



Madhya Pradesh Tourism Board

Corporate Identification Number (CIN):

U75302MP2017NPL043078

6th Floor, Lily Trade Wing, Jehangirabad Bhopal

Madhya Pradesh, India. Pin code – 462003

Website: www.tourism.mp.gov.in

Expression of Interest for Empanelment of Agencies for “Conducting of Diagnostic Studies for Skill Based Self-Employment and Employment Opportunities at Select Destinations of Tourism in Madhya Pradesh”

No. 4377 /MPTB/Skill-Study/2018

Bhopal, Dated: 24/09/2018

EOI No. 01

Madhya Pradesh Tourism Board invites **Expression of Interest (EOI) for Empanelment of Agencies for “Conducting of Diagnostic Studies for Skill Based Self-Employment and Employment Opportunities at Select Destinations of Tourism in Madhya Pradesh”**

Interested Bidders eligible as per qualification criteria may submit their response to the EOI latest by **10/10/2018 till 1700hrs**. The proposal must accompany all relevant documents.

The EOI document can be downloaded from **www.tourism.mp.gov.in** from date 25/09/2018. For any other information please send your queries through email on **dirskill@mptourism.com**.

Managing Director

DISCLAIMER

The information contained in this Expression of Interest document ("**EOI**") or subsequently provided to Applicants, whether verbally or in documentary or any other form by or on behalf of the Authority or any of its employees or advisers, is provided to Applicants on the terms and conditions set out in this EOI and such other terms and conditions subject to which such information is provided.

This EOI is not an agreement or an offer by the Authority to the prospective Applicants or any other person. The purpose of this EOI is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this EOI. This EOI includes statements, which reflect various assumptions and assessments arrived at by the Authority in relation to the Agency. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require. This EOI may not be appropriate for all persons, and it is not possible for the Authority, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this EOI. The assumptions, assessments, statements and information contained in this EOI, may not be complete, accurate, adequate or correct. Each Applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this EOI and obtain independent advice from appropriate sources.

Information provided in this EOI to the Applicants may be on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

The Authority, its employees and advisers make no representation or warranty and shall have no liability to any person including any Applicant under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this EOI or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the EOI and any assessment, assumption, statement or information contained therein or deemed to form part of this EOI or arising in any way in this Selection Process.

The Authority also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Applicant upon the statements contained in this EOI.

The Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this EOI.

The issue of this EOI does not imply that the Authority is bound to select an Applicant or to appoint the Selected Applicant, as the case may be, for the Agency and the Authority reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever and cancel the entire bidding process.

The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Applicant and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation for submission of the Proposal, regardless of the conduct or outcome of the Selection Process.

**Expression of Interest for Empanelment of Agencies for
“Conducting of Diagnostic Studies for
Employment and Skill Based Self-Employment Opportunities at Select Destinations of
Tourism in Madhya Pradesh”**

1. INTRODUCTION

Madhya Pradesh Tourism Board also referred to as the “MPTB” or “Authority”, established in 2017 with an objective to promote the tourism in the state of Madhya Pradesh. To develop tourism with public, private partnership in sustainable manner. Investor facilitation, Skill-development, Publicity/promotion of tourist destinations nationally & internationally, identification and development of tourism infrastructure will be the core objective of the Board.

Madhya Pradesh Tourism Board invites **Expression of Interest (EOI) for Empanelment of a National Level Agency for “Conducting of Diagnostic Studies for Skill Based Employment and Skill Based Self-Employment Opportunities at Select Destinations of Tourism in Madhya Pradesh”**. Agencies having appropriate experience in the field of research & education together with training, capacity building for promoting of self-employment and employment within the country and outside with a proven track record with national / international agencies and departments equipped with 360° solutions through well thought about strategy and various research tools will be given preference for the assignment.

