



Madhya Pradesh Tourism Board
Corporate Identification Number (CIN) – U75302MP2017NPL043078
Registered Office: 6th Floor, Lily Trade Wing, Jehangirabad, Bhopal
Madhya Pradesh, India. Pincode – 462008
Website: www.tourism.mp.gov.in
Tel.: 0755- 2780600

No. 5226

Bhopal Dated 15.Nov. 2018

CORRIGENDUM

This is to inform that Addendum/Corrigendum has been issued to Tender No: 109, NIT: 4520/IT/MPTB/2018 dated 04/10/2018 for “Creating and operating audio guides for multiple tourist destinations in Madhya Pradesh”

Website: www.mpeproc.gov.in and <http://tourism.mp.gov.in>

Schedule of activities for this RFP has changed.

Last date of Online Bid Submission Date (EMD, Technical Bid, Financial Bid) is extended till 24/11/2018, 1500 hrs.

For further information please contact 0755-2780600

Managing Director

Revised schedule of bidding process

Activity	Current date and time	Revised date and time
Online Tender Purchase Last Date	15/11/2018, 1100 hrs	24/11/2018, 1100 hrs
Online Bid Submission Dates (EMD, Technical Bid, Financial Bid)	16/11/2018, 1500 hrs	24/11/2018, 1500 hrs
Opening date of Proposals	16/11/2018, 1530 hrs	24/11/2018, 1530 hrs
Presentation	Will be informed to shortlisted bidders	Will be informed to shortlisted bidders
Financial Bid Opening date	Will be informed to shortlisted bidders	Will be informed to shortlisted bidders

Tender No: 109 NIT: 4520/IT/MPTB/2018

“RFP for creating and operating audio guides for multiple tourist destinations in Madhya Pradesh”

Prebid Meeting Query and response

Dated: 01/11/2018

S.no.	RFP Reference and Provision	RFP Clause	Query/Suggestion	Authority Response
1	Annexure II, The commercial bid format, Page no.49	Financial Bid - Price for 5 destinations	Do we have a say in which 5 destinations that will be chosen? Or it that a decision which MPT will make?	MPT will decide which 5 destinations to start with.
2	Annexure II, The commercial bid format,	Financial Bid - Price for 5 destinations	At what stage will we know which destinations have been selected?	At the time of award in form of initial award.
3	Annexure I, Page no. 33	List of tourist destinations	Does the destination(s) have many exits and entries? This affects staffing and security of the equipment.	See sheet - Destination Details
4	Annexure I, Page no. 33	List of tourist destinations	How many visitors are there in a day/month/year? This will impact the usage of equipment over a three year period. For e.g if there are about 200 -300 visitors per day then 50 audio players will have to be changed every year or every other year. If however, the visitor numbers are not much then the audio players can last, without a problem, for up to 5 years. This has a cost snowballing effect on all consumables like headphones, lanyards, batteries etc.	See sheet - Destination Details
5	Annexure I, Page no. 33	List of tourist destinations	Are the sites open for 6 days or 7 days every week and how many hours are they open to the general public. Once again it will impact the number of staff required to run an efficient operation.	See sheet - Destination Details
6	Annexure I, Page no. 33	List of tourist destinations	Are these ticketed sites? Or free and open to public? For example a dawn to dusk site will require extra staff due to long duty hours etc.	See sheet - Destination Details

7	Point no. 14, Clause 2.3 Project Terms and Conditions, Page no. 11	The agency shall make arrangements for periodical inspection of the services by its higher officials and to make available the report of such inspection to MPTB.	Inspection and Supervision tours by senior company officials leaders will be cost and time impacted.	With or without inspection, agency has to ensure quality of equipment and service to tourists as per agreement. All written complaints regarding deficiency in services will be investigated by MPTB and if found true, a penalty of 1000 Rupees per complaint will be enforced on agency. MPTB can terminate the agreement if more than 5 such complaints in one quarter are proven to be true.
8	Point no. 10, Clause 2.3 Project Terms and Conditions, Page no. 10	The safety and security of the equipment will be the responsibility of the agency. It may at its discretion require the visitors taking the players to leave behind an ID or some other acceptable document as security.	Will we be allowed to take, as a security deposit, an Photo- ID like a driving license or Aadhar card or a cash deposit of Rs. 2000/-(for example) to make sure that visitors return the equipment after they finish their tour? We do this at all our sites.	Agency can take Photo ID as security and can also ask the tourist to sign indemnity form. Cash deposit not recommended, as it will be a deterrent.

