

**DEPARTMENT OF TOURISM
GOVERNMENT OF HARYANA**

**REQUEST FOR PROPOSAL
(RFP)
FOR
APPOINTMENT OF CONSULTING FIRM/CONSULTANTS
FOR PROVIDING CONSULTANCY SERVICES TO
DEPARTMENT OF TOURISM**

**E-Bid Reference:
E-Tender Portal: etenders.hry.nic.in**

Date :

**DEPARTMENT OF TOURISM, GOVERNMENT OF HARYANA
SCO 17-19, Sector 17-B, Chandigarh-160017
TEL: (+91) 172-2702955-56-57
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**APPOINTMENT OF CONSULTING FIRM FOR PROVIDING CONSULTANCY SERVICES
TO DEPARTMENT OF TOURISM, GOVT. OF HARYANA**

DISCLAIMER

The information contained in this Request for Proposals document (RFP) or subsequently provided to Applicants, whether verbally or in documentary or any other form by or on behalf of the Department of Tourism, Haryana (DoT) or any of its employees or advisers, is provided to Applicants on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement or an offer by the DoT to the prospective Applicants or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the DoT in relation to the Consultancy. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require. This RFP may not be appropriate for all persons, and it is not possible for the DoT, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each Applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Applicants may be on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The DoT accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

The DoT, its employees and advisers make no representation or warranty and shall have no liability to any person including any Applicant under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Selection Process.

The DoT also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused, arising from reliance of any Applicant upon the statements contained in this RFP.

The DoT may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.

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The issue of this RFP does not imply that the DoT is bound to select an Applicant or to appoint the Selected Applicant, as the case may be, for the Consultancy and the DoT reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.

The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the DoT or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Applicant and the DoT shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation or submission of the Proposal, regardless of the conduct or outcome of the Selection Process.

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1. Introduction

Vision

India is fast emerging as an important tourism destination in the world. Within India, Haryana is centrally located and a very well connected State. The development and prosperity of Haryana is worth noticing by all visitors. The State also has potential to attract tourists from all places around the world. Additionally, it is the time to plan, execute and realize true potential of Haryana Tourism by leveraging its location, connectivity, advantages, resources etc.

The Department of Tourism, Government of Haryana aims to (i) Substantially increase tourist's footfall in the State (ii) Increase the average time spent in Haryana by National/International tourist. (iii) Increase in repeat visits of tourists in Haryana (iv) Spread in geographical locations touched by tourist (v) Distribution of tourism related benefits to wider population in wider area of the State (vi) Multifold increase in both Government and Private investment in Tourism and related sectors (vii) Increase in satisfaction level of tourists visiting Haryana, (viii) diversity in offer of services/facilities.

In order to achieve these goals, the Department of Tourism, Government of Haryana has decided to engage a Consulting Firm/Consultants.

1.1 Request for Proposal

The Department of Tourism, Government of Haryana (the "Department") is issuing this Request for Proposal (RFP) to request technical bids from interested and eligible firms / agencies / organizations (the "Applicants") to support the Department for a **period of 12 months**. The time will start from the day all consultants are deployed in the Tourism Department, Government of Haryana. The firm shall undertake the assignment as defined in the Terms of Reference mentioned in this RFP document.

The prescribed format for submission of BID is at Appendix-I and Appendix-2.

1.2 Procurement of RFP Document

RFP document can be downloaded from the website <https://etenders.hry.nic.in>. Bids are to be submitted online at <https://etenders.hry.nic.in>.

1.3 Validity of the Proposal

The proposal must be valid for 180 days from the Proposal Submission Due date (PDD) during which the Bidder must ensure the availability of the professional staff proposed for the assignment. The Department will make its best effort to complete negotiations within this period.

1.4 Schedule of selection process

The Department will follow the schedule as per the table below.

S.no.	Description	Date/details
1.	Issue of tender document on the e-tender Portal / Departmental Website	xx.01.2026
2.	Last date for Receipt of the Queries over RFP Document (by email only)	xx.01.2026
3.	Proposal Submission Start Date	xx.01.2026
4.	Proposal Submission Due Date	xx.02.2026
5.	Opening of Technical Proposal	xx.02.2026
6.	Technical Presentation	To be intimated later

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1.5 Communications

All communications including the submission of Proposal should be addressed to:

**Director General,
Department of Tourism,
Government of Haryana,
SCO 17-19, Sector 17-B, Chandigarh-160017
E-Mail: adtourismharyana@gmail.com**

All communications should contain the following information, to be marked at the top in bold letters:

**"APPOINTMENT OF CONSULTING FIRM FOR PROVIDING CONSULTANCY SERVICES
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1.6 Joint Venture/Consortium are **not allowed** and such proposals shall be summarily rejected.

1.7 Contents of the RFP

The RFP includes the following documents:

This RFP comprises the Disclaimer set forth hereinabove, the contents as listed below and will additionally include any Modification / Addendum / Amendment / Corrigendum issued:

1. Introduction
2. Instructions to Bidders
3. Terms of Reference (TOR)
4. Criteria and Procedure of Evaluation

Appendices

Appendix-I: Technical Proposal

Form 1: Letter of Proposal

Form 2: Particulars of the Bidder

Form 3: Financial Capacity of the Bidder

Form 4: Description of experience of bidder

Form 5: Description of approach, methodology and work plan for performing the assignment

Form 6: Curriculum Vitae (CV) for proposed professional staff

Form 7: Self Declaration (not blacklisted)

Form 8: Power of Attorney

Form 9: Affidavit

Appendix 2: Financial Proposal

Form 1: Financial Proposal

2. Instruction to Bidders

A. General

2.1 Scope of Proposal

- 2.1.1 Detailed description of the objectives, scope of services and other requirements relating to services are specified in this RFP. The manner in which the Proposal is required to be submitted, evaluated and accepted is explained in this RFP.
- 2.1.2 Bidders are advised that the selection of Consulting Firm will be on the basis of an evaluation by the Department through the Selection Process specified in this RFP. Bidders shall be deemed to have understood and agreed that no explanation or justification for any aspect of the Selection Process will be given and that the Department's decisions are without any right of appeal whatsoever.
- 2.1.3 The Bidder shall submit its Proposal in the form and manner specified in this RFP. The proposal shall be submitted in the form as per Appendix-I and Appendix-2, and thereafter uploaded on e-tender portal. Upon selection, the Bidder shall be required to enter into an agreement with the Department.

2.2 Conditions of Eligibility of Bidders

- 2.2.1 Bidders must read carefully the conditions of eligibility (the "Conditions of Eligibility") provided herein. Proposals of only those Bidders who satisfy the Conditions of Eligibility will be considered for evaluation.
- 2.2.2 As part of the evaluation, the applicant should fulfill the Eligibility Criteria as per clause defined in this RFP. In case, an Applicant does not fulfill the Minimum Qualification Criteria, the Proposal of such Applicant shall summarily be rejected.
- 2.2.3 The Applicant should submit a Power of Attorney, as per the format in Appendix-I. However, in case the Proposal is signed by an authorized signatory on behalf of the bidder, a copy of appropriate resolution certified by Company Secretary conveying such department may be enclosed in lieu of the power of Attorney.
- 2.2.4 Any entity which has been barred by any Central/State/Local Government in India or any entity, where the writ jurisdiction is available due to consideration of entity as State by courts, from participating in any project, and the bar subsists as on the date of Proposal, would not be eligible to submit the Proposal.

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2.3 Conflict of Interest

The selected Bidder shall not receive any remuneration in connection with the assignment except as provided in the Agreement. The Bidder and its affiliates shall not engage in consulting activities that conflict with the interest of the Department under the contract and shall be excluded from downstream supply of goods or construction of works or purchase of any asset or provision of any other service related to the assignment other than a continuation of the Services under the ongoing contract. It should be the requirement of the contract that the Bidder should provide professional, objective and impartial advice and at all times hold the Department's interest paramount, without any consideration for future work and that in providing advice they avoid conflicts with other assignments and their own corporate interests. Bidder shall not be hired for any assignment that would be in conflict with their prior or current obligations to the Department, or that may place them in a position of being unable to carry out the assignment in the best interest of the Department. Without limitation on the generality of the foregoing, Bidder shall not be hired, under the circumstances set forth below:

- a. **Conflict between assigned works and services:** A Bidder that has been engaged to provide goods, works, or services for a project, and each of its affiliates, shall be disqualified from providing services related to those goods, works or services. Successful Bidder is also debarred from participating in any tender of Department of Tourism, Haryana. Conversely, a Bidder concerned to provide services for the said event and each of its affiliates shall be disqualified from subsequently providing goods, works or services for such preparation or implementation.
- b. **Conflict among assignments:** Neither Bidder (including their personnel and) nor any of their affiliates shall be hired for any assignment that, by its nature, may be in conflict with another assignment of the Service Providers.
- c. **Relationship with Employer's staff:** Bidder (including their personnel and sub-consultants) that have a business or family relationship with such member(s) of the Employer's staff or with the staff of the project implementing agency, who are directly or indirectly involved in any part of; (i) the preparation of the TOR of the contract, (ii) the selection process for such contract, or (iii) supervision of such contract; may not be awarded a contract unless it is established to the complete satisfaction of the employing department, for the reasons to be recorded in writing, that such relationship

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would not affect the aspects of fairness and transparency in the selection process and monitoring of consultant's work.