2. QUALIFYING CRITERIA FOR AGENCIES

The Agencies meeting the following minimum qualifying criteria are eligible to apply:

1. The Agency’s turnover and net worth for last 3 years shall be minimum Rs. **40.00 Crore (Forty Crores) and Rs. 25.00 Crore (Twenty five Crores)** respectively (CA Certificate to be submitted).
2. The Agency shall have an office in the state for at least 3 years together with a PAN-India presence with the required infrastructure for handling such assignment. (Details of offices to be submitted). Indian agencies having overseas office would give additional preference
3. The agency should have handled research studies, preparation of development plans, action for self-employment, employment, livelihood, social development and tourism campaigns for the Ministry of Tourism, Govt of India / State Tourism Bodies/ Tourism Board of any country in the past. (related work orders to be submitted)

4. The Agency should have experience of at least Ten (10) years in the field. Further, the Agency shall have minimum staff strength of 20 out of which at least 5 members should possess PhD and having suitable experience for conducting research studies. (Details to be submitted)
5. The Agency shall have an independent team and facilities like library and business development cell to process and analyse the data to plan & execute the research activities. (List of staff together with educational qualification & experience to be submitted)
6. The Agency having experience and understanding to handle activities for different countries will be given preference (Details of past work, tie-ups if any or details to be submitted).
7. The Agency having experience for working with the different Ministries and departments of Government of India as Implementing partner, National resource organisation, National resource agency would be an added qualification
8. The Agency shall have an independent team and facilities like library and business development cell to process and analyse the data to plan & execute the research activities.
9. Agency having live industry interactions and technology interventions
10. An Agency engaged in Research & Development together with conducting management courses recognised and approved by AICTE/UGC/AIU

All necessary documents in support of qualification claim must be attached with the application submitted in response to this EOI.

3. SCOPE OF WORK

MPTB wish to conduct diagnostic studies covering about 30 sites in different phases to carry out the need analysis and resource mapping of each site towards developing various tourism activities and support services within the vicinity together with creating additional and sustainable opportunities for self-employment and employment. The scopes of work for the proposed diagnostic study to identify various prospects, but not limited to, the following

- Develop a network of villages within the vicinity and across the catchment area of MPSTDC, where local communities are trained to provide a basket of hospitality services
- Establish select destination which provides a complete tourism experience
- Increase local communities participation in tourism's growth
- Showcasing of regional diversity of elements such as culture, cuisine, nature and the local way of life
- Location identified circuit wise and also mentioned the specific products to be showcased like handicraft, handloom & heritage etc.
- Curate experiential products centred on lifestyles, cuisine, biodiversity, traditions & festivals.

The above scope of work for the Study would be focused on below mentioned indicators:

1. Employment opportunities within the vicinity of selected tourism sites in the state.
2. To study scope of self employment sustainable opportunity.
3. Gap between existing skilled work force and present requirement
4. Key sectors for conducting Skill cum Entrepreneurship Development training
5. Resource mapping together with Need analysis for skill development
6. To study existing art and craft and its marketability
7. Employment & Self-employment opportunities and Gap analysis of skill in special reference to women
8. Legal compliances, social, gender and environmental framework
9. Gap analysis of digital literacy
10. The diagnostic study report will comprises of possible conversions under various scheme and project towards creating employment and self-employment opportunities for given tourism sites.

4. Phases

Madhya Pradesh has made significant strides in tourism sector in recent years. Its tourism resources are both-outstanding and diverse. It offers three world heritage sites, nine national parks, 25 wildlife sanctuaries and front-ranking pilgrimage hubs, in addition to a range of history/architecture attractions. The diagnostic studies would be conducted in 2-3 phases. About 6-8 tourism sites would be covered in each phases covering the specific tourism circuits. The diagnostic study would be focused on 10-20 villages within the vicinity (within 20 K.M.) of each tourist sites as under:

- ❖ **Shivpuri-Chanderi-Orchha**
- ❖ **Khajuraho-Panna-Chitrakoot-Maihar-Mukundpur**
- ❖ **Maheshwar-Omkareshwar-Mandu-Bagh-Choral-Hanuawantia**
- ❖ **Amarkantak-Bandhavgarh-Bargi-Bhedaghat-Mandla-Kanha-Pench**
- ❖ **Halali-Sanchi-Udaigiri**
- ❖ **Bhojpur-Bhimbetka-Tawa-Madai-Panchmarhi-Tamiya**

