



**EXPRESSION OF INTEREST FOR
OPERATION & MANAGEMENT –CUM –
OUTSOURCING OF PROPERTIES
UNDER
TOURISM DEPARTMENT,
GOVERNMENT OF MIZORAM**

NO.TOURISM/EOI-TL/2022/01

**TOURISM DEPARTMENT
GOVERNMENT OF MIZORAM**



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**NOTICE FOR EXPRESSION OF INTEREST FOR OPERATION AND MANAGEMENT-CUM-
OUTSOURCING OF PROPERTIES UNDER TOURISM DEPARTMENT, GOVERNMENT OF
MIZORAM**

Expression of Interest (EOI) is invited from bonafide residents of Mizoram with financially sound, reputed and experienced hoteliers or hotel management professionals or Village Councils or Self Help Groups or Associations or individuals having support of professional staff for Operation and Management cum Outsourcing to provide excellent services to guests and public for various properties under Tourism Department, Government of Mizoram.

Interested parties may submit their proposal with credentials and all relevant details. Short listed agencies or individuals will be called for further proceedings for powerpoint presentation. The complete detailed documents can be had from the office of the **Joint Secretary, Room No 023/024, New Secretariat Complex, MINECO, Khatla, Aizawl – 796001** from **12.01.2023** on office hours i.e. 09.00 AM to 4.00 PM on a Non Refundable Cash or Cheque Payment of **Rs. 2000.00 for each property under Category A and Rs.1000.00 for each property under Category B** or can be downloaded from our website tourism.mizoram.gov.in and the required document fee as per categorization in that case can be submitted along with the EOI in shape of Demand Draft in favour of Director, Tourism Department from any Nationalized Bank.

Last date of submission of proposal shall be **31.01.2023 upto 02.00 PM** by hand or courier or registered post.

Proposal(s) should be sent in sealed envelope to super scribe as EOI for Operation and Management-cum-Outsourcing of Properties under Tourism Department, Government of Mizoram.

Tourism Department, Government of Mizoram reserves the right to reject any or all of the proposals without assigning any reasons.

Bidder(s) should submit this Annexure I, Annexure I-A & Annexure II with relevant documents only

**Sd/-MANISHA SAXENA
Principal Secretary to the Government
Tourism Department
Mizoram**



1. INSTRUCTIONS AND CONDITIONS TO BIDDERS

1.1. Expression of Interest (EOI) in a sealed envelope is invited from bonafide residents of Mizoram with financially sound, reputed and experienced hoteliers or hotel management professionals or Village Councils or Self Help Groups or Associations or individuals having support of professional staff for Operation and Management cum Outsourcing to provide excellent services to guests and public for various properties under Tourism Department, Government of Mizoram.

1.2. The EOI (both Technical Bid & Financial Bid combined) should be sent in sealed cover super scribed as Expression of Interest for Operation and Management-cum-Outsourcing of Properties under Tourism Department, Government of Mizoram on or before **31.01.2023 at 2:00 PM**. In case of two or more bids by the same entity, **combined bids** indicating names of properties in sealed envelope should be submitted by the firm or individuals or groups of individuals as the case may be.

1.3. The proposal(s) must be accompanied by non-refundable cash or Demand Draft of Rs. 2000.00 for **Category A** and Rs.1000.00 for **Category B** or can be downloaded from our website tourism.mizoram.gov.in and the required document fee as per categorization at any Nationalized Bank in favour of Director, Tourism Department.

1.4. The EOI will be opened in the office of Principal Secretary, Tourism Department, Government of Mizoram on **31.01.2023 at 02.30 PM**

1.5. Those who qualified both Technical Bid and Financial Bid will be shortlisted for powerpoint presentation.

1.6. The shortlisted bidders shall be intimated for powerpoint presentation and are required to make powerpoint presentation with detailed working plan such as repairs, renovations, interior and exterior redesigning, deployment of human resources, equipment and facilities to be provided, room arrangement, landscaping, horticulture plantation, IT & Digitization Plan, Skilling & Capacity Building, promotion and marketing plan etc.

1.7. **Technical Bid and Financial Bid will carry 35 marks each respectively.** Those who secured 50 marks in both Technical Bid and Financial Bid combine shall be shortlisted for **powerpoint presentation which will carry 30 marks.**

1.8. During evaluation of proposal, Tourism Department, Government of Mizoram may at its discretion ask the proposer for clarification of its proposal. The request for clarification and its response shall be in writing.

