MAHARASHTRA TOURISM DEVELOPMENT CORPORATION LTD
(Govt. of Maharashtra undertaking)

Apeejay House, 4th Floor, 3, DinshawWachha Road, Church Gate, Mumbai 400 020.
Tel. Nos. 022-22845678, 022-22044040
Fax: 022-2285 2182

No.MTDC/RO/63359/OTA Nashik/2020

EXPRESSION OF INTEREST

INTRODUCTION:

Maharashtra Tourism Development Corporation Ltd (MTDC) is a fully owned by Govt. of Maharashtra company. MTDC owns and maintains resorts at several Tourist locations in Maharashtra.

OBJECTIVE:

MTDC Intends to appoint Online Travel Agent (herein after called OTA) for booking, Marketing & promoting 04 Villas (Each Villa consists 02 Suits and 01 Room) of its newly built Grape Park Resort Luxury property at Gangapur Dam, Nashik in first phase.

1. SCOPE OF WORK:
   a. Marketing and Promotion of the inventory: OTA shall be responsible for the promotion, marketing, and distribution of the inventory on all the online and offline platforms.

   b. Dynamic Pricing: OTA will manage the pricing of the inventory on the concept of Dynamic pricing. Here the pricing of the inventory will change with respect to various parameters such as Demand, Seasonality, and Guest experience.

   c. Inventory management: OTA will be able to manage the inventory in terms of online visibility, on ground issues and any listing (technical) issues on all the OTA portals.

   d. Guest Screening: A thorough guest screening will be performed by OTA to prevent any wrongdoings at the property and to protect the amenities and valuables at the property. ID cards of primary guests.

   e. Audit & Inspection of Ground: OTA shall be performing timely Audits at the property. Will also requires performing as an operational assistance to the staff at any point of booking.
f. **Concierge Services for Guest:** - OTA will also be responsible for providing concierge services to the guests. Requires providing delights for the guest to enhance their experience during their stay at MTDC property.

g. **Handling Customer grievances:** - The primary objective of OTA will be of honouring guest grievances and enhancing their experience at the property and resolve any issues faced by the guests at their time of stay.

h. **Collecting Customer Feedback:** - OTA shall manage guest feedback and work on the regions of improvements suggested by the guests based on their stay experience at the property.

i. **Improving Customer Experience:** - OTA will be responsible to work on overall improvisation of every customer touch point to make their future experience better.

2. **PERIOD OF ENGAGEMENT:**

   The period of appointment/selection will be for an initial period of one (01) year, extendable for a further one (01) year on same terms and conditions and subject to a yearly review.

3. **ELIGIBILITY CRITERIA**

   3.1 **Certification**
   
   Agency/OTA shall have approval from the Ministry of Tourism, Govt. of India as a certified Online Travel Agent i.e. OTA. Attested copy of the same shall be submitted.

   3.2 **Sales Turnover**
   
   OTAs should have at least of Rs.10.00 Crores of Annual Turnover (Gross Receipts) during each of the last three financial years ending with FY 2019-20. Certificate of Charted Accountant shall be submitted supported with audited balance sheet of all three years.

   3.3 **Net worth Requirement**
   
   Agency/ OTA should have at least of Rs. 5.00 Crores of Net worth. Certificate of Charted Accountant shall be submitted.

   3.4 **Prior facility management experience**
   
   Agency/ OTA should have experience of Operating, Managing & Marketing of 100 Villas. Preference will be given to the OTA’s with Global experience in the mentioned scope of work.

   3.5 **Manpower strength**
   
   Agency/OTA Should have adequate and professional, self-driven strength of Manpower. List of Key Personnel’s (Should be IT graduate, Master's in Finance as well as in Marketing and adequate back office) supported with detailed CV and certificates shall be attached.
3.6 **Existence**

Interested Agency/ OTA should have minimum 05 years of existence in Hospitality Industry. Proof of establishment regarding the existence in Hospitality Industry shall be submitted.

