



Madhya Pradesh Tourism Board, Bhopal

Corporate Identification Number (CIN)

U75302MP2017NPL043078

6th Floor, Lily Trade Wing, Jahangirabad, Bhopal - 462008

Ph: (0755) - 2780600; www.tourism.mp.gov.in,

E-mail: dirskill@mptourism.com

NO. 2803/TRG. /MPTB/2019-20

Bhopal, 01/07/2019

Second notice for Expression of Interest (EOI)

Accessibility Audit of Tourism Infrastructure/Tourism Destinations and Capacity Building cum sensitization of staff of hotel and resorts of MP tourism with respect to specially abled person vide EOI No. 01/TRG/MPTB/2019-20, Date 01/07/2019.

With reference to the notice issued by Madhya Pradesh Tourism Board, Bhopal, please visit our website www.tourism.mp.gov.in for downloading the details of EOI and terms and conditions.

EOI shall be available from 01/07/2019 and last date of submission is 22/07/2019. For further information, please contact 0755- 2780660.

Managing Director

Expression of Interest (EOI)

FOR

**Accessibility Audit of Tourism Infrastructure/Tourism
Destinations and Capacity Building cum sensitization of
staff of hotel and resorts of
M.P. Tourism with respect to specially abled person**



The heart of
Incredible India

EOI No. 01/TRG/MPTB/2019-20

Dated: 01/07/2019

**MADHYA PRADESH TOURISM BOARD (MPTB),
6th Floor, Lily Trade Wing (Above D Mart) Jahangirabad, Bhopal-462008**

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Contents

1. INVITATION FOR EXPRESSION OF INTEREST	3
2. Letter of Invitation	4
3. Background	5
4. Aim and Objective	5
5. EOI Processing Fee	5
6. Bid Security	5
7. Venue & Deadline for submission of proposal	5
8. Validity of Offer	6
9. TERMS OF REFERENCE	6
10. INSTRUCTIONS TO CONSULTANTS	7
11. Qualification Criteria	8
12. Evaluation Marking of Proposal:	9
13. Evaluation Criteria and Method of Evaluation:	10
14. Response:	10
15. Conflict of Interest:	10
16. Condition under which EOI is issued:	10
17. Last date of submission of EOI:	10



1. INVITATION FOR EXPRESSION OF INTEREST

The Madhya Pradesh Tourism Board (MPTB), in order to provide better accessibility in tourism Destinations situated across Madhya Pradesh, is willing to conduct accessibility audit for achieving universal accessibility for all citizens including persons with disabilities. The MPTB would also like to conduct capacity building of its staff working at tourism Destinations to sensitize them towards specially abled person

The EOI Document containing the details of qualification criteria, submission requirement, brief objective & scope of work and evaluation criteria etc. can be downloaded from the website www.tourism.mp.gov.in

Last date for submission of EOI is **22th July, 2019** upto **1500 hrs.** Sealed envelope marked to the captioned address, containing EOI and non-refundable fee of **Rs 2360.00**(Including GST) by way of DD in favor of **“Madhya Pradesh Tourism Board, Bhopal”** and payable at Bhopal may be submitted mentioning “EOI for accessibility Audit of tourism infrastructure/tourism Destinations and Capacity Building cum sensitization of staff of hotel and resorts of MP tourism with respect to specially abled person” on the top cover.

The Director (Skill & Training)
Madhya Pradesh Tourism Board,
6th Floor, Lily Trade Wing, Jahangirabad Bhopal
Madhya Pradesh, India. Pin code – 462008

Managing Director,
Madhya Pradesh Tourism, Board

2. Letter of Invitation

**Madhya Pradesh Tourism Board,
6th Floor, Lily Trade Wing, Jahangirabad Bhopal
Madhya Pradesh, India. Pin code – 462008**

Dated: 01.07.2019

No.

Dear Sir/Madam,

Madhya Pradesh Tourism Board (MPTB) invites sealed Expression of Interest (EOI) from consulting agencies for undertaking **“accessibility Audit of Tourism Infrastructure/Tourism Destinations and Capacity Building cum sensitization of staff of hotel and resorts of MP tourism with respect to specially abled person”**

The EOI Document containing the details of qualification criteria, submission requirement, brief objective & scope of work etc. is enclosed.

The EOI Document is available on the MPTB website www.tourism.mp.gov.in

You may submit your responses in sealed envelopes in prescribed format to the undersigned latest by 22.07.2019.