2.4 Number of Proposals

A Bidder is eligible to submit only one proposal.

2.5 Cost of Proposal

2.5.1 The Bidders shall be responsible for all of the costs associated with the preparation of their Proposals and their participation in the Selection Process. The Department will not be responsible nor in any way liable for such costs, regardless of the conduct or outcome of the Selection Process.

2.5.2 Cost of RFP Document

Rs. 10,000/- + 18% GST shall be paid online through e-tender website. The copy of UTR No. /Transaction Slip along with the tender/document must be uploaded on the <https://etenders.hry.nic.in> website within the period of bid submission. Without cost of RFP document tender will not be considered as responsive bid.

2.5.3. The cost of e-tender processing fees is to be borne by the bidder. Without such fees, tender will not be processed and it will be considered as non-responsive bid.

2.6 Acknowledgement by Applicant

It shall be deemed that by submitting the Proposal, the Applicant has:

- a. made a complete and careful examination of the RFP;
- b. acknowledged that it does not have a Conflict of Interest at present or even in future; and
- c. Agreed to be bound by the undertaking provided by it under and in terms hereof.

2.7 Right to reject any or all Proposals

2.7.1 Notwithstanding anything contained in this RFP, the Department reserves the right to accept or reject any Proposal and to annul the Selection Process and reject all Proposals, at any time without any liability or any obligation for such acceptance rejection or annulment, and without assigning any reasons thereof.

2.7.2 The Department reserves the right to reject any Proposal if:

- a. at any time, a material misrepresentation is made by bidder or uncovered by department, or
- b. The Bidder does not provide, within the time specified by the Department,

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the supplemental information sought by the Department for evaluation of the Proposal.

2.7.3 Any misrepresentation/ improper response may lead to the disqualification of the Bidder. If such disqualification / rejection occur after the Proposals have been opened and the highest-ranking Bidder gets disqualified / rejected, then the Department reserves the right to consider the next ranked Bidder, or any other measure as may be deemed fit in the sole discretion of the Department, including annulment of the Selection Process.

B. Preparation, Submission, Receipt and Opening of Proposals

2.8 Language

The Proposal with all accompanying documents (the "Documents") and all Communications in relation to or concerning the Selection Process shall be in English Language and strictly on the forms provided in this RFP. No supporting document or printed literature shall be submitted with the Proposal unless specifically asked for and in case any of these documents is in another language, it must be accompanied by an accurate translation of the relevant passages in English, in which case, for all purposes of interpretation of the Proposal, the translation in English shall prevail.

2.9 Format and signing of Proposal

2.9.1 The Bidder shall provide all the information sought under this RFP. The Department would evaluate only those Proposals that are received in the specified forms and complete in all respects.

2.9.2 All the documents of the Proposal under this RFP shall be typed or written in indelible ink and signed by the authorized signatory of the Bidder who shall also initial each page. All the alterations, omissions, additions or any other amendments made to the Proposal shall be initiated by the person(s) signing the Proposal. The person signing the Proposal shall initial all the alterations, omissions, additions, or any other amendments made to the Proposal. The Proposals must be properly signed by the Authorized Signatory as detailed below:

- a. by a duly authorized person holding the Power of Attorney, in case of a Company; or
- b. By the proprietor or a duly authorized person holding the Power of Attorney, in case of a sole proprietary firm.

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2.10 Clarification

2.10.1 Bidders requiring any clarification on the RFP may send their queries to the Department at email adtourismharyana@gmail.com not later **than 17.00 (hrs).** on _____ in the format given below:-

Sr. No.	Clause No. & Page No.	Clause as per RFP	Clarification required

2.10.2 The Department will respond to such requests and issue a consolidated clarification (including an explanation of the query, but without identifying the source of inquiry) which will be posted on the website <https://etenders.hry.nic.in/> and www.haryanatourism.gov.in . The bidders are advised to go through such clarifications, if any, prior to submitting the proposals.

2.10.3 The Department reserves the right not to respond to any questions or provide any clarifications, in its sole discretion, and nothing in this Clause shall be taken or read as compelling or requiring. The Department to respond to any question or to provide any clarification.

2.11 Amendment/ Modification to RFP documents

2.11.1 At any time prior to the deadline for submission of Proposal, the Department may, for any reason, whether at its own initiative or in response to clarifications requested by the Bidder, modify the RFP document by the issuance of Modified RFP/Addendum/Amendment/corrigendum through posting it only on bothWebsites i.e. <https://etenders.hry.nic.in/> and www.haryanatourism.gov.in .

2.11.2 All such amendments/addendum/corrigendum/modified RFP will be posted only on the Website and shall not be published in any newspaper and will be binding on all Bidders. These will also be part of the agreement contract.

2.11.3 In order to afford the Bidders a reasonable time for taking an amendment into account, or for any other reason, the Department may, in its sole discretion, extend the Proposal Due Date.

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2.12 Technical Proposal

- 2.12.1 Bidders shall submit the technical proposal in the formats as per Appendix-I (the "Technical Proposal").
- 2.12.2 While submitting the Technical Proposal, the Bidder shall, in particular, ensure that CVs of the proposed team members, duly signed by the authorized signatory have been submitted.
- 2.12.3 Failure to comply with the requirements shall make the Proposal liable to be rejected.
- 2.12.4 The Department reserves the right to verify all statements, information and documents, submitted by the Bidder in response to the RFP. Failure of the Department to undertake such verification shall not relieve the Bidder of its obligations or liabilities hereunder, nor will it affect any rights of the Department there under.
- 2.12.5 In case it is found during the evaluation or at any time before signing of the Agreement or after its execution and during the period of subsistence thereof, that one or more of the eligibility conditions have not been met by the Bidder or the Bidder has made material misrepresentation or has given any materially incorrect or false information, the Bidder shall be disqualified forthwith if not yet appointed as the Consulting Firm either by issue of the LOA or entering into of the Agreement, and if the Bidder has already been issued the LOA or has entered into the Agreement, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in this RFP, be liable to be terminated, by a communication in writing by the Department without the Department being liable in any manner whatsoever to the Applicant or Consultant, as the case may be. In such an event, the Department shall forfeit and appropriate the EMD as mutually agreed pre-estimated compensation and damages payable to the Department for, inter alia, time, cost and effort of the Department, without prejudice to any other right or remedy that may be available to the Department.

2.13 Financial Proposal

- 2.13.1 The Bidder shall read the technical specification and scope of work clauses before he quotes his rates for the work and his rates shall include all costs.

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- 2.13.2 Financial Bid needs to be submitted online as per the instruction given in the RFP and format uploaded on e-tender website.
- 2.13.3 All the prices are to be entered in Indian Rupees (Rs.) only.
- 2.13.4 Prices indicated in the schedules shall be inclusive of all taxes, levies, duties etc.
- 2.13.5 It is mandatory to provide breakup of all the Taxes including GST, Duties and Levies whenever asked for.
- 2.13.6 Haryana Tourism reserves the right to ask the contractor to submit proof of payment against any of the taxes, duties, levies indicated.
- 2.13.7 The bidder shall quote his total price (in figures as well as in words) at which he will be willing to execute the work. He shall also work out the total amount of his offer and the same should be written in figures as well as in words in such a way that no interpolation is possible.
- 2.13.8 It will be entirely at the discretion of the Department to accept or reject the bidder's proposal, without giving any reason whatsoever.

2.14 Submission of Proposal

- 2.14.1 The Bidder shall provide all the information as per this RFP. The Department will evaluate only those proposals that are received in the required format and are complete in all respects. The bidder shall prepare the electronic copy for the e-bids (in PDF format) and upload the e-bids on e-tender portal mentioned in this RFP, through the bidder's digital signature certificate (DSC).
- 2.14.2 The bidders should submit their bids online only in the 'submission' module of the e-tender portal. The bids shall be submitted only from the bid submission start date till the bid submission end date and time given on the e-tender portal.
- 2.14.3 The bidder shall submit EMD, Tender fee, tender processing charges online.
- 2.14.4 Bidders are advised to submit the e-bids well in time. The proposal, all correspondence and documents shall be written in English. In case of accompanying literature or brochures, etc. being in a language other than English, a certified translation should accompany the documents as part of the tender. All proposals and accompanying documentation will become the property of the Department and will not be returned. The bidders should submit their e-bid considering the server time displayed on the e-tender portal. The server time is

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the time by which the e-bid submission activity will be allowed till the permissible time on the last/end date of submission of e-bids indicated in the e-tender schedule. Once the e-bid submission date and time is over, the bidders cannot submit their e-bid. The bidders shall only be held responsible for any delay and whatsoever reason in submission of e-bid. The procedure for submission of e-bids by the bidders on the e-tender portal is already available on the portal.

