

WEST BENGAL TOURISM DEVELOPMENT CORPORATION LTD.
(A Govt. of West Bengal Undertaking)



Memo no 1093 /WBTDCL-11012(20)/1/2019-GM(WBTDCL)-WBTDCL dated

**EXPRESSION OF INTEREST FOR TOUR OPERATORS / EVENT MANAGERS FOR
SHARADOTSAV 2019 TOURS**

NIQ 38 /WBTDCL /2019-20 Operations

West Bengal Tourism Development Corporation Ltd.
Salt Lake, Sector II,
DG Block, 1st Floor
Kolkata 700091
Email: visitwestbengal@yahoo.co.in
Website: www.wbtdcl.com

1. Introduction

WBTDc, like previous years, is organizing various tour packages inside the city as well as in the districts during Durga Puja, branded under the name of 'SHARADOTSAV'. This year WBTDc intends to conduct & operate these tours with the assistance of eligible PRIVATE TOUR OPERATORS / EVENT MANAGERS.

In this context, the EOI has been designed to invite Proposals from Applicants with:

- ✓ Extensive proven experience, of atleast 3(three) years in providing services similar to the Services mentioned in the scope of work hereunder as per the details mentioned in the qualification criteria subsequently;
- ✓ A sound financial background;
- ✓ Sufficient resources (including staff) to provide the Services;
- ✓ Adequately trained personnel.

2. Scope of work for the Tour Operator / Event Manager (Applicant)

- i. To absolutely adhere to the tour itinerary as specified in Annexure I. It may be noted that the final itinerary may have to be revised at the last moment due to exigencies.
- ii. To strictly maintain the time schedules as mentioned in the itinerary and /or briefed prior to the event by competent authority.
- iii. To provide trained Bengali / English speaking Guide, One in each bus for tours within Kolkata & One with one assistant in each bus for tours outskirts of Kolkata, other than the ground staff/supervisors/control room staff, capable and having prior experience of handling standard groups.
- iv. The guides should be well conversant of the tour routes, the history of the traditional houses and the present themes of the Pandals visited during the tours organizing a recce tour/training session in association with WBTDc prior to the event for the guides.
- v. To designate a couple of staff from the organization to visit WBTDc office on a regular basis, keeping liaison with the concerned officials from the day of receiving Work Order till the day of completion of the event.
- vi. Organizing meetings with the concerned Puja Pandal Committees/ Traditional houses / Police Administrative Authorities thus building up a good rapport for assistance on the day of operation.
- vii. Collecting the current year themes of each Pandals beforehand and submitting the same to the concerned official of WBTDc.
- viii. Submission of letters seeking permissions and subsequently attaining them from different authorities.
- ix. Framing point to point Route chart in concurrence with the Operations & Transport Cell of WBTDc
- x. To coordinate with the catering unit/s or set up place for meal/s as is required in the respective tours for timely provision of food to the tourists.
- xi. Providing control room staff at any base of WBTDc to liaison and constantly monitor the bus movements, keeping liaison with the guides as well as concerned Pandals/house as is the case during the days/nights of the tours.

- xii. Documentation of the assigned tour/s through still photographs and small video clips.
- xiii. Maintaining a reserve list of guide/s as to act in case of absence or incapacitation of any.
- xiv. Collection of feedback from tourists of each group in prescribed format, approved by WBTDc
- xv. Attempt in getting Sponsors to invest in Sharadotsav event in exchange of publicity.
- xvi. Sticking of Buses & Bus seats at the Bus Depot night before the tour, if required
- xvii. Any other related work as and when assigned by WBTDc.
- xviii. Arrangement of coaches would be done by WBTDc and the selected agency needs to co-ordinate with WBTDc in regard to number of coaches allotted and number of bookings.

3. Qualification Criteria

- i. The applicant should be in existence for a minimum period of Three years. Proof to be submitted in the form of IT returns, certified Balance Sheets for the last three years & current Trade License.
- ii. The applicant should be an Income Tax payer. Proof of IT returns of last 3(three) financial years & PAN Card to be submitted. The Applicant should be registered with GST (Copy to be attached of the GST certificate)
- iii. The annual turnover of the Company for such services being provided should be minimum Rs.20 Lakhs per year (For Tours within Kolkata) and Rs 15 lakhs per year (For tours outside Kolkata). Chartered Accountant (C.A) certificate for last 3(three) financial years to be submitted as proof. **Average will not be considered.**
- iv. The applicant should have a functional office set up in the city of Kolkata or near vicinity for effective operation with at least 3(three) staff experienced to handle such group tours.
- v. The Company should have previous experience of tours of this sort with WBTDc and/or any other State Tourism/Govt Tourism.