**The Director (Skill & Training)
Madhya Pradesh Tourism Board,
6th Floor, Lily Trade Wing, Jahangirabad, Bhopal
Madhya Pradesh, India. Pin code – 462008
E-mail: dirskill@mptourism.com**

S. No.	Critical Dates	Date	Time
1	Publishing Date	01.07.2019	
2	Document Availability Date	01.07.2019	
3	Last date for receiving Pre-bid query	08.07.2019	
4	Bid Submission End Date and Time	22.07.2019	15:00 Hrs

Yours faithfully,

Managing Director, MPTB

3. Background

The Madhya Pradesh Tourism Board (MPTB), in order to provide better accessibility in its tourism Destinations situated across Madhya Pradesh, is willing to conduct accessibility audit for achieving universal accessibility for all citizens including persons with disabilities. The MPTB would also like to conduct capacity building of staffs working at these tourism Destinations to sensitize them towards specially abled person.

In this respect, Expression of Interest (EOI) is being floated to invite proposals from reputed and experienced NGOs/Trusts/ registered societies/companies from all over the country having adequate experience and expertise so that accessibility audit of facilities/ buildings and capacity building of staffs available in tourism Destinations of across Madhya Pradesh could be conducted and action plan for converting them into fully accessible buildings/facilities in time bound manner could be prepared.

4. Aim and Objective

The Madhya Pradesh Tourism Board (MPTB), in order to provide better accessibility in its tourism Destinations situated across Madhya Pradesh, is willing to conduct accessibility audit for achieving universal accessibility for all citizens including persons with disabilities. The MPTB is willing to achieve it through accessibility audit of tourism infrastructure of Madhya Pradesh. MPTB will also do the capacity building of its staff working in tourism Hotels and resorts to make them sensitize towards specially abled person.

5. EOI Processing Fee

A non-refundable processing fee for Rs. 2,360/- Including GST (Two Thousand Three Hundred Sixty Rupees only) in the form of a Demand draft drawn in favour of **"Madhya Pradesh Tourism Board, Bhopal"**, Payable at Bhopal has to be submitted along with the EOI response. Bids received without or with inadequate EOI processing fees shall be liable to get rejected.

6. Bid Security

A bid security (refundable) of Rs. 15,000/- (Fifteen Thousand Rupees only) in the form of a Demand draft drawn in favour of **"Madhya Pradesh Tourism Board, Bhopal"** Payable at Bhopal has to be submitted along with the EOI response. Bids received without or with inadequate EOI bid security shall be liable to get rejected. In case of non-selection, the bid security amount will be refunded to the bidder.

7. Venue & Deadline for submission of proposal

Proposal, in its complete form in all respects as specified in the EOI, must be submitted to MPTB at the address specified herein earlier. In exceptional circumstances and at its discretion, MPTB may extend the deadline for submission of proposals by issuing an amendment to be made

available on the MPTB website, in which case all rights and obligations of MPTB and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

8. Validity of Offer

The offer for EOI as per this document shall be valid for a period of three (3) months initially which may be extended further if required by MPTB.

9. TERMS OF REFERENCE

Background:

The Madhya Pradesh Tourism Board (MPTB), in order to provide better accessibility in its tourism Destinations situated across Madhya Pradesh, is willing to conduct accessibility audit for achieving universal accessibility for all citizens including persons with disabilities. The MPTB would also like to conduct capacity building of its staff working at these tourism Destinations to sensitize them towards specially abled person.

Objectives :

The prime objective of this study to conduct an accessibility audit of tourism infrastructure/tourism Destinations available in Madhya Pradesh to provide accessibility to specially abled person as well as to conduct the capacity building cum awareness programs for staff working in hotel and resorts of MP Tourism to make them sensitive towards the specially abled person, so that staff will be able to provide better services to specially able persons.

The term of reference:

The terms of reference of the study are:

1. Conduct the situation, analysis of tourism infrastructure/tourism Destinations and listing down where the accessibility audit of infrastructure was previously conducted or not? if not list down to conduct the same.
2. Conduct the accessibility audit of tourism infrastructure/tourism Destinations and prepare detailed report consisting requirement to make infrastructure accessible for specially abled persons with recommendations.
3. Identify and prepare plan for capacity building-cum-sensitization programs for the staff working at hotel and resorts of MP Tourism and execute the same with the approval of MPTB at field level.
4. Prepare consolidate report comprising present status, requirement of construction to make infrastructure accessible.
5. Prepare and submit report for each capacity building-cum-sensitization program at the end of each program and later submit a consolidated report comprising each program.

Methodology

1. A field visit for each infrastructure to assess the accessibility of the infrastructure.
2. Review the secondary data available with respect to accessibility of infrastructure.
3. Identification of staff, preparation of plan and submit to MPTB for its approval and to conduct training program for staff.

Time Schedule

The MPTB has to complete the accessibility audit of tourism infrastructure/tourism Destinations as early as possible. The timeline for completion of accessibility audit will be finalized with selected agency. The MPTB may select one or more than one agency/organization, to conduct the accessibility audit and capacity building cum sensitization program, in order to complete the accessibility audit as early as possible.

