

**GOVERNMENT OF MIZORAM
DIRECTORATE OF TOURISM
MIZORAM : AIZAWL**

No. F. 45011/15/2022 – DTE(TOUR)

Dated Aizawl, the 10th April, 2023.

LIMITED TENDER NOTICE

In pursuant to the guidelines issued by the Ministry of Tourism, Government of India and the approval of the Government vide its letter No.G.12019/19/2015-TOUR Dt. 03.04.2023, the following approved empanelled agencies of the Government of India for the North Eastern region are hereby invited to participate in the Limited Call for Tender for "Implementation of Tourism Survey Methodology in the State of Mizoram".

List of Agencies for North East Region

S.No	Name of Agency	Name of Nodal per & address	Empanelment Status
1	Nielsen IQ (India) Provate Limited	Ms. Poulomi Datta Unit-802, 1858/1, 8 th Floor, Merlin Acropolis, Rajdanga main Road, Sector-I, East Kolkata-Township, Kolkata-700107, West Bengal Poulomi.datta@nielseniq.com	A
2	Centre for Market Research & Socoal Development Pvt.Ltd (DRS)	Dr. GirijaBhusan Nanda 39, Second Floor, Sant Nagar, East of Kailash, New Delhi girijabnanda@gmail.com , officemail.cmsd@gmail.com	A
3	Development and Research Services Pvt.Ltd (DRS)	Dolon Roy (Sr. Research Director) A1/19, 1 st Floor, Safdarjung Enclave, New Delhi-110029 infor@drsindia.org , dolon@drsindia.org	B
4	Mazars Advisory LLP	Sumit Singhal A-12, Priyadarshani Vihar, New Delhi 100092 Sumit.singhal@mazars.co.in	A
5	All India Institute of Local Self Government (AILSG)	Ravi Ranjan Guru 22, 23, D-Block, Institutional Area, Pankha Road, Janakpuri, New Delhi delhi@aillsg.org , bdheaddelhi@ailldg.org	A
6	Trios Development Support Pvt. Ltd (TRIOS)	Dr Arvind Pullikal – MD T28, MANISH GLOBAL MALL, PLOT NO.2 SECTOR 22, DWARKA, NEW DELHI DL 110077 trios@triosdev.org	A
7	Sigma Research and Consulting Private Limited	Dr UV Somayajulu C 23, South Extension I, First Floor, New Delhi Somayajulu.uv@sigma-india.in	B
8	Saptrishi Consultancy Services Limited	Satvinder Singh Farma Link House 4 th Floor, 3 Bahadur Shah Zafar Marg, New Delhi DL 110002 amrita.nag@jkrisk.in	A
9	Datawise Management Services India Pvt Ltd (DMS)	Arpana Chandra 506, Manjeera Majestic Commercial Complex, JNTU-Hitech City Road, Kukatpally, Hyderabad – 500072 Arpana.c@mydatawise.com	A

10	Nangia and Co LLP	Poonam Kaura 301, 3 rd Floor, Vipul Square, B-Block, Sushant Lok, Part-1, Sector-43, Gurugram-122003, India poonam.kaura@nangia.com	A
11	csDatamation Research Services Pvt.Ltd	Chetan Sharma Plot No.503, Udyog Vihar Phase V, Phase V, Ugyog Vihar, Sector-19, Gurugram, Haryana 122015 info@datamationinternational.com / csharmadm@gmail.com	A
12	IPSOS Eesearch	Parijat Chakraborty 301, 3 rd Floor, Vipul Square, B-Block, Sushant Lok, Part-1, Sector-43, Gurugram-122003, India Parijat.chakraborty@ipsos.com	A
13	Academy of Management Services (AMS)	Ms. Vatansa Srivastava 3 rd Floor, B;ock A-153, Sector-8, Dwarka, New Delhi-110075 vatansa@amsindia.org	A
14	Vone India Services Pvt. Ltd	Vikash Kumar Shukla 302, A-82, Sector-63, Noida-201301, Utter Pradesh Tnp.vone@gmail.com	B

The above listed Firms are informed to go through the Tender document which is attached along with the mail. A pre bid meeting shall be held on 12th April, 2023 at 11:00 AM on the link given : <https://meet.google.com/izj-ggdp-zff>

Sd/-
SAITLUANGA
Director,
Tourism Department
Government of Mizoram.

Memo No. F.45011/15/2022-DTE(TOUR)

Dated Aizawl, the 10th April, 2023.

Copy to :

1. PS to Hon'ble Minister Tourism for information.
2. Secretary, Tourism Department for information.
3. All Empanelled Firms listed above for information and necessary action.



Director,
Tourism Department
Government of Mizoram.

**REQUEST FOR PROPOSAL (RFP)
FOR
ENGAGEMENT OF SURVEY
AGENCIES FOR CONDUCTING
SURVEYS FOR DATA ON DOMESTIC
AND FOREIGN TOURIST
VISITORS/VISITS IN VARIOUS
DESTINATIONS & DISTRICTS OF
MIZORAM, INDIA.**

No.F.45011/15/2022-DTE(TOUR)/RFP/2023/01

**TOURISM DEPARTMENT
GOVERNMENT OF MIZORAM**

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Disclaimer

- a) The information contained in this Request for Proposal document (RFP) or subsequently provided to the Bidders, whether verbally or in documentary or in any other form by or on behalf of the Tourism Department, Govt. of Mizoram or any of its employees or advisors, is provided to the Bidders on the terms and conditions set out in this RFP and all other terms and conditions subject to which such information is provided.
- b) This RFP is not an Agreement and is neither an offer nor an invitation by the Tourism Department, Govt. of Mizoram to the Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals. The information is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law.

- c) While reasonable care has been taken in providing information in this RFP, the Bidders are advised not to rely on this information only but also carry out their independent due diligence and risk assessments before submitting their response to this RFP. Further, the Bidders are advised to conduct their own analysis of the information contained in this RFP, carry out their own investigations about the project, the regulatory regime which applies thereto and all matters pertaining to the Tourism Department, Govt. of Mizoram and to seek their own professional advice on the legal, financial and regulatory consequences of entering into an agreement or arrangement relating to this RFP.

The information contained in this RFP is subject to update, expansion, revision and amendment prior to the last day of submission of the bids at the sole discretion of the Tourism Department, Govt. of Mizoram. In case any major revisions to this RFP are made by the Tourism Department Govt. of Mizoram within seven days preceding the last date of submission of the Proposals, the Tourism Department Govt. of Mizoram may, at its discretion, provide reasonable additional time to the Bidders to respond to this RFP. Neither the Govt. of Mizoram, Tourism Department nor any of its officers, employees nor any advisors nor consultants undertakes to provide any Bidder with access to any additional information or to update the information in this RFP.

List of Abbreviations

Abbreviation	Explanation
MoT	Ministry of Tourism
NPC	National Productivity Council
ECE	Evaluation Committee for Proposal
RFP	Request for Proposal
DSC	Digital Signature Certificate
PKI	Public Key Infrastructure
SPPP	State Public Procurement Portal
FY	Financial Year
BSD	Bid Security Declaration
WO	Work Order
LOE	Letter of Empanelment
LOA	Letter of Award
FM	Force Majeure
ITB	Instructions to Bidders (may in some instance be called Instructions to tendered - ITT)
NIC	National Informatics Centre
ToT	Training of Trainers
MT	Master Trainer

Section 1

1. INVITATION FOR PROPOSAL

1.1 PREAMBLE

- a) Tourism Department, Govt. of Mizoram intends to engage Survey Agency from the list empanelled with Ministry of Tourism for conducting the tourism survey at Destination, District level & State Level across Mizoram.
- b) Tourism Department, Govt. of Mizoram invites Proposal from empanelled vendors (hereafter referred as Bidders) to select a preferred bidder who is capable of conducting the tourism survey at Destination, District level in the State of Mizoram. Refer Form Tech- 3 'List of Destinations in the districts of the State'.
- c) Request for Proposal (RFP) has been published at website tourism.mizoram.gov.in
- d) Respondents to this RFP (also referred to as "bidders") are expected to follow the detailed instructions provided herein carefully. Failure to follow the format as instructed may result in disqualification of the proposal. Bidders will be further short-listed after an evaluation of responses/proposals received and will be subjected to final negotiations as necessary.
- e) This RFP is two envelopes system i.e Technical Bid and Financial Bid. The Bidders are required to submit hard copy to Director, Tourism Department, Mizoram or soft copies of their proposals electronically on the mail mizoram.tourism@gmail.com. For any clarification on the RFP please contact through email at mizoram.tourism@gmail.com or rach29@gmail.com
- f) It is envisaged to engage agency from empanelled list for tourism survey services as per scope of work listed under "**Section 3 clause 3.0**" of this RFP.
- g) It is to bring to the notice of the Bidders that National Productivity Council (NPC) under Department of Promotion of Industry & Internal Trade (DPIIT), Ministry of Commerce and Industry, Government of India has been engaged by Ministry of Tourism for preparation and deployment of Integrated Automated Dashboard for submission of DTV and FTV Data by State Government/Union Territories, District, State & Ministry Level.
- h) The successful bidder of tourism survey agency shall work under directions of Tourism Department Govt. of Mizoram. Also, National Productivity Council (NPC) may provide all necessary technical support to implement the Survey.
- i) After engagement of the successful Agency by Tourism department, Govt. of Mizoram, a training of trainers (ToT) on methodology of conducting the surveys will be scheduled by NPC for the state level supervisors of the Survey Agencies to develop Master Trainers (MT). State Government may also conduct training of trainers (ToT) on methodology of conducting the surveys
- j) National Productivity Council (NPC) or the State Government will conduct the above mentioned trainings for providing an understanding of methodology to be followed by engaged

agencies and their respective supervisors for execution of state tourism survey through workshops at regional level to develop MTs.

k) Further it will be responsibility of the engaged Survey Agency to impart trainings through these MT to field surveyors and supervisors at no cost to Tourism Department, Govt. of Mizoram and ensure the quality of Tourism Survey.

l) For speeding up the data entry, compilation, analysis & reporting on monthly basis, a mobile app will be provided to the surveyors. The field Surveyors is required to use the mobile app to fill, validate and send the data to Dashboard of MoT.

m) Tourism Department, Govt. of Mizoram reserves the right to reject any or all of the responses to this RFP without assigning any reason. Tourism Department, Govt. of Mizoram takes no responsibility for delay, loss or non-receipt of response to RFP.

IMPORTANT DATES

Sl.No	PARTICULAR	Date
1	Invitation for Limited Tender Notice to Empanelled List by MoT	10 th April 2021
2	Start date of publishing of RFP document on website tourism.mizoram.gov.in	11 th April 2023
3	Pre Bid Meeting with empanelled agencies	12 th April 2023 at 11:00 AM
4	Last date of time for submission of Technical Bids	1 st May 2023 at 11:00 AM
5	Date of Opening of Technical Bids	1 st May 2023 at 12:00 Noon
6	Date of Opening of Financial bids	TBA
7	Release of ranking of Bidders	TBA
8	Award of Work Order & signing of contract	TBA

Section 2

2.0 Instructions to the Bidders

2.1 Completeness of Response

a) Agency is required to study all instructions, forms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications. The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to this document will be at the Bidder's risk and may result in rejection of its Proposal. The declaration by bidder will be submitted as per Form Tech 2. It should be ensured that various formats mentioned in this RFP should be adhered to and no changes in the format should be done. The document should be page numbered, must contain the list of contents with page numbers and each page shall be initialed by the Authorized Representative of the bidder. RFP submitted by the bidder should be concise and contain only relevant information as required.

2.2 Bid Security Declaration (BSD):

- a) Bidders shall submit, along with their Bids, Bid Security Declaration (BSD). The bid/proposal submitted without BSD, mentioned above, will be summarily rejected.
- b) BSD shall be submitted as per Form Tech 3 of RFP.
- c) The Bidder shall be suspended for a period of 3 Years duration:
 - i) If a bidder withdraws or modifies its bid during the period of bid validity.
 - ii) In case of a successful Bidder, if the Bidder fails to sign the Agreement in accordance with the terms and conditions (including timelines for execution of the Agreement) of this RFP.
 - iii) During the Bid process, if a Bidder indulges in any act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
 - iv) Micro & Small Enterprises (MSE) as defined in MSE procurement policy issued by Ministry of MSME and start-ups as recognized by Department for Promotion of Industry & Internal Trade (DPIIT), Government of India are also required to submit Form Tech-3 .
 - v) The decision of Tourism Department, Govt. of Mizoram regarding selection of agency and award of work shall be final and binding on the Bidder & shall not be called upon in question under any circumstances.

2.3 RFP Preparation Costs & related issues

The agency is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussion/presentations, preparation of proposal, in providing any additional information required by Tourism Department, Govt. of Mizoram to facilitate the evaluation process. Tourism Department, Govt. of Mizoram will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

This RFP does not commit Tourism Department, Govt. of Mizoram to award the Work order or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award for preparing this RFP.

2.4 Right to Terminate the Process

- a) Tourism Department, Govt. of Mizoram may terminate the RFP process at any time and without assigning any reason. Tourism Department, Govt. of Mizoram makes no commitments, express or implied, that this process will result in a business transaction with anyone. This RFP does not constitute an offer by Tourism Department, Govt. of Mizoram.
- b) The bidder's participation in this process may or may not result in short listing the bidder.

2.5 No Consortium

No Consortium will be allowed. The bidder must meet all the eligibility criteria by itself.

2.6 Submission of Responses/Bids

Proposal of Technical & Financial Bids must be submitted in a sealed envelope in hard copy to Director, Tourism Department or soft copy at mizoram.tourism@gmail.com as per schedule mentioned in **Section 1 (Important Dates)**. No correspondence on bid submission will be entertained on this matter and no further correspondence on the subject will be entertained. Tourism Department, Govt. of Mizoram reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon work priorities vis-à-vis urgent commitments. Bidder shall submit all the required documents as mentioned in the FORM TECH (01A to 5) including various templates. Proposal submitted by the bidder should be concise and contain only relevant information as required.