5. Timelines and assignment fee

Diagnostic studies for each phase would be completed within a period of 8 week duration/ 2 months as per below mentioned timelines:

- A. Project Mobilisation & team formation – **1 Week (20% Fee will be released with work order).**
- B. Inception report submission & presentation – **2 Week (30% Fee will be released upon approval of Inception report).**
- C. Field work, sample survey and stake holders consultation – **3 Week**
- D. Draft report submission & presentation before MPTB– **1 Week (30% Fee will be released upon submission of draft report).**
- E. Incorporation of suggestions given by MPTB and submission of Final report in Hard & Soft copies – **1 Week (20% Will be released with work order)**

6. SUBMISSION OF EOI

Interested Bidders eligible as per qualification criteria may submit their response to the EOI (**Technical and Financial proposal in separate envelop A and B respectively, both the envelopes containing in a master sealed envelopes**) in person or by post so that the same is received latest by **10/10/2018 till 1700hrs to.**

The Director (Skill & Training)

Madhya Pradesh Tourism Board,

6th Floor, Lily Trade Wing, Jehangirabad Bhopal

Madhya Pradesh, India. Pin code – 462003, Phone. 0755-0755 278 0600

Note: Financial bids of only technically qualified application will be opened.

The EOI submitted by interested parties should consist of the following:

- i. Technical Proposal comprising of Covering Letter and details of the company/ agency together with credentials and documentary proof as applicable against each item as mentioned in point 2 above and annexure 1 & 2
- ii. Financial Proposal as per annexure -3.
- iii. Methodology to conduct the diagnostic study together with sample report template for submission of final report.
- iv. CV of Team leader to be based in Bhopal for the project period
- v. Self-assessment score sheet of the agency
- vi. More than 70% after that Top Three Institution.

7. PROCEDURE/ CRITERIA FOR EMPANELMENT

- i. The EOI/ Proposal should be complete in all criteria as mentioned in this document. Incomplete proposals may be liable for summaries rejection.
- ii. MPTB reserves the right to reject any or all the EOI/ Proposals without assigning any reason whatsoever. Any form of canvassing, shall invite immediate disqualification.
- vii. All the proposals received will be scrutinized to assess their eligibility based on the qualifying criteria. Those proposals which do not meet the qualifying criteria will be rejected, forthwith, or at any stage of detection.
- viii. Agencies fulfilling the eligibility criteria (shortlisted agencies) will be called for a presentation before the committee. The final empanelment will be based on a presentation. During the evaluation MPTB will have a right to ask any clarification. Presentation shall be marked on a scale of 1 to 100. Then the total marks shall become scores.

Evaluation parameters for selection of the agency shall be based on the following:-

S.N.	Parameters	Documents to be submitted	Max. Marks	Marks Obtained
1	The Agency's turnover in last 3 years (2015-16, 2016-17 & 2017-18) shall be minimum Rs. 40.00 Crore (Forty Crores) and net worth for last 3 years shall be 25.00 Crore (Twenty Five Crores)	CA Certificate	Qualifying criteria	
2	Agency having its presence in more than 5 states including Madhya Pradesh.	Address of office with Proof	10	
3	The Agency shall have overseas office		5	
4	The Agency should have experience of at least Ten (10) years in the field (Max.- 05 Marks) (Up to 10 Years-0 Marks and thereafter 5 Marks for each block of 5 years)	Certificate of incorporation/ Registration	5	
5	The agency should have handled research/ evaluation/ impact studies, survey, preparation of development plans, action for self-employment, employment, livelihood, social development and tourism sector for the Govt of India / State tourism bodies/ Department/ Ministry of any other country in the past including fellow programme and research grants.	5 Marks for each research/ evaluation/ study/assignment (Max.- 15 Marks)	15	
6	Agency shall have minimum staff strength of 20 out of which at least 5 members should possess PhD and having with suitable experience for conducting research studies. (List of staff together with educational qualification & experience to be submitted)	0 Marks for 20 Staff, while 1 Marks for each 5 staff in addition to 20 staff. Similarly 0 Marks for 5 PhD Member and 1 Mark for each PhD member in addition to 5 PhD members (5+5 Max. 10 Marks)	20	
7	The Agency shall have required infrastructure and facilities for conducting research activities like library and content development cell to process and analyse the data towards effective planning & execution of the research activities.	Library facilities, other facilities & aids	5	

