

MAHARASHTRA TOURISM DEVELOPMENT CORPORATION LTD.

INVITES

EXPRESSION OF INTEREST (EOI) FOR EMPANELMENT OF

"Tour Operators for Providing Women Led Tour Services & Experiences for Women Travelers in Maharashtra"

DATED 29/12/2023

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The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Application including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by **2** | Page

the Authority or any other costs incurred in connection with or relating to its Application. All such costs and expenses will remain with the Applicant and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation or submission of the Application, regardless of the conduct or outcome of the selection process.

1. Notice for the Expression of Interest (EOI)

Maharashtra Tourism Development Corporation (MTDC) invites applications under the Expression of Interest(EOI) for "Empanelment of Tour Operators for Providing Women Led Tour Services & Experiences for Women Travelers in Maharashtra"

Interested eligible applicants may submit their application to MTDC office at the address mentioned below.

| S.No | Title | Details |
|------|--|---|
| 1. | Name of the Client | Maharashtra Tourism Development Corporation (MTDC), |
| 2. | Contact Details | Maharashtra Tourism Development Corporation (MTDC), Mafatlal House, 1st Floor, H.T. Parekh Road, Backbay Reclamation, Churchgate, Mumbai-20. Tel. No:- 022-41580922 Fax No: 022-22852182 Email Id (for queries): ro@maharashtratourism.gov.in |
| 3. | Validity of Application | 180 days from submission of Application |
| 4. | Date of upload | 29/12/2023 at 09:00 hrs |
| 4. | Last Date and time for submission of Application | 13/01/2024 at 13:30hrs |
| 5. | Date of pre- bid meeting | 05/01/2024 at 14:00 hrs at MTDC office or through email queries |
| 5. | Date of opening of the technical bid | 15/01/2024 at 15:30hrs |
| 6 | Date of opening of the financial bid | To be decided later |
| 6. | Online download EoI from the MTDCwebsite | The EOI document may be downloaded from (https://mahatenders.gov.in). Applicants are requested to go through the EOI carefullyand submit the required information without exception, otherwise application will be rejected. |

| 7. | Mode of Submission | The e-RFP shall be available for download on registration at https://mahatenders.gov.in as per the above-mentioned dates. The submission of the e-RFP response is through MTDC Maha e-tendering Portal only. For participating in this e-RFP and avoiding last minute technical challenges if any, all the bidders shall follow the guidelines mentioned in the e-RFP document on e-tendering Portal. The bidders shall go through the e-tender SOP and FAQs hosted at MTDC e-tendering Portal for detailed understanding of e-tendering submission process. For any e-tendering support, bidders shall mail MTDC e-tendering Helpdesk at support-eproc@nic.in , or call Helpdesk on 0120-4001002. | |
|----|---|---|--|
| 6 | Empanelment Fee (Non- refundable)- INR 500/- | A non-refundable empanelment fees will be payable online on the tender portal : https://mahatenders.gov.in | |
| 7 | Earnest Money Deposit (EMD)- INR 10,000/- | An Earnest Money Deposit (EMD) Payable Online or in the form of Demand Draft issued by a any nationalized/scheduled bank in favour of the "Maharashtra Tourism Development Corporation" payable at Mumbai with 30 days validity beyond the bid validity period is to be submitted along with the TECHNICAL BID (the EMD shall be returned to unsuccessful bidders after signing of the contract with the successful bidders). | |
| 8. | Submission and opening of Application | i The completed application comprising documents indicated in Clause 3 -Screening of Applicants, along with self-attested copies of requisite forms / certificates / documents as mentioned in the EOI document shall only be accepted online only. The submission of the e-RFP response is through MTDC Maha e-tendering Portal only. | |
| | | ii Initials of the authorized representative of the applicant shall be on all pages of the application. | |
| | | iii After the deadline for submission, the applications shall be opened in the presence of the committee constituted by MTDC for evaluation of the applications. | |
| | | iv A committee constituted by MTDC for the purpose shall be evaluating the applications. The Applicants who arequalified will be intimated | |

2.1. Overview of MTDC

Maharashtra Tourism Development Corporation (MTDC) is a Government of Maharashtra Undertaking dedicated to expanding tourism in Maharashtra. The corporation manages numerous well-established resorts and restaurants across the state, along with offering heritage walks, adventure activities, aquatic sports, as well as interesting tour packages.