4. Terms & Conditions

- i. One organization can apply for any one/all/more than one circuit, i.e. either A & B OR A / B as in Annexure I.
- ii. The applicant should quote a consolidated amount plus applicable taxes/GST for each tour circuit (as per Annexure I) applied for and is not eligible for any other payment/commission thereafter.
- iii. Any other expenditure, Guide Charges, incidental expenses (if any) will be reimbursed on actual basis on submission of vouchers after completion of the event, however, prior approval needs to be taken from competent authority of WBTDc.
- iv. Number of Buses may increase/decrease at the last moment and the agency is expected to act accordingly and promptly.
- v. No payment for Recce and training sessions admissible
- vi. If the applicant can bring any sponsor amount greater than Rs 1 lakh, it is eligible for a fee of 10% of the same after receiving the full sponsorship amount.
- vii. The payment will be released after 'successful completion' of the entire event on submission of Bills in triplicate, duly certified, along with copy of work order and supporting vouchers
- viii. Any legal dispute arising out of this will be subject to Kolkata jurisdiction.
- ix. WBTDc will reserve the right to cancel any operation without citing any reason whatsoever.

- x. The applicant/s and its manpower will act as a part of WBTDC, will strictly abide by all the rules laid down by WBTDC and will not engage into any action or dispute detrimental to the organization's image and goodwill or back out after issuing the WO for any reason whatsoever. In such case, WBTDC reserves the right to cancel the contract and/or impose any penalty on the organization or its manpower or confiscate the Security Deposit and/or blacklist the Company for a minimum of 5(Five) years. Decision of MD, WBTDC in this case will be final and binding.

5. Application

1. Interested Tour Operators/Event Managers, fulfilling the above criteria, may apply in prescribed format as stated in Annexure II and submit at this office in sealed covers, superscribed '**APPOINTMENT OF TOUR OPERATORS/EVENT MANAGERS FOR SHARADOTSAV 2019**' along with all supported documents and a non-refundable Tender fee of Rs 300/- in cash / Demand Draft drawn in favor of West Bengal Tourism Development Corporation Ltd, within 3.9.2019.
2. Earnest Money: Rs 5000/- per circuit in cash / Demand Draft drawn in favor of West Bengal Tourism Development Corporation Ltd along with Technical Bid including Forwarding Letter and documents as per Sl No 6 (1,2,4,5,6,7,8,9,10)
3. Financial bids to be submitted separately in a sealed cover along with ANNEXURE IA.
4. The financial quote for each packages needs to be given per Coach (Each coach may have seating capacity from 24 to 36).

6. Documents Required (Summary):

1. Forwarding letter
2. Duly filled in Application form (Annexure II) & Declaration Form (Annexure III)
3. Quotation as per Annexure I & IA
4. Copy of Trade License (Current year and starting year)
5. Certified Copy of IT Returns (last 3 financial years)
6. Certified Copy of Balance Sheet (last 3 financial years)
7. Copy of GSTIN Certificate
8. Copy of PAN CARD
9. Any prior experience Order/Certificate in similar category job/s
10. Any Association/accreditation with any State/National/International Boards/Authorities (preferable)
11. Letter of Work Acceptance as per Annexure IV after receiving of Work Order

7. Selection procedure:

- i. Last Date of Submission: Date 3.9.19 Time -02.00PM.
- ii. Final tender opening: Date 3.9.19 Time 03.00 PM.
- iii. The selection will be based on qualification, experience as well as the rate quoted by the applicants. Decision of the WBTDC Management / Tender Committee will be final in this regard

