



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

**No.TOURISM/EOI-TL/2022/03**

**TOURISM DEPARTMENT  
GOVERNMENT OF MIZORAM**



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

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

Interested party(ies) may submit their proposal with credentials and all relevant details. The complete detailed documents can be had from the office of the **Joint Secretary, Room No 023/024, New Secretariat Complex, MINECO, Khatla, Aizawl - 796001** from **14.07.2023** on office hours i.e. 09.00 AM to 4.00 PM with a Non Refundable Cash or Cheque Payment of **Rs. 2000.00 for processing fee** or documents can be downloaded from our website [tourism.mizoram.gov.in](http://tourism.mizoram.gov.in) and the required document fee can be submitted along with the EOI in the shape of Cash or Demand Draft in favour of Director, Tourism Department from any Nationalized Bank.

Last date of submission of proposal shall be **03.08.2023 upto 02.00 PM** by hand or courier or registered post.

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

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

**Bidder(s) should submit Technical Bid (Annexure I, Annexure I-A with relevant documents) & Financial Bid (Annexure II) in separate envelope and put them together in ONE SINGLE ENVELOPE**

**Sd/-Dr LALROZAMA  
Secretary to the Government  
Tourism Department  
Mizoram**



## 1. INSTRUCTIONS AND CONDITIONS TO BIDDERS

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

1.2. The EOI (both Technical Bid & Financial Bid combined in separate envelope and put them together in one bigger envelope) should be sent in sealed cover super scribed as Expression of Interest for Operation and Management-cum-Outsourcing of **Zawlnuam Tourist Lodge** under Tourism Department, Government of Mizoram on or before **03.08.2023 at 2:00 PM**. Marking criteria for selection process shall be published at **2:00 PM on 03.08.2023** only in the website [tourism.mizoram.gov.in](http://tourism.mizoram.gov.in)

1.3. The proposal(s) must be accompanied by non-refundable cash or Demand Draft of Rs. 2000.00 as processing fee or documents can be downloaded from our website [tourism.mizoram.gov.in](http://tourism.mizoram.gov.in) and the required processing fee drawn at any Nationalized Bank in favour of Director, Tourism Department or in cash

1.4. The EOI for Technical Bid will be opened in the office of Secretary, Tourism Department, Government of Mizoram on **03.08.2023 at 02.30 PM**. **Date and time of opening Bid will be intimated to qualified Technical Bidders in due course**

1.5. Those who qualified Technical Bid will be qualified for Financial Bid only. Selection of firm/individual/association etc shall be done on the basis of Quality cum Cost Based Selection (QCBS)

1.6. The bidders are required to submit separate sheets with detailed working plan such as repairs, renovations, interior and exterior redesigning, deployment of human resources, equipment and facilities to be provided, room arrangement, landscaping, horticulture plantation, IT & Digitization Plan, Skilling & Capacity Building, promotion and marketing plan etc and shall be submitted along with Technical Bid

1.7. **Technical Bid and Financial Bid will carry 70 and 30 marks each respectively.** Those who secured 70% in Technical Bid shall be shortlisted for Financial Bid **which will carry 30 marks.**

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

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

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



**1.11.** The agencies representative(s) may visit property under Tourism Department for inspection of site and appraisal of work involved, between 10.00 am to 4.00 pm on any working day between Monday to Saturday till **02.08.2023**

## **2. DETAILS OF ZAWLNUAM TOURIST LODGE**

<b>Sl.No</b>	<b>Name of Properties</b>	<b>Details</b>	<b>Reserved Price per annum</b>
1	Zawlnuam Tourist Lodge	Double Room : 8 4 Bedded Room : 1 Kitchen - 1	Rs.48000

## **3. TERMS & CONDITIONS**

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

No improvements/modifications/additions/alterations will be carried out in the land or building without approval of Tourism Department. Arresting leakages, all type of maintenance work such as building, sanitary installations, water supply, electrical/ furniture, horticulture operations etc including eviction of encroachments will be the responsibility of the successful bidder only.

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

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

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

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

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

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

**3.8.** The outsourcing contract is for a period of 15 years subject to terms and conditions



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

**3.10.** The base price or reserved price of the lease contract is indicated in para 2 which will be per annum.

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

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

**3.32.** Tourism Department reserves the right to renew or otherwise the Lease Contract after expiry of 15 years. Rent will be revised every after 5 year by both Tourism Department and



successful bidder on mutually agreed upon. Downward revision of rent shall not be entertained by Tourism Department.

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

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

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

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

### **3.37 Dealing with tender application when there is a “Tie”**

In case of a tie for successful bidder, applicant having higher financial scores shall be considered as successful bidder. In case of applicants having same technical as well as financial scores, the Department may conduct draw of lots to declare successful bidder. Decision taken by the Department, in this regard, shall be binding and final to all the applicants

Further, without affecting the sanctity of the above criteria, the Department reserves rights to relax any condition of eligibility criteria qualifying the application(s) based on merit of each case and if the situation so warrants in the interest of the Department.

The results of the tender process shall be communicated in writing to the successful applicant and shall be put up in portal [tourism.mizoram.gov.in](http://tourism.mizoram.gov.in)

## **4. ADDITIONAL TERMS AND CONDITIONS**

**4.1.** The premises allotted including the kitchen and dining areas should be kept neat and clean and hygienic always.

**4.2.** Pest control should be carried out at periodical intervals, stipulated on behalf of Tourism Department.

**4.3.** The staff should be supplied uniforms. The staff should be given identity cards, showing that they are the employees of the successful bidder and the identity cards should be displayed on those persons. The successful bidders should also supply name tag to each employee

**4.4.** Goods suppliers should also be given identity cards to avoid unauthorized persons entering and creating nuisance, annoyance and trouble to tourists.

**4.5.** However, Tourism Department reserves its rights to restrict and regulate the entry and exit of suppliers and staff.





**4.6.** In case of policy decision, Secretary, Tourism Department, Government of Mizoram shall be the deciding authority. The decision of the Secretary, Tourism Department, Government of Mizoram is final and binding on both the parties.

**4.7.** In case of any dispute or difference regarding the terms of contract, interpretation or implementation performance, default of the terms and to the implementation any of the conditions, clause of the terms, Tourism Department, Government of Mizoram will appoint a sole Arbitrator whose decision shall be final.

**4.8.** The successful bidder shall ensure due observance is complied with relevant laws, rules and regulations applicable to the business from time to time.

**4.9.** Any loss or damage is caused to Tourism Department, its properties either by the successful bidder or his agents or servants, either willfully or inadvertently, the cost or extent of loss and damage will be recovered from the successful bidder.

**4.10** Security Deposit/Earnest Money Deposit for each property shall be decided and fixed by Tourism Department after finalization of selection process



## ANNEXURE I

### FORM OF TECHNICAL BID

To

Secretary  
Tourism Department  
Government of Mizoram  
Mizoram, Aizawl

Subj: Application for Technical Bid

Sir

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

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

Yours Sincerely

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



### ANNEXURE I - A (To be enclosed with Technical Bid)

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

**Signature of Bidder**



**ANNEXURE II**

**FINANCIAL BID**

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

**Signature of Bidder**