MTDC's resorts are well-known for offering comfortable rooms with exclusive views, and the restaurants specialize in the preparation and service of a variety of local dishes of the area. With properties in tranquil beaches, serenity of the mountains, peaceful pilgrimage sites and adventurous forests, MTDC's resorts are perfectly based in diverse locations for the best holiday experiences. The Corporation also takes tremendous pride in promoting the state's cultural heritage, preserving the environment along with providing employment opportunities to the locals in operation of the facilities.

2.2. Background

In line with the recent Government Decision dated 19th June 2023 pertaining to the implementation "Aai" Women Centred/Gender Tourism Policy, there were several initiatives proposed to promote and empower women entrepreneurs in the State. Further, there were several initiatives and incentives proposed for women tourists. Several incentives were to be provided through MTDC, as mentioned in the GR. One of these incentives was creation of Experiential Tour Packages for different groups of women tourists such as:

- Trip among senior women citizens
- Special trips for women with disabilities
- Day trips and city tours for women tourists
- Organizing adventure trips and trekking tours for women
- Any other recreational activity for women

In this regard, MTDC intends to onboard reputable tour operators to provide tour services for women tourists across the State of Maharashtra. The following is the indicative list of tour services that can be provided:

- 1. Tours (stay and day tours)
- 2. Heritage Walks
- 3. Guided Tours
- 4. Excursions

The list above is not exhaustive and may be expanded going forward.

2.3. Scope of Work

The overall scope of the project for the applicant encompasses:

- Preparing and Curating tour packages for destinations in Maharashtra for women travelers.
- Ensuring that women are involved directly in the running of such packages (directly employed as tour guides, operators etc)
- Preparing detailed itineraries for each tour package along with fixing the pricing of all packages.
- Agency will also make and offer customized package based on requirement of customer /client.
- Agency would be responsible for satisfactory completion of tour / itinerary.
- Agency would be responsible for obtaining all clearances and approvals required, if any pertaining to the itinerary.
- All tour packages will have to be listed on the MTDC website in addition to listing on the tour operator's website.
- Marketing and Promotion of all tour packages to be done by the selected agency and all related costs are to be borne by the agency. MTDC can provide necessary non-financial facilitation.
- Tours to be specifically sold to customers as tours "in collaboration" or "in affiliation" or "in partnership" or any such terms showing involvement with MTDC in providing these tour packages. The same should be clearly communicated and demonstrated to the customer at the time of purchase. Further, all promotional materials (online or offline) should clearly display the MTDC logo wherever possible.
- Tour services may include accommodation at MTDC resorts (wherever there are overnight stays involved). Payments for accommodation to be received by MTDC in advance, prior to the commencement of the tour services.

The above scope can be amended or even increased by the MTDC going forward.

3. Screening of Applicants

3.1. Pre-qualification/Eligibility Criteria

Interested applicants shall submit their application along with all the required supporting documents. Application submitted under the EOI by the applicant(s) that do not fulfil all clauses of the eligibility criteria shall not be considered.

| S.No | Criteria | Supporting Documents |
|------|----------|----------------------|
| | | |

