



**GOVERNMENT OF ASSAM
OFFICE OF THE DIRECTOR OF TOURISM
STATION ROAD, PANBAZAR, GUWAHATI-1**

Ph.-03612547102

email: directorate-tourism@assam.gov.in

Dated Guwahati, the 10th August 2023

From : Shri Ranuj Kumar Borkotoky, ACS
Director of Tourism, Assam,
Station Road, Guwahati-1.

To : The Director
Information and Public Relations, Assam
Dispur, Guwahati -6.

Sub. : Request to publish the Advertisement in the leading local dailies.

Sir,

With reference to the subject cited above, I have the honour to enclose herewith the soft and hard copies of the advertisement of Assam Tourism, to be published on 11th August 2023 in the leading local dailies.

This is for favour of your kind perusal and necessary action.

Yours faithfully,

Director of Tourism, Assam
Station Road, Guwahati -1



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REQUEST FOR PROPOSAL (RFP)

Request for Proposals (RFP) are invited from the reputed Government Registered Training Institutes / Organization / Firms for imparting training in the following category:

Tourist Guide Training Programme from the District of Charaideo & Sivasagar

No of Trainees: 20 (Twenty)

Duration of Training: 15 Days

Place of Training: Conference Hall , Tourist Bungalows, Sivasagar

The undersigned reserved the right to accept or reject any quotation without assigning any reason thereof. The last date of submission of quotation is 22nd August, 2023 up to 12:00 Noon and will be opened on the same day at 3 PM in the office of the undersigned in presence of the willing bidders or their authorized representatives.

Details for the Training Programme can be obtained from the office of the undersigned, from 12th August 2023 onwards or may be downloaded from the official website of Assam Tourism i.e.

<https://directortourism.assam.gov.in>

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1. Indicative scope of work

1.1. It is proposed that the training should empower individuals to emerge as a Professional Tourist Guide who will be capable of providing world class service to the Tourists visiting Assam. The training programme should be designed so as to make the service providers assimilate the inputs and use them in their day-to-day activities. The basic aim is to make the service providers understand that they are there to serve the tourist / clients and provide “Customer Satisfaction” to the users thereby creating goodwill for the State of Assam. The training program should also include modules on commercial / financial aspect of being a Tourist Guide and Personality Development.

1.2. List of Modules to be included in the Training Program:

- 1.2.1. Introduction : Tourism & Hospitality
- 1.2.2. History and Geography of the State of Assam
- 1.2.3. Culture
- 1.2.4. Different Tourism Products of Sivasagar (Other than Heritage Site)
- 1.2.5. Communication Skills & Etiquette
- 1.2.6. Personality Development
- 1.2.7. Behavioural Skills / Attitudes
- 1.2.8. Basic Foreign Language (French & German)
- 1.2.9. Business Development & Preparing Itineraries
- 1.2.10. Technical Sessions / Field Study
- 1.2.11. First Aid / Emergency

1.3. Cost of the project : Rs.5.00 lakhs (Rupees Five lakhs)

2. Arrangements :

- 2.1. Arrangement of Venue with all the basic facilities for conducting the Training programme.
- 2.2. Food & Refreshment for the Faculties as well as the Trainees during the programme including Hi-Tea.
- 2.3. Arrangement of Uniforms, Completion Certificates & Tourism Kits for the trainees.

3. Primary Terms and Conditions

- 3.1. The Agency or Organization while submitting the RFP, should furnish the following information to the undersigned on or before 22nd August 2023.
 - 3.1.1. Name and Address of the Organization
 - 3.1.2. Organization Profile
 - 3.1.3. PAN Card
 - 3.1.4. GST Registration Certificate
 - 3.1.5. Trade License
 - 3.1.6. Copy of IT returns for the last three years.
 - 3.1.7. Contact Person Details: Telephone / Mobile No & Email address
 - 3.1.8. Concept Note / Summary on “Soft Skill” development projects covering the above-mentioned areas .
 - 3.1.9. Proposed methodology of training.
 - 3.1.10. Details of faculties proposed to be engaged for training with qualification
 - 3.1.11. Details of Experience of training on Soft Skills, Tourist Guides Training in similar nature of works.(Documents to be furnished)
 - 3.1.12. Experience pertaining to imparting of Tourist Guide Training will be given preference.
 - 3.1.13. The evaluation for selection of the firm based on specific experience of the tenderer, competence of the key personnel, adequacy of the proposed approach and methodology and understanding the requirements of tourism.
 - 3.1.14. Earnest money in the form of demand draft from any Nationalized Bank in favour of Director of Tourism, Assam Station Road, Guwahati-1 for an amount of Rs.10,000/- to be submitted along with the bidding documents.
 - 3.1.15. Payment will be made on receipt of fund from the Government.
 - 3.1.16. No Extra Charge for late payment will be entertained.
 - 3.1.17. The undersigned is not bound to accept the proposal submitted by the bidders and reserves the right to reject any or all offers without assigning any reasons thereof.

The selected Agency will maintain a Register (both hard and soft) indicating the names of each trainee, his / her age, qualification, residential address / contact number. Bills in triplicate to be submitted after completion of the Training Programme in original to the Director of Tourism, Assam, Panbazar, Station Road, Guwahati – 781001 duly certified by the Concerned District Official.

4. Opening and Evaluation of Proposals

- 4.1. This Directorate shall open the proposals at 3PM, on the day following the Proposal Due Date, or any other date specified subsequently, at the address specified in the RFP. Director of Tourism will subsequently examine and evaluate the Proposals.
- 4.2. If at any time during the evaluation process Director of Tourism requires any clarification, it reserves the right to seek such information from any or all of the Bidders and the Bidders will be obliged to provide the same with supporting documents in the specified time frame.
- 4.3. The selection process shall be based on the evaluation criteria provided in the table below:

SN	Parameters	Total Marks- 50
I.	Experience of conducting Training under Tourism Sector	10
II:	Financial Qualifications	10
	Average annual turnover from skill development over past 3years Up to Rs.50.00 lakhs .: 5 marks Above Rs.50.00 lakhs : 10 marks	
IV	Additional Qualifications	10
V	Bidder's conceptual clarity; Suitability in context of the Tourism skill development Projects; Faculty experience; Approach towards Mobilization, Skill Training & Delivery and Placements	
VI. Technical Presentation before the Selection Committee		
	Technical Presentation	20

5. The Agency scoring highest mark on evaluation will be selected for the work.

6. The Proposal should be addressed to :

The Director of Tourism, Government of Assam ,

Station Road, Guwahati-781001,

District- Kamrup (Metropolitan), Assam

e-signed

Director of Tourism, Assam

Station Road, Guwahati-1