4. **SUBMISSION PROCESS**

Blank EOI Document can be seen, downloaded from the MTDC website [https://maharashtratourism.gov.in](https://maharashtratourism.gov.in) & [https://www.mahatenders.gov.in](https://www.mahatenders.gov.in)

The EOI must be prepared & submitted online on [https://www.mahatenders.gov.in](https://www.mahatenders.gov.in) on or before the 4th September, 2020. The physical submission of the hard copy of the documents is not mandatory. However, Agency may submit Hard copy of all documents. The hard copy will be opened only if there is any technical issue with the opening of document submitted online. Such Hardcopy shall be submitted after the bid close time & within 72 hours to MTDC at mentioned address.

For further information related to how to participate in e-Tendering, please read “BiddersManual Kit” on the [https://www.mahatenders.gov.in](https://www.mahatenders.gov.in) carefully.

The Agency shall bear all costs associated with the preparation/submission of bid, presentations/demonstration during evaluation of the bid. MTDC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

4.1 EOI must contain the name, office and after office hours addresses including telephone number(s), email address of the person(s) who are authorized to submit the bid with their signatures.

4.2 Un-signed & un-stamped bid shall not be accepted.

4.3 All pages of the EOI being submitted must be sequentially numbered by the agency irrespective of the nature of content of the documents.

4.4 EOI NOT submitted as per the specified format and nomenclature will be outright rejected.

4.5 The interested Agencies may submit their Bid on or before the time mentioned in activity Schedule at above mentioned address.

4.6 Any EOI received by MTDC after the prescribed deadline for submission of EOI will be summarily rejected. MTDC shall not be responsible for any postal, etc. delay. No further correspondence on this subject will be entertained.

4.7 The EOI submitted as documents, by telex/telegram/fax/Email or any manner other than specified above will not be considered. No correspondence will be entertained on this matter.
4.8 The Eoi’s Technical Proposal must include the following:

4.8.1 A self-certification on Company’s letter duly signed by an authorized representative certifying that the agency is not under declaration of ineligibility for corrupt or fraudulent practices with any Government department/ agencies/ ministries or PSUs’ and the agency has not been black listed at the time of submission of bid.

4.8.2 Self-certification on company’s letter head signed by an authorized representative of the agency certifying that the agency has an office in Maharashtra or that the agency would setup an office in Maharashtra within 30 days from the date of award of contract.

4.8.3 Documents to fulfil the prescribed Minimum Eligibility Criteria.

4.8.4 Processing Fees amounting to Rs.5,900/- Incl GST *(Non-Refundable)* shall be paid online.

4.8.5 Refundable Earnest Money Deposit amounting to Rs. 20,000/- (Rupees Twenty Thousand only) shall be paid online.

4.9 All the documents shall be arranged in sequence and shall be indexed properly. Scanned Copies of all documents shall be uploaded online in “Technical Envelope”.

4.10 Financial Proposal shall be filled in given format as per Annexure -I in “Financial Envelope.

4.11 For the hard copies, separate envelopes for both technical & financial proposals to be made as follows:

a. The entire documents as required technical proposal shall be placed in Envelope-1 which shall be sealed and super scripted as Envelope-1 *(Technical Proposal)* along with Name & Contact Details of the participating OTA.

b. Financial Proposal in given format as per Annexure -I may be placed in separate envelope which shall sealed and super scripted as Envelope-2 *(Financial Proposal)*along with Name & Contact Details of the participating OTA.

c. Both the envelopes shall be placed in one outer envelope which shall be super scripted “Appointment Online Travel Agent” along with Name & Contact Details of the participating OTA.

5. EARNEST MONEY DEPOSIT

5.1 To safeguard against a OTA’s withdrawing or altering its bid during the bid validity period, Bid Security (also known as Earnest Money Deposit) would be obtained from the OTAs.
5.2 The OTAs shall furnish an amount of Rs. 20,000/- (Rupees Twenty Thousand only) towards Earnest Money Deposit (EMD) in the form of Account Payee Demand Draft from any of the scheduled nationalized/commercial banks drawn in favour of “Maharashtra Tourism Development Corporation Ltd., payable at Mumbai.

5.3 No interest shall be payable by the MTDC on the sum deposited as EMD/ Bid Security.

5.4 The bid security is normally to remain valid for a period of Thirty (30) days beyond the final bid validity.

5.5 The EMD/ Bid Security of unsuccessful OTAs would be returned to them on or before the 30th day after the award of contract to the successful OTA. EMD/ Bid Security will be returned to the successful agency on issue of work order and receipt of performance Security Deposit.

