

KERALA INSTITUTE OF TOURISM & TRAVEL STUDIES [KITTS]

Residency, Thycaud, Thiruvananthapuram, 695014

Ph. Nos. + 91 471 2324968, 2329539, 2339178 Fax 2323989

E mail: info@kittsedu.org www.kittsedu.org

NOTICE INVITING EXPRESSION OF INTEREST

Application for Selection of Consultants to Design and Operate Skill Development courses in Hospitality, Travel and Business for Kerala Institute of Travel and Tourism Studies

KITTS is an autonomous institute under the Department of Tourism, Government of Kerala catering to the needs of the global tourism industry. This ISO certified (9001: 2008) institute conducts various courses and training programmes for both students and professionals in the Tourism industry. KITTS invites applications from well established, competent reputed companies/firms for selection of technical consultants to introduce, design and operate skill development courses at their campuses in Trivandrum, Kochi and Thalassery in the areas of Hospitality, Travel and Business with Industry partners from all over India for courses which are not floated in the institute at present.

The main objective of this venture is to draw the expertise of the technical consultants to mould skilled human resource which are demand by the industry. KITTS propose to commence these courses from June 2012 onwards

Among the various courses, the skill development programmes identified to be designed and operated initially by technical consultant along with their industry partners are

1. Diploma in Advertising and Brand Management in Hospitality Industry
2. Diploma in Aviation, Security and Tourism Management
3. Diploma in Retail Management
4. Certificate course in Front Office Management and Customer Handling
5. Certificate course in SPA Management/Therapy

The validity of consultancy service will be for a period of three years.

The Roles and Responsibilities of the Technical Consultant are

- To provide the following services along with the industry partners
 - Provide detailed Curriculum and Syllabus for the above courses
 - Recruit, Train and engage faculties for these courses
 - Provide Internship as per curriculum to the students
 - Provide placement for the students
- The marketing, advertisement, promotion and publicity expense needed for these courses shall be borne by KITTS and technical consultant (and /or industry partners) in the ratio 75: 25

The selection of the Technical Consultants will be based on their expertise in the consultancy field and also the expertise of the industry partner associating with them in the concerned courses selected by KITTS and the expected percentage of profit sharing from the revenues.

Roles and Responsibilities of the Kerala Institute of Tourism and Travel Studies (KITTS) are

1. Advertisement and publicity for the courses along with Technical consultant on a cost sharing model (75 : 25)
2. Approval of final curriculum
3. Provide infrastructure facility for the delivery of the course
 - a. Classrooms
 - b. Projector and computer
 - c. Access to Library Resources, Books and Reference Materials
 - d. Basic furniture & fixtures
 - e. Issue of applications & selection of students for these courses
4. Conduct of examinations, publication of results and issue of certificates

Eligibility Criteria for selection of Technical Consultants.

1. Companies/Firms with proven track record in similar consultancy services with government institutions in Kerala
2. Preference will be given to companies registered in Kerala.
3. Companies/Firms having personnel with proven track record with minimum 5 years experience in education ventures with major institutions
4. The industry partner associating with consultant should have good track record and experience in running similar courses with Indian/Recognized universities will get due weightage.
5. The industry partners associating with consultants should have personnel with rich experience in the relevant field and industry contacts for students placements.
6. The industry partners associating with consultants should have track record of student placement and should produce the details of the past placement records.

Applicants confident of making a substantial contribution to this Centre may send the following documents in the Technical Bid.

- Profile of Company or Firm
- List of Industry partners /Team Experts
- Consent letter from the Industry partners
- Copies of consent letters from organizations assuring internship for students
- Records of the last three years job placement of their students
- Brief CVs of relevant professionals of the technical consultant
- Copy of supporting credentials, testimonials to the following address:-

The Director
Kerala Institute of Tourism and Travel Studies (KITTS)
Residency Compound,
Thycaud P.O.Thiruvananthapuram, Kerala.
India. Pin Code 695 014
Phone: +91 471 2329468 / 2329539 / 2339178
Fax: +91 471 2323989
Email: info@kittsedu.org

Instruction to Applicants

A. Introduction

1. Scope of Application

Kerala State Institute of Tourism and Travel Studies hereinafter referred to as KITTS, issues this EOI form for selection of technical consultants to Introduce, develop and operate skill development courses in Hospitality , Travel and Business with Industry partners at its campuses in Trivandrum, Kochi and Thalassery and Formulation of profits sharing basis for contributing service to this Centre in connection with the conduct of the courses mentioned in the proposal.

2. Payment

The payment shall be made to the Technical Consultant after receipt of the course fee from the Students.