2.7 Pre Bid Meeting

a) A Pre-Bid meeting of the interested parties shall be convened at the designated date, time and place. Only those empanelled firms who have been invited to participate in the Tender process shall be allowed to participate in the Pre Bid meeting. A maximum of 2 (two) representatives of each Bidder shall be allowed to participate on production of authority letter from the Bidder. Pre Bid Meeting will be held online or offline. The offline meeting will be held in the office of Director, Tourism Department and the online link for pre bid meeting will be shared in due course of time

b) During the course of Pre-Bid meeting, the Bidders will be free to seek clarifications and make suggestions for consideration of the Authorised Representative. The Tourism Department, Govt. of Mizoram shall endeavour to provide clarifications and such further information as it may, in its sole discretion, consider appropriate for facilitating a fair, transparent and competitive Bidding Process.

c) A report of the Pre-Bid meeting shall be prepared online and be made available to all the participating Bidders.

2.8 Proposal submitted

Technical Bid Proposal submitted through offline and on the mizoram.tourism@gmail.com will be opened on **1st May 2023 at 12:00 Noon** by a bid opening committee, constituted by Tourism Department Govt. of Mizoram in the presence of such agency or their representatives who may wish to be present at the time of opening. Opening of Financial Bid shall be done from technically qualified bidder which will be intimated in due course

2.9 Proposal Validity and Evaluation -

a) The offer submitted by the bidder should be valid for minimum period of 180 days from the date of submission of Proposal. Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive, if proposals;

- i. are not submitted in as specified in the RFP document
- ii. received without a copy of "Letter of empanelment with MoT
- iii. received without the Letter of Authorization
- iv. received without BSD (Bid Security Declaration)

- v. are found with suppression of details with incomplete information, subjective, conditional offers and partial offers submitted
- vi. submitted without the documents/ information requested in the FORM TECH (01A - 5)
- vii. have non-compliance of any of the clauses stipulated in the RFP
- viii. with lesser validity period
- ix. are not submitted on or before the last date of submission and within the time limit (As specified by the Tourism Department, Govt. of Mizoram).

b) All responsive Technical Bids will be considered for further processing by Tourism Department, Govt. of Mizoram of India. All eligible bids will be considered for further evaluation by the Evaluation Committee according to the evaluation process defined in this RFP document. After evaluation of bids by ECE as per RFP, technically qualified bids will be released as per a ranking of agencies.

c) Financial Bids shall be opened on the date and time declared by Tourism Department which will be intimated to only those who qualified Technical Bids.

d) Work Order will be issued to agency by Tourism department, Govt. of Mizoram to the successful Bidder. However, Tourism Department, Govt. of Mizoram reserves the right to accept or reject any proposal, and to annul the bidding process and reject all proposals at any time prior to award of Work Order, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for Tourism Department, Govt. of Mizoram's action.

2.10 Instructions for uploading of proposal on e-procurement portal

Technical and Financial Bid shall be submitted in sealed envelope (in case of offline) to Director, Tourism Department, Government of Mizoram in hard copy or soft copy at mizoram.tourism@gmail.com with separate envelop of Technical Bid and Financial Bid and both envelopes shall be put together in a bigger envelop with superscribing 'TENDER FOR ENGAGEMENT OF SURVEY AGENCIES FOR CONDUCTING SURVEYS FOR DATA ON DOMESTIC AND FOREIGN TOURIST VISITORS/VISITS IN VARIOUS DESTINATIONS & DISTRICTS OF MIZORAM, INDIA.'

2.11 Address of the Organisation & Contact Persons

a)	Name of Organisation	Tourism Department, Govt. of Mizoram
b)	Name of the Contact person for any clarifications & Queries	Rachel Lalrinhlui, Deputy Director mizoram.tourism@gmail.com Contact no. 9612167899
c)	Date till which the response to the bid should be valid	180 days for the date of opening of Bids

2.12 Procedure for Submission of Bids

a) Technical and Financial Bid shall be submitted to Director, Tourism Department, Government of Mizoram in hard copy with separate envelop of Technical Bid and Financial Bid and both envelopes shall be put together in a bigger envelop with superscribing 'TENDER FOR

ENGAGEMENT OF SURVEY AGENCIES FOR CONDUCTING SURVEYS FOR DATA ON DOMESTIC AND FOREIGN TOURIST VISITORS/VISITS IN VARIOUS DESTINATIONS & DISTRICTS OF MIZORAM, INDIA.' Online submission may be done with soft copies through mizoram.tourism@gmail.com. There will be no 2 (two) envelopes systems in online submission

b) Bidders are advised to study the Bid document carefully. Submission of bids through offline or online shall be deemed to have been done after careful study and examination of the bid document with full understanding of its implications.

2.13 Amendment to the Bid Document

a) At any time prior to the last time and date for receipt of bids, the Tourism Department Govt. of Mizoram may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bid Document by a corrigendum.

b) The corrigendum will be notified by Tourism Department, Govt. of Mizoram which will be binding on all bidders.

2.14 Language of Bids

a) The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the Tourism Department, Govt. of Mizoram, shall be written in the English language, provided that any printed literature furnished by the Bidder may be written in another language so long the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall prevail.

2.15 Bid Contents

a) In the absence of any information, as requested above, a bid may be considered incomplete and summarily rejected.

b) The Bidder shall prepare the bid based on details provided in the Bid documents. Bidder shall carry out the study of the bill of material in accordance with the requirements of the Bid document and it shall be the responsibility of the Bidder to fully meet all the requirements of the Bid document.

2.16 Bidder Qualification

a) The "Bidder" as used in the Bid documents shall mean the one who participate in the bid process. The Bidder may be either the Constituted attorney of the company or the Principal Officer or his duly Authorized Representative, in which case he/she shall submit a certificate of authority. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, be furnished and signed by the Bidder.

b) It is further clarified that the individual signing the Bid or other documents in connection with the Bid must certify whether he/she signs as:

- i. Constituted attorney of the company.

OR

- ii. The Principal Officer or his duly Authorized Representative of the company, in which case he/she shall submit a certificate of authority on behalf of the company /organisation.
- c) The Bidder shall sign its Bids with the exact name of the Company/ organisation to whom the contract is to be issued.
- d) The Bidder shall clearly indicate their legal constitution and the person signing the Bids shall state his capacity and also source of his ability to bind the Bidder.
- e) Tourism Department, Govt. of Mizoram may outrightly reject any bid not supported by adequate proof of the signatory's authority.

2.17 Period of Validity of Bids

- a) Bids shall remain valid for 180 days after the date of opening of Financial Bids prescribed by the Tourism Department, Govt. of Mizoram. A bid valid for a shorter period may be rejected by the Tourism Department, Govt. of Mizoram as non-responsive.
- b) In exceptional circumstances, the Tourism Department, Govt. of Mizoram may ask the Bidder to extend the validity of the Bid. However, a Bidder will not be permitted to modify its bid.

2.18 Period of Validity of Work Order/ Engagement

- a) The engagement of the agency will be for a period of 24 Months from date of issue of Letter of Issue of Work Order subject to performance review on annual basis.

2.19 Performance Guarantee

- a) Performance Guarantee @ 3% of offered amount of tender to be deposited by a successful bidder before issuing a work order.
- b) The Performance Guarantee may be in the form of Demand Draft/Banker's Cheque/Bank Guarantee.
- c) The Performance Guarantee shall be payable to the Director, Tourism Department, Govt. of Mizoram as a compensation for any loss resulting from the Bidder's failure to complete its obligations under the contract.

2.20 Non Compliance & Blacklisting

- a) Tourism Department, Govt. of Mizoram reserves the right to engage the Empanelled Agency for conducting Tourism Surveys in various Districts/States.
- b) Non-compliance, unsatisfactory performances in this regard without a valid reason may lead to penalty or Blacklisting of the agency as deemed fit by Tourism Department, Govt. of Mizoram.

2.21 Dispute Resolution & Jurisdiction

- a) Any dispute to be resolved amicably by the executants of the RFP. Otherwise, the dispute will be referred to an 'Arbitration' under the Arbitration and Conciliation Act 1996 to be appointed with the consent of both the parties.
- b) The decision of the Arbitration will be final and binding on both the parties. As regards the matter when there is no arbitration agreement, the dispute is to be adjudicated by a civil court at the state level. Apart from Dispute Resolution the factor of 'Force Majeure' to be considered and no party should be blamed for the same.

2.22 Force Majeure

- a) This RFP is subject to force majeure situations. It shall be subject to inabilities based on circumstances beyond the control and power of contracting parties, such as but not limited to civil commotion, riots, war, Acts of God, hacking, unauthorized access, spam etc., which may result in the prevention of performance by a party.

2.23 General Conditions

- a) While every effort has been made to provide comprehensive and accurate background information, requirements, and specifications, bidders must form their own conclusions about the requirements.
- i) All information supplied by bidders may be treated as contractually binding on the Agency, on successful award of Work Order by the Tourism Department, Govt. of Mizoram based on this RFP.
- ii) Tourism Department, Govt. of Mizoram reserves the right to deploy the empanelled agency to any of the locations across the State in the region.
- iii) The engagement of Surveyor Agency will be reviewed quarterly and extended subject to satisfactory performance. The criteria for performance evaluation are directly linked to the deliverables of the contents of the RFP. **Refer Section 6 clause 6.1: Deliverables & Time Frame.**

Section-3

3.0 Scope of Work, Coverage and detailed requirements

3.1 Overview

Ministry of Tourism has taken up an initiative for implementation of Standard Tourism Survey Methodology across all districts of the country. One of the main objectives is to estimate the data on domestic tourist visitors and foreign tourist visitors, their profiling, purpose of visit, visitor's preferences, length of stay, expenditure, hotels occupancy etc.

The data shall be collected every month at following three points on sample basis:

- A. Major tourist destinations of the district
- B. Departure points of the district i.e. Bus terminals, Railway Stations and Airport

C. Accommodation units of the districts

The data from all three sources will be processed together based on set algorithm to arrive at the final outcome. The data shall be collected for all districts of India. The detailed tourism survey methodology is given at Annexure- 1.

For speeding up the data entry, compilation, analysis & reporting on monthly basis, a mobile app will be provided to the surveyors.

The survey will be used to obtain the month-wise information for each district of Tourism Department, Govt. of Mizoram.

3.2 Survey Methodology

The methodology comprises of 2 phases. Firstly, a preliminary phase of 1 month and second, the main phase of 12 months. The purpose of conducting Phase I (preliminary phase) is to assess the visitor traffic at different destinations/ exit points of the surveys in order to distribute the sample sizes fixed for main surveys among the destinations/exit points. The main surveys would be conducted in phase II. Further details are given in **Annexure 1**.

Phase – I

The duration of Phase 1 will be One month.

Destinations:

The main purpose of conducting Phase I (preliminary phase) is to identify major destinations in the district. Surveys will be conducted covering 14 days of a month. First day of the month will be considered as the first day of the week.

The days on which survey should be done are as follows:

Week	Days
1	First 03 days
2	Last 04 days
3	First 03 days
4	Last 04 days

For ticketed destinations, number of visitors will be available from the number of tickets sold. For Non Ticketed destinations manual counting of visitors entering the destination will be carried out and data will be punched into Mobile app. For the purpose gates/approaches/points from where most of the visitor/tourist (more than 90%) enter needs to be identified.

a) Exit point of district: Observation of pattern of flow of visitor at departure points of Railways station, bus Terminals, Airports etc. It may also be done through analyzing secondary sources of data.

b) Accommodation units:

- i. To prepare a comprehensive list of all accommodation units in each district.
- ii. To undertake accommodation unit census with the help of quarterly accommodation unit census questionnaire.

Phase -II:

The duration of Phase 2 will be twelve months

In the main phase, the following exercises / surveys / assessments would be carried out:

- i. In case of ticketed destinations the number of visits has to be taken from the record of sales of tickets.
- ii. In case of non – ticketed destinations, assessment of the total number of visits has to be made through manual counting similar to Phase 1.
- iii. An investigator needs to be deployed at each of the entry points of the destination in order to manually count the number of leisure visits to the destination on the selected days/dates.
- iv. Important tourism destination will be positively covered. Information about important festivals, fairs, religious events, MICE events, events organized by the Govt. Etc. at the selected tourist destinations will be collected in advance for 12 month period. If the important tourist event at the selected tourist destination falls outside the selected week and dates, the nearest week/ dates will be substituted by the week/ dates of the special event.
- v. Time Slot should be specific to the destination and should cover:
 - The entire duration during which entry is permitted in case of ticketed/ gated destination
 - The duration in which nearly all the visitors visits in case of a non-ticketed /unrated destination

At Destinations: The destinations for which the cumulative count of visits is more than 90% of the total number of visits in the district will be considered as major destinations to be surveyed in the Phase II or the main phase. The survey will be conducted during all the 12months of the year at each selected destination carried out as per following dates (7 Days per month):

Month	Weeks	Days of weeks	Dates of the month
First	First & Third	1st week : 1-3 days 3rd week : 4-7 days	1,2,3,18,19,20,21
Second	Second & Fourth	2nd week : 1-3 days 4th week : 4-7 days	8,9,10,25,26,27,28
Third	First & Fourth	1st week : 1-3 days 4th week : 4-7 days	1,2,3,25,26,27,28
Fourth	Second & Third	2nd week : 1-2 days 3rd week : 4-7 days	8,9,10,18,19,20,21
Fifth	First & Second	1st week : 1-3 days 2nd week : 4-7 days	1,2,3,11,12,13,14
Sixth	Third & Fourth	3rd week : 1-3 days 4th week : 4-7 days	15,16,17,25,26,27,28
Seven to Twelve	Above pattern will be repeated		

The date and week on which important tourism event is scheduled to take place at the selected tourist destination will be positively covered. The data will be uploaded on a daily basis.

a) At Departure point of district: The survey of visitors at all exit points of district (as identified in the phase – I) at the tourist destinations have to be covered. The 14 days of the month on which this survey should be done are as follows:

Week	Days
1	First 03 days
2	Last 04 days
3	First 03 days
4	Last 04 days

b) At Survey of Accommodation Units: The census list would form the sampling frame for the monthly survey of accommodation units. The accommodation units listed in Phase I will be grouped in the following categories:

- i. Classified hotels
- ii. Other accommodation units.
 - a) Having more than 20 rooms
 - b) Having 10-20 rooms
 - c) Having less than 10 rooms

For the purpose of conducting the Accommodation Survey, all the classified hotels and 10% of the units in each of the categories of other accommodation units will be selected by using circular systematic sampling method. Fresh sample would be selected in each month. From all the selected accommodation units, the following information about overnight visitors will be collected based on the records:

- i. Number of checked-in (domestic / foreign)
- ii. Number of room nights spent (domestic / foreign)
- iii. Residency status of the tourists (within the state/within country/outside country)
- iv. Purpose of their visit etc.