Facilitation by MPTB

In order to complete the accessibility audit, MPTB will extend its supports to agency. The MPTB, on demand of selected agency/ies, will appoint one officer to coordinate the program between the agency and the district administration. The MPTB will also provide a letter to agency to access the infrastructure for accessibility audit.

Deliverables

The agency/ organization has to submit a detail report indicating the following: -

1. Status of the present status of the tourism infrastructure/tourism Destinations with respect to accessibility audit.
2. Detailed report on finding of accessibility audit conducted for each infrastructure.
3. Recommendation to improve the infrastructure for which accessibility audit conducted.
4. Capacity building-cum-sensitization program plan and detail report on program conducted.
5. The detailed report (infrastructure wise) has to be submitted in two copies and also in soft copy.

10. INSTRUCTIONS TO CONSULTANTS

The Expression of Interest is to be submitted in the manner prescribed below: - All information as detailed below is to be submitted in two hard copies in separately sealed envelopes

- a) Applicant's Expression of Interest (Format -1)
- b) Organizational Details (Format-2)
- c) Organisation's Experience Related to Accessibility Audit (Format-3)

Madhya Pradesh Tourism Board, Bhopal

- d) Organisation's Experience Related to Capacity Building with reference to specially abled person (Format-4)
- e) List of experts / consultants on payroll (Format-5)
- f) Non-blacklisting Certificate (Format-6)

EOI Documents have been hosted on the website **www.tourism.mp.gov.in** and may be downloaded from the website.

The bidders are expected to examine all instructions, forms, terms and other details in the EOI document carefully. Failure to furnish complete information as mentioned in the EOI document or submission of a proposal not substantially responsive to the EOI documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.

11. Qualification Criteria

Following will be the minimum pre-qualification criteria. Each eligible consultant should possess all the following pre-qualification criteria. Responses not meeting the minimum pre-qualification criteria will be rejected and will not be evaluated.

Minimum eligibility criteria for access auditors are as under:

- I. Must have an average annual turnover of Rs. 30 Lakh in last two financial years (FY2016-17 and 2017-18).
- II. Minimum two years' experience and expertise of conducting accessibility audit and capacity Building.
- III. Must have minimum 10 staffs on organization payroll.
- IV. Experience and expertise of conducting accessibility audit of at least 30 government buildings/public infrastructure. Access Audit done for public infrastructure/buildings having public utility (owned by non-govt. organizations) will also be considered to have fulfilled the criteria for conducting access audit.
- V. Organisation, a minimum five year's standing as a registered organisation.



12. Evaluation Marking of Proposal:

S. No.	Parameters		Marks
1	Organization having minimum 5 years of existence	Till 5 years 0 marks and above 5 years for every block of 5 years 1 mark up to maximum 5 marks	5
2	Minimum no. of 10 staff on organization payroll.	Up to 10 staff 0 Marks and for block of every 3 staff is 1 mark, up to maximum 10 marks	10
3	Accessibility Audit experience in last two years up to 30 government buildings/public infrastructure/ buildings having public utility (owned by non-govt. organizations)	Up to 30 buildings 0 marks and for every block of 5 buildings is 1 Marks up to maximum 10 marks	10
		Accessibility Audit done of tourist Destinations/infrastructure of Madhya Pradesh	5
4	Capacity Building with reference to specially abled person	For each 5 capacity Building program 1 marks up to maximum 10 marks	10
		No. of programs conducted in MP (for every 5 Capacity building program 1 Marks up to maximum 10 marks)	10
5	If agency empaneled under Accessible India Campaign (Sugamya Bharat Abhiyan)		10
6	Presentation by organisation on 1. Brief introduction about organisation 2. Past experience on Accessibility audit and Capacity building with reference to specially abled person. 3. Specialized team and their expertise to candid accessibility audit and capacity building 4. Approach & Methodology to conduct accessibility audit and capacity building		40

Note: Minimum qualifying marks - 80 Marks.

13. Evaluation Criteria and Method of Evaluation:

- a) Screening of EOIs shall be carried out as per eligibility conditions mentioned in this document and based on verification of testimonials submitted.
- b) EOI will be evaluated for short listing inter alia based on their past experience of handling similar type of project, strength of their man power, financial strength of firm and presentation / proposal to the selection committee whose decision will be final.
- c) Short listed agencies will be issued Bid Documents and asked to submit their price proposal in a sealed envelope

14. Response:

Bidders must ensure that their Bid response is submitted as per the formats attached with this document. Special comments on the objectives and scope of the service projected in the enquiry may also be submitted along with the offer.