9	Point no. 9, Clause no. 4.1. Opening & Evaluation of Bids, page no. 19	<p>The presentation shall be evaluated on the basis of following parameters:</p> <ul style="list-style-type: none"> a) Content creation methodology (with focus on museums, forts, heritage sites and monuments) b) Multi-lingual content development and translation approach c) Technology: Audio player options, headphones d) Audio production capabilities e) On site model for staffing and management of audio guide tours f) Case studies (International & Indian clients) g) About the company (Offices in India and abroad, Number of personnel, capabilities, Client list, Awards and accolades) h) Quality of sample audio files 	Evaluation of Bid - point no. 9. Please specify which presentation you are referring to? Will it be correct to assume that you are referring to the bid documents that have already been submitted on line? Or is it something else? Page 19	<p>Already explained in point no 8.</p> <p>"8. The Authority shall inform, the Bidders, whose Technical Bid is found to be responsive for and who are short listed based on qualification criteria as detailed out in the RFP for presentation." A separate presentation is to be made by agency which will be given marks and used for evaluation under QCBS. Please refer to Table on RFP document page 19-20 under para 4.2. Short-listing of bidders.</p>
10	Point no. 3, Clause 5.7. Payment terms, page no. 29	<p>Operational cost for handling audio devices at ONE destination including manpower cost for 3 years.</p> <p>1. Quarterly billing. Based on satisfactory report from MPT Manager.</p>	<p>Payment terms – point 3. Quarterly billing based on satisfactory report from MPT Manager. This is very arbitrary and can lead to unfair/unjust pressure. If a certification is necessary from a MPT Manager you must give specific criteria on which a report can be based.</p> <p>Page 29.</p>	<p>Quarterly payments will be made. Satisfactory report from MPT Manager will not be needed, however complaints as explained in Point#7 will form the basis of deductions, if any.</p>

11	Point no. 2, Clause no. 2. Scope of work, page no. 9	Supply of audio players a. Specifications - Audio players have to be of the latest technology having enough storage capacity to store content in six languages. These players should have backlit numbered keypad with raised central button for visually impaired, CD quality sound, backlit LCD/LED screen having min 100x64 graphic display, onscreen messages in any language, shock resistant, fire retardant material, water resistant, possibility of infra-red/RF triggering of GPS, inter player communication. Battery should be sufficient to support 6 hours for continuous playback. b. Procurement, loading and supply of audio players with good quality headset at respective destination c. Warranty support	Please refer to MP - Tourism RFP document - Scope of Work, Point no. 2, Supply of audio players (page no. 9) You have listed Technical specifications of the type of equipment i.e. audio guide players that you require. I am seeking some clarifications - Backlit numbered keypads. Why do you need back lit numbered pad? This pushes up the cost of players. For most sites numbered key pads are sufficient. In case you have a specific need do let us know.	A backlit keyboard helps in locating keys to tourists especially in low light conditions or power failure in indoor areas.
12			Raised central button for visually impaired. This will push up the cost of equipment substantially as most audio guide players do not come with this option. Please let us know if the sites are equipped with visually challenged infrastructure like ramps etc. as most visually challenged visitors in India are accompanied by an attendant, in which case the audio guide can be operated by the attendant and you do not require this facility.	No change
13			LCD/LED screen having min 10 X 4 graphic display Most players have an LCD/LED screen – your size specifications are not clear? If above in cm – why do you need a large screen? Please clarify, usually large screens mean touch screens, which are not meant for sites with heavy tourist traffic. We recommend more hardy equipment for sites which have a heavy flow of Indian tourists, as damages can be frequent and severe.	As described on Page 9 of RFP document LCD/LED screen to have min 100x64 graphic display. 100x64 is in pixels.

