

Agenda
for
the Tenth Meeting of Central Sanctioning Monitoring Committee
(Swadesh Darshan Scheme 2.0)



सत्यमेव जयते

Date: 09/02/2024

Time: 03:00 PM

Ministry of Tourism
Government of India

Agenda for the Tenth meeting of the Central Sanctioning Monitoring Committee under Swadesh Darshan Scheme 2.0 to be held on 09/02/2024 at 03:00 PM.

Index

Agenda 10.1 Leave of Absence 2
Agenda 10.2 Confirmation of the proceedings of the Ninth Meeting 3
Agenda 10.3 Review of DPR Package -1 for the approved 7 experiences..... 4

Agenda 10.1 Leave of Absence

1. Following is the list of all the members of Central Sanctioning and Monitoring Committee set up under Swadesh Darshan Scheme 2.0

(i).	Secretary, Ministry of Tourism	Chairperson
(ii).	Secretary, Ministry of Culture	Member
(iii).	Secretary, Ministry of Civil Aviation	Member
(iv).	Secretary, Ministry of Housing and Urban Affairs	Member
(v).	Secretary, Ministry of Road Transport and Highways	Member
(vi).	Secretary, Ministry of External Affairs	Member
(vii).	CEO, NITI Aayog	Member
(viii).	Chairman, Railway Board	Member
(ix).	Financial Advisor, Ministry of Tourism	Member
(x).	Additional Secretary, Ministry of Tourism (In Charge of Swadesh Darshan Scheme)	Member Secretary
(xi).	The ACS / Principal Secretaries / Secretaries Department of Tourism and Head of Designated SIA of Karnataka, Madhya Pradesh, Rajasthan, Sikkim, Tamil Nadu, Telangana	Special Invitees
(xii).	The Chairperson of the Destination Management committee (DMC) of Vijayanagara, Mysuru, Gwalior, Bundi, East District, Chengalpattu, Yadadri Bhuvanagir districts.	Special Invitees
(xiii).	Team Leaders of concerned PDMC teams for Swadesh Darshan 2.0	Special Invitees

2. Leave of absence may be granted to the members, who are unable to attend the meeting.

Agenda 10.2 Confirmation of the proceedings of the Ninth Meeting

1. The proceedings of the ninth meeting of the CSMC were circulated vide **OM no. SD-8/15/2020-SD-Part(2)** dated **17/01/2024** to all the members. A copy of the same is attached as **Annexure-1**.
2. Members are accordingly requested to confirm the proceedings of the meeting.

Agenda 10.3 Review of DPR Package -1 for the approved 7 experiences

1. The Central Sanctioning and Monitoring Committee (CSMC) in its meetings held on 13.09.2023, 06.10.2023 and 02.11.2023 has provided in-principle approval to 50 experiences in 40 destinations for preparation of Detailed Project Report (DPR).
2. The PDMCs have prepared draft DPRs and forwarded the same to the States and the same are being checked by the States including obtaining necessary NOCs and pre-construction Clearances.
3. It has been brought out time and again the need for developing end to end tourist experience with sustainable operations and management particularly in the light of experience of implementation of experience of SD 1.0. Further, the performance audit of SD 1.0 by CAG has also revealed various shortcomings in the implementation of scheme and it must be ensured that those are taken care of in the implementation of SD 2.0.
4. Accordingly, the checklist for reviewing the DPRs by the States and PDMCs was circulated vide O.M No SD-8/3/2022-SD dated 12.01.2024 (**Annexure-2**) and broad structure for tourism experience and management (**Annexure-3**) has also been circulated in line with various decisions of the CSMC, MD, templates and guidance note issued in this regard.
5. Further, the draft DPRs submitted by PDMC have been reviewed with respective State/UT and PDMC in meetings held from 15.01.2024 to 22.01.2024 and proceedings of the review meeting have been circulated vide OMs No. SD-8/15/2020-SD Part (2) dated 19.01.2024 and 31.01.2024.
6. The template for presenting DPRs has been accordingly revised and attached as **Annexure-4**.
7. The concerned PDMCs presented the draft DPRs for 12 experiences in 12 destinations to the Mission Directorate in its meeting held on 02.02.2024.
8. Based on the presentations reviewed by the committee, the following DPRs are recommended to the CSMC for In-principle approval. The detailed components and project cost recommended by the committee is attached as **Annexure -5**.

Sn.	Destination (State/UT)	Approved Experiences
1	Gwalior, Madhya Pradesh	Phoolbagh Experience zone
2	Gangtok, Sikkim	Gangtok Cultural Village

Sn.	Destination (State/UT)	Approved Experiences
3	Bundi (Kesoraipatan), Rajasthan	Spiritual Experience, Keshavraipatan
4	Hampi, Karnataka	Setting up of 'Traveller nooks'
5	Mysuru, Karnataka	Tonga ride Heritage experience zone
6	Mamallapuram, Tamil Nadu	Immersive experience at Shore Temple
7	Bhongir, Telangana	Bhongir Fort Experiential Zone

9. The Committee may review the presentations to be made by the State and PDMCs and accord in principle approval subject to the following:

- (i) The States will submit the final DPRs in accordance with the recommendations and directions of CSMC.
- (ii) The States will submit all NOCs and pre-construction clearances with the final DPRs.
- (iii) The States will submit the detailed service levels for each tourist touch point for operation and management of the experience as per templates and guidance note circulated by the Ministry of Tourism.
- (iv) The States will submit broad structure for engagement of Tourism Experience Development and Management Agency as per the broad structure and guidance note circulated by the Ministry of Tourism.