2.14.5 Bidders may note that Department will not entertain any deviations to the RFP at the time of submission of the Proposal or thereafter. The Proposal to be submitted by the Bidders should have to be unconditional and unqualified and the Bidders would be deemed to have accepted the terms and conditions of the RFP. Any conditional Proposal shall be regarded as non-responsive and would be liable for rejection without assigning any reason or giving any opportunity.

2.14.6 Bid should be submitted through online mode on the e-tender portal by the Proposal submission due date as indicated in this RFP. The Technical Proposal shall contain:

- a. Application in the prescribed format (From 1 to 9 of Appendix-I) along with supporting documents; and
- b. Proof of online payment for RFP document fee and EMD paid online through e-tender website. The copy of UTR no/Transaction Slip along with the tender/document must be uploaded on the website within the period of bid submission. Without EMD or tender fee or tender processing fee the tender will not be accepted as responsive.
- c. Copies of the experience/ completion certificate in support of the qualifying parameters for similar work executed during the last five financial years.
- d. Self-attested copy of PAN card and GSTRegistrationCertificate.

2.14.7 The Technical Proposal shall be typed and signed by the authorized signatory of the Bidder. All pages of the Technical Proposal must be numbered and initialed by in indelible ink by the person or persons signing the Proposal.

2.14.8 The Proposal shall be made in the Forms specified in this RFP. Any attachment to such Forms must be provided on separate sheets of paper and only information that is directly relevant should be provided. This may include photocopies of the relevant pages of printed documents.

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2.14.9 Both technical and financial bids need to be submitted together before last date and time of submission of the bid. Financial bid includes Form 1 of the Appendix-2. Financial bid amount also needs to be submitted online in the e-tender software within time. In case of difference in the amount of financial bid in the Form 1 of Appendix 2 and the online submission in the tender software, the amount submitted in software will prevail, if decision making authorities did not consider to reject the bid summarily by exercising discretion. So, bidders must be careful to quote same amount in words, figure and also in software for financial bid. Failure of submission of incomplete or conditional technical or financial bid will render the bid as non-responsive.

2.15 Proposal Submission Due Date

2.15.1 Proposals should be submitted on the e-tender portal by the Proposal Submission Due Date as indicated in this RFP, in the manner and form as detailed in this RFP Document. Applications submitted by hard copy fax, telex, telegram, e-mail etc. shall not be entertained and shall be summarily rejected.

2.15.2 Department at its sole discretion, may extend the Proposal Submission Due Date by issuing an Addendum in accordance with the provisions of this RFP.

2.16 Late Proposals

2.16.1 The server time indicated in the bid management window on the e-tender portal will be the time by which the e-bids submission activity will be allowed till the permissible date and time scheduled in the e-tender. Once the e-bids submission date and time is over, the bidder cannot submit its bid. Bidder has to start the e-bid submission well in advance, so that the submission process passes off smoothly. Only the bidder, will be held responsible if its e-bids are not submitted in time due to any reasons. it shall be deemed that prior to the submission of the proposal, the bidder has:

- a. Made a complete and careful examination of terms and conditions/ requirements, and other information as set forth in this tender document
- b. Received all such relevant information as it has requested from the DoT, and
- c. Made a complete and careful examination of the various aspects of the project.

2.16.2 The Department shall not be liable for any mistake or error or neglect by the bidder in respect of the above.

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2.17 Earnest Money Deposit (EMD)

2.17.1 An EMD of **Rs. 5,00,000/-** (Rs. Five lakhs) shall be paid online through e-tender website. The copy of UTR no/Transaction Slip along with the tender/document must be uploaded on the website within the period of bid submission without which tender will not be accepted. EMD shall be returned to the unsuccessful Bidders within a period of one month from the date of signing of Consultancy Agreement between the Department and the Successful Bidder. EMD submitted by the Successful Bidder shall be released upon execution of the Consultancy Agreement and furnishing of Performance Security.

2.17.2 Any Proposal not accompanied by the EMD shall be rejected by the Department as non-responsive.

2.17.3 The Department shall not be liable to pay any interest on the EMD and the same shall be interest free.

2.17.4 The Bidder, by submitting its proposal pursuant to this RFP, shall be deemed to have acknowledged that without prejudice to the Department any other right or remedy hereunder or in law or otherwise, the EMD shall be forfeited and appropriated by the Department under the following conditions:

- a. If a Bidder engages in any of the Prohibited Practices; or
- b. If a Bidder withdraws its Proposal during the period of its validity as specified in this RFP and as extended by the Bidder from time to time; or
- c. If the Selected Bidder fails to clarify or reconfirm its commitments as required vide Clause 2.19 and 2.20; or
- d. In the case of a Selected Bidder, if the Bidder fails to sign the Agreement as specified in Clause 2.24&2.25; or
- e. If the Bidder is found to have a Conflict of Interest as specified in Clause 2.3.

2.18 Confidentiality

2.18.1 Information relating to the examination, clarification, evaluation, and recommendation for the selection of Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional adviser advising the Department in relation to or matters arising out of, or concerning the

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Selection Process. The Department will treat all information, submitted as part of the Proposal, in confidence and will require all those who have access to such material to treat the same in confidence. The Department may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/or the Department.

The Consulting Firm and its Personnel shall not, either during the term of contract or within two years after the expiration or termination of the Agreement disclose any proprietary information, including information relating to reports, data, drawings, design software or other material, whether written or oral, in electronic or magnetic format, and the contents thereof; and any reports, digests or summaries created or derived from any of the foregoing that is provided by the Department to the Consulting Firm and its Personnel any information provided by or relating to the Department, its technology, technical processes, business affairs or finances or any information relating to the Department's employees, officers or other professionals or suppliers, customers, or contractors of the Department; and any other information which the Consulting Firm is under an obligation to keep confidential in relation to the assignment, the Services or the Agreement ("Confidential Information"), without the prior written consent of the Department.

2.18.2 The successful bidder shall sign Non-disclosure agreement before Execution of Agreement, failing which the next best bidder shall be considered.

2.19 Clarifications

2.19.1 To facilitate evaluation of Proposals, the Department may, at its sole discretion, seek clarifications from any Bidder regarding its Proposal. Such clarification(s) shall be provided within the time specified by the Department for this purpose. Any request for clarification(s) and all clarification(s) in response thereto shall be in writing.

2.19.2 If a Bidder does not provide clarifications sought under Sub-Clause 2.19.1 above within the specified time, its Proposal shall be liable to be rejected. In case the Proposal is not rejected, the Department may proceed to evaluate the Proposal by construing the particulars requiring clarification to the best of its understanding, and the Bidder shall be barred from subsequently questioning such interpretation of the Department.

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C. Appointment of Consulting Firm/Consultant

2.20 Selected Bidder

The first ranked Bidder (the “Selected Bidder”) may, if necessary, be invited for clarifications and reconfirmation of commitments and its obligations under this RFP, deployment of Key Personnel, methodology and quality of the work plan.

2.21 Substitution of Team Members

The Department will not consider any request of the Selected Bidder for substitution of Team Member. Substitution, will, however be permitted if the Team Member is not available for reasons of any incapacity or due to health, subject to equally or better qualified and better experienced personnel, to the satisfaction of the Department, is provided.

2.22 Indemnity

The Selected Bidder shall, subject to the provisions of the Agreement, indemnify the Department for any direct loss or damage that is caused due to any deficiency in services.

2.23 Award of Work

After selection, a Letter of Award (the “LOA”) shall be issued by the Department to the Selected Bidder.

2.24 Performance Security

Upon receipt of Letter of Award (LOA) from the Department, the successful Bidder shall furnish the **Performance Security of an amount equal to 5%** of the total financial bid amount by way of Bank Guarantee for the due performance of the Contract in the format of Performance Security Form. The Performance Security shall be furnished by the selected Bidder within the time specified in LOA along with Agreement. The validity period of Bank Guarantee of Performance Security shall be 18 months from the date of LOA and the Selected Bidder shall have to provide the extended Bank Guarantee, before the expiry, if required. The performance security shall remain valid at least 6 months period beyond the expiry of the contract period along with an invocation period of further 3months.

