



SERVICES EXPORT PROMOTION COUNCIL

(Set up by Ministry of Commerce and Industry, Government of India)

www.servicesepec.org

10th January '2024

REQUEST FOR PROPOSAL (RFP)

For Providing

TRAVEL & HOTEL RESERVATION SERVICES

In

1st Edition of "ATITHI" Reverse Buyer-Seller Meet

**22-24 February '2024
India Expo Centre and Mart,
Greater Noida, NCR**

RFP REFERENCE NO. SEPC/RFP/ATITHI /2023-24/01

PLEASE SEND PROPOSAL IN "SEALED ENVELOPE"

TO

**SERVICE EXPORT PROMOTION COUNCIL (SEPC)
DPT-417, 4th Floor, Prime Towers, Plot No. 79 & 80,
Pocket F, Okhla Industrial Area Phase I,
New Delhi - 110 020 Ph: +91-011-49429764**

**Last date of submission of Bid
17TH January '2024 (17:00 hr)**

**Presentation on tender by the selected bidder(s) at SEPC office
(Final date will be informed shortly)**

1st Edition of "ATITHI" Reverse Buyer-Seller Meet

"ATITHI" Reverse Buyer-Seller Meet is Global Meeting place for Indian Travel Companies and Global Buyers.

Atithi has the following highlights:

- a. Interact with 1200+ Exhibitors from India
- b. Spread across 30000sq. m of area.
- c. Participate in world class Knowledge forums.
- d. Develop new & existing relations with business partners and suppliers.
- e. Network with key decision makers all under one roof

Key Information

Show Build up: 21st -24th February '2024
Exhibition: 22-24 February '2024
Show Breakdown: By 8.A.M on 25th February'2024
Venue: India Expo Centre and Mart, Greater Noida, India
Halls: Exhibition

Bid Validity

After awarding the contract, the awardee will not be allowed to make any change/modification, at any stage, in financials and technical components/specifications without the approval of SEPC.

Instructions for all Bidders

SEPC is seeking proposals from experienced and well qualified bidders with proven performance in executing highest quality projects and superior workmanship.

Previous performance in delivering quality projects at India Expo Centre and Mart, Greater Noida, India will be an asset and the bidders are expected to be well aware of the working conditions at the Exhibition Centre.

Note:

1. SEPC reserves all the rights to withdraw the RFP and make any changes or may vary any part thereof or foreclosure for the same at any stage.
2. SEPC reserves all the rights to cancel the bid without given any reason.
3. SEPC is not liable to make any correspondence/intimation/reason for cancellation of bid.
4. The bidding/proposals will not be accepted after last date for submission of the bid.

Quality First

Quality of the workmanship and delivery as per agreed timelines is essence to this project. SEPC is not bound to accept the lowest price offer and may review the below parameters before award of contract:

- Technical experience
- Resources available
- Quality Outcome
- Project management Skills

- Logistical Supervising and arrangements
- Practicality of proposed Services Execution
- Large Scale Organized Business Gathering Experience

Force Majeure

If the event cannot take place due to force majeure, each of the parties to the contract shall bear his/her own expenses as incurred at that time.

Force majeure shall include the following events, circumstances or causes: act of God, fire, war, pandemics, natural disasters, riots, acts of terrorism, government action, order or regulation, legal enactment, industrial action, trade dispute, any decisions or actions concerning the Venue taken by the Venue Owner or other event, circumstance or cause that renders the organization of the Exhibition significantly more difficult and/or impossible. The above examples of force majeure are not an exhaustive list, but examples only.

Working & related Healthcare conditions

All bidders are expected to strictly adhere to Standard Operating Conditions for holding b2b exhibitions as issued by Department of Commerce, Government of India as per <https://commerce.gov.in/whats-new/> and also follow any additional guidelines issued by Department of Commerce, ITPO, DDMA, MHA etc. from time to time.

All bidders are required to ensure that:

- All their workmen are fully vaccinated, and copies of vaccination certificates should be available with their supervisor. SEPC may check the certificates any time on site without prior notice.
- Daily Health checks are a part of their work preparation schedule.
- No unwell worker should be working on site.
- Proper documentation is kept onsite for all workers.
- There is no child labour.
- There is no consumption of Alcohol, smoking, and Gutka / Tobacco chewing at any time.
- Minimum wage payment rules in vogue are followed for both their full time / temporary labour.
- SEPC will not be liable for any costs incurred due to any illness / death due to COVID19 contracted or claimed to be contracted during Atithi. All bidders are required to Insure all their employees for health / death / accident.
- All team members should carry Photo Identity cards for display to Security officials.

Event Cancellation / Rescheduling

In case Atithi '2024 is cancelled / rescheduled, SEPC will not be liable for costs incurred by bidder from the date of award till the notice of event cancellation / rescheduling. If the bidder has incurred any costs due to printing of material (paper / flex) which cannot be used, the net cost incurred in the printing of the material will be reimbursed by SEPC as per actual cost incurred.