| 1. | Must have experience of at least 5Ex | operience in the Tour Operator business: The |
|----|---|--|
| | years in creating and operating tourbid | dder should provide a certificate of |
| | packages ind | corporation or registration that shows the |
| | da | ate of establishment of the business. The |
| | bio | dder should also provide a list of previous |
| | pro | ojects that demonstrate the experience in |
| | ор | perating and creating tour packages. |
| 2. | Should have an average annual Th | ne bidder should provide audited financial |
| | turnover of at least Rs. 10 Lakhssta | atements or tax returns that show the annual |
| | from the above-mentioned activity tur | rnover from the creating and operating tour |
| | during the last 5 years pa | ackages. The bidder should also provide a |
| | ce | ertificate from a chartered accountant or a |
| | ba | ank that verifies the average annual turnover. |
| | | |
| 3. | Must be well established and mustTh | ne bidder should provide a list of all tours |
| | have supplied or handled at leastsp | pecifically provided (including website images |
| | 10 tour Packages/Tour/Excursions of | said tours. Copies of Contract /Invoices and |
| | · | ference of the contact person (name address |
| | of Maharashtra an | , , , |
| | ev | ridence of completion of tours. |
| _ | | |
| 4. | | delevant certifications/accreditations to be |
| | OTOAI or MOTA or ETAA or TAAIpro | ovided |
| | or TAFI or a MTDC Reservation | |
| | Agent, State or local Travel | |
| | Association etc | |
| 5 | For domestic and inbound tours Re | elevant certifications/accreditations to be |
| 5 | | • |
| | prospective Tour operators should probe registered /recognized with | ovided |
| | Ministry of Tourism , Government | |
| | of India or should be active | |
| | member of any Association, | |
| | Federation ,Organization dealing in | |
| | r ederation ,Organization dealing in | |

| Tours and such association |
|------------------------------------|
| federation organization should |
| have some recognition fron |
| Ministry of Tourism Govt of India. |
| |

3.2. Technical Evaluation

Only Applicants that meet all the eligibility requirements mentioned above shall be evaluated according to the below matrix. All applicants that score at least 75 marks will be empaneled with MTDC for providing tour services as per this EOI.

| | Criteria | Description | Score | Max.Score |
|---|----------------------------|---------------------------|----------------------------|-----------|
| 1 | Experience in the Tour | The number of years | >5 to 7 years: 5 points | 10 |
| | Operator/Excursions/Tour | the bidder has been in | >7 years: 10 points | |
| | Packages business | the business as Tour | | |
| | | Operator | | |
| 2 | Awards & Recognition | No of awards received | 3-5: 5 points | 10 |
| | received for organizing | over the last 5 years | >5: 10 points | |
| | tours in Maharashtra | | | |
| 2 | No of completed tours | At least 10 tours | >10 to 20 tours: 10 points | 10 |
| | operated in the last 5 | operated and | >20 to 30 tours: 15 points | |
| | years | completed in the last 5 | More than 30 tours: 20 | |
| | | years | points | |
| 3 | Last Five Year Annual | The average annual | > 10 lakh to 15 lakh: 10 | 20 |
| | Average Turnover* | turnover of the bidder | points | |
| | | from the tour operator | > 15 lakh: 20 points | |
| | | business in the last five | | |
| | | financial years. | | |
| 4 | Completed Packaged | Number of tours | 5-10 tours: 5 points | 10 |
| | Tours organized and | operated for women | >20 tours: 10 points | |
| | conducted specifically for | travellers. | | |
| | women travellers in the | | | |
| | last 5 years | | | |
| 5 | Safety & Security Aspects | Safety & Security | Tour Marshal- 2 points | 10 |
| | of proposed tour packages | aspects | | |
| | to ensure safety of women | | CCTV in places of | |
| | travellers | | accommodation – 2 points | |
| | | | Security Guards with | |
| | | | Group- 2 points | |
| | | | Tourism Oath at the time | |
| | | | of Tour – 2 points | |
| | | | Other Safety measures- 2 | |

| | | | points | |
|---|---|--|---|-----|
| 6 | Role of women in running and conducting the packages (tour guides, operators etc) | • | Curator- 2 points Tour Guide- 6 points Other Support Staff- 2 points | 10 |
| 7 | Presentation on the following aspects: 1. Proposed tour packages for women travellers with detailed itineraries. 2. Details of tours conducted in Maharashtra | technical proposal, features of tour packages (locations, tourist attractions, | the tender committee: up | 20 |
| | Total | | | 100 |

^{*} For Tour Operators providing tours led by women in special professions like Conservationists, Heritage Experts, Architects, Geographers, Historians, Environmentalists and Archeologists-the average turnover will be as per the discretion of MTDC.