1.9. Tourism Department, Government of Mizoram reserves all rights either to accept or reject any or all the proposal at any time without assigning any reason.

1.10. The successful proposers will be invited to submit the tender documents for the work of operating and maintenance of properties under Tourism Department.

1.11. The agencies representative(s) may visit properties under Tourism Department for inspection of site and appraisal of work involved, between 10.00 am to 4.00 pm on any working day between Monday to Saturday from **12.01.2023 to 31.01.2023**



2. DETAILS OF PROPERTIES OFFERED BY TOURISM DEPARTMENT

2.1 CATEGORY A

Sl.No	Name of Properties	Details	Reserved Price per annum
1	Tourist Lodge, Hnahlan	Double Room - 8	Rs.48000
		Kitchen - 1	
		5 Bedded Dorm - 1	
2	Tourist Lodge, S Vanlaiphai	Double Room - 6	Rs.36000
		Kitchen - 1	
3	Tourist Lodge, Sangau	Double Room - 8	Rs.54000
		6 Bedded Dorm - 1	
4	West Phaileng Tourist Lodge	Double Room - 8	Rs.36000
		Kitchen - 1	
5	Tourist Lodge Ngopa	Double Room - 6	Rs.48000
		Kitchen - 1	
6	Zawlnuam Tourist Lodge	Double Room - 8	Rs.48000
		4 Bedded Dorm - 1	
7	Darlawn Tourist Lodge	Single Room - 2	Rs.24000
		Double Room - 5	
8	East Lungdar Tourist Lodge	Double Room - 7	Rs.36000

2.2 CATEGORY B

Sl.No	Name of Properties	Details	Reserved Price per annum
1	Tourist Lodge, Chakhang	Double Room - 1	Rs.10000
		Single Room - 3	
2	Tourist Lodge, Niawhtlang	Double Room - 5	Rs.10000
3	Tourist Lodge, Tipa	Single Room - 8	Rs.5000
4	Tourist Lodge, Vawmbuk	Double Room - 2	Rs.10000
		8 Bedded Dorm - 2	
5	Tourist Lodge, Bualpui NG	Double Room - 2	Rs.10000
		Single Room - 4	
6	Tourist Complex, Saipum	Double Room - 4	Rs.10000
		Single Room - 1	
7	Tourist Lodge, Amobyu (Maubawk L)	Double Room - 3	Rs.10000
		Single Room - 2	

3. TERMS & CONDITIONS

3.1. The property will be handed over to SUCCESSFUL BIDDER on AS IS WHERE IS CONDITION. The word AS IS WHERE IS CONDITION means that the land and building available as on date of the Tender only.

No improvements/modifications/additions/alterations will be carried out in the land or building without approval of Tourism Department. Arresting leakages, all type of



maintenance work such as building, sanitary installations, water supply, electrical/ furniture, horticulture operations etc including eviction of encroachments will be the responsibility of the successful bidder only.

3.2. The Successful bidder should utilize the property only for the purpose of running of Hotel business/resort type used etc and not for any other purposes.

3.3. The food should be prepared and served in hygienic manner by the successful bidder. The successful bidder should also take steps to provide safe protected drinking water.

3.4. The successful bidder should produce documentary proof of their residence like State Subject/Residential Certificate/Voter identification card.

3.5. No additions, alterations, modifications to the existing building shall be made in any manner without the written consent of Tourism Department and the successful bidder shall maintain the building and services in good condition.

3.6. **The successful bidder will have to remit the annual Lease Contract Fees in advance** every year in full within the due date as prescribed, failing which Tourism Department has the right to cancel acceptance without any intimation to the successful bidder. Further relaxation of due date will not be entertained at any cost.

3.7. The successful bidder should take over the franchised unit within one month time from the date of receipt of allotment orders, failing which Tourism Department shall have the right to cancel allotment order and forfeit earnest money deposit.

3.8. The outsourcing contract is for a period of 30 years subject to terms and conditions

3.9. If there is any necessity for repairs, alterations, additions in the franchised unit by the successful bidders at the time of taking over the unit, leave period will be given after handing over the unit to the successful bidder based on his written request subject to a maximum of 3 months from the date of taking over or the date of commencement of commercial operations by the Successful bidder whichever is earlier.

