

**THE DEPARTMENT OF TOURISM,  
GOVERNMENT OF TAMIL NADU**

Expression of Interest (EOI) for Empanelment of Inspection  
Agencies for Registration of Tourism Operators

May 2022

## **DISCLAIMER**

Information contained in this Expression of Interest (EOI) document and/or subsequently provided to Applicants, whether verbally and/or in documentary form by or on behalf of the Department of Tourism, Government of Tamil Nadu is provided to the Applicants on the terms and conditions set out in this EOI document and any other terms and conditions subject to which such information is provided. This document is not an agreement and is not an offer or invitation by The Department of Tourism to any other party. The purpose of this EOI document is to provide interested parties with information to enable formulation of their proposal.

This EOI document does not purport to contain all the information each Applicant may require. The Applicants should conduct their own due diligence, investigations and analysis and should check the accuracy, reliability, and completeness of the information in this EOI document and obtain independent advice from appropriate sources. The Department of Tourism representatives make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the EOI document and concerned with any matter deemed to form part of the EOI document, award of the assignment, the information and any other information supplied by or on behalf of the Department of Tourism or otherwise arising in any way from selection process. The prospective Applicant will be responsible for all obligations to its staff, their payments, complying with the labour laws, minimum wages Act and any other Act relevant for the working of the Applicant's staff.

# 1 INTRODUCTION

## 1.1 Background

1.1.1 The tourism industry is currently witnessing a shift from destination-based tourism to experience-based tourism. Resultantly there is a significant rise in the number of tourism operators in the state offering various niche/novel tourism products.

1.1.2 The Department of Tourism, Government of Tamil Nadu (“Department” or “Authority”) intends to make tourism experiences in the State safe, accessible & sustainable for all stakeholders. In this regard, the Department has framed guidelines for registration of the following categories of tourism operators:

- a) Adventure Tourism Operators
- b) Camping Operators
- c) Bed and Breakfast / Homestay Establishments
- d) Caravan Tour Operators / Caravan Park Operators

1.1.3 The Guidelines for Registration mandate a physical inspection. The Department desires to empanel third-party inspection agencies with requisite resources including adequate qualified and experienced staff and having sufficient experience / expertise for conducting inspection of the Tourism Operators / Establishments for registration under the guidelines.

1.1.4 Through this EOI, interested firms may apply for empanelment as an Inspection Agency with the Department of Tourism.

## 1.2 Release of EOI Document

1.2.1 The EOI document will be made available on the Tamil Nadu Tenders Website ([www.tenders.tn.gov.in](http://www.tenders.tn.gov.in)) and [www.tamilnadutourism.tn.gov.in](http://www.tamilnadutourism.tn.gov.in) from the date of publication of the EOI notification in the News Papers.

1.2.2 The EOI should be accompanied by a Fee to the value of **INR 10,000 (INR 10,000 + 9% CGST + 9% SGST)** in the form of a **Demand Draft** only drawn

on any Indian Nationalized/Scheduled Commercial Bank in favour of  
**“Director of Tourism”, payable at Chennai.** It is a non-refundable payment.

1.2.3 Validity of the proposal

The proposal shall be valid for a period of not less than 120 days from the  
Proposal Due Date (PDD)

1.2.4 Pre-bid conference

The date, time, venue of the pre-bid conference shall be

Date: 16.05.2022

Time: 11.00 hrs

Venue: Department of Tourism, Tamil Nadu Tourism Complex, No.2, Wallajah  
Road, Chennai-2

1.2.5 Last date for receiving EOI applications:

Date: 20.05.2022

Time: 15.00 hrs

1.2.6 Opening of bids

Date: 20.05.2022

Time: 15.30 hrs

1.2.7 Communication

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

The Director, Department of Tourism, Tamil Nadu Tourism Complex,  
No.2, Wallajah Road, Chennai-2

**1.3 Period of Empanelment**

1.3.1 The empanelment is for a period of 2 years from the date of finalization of  
the empanelled firms by The Department of Tourism.

1.3.2 Empanelment is also liable for cancellation if at any stage it is found that  
the documents/information submitted in the Application is false.