Application in sealed cover super scribed, as "EOI for accessibility Audit of tourism infrastructure/tourism Destinations and Capacity Building cum sensitization of staff of hotel and resorts of MP tourism with respect to specially abled person"

Conflict of Interest:

Where there is any indication that a conflict of interest exists or may arise, it shall be the responsibility of the Bidder to inform MPTB, detailing the conflict in writing as an attachment to this Bid.

MPTB will be the final arbiter in cases of potential conflicts of interest. Failure to notify MPTB of any potential conflict of interest will invalidate any verbal or written agreement

A Conflict of Interest is where a person who is involved in the procurement has or may be perceived to have a personal interest in ensuring that a particular Bidder is successful. Actual and potential conflicts of interest must be declared by a person involved in a Bid process.

15. Condition under which EOI is issued:

The EOI is not an offer and is issued with no commitment. MPTB reserves the right to withdraw EOI and or vary any part thereof at any stage. MPTB further reserves the right to disqualify any bidder, should it be so necessary at any stage.

16. Last date of submission of EOI:

The last date of submission of EOI is **22.07.2019 (1500 hrs.)**.

Format - 1: APPLICANT'S EXPRESSION OF INTEREST

To,

**The Director (Skill & Training)
Madhya Pradesh Tourism Board,
6th Floor, Lily Trade Wing, Jahangirabad, Bhopal
Madhya Pradesh, India. Pin code – 462008**

Sub: Submission of Expression of Interest to undertake accessibility audit of tourism infrastructure/tourism Destinations and capacity building.

Dear Sir,

In response to the Invitation for Expressions of Interest (EOI) published on 01.07.2019 for the above purpose, we would like to express interest to carry out the above proposed task. As instructed, we attach the following documents in separately sealed envelopes:

1. Organizational Details (Format-2)
2. Organisation's Experience Related to Accessibility Audit (Format-3)
3. Organisation's Experience Related to Capacity Building with reference to specially abled person (Format-4)
4. List of experts / consultants on payroll (Format-5)
5. Non-blacklisting Certificate (Format-6)

Declaration

We hereby confirm that we are interested in competing to undertake the task related to accessibility audit and capacity building as required by MPTB.

All the information provided herewith is genuine and accurate.

Sincerely Yours,

Signature of the applicant

[Full name of applicant]

Stamp.....

Date:

Encl.: As above.

Note: This is to be furnished on the letter head of the organization.

Format – 2: Organisation Details

1. Name of the Organisation:
2. Legal status of the organisation (Company/Society/Trust) enclosed copy of by-laws:
3. Registration Number (Enclose copy):
4. Date of registration:
5. GSTIN no.:
6. PAN No. (Enclose copy):
7. TAN No. (Enclose copy):
8. Address of Head Office:
9. Address of Communication office:
10. Name, Designation and Contact details of authorize person:
11. Financial Capability of the organisation (Enclose CA Certificate & audited Balance sheet of both the years)
 1. Turnover FY 2016-17 & FY 2017-18:
 2. Net-worth (as on 31.03.2018):
12. Experts availability for **Accessibility Audit and Capacity Building**:

S. No.	Name	Education Qualification	Years of Experience	Accessibility audit / Capacity Building related experience	In Payroll of Organisation (Yes/NO) If yes mention the no. of years of association

Signature of the applicant
Full name of applicant
Stamp & Date

Ar

Format 3: Organisation's Experience Related to Accessibility Audit.

S. No.	Name of the Project	Name of Funding/ Supporting Agency	Name of state where assignment carryout	Year of assignment	Present Status (complete/ongoing)
1					
2					
3					
4					

Note: Please enclose the supporting documents (i.e. work order/completion certificate etc.) for each work mentioned above.

Signature of the applicant

Full name of applicant

Stamp & Date

Format – 4: Organisation's Experience Related to Capacity Building with reference to especially able person.

S. No.	Name of the Project	Name of Funding/ Supporting Agency	Name of state where Capacity Building program carryout	Year of assignment	Present Status (complete/ongoing)
1					
2					
3					
4					

Signature of the applicant
Full name of applicant
Stamp & Date



Madhya Pradesh Tourism Board, Bhopal

Format – 5: List of experts/consultants on payroll

S. No.	Name	Designation	Qualification	Relevant Experience
1				
2				
3				
4				

Signature of the applicant

Full name of applicant

Stamp & Date



FORMAT -6: Non-Black listing Certificate

TO WHOMSOEVER IT MAY CONCERN

This is to certify that we (Name of the Agency) registered under the (Name of the Act) vide registration no. do hereby declare and confirm that we have neither been black-listed nor bankrupt by a Ministry/Department/Board/Corporation / Any other entity of the Central of State Government or by any quasi-government or any Public Sector Undertaking or any bank or any other entity till date.

Authorized Person's Signature.

Name and Designation:

Date of Signature:

Note: The declaration is to be furnished on the letter head of the organization.