This information has to be collected in the 1st week of every month for the preceding month.

Following are the particulars of this survey:

i) Sample size of visitors at district level:

Statistically, a sample of size 384 is required to get estimate of a parameter with a precision of 5% points and 95% level of confidence. For the proposed survey, however, the sample size will be 600 per district per month. For a district if in certain months these much samples are not available, the shortfall should be covered in next months. If a particular district is not important from tourism perspective and the sample size of 600 visitors per month is not likely to be available, then portion of this sample size may be allocated to other districts having larger no. of visitors.

This redistribution must be done based on the findings of Phase I of the methodology. At State level, the sample size of 600 x no. of Districts for the survey at Tourist Destinations has to be maintained every month.

ii. Distribution of Sample Size among Tourist Destinations:

The sample of 600 has to be distributed between the destinations (ticketed and non- ticketed) of the district. This may be done in proportion to the visitors at the destinations as observed in Phase I of the methodology. The sample proportion of domestic as well as foreign visitors is to be decided on the basis of their proportion observed in phase I of the survey Market Research Division, Ministry of Tourism Page 10 of 31 or on the basis of data of ticket sales of previous day in case of destinations with differential tickets.

iii. Distribution of Sample Size among Tourist Destinations:

The sample of 600 has to be distributed between the destinations (ticketed and non- ticketed) of the district. This may be done in proportion to the visitors at the destinations as observed in Phase I of the methodology. The sample proportion of domestic as well as foreign visitors is to be decided on the basis of their proportion observed in phase I of the survey or on the basis of data of ticket sales of previous day in case of destinations with differential tickets.

iv. Time Slots for the survey at a destination:

Time slots should be such that they cover the varying visitor traffic pattern at a destination. For example, at some religious places visitors visit the destination in early morning and/ or late evening. Similarly fairs and festivals may draw large number of visitors during late hours in evening. Time slots of the survey at each destination should be devised in a manner so as to capture the variations in visitor inflow.

3.3 IT Infrastructure requirements:

The field Surveyors are required use the mobile app mentioned above to fill validate and send the data to Dashboard of MoT. The minimum configuration of Smartphone/Tab for installation of the mobile app for smooth conduct of Tourism Survey is as follows:

Configuration Required for Android Mobile/Tab for survey :	
Description	Specification
Processor make	Qualcomm Snapdragon 865 and 865 Plus
Processor Speed	2.84GHz to 3.1GHz
RAM	4GB
Internal storage	64GB
Operating system	Android 7.0
GPS	
Inter Connectivity	Mobile networks / Wi-Fi

The smart phones/tabs available with the surveyors will be upgraded as per the requirement will be upgraded by the agency as per requirement. Each surveyor is required to carry one Smartphone/ Tab of configuration as mentioned above for conducting the field surveys.

3.4 Training of Trainers (ToT) & knowledge transfer:

After engagement of the successful Agency by Tourism Department, Govt. of Mizoram, a training of trainers (ToT) on methodology of conducting the surveys will be scheduled for the state level supervisors of the Survey Agencies to develop Master Trainers (MT).

National Productivity Council (NPC) or the State Government will conduct the above mentioned trainings for providing an understanding of methodology to be followed by empanelled agencies and their respective supervisors for execution of state tourism survey through workshops at regional level to develop MTs.

Further it will be responsibility of the Survey Agency to impart trainings through these MT to field surveyors and ensure the quality of Tourism Survey.

3.5 Cost Implications for trainings to Surveyors & Supervisors:

The trainings of surveyors and supervisors will be conducted by the empanelled survey agencies at no cost to Tourism Department, Govt. of Mizoram. The list of manpower may be provided as per Form Tech 4.

3.6 The Coverage in the Mizoram State is given as follows:

- a) List of Districts to be covered in the Mizoram State - Annexure A
- b) Lists of Destinations District wise - Annexure B
- c) District wise List of Accommodation Units – Annexure C
- d) List of Exit points (Air/Water/Road/Rail) District wise – Annexure D

3.7 Work Load Assessment

The Agency may estimate the Workload as per the given template to understand the quantum of work and ensure effective deployment of manpower. (Annexure E - “Cost Estimation Sheet”)

3.8 Manpower Requirement Assessment

- a) The Agency may estimate the Manpower requirement as per the given template to understand the quantum of field work is for 13 months only and ensure effective deployment of manpower. However it may be noted that the maximum engagement period of agency will be upto 24 months only.

Phase 1- Work Content for 1 Month

S No	Activity	Manpower Required
1	Listing of tourist accommodation units (from administrative records) to prepare the sampling frame of accommodation units	
2	Counting of visitors at all non-ticketed destinations throughout the normal time of entry for 14 prescribed days using mobile application	

3	Collection of number of tickets sold from all ticketed destinations for prescribed 14 days of the month	
4	Collection of number of tourist/visitors exit through all exit points (to study the flow of exit of visitors)	

Phase 2- Work content for 12 Month (1 Year Only)

S No	Activity	Manpower Required
1	Short Survey at destination : For the duration of 7 days in a month, 600 samples from the district to be collected at the destinations selected as per the 90% criteria	
2	Accommodation Survey : All the classified hotels and 10% of the units in each of the categories of other accommodation units. Information has to be collected in the 1st week of every month for the preceding month	
3	Exit survey : 14 days exercise in a month to perform the 400 survey's at the exit points. It is to be done at all the points of a district (railway stations, bus stations, airports, and sea ports)	

Section 4

4.1 Eligibility, Qualification & Evaluation Criteria for Financial Bid Selection Criteria for Financial Bid Evaluation

The bidders who have qualified in Technical Bid amongst the empanelled list are eligible to participate in the Financial Bid Evaluation.

Financial Bid Opening Process

The Financial Bids of the technically qualified bidders will be opened on the prescribed date in the presence of representatives of the bidders which will be intimated by Tourism Department in due course of time. **Refer Clause 2.9.**

Financial Bid Evaluation Criteria

Format for submitting the financial Bid/Quote is given at Form Tech 1.

- i. Only technically qualified bidders are allowed to participate Financial Bid
- ii. The Bids will be opened by Evaluation Committee (ECE) for consideration.
- iii. The time for opening of bids shall be communicated accordingly. The mode of the presentation will be online/ offline.
- iv. The bidder with the lowest financial bid (L1) will be ranked 1st and will be listed in ascending order of the bids.
- v. Only fixed price financial bids will be considered.
- vi. Any conditional bid may be rejected.
- vii. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the

unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail”.

Selection Criteria

- a) In the event if bids of more than one bidder are ‘tied’, the bidder securing the highest technical score during empanelment will be adjudicated as the Best Value Bidder for award of work order.
- b) In case of special circumstance where the L1 bidder is not taking the order, Tourism Department, Govt. of Mizoram may offer the same to next L2 bidder at the price offered by L1 Bidder.

Section 5

5.1 Award of Work Order Letter for Engagement of Survey Agency in Mizoram State

- a) Award Criteria - Tourism Department, Govt. of Mizoram will award the Letter of Engagement to the successful bidder who is eligible as per the criteria mentioned in **Section 4.0 of this RFP**.
- b) Right to Accept Any Proposal and To Reject Any or All Proposal(s) - Tourism Department, Govt. of Mizoram reserves the right to accept or reject any proposal, and to annul the engagement process and reject all proposals without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for Tourism Department, Govt. of Mizoram’s action.
- c) Letter of Engagement Tourism Department, Govt. of Mizoram - Prior to the expiration of the validity period, Tourism Department, Govt. of Mizoram will notify the eligible bidder in writing or by email regarding their engagement for conducting Tourism surveys in case the engagement process has not been completed within the stipulated period.
- d) Acceptance Letter - Tourism Department, Govt. of Mizoram will require the empanelled bidder to provide an acceptance letter within 7 days from the issue of Letter of Engagement.
- e) Engagement Period - Engagement will be valid for a period of 24 Months from the date of issue of W.O. however the engagement of Surveyor Agency will be reviewed quarterly. In case of satisfactory performance the engagement will be continued till next review but if the performance is found to be unsatisfactory then the Surveyor Agency shall be warned/suspended/ delisted as deemed fit.

Section 6

6.1 Deliverables & Time Frame

S No	Deliverable	Timeframe
1	Signing of Contract Agreement & Submission of Bid Security Document	
2	Phase - 1 Deliverable	
2.1	Listing of tourist accommodation units (from administrative records) to prepare the sampling frame of accommodation units	1 month
2.2	Listing of tourist destinations (indicating ticketed/non-ticketed from administrative records) to count the number of visitors	1 month
2.3	Listing of all tourist exit points (from administrative records) to control flow study	1 month
2.4.1	Counting of visitors at all non-ticketed destinations throughout the normal time of entry for 14 prescribed days using mobile application	1 month
2.4.2	Execution of enumeration of visitors (to get the proportion of domestic/international visitors) for 14 prescribed days in a month	1 month
2.5	Collection of number of tickets sold from all ticketed destinations for prescribed 14 days of the month	1 month
2.6	Collection of number of tourists/visitors exit through all exit points (to study the flow of exit of visitors)	1 month
2.7	Execution of above tasks by selected investigators under the related supervisors	1 month
3	Deployment of Surveyors. The incumbent will be deployed full time for one year in NPC/Ministry of Tourism	1 month
4	Phase - 2 Deliverable	
4.1	To conduct Accommodation Census (to be updated information quarterly) to administer accommodation census questionnaire to each accommodation unit and get it duly filled in	Quarterly
4.2	To conduct accommodation unit monthly survey (on 10% distinct accommodation units) to administer accommodation monthly questionnaire to each accommodation unit and get it duly filled in	Per month
4.3	To conduct monthly Short survey at all destination points selected (based on 90% criteria) for phase -2 study of 12-months to administer tourist destination short survey questionnaire over 600 visitors/visitor-groups, distributed randomly over the selected destinations and the 7 prescribed days of the month for a period of 12 months phase-2 study	Per month
4.4.1	To get the total number of visitors visited at tourist destination points selected (on 90% criteria) for the 12-months phase-2 study collection of number of tickets sold from all selected ticketed destinations (on 90% criteria) on 7 prescribed days of the months during the 12-months phase-2 study period	Per month
4.4.2	To get the total number of visitors visited at tourist destination points selected (on 90% criteria) for the 12-months phase-2 study counting of the number of visitors taking entry at all entry points of	Per month

	all the selected non-ticketed destinations (based on 90% criteria) throughout the normal time on 7 prescribed days of the months during the 12-months phase-2 study	
4.5	To conduct monthly Exit survey at all Exit points on 14 prescribed days of the months during the 12-months phase-2 study of 12-months To administer tourist exit survey questionnaire over 400 visitors/visitors-groups, distributed randomly over all the exit points and the 14 prescribed days of the month for a period of 12 months phase-2 study	Per month

6.2 Schedule of Payment

S No	Deliverable	Payment
Advance Payment		
Phase - 1		
1.1	Destination : 14 days exercise in a month to identify the major tourist destinations at ticketed and non-ticketed destinations	10%
1.2	Exit Point : 14 days exercise in a month to observe the Flow Exit. It is to be observed at all the points of a district(railway stations, bus stations, air-ports, and sea ports...)	
1.3	Accommodation Units : To make the list of accommodation units	

2		Phase -2		
2.1	Short Survey at destination : For the duration of 7 days in a month, 600 samples from the district to be collected at the destinations selected as per the 90% criteria	First year *	Q1	10 %
2.2	Accommodation Survey : All the classified hotels and 10% of the units in each of the categories of other accommodation units. Information has to be collected in the 1st week of every month for the preceding month			
2.3	Exit Survey : 14 days exercise in a month to perform the 400 survey's at the exit points. It is to be done at all the points of a district (railway stations, bus stations, air-ports, and sea ports...)			
2.4	Short Survey at Destination : For the duration of 7 days in a month, 600 samples from the district to be collected at the destinations selected as per the 90% criteria		Q2	15%
2.5	Accommodation Survey : All the classified hotels and 10% of the units in each of the categories of other accommodation units. Information has to be collected in the 1st week of every month for the preceding month			
2.6	Exit Survey : 14 days exercise in a month to perform the 400 survey's at the exit points. It is to be done at all the points of a district (railway			

	stations, bus stations, and sea ports..)			
2.7	Short Survey at Destination : For the duration of 7 days in a month, 600 samples from the district to be collected at the destinations selected as per the 90% criteria		Q3	15%
2.8	Exit Survey : 14 days exercise in a month to perform the 400 survey's at the exit points. It is to be done at all the points of a district (railway stations, bus stations, airports and sea ports..)			
2.9	Accommodation Survey : All the classified hotels and 10% of the units in each of the categories of other accommodation units. Information has to be collected in the 1st week of every month of the preceding month & update of all list of accommodation units			
2.10	Short Survey at Destination : For the duration of 7 days in a month, 600 samples from the district to be collected at the destinations selected as per the 90% criteria		Q4	15%
2.11	Exit Survey : 14 days exercise in a month to perform the 400 survey's at the exit points. It is to be done at all the points of a district (railway station, bus stations, air-ports and sea ports..)			
2.12	Accommodation Survey : All the classified hotels and 10% of the units in each of the categories of other accommodation units. Information has to be collected in the 1st week of every month for the preceding month & update of the list of accommodation units			
2.13	Approval of completion of work mentioned above from 2.1 to 2.12 by both State Government and MoT		F&F	10%

