MAHARASHTRA TOURISM DEVELOPMENT CORPORATION
Head office: Appejay House, 4th Floor, 3 Dinshaw Wachha, Road, Churchgate, Mumbai - 400020
Tel No: (022) 68180965/45/47,
Website: www.maharashtratourism.gov.in
E-mail: info@maharashtratourism.gov.in

EOI NO: MTDC/E-Tender/2018-19/L&E/Medical Tourism/226

Expression of Interest (EoI)

NAMEOFWORK:
Selection of Vendor for Setting up Medical Tourism on PPP model across the State of Maharashtra

EOI application Fee (Non-refundable): Rs 25,000/-
1. Invitation for Expression of Interest (EOI)

MTDC hereby invites Expression of Interest from reputed, well established and financially sound Bidder who meet the minimum eligibility criteria as specified in this EOI document for the “Selection of Vendor for Setting up Medical Tourism on PPP model across the State of Maharashtra”

The selected vendor will be appointed for Ten (10) years from the date of its selection. MTDC reserves the right to further extend the validity of the engagement of the vendor by suitable period as mutually finalised, keeping the terms of engagement same. MTDC has the right to review the engagement at regular intervals on the basis of satisfactory performance in the contract period.

The complete EOI document shall be published on www.maharashtratourism.gov.in or https://mahatenders.gov.in for the purpose of downloading. The downloaded EOI document shall be considered valid for participation in the electronic bidding process (e-Procurement/ e-Tendering) subject to the submission of required EOI document fee through e-Tendering Online Payment Gateway mode only.

To participate in online bidding process, Bidders must procure a Digital Signature Certificate (Class - II) as per Information Technology Act-2000 using which they can digitally sign and encrypt their electronic bids. Bidders can procure the same from any CCA approved certifying agency, i.e. SafeCrypt, Ncode, etc. Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC.

Bidders are also advised to refer “Bidders Manual Kit” available at https://mahatenders.gov.in for further details about the e-Tendering process.

Bidder is advised to study the EOI document carefully before submitting their proposals in response to the EOI. Submission of proposal in response to this EOI shall be deemed to have been done after careful study and examination of the EOI document with full understanding of its terms, conditions and implications.

The information contained in this EOI is selective and is subject to updating, expansion, revision and amendment at the sole discretion of MTDC. It does not, and does not purport to, contain all the information that a recipient may require for the purpose of making a decision for participation in this process. Each Bidder must conduct its own analysis of the information contained in this EOI, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed MTDC requirements.

MTDC shall not be responsible for any direct or indirect loss or damage arising out of or for use of any content of the EOI in any manner whatsoever.

MTDC shall be the sole and final authority with respect to qualifying a bidder through this EOI. The decision of MTDC in selecting the vendor who qualifies through this EOI shall be final and MTDC reserves the right to reject any or all the bids without assigning any reason thereof.

MTDC may terminate the EOI process at any time without assigning any reason and upon such termination MTDC shall not be responsible for any direct or indirect loss or damage arising out of such a termination.
1.  1.  Bidding Schedule

The summary of various activities with regard to this EOI are listed in the table below:-

<table>
<thead>
<tr>
<th>S No</th>
<th>Items</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>EOI Reference No.</td>
<td>MTDC/E-Tender/2018-19/L&amp;E/Medical Tourism/226</td>
</tr>
<tr>
<td>2.</td>
<td>Name of the Project</td>
<td>EOI for Selection of Vendor for Setting up Medical Tourism on PPP model across the State of Maharashtra</td>
</tr>
<tr>
<td>3.</td>
<td>EOI Document Download Start /Expiry Date &amp; Time</td>
<td>Start Date:11/03/2019. at 11:00 am Expiry Date: 11/04/2019 at 1:00 pm Please visit the below mentioned-Tendering website <a href="https://mahatenders.gov.in">https://mahatenders.gov.in</a></td>
</tr>
<tr>
<td>4.</td>
<td>Last date (deadline) for submission of bids .(Hard Copy)</td>
<td>16/04/2019 at 1:00 pm</td>
</tr>
<tr>
<td>5.</td>
<td>Date and Time of opening of proposals</td>
<td>16/04/2019 at 3:00 pm (If Possible)</td>
</tr>
<tr>
<td>6.</td>
<td>EOI document fee to be paid via Online Payment Gateway mode only.</td>
<td>Rs.25, 000/- (Rupees Twenty Five Thousands Only)</td>
</tr>
<tr>
<td>7.</td>
<td>Proposal validity Period</td>
<td>120 days from the date of submission</td>
</tr>
<tr>
<td>8.</td>
<td>Contact Person</td>
<td>Name: Shri.Ravindra Dhurjad Designation: General Manager MAHARASHTRA TOURISM DEVELOPMENT CORPORATION Head office : Appejay House, 4th Floor, 3 DinshawWachha, Road, Churchgate,Mumbai - 400 020. TEL. : (91-22) 2204 4040 , Fax No. : (91-22) 2285 2182, 2202 4521. Email Id: gm@maharashtra Tourism.gov.in</td>
</tr>
</tbody>
</table>
2. **Instructions to Bidders**