3. Eligible Applicants

This invitation for Technical and Financial Bid is open to all the well established firms eligible as per the qualification criteria given .

4. Cost of Applicant

The Applicants shall bear all costs associated with the preparation and submission of the EOI. KITTS will in no case be responsible or liable for these costs regardless of the conduct or outcome of the application process.

5. KITTS is not responsible for the completeness of the EOI and their addendum if they were not obtained directly from KITTS.

6. The Applicant firms is expected to examine all the instructions, detail, terms, and specifications in the Application format. Failure to furnish all information or documentation required with the application may result in the rejection of the EOI.

7. Pre EOI meeting

A prospective applicant enquiring any clarification about the application documents may send its request to the KITTS in writing and by fax at the KITTS address indicated in the EOI Format given. All requests for clarification received by KITTS 3 days prior to the dead line for submission of EOI will be clarified in the pre-application meeting scheduled to be held on 11th May 2012 at KITTS Thiruvananthapuram at 2.30 pm.

Format for Submission of Expression of Interest and the Documents needed for the Technical Bid and Financial Bid.

Expression of Interest in the prescribed format shall be submitted at the following address on or before 15/05/2012 in an envelope superscribed “**EXPRESSION OF INTEREST FOR SELECTION OF TECHNICAL CONSULTANTS TO INTRODUCE, DEVELOP AND OPERATE SKILL DEVELOPMENT COURSES IN HOSPITALITY, TRAVEL AND BUSINESS AREAS FOR KERALA INSTITUTE OF TRAVEL AND TOURISM STUDIES**”

Covering letter in company’s letter head

The Technical bid and the Financial Bid submitted by the Applicant and Bidder shall be in two separate parts

Technical Bid shall consist of:

Envelope marked “Application for Technical Bid”

Details of Processing Fee being paid

Demand Draft No. & date

Drawee Bank:

Amount:

Organizational Details

- Name of Organization
- Name and Address of the Head of Organization
- Name and details of authorised contact person for the EOI
- Nature of Incorporation/Registration and details

Organizational Experience and Profile of the consultants

- Management team profile and Summary of projects executed successfully in the past years
- Testimonial for Government associated projects

Organizational Experience and Profile of the industry partners associating with.

- Management team profile and Summary of projects executed successfully in the past three years
- Details regarding the conduct of similar programmes with colleges and universities
- Details regarding the company’s expertise in the relevant field
- Details regarding its Placement Associations and track records ,Copies of MOU, Job orders etc

Course offered and details

- Particulars of the courses proposed and coverage offered in the initial phase
- Details of Course ,Curriculum in brief, Internships details etc
- Course duration , Eligibility Criteria and Course Fees
- Details of the Roles and Responsibilities of the applicant and KITTS in execution of this programme

Financial Bid shall consists of

Envelope marked “Application for Financial Bid” in company’s letter head

Financial Bid (Format)

As our firm has fulfilled all the requirements requisitioned by you we are pleased to quote our consultancy and execution fees for contribution of our service for the successful conduct of the approved mention Courses to be started under the auspices of KITTS

1. Fee for items furnished on Page 2, under roles and responsibilities of the Technical Consultant, percentage of the total Fees collected from the students by KITTS for each course. We will share the advertisement, promotional expenses of these courses in the ratio as mentioned page 2.

Office Seal

Signature of the Head of firm or
Authorized signatory

(Please enclose testimonials, Concerned letter from the Industry partners proof of experience etc. that will strengthen your proposal.)

Affidavit and Signature.

Address for Submission of EOI:

The Director
Kerala Institute of Tourism and Travel Studies (KITTS)
Residency Compound,
Thycaud P.O.Thiruvananthapuram, Kerala.
India. Pin Code 695 014
Phone: +91 471 2329468 / 2329539 / 2339178

The last date of receiving the EOI is 15/05/2012 till 3.00 pm.

Evaluation Criteria

Sl.No	Parameter	Max.Score	Scoring Criteria
1	Past performance in similar consultancy service	Max.10 Marks	10,track record in similar consultancy services with the government institutions preferably in the Kerala State.
2	Companies/Personnel- Experience in education field	Max.10 Marks	10 -10 yrs above 8- 7 yrs above 5 for 5 years
3	Industry partners credibility	Max .20 Marks	20 - experience in running similar courses with more than 3 Indian/Recognised universities 10- experience in running similar courses with Indian/Recognised universities 5- others
4	Industrial Connections	Max.10 Marks	10- Placement track records and for those who are retired CEOs of companies
5	Placement Assistance	Max.10 Marks	10- Submission of MOUs of the technical consultant/ industry partners with organizations 8-Placement Assistance ensuring campus

			interviews
6	Copies of consent letters for Internship from organizations	Max.10 Marks	10- Submission of MOUs of the technical consultant/ industry partners with organizations 5-others.

