Incredible India  
(Ministry of Tourism, Government of India)  
Indiatourism Amsterdam  
PANDZUID, Ijsbaanpad 9-11,  
1076 CV, Amsterdam  
Tel: +31 20 6208991

TENDER DOCUMENT

TENDERNO.6(13)/FE/Ams/2017-18  
Dated: 23.11.2017

Construction of India Stand at the various travel trade fairs in  
The Netherlands, Belgium, , Norway, Finland and Denmark

India Tourism Amsterdam, hereinafter also referred to as the ITA, is  
participating in various travel trade fairs to be held in countries in the Benelux and  
Nordic during the year 2018. The primary objective of participation in this fair is to  
depict India as an attractive destination and to provide a platform for Indian Tour  
Operators, Travel Agents, Hoteliers, Airlines, Convention Centres, Professional  
Conference Organisers and State Governments to showcase their products.

India Tourism Amsterdam requires the services of a professional agency  
having previous experience of handling work of similar nature at international fairs  
and exhibitions for conceptualization, designing and construction of the India  
Pavilion and providing other related ancillary services during the fairs as per the  
scope of work given below.

Qualification: Registered agency having prior experience in design,  
conceptualisation, construction of exhibition stands in Europe. Preference will be  
given to agencies that have worked with Tourism Clients (Tour Operators/  
Hotels/National and State Tourism Organisations, etc).
SCOPE OF WORK

Conceptualization, designing and construction of India Pavilion and providing other related ancillary services at the fairs as detailed below:

<table>
<thead>
<tr>
<th>Name of fair</th>
<th>Country</th>
<th>Date</th>
<th>Size</th>
<th>Type of Stand</th>
<th>Max. No. Of Counters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vakantiebeurs</td>
<td>Utrecht, Netherlands</td>
<td>9th -14th January 2018</td>
<td>60 sq. mt</td>
<td>Peninsula</td>
<td>9</td>
</tr>
<tr>
<td>Reiselivsmeesen</td>
<td>Oslo, Norway</td>
<td>12th - 14th January 2018</td>
<td>60 sq. mt</td>
<td>Island</td>
<td>9</td>
</tr>
<tr>
<td>Matka</td>
<td>Finland</td>
<td>18th -21st January 2018</td>
<td>60 sq. mt.</td>
<td>Island</td>
<td>9</td>
</tr>
<tr>
<td>Holiday Fair</td>
<td>Brussels, Belgium</td>
<td>1st - 4th February 2018</td>
<td>36 sq. mt.</td>
<td>Peninsula</td>
<td>5</td>
</tr>
<tr>
<td>Ferie for Allie</td>
<td>Herning, Denmark</td>
<td>23rd - 25th February 2018</td>
<td>40 sq. mt.</td>
<td>Peninsula</td>
<td>5</td>
</tr>
</tbody>
</table>

*Corner: 2 sides open
Peninsula: 3 sides open
Island: 4 sides open
B. SPECIFICATION AND REQUIREMENTS

(1) The Pavilion should essentially reflect an Indian décor and ambience with a professional, modern business type layout and design highlighting India’s modern infrastructure as well. The design should be modular in nature and it should be possible to adapt it to the various sizes as given above. The layout should be conducive for conducting buyer – seller meetings and effective Incredible India branding. The overall layout of the Pavilion should be open and inviting.

(2) There should be easy accessibility to and within the Pavilion and visible, signages for all participants/ co-exhibitors in the Pavilion.

(3) ELIGIBILITY CRITERIA:

- A professional agency / or a consortium agency can also apply. (i.e. In the name of Lead Partner).
- Previous experience of handling work of similar nature, i.e. of conceptualizing, designing and construction of Pavilions at international fairs and exhibitions.
- Preference will be given to the agencies having previous experience of having designed / constructed pavilions for other countries.