2.1. **Introduction of MTDC**

Maharashtra Tourism Development Corporation (MTDC) has been established under the Companies Act, 1956, (fully owned by Govt. of Maharashtra) for systematic development of tourism on commercial lines, with an authorized share capital of Rs. 25 crore. The paid up share capital of the Corporation as on 31st March 2013 is Rs. 1538.88 lacs.

The Corporation receives from the State Government financial assistance in the form of share capital and grants. The State Government has entrusted all commercial and promotional tourism activities to this Corporation.

MTDC has, since its inception, been involved in the development and maintenance of the various tourist locations of Maharashtra. MTDC owns and maintains resorts at all key tourist centres and having more resorts is on the plan.

2.2. **Purpose**

MTDC seeks the services of a reputed, well established and financially sound Agencies for Promoting Medical Tourism in Maharashtra. This document provides information to enable the bidders to understand the broad requirements to submit their bids. The detailed scope of work is provided in Section 3 of this Tender document.

2.3. **Subcontracting**

Subcontracting & outsourcing are not allowed for this EOI

2.4. **Completeness of Response**

The response to this should be full and complete in all respects. Failure to furnish all information required by the EOI document or submission of a proposal not substantially responsive to the EOI document in every respect will be at the Bidder’s risk and may result in rejection of its Proposal.

2.5. **Proposal Preparation Costs**

The bidder shall submit the bid at its cost and MTDC shall not be held responsible for any cost incurred by the bidder. Submission of a bid does not entitle the bidder to claim any cost and rights over MTDC and MTDC shall be at liberty to cancel any or all bids without giving any notice.

All materials submitted by the bidder shall be the absolute property of MTDC and no copyright /patent etc. shall be entertained by MTDC.

2.6. **Supplementary Information to the EOI**

If MTDC deems it appropriate to revise any part of this EOI or to issue additional data to clarify an interpretation of provisions of this EOI, it may issue supplements to this EOI. Any such corrigendum shall be deemed to be incorporated by this reference into this EOI.
2. 7.  MTDC's right to terminate the process

MTDC may terminate the EOI process at any time and without assigning any reason. MTDC reserves the right to amend/edit/add/delete any clause of this Bid Document. This will be informed to all and will become part of the bid /EOI and information for the same would be published on the e-Tendering portal.

2. 8.  Authentication of Bid

Authorized person of the bidder who signs the bid shall obtain the authority letter from the bidder, which shall be submitted with the Bid. All pages of the bid and its annexures, etc. shall be signed and stamped by the person or persons signing the bid.

Power of Attorney executed by the Bidder in favour of the duly authorised representative, certifying him as an authorised signatory for the purpose of this bid.

2. 9.  Language of Bids

This bid should be submitted in English language only. If any supporting documents submitted are in any language other than English, then the translation of the same in English language is to be duly attested by the bidder and submitted with the bid, and English translation shall be validated at MTDC’s discretion.

2. 10. The following points shall be kept in mind for submission of bids;

a.  MTDC shall not accept delivery of proposal in any manner other than that specified in this EOI. Proposal delivered in any other manner shall be treated as defective, invalid and rejected.

b.  The Bid should be comprehensive and inclusive of all the services to be provided by the Bidder as per the scope of his work and must cover the entire Contract Period.

c.  MTDC may seek clarifications from the Bidder on the proposal, if need be

d.  The Bidder who qualified pre-qualification criteria, shall be eligible for further evaluation and shall be called for presentation. The Bidder who are shortlisted after the evaluation bids, shall only be given the detailed EOI for submitting their techno-commercial Proposal.

e.  It is required that the all the proposals submitted in response to this EOI should be unconditional in all respects, failing which MTDC reserves the right to reject the proposal.

f.  Proposals sent by fax/ post/ courier shall be rejected.

