter in Dispute	Value of Pending Claim in INR or any other currency
	Contract Name : Name of Employer : Address of Employer : Matter in Dispute : Total value of the Contract:	
	Contract Name: Name of Employer : Address of Employer : Matter in Dispute : Total value of the Contract:	
	Contract Name: Name of Employer : Address of Employer : Matter in Dispute : Total value of the Contract:	

Signature of the Applicant

Name & Designation

Place:

Date:

TOUR REPORT

(on the letter head of empanelled tour operator)

Tour No. / Tour Code

Tour Date

Itinerary

Number of passenger(s)

List of Passengers

Remarks (if any)

(Please attach separate sheets where needed)

Date:

Authorised Signatory
With Seal (Name in Block Letters)

ANNEXURE X

MTDC TOUR PACKAGES (DESIGNED BY MTDC/DIRECTORATE OF TOURISM)

The following are the Tour Packages with itineraries designed by the Regional Managers in consultation with Tour operators. They have been named and coded for easy identification for the Tourists, MTDC and the travel partners to be on boarded.

MTDC HEAD OFFICE

Sr No	Tour Code	Name of MTDC Tour Package	Duration
01	MTDC MAH 01	MAHARASHTRA GRAND QUADRILATERAL TOUR - MUMBAI –NASHIK - AURANGABAD – AMRAVATI- NAGPUR – PUNE –KOLHAPUR - SINDHUDURG – RATNAGIRI - MUMBAI	7N/8 D AND 12N/13D
02	MTDC MAH 02	THE BUDDHIST HERITAGE ROUTE – MUMBAI-NASHIK-AURANGABAD – AJANTA-GHATOTKACH –ELLORA- PITALKHORA-NAGPUR-RAMTEK-PAUNI- MUMBAI	6N/7D
03	MTDC MAH 03	BHARAT RATNA DR. BABASAHEB HERITAGE CIRCUIT – MUMBAI-AURANGABAD-NAGPUR	4N/5D
04	MTDC MAH 04	HIGHLIGHTS OF MAHARASHTRA – MUMBAI-ALIBAUG-RAIGAD-MAHABALESHWAR-PANCHGANI-KOLHAPUR-LONAVALA-MUMBAI	9N/10D
05	MTDC MAH 05	BREST OF MAHARASHTRA- MUMBAI-BHANDARDARA-NASHIK-SAPTSHRUNGI-SHIRDI-SHANISHINGNAPUR-ELLORA-AJANTA-PUNE/MUMBAI	6N/7D
06	MTDC MAH 06	GEMS OF MAHARASHTRA- PUNE/MUMBAI-SHIRDI-AURANGABAD-ELLORA- AJANTA-LONAR- SHEGAON-CHIKALDHARA-PENCH-RAMTEK-NAGPUR	7N/8D
07	MTDC MAH 07	THE TRIBAL EXPERIENCE – MUMBAI-VASAI-PALGHAR-DAHANU-JAWHAR-KELVA-WADA-NASHIK- IGATPURI-MUMBAI	8N/9D
08	MTDCMAH 08	ROYAL MAHARASHTRA – PUNE-SATARA-KOYNANAGAR-KOLHAPUR -PUNE	2N/3D
09	MTDC MAH 09	FORTS OF MAHARASHTRA – MUMBAI-HARISHCHANDRAGAD –SHIVNERI -NASHIK-HATHGAD-SALAR-ALANG-MALANG-KULUNG-SINHGAD-RAJGAD-TORNA-PRATAPGAD – RAIGAD	6N/7D

NAGPUR REGION

Sr No	Tour Code	Name of MTDC Tour Package	Duration
01	MTDC NAG 01	CENTRE OF INDIA NAGPUR CITY TOUR	Full Day Excursion
02	MTDC NAG 02	CENTRE OF INDIA NAGPUR MORNING CITY TOUR	Half Day Excursion
03	MTDC NAG 03	CENTRE OF INDIA NAGPUR AFTERNOON CITY TOUR	Half Day Excursion
04	MTDC NAG 04	EXPERIENCE MINI KHAJURAHO TOUR – MARKANDA MAHADEV	1N/2D
05	MTDC NAG 05	OUTDOOR MUSEUM TOUR- NAGZIRA	1N/2D
06	MTDC NAG 06	THE JUNGLE BOOK – PENCH SILLARI TOUR	1N/2D
07	MTDC NAG 07	GO WILD TOUR – BOR TIGER RESERVE TOUR	1N/2D
08	MTDC NAG 08	TIGER TALES TOUR – TADOBA/ NAGZIRA	2N/3D
09	MTDC NAG 09	TRANSWILD TOUR – BOR, TADOBA, NAGZIRA, PENCH & CHIKALDHARA	6N/7D

AMRAVATI REGION

Sr No	Tour Code	Name of MTDC Tour Package	Duration
01	MTDC AMR 01	MISTY CHIKALDHARA TOUR- CHIKALDHARA	1N/2D
02	MTDC AMR 02	SPIRITUAL SHEGAON TOUR - SHEGAON	1N/2D
03	MTDC AMR 03	GREATER CRATER TOUR - LONAR	2N/3D
04	MTDC AMR 04	MAGICAL MELGHAT TOUR - CHIKALDHARA	4N/5D