2.25 Execution of Agreement

After email of the LOA as aforesaid by the Selected Bidder, it shall execute the Agreement within 48 hours from the date and time of email of LOA. The Selected Bidder

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shall not be entitled to seek any deviation in the Agreement. If the Selected Bidder fails to submit the Performance Security as per Clause 2.24 or fails to sign the either non-disclosure agreement or Consulting Firm Agreement within 48 hours from email of LOA, their EMD shall be forfeited and appropriated by the Department. In such an event, the Department may invite the next Ranked Bidder for negotiations and may issue LOA to him and this clause is equally applicable to next Ranked Bidder who is declared selected Bidder subsequently by the department.

2.26 Penalty Clause

If the progress of assignment is found to be non-satisfactory or delayed at any point of time, the Department reserves the right to impose penalty. The total amount of penalty shall not exceed 15% of total assignment fee.

D. Force Majeure

2.27 Definition

- a. For the purposes of this assignment, "Force Majeure" means an event which is beyond the reasonable control of a Party, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances like storm, flood or any other Act of God which makes contract commitment impossible to complete.
- b. Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or agents employees thereof, nor (ii) any event which a diligent Party could reasonably have been expected to both (A) take into account at the time of the conclusion of the Agreement and (B) avoid or overcome in the carrying out of its obligations hereunder.

2.28 No breach of Agreement in Force Majeure

The failure of a Party to fulfill any of its obligations shall not be considered to be a breach of, or default under, the Agreement insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of the Agreement.

2.29 Measures to be taken

- a. A Party affected by an event of Force Majeure shall take all reasonable measures to remove such Party's inability to fulfill its obligations hereunder with a

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minimum of delay.

- b. A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any event not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give notice of the restoration of normal conditions as soon as possible.
- c. The Parties shall take all reasonable measures to minimize the consequences of any event of Force Majeure.

2.30 Decision on Force Majeure Event

The Department will decide the actual application of Force Majeure which will be binding on both the parties.

2.31 Consultation

Not later than fifteen (15) days after the Consulting Firm has, as the result of an event of Force Majeure, become unable to perform a material portion of the Services, the Parties shall consult with each other with a view to agreeing on appropriate measures to be taken in the circumstances.

2.32 Suspension of Agreement

The Department may, by written notice of suspension to the Consulting Firm, without any obligation (financial or otherwise) suspend all the payments to the Consulting Firm hereunder if the Consulting Firm shall be in breach of this Agreement or shall fail to perform any of its obligations under this Agreement, to the satisfaction of Department of Tourism, Haryana including the carrying out of the Services; provided that such notice of suspension (i) shall specify the nature of the breach or failure, and (ii) shall provide an opportunity to the Consulting Firm to remedy such breach or failure within a period not exceeding fifteen (15) days after receipt by the Consultant of such notice of suspension.

2.33 Termination of Agreement

The Department may terminate the Contract in whole or part without assigning any reason if:-

- a. The qualified Bidder fails to perform to the satisfaction of the Department any of the obligation(s) under the Contract.

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b. If the Bidder is in material breach of the representations and warranties contained in their bid.

The termination of contract shall be made by prior written notice of default sent to the Bidder. The bidder is not authorized to terminate the agreement before its maturity.

2.34 Expiration of agreement

Unless terminated earlier pursuant to Clause 2.33 hereof, the agreement shall expire when the Services have been completed and a period of 30 (thirty) days has elapsed after all payments due under the Agreement have been made.

2.35 Extension of Agreement

On expiry, the Department may extend the Agreement for a maximum period of one year, to avail the services of the Consulting Firm for specific work or continuation of the work carried out during the operative period of Agreement without the need to go for a separate bid process. The decision on the extension will be taken exclusively by the Department keeping in consideration a) satisfactory performance of the Consulting Firm b) time constraints or other serious impediments in selection of Replacement Consultancy c) where circumstances inescapably require taking recourse to this option.

In case of such an extension, the project fees payable per year to the consulting Firm shall remain the same as per the existing agreement. All the other general terms and conditions of this Agreement will be in force during the extended period of the Agreement.

E. Disputes Resolution

2.36 Amicable Settlement

The parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Agreement or the interpretation thereof. In the event a dispute, differences or claim arises in connection with the interpretation or implementation of this agreement, the aggrieved party shall issue a written notice setting out the dispute/differences or claim to the other party, parties shall first attempt to resolve such dispute through mutual consultation. If the dispute is not resolved as aforesaid within 15 days from the date of receipt of written notice, the matter will be referred for Arbitration.

2.37 Arbitration

In case the dispute is not resolved as indicated in Clause 2.36, any party may issue a notice of reference, invoking resolution of disputes through arbitration in accordance with

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the provisions of the Arbitration Conciliation Act, 1996. The arbitral proceedings shall be conducted by the Director, Supplies & Disposal Department, Haryana. Arbitration proceedings shall be conducted in Chandigarh/Panchkula and the award shall be made in English language. Arbitration proceedings shall be conducted at Chandigarh/Panchkula and following are agreed:

The arbitration award shall be final and binding on the Parties, and the Parties agree to be bound thereby and to act accordingly.

The arbitrator may award to the Party that substantially prevails on merit, its costs and reasonable expenses (including reasonable fees for counsel)

When any dispute is under arbitration, except for matters under dispute, the Parties shall continue to exercise their remaining respective rights and fulfill their remaining respective obligations under this Agreement.

F. Personnel

2.36A In Consulting Firm, the successful bidder shall employ following qualified and experienced Personnel to carry out the services as given in the TOR

1. Team Leader-cum-Project Manager
2. Procurement Expert
3. Tourism Expert cum Architect
4. Digital/ Technology Expert

In case there is a requirement from the Department to deploy additional manpower resources, the same has to be deployed by the selected consulting firm at proportionate man-months subject to maximum of one additional manpower resource, with a fees equal to total financial bid amount divided by 48 (12*4) per month. Additional manpower resource cannot work after the completion/termination of Consulting Firm agreement. Moreover, the composition of the experts may be changed by the Department, as per its requirement.

Without prior permission of the Department, the Consulting Firm shall not change any person whose Curriculum Vitae (CV) has been submitted.

There shall be 4 full time professionals in the team to be stationed in the Department of Tourism in Chandigarh/Panchkula. The Department will not normally consider any request of the Consulting Firm for substitution of Team Member. Substitution, will, however be permitted if the Team Member is not available for reasons of any incapacity

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or due to bad health, subject to equally or better qualified and experienced personnel being provided to the satisfaction of the Department. The Department expects all the Team Member to be available during the Implementation of the Agreement.

G. MISCELLANEOUS

2.38 The Selection Process shall be governed by, and construed in accordance with, the laws of Haryana and the Court at Chandigarh shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Selection Process.

2.39 The Department, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to:

- a. suspend and/or cancel the Selection Process and/or amend and/or supplement the Selection Process or modify the dates or other terms and conditions relating thereto;
- b. consult with any Bidder in order to receive clarification or further information;
- c. retain any information and/or evidence submitted to the Department by, on behalf of and/or in relation to any Bidder; and/or
- d. Independently verify, disqualify, reject and/or accept any and all submissions or other information and/or evidence submitted by or on behalf of any Bidder.
- e. the maximum liability by the consulting Firm towards the department for any reason whatsoever is total consulting Firm fee under this contract

2.40 It shall be deemed that by submitting the Proposal, the Bidder agrees and releases the Department of Tourism, Haryana and also its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/or performance of any obligations hereunder, pursuant hereto and/or in connection herewith and also waives any and all rights and/or claims it may have in this respect, whether actual or contingent, whether present or future.

2.41 The time period of 12 months of Consulting Firm shall start from the moment all 4 professional consultants are physically present in the office of Director General, Tourism, Government of Haryana regularly for work. There will be no payment for the period during which any of professional consultant is not available for work in the office of Director General Tourism, Govt. of Haryana.

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H. Payment to Successful Bidder Signing Agreement

2.42

1. Payment of professional fee will be made on bi-monthly basis upon the submission backed by Bimonthly Progress Reports outlining the areas covered in this RFP to achieve goals mentioned in RFP. Professional fees would be made within two weeks of submission of invoices
2. The payment of fee shall be made asunder:- after every two months of the total financial bid shall be paid subject to the satisfaction of Director General, Department of Tourism, Government of Haryana.