14		On screen message in any language. In basic, heavy usage equipment, screen messages are usually restricted to numerical forms and in English. On screen messages are not available in Hindi as all equipment is imported. On screen pictorial messaging is possible in certain types of players.	On screen messages (if any) can be in English.
15		Possibility of infra-red/RF triggering GPS. Many players have this in built feature – please let us know the purpose of this requirement.	Requirement waived off.
16		Inter player communication. We are unable to understand this requirement – do you want two visitors to be able to talk to each other? Please specify.	Requirement waived off.
17		Please note costs will be impacted on the features that you require – for instance if you want players for an outdoor site then we have to quote players with rain covers, if there are many exits and entrances and visitors can walk away with equipment easily (by mistake or with mischievous intent) then equipment must be safeguarded by Tags and Antennas or you may have to install security barriers with tags to discourage shop lifting/theft of equipment.	Requirement is as given in RFP document and clarified in pre-bid queries. In addition the agency is expected to make site visit, if required, and make their own assessment.
18	Point no. c)2, Clause 4.2 Short-listing of bidders, Page no. 20	The Bidder should have successfully implemented at least 3 international audio guide tour projects (outside India) involving multi-lingual content. 3 Project: 10 marks Above 3 projects 1 mark for every (1) project maximum up to 15 marks To remove the clause for International audio guide tour projects	No change

Destination	Location	# of entry / exit points	# of Visitors per day (average of an year) *	Days open in week	Open Hours	Ticketed entry (Y/N)
Sanchi	Sanchi, Distt. Raisen	1	800	Always open	Sunrise to sunset	Rs 10 Indian & Rs 250 Foreigner
Bhimbetka	Bhojpur, Distt. Raisen	1	160	Always open	Sunrise to sunset	Rs 10 Indian & Rs 100 Foreigner
Shaurya Smarak	M P Nagar, Bhopal	2	1500	Wed close. Rest days open	12 pm to 7 pm	Rs 10 for everyone. Free for army men
Tribal Museum	Shyamala Hills, Bhopal	1	260	Mon close. Rest days open	February to October - 12pm to 8pm; November to January- 12pm to 7pm	Rs 10 Indian & Rs 100 Foreigner
Museum of Mankind	Shyamala Hills, Bhopal	2	540	Mon close. Rest days open	10.00am to 5.30 pm	Rs 50 Indian & 500 Foreigner . Students concession allowed
State Museum, Bhopal	Shyamala Hills, Bhopal	2	170	Mon close. Rest days open	10.00am to 5.30 pm	Rs 50 Indian & 200 Foreigner . Students concession allowed
The Minto Hall – International Convention Center	Bhopal	2	NA	To be decided	To be decided	No ticket at present
Western Group of temples at Khajuraho	Khajuraho, Distt. Chhatarpur	1	800	Always open	Sunrise to sunset	Rs 40 Indian & Rs 600 Foreigner, Child (up to 15 years) – Free
Jahaz Mahal complex, Mandu	Mandu, Distt. Dhar	1	2500	Always open	Sunrise to sunset	Rs 15 Indian & Rs200 Foreigner
Orchha Fort complex	Orchha, Distt. Niwari	1	450	Always open	Sunrise to sunset	Rs 10 Indians & Rs 250 foreigners
Gwalior fort	Distt. Gwalior	2	800	Always open	Sunrise to sunset	Rs 10 Indians & Rs 250 foreigners
Gujari Mahal Archeological Museum	Distt. Gwalior	1	800	Mon close. Rest days open	10.00am to 5.30 pm	Rs 10 Indians & Rs 250 foreigners
Chanderi	Chanderi, Distt. Ashoknagar	Open	150 (*Museum)	Always open	Sunrise to sunset	For Museum Rs 10 Indians & Rs 250 foreigners
Badshahi Qila, Diwan-e-khas, Diwan-e-aam	Distt. Burhanpur	1	200	Always open	10.00am to 5.30 pm	Rs 25 Indians & Rs 300 foreigners
Lal Bagh Palace	Distt. Indore	1	300	Mon close. Rest days open	10.00am to 5.30 pm	Rs 10 Indians & Rs 250 foreigners

* These numbers are subject to seasonal variations.