2. 11. Late Proposal and Proposal Validity Period

Proposals received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall not be opened in the e-Tendering system. The validity of the proposals submitted before deadline shall be till 180 days from the date of submission of the proposal.
2. 12. Modification and withdrawal of Proposals

No Proposal shall be withdrawn in the interval between the deadline for submission of proposals and the expiration of the validity period specified by the Bidder on the Proposal form. Entire EMD shall be forfeited if any of the Bidders withdraw their proposal during the validity period.

2. 13. Non-conforming Proposals

A Proposal may be construed as a non-conforming proposal and ineligible for consideration:

a. If it does not comply with the requirements of this EOI
b. If the Proposal does not follow the format requested in this EOI or does not appear to address the particular requirements of the MTDC.

2. 14. Acknowledgement of Understanding of Terms

By submitting a Proposal, each Bidder shall be deemed to acknowledge that he has carefully read all sections of this EOI, including all forms, schedules, annexure, corrigendum and addendums (if any) hereto, and has fully informed itself as to all existing conditions and limitations.

2. 15. Bid Opening

a. Total transparency shall be observed and ensured while opening the Proposals/Bids.
b. MTDC reserves the rights at all times to postpone or cancel a scheduled Bid opening.
c. Bid opening shall be conducted in two stages.
   i. In the first stage, the proposals shall be opened and evaluated as per the pre-qualification criteria mentioned in the EOI.
   ii. In the second stage, Bidders, whose Pre-Qualification Proposals are accepted, shall be evaluated and call for presentation. All Bids shall be opened in the presence of Bidder’s representatives who choose to attend the Bid opening sessions on the specified date, time and address.
d. The Bidder’s representatives who are present shall sign attendance sheet evidencing their attendance. In the event of the specified date of Bid opening being declared a holiday for MTDC, the bids shall be opened at the same time and location on the next working day. In addition to that, if there representative of the Bidder remains absent, MTDC will continue process and open the bids of the all bidders
e. During Bid opening, preliminary scrutiny of the Bid documents shall be made to determine whether they are complete, whether required EOI document fee has been furnished, whether the Documents have been properly signed, and whether the bids are generally in order. Bids not conforming to such preliminary requirements shall be prima facie rejected. MTDC has the right to reject the bid after due diligence is done.

2. 16. Evaluation Process

a. MTDC has formed a Project Implementation Committee (PIC) for monitoring various e-Governance initiatives. This PIC shall act as a Tender Evaluation Committee (hereinafter referred to as "TEC") to evaluate the bids.
b. TEC shall review the proposal of the Bidders to determine whether the requirements as mentioned in the EOI are met. Incomplete or partial Proposals are liable for disqualification. All those Bidders, whose Pre-Qualification proposal meets the requirements, shall be selected for further evaluation including giving presentation.

c. Please note that TEC may seek inputs from their professional, external experts in the Bid evaluation process.

2. 17. Pre-Qualification criteria

<table>
<thead>
<tr>
<th>S No</th>
<th>Eligibility Criteria</th>
<th>Document to be submitted</th>
</tr>
</thead>
<tbody>
<tr>
<td>PQ1</td>
<td>The Bidder should be registered under company’s act 1956 in India for at least last 10 years as on date of submission of the bid.</td>
<td>Certificate of Incorporation</td>
</tr>
<tr>
<td>PQ2</td>
<td>The Bidder should have average turnover of Rs. 25 Crores during the last 3 (Three) financial years (FY 2017-18, 2016-17 and 2015-16)</td>
<td>CA Certificate clearly citing the average turnover for last 3 financial years.</td>
</tr>
<tr>
<td>PQ3</td>
<td>Bidder should have a positive net worth as on 31st March, 2018</td>
<td>CA statement mentioning the net worth</td>
</tr>
<tr>
<td>PQ4</td>
<td>Bidder should have been engaged in healthcare services Business providing Services to Government/PSU</td>
<td>Copy of Work order/ Client Testimonial</td>
</tr>
<tr>
<td>PQ5</td>
<td>Bidder should have been engaged in implementing at least one large Project involving services to Govt / PSU for Project of value above Rs 10 crores during the last five financial years</td>
<td>Copy of Work Order / Client Testimonial</td>
</tr>
<tr>
<td>PQ6</td>
<td>Bidder should have been engaged in a project involving PPP/Transactional fee model involving services to Government</td>
<td>Copy of Work Order / Client testimonial</td>
</tr>
<tr>
<td>PQ7</td>
<td>Bidder should not have been blacklisted by any of the Central/State /Semi Govt./Local self Govt./PSUs as on date of bid submission.</td>
<td>A self-certified letter signed by the Authorized Signatory of the Bidder</td>
</tr>
</tbody>
</table>