3. Scope of Work

The Consulting Firm shall work directly under the Department of Tourism, Government of Haryana and shall be responsible for the following services (the list is not exhaustive):

3.1 Support in Development & Implementation of Tourism Development Strategy / Action Plan

The PMU shall assist the Department in developing a Strategy Document for the development of tourism in the state covering the following aspects:

- Current State Assessment
- New Haryana Tourism Policy
- Tourism Concepts and Products
- Marketing & Positioning
- Institutional Framework
- Digital Initiatives and Data Strategy

3.2 Current Project Assessment and Benchmarking Good Practices in the Tourism Sector

- a) Assessment of the progress of current projects of Haryana Tourism to find bottlenecks and develop an action plan with the Department.
- b) Identify, benchmark new tourism initiatives, innovative approaches, emerging technologies, branding and marketing initiatives in the tourism sector in India and abroad.
- c) The cases so documented shall be reviewed in context of the tourism sector in Haryana and replicable components should be identified.
- d) Provide advisory support in dovetailing good practices, innovations in the various ongoing tourism projects and initiatives in the State.
- e) The PMU shall appraise themselves of the tourist footfalls trends in the State (to be provided by the State Government), analyse the same, including analysis of other states and suggest ways to strengthen the footfalls, increase retention and revisit potential.
- f) The PMU shall also suggest strategies to enhance the visitor experience through stakeholder consultation.
- g) The PMU shall identify and document emerging digital innovations in tourism management, such as smart destination planning, tourism data bank, AI-based visitor analytics, and GIS-driven promotion tools

3.3 Review, Curation and Monitoring of Tourism Policy

- a) The PMU shall undertake the assessment of the existing tourism policy and support the Department in formulating the new tourism policy benchmarked with best practices.
- b) The PMU shall undertake periodic assessment of the tourism policy and analysing the performance of the same.
- c) The PMU shall develop a policy monitoring framework including performance parameters for this purpose.
- d) The policy review shall also propose mechanisms for data-driven performance monitoring and a ranking framework for destinations.

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3.4 Review and Appraisal of the Tourism Projects

- a) For the projects in planning stage the PMU shall undertake detailed review of project requirements, design, costing, components, engagement of various consultants, O&M challenges including potential costing, and potential of revenue generation.
- b) Provide advisory support for making the operation and maintenance financially self-sustainable through suitable revenue options.
- c) For the projects under execution, the PMU shall review timelines, cost overrun, quality of execution, site updates, role of various parties (contractor, consultants, architect, PMC, TPI etc.), and submit periodic reports at a format and frequency acceptable to the Authority.
- d) The PMU will assist the Authority in preparing various project monitoring and documentation formats for capturing the detailed progress of various projects.
- e) The PMU shall assist the Authority in identifying the various interventions which can enhance and add value to the existing destination through aspects like – improved skilling, inclusivity, IT enablement, participatory planning of destinations etc.
- f) The PMU shall support in integration of project monitoring through digital tools and dashboards as provisioned by the Authority, ensuring timely and data-based review of tourism infrastructure and destination-development projects.
- g) Assist in appraisal of the project being submitted / proposed to be developed and align them to the department's objectives and requirements of the tourists.
- h) Provide guidance and oversight on the development and enhancement of religious and cultural heritage sites.
- i) Identify and prepare a strategy for enhancing MICE tourism sites in the state.
- j) Development of Global Wedding Destination
- k) Development of One State One Global Destination or any Government of India project or scheme
- l) Development of Projects under Swadesh Darshan 2.0
- m) Development of Dhos Hills as a Tourist Destination

3.5 Review of Operation & Maintenance of projects executed by the Tourism Department

- a) For the projects being executed by the State Government, typically O&M arrangements are carried out with the private sector.
- b) The PMU shall undertake periodic site visit and appraisal of the various project related documents to evaluate the adherence of the engagement conditions including commitments of the O&M agency, timelines, staffing, payment schedules.
- c) The review would also include the feedback from tourists to understand and evaluate if desired objectives are being met.
- d) Assist in financial assessment of the projects being undertaken by the department and suggest O&M models and possible revenue streams for making the O&M self-sustainable.

3.6 PMU Support for Heritage, Culture, Events, Fairs, Festivals & Archaeological Tourism

- a) The PMU shall provide strategic, advisory, and coordination support to the Department for the structured development, conservation, and promotion of heritage, cultural, and archaeological tourism assets in Haryana, including festivals and events.

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- b) Heritage & Cultural Asset Framework - Assist the Department in preparing an inventory and prioritisation framework for heritage assets, archaeological sites, cultural landscapes, crafts, traditions, and festivals. Support identification of high-potential heritage clusters and thematic circuits based on tourism potential, conservation status, and regional balance.
- c) Events & Festivals as Tourism Drivers - Assist in developing a state-level strategy for festivals and cultural events as tourism products, including calendarization, thematic positioning, and geographic spread. Provide advisory support for strengthening major events such as Suraj Kund Mela, International Gita Mahotsav, Mango Mela, Kartik Mela, and other region-specific festivals, in the areas of visitor experience enhancement and safety.
- d) Institutional & Stakeholder Coordination - Facilitate coordination with relevant departments, agencies, local bodies, and cultural institutions for heritage and event-based tourism initiatives. Support preparation of guidelines, SOPs, and role definitions for heritage site management and event governance.
- e) Assist in designing frameworks for community participation, artisan engagement, and local livelihood integration around heritage sites and festivals.

3.7 Assistance in non-infrastructure, capacity-building, or promotional activities

- a) The PMU shall assist the Authority in identifying the skilling gaps and institutional requirements for further strengthening the sector.
- b) The PMU shall assist the Department in developing and implementing a comprehensive digital and social media marketing strategy for Haryana Tourism that shall include content planning, destination-based campaigns, analytics-based performance tracking, and integration with the Department's website and mobile applications.
- c) The digital marketing and media management strategy will focus on enhancing online visibility, driving tourist engagement, and strengthening the State's tourism brand across platforms such as Instagram, YouTube, X, and travel portals.

3.8 Assistance in documentation

- a) Prepare documents, notes, presentation, proposals etc. that may be required for various day-to-day activities of the department.
- b) Any other work as required by the Department from time to time.

3.9 Digital Initiatives and Data Strategy

The PMU shall assist the Department in conceptualizing and implementing a comprehensive Digital Strategy for Haryana Tourism, covering the following components:

- a) Digital Roadmap and PMIS
 - Conceptualize a Project Monitoring and Information System (PMIS) for end-to-end tracking of tourism projects.
 - Conceptualize Digital Roadmap for development and implementation of a robust and comprehensive grievance redressal framework/system, visitor experience applications, and integrated tourism dashboards to assess their applicability to Haryana.

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b) Data Strategy

- Develop a data collection, processing, and management framework, including a digital platform for real-time inputs from tourist destinations.
- Recommend data governance mechanisms, metadata standards, and performance dashboards for policy and planning decisions.

c) Stakeholder Coordination

- Facilitate coordination among multiple line departments and private stakeholders through digital collaboration tools and structured review mechanisms.

3.10 Miscellaneous

- a. Assist the Department in monitoring various schemes/ projects through IT/ Non-IT dashboard for all tourism related activities and assets in the State
- b. Assist in finalization of the Annual Report of the Department
- c. Any other activity/ task as assigned by the Department from time to time

4. Team Composition & Qualifications

The PMU would be required to deploy an appropriate Team at Haryana Tourism Corporation Limited Office as per the requirements specified in the RFP. Please note that PMU shall ensure the quality & quantity of resources to adhere the timelines as well as scope & service levels mentioned in this RFP.

#	Key Personnel	Qty.	Minimum Qualification	Experience	Category & SL
1	Team Leader-cum-Project Manager	1	B.E/B.Tech and MBA/Post Graduate Diploma in Management/Similar	<ul style="list-style-type: none"> • Minimum 12 years of Experience • Minimum of 4 Years Experience with Government / Public Sector of handling large scale technology projects • Should have successfully delivered at least 10 projects 	Category A- Project/ Programme Management and advisory services, Sr. No -7 Principal Consultant
2	Procurement Expert	1	B.E/B.Tech and MBA/ Postgraduate in Public Administration or Equivalent	<ul style="list-style-type: none"> • Minimum of 7 Years • Minimum of 2 Years of Experience with Government / Public Sector of handling large scale technology projects • Should have successfully delivered at least 5 projects 	Category A- Project/ Programme Management and advisory services, Sr. No - 6 Senior Consultant