5.6 If the Envelope – 1 i.e. Technical Proposal is not accompanied by EMD/Bid Security, the proposal of the bidding agency shall be rejected out rightly.

6. TECHNICAL EVALUATION

6.1 The technical bids shall be evaluated by a duly constituted Tender Evaluation Committee (TEC).

6.2 The first process for the TEC is to examine the eligibility of the OTAs as per the tender specifications.

6.3 Bids of the OTAs which do not satisfy the eligibility criteria shall be rejected.

6.4 If there is only one bid, MTDC reserves the right to process the single bid or take recourse to the process of re-tendering.

6.5 OTA satisfying minimum eligibility criteria will only be considered technically qualified.

6.6 The financial evaluation will be followed only for technically qualified OTAs.

7. FINANCIAL EVALUATION

7.1 The details and format for quotation of financial bids have been provided in Annexure-I.

7.2 The financial bids of only Technically Qualified OTAs will be opened.

7.3 The Tender Evaluation Committee (TEC) would scrutinize the financial bids. The bids found lacking in strict compliance to the commercial bid format shall be rejected straightaway.

7.4 **Financial bids will be evaluated on the basis of highest Revenue Share quoted in percentage of booking revenue.** Any alteration / overwriting / cutting in the bid should be duly countersigned else it will be out rightly rejected. Conditional tenders shall NOT be accepted on any ground and shall be rejected straightway.
7.5 For consideration of the bids, the OTAs have to quote percentage Revenue sharing above 70% i.e. minimum revenue sharing shall be 70% i.e. MTDC will retain minimum 70% of revenue share from the total booking revenue.

7.6 For any of the OTAs, quoting below 70% as mentioned above, the bid will be considered conditional and unresponsive and will be summarily rejected, EMD be forfeited.

8. IMPORTANT DATES/ACTIVITIES

<table>
<thead>
<tr>
<th>SR. NO.</th>
<th>PARTICULAR</th>
<th>DATE&amp; Time</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Start date of Downloading &amp; Submission of EoI</td>
<td>28&lt;sup&gt;th&lt;/sup&gt; August 2020, 13:00 Hrs</td>
</tr>
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<td></td>
<td>(Online)</td>
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<tr>
<td>2</td>
<td>Last Date of Submission of EoI (Online)</td>
<td>11&lt;sup&gt;th&lt;/sup&gt; September 2020, 13:00 Hrs</td>
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<tr>
<td>3</td>
<td>Last Date of Bid Submission of Hard Copy</td>
<td>14&lt;sup&gt;th&lt;/sup&gt; September 2020, 13:00 Hrs</td>
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<tr>
<td>4</td>
<td>Opening of EOI (Online)</td>
<td>14&lt;sup&gt;th&lt;/sup&gt; September 2020, 14:00 Hrs</td>
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</tbody>
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All rights of Cancellation at point of time; Amendments in clauses of this EoI document are reserved with Managing Director, MTDC Mumbai.

(Sd)
Managing Director
M.T.D.C., Mumbai.
Annexure-I

FORMAT FOR FINANCIAL BID
(To be submitted Online)

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Description</th>
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<tbody>
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<td>1</td>
<td>Booking, Marketing &amp; promoting 04 Villas (Each Villa consists 02 Suits and 01 Room) of its newly built Grape Park Resort Luxury property at Gangapur Dam, Nashik</td>
<td>Please quote 70% and above</td>
</tr>
</tbody>
</table>

Quote in Words: -

Note:
1. Quote in Percentage Revenue sharing above 70% i.e. minimum revenue sharing shall be 70% i.e. MTDC will retain minimum 70% of revenue share from the total booking revenue.
2. For any of the OTAs, quoting below 70% as mentioned above, the bid will be considered conditional and unresponsive and will be summarily rejected, EMD be forfeited.

The terms & conditions contained in the tender document are acceptable to me/us.

(Signatures of Authorized Signatory)
Name: ________________
Designation: ________________

Date: 
Place: 

Contact Details: -
Landline: 
Mobile: 
Email id: 
Seal: 
# Notice

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-Sd-
Managing Director,
MTDC Ltd., Mumbai.