3.10. The base price or reserved price of the lease contract is indicated in para 2.1 and 2.2 which will be per annum.

3.11. The successful bidder should operate the unit on continuous basis throughout the Lease Contract period including holidays. If the successful bidder fails to run the unit for a period of three months continuously, Tourism Department shall issue a notice to successful bidder and if the successful bidder fails to operate the unit even after one month on receipt of the notice, Tourism Department shall re-enter in to the premises and resume the possession and the operation of the unit without further notice. In such case, the selected bidder will forfeit the advance money deposited.

3.12. Memorandum of Agreement will be signed between Tourism Department, Government of Mizoram and the selected bidder(s).



3.13. The successful bidder shall maintain the building and movable properties like furniture, electrical installations and equipments etc. in good condition and shall compensate the Tourism Department for any damages to such properties with replacement value.

3.14. All rates, taxes as applicable on the Lease Contract amount, claims and consent fee levied by the Mizoram Pollution Control Board, demands and outgoings shall be borne by the successful bidder. The successful bidder should obtain the necessary licenses for operation of the properties.

3.15. After the expiry of Lease Contract period, the successful bidder shall surrender possession of all movable and immovable properties franchised, including leased superstructure and also constructed by the successful bidder with due consent of the Tourism Department.

3.16. The successful Bidder shall not claim any title to the superstructure already put up and to be put up by him or claim any compensation at the time of surrendering possession after the expiry of the Lease Contract.

3.17. All sanctions, permissions, no objections, letters of intent, consent, licenses, clearance, approvals etc. shall be obtained by the successful bidder at his cost and such document shall be kept effective and in force at all times.

3.18. The building, furniture and other properties franchised shall be insured against fire, rioting and possible losses and the insurance policy to be taken in the joint names of the Tourism Department and the successful bidder and the insurance premium will be borne by the successful bidder.

3.19. Tourism Department, Government of Mizoram shall have the right to inspect the premises and also the book of accounts etc. at any time.

3.20. The successful bidder shall submit verified statements, reports, accounts, documents and any other particulars as required by Tourism Department from time to time.

3.21. The successful bidder shall not encumber Tourism Department, properties by way of pledge, hypothecation, mortgage, charge, lien, lease, leave and license or in any other manner.

3.22. The successful bidder has to confine his activities only within the specified area handed over to him.

3.23. The successful bidder shall not permit his clients to use the open space available within the premises, which has not been allotted to him.

3.24. No unlawful activities like prostitutions, drinking, betting and gambling etc. shall be allowed inside the campus.

3.25. Illegal activities shall not be allowed inside the premises.

3.26. In case the successful bidder commits any breach of any of the terms and conditions and stipulations herein content on the part of the successful bidder to be observed and



performed, then in such cases Tourism Department shall be at liberty to give a notice in writing to the successful bidder to set right or rectify the breach or omission of any of the terms, conditions and stipulations of this agreement and in case of noncompliance on the part of successful bidder within 30 days of the receipt of such notice, this agreement at the option of Tourism Department may be terminated and upon such termination this agreement shall become null and void and all the rights of the successful bidder herein shall immediately ceased and determined. The agreement may also be terminated for any criminal acts on the part of the successful bidder which not be referred to arbitration.

3.27. Tourism Department shall have the right to re-enter the premises and terminate the Lease Contract agreement, in case of default or any type of malpractice noticed on the part of the successful bidder.

3.28. The successful bidder should take possession of all the movable articles belonging to him at the time of handing over the unit to Tourism Department, failing which the properties will be disposed-off by Tourism Department, as deemed fit without further notice to successful bidder.

3.29. Tourism Department will not be vicariously liable for any act of the successful bidder and the successful bidder shall alone be liable for violation of any law and the successful bidder agrees to indemnify Tourism Department from all claims.

3.30. All cost, charges, including stamp and registration charges etc if any shall be borne by the successful bidder.

3.31. On the expiry of the Lease Contract, the successful bidder shall handover all articles which were entrusted in good condition.

3.32. Tourism Department reserves the right to renew or otherwise the Lease Contract after expiry of 30 years. Rent will be revised every after 5 year by both Tourism Department and successful bidder on mutually agreed upon. Downward revision of rent shall not be entertained by Tourism Department.