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				<ul style="list-style-type: none"> • Experience in drafting EOIs, RFQs, and RFPs; managing the complete procurement lifecycle and ensuring compliance with state and central norms. • Skilled in bid evaluation, vendor onboarding, and maintaining documentation for audit readiness. • Familiar with e-Governance procurement platforms like GeM, CPPP, and state e-tender portals 	
3	Tourism Expert cum Architect	1	B.Arch./B. E or B. Tech in Civil Engineering / Masters in Tourism Management/Similar	<ul style="list-style-type: none"> • Minimum 12 Years in relevant domain relevant professional work experience • Should be well-versed of Government policy/welfare schemes / trends around the subject • Experience in Government / Public Sector recommended should have successfully delivered at least 10 projects • Experience in reviewing architectural designs for Tourism assets, ensure compliance with heritage, safety and environmental standards, support destination visual identity • Experience in preparing design solutions and site layouts, coordinate with design consultants and infrastructure teams 	Category A- Project/ Programme Management and advisory services, Sr. No – 9, Subject Matter Expert 1
4	Digital/ Technology Expert	1	B.E/B.Tech in IT/Computer Science or MCA	<ul style="list-style-type: none"> • Minimum of 4 Years • Should have successfully 	Category A- Project/ Programme

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				<ul style="list-style-type: none"> • delivered at least 3 projects • Experience in managing Technology projects with at least 3 years in managing Govt. IT projects 	Management and advisory services, Sr. No –5 Consultant
Total Resources	4				Total

4.1 Specific Deliverables and timelines

Deliverable	Timeline
Deployment of Manpower	Within 5 days from the Day Zero
Event Calendar for the Year	Within 1 Month from the Day Zero and thereafter by the end of January each year
Report on Tourism Development Strategy & Action Plan	Within 3 Months from the Day Zero
Report on new identified projects for sector promotion	Within 3 months from asking
Bid Process Management	Ongoing basis
Project Monitoring, Support, other works	Ongoing basis
Bi-monthly update reports	By the 10 th day of every 3 rd month for the previous bi-month

Day Zero shall be 3 days after the award of contract. The timeline and definition of Deliverables can vary as per the action plan.

4.2 Support from the Department

The Department will support the Consulting Firm in its efforts for project development and implementation under respective schemes.

Specific support shall be as follows:

- i. Office space, for all the personnel deployed for consulting by the consulting firm, shall be provided by the Department as per satisfaction of Director General Tourism.

5. Criteria and Procedure of Evaluation

5.1 Test of Responsiveness

5.1.1 The Department shall open the Proposals at as per the date & time mentioned in this RFP, and in the presence of the Bidders who choose to attend.

5.1.2 Prior to evaluation of Proposals, the Department will determine whether each Proposal is responsive to the requirements of the RFP. A Proposal shall be considered responsive only if:

Sl. No.	Item	Required Response
1.	It is received in the form specified at Appendix-I (Technical Proposal);	Yes
2.	It is received by the Proposal Submission Due Date including any extension thereof	Yes
3.	It is accompanied by the proof of online payment for the RFP document fee as specified in this RFP	Yes
4.	It is accompanied by the proof of online payment for the EMD as specified in this RFP. It is also accompanied by tender processing fees + GST as applicable by the Govt.	Yes
5.	It contains all the information (complete in all respects) as requested in the RFP;	Yes
6.	It is accompanied by the copy of PAN card and GST Registration Certificate	Yes
7.	It does not contain any condition or qualification;	Yes
8.	Bidder meets the minimum condition of eligibility as per this RFP	Yes

5.1.3 The Department reserves the right to summarily reject any Proposal which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by the Department in respect of such Proposals.

5.1.4 The Department would subsequently examine and evaluate Proposals in

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accordance with the Selection Process & Criteria mentioned in this section of the RFP.

- 5.1.5 Bidders are advised that Selection will be entirely at the discretion of the Department. Bidders will be deemed to have understood and agreed that no explanation or justification on any aspect of the Selection Process or Selection will be given.
- 5.1.6 Any information contained in the Proposal shall not in any way be construed as binding on the Department, its agents, successors or assigns, but shall be binding against the Bidder if the work is subsequently awarded to it.
- 5.1.7 After the technical evaluation, the Department would prepare a list of Bidders and their technical score. The Department will not entertain any query or clarification from Bidders who fail to qualify at any stage of Selection Process. The evaluation and final ranking of the Proposals would be carried out as per terms mentioned in this RFP.
- 5.1.8 Top 3 ranked bidders on the basis of technical evaluation, will qualify for financial bid stage.

5.2 Evaluation criteria for Technical Proposal

Evaluation of the qualified bidders shall be done by the Department based on the following Evaluation Criteria: -

- 5.2.1 **Step-1: Eligibility** - Evaluation of documentation on past experience & technical strength on 'Pass/ Fail' Basis.
 - 5.2.1.1 The Bidders failing to meet the criteria for eligibility will be declared ineligible for further process for the purpose of next step for pre-qualification.
 - 5.2.1.2 The evaluation of eligibility would be on PASS-FAIL basis and only those bidders who are technically eligible would be considered for further evaluation.
 - 5.2.1.3 Joint Venture/ Consortium are not allowed.
 - 5.2.1.4 The evaluation criteria for eligibility is tabulated in the following Table and the response of the bidders should be 'Yes' to all parameters, failing which, they will be disqualified at this stage itself.

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Sl.	Criteria	Minimum Qualification Criteria	Pass / Fail
(a)	Legal Status	<p>The Bidder should be a Company/ Partnership Firm/ LLP registered in India with a track record of providing consulting/ advisory services for at least 10 years as on January 01, 2026.</p> <p>Supporting Documents:</p> <ul style="list-style-type: none"> i. A company should furnish copy of the certificate of incorporation and memorandum of association as a proof of identity; or ii. A Limited Liability Partnership firm should furnish copy of the registration certificate; or iii. A partnership firm should furnish partnership deed executed between the partners and registration certificate under the registrar of firms. iv. The Company should provide PAN Number of the company and DIN Number of all Directors. For any change of Director, the fresh DIN of New Director(s) is required. 	Pass / Fail
(b)	Experience Criteria	<p>The Bidder should have undertaken minimum:</p> <ul style="list-style-type: none"> i. 03 assignments of working as a Consultant for Tourism Sector for any Central/State Department in the last 5 years as on proposal submission due date. <p>Supporting Documents: Copy of Signed agreements/ Completion certificate/ Letter of Award should be submitted for all the above.</p>	Pass / Fail
(c)	Financial Criteria	<p>The Firm should have a Minimum Average Annual Turnover of INR 25Crores during the last 03 financial years ending 2022-23, 2023-24, 2024-25 (Supported by duly audited balance sheet) from consulting services.</p> <p>Supporting Documents: • Chartered Accountant Certificate (Original) along with Copies of the Certified / Approved Annual Financial Statements of the Bidding Entity for the preceding three (03) financial years are to be furnished.</p>	Pass / Fail

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Sl.	Criteria	Minimum Qualification Criteria	Pass / Fail
(d)	Debarment	<p>The Firm should not have been blacklisted/ debarred by any Government body from providing consultancy services as on bid due date</p> <p>Supporting Documents: Self declaration as per the Form provided at Appendix – I</p>	Pass / Fail

5.2.1.5 The bidders qualifying this stage would be eligible for step 2 evaluation by the **‘Evaluation Committee’**.

5.2.2 Step-2: Technical evaluation – Evaluation of proposal on past experience, technical strength and Approach &Methodology

5.2.2.1 The “Evaluation Committee” constituted by the Department will carry out the technical evaluation of Proposals on the basis of the following evaluation criteria and points system. Each evaluated Proposal will be given technical score as detailed below. The maximum points/ marks to be given under each of the evaluation criteria are:

Criteria		Scale	Maximum Marks	Supporting documents
1	Bidder Credentials & Experience		100	
A.	Minimum Average Annual Turnover from consulting/advisory services during the last 03 financial years ending 2024-25.	<ul style="list-style-type: none"> • More than INR 10crores – INR 25crores : 2 marks • More than INR 25crores – INR 50crores :4 marks • More than INR 50Crores– 75Crores: 6 Marks • More than INR 75Crores –INR 100 Crores: 8 Marks • Above INR 100 crores- 10 marks 	10	<ul style="list-style-type: none"> • Turnover Certificate duly certified by a Statutory Auditor • Audited financial statements for last 3 FY (FY 2022-23, 2023-24 and 2024-25)