(4) The pavilion should have:

- Visible and prominently located reception area(s) with Information Counter(s).
- Individual counters for co-exhibitors with meeting table and 4 chairs. In the case of stands with less than 36 sqm space, the counters need to just have 1 bar stool each. Each co-exhibitor booth would be individually branded with their logo graphic and should have individual storage space. This is apart from the India Tourism counter which will mention Incredible India and India Tourism, Amsterdam.
- A common covered storage area with racks and coat hangers.
- Individual electrical connections with European sockets.
- Visible fascia for all co-participants.
- Translites / backlit displays/light boxes to be used in the design of the pavilion.
- A video screen of minimum 42 inches for 25-36 sq m stall and video wall for 50 sqm stall.

(5) The scope of work will cover electrical fittings in the pavilion/ and in all booths of co-exhibitors as per requirements, as well as daily cleaning of the pavilion during the course of the exhibition.

(6) The scope of work will include construction of the pavilion at site well in time maintenance activities during the event and dismantling of the Pavilion after the event.

(7) The agency should provide for Tea Kettle, Coffee maker, Refrigerator at each fair along with supplies like drinking water (20 liters per day of fair), tea bags, coffee powder, creamer/milk, sugar, disposable cups, napkins, stirrers, etc.
GUIDELINES FOR SUBMITTING TENDERS:

1. The tender should be submitted in two covers as follows:

**Cover-I:** Superscribed “Stand Construction Europe – 2017-18 Technical Bid”

To include the following documents/details:

(i) **Details of the Tenderer**
   - Profile of the Agency /Company.
   - Trackrecord-details of involvement in similar events, with copies of relevant work orders in support of the details furnished. Experience of setting up Pavilions /Booths /Stands at International Fairs / Exhibitions / Events as well as at International Tourism related Fairs / Exhibitions Events **during the last three years** may be highlighted.
   - Specific experience relating to the particular events, if any, with copies of relevant work orders in support of details furnished.
   - All bidders should submit a **self undertaking** that they have never been blacklisted by any Government of India Ministry/ Department/ Authority/ Organisation /Agency.
   - **Details of any awards** won for stand design in the past three years.

(ii) The Concept/ Design of the India Pavilion with detailed layout, decoration plan, etc. **In hard copy as well as on CD.**

**Cover-2:** Superscribing “Stand Construction Europe – 2017-18 Financial Bid”

To include the following documents / details:

(i) A Financial Bid, **duly dated** and clearly indicating the cost as per format given in Annexure 'I'.

(ii) All bidders should indicate cost for each fair as **well as the total cost inclusive of all taxes.** The financial bids will be evaluated on the basis of total cost **inclusive of taxes.** The payments will be made from India Tourism, Amsterdam but invoice can also be raised against the Ministry of Tourism, Government of India, New Delhi (Tax Number delm10530c).

(iii) The financial bid should be in Euros.

(iv) The financial bid should contain an undertaking by the agency that the agency accepts and agrees to abide by the terms and conditions as mentioned in this tender document number **6(13)/FE/Ams/2017-18 Dated:23.11.2017**

*Signature*
(v) Format for submission of Financial Bids is given in Annexure I

(vi) Submission of Bid Security:

The selected agency has to submit Bid Security in the form of Bank Guarantee/ Bank Draft from a scheduled bank for 10% of the total contract value. The said guarantee should be valid 60 days from the date of selection/ award of the Project.

(vii) Submission of Performance Security / Guarantee:

The selected agency has to submit Performance Security / Guarantee in the form of Bank Guarantee from a scheduled bank for 5% of the total contract value. The said guarantee should be valid 60 days after the date of completion of the entire Project. In case of any deficiency and unsatisfactory performance by the consultant, the Performance Guarantee would be invoked and the payment due to the agency would be withheld. No interest will be paid by the Ministry of Tourism on the Performance Guarantee.