1.3.3 The Department shall have the right to terminate the empanelment without  
any compensation if the empanelled Inspection Agency becomes bankrupt  
or otherwise insolvent or in case of dissolution of the firm or winding up of

the company, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued thereafter to the Department.

## **2 INSTRUCTIONS TO APPLICANTS**

2.1 The Applicant shall submit the application in the format specified in Appendix 1 to Appendix 4.

2.2 The Department shall treat the application as complete if all of the following requirements are met:

- a) The applicant submits the application for empanelment in the format and manner specified
- b) The applicant submits all documents required under Appendix 1 to Appendix 4.
- c) The applicant pays a non-refundable application fee of Rupees Ten thousand along with necessary taxes (as per 1.2.2) to the Authority

2.3 The Authority may call for additional information from the applicant and the applicant shall furnish such information within such time as may be stipulated by the Authority.

## **3 SCOPE OF WORK**

### **3.1 Scope of work**

3.1.1 The Authority has put in place an online system of registration for the tourism operators in the state. The process of allotment of inspection to concerned inspection agencies/inspecting officers and submission of inspection reports have also been made online to ensure the speed and accuracy of inspections.

The scope of work of the Inspection Agency is as follows:

- a) Scrutiny of Documents submitted by applicants to identify any discrepancies.
- b) Conducting physical inspection on the date finalized in the online registration portal.

- c) Identification of shortcomings/rectifications required based on the Guidelines issued by the Department.
- d) Submission of a detailed inspection report along with recommendations for the registration
- e) Submission of a rectification report listing any rectifications required to be made by the operator.
- f) Verification of the rectifications incorporated by the operator and conducting a re-inspection in cases where it is required.
- g) Final recommendation on approval/rejection of the registration of the operator.
- h) Periodic inspection of operators based on communication from the Department.

3.1.2 The Inspection Agency shall not utilize or publish or disclose or part with any statistics, data/proceeding or information collected for the purpose of this Inspection, without written consent of the Department. The Agency shall be bound to hand over the entire records of assignment to Department. The Agency shall be responsible for any explanation / description in the matter of this engagement.

#### **4 PERSONS INELIGIBLE FOR EMPANELMENT**

4.1 Any person/Company who has been blacklisted by the Government of India or the Government of any State shall be debarred from empanelment as an inspection agency.

4.2 Any person/Company whose empanelment has been cancelled by the Department, who has been blacklisted by the Government of India or the Government of any State shall be debarred from empanelment as an inspection agency.

## 5 ELIGIBILITY OF APPLICANTS

- 5.1 The authority shall evaluate the Applications only if they are complete as per clause 2.1 & 2.2.
- 5.2 The Applicant shall be a single entity applying for the empanelment process. No consortiums are allowed.
- 5.3 The Applicant should not have a Conflict of Interest that affects the empanelment process. Any Applicant found to have a Conflict of Interest shall be disqualified.
- 5.4 The Applicant must have conducted inspections/certifications/audits for a minimum period of **3 (Three) years**.
- 5.5 The Applicant must have conducted at least **10 (Ten)** inspections/certifications/audits for Eligible Assignments.

**Eligible Assignments:** Projects in Adventure Tourism, Camping, Caravan Tourism, Homestay / Bed and breakfast establishments, Hotels and Restaurants.

- 5.6 The Applicant should have conducted a minimum of **5 (Five)** inspections/certifications/audits in the last financial year.
- 5.7 The Applicant should have a minimum of 2 (Two) Inspecting Officers with relevant qualifications and experience:
  - a) Have relevant educational degree / diploma / certification.
  - b) Have at least five years of experience in one or more of the mentioned fields – Tourism, Hospitality, Adventure Sports
- 5.8 The Applicants may note that merely meeting the minimum eligibility criteria does not entitle them to empanelment. The applicants meeting the minimum eligibility criteria will be further short-listed for Evaluation based on the below criteria:

<b>Sl. No.</b>	<b>Criteria</b>	<b>Max. Score</b>	<b>Min. Score</b>	<b>Scoring System</b>
1	No. of inspections/ audits/ certifications conducted in the past	10	0	11-30 - 5 31-50 – 10 > 50 - 15
2	No. of inspections / audits / certifications conducted in the Financial Year 2021-22	10	0	5-10 – 5 >10 – 10
3	No. of years for which the applicant has been in the business of conducting inspections/audits/ certifications	15	5	3-5years - 5 6-8 years - 10 >8 years - 15
4	Number of inspections/ audits/ certifications in the tourism sector for the applicable categories (Adventure Tourism / Camping / Bed n Breakfast or Homestay / Caravan Tourism)	10	5	10-20 – 5 >20 - 10
5	Industry Experience of Staff in the Eligible Assignments (in years)	15	0	3-5 – 5 6-8 – 10 >8 - 15
6	Number of staff qualified to conduct inspection/audit/certification	15	0	2-4 - 5 5-7 - 10 > 7–15
7	Whether the applicant is Certified/accredited for conducting inspections/ audits	10	0	If Yes – 10 If No– 0

\* Documentary proof includes work completion certificate, final bill payment on completion of the work issued by the client or any such document evidencing the work done to the satisfaction of the Client.

## **6 EMPANELMENT OF INSPECTION AGENCIES**

- 6.1 If the Department decides to empanel an applicant, it shall issue a written or electronic communication to the applicant and ask him to submit the security deposit in accordance with clause 8 within a period of fifteen working days or such time period.
- 6.2 The Department reserves to right to decide the number of agencies for empanelment.

### **6.3 Execution of Agreement**

After acknowledgement of the Letter of Award (LOA) by the Selected Applicant, the Applicant shall execute the Agreement within the period as specified by the Authority in the LoA. The Selected Applicant shall not be entitled to seek any deviation in the Agreement.

### **6.4 Commencement of Assignment**

The Inspection Agency shall commence its duties within seven days of the date of the Agreement, or such other date as may be mutually agreed. If the Agency fails to either sign the Agreement as specified or commence the assignment as specified herein, the Department may invite other Applicants for negotiations. In such an event, the LOA or the Agreement, as the case may be cancelled /terminated.

### **6.5 Proprietary data**

All documents and other information provided by the Department or submitted by an Applicant to the Authority shall remain or become the property of the Department of Tourism. Applicants and the Inspection Agency, as the case may be, are to treat all information as strictly confidential. This Department will not return any Proposal or any information related thereto. All information collected, analysed, processed or in whatever manner provided by the firms to the Department in relation to the empanelment shall be the property of the Department.

## **6.6 Penalty for Delay and Errors**

In case of delay in submission of reports or in case any error or variation is detected in the reports submitted by the Inspection Agency and such error or variation is the result of negligence or lack of due diligence on the part of the Agency, the consequential damages thereof shall be quantified by the Authority in a reasonable manner and recovered from the Agency by way of deemed liquidated damages, subject to a maximum of 10% (ten per cent) of Inspection charges.

## **7 PAYMENT FOR INSPECTION**

7.1 The Department shall pay specified all-inclusive fees for inspection/re-inspection to the Inspection Agency against monthly invoices raised by the Agency as per rates notified by the Department. (30 days or 45 days after submitting the invoice)

7.2 Inspection & Re-inspection Charges: The Applicant must also quote the Inspection and Re-inspection charges (Appendix-4). However, the charges for inspection and re-inspection will be fixed by the Department of Tourism.

## **8 SECURITY DEPOSIT**

8.1 An applicant shall submit and maintain a security deposit of Rupees Two Lakhs to be held by the Authority during the period of empanelment.

8.2 The security deposit shall be in the form of an irrevocable Bank Guarantee issued by Scheduled Commercial Bank.

8.3 The Authority shall release the security deposit (without any interest) if -

- a) An inspection agency surrenders its empanelment, and the Authority is satisfied that the inspection agency has discharged its obligations as per the requirements under this document; or
- b) The period of empanelment of the inspection agency has expired and the Authority is satisfied that the inspection agency has discharged its obligations as per the requirements under this document.