10. The concerned States and PDMCs have been asked to make the presentation for in principle approval of the DPR for the approved experiences before the Committee.

Annexure-1

Government of India
Ministry of Tourism
(Swadesh Darshan Division)

Transport Bhawan,
1, Parliament Street,
New Delhi – 110001
Dated: 17-01-2024

File No. SD-8/15/2020-SD-Part (2)

OFFICE MEMORANDUM

Subject: Minutes of the 9th meeting of Central Sanctioning Monitoring Committee (CSMC) under Swadesh Darshan Scheme 2.0 chaired by Secretary (Tourism) held on 04/01/2024 at 02:00 P.M.

I am directed to enclose herewith minutes of the 9th meeting of Central Sanctioning Monitoring Committee (CSMC) under Swadesh Darshan Scheme 2.0 which was held under the Chairpersonship of Secretary (T) on 4/01/2024 at 02:00P.M for your kind perusal and necessary action.



(Uttank Joshi)

Assistant D.G.(SD)

Encl. as above

To,

1.

- (i) The Secretary, Ministry of (Culture/ Civil Aviation/ Housing and Urban Affairs/Road Transport & Highways/ External Affairs)
- (ii) The CEO, NITI Aayog
- (iii) The Chairman, Railway Board
- (iv) The Financial Advisor, Ministry of Tourism

2. The ACS/ Principal Secretaries/ Secretaries/ State Mission Directors, Department of Tourism and Heads of Designated SIA of concerned States/UTs (Arunachal Pradesh, Himachal Pradesh, Jharkhand and Nagaland).

Copy to:-

1. The Chairpersons of the Destination Management Committee (DMC) of Upper Subansiri, Kangra, Saraikela Kharsawan and Chumoukedima districts.
2. Team Leaders of concerned PDMC team for Swadesh Darshan 2.0 from following agencies:
 - (i) M/s. Voyant Solutions Pvt. Ltd. JV IDeCK Ltd. (Arunachal Pradesh, Himachal Pradesh & Jharkhand)
 - (ii) M/s. WAPCOS Ltd. (Nagaland)
3. The Regional Director, India Tourism Delhi/ Kolkata/ Guwahati
4. Managers and Assistant Managers of the States/UT's

Proceedings of the 9th meeting of Central Sanction Monitoring Committee (CSMC) under Swadesh Darshan Scheme 2.0 chaired by Secretary (Tourism) held on 04/01/2024 at 02:00 PM

Agenda 9.1 Leave of Absence

The 9th meeting of the Sanctioning and Monitoring Committee (CSMC) under Swadesh Darshan Scheme 2.0 was held on 04/11/2023 at 2:00 PM. The list of attendees is given in **Annexure 1**. Leave of absence was granted to the members, who could not attend the meeting.

Agenda 9.2 Confirmation of the proceedings of the Eighth meeting

The proceedings of the seventh meeting of the CSMC were circulated vide OM no. SD-8/15/2020-SD-Part (4) dated 15/11/2023 to all the members. A copy of the same is attached as Annexure-1.

Agenda 9.3 Review of Shortlisted Experiences for DPR Package -1

1. Based on the review of Master Plans (Iteration-01) Strategy and Action Plan presented by various PDMCs for remaining destinations, the experiences in para 2 have been shortlisted for end-to-end tourist experience improvement plan as per guidance note issued.
2. The following shortlisted interventions were presented by respective PDMC teams for the following destinations.

S No.	Destination (State/UT)	Shortlisted Experiences
1.	Nacho (Arunachal Pradesh)	1. Unlock Nacho Expedition
2.	Pong Dam (Himachal Pradesh)	1. Pong Dam Recreational Getaway
3.	Chandil (Jharkhand)	1. Chandil Waterfront Escapade
4.	Chumoukedima (Nagaland)	1. Tribal Cultural Experience at Midway Retreat

S No.	Destination (State/UT)	Shortlisted Experiences
5.		2. Eco-Tourism Experience at Chumoukedima viewpoint
6.		3. Adventure Tourism Experience at Jacob Village

3. The Committee reviewed the above shortlisted experiences presented in the meeting and following observations were made:

- (i) The number of components to be reduced and government investment should be limited to core enabling components and all furnishing and fixtures, operational components for service delivery etc. should be in the scope of Tourism Experience Management Agency.
- (ii) No heavy concrete elements such as arrival plaza or huge building should be planned. These should not be treated as major infrastructure projects.
- (iii) The projects should be conceptualized to be executed within 12 months.
- (iv) The elements for some of the recreational activities such as children park, selfie points etc need not be included.
- (v) The overall cost of Chandil Waterfront Escapade experience to be limited to 25 Crores.
- (vi) For tented accommodation, adventure activities and other experiences being created, the States were requested to have interaction with the prospective private sector developers as it is crucial for sustainable operations and management. PDMCs to facilitate the consultation and Ministry will also join the meetings.
- (vii) It was again instructed to the States and PDMCs that based on the experience of SD 1.0, operational and management on sustainable basis is essential for the experiences, which are being designed. It was accordingly directed that the experience should be

conceptualized along with operation and management to be executed by Tourism Experience Development and Management Agency, which will not only develop and construct but also operate and manage the experience for specified duration. A guidance note will accordingly be issued to all the States/ PDMCs.

- (viii) The committee accordingly approved in principle the proposed concepts for the tourist experiences at various destinations for further detailing and preparation of DPR's. States were directed to submit the DPR of the shortlisted interventions with assessment of readiness of project after incorporating the feedback received and the guidance note in this regard.

1. List of participants from Line Ministries

Sn.	Ministry	Name of Participant	Designation
1.	Ministry of Culture	Dr. R.N. Kumaran	Director Monuments
2.	Ministry of Housing & Urban Affairs	Sh. Deepak Aggarwal	Joint Secretary (Works)
3.	Ministry of Civil Aviation	Sh. Kameshwar Mishra	Under Secretary
4.	Ministry of Road Transport and Highways	Sh. Amit Kumar Ghosh	Additional Secretary (H& LA)
5.	Ministry of Railways	Sh. Sumeet Singh	Executive Director, Tourism & Catering
6.	NITI Aayog	Sh. Amit Bharadwaj	Deputy Advisor

2. List of Participants from States/UTs

Sn.	State/UT	Name	Designation
1.	Arunachal Pradesh	Sh. Swapnil M. Naik	Secretary, Dept of Tourism
2.	Jharkhand	Smt. Anjali Yadav	Director Tourism
3.	Nagaland	Sh. N Chumbemo	Secretary, Dept of Tourism

3. List of Participants from Ministry of Tourism

Sn.	Name	Designation
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Sn.	Name	Designation
1.	Sh. Rakesh Kumar Verma	Additional Secretary, Tourism
2.	Sh. Jasvinder Singh	Director, Swadesh Darshan
3.	Sh. Ajeet Kumar Tyagi	Asst. Director (Swadesh Darshan)
4.	Smt. Manjiri Kamlakapurkar	Asst. Director (Swadesh Darshan)
5.	Abhisek Kumar	Member, NPMU

4. Team Leaders from selected Project Development and Management Consultants

Sn	Name	Designation	PDMC
1.	Sh. Subha Brata Roy	Team Leader – Arunachal Pradesh & Jharkhand	M/s. Voyant Solutions Pvt Ltd JV Ideck
2.	Sh. Sujeet Thakre	Team Leader- Himachal Pradesh	M/s. Voyant Solutions Pvt Ltd JV Ideck
3.	Smt. Apokla Jamir	Team Leader- Nagaland	M/s. WAPCOS Ltd.

Annexure-2

Government of India
Ministry of Tourism
(Swadesh Darshan Division)

Transport Bhawan,
1, Parliament Street,
New Delhi-110001

File No SD-8/3/2022-SD

Date 12.01.2024

Office Memorandum

Subject: Checklist for review of Detailed Project Report (DPR)

Reference is invited to the 19th Meeting of Mission Directorate under Swadesh Darshan 2.0 held under the chairmanship of Additional Secretary, Tourism on 05.01.2024. In the meeting it was informed that a checklist for reviewing the DPR has been prepared and the same was discussed.

2. In this regard, the checklist is enclosed. The State/UTs are requested to check draft DPRs as per the enclosed checklist before submitting the DPRs to Ministry of Tourism.


Uttank Joshi

Asst. DG (Swadesh Darshan)

Encl:- As Above

To,

(i). The Addl. CS/Principal Secretary/Secretary/ State Mission Director for SD 2.0 Department of Tourism and Head/MD of State Implementation Agency (SIA) of State Government/ UT Administrations of Andhra Pradesh, Arunachal Pradesh, Assam, Bihar, Chandigarh UT, Goa, Gujarat, Himachal Pradesh, Karnataka, Kerala, Jharkhand, Ladakh UT, Madhya Pradesh, Maharashtra, Meghalaya, Mizoram, Nagaland, Punjab, Rajasthan, Sikkim, Tamil Nadu, Telangana, Tripura, Uttar Pradesh, Uttarakhand, Puducherry UT.