*to be counted from the date of completion of deliverable at Sl. No. 4

6.3 Cost Estimation Sheet Format (For estimation only), not to be Submitted

S.No	Particulars/Items	Amount (Rs)
1	Remuneration (Key professional & support staff)	
2	Expenses on transportation, accommodation, TA/DA local transportation, online methods, training & analysis tools/software application etc	
3	Miscellaneous Expenses related to assignment such as office expenses, documentation, communication, data entry, data analysis etc	
Cost for the assignment excluding taxes as applicable (S No.1 + S.No.2 + S.No 3)		
Applicable Taxes		
Total cost for the assignment including taxes as applicable		

Amount in Words (INR Only)	
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Section 7

7.1 General conditions of the Contract (GCC)

7.1.1 Definitions:

Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- i) "Applicable Law" means the laws and any other instruments having the force of law in India.
- ii) "Client" means the Tourism Department, Govt. of Mizoram with which the selected bidder signs the contract for the services.
- iii) "Monitoring Committee" (MC) means a Committee constituted to monitor the progress of the assignment may make judgment giving reasons thereafter as to which shall be recorded in writing.
- iv) "Bidders" means any entity or person that may provide or provides the Services to the Tourism Department, Govt. of Mizoram under the Contract.
- v) "Contract" means the Contract signed by the Parties and all the Contract documents listed in its Clause 1 of the Contract.
- vi) "Data Sheet" means such part of the Instructions to Bidders used to reflect assignment conditions.
- vii) "Day" means calendar day.
- viii) "Effective Date" means the date on which this Contract comes into force.
- ix) "GCC" means these General Conditions of Contract.
- x) "Indian Currency" means Indian Rupees (INR).
- xi) "Instructions to bidders" (Section 2 of the RFP) means the document which provides bidders with all information needed to prepare their Proposals.
- xii) "In writing" means communicated in written form with proof of receipt.
- xiii) "Liquidated Damages" herein- may be specified as "LD".
- xiv) "Local Currency" means Indian Rupees (INR).
- xv) "LOA" or equivalently Work Order means the Letter of Award issued by Tourism Department, Govt. of Mizoram conveying its acceptance of the proposal of the successful bidder.
- xvi) "Party" means Tourism Department, Govt. of Mizoram or the Bidder, as the case may be, and "Parties" means both of them.
- xvii) "Proposal" refer here to the Financial Proposal only.
- xviii) "RFP" means the Request for Proposal prepared by Tourism Department, Govt. of Mizoram for the selection of Bidders.
- xix) "Services" means the work to be performed by the Bidder pursuant to the Contract.
- xx) "Third Party" means any person or entity other than Tourism Department, Govt. of Mizoram, or the Bidder.

7.1.2 Relationship between the Parties

Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between Tourism Department, Govt. of Mizoram and the Bidder. The Bidder, subject to this Contract has complete charge of Personnel, if any, performing the Services

and shall be fully responsible for the Services performed by them on his behalf. The Bidder will be exclusively liable to pay timely and remuneration and salary as per the statutory norms to his employees.

7.1.3 Law Governing Contract:

This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the applicable laws of India.

7.1.4 Headings:

The headings shall not limit, alter or affect the meaning of this Contract.

7.1.5 Notices

a) Any notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in writing. The notice period shall be as per **Section 7.7 under "Settlement of disputes"**.

b) Party may change its address for notice hereunder by giving the other Party notice in writing of such change to Director, Tourism Department, Government of Mizoram or through email mizoram.tourism@gmail.com.

7.1.6 Location:

The Services shall be performed at such locations as are specified in Terms of Reference here to and, where the locations of a particular task is not so specified, at such locations as the Tourism Department, Govt. of Mizoram may notify in writing.

7.1.7 Authorized Representatives:

Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract or any amendment thereof by Tourism Department, Govt. of Mizoram or the Bidder may be taken or executed by Director, Tourism Department, Government of Mizoram. The Bidder shall issue Power of Attorney in favour of its Authorised Representative.

7.1.8 Taxes and Duties:

The Bidder shall be liable to pay all direct and indirect taxes, duties, fees and other impositions levied under the laws of India.

7.1.9 Fraud and Corruption

1) Definitions: It is Tourism Department, Govt. of Mizoram's policy to require that Tourism Department, Govt. of Mizoram as well as Bidders observe the highest standard of ethics during the execution of the Contract. In pursuance of this policy, Tourism Department, Govt. of Mizoram defines, for the purpose of this provision, the terms set forth as follows:

- i) “corrupt practice” means the offering, receiving, or soliciting, directly or indirectly, of anything of value (whether in cash or kind) to influence the action of a public official in the selection process or in Contract execution;
- ii) “fraudulent practice” means a misrepresentation or omission of facts in order to influence a selection process or the execution of a Contract;
- iii) “collusive practices” means a scheme or arrangement between two or more Bidders, with or without the knowledge of Tourism Department, Govt. of Mizoram, designed to establish prices at artificial, non competitive levels;
- iv) “coercive practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a Contract.

2) Measures to be taken by Tourism Department, Govt. of Mizoram

- i)** Tourism Department, Govt. of Mizoram may terminate the Contract if it comes to know at any point of time that representatives of the Bidder were engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of the Contract, without the Bidder having taken timely and appropriate action satisfactory to Tourism Department, Govt. of Mizoram, to remedy the situation after receipt of Notice.
- ii)** Tourism Department, Govt. of Mizoram after issue of Show Cause Notice to Bidder may also sanction against the Bidder, declaring the Bidder ineligible, either indefinitely or for a stipulated period of time, to be awarded a Contract, if it at any point of time comes to know that the Bidder has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, any Tourism Department, Govt. of Mizoram financed Contract.

7.1.10 Commencement, Completion, Modification and Termination of Contract

- i)** Effectiveness of Contract: This Contract shall come into force and effect on the date of signing of the Contract.
- ii)** Termination of contract for Failure to become effective: If the Bidder does not furnish Bid Security Declaration Form after the date of the issue of work order, Tourism Department, Govt. of Mizoram
- iii)** Commencement of Services: The Bidder shall begin carrying out the Services immediately but not later than ten days from the Effective Date.
- iv)** Completion of Contract: Unless terminated earlier pursuant to Clause 2.4 & Clause 7.1.10.ii hereof, the Bidder shall complete the entire work as per the time period stipulated in Section 6.0 of RFP, which may be extended at the discretion of Tourism Department, Govt. of Mizoram.
- v)** Entire Agreement: This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any other statement, representation, promise or agreement not set forth herein.

7.1.11 Modifications or Variations:

Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. Pursuant to Clause 2.13 & Clause 7.1.11 of Section 7 of this RFP, however, each Party shall give due consideration to any proposals for modification or variation made by the other Party and cost implication thereof.

7.1.12 Force Majeure

Definition

For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies.

2. Force Majeure shall not include

- i)** any event which is caused by the negligence or intentional action of a Party or by or of such Party's agents or employees,
- ii)** nor any event which a diligent Party could reasonably have been expected both to take into account at the time of the signing of the Contract, and avoid or overcome with utmost persistent effort in the carrying out of its obligations hereunder.
- iii)** Force Majeure shall not include insufficiency of funds or manpower or inability to make any payment required for execution of services under this Contract.

No Breach of Contract: The failure of a Party to fulfil any of its obligations hereunder shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all possible precautions, due care and all Measures, with the objective of carrying out the terms and conditions of this Contract.

4. Measures to be taken:

- i)** A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.
- ii)** A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) days following the occurrence of

such event, providing sufficient and satisfactory evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.

iii) Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

iv) During the period of their inability to perform the Services as a result of an event of Force Majeure, the Bidder, upon instructions by Tourism Department, Govt. of Mizoram, shall either: (i) Demobilize or (ii) continue with the Services to the extent possible, in which case the Tourism Department, Govt. of Mizoram on being satisfied shall continue to pay proportionately to the Bidder and on prorated basis, under the terms of this Contract.

v) In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to the Contract.

7.1.13 Withholding of payment

Tourism Department, Govt. of Mizoram may, by written notice of suspension to the Bidder, suspend all payments to the Bidder hereunder if the Bidder fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall allow the Bidder to remedy such failure, if capable of being remedied, within a period not exceeding thirty (30) days after receipt by the Bidder of such notice of suspension.

7.1.14 Termination by Tourism Department, Govt. of Mizoram

i) Tourism Department, Govt. of Mizoram may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (i) through (ix) of this Clause & Clause 2.4.

ii) If the Bidder fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of issued by Tourism Department, Govt. of Mizoram, within thirty (30) days of receipt of such notice or within such further period as Tourism Department, Govt. of Mizoram may have subsequently approved in writing.

iii) If the Bidder (if the Bidder consists of more than one entity) or any of its Members which has substantial bearing on providing Services under this Contract becomes insolvent or goes into compulsory liquidation.

iv) If the Bidder, in the judgment Tourism Department, Govt. of Mizoram, has engaged in corrupt or fraudulent practices in competing for or in executing this Contract.

v) If the Bidder submits to Tourism Department, Govt. of Mizoram a false statement which has a material effect on the rights, obligations or interests of Tourism Department, Govt. of Mizoram

vi) If the Bidder places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to Tourism Department, Govt. of Mizoram

vii) If, as the result of Force Majeure, the Bidder is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

viii) If Tourism Department, Govt. of Mizoram in its sole discretion and for any reason whatsoever, decides to terminate this Contract.

ix) In such an occurrence Tourism Department, Govt. of Mizoram shall give a not less than thirty (30) days' written advance notice before terminating the Contract of Bidders, and sixty (60) days' in case of the event referred to in (vii) and 100 (hundred) days in case it does not pay the Award amount as per Award against it passed by arbitration under this RFP.

7.1.15 By the Bidder:

The Bidder may terminate this Contract, by not less than thirty (30) days' written notice to Tourism Department, Govt. of Mizoram, in case of the occurrence of any of the events specified in the RFP:

i) If Tourism Department, Govt. of Mizoram fails to pay any money due to the Bidder pursuant to this Contract and not subject to dispute within forty five (45) days after receiving written notice from the Bidder that such payment is overdue.

ii) If, as the result of Force Majeure, the Bidder is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

iii) If Tourism Department, Govt. of Mizoram fails to comply with any final decision reached as a result of Arbitration.

iv) If Tourism Department, Govt. of Mizoram is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the Bidder may have subsequently approved in writing) following the receipt by Tourism Department, Govt. of Mizoram of the Bidder's notice specifying such breach.

7.1.16 Cessation of Rights and Obligations:

Upon termination of this Contract pursuant to **Clauses 2.4** hereof, or upon expiration of this Contract pursuant to **Clause 7.1.10** thereof, all rights and obligations of the Parties hereunder shall cease, except (i) such rights and obligations as may have accrued on the date of termination or expiration, (ii) the obligation of confidentiality set forth in Clause 7.2.3 hereof, (iii) the Bidder's obligation to pay Damages or Liquidated Damages permit inspection, copying and auditing of their accounts and records as set forth in **Section 7.2** hereof, and (iv) any right which a Party may have under the Law.

7.1.17 Cessation of Services:

Upon termination of this Contract by notice of either Party to the other pursuant to **Clauses 2.4** hereof, the Bidder shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close and vacate the premises of Tourism Department, Govt. of Mizoram in a prompt and orderly manner.

7.1.18 Payment upon Termination

Upon termination of this Contract pursuant to Clauses 2.4 hereof Tourism Department, Govt. of Mizoram shall make the following payments to the Bidder:

If the agreement is terminated pursuant of **Clause 2.4** the Bidder shall not be entitled to receive any agreed payments upon termination of the Contract. However, Tourism Department, Govt. of Mizoram may consider making payment for the part satisfactorily performed on the basis of Quantum Merit as assessed by it, if such part is of economic utility to Tourism Department, Govt. of Mizoram subject to recovery of its dues, as permissible. Under such circumstances, upon termination, Tourism Department, Govt. of Mizoram may also impose liquidated damages as per the provisions of RFP hereof. The Bidder will be required to pay any such liquidated damages and compensation as permissible under Contract Act to Tourism Department, Govt. of Mizoram within Thirty (30) days of termination date.

In the event of termination under **7.1.10**, the payment schedule as specified in this contract shall not apply and the costs of work delivered by Bidder and the cost of demobilization of Bidder teams will be mutually decided and paid by Tourism Department, Govt. of Mizoram to Bidder.

7.1.19 Disputes about Events of Termination:

If either Party disputes whether an event specified in paragraphs (i) through (v) of **Clause 7.1.10 or of Clause 2.4 of Section 2** has occurred, such Party may, if it chosen within forty-five (45) days after receipt of notice of termination from the other Party, may seek settlement under **Clause 7.1.18** hereof.

7.2 OBLIGATIONS OF THE BIDDER

7.2.1 General

Standard of Performance: The Bidder shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Bidder shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to Tourism Department, Govt. of Mizoram, and shall at all times support and safeguard Tourism Department, Govt. of Mizoram's legitimate interests in any dealings with Third Parties.

7.2.2 Conflict of Interests:

A. The Bidder shall hold Tourism Department, Govt. of Mizoram's interests paramount, without any consideration for future work, and strictly avoid conflict of interest with other assignments or their own corporate interests. If during the period of this Contract, a conflict of interest arises for any reasons, the Bidder shall promptly disclose the same to Tourism Department, Govt. of Mizoram and seek its instructions for compliance.