## **9 OBLIGATION OF THE INSPECTION AGENCY**

- 9.1 The Inspection Agency shall start the process of inspection once the application is allotted to the Agency on the online portal.
- 9.2 The Agency shall discharge its obligations as specified in the Scope of Work (Clause 3).
- 9.3 The inspection agency shall not outsource inspection to any other agency, and all inspection reports and communications under these guidelines must be under the name and authority of the inspection agency.
- 9.4 The inspection agency shall ensure that it has a valid non-disclosure agreement with all of its staff at all times, preventing them from disclosing any information gathered during an inspection under these guidelines, except if required to do so by order of a court, tribunal or law enforcement agency.
- 9.5 The Agency shall submit the inspection report and the rectification report within 7 (Seven) days from the date of inspection. The Agency shall submit the re-inspection report within 7 (Seven) days from the date of re-inspection.
- 9.6 All arrangements for travel, logistics, accommodation etc., necessary for conduct of inspection shall be made by the inspection agency and cost there of borne by it.
- 9.7 The inspection agency shall be required to share with the Department any or all records relating to one or more inspections carried out by it as and when required by the Department.
- 9.8 For the inspection of Adventure Tourism Operators, the Inspection Agency shall intimate the sporting association / organisations governing the activity requesting a member to be present during the physical inspection. The list of such Associations or Organisations shall be notified by the Department.

## **10 REJECTION OF APPLICATION**

- 10.1 The Department may reject an application if it finds that the applicant does not fulfil the eligibility requirements under clause 5.
- 10.2 The Department may reject an application if any information submitted by the applicant under clause 2 is found to be false.
- 10.3 The Department may reject an application if the applicant does not furnish the information required by the Department within the time period specified under Clause 2.
- 10.4 The Department may reject an application if it finds the applicant ineligible under clause 4.

## **11 SUSPENSION OF EMPANELMENT**

- 11.1 The Department may suspend the empanelment of an inspection agency if:
  - a) such inspection agency fails to comply with any of the terms and conditions subject to which the empanelment was granted to it; or
  - b) the Department has reasons to believe that the inspection agency has colluded with the operator or his representative for the inspection; or
  - c) The inspection agency ceases to carry on the business of inspection or goes into liquidation.
  - d) The Department may suspend the empanelment of an inspection agency without assigning any reason whatsoever.

11.2 An Inspection Agency shall not undertake any inspection during the period of suspension.

11.3 In the event of suspension, the inspection agency shall continue to discharge its obligations toward the Department.

11.4 The Department may revoke the suspension of an inspection agency if it is satisfied that the inspection agency has fulfilled the requirements and shall communicate such decision to the inspection agency.

11.5 An inspection agency whose suspension has been revoked shall be eligible to inspect the tourism operators.

## **12 REQUEST FOR SURRENDER OF EMPANELMENT BY THE INSPECTION AGENCY**

12.1 If any inspection agency wishes to surrender its empanelment, it may make such request in writing.

12.2 The Department may require the inspection agency to fulfil its obligations with respect to inspections allotted before the date of request of such surrender.

12.3 The Department shall not allot any inspections to the inspection agency once such request is made.

12.4 The Department may accept the surrender of empanelment and release the security deposit of the inspection agency if it is satisfied that the requirements under this clause are met.

## **13 TERMINATION OF EMPANELMENT**

13.1 The Department may terminate the empanelment of an inspection agency for one or more of the following reasons:

- a) The Department has reason to believe that the inspection agency has colluded with the tourism operator for the inspection;
- b) The inspection agency fails to comply with any of the terms and conditions subject to which empanelment was granted to it;
- c) The inspection agency fails to respond to a communication issued;

- d) Empanelment of the inspection agency has been suspended and the inspection agency fails to comply with the necessary requirements;
- e) The Department has reason to believe that the performance of the inspection agency is lacking or not as per standards;

13.2 The Department of Tourism will have the right to terminate the empanelment of any agency without assigning any reason whatsoever, such decision shall be final and binding on the empanelled agencies.