Copy to:-

(i). All Regional Directors of the Ministry of Tourism
India Tourism Delhi, Mumbai, Kolkata, Chennai, Guwahati

(ii). Selected PDMCs from M/s. Deloitte Touche Tohmatsu India LLP JV IBI Group India Pvt Ltd, M/s. INI Design Studio Pvt Ltd., M/s. IPE Global Ltd., M/s. L&T Infra Engineering JV PwC, M/s. Voyants Solutions Pvt Ltd JV IDC (Karnataka) Ltd, M/s. WAPCOS Ltd, M/s Egis India.

(iii). Managers/Assistant Managers of Ministry of Tourism of the respective State/UT

(iii) NPMU (Swadesh Darshan Scheme)

Checklist for DPR for the identified Experiences
(Based on the guidelines, templates, guidance notes and review by MD and CSMC)

Sno	Item	Compliance (Yes/ No)
A	General	
1	DPR in alignment with the concept approved by CSMC and	
2	Observations made in the meetings of MD and CSMC have been incorporated.	
A	Tourist Experience Parameters	
	DPR should have all interventions to provide end to end tourist experience across all major tourist touch points	
(a)	Provision for marketing and promotion: <ul style="list-style-type: none"> • Promotional material digital and physical • Promotion on website/ mobile app • Promotion on social media • Other channels to reach domestic and foreign tourists 	
(b)	Provision for booking support <ul style="list-style-type: none"> • Internet booking • Onsite computerized token • Information on expected waiting time etc. 	
(c)	Information Dissemination: <ul style="list-style-type: none"> • QR codes widely displayed to access information about destination/ attraction, • Information Center, • Tourist Maps, • Wayfinding, signages etc. at major nodes 	
(d)	Traffic Management <ul style="list-style-type: none"> • Drop-off & Pick-up points, • Parking, • Pedestrianization • E-vehicle from parking, • Connection with local transportation etc. 	
(d)	Interpretation & Sensitization:	

Sno	Item	Compliance (Yes/ No)
	<ul style="list-style-type: none"> • Interpretation Centre/ Orientation Centre/ Site Museums/ Exhibition Centre, • Audio guides • Other similar initiatives (digital and physical) 	
(e)	Visitor Management: <ul style="list-style-type: none"> • Holding areas at the ticket counter/ token • Entry regulation by groups • Evacuation plan, • Universal Accessibility, • CCTV/ Manpower for monitoring the movement 	
(f)	Cleanliness and Hygiene <ul style="list-style-type: none"> • Measures for maintaining Cleanliness • Hygiene and Aesthetics particularly for nearby street vendors 	
(g)	Shopping Experience: <ul style="list-style-type: none"> • Provision for souvenir shops, local products (ODOP etc.) • Provision for space for hawkers/ street vendors • Other related retail spaces 	
(h)	Food & Beverage: <ul style="list-style-type: none"> • Provision for Café/ Restaurants/ Food Carts / Kiosks etc. 	
(i)	Feedback: <ul style="list-style-type: none"> • Provision for tourist feedback at the exit of planned tourist experience. • Provision to showcase feedback and rating online. • Provision to capture grievance 	
B	Project Readiness and Design Based Parameters	
1	Land	
	Land should be in possession of State Tourism Department or the agency	
2	Project Layout and Architecture Design	
(a)	Have details about the proposed components been provided?	
(b)	Are the detailed engineering drawings ready for tendering?	
3	Pre-Construction Clearances	
(a)	ASI	

Sno	Item	Compliance (Yes/ No)
(b)	Forest	
(c)	CRZ	
(d)	Municipal Authority	
(e)	Any other clearance or NOC required	
4	Environment Protection	
(a)	Wastewater Treatment	
(b)	Solid Waste Management	
5	Sustainable Practices	
(a)	Design of hard components based on <ul style="list-style-type: none"> • local architecture, • use of local materials and • other eco-friendly and • heritage considerations, as applicable. 	
(b)	Use of indigenous species in landscaping works	
(c)	Universal accessibility included in detailed design	
(d)	At environmentally sensitive areas such as wetlands and waterfronts, beaches etc. Ensure <ul style="list-style-type: none"> • Minimal construction • Nature-based activities 	
(e)	Interventions for Capacity building and empowerment of women & youth	
6	Project Cost Estimation The Government will only be funding the cost of major enabling components and the fixers and furnishing item and other items for operation and management will be in the scope of Implementation Partner (Tourist Experience Development & Management Agency). <ul style="list-style-type: none"> • DPR to clearly designate components to be funded under Swadesh Darshan and • Other minimum obligations required to be developed or installed for successful operationalisation and management of the project. 	
7	Sustainable Operation and Management	

Sno	Item	Compliance (Yes/ No)
(a)	The 'Tourist Experience Development & Management Agency' will be responsible for project implementation, operation and management of overall tourists experience as per the defined service levels?	
(b)	Have the service level requirements for Operations, Maintenance & Management <ul style="list-style-type: none"> • Well defined and measurable • Identification of means of measurement of the same • Penalties for not meeting the SLAs 	
(c)	Skilling & Capacity Building: Training programs, staff sensitization, safety & evacuation protocol etc.	
(d)	All the revenue streams for operation and management of the end-to-end experience to be identified: <ul style="list-style-type: none"> • Parking • E-vehicle • Ticket for the attraction • Rent/ Income from Shopping outlets • Rent/ income from food and beverage outlets • Advertisements including LED etc. • Priority que • Value added services • Others 	
(e)	Are the proposed revenue stream sufficient to sustain the pre-defined service levels?	
(f)	If No, does the state commit to provide the funding and capacity gap to sustain the proposed experience?	
(g)	Net income from the experience to be retained by DMC with 10% to be allocated to SIA	