**APPOINTMENT OF CONSULTING FIRM FOR PROVIDING CONSULTANCY SERVICES
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Criteria		Scale	Maximum Marks	Supporting documents
B.	Relevant experience of providing advisory services for atleast 3 State/Central Government agencies/departments in India in the last 5 years, with minimum consulting fee realization of INR 1 crore for each of the projects	<ul style="list-style-type: none"> 3projects - 3 Marks 4 – 10 projects - 6 marks More than 10 Projects – 10 Marks 	10	<ul style="list-style-type: none"> Copy of work order Copy of Agreement CA certificate regarding the realization of fee
C.	<p>Experience of providing consultancy services to State Departments in leveraging Grants from various schemes of Govt. of India for Infrastructure Development</p> <p><i>Only those projects will be considered wherein 'Final Approval' has been accorded by Government of India</i></p>	<ul style="list-style-type: none"> 1 Mark per project sanctioned maximum of 10 Marks Additional 10 Marks if a minimum of INR 100 Crores Grant has been released to assisted projects 	20	<p>Following 3 documents shall be provided for each qualifying project:</p> <ul style="list-style-type: none"> Work Order in the name of the bidder specifying scope to include leveraging of grant under Government of India schemes Project sanction and approval orders from Government of India Grant Release sanction order (stating value of grant released)from Government of India
D.	<p>Experience of providing procurement management support services to Central/State Governments covering selection of Contractors (PPP/EPC), Operation and Maintenance and Service Providers etc.</p> <p>The services should have included <i>preparing/assisting in procurement plan</i></p>	<p>Contract Value of a single consultancy assignment</p> <ul style="list-style-type: none"> INR 1Crores – 2 crore(2 marks) INR 2Crores to 3Crores (4 marks) INR 3 Crores to 4 Crores 	10	<ul style="list-style-type: none"> Copy of Work Order Copy of Agreement

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Criteria		Scale	Maximum Marks	Supporting documents
	<p><i>development, procurement policy, identification and suggestions on appropriate procurement methods for different procurement types, standard operating procedures, assistance in mapping, suggesting and implementing good procurement practices and assistance in bid process management and contract administration through an in-house developed online dashboard</i></p>	<ul style="list-style-type: none"> • (6 marks) • INR 4 Crores to 5 Crores (8 marks) • More than INR 5 Crores (10 marks) • <i>The above fee should be from Procurement Support services (Client certificate confirming fee for procurement support services would be necessary if the procurement tasks are part of a larger project management engagement)</i> 		
E.	Experience of providing consultancy services in Tourism Sector for Central/State Govt. Organization	3 Marks per project maximum of 20 Marks.	20	<ul style="list-style-type: none"> • Copy of work order • Copy of Agreement
2	Approach and Methodology/Technical Presentation	30		-
TOTAL Technical Score (S_T)		100		

5.2.2.2 The total marks awarded to the Qualified Bidder as per Clause 5.2.2 of the RFP shall be the Technical Score (S_T) of the Bidder.

5.2.3 Top 3 bidders having the best Technical score ranking would qualify for the next stage of financial bid opening.

5.2.4 The decision of the Department as regards to acceptance/ rejection of eligibility for parties who apply will be final and binding.

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5.2.5 Notwithstanding the above the Department reserves the right to accept or reject any or all bids or to annul the bidding process

5.3 Step 3: Evaluation of Financial Proposals

5.3.1 In the 3rd stage, the financial evaluation will be carried out as per this Clause 4.4. Each Financial Proposal will be assigned a financial score (S_F)

5.3.2 The Department will determine whether the Financial Proposals are complete, unqualified and unconditional. The cost indicated in the Financial Proposal shall be deemed as final and reflecting the total cost of services. Omissions, if any, in costing any item taxes etc. shall not entitle the Agency/Consultant to be compensated and the liability to fulfill its obligations as per the TOR within the total quoted price shall be that of the Consultant. The lowest Financial Proposal (F_{min}) will be given a financial score (S_{min}) of 100 points. The financial scores of other proposals will be computed as follows:

$$S_F = 100 \times F_{min}/F \quad (F = \text{amount of Financial Proposal})$$

5.4 Combined and Final Evaluation

5.4.1 Proposals will finally be ranked according to their combined technical (S_T) and financial (S_F) scores as follows:

$$S = S_T \times T_w + S_F \times F_w$$

Where, T_w and F_w are weights assigned to Technical Proposal and Financial Proposal, which shall be 0.7 and 0.3 respectively

5.5 Award of Contract

4.5.1 The Selected Applicant shall be the Applicant having the highest combined score. The second highest Applicant shall be kept in reserve and may invite in its discretion for negotiations in case the first-ranked Applicant withdraws or fails to comply with any of the requirements. Similarly 3rd highest ranked applicant will be in reserve incase both first or second ranked applicant fails to comply with requirement or did not sign the agreement.

Appendices

APPENDIX-I

Form 1

LETTER OF PROPOSAL (On Applicant's Letter Head)

To,

[Location, Date]

Director General
Tourism Department,
Govt. of Haryana, Chandigarh

**Subject: Appointment of Consulting Firm for providing consultancy services to the
Department of Tourism, Government of Haryana.**

Sir,

- 1) With reference to your RFP document dated _____, I/we, having examined the Bidding Documents and understood their contents, hereby submit my/our proposal for the aforesaid Project. The proposal is unconditional and unqualified.
- 2) All information provided in the proposal and in the Appendices is true and correct.
- 3) This statement is made for the purpose of qualifying as a bidder for undertaking the Project.
- 4) I/ We will make available to the Department any additional information it may find necessary or require to supplement or authenticate the Bid.
- 5) I/ We acknowledge the right of the Department to reject our proposal without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
- 6) I/We certify that in the last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty or a judicial pronouncement or arbitration award, nor been expelled from any project or contract nor have had any contract terminated for breach on our part.
- 7) I/We certify that we have not been barred by any other State Government in India (SG) or Government of India (GoI), or any of the agencies of GoI/SG/GoI from participating in its projects.
- 8) I/We certify that I/we are not disqualified under any clause/condition and I/we are eligible for the Consulting Firm RFP.

**APPOINTMENT OF CONSULTING FIRM FOR PROVIDING CONSULTANCY SERVICES
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- 9) I/ We have examined and have no reservations to the Bidding Documents/RFP, including any Addendum/Corrigendum etc issued by the Department.
- 10) I/ We do not have any conflict of interest in accordance the RFP document;
- 11) I/We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in the RFP document, in respect of any tender or request for proposal issued by or any agreement entered into with the Department or any other public sector enterprise or any government, Central or State; and
- 12) I/We hereby certify that we have taken steps to ensure that in conformity with the provisions of the RFP, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
- 13) I/ We understand that you may cancel the Bidding Process at any time and that you are neither bound to accept any proposal that you may receive nor to invite the bidders to Bid for the Project, without incurring any liability to the bidders, in accordance with the RFP document.
- 14) I/ We declare that we are not a Member of any other firm submitting a proposal for the Project.
- 15) I/ We certify that we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory department which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.
- 16) I/ We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our Associates.
- 17) I/ We undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of the guidelines referred to above, we shall intimate the Department of the same immediately.
- 18) I/We hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Department in connection with the selection of the bidder, or in connection with the Bidding Process itself, in respect of the above-mentioned Project and the terms and

**APPOINTMENT OF CONSULTING FIRM FOR PROVIDING CONSULTANCY SERVICES
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implementation thereof.

- 19) In the event of my/ our being declared as the successful bidder, I/We agree to enter into a Service Agreement in accordance with the draft that has been provided to us prior to the proposal submission due date . We agree not to seek any changes in the aforesaid draft and agree to abide by the same.
- 20) I/We have studied all the Bidding Documents carefully and also understood the scope of the project. We understand that except to the extent as expressly set forth in the Service Agreement, we shall have no claim, right or title arising out of any documents or information provided to us by the Department or in respect of any matter arising out of or concerning or relating to the Bidding Process including the award of assignment.
- 21) The Consultancy Fee has been quoted by me/us after taking into consideration all the terms and conditions stated in the RFP and draft Agreement.
- 22) I/We offer and attach as specified Non-refundable processing fee as applicable+ (GST as applicable) throughonline payment.
- 23) I/We agree to keep this offer valid for 180 (one hundred and eighty) days from the proposal submission due date specified in theRFP.
- 24) I/We agree and undertake to abide by all the terms and conditions of the RFP document. In witness thereof, I/we submit this proposal under and in accordance with the terms of the RFP document.

Yours faithfully,

Date: (Signature of the Authorized signatory)

Place: (Name and designation of the of the Authorized signatory)

Name and seal of Bidder

**APPOINTMENT OF CONSULTING FIRM FOR PROVIDING CONSULTANCY SERVICES
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APPENDIX-I

Form 2
Particulars of Bidder

- (a) Name of Bidder
- (b) Address of the office(s)
- (c) Date of incorporation and/or commencement of business
(Please attach certified copy of registration affirm)

Details of individual(s) who will serve as the point of contact/ communication for the Department with the Bidder -

- (a) Name
- (b) Designation
- (c) Company/Firm
- (d) Address along with Pin code
- (e) Telephone number
- (f) E-mail address
- (g) Fax number
- (h) Mobile number

**APPOINTMENT OF CONSULTING FIRM FOR PROVIDING CONSULTANCY SERVICES
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APPENDIX-I

Form-3

Financial Capacity of the Bidder

(Refer Clause4.2.1.4(c))

Particulars	Rupees in Crores		
	2022-23	2023-24	2024-25
Advisory/ Consultancy Turnover / income exclusively from operations			
Average Turnover for 3 year			

Note: The Turn Over should be certified by the Statutory Auditor/ Chartered Accountant.