3. The two sealed covers, superscribed ‘Stand Construction Europe-2017-18 Technical Bid’ and ‘Stand Construction Europe-2017-18 Financial Bid’ in Covers I and II respectively should be put up in a separate cover superscribed “Technical and Financial Bid for Stand Construction Europe- 2017-18” with the details of the company e.g. Full Name, Postal Address, Fax, E-mail, Telephone number of the Tenderer on the bottom left corner of the cover and sent to the Assistant Director, Indiatourism Amsterdam, PANDZUID, Ijsbaanpad 9-11, 1076 CV, Amsterdam, to reach on or before 1700 hrs of 07 December 2017

4. All the documents submitted by the agencies should be signed on each page by the authorised signatory of the company. The document should be spiral bound, duly page numbered, and properly indexed. The agencies who do not submit their bids in the proper format, with required documents and in the required format would be liable for rejection.

5. The agencies submitting their bids should also mention that they agree to the terms and conditions mentioned in the tender document.

E. OPENING OF BIDS AND SELECTION PROCEDURE:

1. Technical bids will be opened by a Constituted Committee which will evaluate the technical Bids of the agencies which are found eligible after initial scrutiny of the bids,

2. The technical bids will be judged following the criteria as detailed below:

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Component</th>
<th>Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>(I)</td>
<td>Experience of setting up Pavilions/ Booths/ Stands at International Fairs / Exhibitions / Events during last three years</td>
<td>10 marks</td>
</tr>
<tr>
<td>(ii)</td>
<td>Experience of setting up Pavilions/ Booths/ Stands at International <strong>Tourism related</strong> Fairs / Exhibitions / Events during last three years</td>
<td>10 marks</td>
</tr>
<tr>
<td>------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>(iii)</td>
<td>Awards received for Pavilions / Booths / Stands at events in (i) and (ii) above.</td>
<td>5 marks</td>
</tr>
<tr>
<td>(iv)</td>
<td>Concept &amp; Design of Pavilion</td>
<td>30 marks</td>
</tr>
<tr>
<td>(v)</td>
<td>Effective Utilisation of Space</td>
<td>5 marks</td>
</tr>
<tr>
<td>(vi)</td>
<td>Effective Branding in the Pavilion</td>
<td>5 marks</td>
</tr>
<tr>
<td>(vii)</td>
<td>Innovative ideas and other attractions in the Pavilion</td>
<td>5 Marks</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>70 Marks</strong></td>
</tr>
</tbody>
</table>
3. Whereas, Technical Evaluation will carry a weightage of 70 marks, financial bids will carry weightage of 30 marks. The agencies scoring 70 per cent marks (49 marks) or above in Technical Evaluation shall be eligible for opening of their financial bids.

4. The financial bids of only those agencies that score 70 per cent marks (49 marks) or above in Technical Evaluation will be opened in the presence of their representatives. The date and time of opening of the financial bids will be in the Tender Document itself. Financial evaluation will carry a weightage of 30 Marks.

5. The agency which scores the highest aggregate marks taken together on the basis of technical and financial evaluation (after adding the scores from the technical and financial evaluation) will be awarded the contract for construction of the India Pavilion at the event.

6. The Bids will be opened at 1400 hrs (Amsterdam Time) on 8th December 2017.

F. Terms of Payment: No advance payments will be made. Payment will be made to the successful bidder as per the followings schedule:
   (i) Payment of 30% of the total contractual amount will be made by cheque / bank draft / electronic transfer as advance 14 days before the fair.
   (ii) Payment of 70% of the total contractual amount will be made through cheque/bank draft/electronic transfer on completion of the Travel Mart, dismantling the pavilion and clearing of the site.

G. ADDITIONAL INFORMATION
   (i) India Tourism Amsterdam reserves the right to reject or accept any offer in full or in part without assigning any reasons whatsoever.
   (ii) Incomplete and conditional bids will be rejected outright.
   (iii) Any Displays / Translites produced for the India Pavilion at the event will be the property of the Ministry of Tourism, Govt. of India, on completion of the event.
   (iv) Validity of Tender: Tender shall remain valid for acceptance for a period of one year from the date of opening of Tender/or till the end of the event for which the tenders were called for, whichever is earlier.
   (v) Insurance: Insurance, including transit and third party insurance will be arranged by the service provider.
   (vi) Liquidated Damages: In the event of service provider’s failure to complete the work within the specified time, and as per the requirements of standards of quality constructions, as mentioned in the tender document, India Tourism Amsterdam will recover from the service provider, as Liquidated Damages, a sum of 10 % of the contract price for every day’s delay. Besides, if the execution is delayed the ITA may take action to debar the agency from participation in further tenders and/or blacklist the agency.
(vii) **Termination by default:** India Tourism Amsterdam reserves the right to terminate the contract of any Agency in case of change in the Government procedures or for unsatisfactory services.