General terms and conditions

1. The selection will be made from the technical consultants registered in the State of Kerala.
2. Only those who have qualified with 50 % or more in technical evaluation will be eligible for opening the financial bid.
3. The last date for receipt for the Technical Bid and Financial Bid is 15.5.2012 till 3.00 pm. The Technical bid will be opened on the same day at 3.30 pm and the Financial Bids of the applicants who qualified in the Technical Bid will be opened later on a date notified by the KITTS.
4. A complete set of application format along with Bidding documents may be obtained by any interested firms or parties from the office of The Director, Kerala Institute of Tourism and Travel Studies (KITTS), Residency Compound, Thycaud P.O.Thiruvananthapuram14 from 10.00 hours to 13.00 hours and 14.00 hours to 16.00 hours on all working days from 04.5.2012 up to 15.00 pm on 08.5.2012 , on submission of a written request (on the firms letterhead). The cost of application is Rs. 1000/-. The amount can be remitted by Demand Draft of any Scheduled Bank drawn in favour of The Director, KITTS payable at Thiruvananthapuram.
5. Financial Bids of only those firms who qualify in the Technical Bid will be opened at the time and date intimated to them by the KITTS.
6. If on opening the financial bid it is found that there are more than one eligible offerer that can be selected as technical consultant, then KITTS reserves its right to choose one or more technical consultant by giving the participant offerers an option to match the best offer obtained by KITTS under the Expression of Interest.
7. The same course will be not be available for more than one offerer, in any case.
8. The office premises of all the applicant firms considered for selection on the panel of KITTS for the above purpose will be inspected by a team of technical officers appointed by KITTS. The team of experts will verify the details provided by the applicant firms, space and other relevant documents.

9. The EOI from the firms will be scrutinized with reference to the qualification criteria prescribed in the document and inspection reports. The Financial bids of only those applicants will be opened who fulfill the minimum eligibility criteria after verification.
10. The technical bid and financial bid should be submitted along with the required documents.
11. Though consultants are selected for a period of three years, after the third year KITTS will have the right to extend the contract up to 2 (two) years after assessment of the performance of the selected firms/parties on mutually agreed terms and rate and conditions.
12. Bids of applicants found incomplete will not be considered and the applicants will be excluded from the selection procedure.
13. Submission of bid does not guarantee any right for qualification, and notwithstanding anything contained in the terms and conditions acceptance of financial / technical bid will be on the sole discretion of KITTS based on the past experience and technical back ground of the applicants or its associates which is found most suitable for KITTS for implementing the courses.

Sd/-

Director

Kerala Institute of Tourism and Travel Studies (KITTS)

Enclosures: Prescribed Application Format for empanelment.

Amendment of TOI document

At anytime prior to the deadline for submission of the application form and other documents, KITTS may, for any reason, modify the EOI document by amendment. Such amendments, if any, shall be notified in the website www.kittsedu.org and such amendments shall be binding on them thereafter.

CHECK LIST FOR SUBMISSION OF EXPRESSION OF INTEREST.

Applicants should ensure that the following documents are submitted with documentary evidences, while submitting the completed application form:-

1. Letter of submission of EOI
- 2.. Copy of the Registration certificate.
3. Copy of the PAN Card.
4. List of Activities of the Company.
5. List of government tie ups in the last three years :
6. List of similar projects handled during last 3 years

Acceptance/Rejection of offers

KITTS will be the final authority to decide on the offers submitted.

The Director, KITTS reserves the rights to reject any offer without assigning any reason thereof at any stage of the evaluation process.

The Director, KITTS will be at discretion, to split the offers or procure the educational resources as part/whole.

The Director, KITTS, reserves the right to cancel the supply order/agreement even after it is awarded selection offer in the event the firm deviates from the agreed terms and conditions.

An offerer, at any stage of evaluations process or thereafter, in the event of being found after verification by the Project, to indulge in concealment or misrepresentation of facts in respect of claims or the offer, shall be debarred/black listed, for three years from making any dealings with the Project or participating in tendering EOI processes.

KITTS may, at its discretion, extend the deadline for submission of offers by amending the EOI document, in which case, all rights and obligations of the Project and the offerers previously subjected to the deadline shall thereafter be the same.

Force Majeure:

Both the parties shall bear with the force majeure, which could not be reasonably foreseen.