2. 18. Evaluation of Proposals

a. Bidders, whose EOI document fee found in order, shall be considered for Pre-Qualification criteria evaluation.

b. Bidder shall be evaluated as per Pre-Qualification and Technical evaluation.

c. The Bidders are required to submit all required documentation in support of the evaluation criteria specified (e.g. Detailed Project citations and copy of work order, client contact information for verification, and all others) as required.
d. At any time during the Bid evaluation process, TEC may seek oral / written clarifications from the Bidders. The Committee may seek inputs from their professional and technical experts in the evaluation process.

e. MTDC reserves the right to do a reference check of the past experience stated by the Bidder. Any feedback received during the reference check shall be taken into account during the technical evaluation process.

2. 19. Technical Evaluation Criteria

Technical Evaluation of bids will be done as per the criteria mentioned below:

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Evaluation Criteria</th>
<th>Maximum Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Bidder should have average annual turnover of Rs.100 Crores or above during the last 3 financial years (i.e. 2015-16, 2016-17 and 2017-18).</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>&gt;=25 Cr. to &lt;50 Cr. = 10 marks</td>
<td></td>
</tr>
<tr>
<td></td>
<td>&gt;=50 Cr. to &lt;7500 Cr = 15 marks</td>
<td></td>
</tr>
<tr>
<td></td>
<td>&gt;=75 Cr. = 20 marks</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Bidder should have been engaged in implementing at least one large Project involving services to Govt / PSU for Project of value above Rs10 crores during the last five financial years 1 Project = 10 marks 2 Projects = 15 marks 3 Projects = 20 marks</td>
<td>20</td>
</tr>
<tr>
<td>3</td>
<td>Presentation of Marketing strategy proposed by the bidder for promoting Medical Tourism</td>
<td>30</td>
</tr>
<tr>
<td>4</td>
<td>Presentation of on Investment capability and financial viability for MTDC</td>
<td>30</td>
</tr>
<tr>
<td></td>
<td>Grand Total</td>
<td>100</td>
</tr>
</tbody>
</table>

Bidders who score minimum 70 marks shall be considered technically qualified for receiving the detailed RFPI.

MTDC shall issue Detailed Request for Proposal (RFP) to these shortlisted Bidder only, who will have to submit their commercial bid as per RFP terms.

2. 20. MTDC’s Right to accept any Bid and to reject any or All Bids
MTDC reserves the right to accept or reject any Bid, and to annul the bidding process and reject any or all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for MTDC’s action.

3. Scope of Work

About MTDC

Maharashtra Tourism Development Corporation (MTDC), a company setup by the Government of Maharashtra in 1975, with an authorised share capital of Rs.25 Crores. The objective of this Government Body is to double tourist traffic into the state in the next 5 years.

Apart from acting as the nodal agency of the state for promotion and development of tourism, MTDC also projects and enhances its historical, physical and cultural heritage. A State Tourism Board, MTDC has been playing a pivotal role in protecting the multi-faceted culture and heritage of Maharashtra among visitors from all over the country and the world.

The main role of this Government body is to act as the nodal agency for the development of tourism in the state, run holiday resorts, hotels, motels, restaurants, and produce publicity and promotional material for tourists. It also organises festivals at the heritage sites and places of historical and tourist attractions in the state, such as Banganga, Kala Ghoda, Pune etc. It gets the support from Corporates and other sponsors for such initiatives.

Years of diligent efforts, MTDC have seen the much-needed development of a wide network of MTDC resorts and tourist information centres across the state. At present MTDC has 55 units at various tourist destinations in the state, which are being monitored through the regional offices established at Aurangabad, Pune, Nagpur, Amravati, Nashik, Ratnagiri and Sindhudurg. Apart from this there are as many as 17 information and reservation counters located strategically in the state.

MTDC has undertaken various initiatives to promote tourism in the state of Maharashtra and change its image from a favourable tourist destination to a premier tourist destination.