Insurance Coverage, Workmen liability & Compliance to Labour Laws

Service delivery as per agreement is essential for this bid. All bidders are required to carry Insurance cover to cover any claims due to faulty workmanship or delivery of services. The Insurance liability should include full reinstatement cost including the cost of demolition and professional fees and profit. The insurance period should cover the show dates, show buildup, and show demolition.

All bidders are expected to carry adequate health / accident / death insurance for all their workmen and managers on site and will be solely responsible for all claims, if any, arising out of any health-related incident, accident, mishap during the buildup / breakdown / during exhibition activities.

All bidders are expected to carry adequate 3rd party liability insurance and will be solely responsible for any claims arising from India Expo Centre & Mart, exhibitors, visitors, workmen etc. during the buildup / breakdown / during exhibition activities.

All bidders are expected to comply to all labour laws (EPF, ESIC etc.) as applicable to them.

All bidders will indemnify SEPC, their staff, Fair Architect and Show Management from any claims arising from India Expo Centre & Mart, exhibitors, visitors, workmen etc. during the build-up / breakdown / during exhibition activities.

Quantity modifications / variation

Bidder agrees that quantity as indicated in the contract is indicative only and may change at a short notice. Only approved rates will be paid for final quantity used for **Atithi**. If the quantity is increased, no rate increase request will be entertained at any time.

Dispute Resolution, Governing Law & Jurisdiction: -

All disputes, if any, shall be settled amicably based on the mutual discussion with Director General, SEPC. Further, in case, any issue which cannot be settled based on the mutual discussion, then the Courts of Delhi will have the exclusive jurisdiction for the same.

TRAVEL & HOTEL RESERVATION SERVICES Terms & Conditions

SEPC may award the entire project to more than one bidder and give different halls to different contractors.

All quantities are estimated only, and payments will be made as per actual usage of services.

All bidders should ensure that:

1. Upon receipt of work order, all hotel bookings are made on a confirmed basis.

2. They have enough managers on site for completing the project work as per agreed timelines.
3. They give complete project execution plan 30 days prior to show build up and have adequate experienced supervisors all to manage the show.
5. They do not take an alternate project at the same time.

Payment Terms

Payment terms will be as follows: -

20%	At the time of award of contract.
30%	By 31 th January '2024.
50%	Within 30 days after completion of event

SUBMISSION OF TECHNICAL & FINANCIAL BIDS

The bidder will be required to submit the technical bid and the financial bid in two separate and sealed envelopes, technical proposal shall be marked "Technical Proposal". Financial Proposal shall be marked "Financial Proposal".

Both the proposals should be put up in a bigger envelope and marked as "Request for Proposal for providing **TRAVEL & HOTEL RESERVATION SERVICES for 1st Edition of "ATITHI" Reverse Buyer-Seller Meet**

(In bold letter) and submit on or before the last date and time as mentioned above at the following address: -

To,
Service Export Promotion Council
 DPT-417, 4th Floor, Prime Towers,
 Plot No. 79 & 80, Pocket F,
 Okhla Industrial Area Phase I, New Delhi - 110 020
 Ph: +91 11 – 49429764

Technical Proposal & Presentation	70 points
Previous Performance: 30	
Presentation: 20	
Capability to handle Atithi: 20	
Price Proposal	30 points

PART I

Technical Submission Guidelines

All bidders are requested to provide the below information as per checklist

Sr.	Technical Submission	Checklist (Yes / No)
a.	Submit a Declaration on letterhead that they have read all the terms & conditions of this RFP and it is acceptable to them.	
b.	Submit their company profile along with list of previous executed projects in the last 5 years.	
c.	Provide Annual Turnover information for last 5 years 2021-2022 2020-2021 2019-2020 2018-2019 2017-2018	
d.	Organogram of their key personnel in-charge of Atithi '2024 project	
e.	Self-attested GST / PAN card copies	
f.	Self-attested ESIC / EPF Registration if applicable	
g.	Self-attested Audited Financial Statements for the last 3 years 2021-2022 2020-2021 2019-2020	

Date
Name
Designation
Company

Please sign & stamp

PART II

Financial Submission Guidelines

SEPC requires the services for the following:

- a. **Booking of International air tickets for visiting hosted buyers.**
Please quote your service charges per ticket.
- b. **Booking of 5/4-star Hotels Rooms for visiting hosted buyers- Minimum -150 rooms**

Arrival	21 st February '2024
Departure	24 /25 February 2024
Room Nights	3 / 4 as per visitor itinerary

Please quote your rates for the following:

Hotel Name

Rooms

Rate on CP basis (Bed & Breakfast) - Single / Double

Rates on MAP basis (Bed / Breakfast / Dinner) - Single / Double

Cost per person for airport pickup (Shared)

Cost per person for airport drop (Shared)

- c. **Transfers to INDIA EXPO CENTRE & MART (IEML)**
Please quote your rates for the following
AC Bus Cost (40–50-seater) for daily Hotel – India Expo Centre & Mart (IEML)
Swift Desire / Etios for 10 hrs / 100km basis
Toyota Innova for 10 hrs / 100km basis
- d. **Team Support Charges**
Please quote on per person per day basis
- e. **Foreign Exchange Services**
Please quote service charge % for Foreign Currency reimbursement

Date

Name

Designation

Company

Please sign & stamp