**APPENDIX-1**  
**Application for EOI**

To

Date: \_\_\_\_\_

The Director,  
Department of Tourism,  
Tourism Complex,  
No.2, Wallajah Road, Triplicane,  
Chennai-600 002

**Sub: “Expression of Interest for Empanelment as an Inspection Agency for Registration of Tourism Operators”**

1. With reference to your Eoi Document dated....., I/We, having examined all relevant documents and understood their contents, hereby express our interest in empanelment as an Inspection Agency.
2. I/We certify that all information provided in the Application are true and correct, nothing has been omitted which renders such information misleading; and all documents accompanying such Application are true copies of their respective originals.
3. I/We shall make available to the Authority any additional information it may deem necessary or require for supplementing or authenticating the Application.
4. I/We acknowledge the right of the Authority to reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
5. I/We certify that in the last ten years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Applicant, nor been expelled from any project or contract by any authority nor have had any contract terminated by any authority for breach on our part.
6. I / We understand that empanelment will be subject to verification of all information submitted for qualification at the time of application.

6. I/We understand that you may cancel the Selection Process at any time and that you are neither bound to accept any Application that you may receive nor to select the "Inspection Agency", without incurring any liability to the Applicants.

7. I/We certify that in regard to matters other than security and integrity of the country, we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which would cast a doubt on our ability to fulfil our obligations or which relates to a grave offence that outrages the moral sense of the community.

8. 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 any Government or convicted by a Court of Law for any offence committed by us.

9. I/We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the empanelment of Inspection Agencies or in connection with the Empanelment Process.

12. I/We agree and undertake to abide by all the terms and conditions of the EoI Document. In witness thereof, I/we submit this Application under and in accordance with the terms of the EoI Document.

Yours faithfully,

(Signature of the Authorised Signatory)

Name:

Designation:

Email:

Seal of the Applicant

## APPENDIX-2

### Particulars of the Applicant

S. No.	Particulars	Details
1	Name of the Firm / Company	
4	Legal Status: (Please provide Documentary Proof)	
5	Country of Incorporation	
6	Registered Office Address: Phone number: Mail id	
7	PAN number	
8	GST number	
9	Year of Incorporation (Please Provide copy of "Incorporation Certificate")	
10	Year of Commencement of Business	
11	Principal Place of Business	
12	Name, Qualification, and Experience of the Firm's Director(s) / Promoter (s)	
13	No. of Branches & address of each branch	
14	Income Tax Returns for last 2 years	
15	Authorized Signatory/Contact Personnel: Name: Designation: Address: Phone & Fax Numbers: Mail Id:	

**APPENDIX – 3**  
**Eligibility Criteria**

**a) No. of Inspections**

**Number of Inspections conducted: \_\_\_\_\_**

Enclose details of inspections/ certifications/audits conducted along with documentary proof/certificate from the client

(Statement as per below format to be furnished)

Sl. No.	Name of Client	Type of Inspection	Industry	Whether it is an Eligible Assignment (Yes/No)	Year of Inspection (Financial Year)

**b) Total Years of Experience**

**Total Experience in conducting inspections/audits/certifications: \_\_\_\_\_**

Enclose details of inspections conducted along with documentary proof/certificate from the client (work completion report or final payment order on completion) in the following format (A minimum of 3 inspections/audits/certifications for each of the years)

S. No.	Client	Type of Inspection	Industry	Year of Inspection

**c) Details of Inspecting Officers**

Enclose details of staff qualified to conduct inspections/audits/certifications, along with documentary proof.

S. No.	Name	Designation	Qualification	Years of Experience	Details of Experience	Certifications

**d) Substitution of key Personnel**

Substitution will however, be permitted if the Key Personnel is not available for reason of any incapacity or due to health, subject to equally or better qualified and experienced personnel being provided to the satisfaction of the Authority

**e) Certifications of the Applicant**

Enclose details of certifications that the Applicant holds for conducting inspection/audit/certifications along with documentary proof.

<b>S. No.</b>	<b>Name of Certification</b>	<b>Date of obtaining certification</b>	<b>Validity</b>

## APPENDIX 4

Quote for Inspection / Re-inspection fees (per inspection / re-inspection)

Area	Inspection Fee (INR)	Re-inspection Fee (INR)
Zone 1: Hilly Areas		
Zone 2: Other Areas		