To claim the points for the technical criteria, the bidder should provide the following documents as proof:

- a) Experience in the Tour Operator business: The bidder should provide a certificate of incorporation or registration that shows the date of establishment of the business. The bidder should also provide a list of previous projects that demonstrate experience in operating and creating tour packages.
- b) No of completed tours: Copies of Contract /work orders and reference of the contact person (name address and telephone no.) or any documentary evidence of completion of tours. Further images of the completed tours will also need to be provided.
- c) Last Five Year Annual Average Turnover: The bidder should provide audited financial statements or tax returns that show the annual turnover from the creating and operating tour packages. The bidder should also provide a certificate from a chartered accountant or a bank that verifies the average annual turnover. The last 5 years will be up to 31st March, 2023.
- d) Completed Packaged Tours organized and conducted specifically for women travelers in the last

5 years: The bidder should provide a list of all tours specifically provided (including website images of said tours. Copies of Contract /work orders and reference of the contact person (name address and telephone no.) or any documentary evidence of completion of tours.

- e) All awards and recognition received should be clearly demonstrated through certificates.
- f) Safety & Security measures and role of women in operating tours should be clearly demonstrated through past tours. This should also be highlighted in the presentations for the proposed tours.

4. Terms and Conditions for the Agreement with the Selected Applicant(s)

4.1. General Terms and Conditions

- i The Empaneled Operators who have qualified the EOI by meeting all the eligibility criteria under Section 3 shall be invited to enter into an agreement with MTDC. The duration of the agreement shall be for a period of 2 years and further renewable by 1 year at the discretion of MTDC.
- ii The Empaneled Operators shall inform MTDC if they create additional tour packages during term of this agreement and wish to avail benefits and support for the additional tours under the agreement.
- iii MTDC and the Selected applicant undertake to act in good faith with respect to each other's roles and responsibilities under the agreement and to adopt all reasonable measures to ensure the realization of the objectives of the agreement.
- iv Terms and Conditions are applicable for all tours to be operated across Maharashtra.

4.2. Support provided by MTDC

- i MTDC will facilitate and provide relevant support for securing permissions to all operators for organizing the tours. Further MTDC will allow usage of its logo for promotion of tours.
- ii Endeavor to provide reasonable assistance in marketing/promoting the Tourism activity(s) in the State, and necessary assistance in arranging the same on independent commercial basis on a best effort basis.
- iii MTDC shall list the tour packages of the operator/(s) on its website and will route bookings and enquiries to the tour operator.
- iv MTDC shall charge atleast 5% commission on the entire package value for the support extended by it to promote the tour packages.
- v For accommodation at MTDC properties, MTDC shall offer TAC- commission (as per below grid) to the tour operators on the rack rate or the dynamic rate of the prevailing Hotel plan, whichever is lower. Confirmation of bookings at the accommodation facilities shall be subject to availability.

| Yearly Booking Amount | | Percentage of Commission |
|-----------------------|--------------------|--------------------------|
| 1 | Upto Rs.1,50,000/- | 10% |

| 2 | Rs. 1,50,001/- to Rs.3,00,000/- | 12.50% |
|---|----------------------------------|--------|
| 3 | Rs. 3,00,001/- to Rs. 4,50,000/- | 15% |
| 4 | Rs. 4,50,001 and above | 17.50% |

vi MTDC shall extend the aforesaid support on non-exclusive basis, allowing for fair competition and equal opportunities among the selected tour operators.

4.2.1. Other Facilities

- Other activities, such as adventure sports, water sports, safari etc., offered at the MTDC properties will be offered to the guest / customer / driver / tour leader of the selected Applicant, at an additional cost. The cost for these activities shall be on the prevailing rates being offered at the selected properties by MTDC
- ii The selected applicant is required to inform and book the activities at least one weeks in advance. Confirmation will be subject to availability
- iii Bus/Jeep Safari shall be provided at selected MTDC properties, wherever they are operational. Confirmation of booking for Jeep Safari is subject to availability.
- **4.2.2.** MTDC shall not be liable to the selected Applicant for any lost revenue, lost profits or other incidental or consequential damages arising out of the performance of the agreesment.