3.33. Any additional terms and condition will be incorporated as and when required as per the instruction of Tourism Department, Government of Mizoram issued from time to time other than the mentioned terms and conditions in the tender. This will be binding to the bidders.

3.34. All the properties will be handed over to the successful bidders as per inventory which will be signed by both the parties with all details of the properties.

3.35. All the above terms and conditions are intended only for initial proposal and the same may be altered or modified at the time of Bidding for management contract.

3.36 Tourism Department is not bound to accept the highest bid.

Signature of Bidder



4. ADDITIONAL TERMS AND CONDITIONS

- 4.1.** The premises allotted including the kitchen and dining areas should be kept neat and clean and hygienic always.
- 4.2.** Pest control should be carried out at periodical intervals, stipulated on behalf of Tourism Department.
- 4.3.** The staff should be supplied uniforms. The staff should be given identity cards, showing that they are the employees of the successful bidder and the identity cards should be displayed on those persons. The successful bidders should also supply name tag to each employee
- 4.4.** Goods suppliers should also be given identity cards to avoid unauthorized persons entering and creating nuisance, annoyance and trouble to tourists.
- 4.5.** However, Tourism Department reserves its rights to restrict and regulate the entry and exit of suppliers and staff.
- 4.6.** In case of policy decision, Secretary, Tourism Department, Government of Mizoram shall be the deciding authority.
- 4.7.** The decision of the Secretary, Tourism Department, Government of Mizoram is final and binding on both the parties.
- 4.8.** In case of any dispute or difference regarding the terms of contract, interpretation or implementation performance, default of the terms and to the implementation any of the conditions, clause of the terms, Tourism Department, Government of Mizoram will appoint a sole Arbitrator whose decision shall be final.
- 4.9.** The successful bidder shall ensure due observance is complied with relevant laws, rules and regulations applicable to the business from time to time.
- 4.10.** Any loss or damage is caused to Tourism Department, its properties either by the successful bidder or his agents or servants, either willfully or inadvertently, the cost or extent of loss and damage will be recovered from the successful bidder.
- 4.11** Security Deposit/Earnest Money Deposit for each property shall be decided and fixed by Tourism Department after finalization of selection process

Signature of bidder



ANNEXURE I

FORM OF TECHNICAL BID

To

Principal Secretary
Tourism Department
Government of Mizoram
Mizoram, Aizawl

Subj: Application for Bid

Sir

I/We am/are desirous for operating, managing and running property/properties under Tourism Department which is indicated in Annexure II (Financial Bid) . The Technical & Financial Proposal in sealed cover is submitted herewith. I/We undertake to make powerpoint presentation during the validity of our proposals. It is understood that the proposal is binding upon the proponent and that the same is subject to modifications arising out of contract negotiations. It is also understood that you are not bound to accept any proposal that you receive.

I/We also enclose details of bids in Annexure I-A

Yours Sincerely

Authorized Signatory
Name &Title of the Signatory:
Name of the Agency:
Address:



ANNEXURE I – A (To be enclosed with Technical Bid)

Sl.No	Particulars	
1	Name of Applicant	
2	Address of Applicant	
3	Contact No	
4	Email ID	
5	Name of Property applied & Name of Category applied (If more than one, use separate sheet)	
6	GST No (if any)	
7	PAN No (if any)	
8	Whether permanent resident of Mizoram (Attach Residential Certificate)	
9	EPIC No (Attach Voter ID/EPIC)	
10	Audited Annual Financial Statement in case of firms/registered societies for 2020-2021 & 2021-2022 (Attach in separate sheet) [Not required for individual applicant or VC/NGO/MzSRLM]	
11	Experience of applicant in operation and maintenance of hotels or homestay etc (Attach in separate sheet if any)	
12	No of personnel in different departments to be engaged with designation, experience etc by applicant (Attach in separate sheet)	
13	Marketing/Promotional Strategy (Attach in separate sheet)	
14	Financial Soundness of the applicant (Attach last 3 months Bank Statement)	
15	Willingness of repairs and renovation of existing properties (Attach in separate sheet)	
16	IT/Digitization Plan (Attach in separate sheet)	
17	Skilling & Capacity Building Plan (Attach in separate sheet)	

Signature of Proposer



ANNEXURE II

FINANCIAL BID

Sl.No	Name of Property Bid	Category	Offered Bid by bidder

Signature of Bidder/Proposer