Turn Over not certified by Statutory Auditor/ Chartered Accountant shall not be considered for evaluation.

**APPOINTMENT OF CONSULTING FIRM FOR PROVIDING CONSULTANCY SERVICES
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APPENDIX-I

Form 4

Description of experience of bidder

(Please provide information only for a project for which your firm was legally contracted by the client as a corporate entity)

(1)	Project Name:	
(2)	Project Location:	
(3)	Project Cost:	
(4)	Name of Client:	
(5)	Start Date (Month/Year):	
(6)	Completion Date: (Month/Year)	
(7)	Name of Associated Firm(s), if any:	
(8)	Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed:	
(9)	Detailed Narrative Description of Project:	
(10)	Detailed Description of Actual Services Provided by the firm:	
(11)	Approx. Value of Services (INR):	

Note: Experience quoted by Bidder should be supported by a certificate from the client without which the submission shall not be considered for evaluation.

Bidder can submit only those numbers of best projects which is required under various RFP provision and also indicate under which clause (Sub clause)/ Head he is submitting experience, otherwise it shall not be considered for evaluation.

APPENDIX-I

Form 5

Description of approach, methodology and work plan for performing the assignment

Project Management and Technical approach with methodology and work plan are key components of the Technical Proposal. The consulting firm is suggested to present its Technical Proposal divided into the following chapters:

- a) Understanding of TOR, Technical Approach and Methodology
- b) Work Plan
- c) Staffing

Understanding of TOR, Technical Approach and Methodology:

The Consulting Firm should explain the understanding of the goals and objectives of the assignment, approach to the services, methodology for carrying out the activities to obtain the expected output and the degree of detail of such output. The Consulting Firm should highlight the problems to be addressed along with their importance and explain the technical approach the Consulting Firm would adopt to address them. The Consulting Firm should also explain the proposed methodologies to adopt and highlight the compatibility of those methodologies with the proposed approach.

Work Plan:

In this chapter the Consulting Firm should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client) and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here.

Organization and Staffing:

In this chapter the consulting firm should propose the structure and composition of the proposed team. The consulting firm should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff.

**APPOINTMENT OF CONSULTING FIRM FOR PROVIDING CONSULTANCY SERVICES
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APPENDIX-I

Form 6

Curriculum Vitae (CV) for proposed professional staff

1. Proposed Position				
2. Name				
3. Date of Birth		4. Citizenship		Indian
5. Education				
6. Membership in Professional Associations				
7. Other Training				
8. Countries of Work Experience -				
9. Language Skills (indicate proficiency by excellent, good or poor)	Languages	Speaking	Reading	Writing
	English			
	Hindi			
10. Employment record (Starting with present position, list in reverse order every employment held. For experience in last 10 years, also give types of activities performed and client references, where appropriate)				
Period	To	Employer and Position held	Summary of activities performed relevant to assignment	
11. Detailed Tasks Assigned				
12. Works undertaken that best illustrates capability to handle the tasks assigned				
Project Name				
Client				
Year & Location				
Project Features				
Position Held				
Activities Performed				
Project Name				
Client				
Year & Location				
Project Features				
Position Held				
Activities Performed				
13. Expert's Contact Information – e-mail – ----- Phone - -----				
14. Certification:				
I, the undersigned, certify to the best of my knowledge and belief that this CV correctly describes my qualifications and my experience. I understand that any willful misstatement described herein may lead to disqualification or dismissal, and/or any other disciplinary/penal action being taken by the Authority.				
(Signature of the Staff Member with date)				
(Signature, date and Name of Authorized Signatory)				

**APPOINTMENT OF CONSULTING FIRM FOR PROVIDING CONSULTANCY SERVICES
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APPENDIX-I

**Form 7
Self Declaration
(Should not have been black listed)**

(On the letterhead of the Bidder)

I / We agree that all decisions of the Department in relation to RFP for "**APPOINTMENT OF CONSULTING FIRM/CONSULTANT FOR PROVIDING CONSULTANCY SERVICES TO DEPARTMENT OF TOURISM, GOVT. OF HARYANA**", including all addendum/corrigendum will be final and binding to me / us. I / We confirm that we have not been blacklisted/terminated/debarred by Central or State Governments & PSUs in the last 5 years.

Name of the Bidder

.....

Signature of the Authorised Person

.....

Name of the Authorized Person

APPOINTMENT OF CONSULTING FIRM FOR PROVIDING CONSULTANCY SERVICES
TO DEPARTMENT OF TOURISM, GOVT. OF HARYANA

APPENDIX-I

Form 8

Format for Power of Attorney for signing of proposal

(On a Stamp Paper of relevant value)

Power of Attorney

Know all men by thesepresents, We, *(name of the firm and address of the registered office)* do hereby irrevocably constitute, nominate, appoint and authorize Mr./ Ms(*Name*)_____, son/ daughter/ wife of _____ and presently residing at _____, who is [presently employed with us/ and holding the position of _____, as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our proposal for selection of Consultant for < Name of the Project>, by the Department including but not limited to signing and submission of all applications, Proposal and other documents and writings, participate in bidders' and other conferences and providing information / responses to the Department, representing us in all matters before the Department, signing and execution of all contracts including the Service Agreement and undertakings consequent to acceptance of our Bid, and generally dealing with the Department in all matters in connection with or relating to or arising out of our proposal for the said Project and/or upon award thereof to us and/or till the entering into of the Service Agreement with the Department.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done byus.

IN WITNESSWHEREOFWE,_____, THE ABOVENAMED
PRINCIPAL HAS EXECUTED THIS POWER OF ATTORNEYONTHIS DAY OF ,20**.

For _____

(Signature)

(Name, Title and Address)

**APPOINTMENT OF CONSULTING FIRM FOR PROVIDING CONSULTANCY SERVICES
TO DEPARTMENT OF TOURISM, GOVT. OF HARYANA**

APPENDIX-I

Form 9

Format for Affidavit

(On Stamp paper of relevant value)

Date:

To:

Ref: APPOINTMENT OF CONSULTING FIRM/CONSULTANTFOR PROVIDING CONSULTANCY SERVICES TO DEPARTMENT OF TOURISM, GOVT. OF HARYANA

Dear Sir,

I/We _____ hereby declare that statements, project documents, credentials, documentary evidences, financial statements and other tender documents in the proposal are true, authentic to the best of my/our knowledge. I/we have not incorporated any information not undertaken by us, in the proposal. I/We, for the purpose of the said tender, have not forged, misrepresented & misled any information that has not been undertaken by us. For the purpose of the evaluation, the Department of Tourism, Government of Haryana, has the right to verify the authenticity of the proposal submitted by us.

I/We fully understand that in case of furnishing any false documents or statements, forging, misrepresentation & producing misleading information in the proposal, and failure to abide by the terms and conditions of the tender, I/we are liable to any actions that may be taken against us by the Department of Tourism, Government of Haryana.

I/We also hereby solemnly affirm and declare that I/we are not disqualified as per this RFP and its Addendum/Corrigendum etc. Apart from not falling in other disqualification I/we also affirm that following 5 disqualifications are not attracted.

- a) Not dismissed or removed from Govt. Service.
- b) Not convicted of an offence connected with any proceeding under the Income tax, wealth tax or Gift tax acts.
- c) No Penalty has been imposed on him under the sections of above Acts.
- d) Not convicted of any offence and sentenced to a term of imprisonment.
- e) Not found guilty of misconduct in his professional capacity.

All above mentioned point are true, authentic to the best of my/our knowledge

Yours faithfully,
Name of the Bidder

.....
Signature of the Authorised Person

.....
Name of the Authorized Person

**APPOINTMENT OF CONSULTING FIRM FOR PROVIDING CONSULTANCY SERVICES
TO DEPARTMENT OF TOURISM, GOVT. OF HARYANA**

**APPENDIX-II
FORM 1
FINANCIAL PROPOSAL**

(To be uploaded online as per format provided on e-tender website)

Tendering Inviting Authority: Department of Tourism, Haryana

Name of Work: Appointment of Consulting Firm/Consultants for Providing Consultancy Services to Department of Tourism

Contact No.

Name of the Bidder/Bidding Firm/Company:

**Total Amount including all taxes, duties, charges etc. :
(in figure)**

**Total Amount including all taxes, duties, charges etc. :
(in word)**

Yours faithfully,
Name of the Bidder

.....
Signature of the Authorised Person

.....
Name of the Authorized Person