Sd/-
Managing Director

Annexure I

TOURS to be OPERATED during SHARADOTSAV 2019

A) DURGAPUJA TOUR IN THE CITY OF KOLKATA

PACKAGE	DATE & TIME	POINT OF DEPARTURE	PROJECTED NO. OF BUS	ITINERARY	SERVICE REQUIRED
UDBODHANI (Whole night pre puja Tour)	2,3,4 October 2019 10.00PM TO 06.00AM (Next day)	TOURISM CENTRE Incl packed Dinner	4-5 AC buses each day	College Square, Md Ali Park, Kashi Bose Lane, Bagbazar Sarbajanin, Badamtala Ashar Sangha, 66 th Palli, Mudiali Club, Shiv Mandir, Ekdalia Evergreen, Singhi Park, Hindustan Road, Rajdanga Naba Uday Sangha	Same as Uttara/Dakshini except Guides
Dakshini (Pandal of South Kolkata)	5,6,7, October 2019 (9.00AM to 3.30 PM)	Netaji Indoor Stadium Incl packed Breakfast & Lunch)	2 AC Buses each day	Maddox Square, Adi Ballygunge Sarbojanin, Ekdalia Evergreen, Singhi Park, Hindusthan Park, Hindusthan Road, Deshapriya Park, Mudiali Club, Shib Mandir, Badamtala Ashar Sangha, 66 Pally, Chetla Agrani Club	Entire Management of the tours incl. Recce, Liaison meetings, Meeting with WBTDC Authorities, Administration, Pandal Committees, Guides, Tour coordination & operation
Uttara (Pandal of North Kolkata)	5,6,7 October 2019 (9.00 A M to 3.30 PM)	Netaji Indoor Stadium Incl packed Breakfast & Lunch)	2 AC Buses each day	MD Ali Park, College Square, Bagbazar Sarbojanin, Kumartuli Park, Ahiritala, Pathuriaghata, Pancher Pally, Rabindrakanan, Kashi Bose Lane, Telengabagan , Maniktala Chalta Bagan ,Rammohan Smriti Sangha,	-Do-

B) TRADITIONAL DURGAPUJA TOUR IN THE OUTSKIRTS OF KOLKATA

PACKAGE	DATE & TIME	POINT OF DEPARTURE	PROJECTED NO. OF BUS	ITINERARY
Rarbanger Puja I (Borsul)	5,6 October 2019 07AM to 07PM	Tourism Centre, Kolkata Incl packed Breakfast & Lunch	1 AC Bus each day, 30 seats	Tourism Centre - Chowdhury Bari in Ahmedpur , Dutta Bari in Paharhati, Dey bari in Borsul- 108 Shib Mandir- Kolkata
Rarbanger Puja II (Guskara)	5,7 October 2019 07AM to 07PM	Tourism Centre, Kolkata Incl packed Breakfast & Lunch	1 AC Bus each day	Tourism Centre - Amra Roy Bari, Chongdar Bari, Majhi Baris, Patra Baris, Mondal Bari in Gushkara, Troilokya Tarini Temple at Koyra Debitola, 108 Shiv Mandir Bardhaman -Kolkata

ANNEXURE IA

QUOTATIONS (Rs.)

Sl No.	Name of the Tour	Operating Fee per coach (Rs.) excluding tax*

Total

Guides required in excess, if any, will be paid in actual

***Mentioning applicable tax requirement (if any) separately**

Signature of Authorized Signatory

Designation

Company seal

Date:

Annexure II

APPLICATION FORM

Name of the Organization :

Address :
.....
.....

Phone No : **Landline:**
Mobile:

Contact Person/s :
1. **Name:**
Mobile:
2. **Name:**
Mobile:

Email :
.....

Office Established in :
(Copy of Trade License to be attached)

Type of Firm :

Whether GST registered(copy to be attached) :

Brief Statement- Why the tour should be awarded to the Applicant

Experience in Tour Handling : (I)
similar to Sharadotsav, (II)
starting with the most recent (III)

Whether worked with any :
other Govt. Tourism
If yes, the tour/event handled

Whether worked with WBTDC
If yes, the tour/event handled

:2:

- To be submitted in sealed cover

Tour Applying for

:

(Tick beside the tour circuit/s intend to apply)

() Uttara & Dakhini

() Rarbanger Pujo I & Rarbanger Pujo II

Signature of Authorized Signatory

Designation

Company seal

Date:

Annexure III

(In Company Letterhead)

DECLARATION

I/We hereby certify that the information furnished above is true and correct to the best of my/ our knowledge. I understand that in case any deviation is found in the above statement at any stage, I /we will be blacklisted and will not have any dealing with the Department in future. I/We also will adhere to the guidelines strictly and accept all the Terms and Conditions of the Tender Notice No.....of WBTD

(Signature of Authorized signatory with date)

Name of the party:

Seal:

Compliance to all the points mentioned in technical bid shall stand for evaluation of Technical Bid

Signature of bidder/authorized person

Annexure IV

(In Company Letterhead)

To
The Managing Director
WBTDCLtd
Kolkata

Sir

Letter of Work Acceptance

In reference to W.O. No. dt, I hereby
accept the job assigned as per the Terms, conditions, clauses and guidelines including the Penalty
issues mentioned in the Tender No.

In case of any dispute, the decision of MD, WBTDCLtd will be final and binding on us and I/we would
accept any decision taken by the management of WBTDCLtd.

Thanking you

Yours faithfully

(Name, Company Name, Seal & Signature with date)

sd/-

MANAGING DIRECTOR

WBTDCLTD.