8	The Agency is capable to deploy a capable and experienced full time team leader preferably having PhD degree together with experience of more than 20 years' in the similar field	CV of team leader (10 Marks)	10	
9	The Agency having experience and understanding to handle activities for different countries to understand the requirement of overseas tourists, will be given preference (Details of past work, tie-ups if any or details to be submitted).	5 Marks for each overseas assignments conducted out of India and /or for the foreign residents	5	
10	The Agency having experience for working with the different Ministries and departments of Government of India as Implementing partner, National resource organisation, National resource agency, Technical support agency would be an added qualification	5 Marks for each Ministries/ Departments (Max. 15 Marks)	15	
11	Agency having live industry interactions and technology interventions	Membership/ Awards / Recognitions (1 Mark for each)	5	
12	An Agency engaged in Training, Education, Research & Development together with conducting recognised and approved courses by AICTE/UGC/AIU/NSDC etc.	Max. 5 marks	5	
Total Marks			100	

❖ More than 70% after that Top Three Institution.

8. TERMS & PERIOD OF EMPANELMENT:

The duration of Empanelment/ engagement of the agencies shall be for a period of three years, extendable for a further period of up to two years based on the performance. After empanelment MPTB will accordingly process the award of work and procedure for payments. Empanelment is not any guarantee for the award of work.

9. APPLICATION FORMAT:

Annexure 1: Covering Letter
(To be submitted on letter head by the applicant)

To,

Date:

Managing Director
Madhya Pradesh Tourism Board
Bhopal (M.P.)-462003.

SUB: Expression of Interest for Empanelment of Agencies for “Conducting of Diagnostic Studies for Skill Based Employment and Skill Based Self-Employment Opportunities at Select Destinations of Tourism in Madhya Pradesh”

REF.: With reference to your EOI no. -----dated-----

I / We, having examined all relevant documents and understood their contents, hereby submit our EOI for selection as an agency for the subject project. The EOI is unconditional.

1. I/We acknowledge that the MPTB will be relying on the information provided in the Proposal and the documents accompanying the Proposal for selection of the agency, and we certify that all information provided in the Proposal and in the Appendices are true and correct, nothing has been omitted which renders such information misleading; and all documents accompanying such Proposal are true copies of their respective originals.
2. This statement is made for the express purpose of empanelment/appointment as the agency for the aforesaid Project.
3. I / We shall make available to the MPTB any additional information it may deem necessary or require for supplementing or authenticating the Proposal.
4. I/We declare that:
 - (a) We have examined and have no reservations to the EOI Documents, including any Addendum issued by the Authority;
 - (b) I / We (the Team handling MPTB) do not have any conflict of interest as mentioned in the EOI Document;
 - (c) I/We hereby certify that we have taken steps to ensure that in conformity with the provisions of this EOI, no person acting for us or on our behalf will engage in any

corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

5. I / We understand that you may cancel the Selection Process at any time and that you are neither bound to accept any Proposal that you may receive nor to select the agency, without incurring any liability to the Applicants in accordance with the EOI document.
6. I/We agree and understand that the proposal is subject to the provisions of the EOI document. In no case, shall I/we have any claim or right of whatsoever nature if the Consultancy for the Project is not awarded to me/us or our proposal is not opened or rejected.
7. In the event of my/our firm being selected as one of the empanelled agency, I/we agree and undertake to provide the services in accordance with the provisions of the EOI.
8. I/We have studied EOI and all other documents carefully. We understand that we shall have no claim, right or title arising out of any documents or information provided to us by the Authority or in respect of any matter arising out of or concerning or relating to the Selection Process including the award of Consultancy.
9. I/We agree and undertake to abide by all the terms and conditions of the EOI Document. In witness thereof, I/we submit this Proposal under and in accordance with the terms of the EOI Document.