(viii) **Risk – Purchase Clause:** If the service provider, after submission of tender and the acceptance of the same, fails to abide by the Terms and Conditions of the tender document or fails to complete the work within the specified time or at any time repudiates the contract, India Tourism Amsterdam will have the right to:

a) In case ITA gets the incomplete job completed through alternative sources and if price of completing the work is higher, the service provider shall pay the balance amount incurred by the office for completing the work, to ITA.

b) For all purposes, the work order accepted by the bidder and issued by India Tourism Amsterdam will be considered as the formal contract.

(ix) **Force Majeure:** Neither party will be liable in respect of failure to fulfil its obligations, if the said failure is entirely due to Acts of God, Governmental restrictions or instructions, natural calamities or catastrophe, epidemics or disturbances in the country. If there is a delay in performance or other failures by the service provider to perform its obligation under its contract due to event of a Force Majeure, the service provider shall not be held responsible for such delays/failures. If a Force Majeure situation arises, the service provider shall promptly notify the ITA in writing of such conditions and the cause thereof providing sufficient and satisfactory evidence immediately on occurrence of such event. Unless otherwise directed by the ITA in writing, the service provider shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

(x) **Arbitration:**

(a) In event of any dispute or difference between the ITA and the Agency, such disputes or differences shall be resolved amicably by mutual consultation. If such resolution is not possible, then the unresolved dispute or difference shall be referred to arbitration of the sole arbitrator to be appointed by the Secretary, Ministry of Tourism on the recommendation of the Secretary, Department of Legal Affairs ('Law Secretary') Government of India. The provision of Arbitration and Conciliation Act, 1996 (No.26 of 1996) shall be applicable to the arbitration. The Venue of such arbitration shall be at New Delhi or any other place, as may be decided by the arbitrator. The language of arbitration proceedings shall be English. The arbitrator shall make a reasoned award (the "Award"), which shall be final and binding on the ITA and the Agency. The cost of the arbitration shall be shared equally by both the parties to the agreement i.e. the ITA and the Agency (ies) and the service provider. However, expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.
Pending the submission of and/or decision on a dispute, difference or claim or until the arbitral award is published; the ITA and the Agency shall continue to perform all of their obligations under this Agreement without prejudice to a final adjustment in accordance with such award.

**Jurisdiction:** The contract shall be governed by the Laws of India and by applying to this Tender, the agency accepts the applicability of Indian law and jurisdiction of Indian courts in case of any dispute.

[Signature]

Assistant Director
India Tourism Amsterdam
ANNEXURE I

FORMAT FOR FINANCIAL BIDS
(To be typed on the letter head of the company)
Date:

We hereby accept the terms and conditions of the tender number.
6(13)/FE/Ams/2017-18 Dated: 23.11.2017 and provide our financial bid as follows:

<table>
<thead>
<tr>
<th>Sl No</th>
<th>Name of Fair</th>
<th>Cost of design, construction, dismantling and ancillary services as per scope of work in Euros</th>
<th>Any other cost in Euros</th>
<th>Applicable rate of tax, if any in Euros</th>
<th>Total in Euros</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Vakantiebeurs, Utrecht, Netherlands</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Reiselivsmesse, Oslo, Norway</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Matka, Finland</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Holiday Fair, Belgium, Brussels</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Ferie for Alle Herning, Denmark</td>
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<td></td>
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</tr>
</tbody>
</table>

(Authorised Signatory)
with stamp