Annexure-3

Checklist for DPR for the identified Experiences (Based on the guidelines, templates, guidance notes and review by MD and CSMC)

Broad Structure for Tourism Experience Development and Management

Sn.	Item	Description
1. Project Scope and Timelines		
1.1	Name of the Project	Development, Construction, Operations and Management of <Name of the Experience>
1.2	Authority	<Name of the State Implementation Agency approved by Ministry of Tourism>
1.3	Project Context	<p>Ministry of Tourism, Government of India has formulated Swadesh Darshan 2.0 Scheme (hereinafter referred as "Scheme") to develop sustainable and responsible tourist destinations in the country by adopting the Destination Centric and Tourist Centric Approach.</p> <p>The Scheme is being implemented in the State of <Name of the State> through <Name of the Agency> as State Implementation Agency.</p> <p><Name of the Destination> has been notified in the State of <Name of the State> for developing as sustainable and responsible tourist destination. A Destination Management Committee (DMC) has also been constituted for the Destination under District Collector for coordinating, facilitating and providing guidance for development of the destination.</p> <p>A professional agency <Name of the PDMC> has been engaged as project design and management consultant (PDMC) for providing end to end support to SIA and DMC for implementation of the Scheme. A Master Plan for the destination has been prepared as part of the Scheme with the help of PDMC.</p> <p>The project <Name of the Experience> has been identified as one of the interventions in the Master Plan to enhance the tourist experience.</p>
1.4	Project Brief	<p>The "Authority" intends to adopt bidding process to hire an Implementation Partner to develop, construct, operate and manage the project.</p> <p><i>{The salient features of the project are described here.}</i></p>

1.5	Location	<i>{Describe the locations covered by the project including a site map}</i>
1.6	Total Land Area	<i>{Total area of the site}</i>
1.7	Total Developable Area	<i>{Area which can be developed for revenue generating components}</i>
1.8	Project Duration	Development and Construction – Maximum 12 months Operation and Management – Minimum 60 months with provision for renewal subject to satisfactory performance
1.9	Scope of Work	Detailed Scope of Work
1.10	Minimum Development Obligations	Minimum area of various components to be developed by the Implementation Partner, which will be funded by the Authority. An illustration has been provided in the Annexure-I!
1.11	Estimated Project Cost	INR ____ Cr The assessment of actual costs, however, will have to be made by the Bidders.
1.12	Optional Development	For any optional development, the concessionaire shall apply to the authority for prior approval and additional land may be allotted by the authority as and when required, as per the decision of the authority.
2. Minimum Eligibility Criteria		
2.1	Eligible Bidders	
2.2	Joint Venture / Consortium	To be allowed
2.3	Minimum Eligibility – Technical Capacity	
2.4	Minimum Eligibility – Financial Capacity	The Bidder shall have a minimum Net Worth (the “Financial Capacity”) of Rs. ____ Crore (Rupees ____only) at the close of the preceding financial year. OR

		The Bidder shall have a minimum average annual turnover of Rs. ____Crore (Rupees ____ Crore only) in the last three financial years.
3. Technical and Financial Evaluation		
3.1	Technical Evaluation	Illustrative..... Construction Experience of Firm, O&M Experience of Firm, Human Resource Requirement, A&M Presentation, Work Plan
3.2	Financial Bid	Part 1: Price Bid for Construction (to be paid by the Authority) Part 2: Annual Fee (to be paid by the Implementation Partner) for the duration of the operation and management
3.3	Evaluation of preferred bidder	T > technically qualified Lowest Total Cost quoted by the TEDMA – Revenue
4. Bid Conditions		
4.1	Bid Validity	XX days from the Bid Due Date
4.2	Bid Security	INR ____or ____% of the Quoted Contract Price, whichever is higher
4.3	Performance Security	<ul style="list-style-type: none"> Part 1: INR ____ or ____% of the Proposed Project Cost, whichever is higher. Part 2: INR ____
4.4	Retention Money	<ul style="list-style-type: none"> 10 % of Invoice amount will be retained which will be released on completion of work and release of Discharge certificate
4.5	Liquidity Damages	<ul style="list-style-type: none"> any delay in submission, will attract a penalty of 0.5 % of the total contract value per day and up to a maximum of 5 % of the contract value.
5. Roles and Responsibilities		
5.1	Roles and Responsibilities of Implementation Partner	Part 1 – Development and Construction of the Project <ul style="list-style-type: none"> Submit to the Authority detailed design, construction methodology, quality assurance procedures, and the procurement plan, engineering, and construction time schedule for completion of the Project in accordance with the Project Completion Schedule