Bidder not to benefit from Commissions, Discounts, etc.:

a) The payment of the Bidder pursuant to Clause 6 hereof shall constitute the Bidder's only payment in connection with this Contract. The Bidder shall not accept for its own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract or in the discharge of its obligations hereunder, and the Bidder shall use its best efforts to ensure that any Personnel and agents of either of them, similarly shall not receive any such additional payment on account of commission or discount, etc.

b) Furthermore, if the Bidder, as part of the Services, has the responsibility of advising the Tourism Department, Govt. Of Mizoram on the procurement of goods, works or services, the Bidder shall comply with the Tourism Department, Govt. of Mizoram's applicable procurement guidelines, and shall at all times exercise such responsibility in the best interest of Tourism Department, Govt. of Mizoram. Any discounts or commissions obtained by the Bidder in the exercise of such procurement responsibility shall be for the benefit and account of Tourism Department, Govt. of Mizoram.

B. Bidder and Affiliates Not to Engage in Certain Activities:

The Bidder agrees that, during the term of this Contract and after its termination, the Bidder and any entity affiliated with the Bidder, shall be disqualified from providing goods, works or services resulting from or directly related to the Bidder's Services for the preparation or implementation of the project.

C. Prohibition of Conflicting Activities:

The Bidder shall not engage, and shall cause their Personnel not to engage, either directly or indirectly, in any business or professional activities that would conflict with the activities assigned to them under this Contract.

7.2.3 Confidentiality:

Except with the prior written consent of Tourism Department, Govt. of Mizoram, the Bidder and the Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Bidder and its Personnel make public the recommendations formulated in the course of, award of Contract and its execution.

7.2.4 Accounting:

The Bidder (i) shall keep accurate and systematic accounts and records in respect of the Services hereunder, in accordance with accounting principles and in such form and detail as will clearly identify all relevant time charges and costs, and (ii) if so required by Tourism Department, Govt. of Mizoram, shall undertake to provide such information as Tourism Department, Govt. of Mizoram may reasonably determine as necessary in relation to the services.

7.2.5 Bidder's actions requiring Tourism Department, Govt. of Mizoram's prior approval:

The Bidder shall obtain Tourism Department, Govt. of Mizoram's prior approval in writing before taking any of the following actions:

- a) Any change or addition to the Personnel listed in Form Tech 4 of RFP.

- b) The Bidder shall not assign or transfer or subcontract the contract or any part thereof.

7.2.6 Deliverables:

The Bidder shall submit to Tourism Department, Govt. of Mizoram the reports and documents as specified in **Section 6** of the RFP and within the time periods set forth in the said Section.

7.2.7 Documents Prepared by the Bidder to be the Property of Tourism Department, Govt. of Mizoram

The Bidder may retain a copy of such documents, but shall not use anywhere, without taking permission, in writing, from Tourism Department, Govt. of Mizoram and Tourism Department, Govt. of Mizoram reserves right to grant or deny any such request.

7.3 BIDDERS' PERSONNEL

7.3.1 General:

The Bidder shall employ and provide at its own cost such qualified and experienced Personnel as Surveyors, Supervisors etc. required to carry out the Services.

7.3.2 Description of Personnel:

To be submitted by the Bidder as per the Form Tech 4 of this RFP.

7.4 Obligations Of Tourism Department, Govt. of Mizoram

7.4.1 Assistance and Exemptions:

Unless otherwise specified, Tourism Department, Govt. of Mizoram shall use its best efforts to ensure that it shall:

- a) provide the Bidder including Personnel with work permits and such other documents as shall be necessary to enable the Bidder or Personnel to perform the Services.
- b) issue to officials, agents and representatives of the Government all such instructions as may be necessary or appropriate for the prompt and effective implementation of the Services.
- c) provide to the Bidder, Sub-Bidders and Personnel any such other assistance, trainings to facilitate performance of the Contract.

7.4.2 Change in the Applicable Law Related to Taxes and Duties:

If, after the date of this Contract, there is any change of rate of levy under the existing applicable Laws of India with respect to taxes and duties, which are directly payable by the Bidder for providing the services i.e. goods & services tax or any such other applicable tax from time to time, which increase or decreases the cost incurred by the Bidder in performing the Services, then the remuneration and reimbursable expense otherwise payable to the Bidder under this Contract

shall be increased or decreased accordingly by correspondence between the Parties hereto, and corresponding adjustments shall be made to the ceiling amounts specified in Clause 6.2 of Section 6. However, in case of any new or fresh tax or levy imposed after submission of the Proposal the Bidder shall be entitled to reimbursement on submission of proof of payment of such Tax or Levy.

7.4.3 Payment:

In consideration of the Services performed by the Bidder under this Contract, Tourism Department, Govt. of Mizoram shall make to the Bidder such payments and in such manner as is provided by Clause 6 of this Contract.

7.4.4 Office space & other facilities:

Tourism Department, Govt. of Mizoram shall provide office space for the Bidder's personnel for the purpose of conducting discussions, meetings, and workshops with as mentioned in Clause 7.4.1 as and when required.

7.5 Payments to the bidder

The payment to the Bidder will be made as per payment plan against the deliverables as per schedule of payments given in the table given under **Clause 6.2**.

7.5.1 Total Cost of the Services:

- a) The total cost of the Services payable is set forth in the contract agreement as per the Bidder's proposal to Tourism Department, Govt. of Mizoram and as negotiated thereafter.
- b) Except as may be otherwise agreed under **Clause 6.2 of Section 6** and subject to payments under this Contract shall not exceed the amount specified in the contract.

7.5.2 Currency of Payment:

All payments shall be made in Indian Rupees.

7.5.3 Terms of Payment:

The payments in respect of the Services shall be made as follows:

- a) The Bidder shall submit the invoice for payment when the payment is due as per the agreed terms. The payment shall be released as per the work related milestones achieved.
- b) Once a milestone is completed, the Bidder shall submit the requisite deliverables as specified in this Contract and such invoice (in triplicate) which falls due as per Section 6 titled "schedule of payment". Tourism Department, Govt. of Mizoram shall release the requisite payment upon acceptance of the deliverables. However, if Tourism Department, Govt. of Mizoram fails to intimate acceptance of the deliverables or its objections thereto, within forty five (45) days of receipt of it, Tourism Department, Govt. of Mizoram shall release the payment to the Bidder without further delay.

7.5.4 Final Payment:

The final payment shall be made only after the final report and a final statement, identified as deliverable, shall have been submitted by the Bidder and approved by Tourism Department, Govt. of Mizoram. The Services shall be deemed completed and finally accepted by Tourism Department, Govt. of Mizoram and the final report and final statement shall be deemed approved by Tourism Department, Govt. of Mizoram as satisfactory after ninety (90) calendar days after receipt of the final report and final statement by Tourism Department, Govt. of Mizoram, if within such ninety (90) day period, Tourism Department, Govt. of Mizoram does not give written notice to the Bidder specifying in detail deficiencies in the Services specified, the final report or final statement. The Bidder shall thereupon promptly make all necessary corrections, and thereafter the foregoing process shall be repeated. Any extra amount, which Tourism Department, Govt. of Mizoram has paid or caused to be paid in accordance with this Clause in excess of the amounts actually payable in accordance with the provisions of this Contract, shall be reimbursed by the Bidder to Tourism Department, Govt. of Mizoram within thirty (30) days after receipt by the Bidder of notice thereof. Any such claim by Tourism Department, Govt. of Mizoram for reimbursement must be made within two (2) calendar months after receipt by Bidder of a final report and a final statement approved by Tourism Department, Govt. of Mizoram in accordance with the above.

For the purpose of payment under Clause 6.3 (b) above, acceptance means; acceptance of the deliverables by Tourism Department, Govt. of Mizoram after submission by the Bidder and the Bidder has made presentation to Tourism Department, Govt. of Mizoram (Mention this if presentation is required) with/without modifications to be communicated in writing by Tourism Department, Govt. of Mizoram to the Bidder.

If the deliverables submitted by the Bidder are not acceptable to Tourism Department, Govt. of Mizoram, reasons for such non acceptance should be recorded in writing; Tourism Department, Govt. of Mizoram shall not release the payment due to the Bidder. This is without prejudice Tourism Department, Govt. of Mizoram's right to levy any liquidated damages under clause **7.1.16 and 7.8**. In such case, the payment will be released to the Bidder only after it resubmits the deliverable and which is accepted by Tourism Department, Govt. of Mizoram.

All payments under this Contract shall be made to the accounts of the Bidder.

Payments made to Bidder do not constitute acceptance of the Services nor relieve the Bidder of any obligations hereunder, unless the acceptance has been communicated by Tourism Department, Govt. of Mizoram to the Bidder in writing and the Bidder has made necessary changes as per the comments/suggestions of Tourism Department, Govt. of Mizoram communicated to the Bidder.

In case of earlier termination of the Contract, the payment shall be made to the Bidder as mentioned here with: (i) Assessment should be made about work done from the previous milestone, for which the payment is made or to be made till the date of the termination. The Bidder shall provide the details of persons reasonably worked during this period with supporting documents. Tourism Department, Govt. of Mizoram shall be entitled to adjust/recover Damages/Compensation and Liquidated Damages due under the Contract.

7.6 Fairness and Good Faith

7.6.1 Good Faith

The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

7.6.2 Operation of the Contract

The Parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the life of the Contract, and the Parties hereby agree that it is their intention that this Contract shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties will make their best efforts to agree on such action as may be necessary to remove the cause or causes of such non-fairness, but no failure to agree on any action pursuant to this Clause may give rise to a dispute subject to Arbitration in accordance with Clause 7.8 hereof.

7.7 Settlement of Disputes

7.7.1 Amicable Settlement

Performance of the Contract is governed by the terms & conditions of the Contract, in case of dispute arises between the Parties regarding any matter under the Contract, either Party of the Contract may send a written Notice of Dispute to the other Party in accordance to clause **7.7 of Section 7**. The Party receiving the Notice of Dispute will consider the Notice and respond to it in writing within Fifteen (15) days after receipt. If that Party fails to respond within Fifteen (15) days, or the dispute cannot be amicably settled within Forty Five (45) days following the response of that Party, **clause 7.7.1.i** shall become applicable.

i) Arbitration: In the case of dispute arising upon or in relation to or in connection with the Contract between Tourism Department, Govt. of Mizoram and the Bidder, which has not been settled amicably, any Party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 1996. Such disputes shall be referred to the sole arbitrator to be appointed by the Tourism Department, Govt. of Mizoram and the bidder on mutual consent & agreement.

ii) Arbitration proceedings shall be held in Aizawl only and the language of the Arbitration proceedings and that of all documents and communications between the Parties shall be English.

iii) The decision of the sole arbitrator shall be final and binding upon both Parties. The expenses of the arbitrators as determined by the arbitrators shall be shared equally by Tourism Department, Govt. of Mizoram and the Bidder. However, the expenses incurred by each Party in connection with the preparation, presentation shall be borne by the Party itself. All Arbitration awards shall be in writing and shall state the reasons for the award.

iv) Notwithstanding any references to arbitration, the parties shall continue to perform their respective work/ obligation under the Contract.

7.8 Penalty Clause

- i) Tourism Department, Govt. of Mizoram reserves the right to deduct the penalty from pending bills submitted for the work already performed by the agency.
- ii) The liquidated damages for delay by Bidder shall be applicable under following circumstances:
 - iii) The amount of liquidated damages for delay by Bidder under this Contract shall not exceed 10 % (ten percent) of the total value of the Contract as specified in the contract agreement.
 - iv) Notwithstanding anything to the contrary contained in this agreement but subject to the indemnifications specifically agreed to by the Bidder herein, in no event shall the aggregate liability of the Bidder under this agreement exceed the total cost of services paid to the Bidder.
 - v) If the services of the consultancy firm/bidder are found unsatisfactory and objectives of the study/survey are not fulfilled in spite of giving adequate opportunity to the bidder, Tourism Department, Govt. of Mizoram may forfeit the amount due in part or whole.

7.9 Conflict of Interest

Tourism Department, Govt. of Mizoram's policy requires that Bidders should provide professional, objective, and impartial advice and at all times hold Tourism Department, Govt. of Mizoram's interests paramount; strictly avoid conflicts with other assignments or their own corporate interests.

Without limitation on the generality of the foregoing, Bidders, and any of their affiliates, shall be considered to have a conflict of interest and shall not be engaged by Tourism Department, Govt. of Mizoram, under any of the circumstances set forth below:

7.10 Conflicting activities

A firm that has been engaged by Tourism Department, Govt. of Mizoram to provide goods, works or services other than consulting services for a project, and any of its affiliates, shall be disqualified from providing consulting services related to those goods, works or services. Conversely, a firm hired to provide consulting services for the preparation or implementation of a project, and any of its affiliates, shall be disqualified from providing goods or works or services other than consulting services resulting from or directly related to the firm's consulting services for such preparation or implementation. For the purpose of this paragraph, services other than consulting services are defined as those leading to a measurable physical output, for example surveys, exploratory drilling, aerial photography, and satellite imagery.

7.11 Conflicting assignments

A Bidder (including its Personnel) or any of its affiliates shall not be hired for any assignment that, by its nature, may be in conflict with the assignment of the Bidder or other work to be executed for the same or other of Tourism Department, Govt. of Mizoram.

7.12 Conflicting relationships

- a)** A Bidder (including its Personnel) that has a business or family relationship with a member of Tourism Department, Govt. of Mizoram staff who is directly or indirectly involved in any part of (i) the preparation of the Terms of Reference of the assignment, (ii) the selection process for such assignment, or (iii) supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to Tourism Department, Govt. of Mizoram throughout the selection process and the execution of the Contract.
- b)** Bidders have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest Tourism Department, Govt. of Mizoram, or that may reasonably be perceived as having this effect. Failure to disclose the said situations by Bidder may lead to the disqualification of the Bidder or termination of its Contract.
- c)** No current employees of Tourism Department, Govt. of Mizoram shall work as Bidders to Tourism Department, Govt. of Mizoram. Recruiting of former employees of Tourism Department, Govt. of Mizoram of India or former ministries, departments or agencies is acceptable provided no conflict of interest exists.