4.3. Roles and Responsibilities of the Empaneled Operators

- i The Empaneled Operator /(s) shall provide tour services for Women Travellers/Others. Creation of itinerary, travel arrangements and overall coordination and execution of the package shall solely be the responsibility of the applicants.
- ii The Empaneled Operator shall provide marketing support for the promotion of tour services and MTDC properties and its tourism products and services such as restaurants, safaris and adventure tourism activities. Costs related to the same will be borne solely by the applicant.
- iii The Empaneled Operator will employ women to run at least 80% of the components of the tour service (For eg: Women tour guides for selected tours).
- iv The Empaneled Operator /(s) will be responsible for fixing the price for the services.
- v The Empaneled Operator will inform MTDC regarding all details pertaining to the package (itinerary, price etc) prior to releasing/selling the said packages.
- vi The Empaneled Operator can take support by sub-vending the tours/ excursions in case of people with disabilities and senior citizens as they would require necessary infrastructure.
- vii The empaneled operators shall submit a brief report after completion of every tour which will include details such as no of travellers, customer feedback and

satisfaction etc.

- viii The Empaneled Operator shall inform MTDC well in advance of its intended usage of MTDC's properties so that necessary arrangements can be made by MTDC.
- ix The Empaneled Operator shall pay/remit MTDC the tariff for accommodation at the time of booking of the package by the customer. The exact payment terms will be mentioned in the subsequent agreement between MTDC and the tour operator.
- x The Empaneled Operator shall be solely responsible for any damage / adverse effects caused by the guest / customer / driver / tour leaders of the Empaneled Operator .
- xi The Empaneled Operator shall indemnify MTDC against any and all suits, proceedings, actions, demands and claims from third parties for any loss, damage, cost and expense of whatever kind and nature arising out of the actions of the Empaneled Operator or its guest / customer / driver / tour leaders.

4.4. EMD & Bank Guarantee

An Earnest Money Deposit (EMD) of INR 10,000/- Payable Online or in the form of Demand Draft issued by a any nationalized/scheduled bank in favour of the "Maharashtra Tourism Development Corporation" payable at Mumbai with 30 days validity beyond the bid validity period is to be submitted along with the TECHNICAL BID (the EMD shall be returned to unsuccessful bidders after signing of the contract with the successful bidders).

The EMD of the successful bidders shall be retained as a performance guarantee post signing the Contract Agreement with them. The same will be valid for the entire contract period.

4.5. Penal provisions

- 1) In case of any misbehavior met to the women traveler, or any indiscipline or any kind of violation of behavioral norms or abuse, the operator will be penalized and a fine of INR 1 Lakh or more for such incident will be imposed by MTDC.
- 2) Exploitation/Harassment of any kind whether social, economic or cultural will be viewed as a serious violation and will be liable for penalization and prosecution.
- 3) MTDC may also cancel the contract with such operators and blacklist them from applying for similar contracts in Maharashtra.

5. Annexures

5.1. Application Submission Form

(On the Letterhead of the Applicant)

| | [Location, Date] |
|---|------------------|
| FROM: | |
| (Name of the Applicant) | |
| | |
| | |
| TO: | |
| Managing Director, Maharashtra Tourism Development Corporation 1st Floor, Mafatlal House H.T. Parekh Road, Backbay Reclamation, Churchgate, Mumbai-20 | |

Dear Sir:

Subject: Expression of Interest for "Empanelment of Tour Operators for Providing Women Led Tour Services & Experiences for Women Travelers in Maharashtra"

We, the undersigned, are hereby submitting our Application in accordance with your Expression of Interest (EOI number): which includes this application on the MTDC website. I/we, having examined all relevant documents and understood their contents, hereby submit our application for "Empanelment of Tour Operators for Providing Women Led Tour Services & Experiences for Women Travelers in Maharashtra"

We hereby undertake as follows:

- 1. All information provided in the application and in the forms provided in the Appendices is true and correct and all documents accompanying such application are true copies of their respective originals.
- 2. I/We certify that in the last two years, we or any of our Associate(s) have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the applicant, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.
- 3. I/we have not blacklisted/barred/show-caused against by the Government of Maharashtra or any of its agencies for any reasons whatsoever.