	<ul style="list-style-type: none"> • Drawings • Prepare and submit Good for Construction (GFC) project drawings in conformity with the Scope of the Project, the technical Specifications and Standards, Applicable Laws and Good Industry Practice in such sequence as is consistent with the Project Completion Schedule • Any deviation/ modification required for the drawing as per site condition, contractor must submit the drawing and get the approval from the Client before executing the work. • furnish to the Authority a complete set of as-built Drawings, • Undertake the Mandatory Development Obligations • Penalties for delays • If the Development Works pertaining to the Mandatory Development Obligation is not completed within 30 (thirty) days from the Scheduled Completion Date, unless the delay is on account of reasons solely attributable to the Authority or due to Force Majeure, the Authority shall be entitled to Terminate this Agreement. <p>Monthly Progress Reports</p> <ul style="list-style-type: none"> • furnish to the Authority a monthly report on progress of the Development Works • Submit monthly bills of the value of the work completed less the cumulative amount paid previously. • Request to issue a Certificate of Completion of the Works <p>Part 2 – Operations and Maintenance of the Project – Technical services, Equipment O&M, Human Resources, Annual Maintenance, Marketing, Sales, Revenue Collection, etc.</p> <ul style="list-style-type: none"> • Procure, provide, install, operate, maintain all equipment, furniture and/or fixtures not provided by the Authority within the Project Site (including, but not limited to, furniture, furnishings and items related to O&M such as kitchen equipment, or luggage scanner, etc.), but which may be required for implementation of Scope of Work of the Operator .. all nt funded to be provisioned by the agency.. • Promptly commence operations upon the Project Site, including the Project Facilities and Services.
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	<ul style="list-style-type: none"> • Make efforts to maximise tourists handled to achieve optimal utilization of the Project Facilities and Services. • Ensure that the Project Facilities and Services shall adhere to the Operations and Maintenance Standards, Performance Standards and Safety Standards and there is safe, smooth, and uninterrupted flow of traffic normal operating conditions. • Make available all necessary financial, technical, technological, managerial, and other resources for operation, maintenance, repair and replacement of the Project Facilities and Services in a timely manner. • Ensure maintenance of proper and accurate record/data/accounts relating to operations of the Project Facilities and Services and the revenue earned therefrom. • Obtain, maintain, and comply with Applicable Permits and comply with the Applicable Laws including those relating but not limited to safety, health, environment, and labour. • Implement standard operating procedures for all departments. • Undertake such commercial activities as are permitted and in the manner contemplated under the O&M Agreement, Applicable Laws, and Applicable Permits, on Commercial Built-up Areas either itself or allot and grant the sub-license to any third party. • Collect user charges from ticketing sales, as well as from licensees of Commercial Built-up Area in the form of license fee, revenue share, security deposit, utility charges and any other form of service charges, parking revenue, advertisement rights, events, and commercial activities, etc. • Repair as necessary and maintain the Project Facilities and Services or any part thereof in accordance with the Scope of Work • Make adequate security arrangements on the project premises. • Employ qualified and skilled personnel required to operate the Project Facilities and Services • Establish, maintain, and popularise a website dedicated to the project. • Marketing and Promotion – Make efforts to increase the number of international and domestic tourists.
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		<ul style="list-style-type: none"> • Payment terms will be as per payment schedule (monthly, based on submission of approved bills)
5.2	Role and Responsibilities of the Authority	<p>Development and Construction</p> <ul style="list-style-type: none"> • Give possession of all parts of the Site to the Contractor. • Check the Contractor's bill and determine the value of the work executed which shall comprise of (i) value of the quantities of the items in the BOQ completed and (ii) valuation of Variations and Compensation Events. • Promptly grant approvals/ consents sought by the Operator. • Provide all the NOCs • Provide access to the Operator to all infrastructure facilities and utilities including water and electricity necessary for the implementation, operations and maintenance of the Project/ Project Facilities and Services • Make requisite payments as per contract. • Issue a Certificate of Completion of the Works upon deciding that the Work is completed. <p>O&M</p> <ul style="list-style-type: none"> • Promptly grant approvals/ consents sought by the Operator. Assist in getting permits/licenses as required for successful O&M of the project. • Provide access to the Operator to all infrastructure facilities and utilities including water and electricity necessary for the implementation, operations and maintenance of the Project/ Project Facilities and Services • Inspect project facilities and books of accounts. • Recommend service levels and Key Performance Indicators to ensure service quality. • Annual Performance Evaluation based on Key Performance Indicators provided in the RFP
6. Key Performance Indicators/ Service levels		

6.1	Key Performance Indicators / Service Levels	Authority reserves the right to discuss the standard service level agreements with short listed Bidders. The detailed service level agreement for O&M will be signed at the contracting stage.
6.2	Methodology for measuring and certifying the performance against the specified levels	
6.3	Penalties for not meeting the Service levels	
7. Other Major Clauses		
7.1	Conditions Precedent	
7.2	Project Account/ Escrow	
7.3	Change in Scope	
7.4	Change in Laws	
7.5	Termination	
7.6	Other clauses	