Signature of authorized representative:

Name & Title of Signatory :
Name of Consultancy firm/ Company :
In the capacity of :
Address :
Telephone No. :
Mobile :
E-mail :
Website :

Annexure 2: Details of the bidder (Technical Proposal)

S. No.	Particular	Details		Supporting Submitted
1.	Name of the Agency/Firm/Company			
2.	Complete Address of Agency/ Firm			
3.	Name of the Proprietor / Partners / Directors			
4.	Name, Designation and Address of the contact person to whom all references shall be made regarding this EOI:			
5.	Telephone number of contact person:			
6.	Mobile number of contact person			
7.	Fax number of contact person:			
8.	E-mail address of contact person:			
9.	Status of consulting Firm/ Company (Public Ltd., Pvt. Ltd., LLP, Trust etc.)			
10.	Date of Establishment (Enclose Registration Certificate			
11.	PAN No.			
12.	GSTN No.			
13.	Financial Position: 2015 – 16, 2016– 17, 2017 – 2018 (Enclose the relevant documents i.e. audit Reports and turn over certificate)			
	Turnover (Rs. in Crore) each year	Turnover	Net Worth	
	2017-18			
	2016-17			
	2015-16			
14.	Details of Manpower working in the organization (Regular/ Contractual)			

S. N.	Name	Designation	Qualification	Expertise Area of Specialisation										
15.	Details of key personnel to be assigned who will work on Madhya Pradesh Tourism project with age, qualification, experience (in years), notable skills and achievements													
	<table border="1"> <thead> <tr> <th>S.N.</th> <th>Name</th> <th>Designation</th> <th>Qualification</th> <th>Expertise Area</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>				S.N.	Name	Designation	Qualification	Expertise Area					
S.N.	Name	Designation	Qualification	Expertise Area										
16.	Details of branches of organization present in other states (including M.P.) and available Infrastructure :-													

S. N.	Complete address of the Office	Name and contact details of Contact person	Ownership (Own/ Rent)	Available Infrastructure
1.				Area(in Sqf.)- Library- Reading material- Available Training infrastructure- No. of participants can be trained in one batch-

17. Details of major training program organized by the agency sponsored by different Ministries and departments of Government of India as Implementing partner, National resource organisation, National resource agency, Technical support agency (Including working in out of India) in last 10 years.

S. N.	Name of the Program	Sponsored Agency	Place (Name of District and State)	Value of the Program	Financial year (Start-End)	Status (Ongoing/ Completed)

18. Details of research/ evaluation/ impact studies, survey, preparation of development plans, action for self-employment, employment, livelihood, social development and tourism sector for the Govt of India / State tourism bodies/ Department/ Ministry of any other country in the past including fellow programme in last five years-

S. N.	Name of the Program	Sponsored Agency	Place (Name of District and State)	Value of the Program	Financial year (Start-End)	Status (Ongoing/ Completed)

19. Details of Educational, Research & Development courses conducting by the organization which is recognised and approved by AICTE/UGC/AIU-

20. Other Information relevant to this project-

List of enclosures :

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.

Signature of authorized representative:

Name & Title of Signatory :
 Name of Consultancy firm/ Company :
 In the capacity of :
 Address :
 Telephone No. :
 Mobile :
 E-mail :
 Website :

Annexure 3: Format for Financial proposal

EOI Reference Number, dated

SN	Particular/ Head of Expenses	No. of Experts	No. of Days	Rate Per Day	Total	Remarks
1	Team Leader					
2	Expert-1					
3	Expert-2					
4	Expert-3					
5	Cluster Coordinator					
7	Field Investigators					
8	Assistant/ Data Entry Operator					
9	Travel /Car hire for Field Investigators & Cluster Coordinator					
10	Travel /Car hire for Experts					
11	DA for Experts for tour					
12	DA for Field Investigators during survey					
13	DA for Cluster Coordinator (During Field deployment)					
14	Communication exp. Lump-sum					
15	Printing and Stationary					
16	Miscellaneous					
17	Contingencies					
	Total					

Amount in Words:-

Signature of authorized representative:
 Name & Title of Signatory :
 Name of Consultancy firm/ Company :
 In the capacity of :
 Address :
 Telephone No. :
 Mobile :
 E-mail :
 Website :