AURANAGBAD REGION

Sr No	Tour Code	Name of MTDC Tour Package	Duration
01	MTDC AUR 01	MEDIEVAL AURANGBAD TOUR	Full Day Excursion
02	MTDC AUR 02	AURANGABAD AURA TOUR	Half Day Excursion
03	MTDC AUR 03	KAILASHA - THE WORLD WONDER TOUR, ELLORA	1N/2D
04	MTDC AUR 04	WORLD HERITAGE MARVEL TOUR – AJANTA & ELLORA	1N/2D
05	MTDC AUR 05	SPIRITUAL DECCAN – TRIMBAKESHWAR, ELLORA & SHIRDI	1N/2D
06	MTDC AUR 06	GEOWONDER LONAR - LONAR	1N/2D
07	MTDC AUR 07	BUDDHIST HERITAGE TOUR - AJANTA	2N/3D
08	MTDC AUR 08	ELLORA AJANTA HERITAGE TOUR	3N/4D
09	MTDC AUR 09	RELIVE THE PAST – AURANAGABAD-DEOGIRI-ELLORA-AJANTA & LONAR	4N/5D

RATNAGIRI REGION

Sr No	Tour Code	Name of MTDC Tour Package	Duration
01	MTDC KON 01	MESMERISING KUNKESHWAR TOUR	1N/2D
02	MTDC KON 02	MESMERSING VELNESHWAR TOUR	1N/2D
03	MTDC KON 03	MESMERISING TARKARLI	1N/2D
04	MTDC KON 04	MESMERISING GANPATIPULE	1N/2D
05	MTDC KON 05	THE TEMPLE SHORE TOUR - HARIHARESHWAR	2N/3D
06	MTDC KON 06	BEACH HOLIDAY TOUR - GANPATIPULE	2N/3D
07	MTDC KON 07	BEACH HOLIDAY TOUR - TARKARLI	2N/2D
08	MTDC KON 08	BEACH HOLIDAY TOUR- KUNKESHWAR	2N/3D
09	MTDC KON 09	AMAZING AQUATIC HOLIDAY - IISDA	2N/3D
10	MTDC KON 10	AMAZING IISDA - TARKARLI	2N/3D
11	MTDC KON 11	THE SPARKLING SANDS – TARKARLI, IISDA & KUNKESHWAR	3N/4D
12	MTDC KON 12	THE GOLDEN SANDS – GANPATIPULE & VELNESHWAR	3N/4D
13	MTDC KON 13	ENCHANTING GANPATIPULE	3N/4 D
14	MTDC KON 14	KONKAN RIVIERA – TARKARLI, KUNKESHWAR, GANPATIPULE & VELNESHWAR	5N/6D

PUNE REGION

Sr No	Tour Code	Name of MTDC Tour Package	Duration
01	MTDC PUN 01	PUNE CITY TOUR	Full Day Excursion
02	MTDC PUN 02	STRAWBERRY CALLING TOUR - MAHABALESHWAR	Full Day Tour
03	MTDC PUN 03	JAI BABA BHOLENATH TOUR - BHIMASHANKAR	Full Day Tour
04	MTDC PUN 04	SAI BLISS TOUR – PUNE, PRATI SHIRDI, LONAVALA & KARLA CAVES	2N/3D
05	MTDC PUN 05	SAI SAMARTH, I AM THERE YOU TOUR – SOLAPUR, TULJAPUR, AKKALKOT & PANDHARPUR	2N/3D
06	MTDC PUN 06	NATURES NEST TOUR– MAHABALESHWAR, PANCHGANI & PRATAPGAD	2N/3D
07	MTDC PUN 07	ASHTAVINAYAK WITH SHANISHINGNAPUR TOUR	3N/4D
08	MTDC PUN 08	ASHTAVINAYAK TOUR	3N/4D
09	MTDC PUN 09	SAHYADARI CALLING TOUR- MAHABALESHWAR & PANCHGANI	3N/4D
10	MTDC PUN 10	SPIRITUAL KOLHAPUR TOUR- KOLHAPUR, JYOTIBA, GAGANBAWDA & DAJIPUR	3N/4 D

NASHIK REGION

Sr No	Tour Code	Name of MTDC Tour Package	Duration
01	MTDC NAS 01	NASHIK CITY TOUR	Full Day Excursion
02	MTDC NAS 02	NASHIK CITY TOUR	Half Day Excursion
03	MTDC NAS 03	TRIMBAKESHWAR TOUR	Half Day Excursion
04	MTDC NAS 04	RUDRAKSHA & DRAKSHA TOUR – NASHIK COMPLETE.	2N/3D
05	MTDC NAS 05	VINEYARDS & WINE TOUR – NASHIK & ENVIRONS	2N/3D
06	MTDC NAS 06	ADVENTUROUS SAHYADARIS – NASHIK & BHANDARDARA	4N/5D
07	MTDC NAS 07	MAGNIFICIENT NASHIK TOUR – NASHIK, BHANDARDARA & SHIRDI	6N/7D

MUMBAI

Sr No	Tour Code	Name of MTDC Tour Package	Duration
01	MTDC MUM 01	MUMBAI DEKHO – AB NAHI TO KAB!	1N/2D
02	MTDC MUM 02	MUMBAI DEKHO – AB NAHI TO KAB!	2N/3D
03	MTDC MUM 03	MUMBAI DEKHO – AB NAHI TO KAB!	3N/4D

Total Tour Packages : 66