7.13 Unfair Advantage

If a short listed Bidder could derive a competitive advantage from having provided consulting services related to the assignment in question, Tourism Department, Govt. of Mizoram shall make available to all short listed Bidders together with this RFP all information that would in that respect give such Bidder any competitive advantage over competing.

7.14 Association of Sub-Bidders

Bidder shall not assign or transfer the contract or any part thereof.

7.15 Confidentiality

Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the Bidders who submitted the Proposals or to other persons not officially concerned with the process. The undue use by any Bidder of confidential information related to the process may result in the rejection of its Proposal and may be subject to the provisions of the Tourism Department, Govt. of Mizoram's antifraud and corruption policy.

7.16 Contract Price

Contract price shall remain firm and fixed for the entire Contract period, except changes in the Tax Law.

7.17 Transfer of Contract

Bidder shall not assign or transfer the contract or any part thereof.

7.18 Time & Cost overrun

There is a possibility of time overrun & consequent cost overrun in the work owing to the unforeseen situation in the state or throughout the country. Tourism Department, Govt. of Mizoram shall not pay any additional cost other than quoted by the bidder. The bidder is solely responsible for bearing any cost overrun. The intermittent periods during which the work gets stopped due unforeseen situation in the state or throughout the country shall not be counted in the time period of three years for which the manpower resource is to be deployed. However, bidder shall be at liberty to call back the manpower deployed during the intermittent periods in which the work gets stopped.

7.19 Change Orders

1) Tourism Department, Govt. of Mizoram may at any time, by a written order given to the bidder, make changes within the general scope of the Contract in any one or more of the following:

- i. the place of placement; or
- ii. the Services to be provided by the Vendor.

2) If any such change causes an increase or decrease in the value, or the time required for, the bidder's performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment shall be made in the Contract Value or delivery schedule, or both, and the Contract shall accordingly be amended.

7.20 Indemnification and Limitation of Liability

General Indemnity

The successful bidder/agency (the "Indemnifying Party") undertakes to indemnify the Tourism Department, Govt. of Mizoram from and against all losses, claims, damages, compensation etc. on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence, wilful default, lack of due care or breach of terms of this Agreement.

Conditions for Indemnity

Without prejudice to the rights of the Tourism Department, Govt. of Mizoram in respect of indemnification for any claim:

i) The Tourism Department, Govt. of Mizoram shall notify the bidder/agency upon receipt of any notice of claim setting out in reasonable particulars, the details of such notice of claim;

ii) Immediately upon receipt of notification of any claim from the Tourism Department, Govt. of Mizoram, the bidder/agency within a period of 5 days from date of receipt of such notice from the Tourism Department, Govt. of Mizoram, notify the Tourism Department, Govt. of Mizoram whether the bidder/ agency wish to assume the defense in relation to such claim (including settlement or resolution thereof). Thereafter, the bidder/agency shall be entitled in consultation with the Tourism Department, Govt. of Mizoram and only to the extent such action does not in any manner compromise, prejudice or adversely affect the interests of the Tourism Department, Govt.

of Mizoram to take such action as mutually agreed upon by bidder/agency and the Tourism Department, Govt. of Mizoram to avoid, dispute, deny, resist, appeal, compromise or consent such claim, within a period of 30 days from the date of receipt of such claim notification;

Notwithstanding anything contained herein, the bidder/agency and the Tourism Department, Govt. of Mizoram agree and covenant that a notice by the Tourism Department, Govt. of Mizoram to the bidder/agency in relation to the claim as aforesaid shall amount to express acceptance and consent by the bidder to indemnify the Tourism Department, Govt. of Mizoram for all losses in relation to such claim. Upon notice by the bidder, the Tourism Department, Govt. of Mizoram shall reasonably co-operate with the bidder /agency at the sole costs of the bidder/agency, only to the extent the same does not in any manner compromise, prejudice or adversely affect the rights of the Tourism Department, Govt. of Mizoram. The Tourism Department, Govt. of Mizoram shall have the right, at its option, to participate in the defense of such claim;

If the bidder/agency fails to take any action as per the above clause within the time period as specified therein, Tourism Department, Govt. of Mizoram shall have the right, in its absolute discretion, to take such action as it may deem necessary to avoid, dispute, deny, resist, appeal, compromise or contest or settle any claim (including without limitation, making claims or counterclaims against third parties). If the bidder/agency does not assume control of the defence of such claims (as mentioned above), the entire defence, negotiation or settlement of such claim by the Tourism Department, Govt. of Mizoram shall be deemed to have been consented to by, and shall be binding upon, bidder/agency as fully as though the bidder/agency alone had assumed the defence thereof and a judgment had been entered into by the bidder/agency, for such claim in respect of the settlement or judgment.

7.21 Limitation of Liability

1) Except in case of gross negligence or wilful misconduct on the part of the Bidder or on the part of any person or company acting on behalf of the Bidder in executing the work or in carrying out the services, the Bidder, with respect to damage caused by the Bidder to property and/ or assets of the purchaser or of any of the Purchaser's Bidders, shall not be liable to Purchaser:

- a) For any indirect or consequential loss or damage; and;
- b) For any direct loss or damage that exceeds
 - i. The Contract Value, or
 - ii. The proceeds the Bidder may be entitled to receive from any insurance maintained by the Bidder to cover such a liability, whichever of (i) or (ii) is higher.

This limitation of liability shall not affect the Bidder's liability, if any, for damage to Third Parties caused by the Bidder/Bidder's Team or any person or firm/company acting on behalf of the Bidder in executing the work or in carrying out the services.

7.22 Allocation of liability

The allocations of liability represent the agreed and bargained-for understanding of the parties and compensation for the Services/ Deliverables reflects such allocations.

Annexure A

List of Districts to be covered in the State of Mizoram

Sl.No	District
1	Aizawl District
2	Champhai District
3	Hnahthial District
4	Khawzawl District
5	Kolasib District
6	Lawngtlai District
7	Lunglei District
8	Mamit District
9	Saitual District
10	Serchhip District
11	Siaha District

Annexure B

Lists of Destinations District wise (Addl List may be given by Tourism Department)

Sl.No	Name of Destination	Address	Characteristics
AIZAWL DISTRICT			
1	Solomon's Temple	Chawlhmun	Wedding tourism Religious tourism
2	Hangi Lunglen Tlang	Zuangtui	Adventure tourism
3	Aizawl View	Thuampui	City view
4	Aizawl View	Durtlang	City View
5	Sakei Khawthlir	Durtlang	City View
6	State Museum	Zarkawt	Heritage tourism
7	Bawrh sap Pisa Pui	DC Office	Heritage tourism
8	Quarter Guard	Assam Rifles	Heritage tourism
9	Sikul Sen	Mission Veng	Heritage tourism
10	Khawhpawp	Lawipu	Nature Adventure tourism
11	Beraw Tourist Complex	Beraw	Wedding tourism Resort Convention Centre
12	Zoological Garden	Lungverh	Zoological Garden
13	KV Paradise	Durtlang	Memorial
14	Folkland Park	Falkland	Amusement Park
15	Bangla Pui	Mission Veng	Heritage tourism
16	Lungleng Lal in	Lungleng I	Heritage tourism
17	Uilui Tlabung	Lungleng I	Adventure Park
18	Hlimen Park	Hlimen	Adventure Park
19	Muthi Park	Muthi	Adventure Park
20	Zawlpala Thlan Tlang	Phulpui	Adventure tourism
21	Tualvungi Thlan	Phulpui	Adventure tourism
22	Tuirivang Falls	Phulpui	Adventure tourism
23	Sibuta Lung	Tachhip	Heritage tourism
24	Old Bungalow	Thiak	Heritage tourism
25	Sailam	Sailam,	Bird Watching
26	Ting Dil	N Tinghmun	Nature Adventure tourism
27	Serlui A	Tlawng	Adventure tourism
28	Zokhua	Falkawn	Heritage tourism
29	Hmuifang	Hmuifang	Adventure tourism Nature watching etc Hmuifang Hills
30	Pualreng Wildlife Sanctuary	Zohmun	Wildlife Tourism
31	Tropic of Cancer	Maubuang	Tropic of Cancer
32	Sakawrhmutuai Hills	Sihphir	Eco Adventure tourism
34	Sialsuk Tlang	Sialsuk	Eco Adventure tourism
35	Nghachhawl Lungpui	Muallungthu	Adventure tourism

36	Khawhthlasang	Tanhril	Adventure tourism
37	Tanhril Puk	Tanhril	Adventure tourism
38	Hualngo Lui Kurung	Hualngohmun	Adventure tourism
	Li Cheng		
	Lailak Lung Intiang		
	Setlak Lui		
CHAMPHAI DISTRICT			
39	Champhai	Champhai	Adventure tourism
40	Mura Puk	Zote	Adventure tourism
41	Mangkhaia Lung	Champhai	Adventure tourism
42	Kawtchhuah Ropui	Vangchhia	Heritage tourism
43	Monoliths	Vangchhia	Heritage tourism
44	Lianchhiari Lunglen Tlang	Duntlang	Heritage tourism
45	Fiara Tui	Vaphai	Heritage tourism
46	Thasiamia Seno Neihna	Chawngtui E	Heritage tourism
47	Lamsial Puk	Farkawn	Heritage tourism
48	Murlen National Park	Murlen	Wildlife tourism
49	Kungawrhi Puk	Farkawn	Heritage tourism
50	Tan Tlang	Vaphai	Heritage tourism
51	Lurh Tlang	Vaphai	Heritage tourism
52	Samthang	Samthang	Heritage tourism
53	Hla Kungpui Mual	Khawbung	Heritage tourism
54	Lungphunlian	Lungphunlian	Eco Adventure tourism
55	Mangkhaia Lung	Zotlang	Adventure tourism
56	Lungphun Ropui	Lianpui	Heritage Tourism
HNAHTHIAL DISTRICT			
57	Darzo	Darzo	Angling
58	South Vanlaiphai	S Vanlaiphai	Adventure tourism
KHAWZAWL DISTRICT			
59	Chawngtlai	Chawngtlai	Historical places
60	Biate	Biate	Cleanest Village
61	Tea Garden	Biate	Adventure tourism
62	Tluangtea Puk	Kawlkulh	Adventure tourism
63	Lungkhawdur	Vanchengpui	Adventure tourism
64	Lalruanga Tui Thuhruk	Kawlkulh	Nature Adventure tourism
65	Mura Puk	Sialhawk	Nature Adventure tourism
66	Ngaizawl Puk/Kurung	Ngaizawl	Nature Adventure tourism
67	Keivawm Puk	Ngaizawl	Nature Adventure tourism
	Lianhela Puk	Lamzawl	
KOLASIB DISTRICT			
68	Lungkulh	Khamrang	Adventure tourism
69	Bak Puk	Khamrang	Adventure tourism

70	Khamrang Kurung	Khamrang	Adventure tourism
71	Thangruma Falls	Khamrang	Adventure tourism
72	Lungkhawthlir	Khamrang	Adventure tourism
73	Serlui B Lake	Serlui B	Water sports tourism Resort
74	Old Bungalow	Zanlawn	Heritage tourism
75	Bak Puk/Tuilut	Project Veng	Adventure tourism
76	Lung Nupa	Bualpui	Adventure tourism
77	Runglei	Kolasib	Nature Adventure tourism
78	Kham Ropui	Kolasib	Adventure tourism
LAWNGTLAI DISTRICT			
79	Phawngpui National Park	Sangau	Wildlife tourism
80	Tialpari Puk	Sangau	Adventure tourism
81	Castle of Bawinu	Hruitezawl	Adventure tourism
82	Ngengpui Wildlife Sanctuary	Bungtlang S	Wildlife tourism
83	Paithar Tlang	Paithar	Adventure tourism
LUNGLEI DISTRICT			
84	Tuirum Li – Nghasih Lui	Lunglei	Adventure tourism
85	Pioneer Missionary Bungalow	Serkawn	Heritage tourism
86	Missionary Kai	Tlabung	Heritage tourism Religious tourism
87	Oldest Post Office	Tlabung	Heritage tourism
88	Oldest Police Station	Tlabung	Heritage tourism
89	Oldest Hospital	Tlabung	Heritage tourism
90	Oldest Bungalow	Tlabung	Heritage tourism
	Thangliana Lung	Tlabung	
91	Lungding	Rualalun g	Adventure tourism
92	Lung Milem	Mualcheng S	Adventure tourism
93	Khawlung Wildlife Sanctuary	Pangzawl	Wildlife tourism
94	Thorang Wildlife Sanctuary	Bunghmun	Wildlife tourism
95	Darkhuang Tlang	Pukpui	Religious tourism
96	Kristian Hmasate Thlanmual	Theiriat	Religious tourism
97	Phunhnauma Lungpui	Lungpuitlang	Adventure tourism
98	Sairep Tlang	Sairep	Adventure tourism
99	Tuidam Falls	Thenhlum	Adventure tourism
100	Kau Tlabung	Thenhlum	Adventure tourism
MAMIT DISTRICT			
101	Laldenga Puk	Ailawng	Adventure tourism
102	Thawmpawnga Puk	Ailawng	Adventure tourism
103	Suandenga Puk	Ailawng	Adventure tourism
104	Puk Tawngthei	Ailawng	Adventure tourism
105	Lunglei Puk	Ailawng	Adventure tourism