Illustrative Minimum Development Obligations

The Implementation Partner shall be required to provide a minimum of the following listed infrastructure:

No	ACTIVITIES	PARTICULARS	QUANTITY
1	Ethnic Hut	<ul style="list-style-type: none"> • Performance area • Performance corridor • Corridor • Samarika (4 nos) • Hands on experience (3 nos) • Selfie platform (2 nos) • Sitting area • Ethnic clothing renting shop 	409.7 sq. m
2	Utility Building	<ul style="list-style-type: none"> • Male washroom • Female washroom • Specially abled toilet • Janitor's closet • Drinking water • Entry corridor 	98.3 sq. m
3	Northeast Hut	<ul style="list-style-type: none"> • Performance arena • Performance corridor • Corridor • Samarika (8 nos) • Ethnic clothing renting shop • Selfie point (2 nos) • Sitting area 	409.7 sq. m
4	India Cluster	<ul style="list-style-type: none"> • Samarika (17 nos) • Male green room • Female green room • Corridor • Open air theatre • Plaza 	551.6 sq. m
5	Accommodation	<p>Ground Floor (24 pax)</p> <ul style="list-style-type: none"> • Reception • Storeroom • Stairs • Corridor • Male dormitory • Male washroom • specially abled male washroom • Male lobby • Female dormitory • Female washroom • Specially abled female washroom • Female lobby <p>First floor (24 pax)</p>	907.2 sq. m

No	ACTIVITIES	PARTICULARS	QUANTITY
		<ul style="list-style-type: none"> • Corridor • Male dormitory • Male washroom • Male lobby • Female dormitory • Female washroom • Female lobby 	
6	Restaurant	<ul style="list-style-type: none"> • Kitchen • Storage • Pantry • Male toilet • Female toilet • Specially abled toilet • Janitor's closet • Dining area • Corridor 	901.6 sq. m
7	Arrival area	<ul style="list-style-type: none"> • Guard Booth 1 • Arrival area • Guard Booth 2 • Ticketing counter • ATM • Exit Gate 	132 sq. m
8	Admin Block	<ul style="list-style-type: none"> • Office 1 • Office 2 • Workstation • Pantry • Male washroom • Female washroom 	88 sq.m
9	Guard room	<ul style="list-style-type: none"> • Service entry 	10.7 sq.m
10	Art trails	<ul style="list-style-type: none"> • Pathway connecting the cluster. • Floral plantation on the side of the pathway • Street furniture • Lighting 	8092.93 sq.m
11	Flora Fantasy zone	<ul style="list-style-type: none"> • Orchid garden & Butterfly Park • Floral pathway • Mindfulness prompts • Foot reflexology (Acupressure walkway) • Shoe rack 	
12	Kids play area	<ul style="list-style-type: none"> • Paint rocks • Trampoline • Sand pits • Swings • Bhool Bhulaiya • Rides & slides 	
13	Amenities	<ul style="list-style-type: none"> • Information integrated Q.R. codes • Signage • Street furniture • Dustbins • CCTV 	

No	ACTIVITIES	PARTICULARS	QUANTITY
	Total		11601.73 2.87 Acres

Illustrative Service Levels

Parameter	Benchmark / Frequency
Timely payment of Annual Concession Fee	Beginning of every year
Number of National / International Events Organized	Minimum ___ events every ___ months
Resolution of Customer Complaints or action on customer feedback	Within 7 days of complaint
Project Website uptime for online booking, project details	90%
Painting, whitewashing of facility	Every 3 years
General upkeep and cleanliness	At all times
Incident response time (accidents, firefighting, emergencies, etc.)	Within 15 minutes
Submission of reports to Authority	Within Specified timelines (monthly/quarterly)
Sale of entry tickets	Minimum ___ per month
Advertisement in Print and Electronic media	Minimum 1 per month in each
Maintenance of books of account for the project	At all times
Maintenance of Insurance policies for the project facilities	At all times
Compliance with timely payment to the staff	Monthly
Showcasing the décor and lifestyle of tribes	At all times
Employment of locals in O&M	___% of the workforce
Establishing and maintaining souvenir shop(s) stocked with handicrafts of Sikkim / NE	At all times

Use of Authority logo in printed literature, tickets, signboards, website, etc.	At all times
Disposal of waste in an environmentally friendly manner as per local urban rules	At all times
Compliance with labour laws and other applicable laws / permits	At all times
Compliance with necessary F&B licences / permits	At all times
Cleanliness of toilet blocks	At all times
Dissemination of information through signboards, Audio-visual aids, website, and helpdesk in the premises	At all times
Operation and Maintenance of equipment as per OEM guidelines	At all times