I/we have not been blacklisted/barred/show-caused against by the Central / any other

State / UT Government or its agencies for indulging in corrupt or fraudulent practices or for indulging in unfair trade practices or for backing out from the execution of contract after an award of work.

- 4. I/we am/are not involved in any major litigation that may affect or compromise the delivery of service required if we were to be awarded with this work.
- 5. I/We have examined and have no reservations to the EOI Documents, including any Addendum / Clarifications issued by the Client.
- 6. I/We do not have any conflict of interest
- 7. I/We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in respect of any tender or request for proposal or EOI issued by or any Contract entered into with the MTDC or any other public sector enterprise or any government, Central or State; and
- 8. The Application is unconditional
- 9. I/we have an office in Maharashtra at **[insert office address]** or I/we shall set up an office in Maharashtra before entering into an agreement for the purpose of the assignment at our own cost.
- 10. I/We agree to keep this offer valid for 180 (One Hundred and Eighty) days from the Application Due Date specified in the EOI
- 12. I/We understand that you may cancel the selection at any time and that you are neither bound to accept any Application that you may receive nor to select the applicant, without incurring any liability to the Applicant.

Our Application is binding upon us and subject to the modifications resulting from subsequent negotiations.

We understand you are not bound to accept any Application you receive.

Yours sincerely,

Authorised Signatory: Name and Title of Signatory: Name of Applicant Address:

5.2. Form 3B: Details of the Applicant

| SI. No. | Criteria | Details |
|------------|--|--|
| 1. | Applicant Details | |
| a. | Name of Applicant | |
| b. | Country of Incorporation | |
| C. | Date of Incorporation and/or Commencement of Business | |
| d. | Brief description of Applicant's Company/Firm including details of its main lines of business and proposed roles and responsibilities in this Project | |
| e. | Registered Office Details | Address: |
| | | Contact Person: |
| | | Mobile: |
| | | Phone: |
| | | Email: |
| | | Fax: |
| f. | Branch/Regional Office Details | Address: |
| | | Contact Person: |
| | | Mobile: |
| | | Phone: |
| | | Email: |
| | | Fax: |
| g. | Details of the Authorized Signatory for the EOI | Name: |
| | | Designation: |
| | | Address: |
| | | Phone: |
| | | Email: |
| h. | Details for individual(s) who will serve as Point of | Name: |
| | Contact | Designation: |
| | | Mobile: |
| | | Phone: |
| | | Email: |
| i. | Nature of Business. COI, MOA & MOM to be submitted. | (such as Govt. Organization/Undertaking, Public/Private Ltd. Co., Partnership Firm, HUF, etc.) |
| 2. | Company or Firm registration details with the supporting documents either copy of the Certificate of Incorporation by the Registrar of Companies or of the Registration Certificate issued by Registrar of Firms | |

| 3. | Number of years of relevant experience | Number of Years: |
|----|--|-----------------------------|
| | | Enclosed: [] Yes [] No |
| 4. | PAN Card Number. Self-attested copy to be | Number: |
| | enclosed. | Enclosed: [] Yes [] No |
| 5. | TAN Number. Self-attested copy to be enclosed. | Number: |
| | | Enclosed: [] Yes [] No |
| 6. | Professional Tax Number. Self-attested copy to | Number: |
| | be enclosed. | Enclosed: [] Yes [] No |
| 7. | GST Number. Submit self-attested copy of GST | Number: |
| | Registration Certificate | Enclosed: [] Yes [] No |
| 8. | Enclosed Form 3A | Form Enclosed: [] Yes [] No |
| 9. | IT returns | Enclosed: [] Yes [] No |

5.3. Pre-Bid Queries format

| Bidder's Request For Clarification | | | | | |
|---|---------------|----------|--|--|--|
| Name and complete official address of Organization submitting query / request for clarification | | | | Telephone and E-mail of the organization Tel: Email: | |
| Sr. No. | Clause No. | Page No. | Content of EOI Requiring Clarification | | Change Requested/ Clarification required |
| 1 | | | | | |
| 2 | | | | | |