106	MNF Puk	Ailawng	Adventure tourism
107	Bawng Paih Kham Puk	Ailawng	Adventure tourism
108	Khuangcher Puk	Ailawng	Adventure tourism
109	Khuangchera Thlan	Ailawng	Adventure tourism
110	Ailawng Hills	Ailawng	Adventure tourism
111	Leisang Kurung	Ailawng	Adventure tourism
112	Vaipuanpho	Ailawng	Adventure tourism
113	Sakei Puk	Ailawng	Adventure tourism
114	Dampa Wildlife Sanctuary	Dampa	Wildlife tourism
115	Reiek Hills	Reiek	Adventure tourism
116	Zokhua	Reiek	Adventure tourism
117	Adventure Theme Park	Reiek	Adventure tourism
118	Tuisen Tlabung Falls	Reiek	Adventure tourism
119	Tuirum Falls	Tuirum	Adventure tourism
120	Pukzing Puk	Pukzing	Adventure tourism
121	Ngente Nu Lunglen Tlang	Khawrihnim	Adventure tourism
122	Lalruanga Lungdawh	Khawrihnim	Adventure tourism
123	Khawthlabung	Lallen	Adventure tourism
124	Dil Nupa	Zamuang	Adventure tourism
125	Rengdil Puk	Rengdil	Adventure tourism
126	Bakva Kurung	Darlung	Adventure tourism
SAITUAL DISTRICT			
127	Tam Dil	Saitual	Adventure tourism
128	Tawi Wildlife Sanctuary	Tawizo	Wildlife tourism
129	Hriangmual	Phuaibuang	Adventure tourism
130	Mawmrang	Luangpawh	Adventure tourism
131	Lengteng Wildlife Sanctuary	Lamzawl	Wildlife tourism
132	Rung Dil	Suangpuilawn	Adventure tourism
133	Lungpui	Tualbung	Adventure tourism
134	Teikhang Kurung	Teikhang	Adventure tourism
135	Lung Milem	Suangpuilawn	Adventure tourism
136	Khuaikham	Lamherh	Nature Adventure tourism
137	Lianhela Puk	Lamzawl	Adventure tourism
SERCHHIP DISTRICT			
138	Khawng Park	N Vanlaiphai	Adventure tourism Paragliding
139	Lersia Kulh	N Vanlaiphai	Adventure tourism
140	Puk Kawtlang	N Vanlaiphai	Adventure tourism
141	Chhura Hmun	N Vanlaiphai	Adventure tourism
142	East Lungdar Tlang	E Lungdar	Adventure tourism
143	MZP Puk	Ngentiang	Adventure tourism
144	Khuaikham Falls	Ngentiang	Adventure tourism
145	Tuilut Pui	Ngentiang	Adventure tourism
146	Thenzawl Golf Resort	Thenzawl	Golf tourism

147	Wellness Centre	Thenzawl	Wellness tourism
148	Vantawng Falls	Thenzawl	Nature Adventure tourism
149	Tuirihiau	Buangpui	Nature Adventure tourism
150	Dilpui	Thenzawl	Nature Adventure tourism
151	Vety Farm	Thenzawl	Vety tourism/nature tourism
152	Vaibiak	Thenzawl	Heritage tourism
153	Lau Lui	Thenzawl	Heritage tourism
154	Chawngchilhi Puk	Thenzawl	Heritage Tourism
155	Tualvungi Thlan	Thenzawl	Heritage tourism
156	Bengkhuai Thlan	Thenzawl	Heritage tourism
157	Deer Park	Thenzawl	Nature/Adventure tourism
158	Handloom/Handicrafts	Thenzawl	Handloom Handicrafts
159	Thlan Ro	Sialhau	Adventure tourism
160	Tawi Puk	Hmuntha,	Adventure tourism
SIAHA DISTRICT			
161	Pala Tipo	Phura	Adventure tourism
162	Castle of Beino	Lodaw	Adventure tourism
163	Lorrainville	Serkawr	Religious tourism
164	Tokalo Wildlife Sanctuary	Tokalo	Wildlife tourism

Annexure C

District wise List of Accommodation Units (Addl List may be given by Tourism Department)

LIST OF HOTELS IN AIZAWL

Sl.No	Name of Hotel	Address	Email/Contacts
1	Hotel Paradise	Zampuimanga Thlan	9436377668
2	Hotel Southview	Kulikawn Ngaizel	9873490672
3	Hotel Esquire	Sikulpuikawn	0389- 2323809 /9436142525 esquireaizawl@gmail.com
4	Hotel Arini	Upper Khatla	0389-2301813/8413045753 hotelarini@yahoo.com
5	Aijal Club	Tuikual Tennis Court	9436142876/0389-2311831
6	Red Hut Luxury Hotel	Zodin, Near Solomon's Cave	86045 96360
7	Hotel Ritz	Dawrpui Canteen Kual	0389-2323358/0389-2310409 0389-2310410 hotelritzazl@gmail.com
8	Hotel Royale	Dawrpui, Mana International	0389-2311577/0389-2311578 7005972713
9	Hotel Hill Orchid	Dawrpui, Israel Point, Zion Street	0389-2316565/8258816995
10	Hotel Floria	Dawrpui Taxi Stand	7627993685/0389-2329555 0389-2313555 reservation@hotelfloria.in
11	Hotel Mayur	Dawrpui Upper Bazar	9864043460
12	Hotel Ahimsa	Zarkawt Valley	0389-2341133
13	Hotel Galaxy	Zarkawt Valley	9366659189
14	Hotel City Lodge	Zarkawt, Babutlang Step	9612467363/9436353504
15	CK Hotel	Zarkawt, Babutlang Step	8416075243/8415094229
16	KT Hotel	Zarkawt, Babutlang Step	
17	Hotel Cosmos	Zarkawt, Babutlang Step	0389-2346156/9485140336
18	Hotel Lazzo	Zarkawt, Near ICICI	9436142870
19	Millennium Hotel	Zarkawt, Near ICICI	0389-2347065
20	Hotel Travellers Inn	Zarkawt, Near ICICI	0389-2345211
21	Chawlhna Hotel	Zarkawt, Near ICICI	9089603729 franciszonunsanga@gmail.com
22	Hotel Chief	Zarkawt, Near ICICI	9863222221
23	Lushai Hills Residency	Zarkawt, Near ICICI	8575667441
24	Hotel Riak Maw Inn	Zarkawt, K Lalhluna Building	0389-2306976
25	Hotel Regency	Zarkawt	0389-2349334 frontdesk@regencyaizawl.com
26	RH Inn	Zarkawt, Opp to Regency	9774555568
27	Hotel Platinum	Zarkawt Near Trinity	0389-2344457
28	The Grand Hotel	Chanmari	0389-2347777 thegrandhotel@gmail.com

29	David's Hotel Clover	Chanmari, Near RD Office	9612887679 hotelclover@hotmail.com
30	Hotel Embassy	Chanmari, Near Custom	8731880878
31	Hotel Chhungle International	Hermon Street, Electric Veng	8794286391
32	Chief Guest House	Chanmari Near Planet Fashion	0389-2348462/9774380219 9436361029
33	JIT Hotel	Ramhlun Venglai, PWD Mual	8837044093/ 9862342903 jithotel2018@gmail.com
34	Hotel Serow	Chaltlang Lily, State Guest House	0389-2340874
35	Hotel Landmark	Bawngkawn A-L Road	8731975121
36	LBL Lodge	Bawngkawn, CK Hyundai	9560219403
37	Joy Hotel	Thuampui Near AMC	7005614328
38	Hotel Holiday Palace	Sihhmui	9436154813
39	Greenland Hotel		
40	Hotel Emerald	Near Vanapa Hall	
41	Royale Lalawi Hotel		

HOTELS IN OTHER CITIES
LIST OF HOTELS IN LUNGLEI

Sl.No	Name of Hotel	Address	Contact
1	Hotel Alabasta	Venglai. Nr Calvary BCM. Lunglei	8731037371
2	Hotel Elite	Chanmari Lunglei	9615181393
3	Hotel Grand	Chanmari Lunglei	9862341597
4	Hotel Malawm	Chanmari Lunglei	9862516781
5	Hotel Ono	Chanmari I Lunglei	8730976383
6	Hotel Shalam	Venglai Lunglei	9436147471
7	Joshua Hotel	Bazaar Veng Lunglei	9862361458
8	Star Hotel	Bazar Veng Lunglei	9436762716
9	Dinpuii Hotel	Venglai Lunglei	9615332772
10	Hotel Oasis	Main Street Venglai Lunglei	7085077942/8014007575
11	Sangpuii Hotel		9366496059
12	Hrangchal Lodge	Hrangchalkawn Lunglei	8974910475
13	Moses Guest House	Venglai Lunglei	9612442011
14	Hotel Nazareth	Tlabung Lunglei Dist	8131059197
15	Hotel Bem Bem	Tlabung Lunglei Dist	7627908995

LIST OF HOTELS IN CHAMPHAI

Sl.No	Name of Hotel	Address	Contact
1	Hotel Holiday Home	Champhai Vengthlang	8414902170
2	Chawngthu Hotel	Champhai Vengthlang	9862526788
3	Hotel Hrang Plaza	Champhai Vengthlang	9863119341

LIST OF HOTELS IN SIAHA

Sl.No	Name of Hotel	Address	Contact
1	Eros Hotel	Vaihpi, Siaha Bazar	9612307483/9402305753
2	Laitlang Hotel	New Siaha, Vety Kawn	8974170574
3	RM Hotel	New Siaha, Hospital Road	7005231013
4	Fel Fel Hotel	New Siaha	9436387849

LIST OF HOTELS LAWNGTLAI

Sl.No	Name of Hotel	Address	Contact
1	Lairam Hotel I	Lawngtlai Bazar	
2	Lairam Hotel II	Lawngtlai Bazar	
3	Caroline Hotel	Lawngtlai Bazar	8413948042
4	Western Hotel	Nr HDFC Bank	9612978684

LIST OF HOTELS KOLASIB

Sl.No	Name of Hotel	Address	Contact
1	Mizo Hotel Pui	Diakkawn	9862385186
2	Hotel Cloud 9	Diakkawn	8729961807 (lodging only)
3	Rokhum Hotel	Khuangpuilam	9690232829
4	Puipui Villa	Kolasib	9862024068 9366026582

LIST OF HOTELS SERCHHIP

Sl.No	Name of Hotel	Address	Contact
1	KH Hotel	Bazar Veng	8118909242
2	Jamela Hotel	Bazar Veng	9089284283

LIST OF HOTELS MAMIT

Sl.No	Name of Hotel	Address	Contact
1	Bubu Hotel (lodging only)	Field Veng	5259992735 8258838596
2	BM Hotel cum Restaurant	Field Veng Mamit	9436196520

LIST OF HOMESTAY IN AIZAWL

Sl.No	Name of Homestay	Address	Phones/Email
1	Annexe Homestay	Zotlang	9774877847
2	Riahrun Homestay	Dikson Building, Ramhlun South	8787495142 7005407425
3	ZRS Homestay	L-80 Vankhama Mual, Chawnpui	9436140467 8787463501
4	Ebenezer Inn		7005406004

			9436142605
5	Zobawm	Zotlang, Near Mara House	9612366301
6	Tiberia Homestay	Zotlang, Near Presby Church	6033088650
7	The 1998 Homestay	Lower Chanmari	
8	Purple Orchid	Luangmual Vengthlang	7005519405
9	Mom's Inn	Chawnpui. Nr Ebenezer	9436148079
10	Aizawl Guest House (The Cliff House Aizawl	Laipuitlang, PHE Bill Pekna Bul	9862355223
11	Tavern Guesthouse	Chaltlang Field Veng	0389- 2392554/9436146568 8837076957/8974054921
12	Zote-I Hotel (Homestay)	D-10/A Chanmari Near Preby Pastor Qtrs	9862017875 7005616843 96124803 Tchelsea.1987@GMAIL.COM
13	Koinonia	Lengpui	
14	Vandin		
15	Magnolia Homestay		
16	Home Away		

LIST OF HOMESTAY IN MAMIT

Sl.No	Name of Homestay	Address	Phones/Email
1	Greenhills Homestay	Reiek	8730803446

LIST OF RURAL HOMESTAY SPONSORED BY TOURISM DEPARTMENT
IN MAMIT DISTRICT

Sl. No	Name of Partners	Village	Phone No.
1	2	3	4
1	Goipomohom	Forest Venghnuai, Tuipuibari	8413846173
2	Lallawma	Venglai, Tuipuibari	8119873388
3	Baroto	Venglai, Tuipuibari	8416090900
4	Lalhmingmawia	Hmar Veng, Tuipuibari	8119092202
5	Zonunmawia	Godown Veng, Tuipuibari	7085880981
6	Chandahas	Rajiv Nagar-1	8974154305
7	Barunmala Chakma	Rajiv Nagar-1	8415819356
8	Nishi Kumar	Rajiv Nagar-1	8731047125
9	Jobonika	Rajiv Nagar-1	8731001298
10	Bahulal Chakma	Bazar Area	8731053242
11	Gopadevi Chakma	Bazar Area	8974884387
12	Nirmal Kanti	Rajiv Nagar-II	8119976526
13	Joytika	Rajiv Nagar-II	8974222525
14	Babita	Rajiv Nagar-II	8415881351
15	Monoranjan	Rajiv Nagar-II	8415848698
16	Vivekananda Chakma	Rajiv Nagar-II	8415053890

17	Amika Chakma	Rajiv Nagar-II	7085207221
18	Rohmuaka	Dampa Rengpui/Zodin	8730833497
19	Hapeng Rai	Dampa Rengpui/Zodin	
20	A Lalbiakliana	Dampa Rengpui/Zodin	9856306583
21	ST Vanlalzauva	Dampa Rengpui/Zodin	9612578812
22	Lalhmangaiha	Dampa Rengpui/Zodin	8787769401 / 9615336167
23	Sibia	Dampa Rengpui/Zodin	8729878104
24	C Romawia	Dampa Rengpui/Zodin	9383210844
25	Sunoram	Dampa Rengpui/Zodin	8414897377
26	A Laldinthara	Dampa Rengpui/Zodin	9378164223
27	Lalhmingthanga	Dampa Rengpui/Zodin	9856110443
28	Roliana	Dampa Rengpui/Zodin	
29	Vanlalmuana	Hruaitluang (Teirei)	9615826954
30	K Vanlallura	Hruaitluang (Teirei)	9856991532
31	Ramlawmi	Hruaitluang (Teirei)	9856564068
32	Raltawna	Hruaitluang (Teirei)	9612816620
33	F Lalduhlaii	Hruaitluang (Teirei)	9856228122
34	H Lalrinthara	Hruaitluang (Teirei)	8413846084
35	H Lalromawia	Hruaitluang (Teirei)	7005969897