Annexure -5
Experience Wise Components and Cost

1. **Experience:** Phoolbagh Experience Zone, Gwalior, Madhya Pradesh

S no	Component	Cost (Rs. In Lakhs)
1.	Pedestrian Route Development: Infront of Baija Tal	139
2	Gateways And Boundary Wall at Gandhi Park	22.57
3.	Pedestrian Route Development: Infront of Italian Garden Street	128
4.	Electrical Vehicles & Iconic Waiting Shed	46.52
5.	Re-Adaptive Use of Existing Heritage Building as TIC	79.47
6.	Landscape of Italian Garden	25.88
7.	Signages (20 Nos)	0.97
8.	Electrical & Illumination	69.57
9.	Projection Mapping & QR Code Based Tour Guide System	547
10	Food Trucks (25 Nos)	112.50
Sub-Total		1,171.48
GST (18%)		210.87
SIA Charges (3%)		35.14
Total		1,417.49

2. **Experience:** Gangtok Cultural Village, Gangtok, Sikkim

S no	Component	Cost (Rs. In Lakhs)
1.	Ethnic Entry Gateway, Drop-off and pick up point and Entrance Plaza	162.51
2.	Admin Area	73.25
3.	Interpretation Facility	235.65
4.	Riverside walkways	79.91
5.	Landscaping (Hard & Soft), Information, Signages and Wayfinding	805.55
6.	Public Conveniences	64.84
7.	Sikkim Organic Haat	318.54
8.	Restaurant Block	294.49
9.	Preparatory works and compound wall	115.60
Sub-Total		2,150.34

S no	Component	Cost (Rs. In Lakhs)
	GST (18%)	387.06
	SIA Charges (3%)	64.51
	Total	2,601.91

3. **Experience:** Spiritual Experience, Keshavraipatan Bundi (Kesoraipatan), Rajasthan

S no	Component	Cost (Rs. In Lakhs)
1	Parking & Entry Plaza	99.60
2.	Yatri Vishram & Interpretation Centre	38.98
3.	Ghat Development	315.97
4.	Bathing Steps and Aarti Platforms	71.76
5.	Signages And Wayfinding (15 no.)	3.16
6.	Tourist Amenities including Souvenir Shop	82.04
7.	Toilets With Shower	90.87
8.	Bhojnalaya + Extension of Steps	108.44
9.	Restoration Of Bastion Wall f Temple	54.44
10.	Improvement Works of Temple / Restoration	509.30
11.	Electrical (including Temple Façade Illumination)	120.7
12.	Plumbing	11.73
13.	Jetty (1 No)	30.46
14.	Boats (8 Seaters, 2 Boats)	12.00
15.	Information & Communication Technology (ICT)	33.35
	Sub-Total	1,582.80
	GST (18%)	284.9
	SIA Charges (3%)	47.48
	Total	1,915.18

4. **Experience:** Setting up of 'Traveller nooks' Hampi, Karnataka

S no	Component	Cost (Rs. In Lakhs)
1	Noble Nook (8 Nos)	416
2.	Royal Nook (4 Nos)	386
3.	Imperial Nook (8 Nos)	1,112
4.	Information Technology	73.15
	Total	1,987.15

S no	Component	Cost (Rs. In Lakhs)
	GST (18%)	357.69
	SIA Charges (3%)	59.61
	Total	2,404.45

5. **Experience:** Tonga ride Heritage experience zone Mysuru, Karnataka

S no	Component	Cost (Rs. In Lakhs)
1.	Tonga Stands (3 Nos)	164.79
2.	Horse Stables (2 Nos)	150
3.	Information Technology	9.60
	Sub-Total	324.39
	GST (18%)	58.39
	SIA Charges (3%)	9.73
	Total	392.51

6. **Experience:** Immersive experience at Shore Temple Mamallapuram, Tamil Nadu

S no	Component	Cost (Rs. In Lakhs)
1	Entrance Gate	38.5
2	Arrival Plaza	274.8
3	Parking Facility	600
4	Toilets	79.2
5	Admin/CCTV & First Aid Room	24.2
6	Interpretation Centre	445
7	Cafeteria & Souvenir Shops	94.29
8	Beach Facilities & Utilities	50.52
9	Vishnu Tank Works	72.95
10	Road Works	287.22
11	Boundary Wall, Landscaping	109.73
12	Provision for Electrical Works	152.67
	Sub-Total	2,229.08
	GST (18%)	401.23
	SIA Charges (3%)	66.87
	Total	2697.18

7. **Experience:** Bhongir Fort Experiential Zone Bhongir, Telangana

S no	Component	Cost (Rs. In Lakhs)
1	Development of Access Road & Parking Facilities (850 mts Road)	1040.46
2	Upgradation of Entrance Plaza, Site improvement & tourism amenities development	607.62
3	Development of Ropeway for Bhongir (975 mts Alignment)	1,117.16
4	Restoration of Heritage structure	584.53
5	Utility Infrastructure	269.33
6	IT interventions	372.93
Sub-Total		3,992.03
GST (18%)		718.57
SIA Charges (3%)		119.76
Total		4830.36