This EOI is for selection of vendor for setting up medical tourism across the State of Maharashtra. The Bidder will have to propose their idea about setting up Medical Tourism Centre at prominent cities across the State along with what civil & other infrastructure be provided in each centre. MTDC will provide only their name and marketing of these services through their existing media. Bidder will have to arrange the space along with the required infrastructure.

Maharashtra State has many renowned medical facility where large nos of patients across the World come for their treatment. This gives the immense opportunity for medical tourism in the State and MTDC will like to explore this untapped business potential. In this regards, as a part of the EOI, the Bidder will also have to propose complete solution and approach paper for setting up medical tourism in the State along with what services will be provided by them to the potential customers who come to the State for medical purpose.

Since the project is to be executed on PPP model, the Bidder will have to detail their complete financial investment plan and will have to offer % of revenue sharing with MTDC during the Project period.
4. Annexure - Guidelines for Bid

4.1. Cover Letter

(To be submitted on the letterhead of the bidder)

Tender Reference No: MTDC/E-Tender/2018-19/L&E/Medical Tourism/226
Date: 11/03/2019

To,
The Sr. Manager, GAD-1(Personnel)
Apeejay House, 3,4th floor,DinshawWachha Rd,
Next to K.C. College, Churchgate, Mumbai- 400 020.

Subject: Submission of proposal in response to the EOI for Selection of Vendor for Setting up Medical Tourism on PPP model across the State of Maharashtra

Dear Sir,

Having examined the EOI, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the EOI.

We attach hereto our responses to Pre-Qualification requirements as required by the EOI. We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to MTDC, is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the MTDC in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the EOI document and also agree to abide by this tender response for a period of 180 days from the
date of submission of Bid. We hereby declare that in case the contract is awarded to us, we shall submit the contract Performance Security bond in the form prescribed the EOI.

We agree that you are not bound to accept any proposal you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/services specified in the EOI.

It is hereby confirmed that I/We are entitled to act on behalf of our company/corporation/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

____________________________________
Signature of Authorized Signatory (with official seal)

Name:
Designation:
Address:
Telephone & Fax:
E-mail address:
Place:
4.2. Format to share Bidder’s and Bidding Firms Particulars

The Table below provides the format in which general information about the bidder must be furnished.

<table>
<thead>
<tr>
<th>S No</th>
<th>Information</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Name of Bidding firm:</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Address and contact details of Bidding firm:</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Firm Registration Number and Year of Registration</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Web Site Address</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Status of Company (Public Ltd., Pvt. Ltd., Partnership etc.)</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Company’s GST Number (GSTN)</td>
<td>(Provide copy of the same)</td>
</tr>
<tr>
<td>7.</td>
<td>Company’s Revenue for the last 3 years (Year wise)</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Name, Designation and Address of the contact person to whom all references shall be made regarding this EOI:</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>Telephone number of contact person:</td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>E-mail address of contact person:</td>
<td></td>
</tr>
</tbody>
</table>

Please submit the relevant proofs for all the details mentioned above along with your Bid response.

Authorized Signatory

Name

Seal
4. 3. Format for Declaration by the bidder for not being Blacklisted / Debarred

(To be submitted on the Letterhead of the responding company)

Tender Reference No: MTDC/E-Tender/2018-19/L&E/Medical Tourism/226

Date: 11/03/2019

To,
The Sr. Manager, GAD-1(Personnel)

Apeejay House, 3,4-Floor,DinshawWachha Rd,
Next to K.C. College, Churchgate, Mumbai- 400 020.

Sub: Declaration for not being debarred / black-listed by Central / State /Semi Govt. /Local self Govt./PSUs in India as on the date of submission of the bid

Dear Sir,

In response to the EOI for “Selection of Vendor for Setting up Medical Tourism on PPP model across the State of Maharashtra”, I/ We hereby declare that presently our Company/ firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body.

We further declare that presently our Company/ firm is not blacklisted and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/Autonomous Body on the date of Bid Submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Yours faithfully,

______________________________
Signature of Authorized Signatory (with official seal)

Date:
Name:
Designation:
4.4. Format to Project Citation

<table>
<thead>
<tr>
<th>S No</th>
<th>Item</th>
<th>Details</th>
<th>Attachment Ref. Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name of the Project</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Date of Work Order</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Client Details</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Scope of Work</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Contract Value</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Completion Date</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: The Bidder is required to use above formats for all the projects referenced by the bidder for the Pre-Qualification criteria and technical bid evaluation.