**LIST OF RURAL HOMESTAY SPONSORED BY TOURISM DEPARTMENT
IN CHAMPHAI DISTRICT**

Sl. No	Name of Partners	Village	Phone No.
1	2	3	4
1	C. Vanlalluna	Khawhai	7640882100
2	Lalthianghlimi	Khawhai	8014198469
3	C. Lalthianghlima	Khawhai	9862451553
4	R. Lalhmangaiha	Khawhai	7642806802
5	Rohmingliana Hnamte	Khawhai	8014531646
6	S. Lalbiakthanga	Khawhai	9774539691
7	DP Lalnunmawia	Khawhai	9862018196

**LIST OF RURAL HOMESTAY PARTNERS IN CHAMPHAI DISTRICT
UNDER NEDP 2016-17 WITH PHONE NUMBER**

Sl.No.	Name of Partners	Name of Village	Name of Homestay	Phone Number
1.	P.C Khawhluna	Chawngtlai	Hlunbuang Homestay	9862359133/ 8259855524
2.	B. Zoramthanga	Chawngtlai	Three Brothers Homestay	8575117135/ 9862541081
3.	H. Dengthanga	Chawngtlai	F. Hniarthul Homestay	7085416180
4.	C. Tlangmawia	Chawngtlai	Tlaizawng Homestay	9862906963
5.	H.C	Chawngtlai		8794541441

	Zoramhmangaiha		HC Homestay	
6.	C. Lalnunsanga	Chawngtlai	Tochhawng Family Homestay	9615444785
7.	K. Lalchhuanmawia	Chawngtlai	Khalthang Homestay	8014343531/85 75891503
8.	C. Laldina	Dungtlang	Lianchhiari Homestay	7085749790
9.	C. Lianlura	Dungtlang	CL Homestay	7085892708
10.	Rodinsangi	Dungtlang	CB Homestay	8131986670
11.	Denny Lalremruata	Dungtlang	Homestay Comfort	9862414806
12.	Zoramthangi	Dungtlang	KC Homestay	9862465594
13.	Vanhnuailiana	Vaphai	Eastern Homestay	9774631713/70 85356649
14.	Vanlalluta	Vaphai	Thasiamia Homestay	7085531841
15.	Lalrivunga	Vaphai	Khualbuk Run Homestay	8132909128
16.	Tlangbuailiana	Vaphai	Fiara Tui Homestay	9856576151
17.	Lalchhanchhuaha	Vaphai	Dama Homestay	8258912747
18.	Aihranga	Vangchhia	Vangkawpui Homestay	8014336337
19.	H.Lalremruata	Vangchhia	Kawtchhuah Ropui Homestays	8413032352
20.	Thankima	Vangchhia	Pipu Sulhnu Homestay	8974240390
21.	F. Malsawmtluanga	Vangchhia	Sawma Homestay	7085843739
22.	C. H. Kapzauva	Vangchhia	Afela Homestay	7629973873
23.	Chawngthanpuii	Zokhawthar	Family Homestay	9774240480
24.	Vanlalhruaia	Zokhawthar	Simon Homestay	9774588789/88 26453375
25.	Lalhmingliana	Zokhawthar	Hmingliana Homestay	8132830718/98 62533067
26.	Vanlallawmkunga	Zokhawthar	Ainawn Homestay	8131987829
27.	Lalmuanpuii	Zokhawthar	Zampuii Homestay	8131987074
28.	Malsawmsangi	Zokhawthar	Sawmpuii Homestay	8131987575
29.	Vanlalchaka	Zokhawthar	VLC Homestay	8131987833/87 94895589
30.	Tinnghaihluni	Hnahlan	Luni Homestay	9856570616
31.	Lalramnunsanga	Hnahlan	Vanapa Homestay	7085363915
32.	Lalfakawma	Hnahlan	Mafaka Homestay	8014426312
33.	Tlanliani	Hnahlan	Senhri Homestay	8014364113
34.	Zoramthangi	Hnahlan	Zoramthangi Homestay	9856874256
35.	Chhiarkhumi	Hnahlan	Dingdi Homestay	7085363626

Annexure D

List of Exit points (Air/ Water/ Road/ Rail) District Wise

Sl.No	Exit Point	District	Remarks
1	Vairengte	Kolasib	Road
2	Bairabi	Kolasib	Road/Rail
3	Kanhmun	Mamit	Road
4	Lengpui	Aizawl	Air
5	Aizawl	Aizawl	Road
6	Tlabung	Lunglei	Road/Water
7	Chapi	Siaha	Road
8	Lungbun	Siaha	Road
9	Pangkhua	Lawngtlai	Road
10	Champhai	Champhai	Road
11	Zokhawthar	Champhai	Road
12	Hnahlan	Champhai	Road
13	Ngopa	Saitual	Road
14	Khawkawn	Saitual	Road

Note: Addl List may be given by Tourism Department

Annexure E

Cost and Work Load Estimation Sheet

Sl.No	Item	Reference Item-No	Item= Details/Unit/Quality/Cost
1	State Code	(1)	
2	State Name	(2)	
3	No. of Districts	(3)	
4	Total Number of Listed Accommodation Units	(4)	
5	Total Number of Tourist Exit Points (Bus Depot / Railway Station / Airport / Sea Port) in the State common to Many or all Districts	(5)	
6	No. of tourist Destinations	(a) Total	(6)
7		b) Ticketed	(7)
8		c) Non-Ticketed	(8)
9	Average number of Entry Points per Non-ticketed Tourist Destinations	(9)	
10	Average Duration of Normal Visiting Hours per Destination (hrs)	(10)	
11	Cost of Counting of visitors per hour per Entry Point of the Non-ticketed Destinations (in Rs.)	(11)	
12	Estimated Total Cost of Counting for 14 days at Non-ticketed Destination in Phase-1 (in Rs.)	(12)=(11)x(10)x(9)x (8)x 14days	
13	Cost of collection of Records on Number of Tickets sold from a Ticketed destination (in Rs.)	(13)	
14	Estimated Total Cost of Collection of records on Number of Tickets sold for 14 days at Ticketed Destinations in Phase-1 (in Rs.)	(14)=(7)x(13) x14 days	
15	Cost of Flow study per day per Exit point (in Rs.)	(15)	
16	Estimated Cost of Flow study for 14 days at all Exit points of the State in Phase-1 (in Rs.)	(16)=(15)x(5) x14 days	
17	Average number of Ticketed destinations selected per district for Phase-2 study (using 90% criteria)		
18	Average number of Non- ticketed	(18)	

	destinations selected per district for Phase-2 study (using 90% criteria)		
19	Estimated total cost of counting of visitors at all entry points of the selected Non-ticketed destinations on prescribed 7-days of a month for 12 months in Phase-2 (in Rs.)	$(19) = (11) \times (10) \times (9) \times 7 \times 12 \times (18) \times (3)$	
20	Estimated total cost of Collection of records on Number of Tickets sold from all selected Ticketed destinations on 14 prescribed days in a month continued for 12 months in Phase-2 (in Rs.)	$(20) = (13) \times (17) \times 14 \text{ days}$	
21	Cost of filling a destination-short-survey schedule (in Rs.)	(21)	
22	Estimated Total Cost of filling a total of 600 short survey scheduled distributed over the selected destinations of a district and on 7 prescribed days in a month for 12 months at all districts of the state in Phase-2 (in Rs.)	$(22) = 600 \times (21) \times (3) \times 12$	
23	Cost of filling an Exit Survey schedule (in Rs.)	(23)	
24	Estimated Total Cost of filling a total of 400 Exit-Survey-Schedules distributed over all the exit points of the district and on 14 prescribed days in a month to be continued for 12 months in Phase-2 (in Rs.)	$(24) = 400 \times (23) \times (3) \times 12$	
25	Cost of filling an Accommodation census (Quarterly) schedule for obtaining requisite particulars from each listed accommodation unit in the state in Phase-2 (in Rs.)	(25)	
26	Estimated Total Cost of Accommodation Census (Quarterly updated) in Phase-2 (in Rs.)	$(26) = (25) \times (4) \times 4$	
27	Cost of filling an Accommodation Monthly Survey schedule in Phase-2 (in Rs.)		
28	Estimated Total Cost of Accommodation Survey (Month) in Phase-2 (in Rs.)	$(28) = (27) \times (4)$	
29	Average number of Supervisors per District for Phase-1 and Phase-2 both	(29)	
30	Expected minimum Salary of a Supervisor per month during Phase-1 or 2 (in Rs.)	(30)	
31	Estimated Total Salary of Supervisors (Phase01 of 1 month and Phase-2 of 12 months) (in Rs.)	$(31) = (30) \times (29) \times (3) \times 13 \text{ months}$	



32	Estimated Total Travelling Cost	(32)	
33	Estimated Total Administrative Cost	(33)	
34	Estimated Total Miscellaneous Cost	(34)	
35	Estimated Total Incidentals	(35)	
36	Estimated Total Cost (in Rs.)	(36)=(12)+(16)+(19)+(20)+(22)+(24)+(26)+(28)+(31)+(32)+(33)+(34)+(35)	
37	Amount in Words (INR Only)		

FORM TECH – 01A**FORM OF TECHNICAL BID
(In separate envelop)**

To

Director
Tourism Department
Mizoram, Aizawl

Sir,

We, the undersigned, declare that: we have examined and have no reservations to the Bidding Document, including Addenda. We understand that you are not bound to accept the lowest or any tender you may receive. I/We do hereby submit our Technical Bid, complete with all the required information as stipulated in your Bidding Documents.

1) Total value of Works performed in the last three year:

Year	Description of work	Value (Rs in lakhs)
2020-2021		
2021-2022		
2022-2023		
	TOTAL	

2) Experience in works of similar nature of work performed

Project Name	Name of Employer	Description of Works	Value of Contract	Date of issue of Work Order	Stipulated period of completion	Actual date of completion(attach completion certificate)

3) Existing commitments and on-going works: (Attach work orders)

Description of Works	Place/State	Name & Address of Employer	Value of contract in lakh Rs	Stipulated period of completion	Anticipated date of completion

Signature of authorized signatory:

Name:

Title:

Date:.....

FORM TECH-1**FINANCIAL BID FORM
(In separate envelop)**

Description	Cost per Man-day (Rs./Man-day)
The Man-day cost of conducting the activities detailed in the RFP is required to be provided here (You may attach separate sheet for details)	
Amount in Words (INR Only)	
The man-day cost is to be arrived by considering Remuneration of key personnel, expenses on transportation, accommodation, TA/DA, local transportation, online methods, training & analysis tools/software application etc. Also include, miscellaneous Expenses related to assignment such as office expense, documentation, communication, data entry, data analysis etc. salary TA/DA, Also consider applicable taxes (You may attach separate sheet for details)	
TOTAL COST:	

M/s..... hereby submits the Financial Bid to undertake the activities mentioned in the RFP at the rate of Rs.....per man-day.

Date:

Place:

SIGNATURE
Full name and designation:
(Seal of organisation)



FORM TECH- 2

DECLARATION (ON THE LETTER HEAD OF THE BIDDER)

(To be submitted along with Form Tech 01A – Form of Technical Bid in the same envelop)

To

Director
Tourism Department, Govt. of Mizoram,
MINECO, Khatla
PIN-796001

Dear Sir,

We, the undersigned offer to provide services for conducting the tourism survey at Destination, District level & State Level and Engagement in accordance with the RFP issued by Tourism Department, Govt. of Mizoram. We are hereby submitting our financial bid as per Formtech-1 for Tourism Department, Govt. of Mizoram

We hereby declare that all the information and statements made in this bid are true and accept that any misinterpretation contained in it may lead to disqualification of our bid.

1. We understand that you are not bound to accept any proposal you receive.
2. We permit Tourism Department, Govt. of Mizoram to cross check the facts from any other source.
3. We or any of our authorized representatives, if required by Tourism Department, Govt. of Mizoram, would make a presentation before the duly constituted Committee at our own cost.
4. We will abide by the decision of Tourism Department, Govt. of Mizoram regarding engagement bid process & thereafter.
5. We have read & understood the RFP and agree to all the terms & conditions stated therein.

Date:

Place:

SIGNATURE

Full name and designation:
(Seal of organisation)



FORM TECH - 3

BID SECURITY DECLARATION FORM

(To be submitted along with Form Tech 01A - Form of Technical Bid in the same envelop)

Date:.....

RFP No.,.....

To,

Director
Tourism Department, Govt. of Mizoram.
MINECO, Khatla. PIN-796001

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We:

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or (ii) refuse to execute the contract in accordance with the Instructions to Bidders.

I/We understand this Bid Security Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed:.....

(insert signature of person whose name and capacity are shown) in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

Name:

(insert complete name of person signing the Bid Securing Declaration) Duly authorized to sign the bid for an on behalf of

.....
(insert complete name of Bidder)

Dated on _____ day of _____ (insert date of signing)
Corporate Seal (where appropriate)

Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)



FORMTECH - 5

BANKING DETAILS PROFORMA OF THE BIDDER

(To be submitted along with Form Tech 01A – Form of Technical Bid in the same envelop)

Please note that the applicable amount is to be paid only through NEFT/RTGS. The bank details are as follows:

Bank Account No. :

Type of Account [CA/SB/Loan/CC] :

Name of the Bank :

Branch :

Address :

City :

IFSC RTGS Code :

IFSC NEFT Code :

MICR Code :

Branch Code :

PAN Number :

Service Tax Regn No.:

TIN No.:

TAN No. :

Provisional GST ID No.: