

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



RETENDER

**EXPRESSION OF INTEREST FOR TOUR OPERATORS/EVENT
MANAGERS FOR SHARADOTSAV 2017 TOURS**

No. 2073/WBTDC/XIX 262 dt 04.09.2017;
NIQ 14/WBTDC 2017-18 (Operations)

West Bengal Tourism Development Corporation Ltd
DG Block Sector II,
Saltlake, 1st Floor
Kolkata 700091

Ph: 033 23344062
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 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 tour/s. 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 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. Terms & Conditions

- i. The applicant should be in existence for a minimum period of Three years. Proof to be submitted in the form of IT returns 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 to be submitted.
- iii. The annual turnover for such services being provided should be minimum Rs.10 Lakhs per year (For Tours within Kolkata) and Rs 5 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 atleast 2(two) staff experienced to handle such group tours.
- v. One organization can apply for any one/ all/more than one circuit
- vi. The applicant should quote a consolidated amount including applicable taxes for each tour circuit applied for and is not eligible for any other payment/commission thereafter.
- vii. 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.
- viii. Number of Buses may increase/decrease at the last moment and the agency is expected to act accordingly and promptly.
- ix. No payment for Recce and training sessions admissible
- x. 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.
- xi. 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
- xii. Any legal dispute arising out of this will be subject to Kolkata jurisdiction.
- xiii. WBTDC will reserve the right to cancel any operation without citing any reason whatsoever.
- xiv. 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 organisation's image and goodwill. In such case, WBTDC reserves the right to cancel the contract and/or impose any penalty on the organization or its manpower.

4. 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 2017' alongwith all supported documents and a non-refundable Tender fee of Rs 300/- in cash / Demand Draft drawn in favour of West Bengal Tourism Development Corporation Ltd, within 11/09/17 .
2. Earnest Money: Rs 5000/ per circuit in cash / Demand Draft drawn in favour of West Bengal Tourism Development Corporation Ltd
3. Financial bids to be submitted separately in a sealed cover.
4. The financial quote for each packages needs to given per Coach (Each coach may have seating capacity from 24 to 36).

5. Selection procedure:

- i. Last Date of Submission: Date 11/09/17; Time 11.00 AM.
- ii. Final tender opening: Date 11/09/17 ; Time 11.30 AM.
- 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
WBTDC LTD

Annexure I

TOURS to be OPERATED during Sharadotsav 2017

A) DURGAPUJA TOUR IN THE CITY OF KOLKATA

PACKAGE	DATE & TIME	POINT OF DEPARTURE	Projected No. of Bus	ITINERARY
Dakhini (Pandal South Kolkata)	27,28,29 September 2017 09.00 AM to 03.30 PM	Netaji Indoor Stadium Incl packed B/ fast & Lunch	2 AC Buses	Maddox square- Adi Ballygunje sarbajanin- Ekdalia Evergreen- Singhi park- Hindusthan park- Deshapriya park- Mudiali- Shib Madir- Badamtala Ashar Sangha- 66 pally,Chetla Agrani Club
Uttara (Pandal North Kolkata)	27,28,29 September 2017 09.00 AM to 03.30 PM	Netaji Indoor Stadium Incl packed B/ fast & Lunch	2 AC Buses	Md. Ali park- Collage Square- Bagbazar sarbojanin- Kumattuli Park- Ahiritola- Pathurighata Pancher Pally- RabindraKanan-Kashi Bose Lane- Telengabagan-Maniktala Chalta bagan- Rammohan Smriti Sangha

B) TRADITIONAL DURGAPUJA TOUR IN THE OUTSKIRTS OF KOLKATA

PACKAGE	DATE & TIME	POINT OF DEPARTURE	Projected No. of Bus	ITINERARY
Rarbanger Puja I (Borsul)	27,28 September 2017 07AM to 07PM	Tourism Centre, Kolkata Incl packed B/fast & Lunch	1 AC Bus each day, 30 seats	Tourism Centre - Chowdhury Bari in Ahmedpur , Bhattacharya bari in Paharhati, Dey bari in Borsul- Kolkata
Rarbanger Puja II (Guskara)	27,29 September 2017 07AM to 07PM	Tourism Centre, Kolkata Incl packed Breakfast & Lunch	1 AC Bus each day	Tourism Centre - Amra Roy Bari, Chongdar Bari, Majhi Bari, Mondal Bari in Gushkara, Troilokya Tarini Temple at Koyra Debitola, 108 Shiv Mandir Bardhaman -Kolkata

Annexure II

APPLICATION FORM

Name of the Organisation :

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

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

QUOTATIONS (Rs)

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

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

Signature of Authorized Signatory

Designation

Company seal

Date: