REQUEST FOR PROPOSAL

(Open Two Bid e-Tender on QCBS Basis, Weightage 70:30)

For Selection of a Concessionaire for

OPERATION AND MANAGEMENT OF “DELHI SOUVENIRS” RETAIL OUTLET AT DILLI HAAT, INA, NEW DELHI

On Revenue Share Basis

Issued by:
Delhi Tourism and Transportation Development Corporation Limited
18-A, DDA SCO Complex, Defence Colony, New Delhi 110024
Website: www.delhitourism.gov.in

Tender Ref. No. DTTDC/CONC/Delhi-Souvenirs/2026-27/01

Key Data Sheet

Particulars	Details
Tender Reference Number	DTTDC/CONC/Delhi-Souvenirs/2026-27/01
Mode of Selection	Open Two Bid e-Tender on Quality and Cost Based Selection (QCBS) basis, with technical and financial weightage of 70:30
Commercial Model	Revenue Share on Gross Sales Revenue, escalating by 2% (two percent) at the commencement of each subsequent Concession Year.
Reserve (Floor) Revenue Share	5% (five percent) of Gross Sales Revenue. Bids quoting below the Reserve Share shall be rejected
Concession Period	10 (ten) years from the Commencement Date, extendable by up to 5 (five) further years on satisfactory performance
Earnest Money Deposit	Rs. 50,000 (Rupees Fifty Thousand only)
Tender Document Fee	NIL
Security Deposit	Interest free, 50,000 rupees
Performance Bank Guarantee	2 lacs lumpsump
Period of Validity of Bid	180 days from the date of opening of the Technical Bid
Address for Communication	DTTDC, 18-A, DDA SCO Complex, Defence Colony, New Delhi 110024. Tel: 011-24693604. Email: tender.dttdc@delhitourism.gov.in

Table of Contents

Notice Inviting e-Tender (NIT)

(To be published on the Central Public Procurement Portal, the Delhi e-Procurement Portal and the DTTDC website)

S.No.	Particulars	Details
1	**Tender Reference Number**	DTTDC/CONC/Delhi-Souvenirs/2026-27/01
2	**Name of the Procuring Entity**	Delhi Tourism and Transportation Development Corporation Limited (DTTDC), a Government of NCT of Delhi Undertaking
3	**Name of the Assignment**	Selection of a Concessionaire for the operation and management of the "Delhi Souvenirs" retail outlet at Dilli Haat, INA, New Delhi, on revenue share basis, including conceptualising, designing of souvenirs, merchandising, sourcing, branding and associated services, together with a Right of First Offer for souvenir and official gifting requirements of DTTDC events and a framework for Government to Government (G2G) and Government to Business (G2B) procurement
4	**Mode of Selection**	Open Two Bid System (Technical Bid and Financial Bid) evaluated on QCBS basis with technical and financial weightage of 70:30, conducted on the e-Procurement Portal at https://govtprocurement.delhi.gov.in
5	**Commercial Model**	Revenue Share on Gross Sales Revenue payable to DTTDC, escalating by 2% (two percent) at the commencement of each subsequent Concession Year.
6	**Concession Period**	10 (ten) years from the Commencement Date, extendable at the sole discretion of DTTDC by up to 5 (five) further years subject to satisfactory performance
7	**Earnest Money Deposit (EMD)**	Rs. 50,000 (Rupees Fifty Thousand only) by Bank Guarantee from a Scheduled Commercial Bank valid for 225 days from the date of bid opening, or by online transfer to the designated account of DTTDC. MSME and Start-up units shall be exempt from EMD to the extent permitted under the prevailing public procurement orders, on submission of valid documents
8	**Cost of Tender Document**	NIL
9	**Performance Guarantee**	2 lacs lumpsump to be furnished within 21 days of the Letter of Award
10	**Date of Publication of NIT**	[To be filled by DTTDC at the time of publication]
11	**Pre-Bid Meeting and Site Visit**	[Date] at 1100 hours at Dilli Haat, INA, Sri Aurobindo Marg, opposite INA Market, New Delhi, followed by a guided site visit. Prospective Bidders are strongly advised to attend
12	**Last Date and Time for Submission of Bids**	[Date] up to 1500 hours (IST)
13	**Opening of Technical Bids**	[Date] at 1600 hours (IST), in the presence of Bidders or their authorised representatives who choose to attend
14	**Technical Presentation**	Technically responsive Bidders shall present their merchandising, sourcing and branding plan before the Evaluation Committee on a date to be intimated separately
15	**Opening of Financial Bids**	To be intimated separately, only to Bidders securing the minimum qualifying technical score

16	**Compliance Framework**	General Financial Rules, 2017 (as amended); the Manual for Procurement of Consultancy and Other Services, 2024 of the Department of Expenditure, Ministry of Finance; the policies of the Government of NCT of Delhi governing licensing of commercial spaces at DTTDC properties; and all other applicable laws and orders in force

DTTDC reserves the right to accept or reject any or all bids without assigning any reason whatsoever, in accordance with Rule 173 of the General Financial Rules, 2017. The decision of the Managing Director, DTTDC, shall be final and binding in all matters relating to this tender.

Sd/-

Delhi Tourism and Transportation Development Corporation Limited

Disclaimer

This Request for Proposal (the “RFP”) is issued by the Delhi Tourism and Transportation Development Corporation Limited (“DTTDC”, “the Authority”, “the Procuring Entity” or “the Licensor”), a company incorporated under the Companies Act and wholly owned by the Government of National Capital Territory of Delhi, with its registered office at 18-A, DDA SCO Complex, Defence Colony, New Delhi 110024.

The purpose of this RFP is to invite proposals from eligible entities for the selection of a Concessionaire for the operation and management of the “Delhi Souvenirs” retail outlet at Dilli Haat, INA, New Delhi, on a revenue share basis, together with the associated rights and obligations more particularly described in this RFP.

This RFP is neither an agreement nor an offer by DTTDC to any prospective Bidder or other person. It is issued solely to provide interested parties with information that may be useful in formulating their proposal. This RFP includes statements reflecting various assumptions and assessments arrived at by DTTDC. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require, and may not be complete, accurate, adequate or correct. Each Bidder should conduct its own investigations and analysis, verify the accuracy and completeness of the information, and obtain independent advice from appropriate sources.

Any projections, indicative figures or estimates of footfall, turnover or revenue referred to in this RFP or shared during the pre-bid process are purely indicative and illustrative. They do not constitute any representation, warranty or guarantee by DTTDC as to the business potential of the Outlet, and each Bidder shall rely solely on its own independent assessment.

DTTDC, its employees and advisors make no representation or warranty, express or implied, and shall incur no liability as to the accuracy, reliability or completeness of the RFP. DTTDC may, in its absolute discretion but without obligation, update, amend or supplement the information, assessment or assumptions contained in this RFP.

The issue of this RFP does not imply that DTTDC is bound to select any Bidder or to appoint the Selected Bidder for the assignment. DTTDC reserves the right to reject all or any of the proposals without assigning any reason whatsoever.

The Bidder shall bear all costs associated with the preparation and submission of its proposal, including the cost of attending any meeting, presentation, site visit or pre-bid clarification. DTTDC shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the selection process.

PART I

Background and Scope

Section 1: Definitions and Interpretation

1.1 Definitions

In this RFP, unless the context otherwise requires, the following words and expressions shall have the meanings assigned to them below:

Term	Meaning
"Authority" / "DTTDC" / "Licensor"	The Delhi Tourism and Transportation Development Corporation Limited, a Government of NCT of Delhi Undertaking, including its successors and permitted assigns.
"Bid" / "Proposal"	The Technical Bid and the Financial Bid submitted by a Bidder in response to this RFP, together with all documents, annexures and declarations forming part thereof.
"Bidder" / "Applicant"	Any eligible entity that submits a Proposal in response to this RFP in accordance with the eligibility conditions in Section 4.
"Commencement Date"	The date on which the Concessionaire is permitted by DTTDC to commence commercial operation of the Outlet following completion of fit-out and handover, as recorded in the Possession-cum-Commencement Certificate.
"Concession" / "Licence"	The right granted by DTTDC to the Selected Bidder to operate and manage the Outlet on the terms of this RFP and the Concession Agreement, being a licence to use the Premises and not a lease, tenancy or transfer of any interest in the Premises.
"Concession Agreement"	The agreement to be executed between DTTDC and the Selected Bidder substantially in the form at Annexure XII, recording the terms and conditions of the Concession.
"Concession Period"	The period of 10 (ten) years from the Commencement Date, extendable by up to 5 (five) further years at the sole discretion of DTTDC, during which the Concession subsists.
"Concessionaire"	The Selected Bidder upon execution of the Concession Agreement.
"Delhi Souvenirs"	The retail brand, identity, trademark and merchandise programme owned by DTTDC under which heritage, craft, cultural and lifestyle souvenirs of Delhi and India are curated and sold, and which the Concessionaire is licensed to operate under this RFP.
"Financial Bid"	The Revenue Share percentage offered by the Bidder to DTTDC, submitted in the prescribed format at Annexure V, which shall not be below the Reserve Share.
"Gross Sales Revenue"	The aggregate of all amounts received or receivable by the Concessionaire from the sale of goods and merchandise at or through the Outlet (including online and order-based sales attributable to the Outlet), before deduction of any expense but excluding Goods and Services Tax and other statutory taxes actually collected and remitted to the exchequer.
"G2B Procurement"	Procurement of souvenirs, merchandise or gifting articles by business, corporate or institutional customers routed through or facilitated by DTTDC under the framework in this RFP.
"G2G Procurement"	Procurement of souvenirs, merchandise or official gifting articles by Government departments, agencies, public sector undertakings, autonomous bodies and

	constitutional or statutory authorities routed through or facilitated by DTTDC under the framework in this RFP.
“GI Product”	A product bearing a Geographical Indication registered under the Geographical Indications of Goods (Registration and Protection) Act, 1999.
“Letter of Award” / “LoA”	The letter issued by DTTDC to the Selected Bidder communicating acceptance of its Proposal.
“ODOP”	The One District One Product initiative of the Government of India and participating State Governments.
“Outlet” / “Premises”	The built-up retail space at Dilli Haat, INA, New Delhi designated by DTTDC for operation as the “Delhi Souvenirs” outlet, as described in Section 2 and demarcated at the site visit.
“QCBS”	Quality and Cost Based Selection, the method under which Proposals are evaluated on the combined weightage of technical quality (70%) and financial offer (30%) as set out in Section 9.
“Reserve Share” / “Floor Share”	The minimum Revenue Share percentage of 5% (five percent) of Gross Sales Revenue below which a Financial Bid shall not be valid.
“Revenue Share”	The percentage of Gross Sales Revenue offered by the Bidder and payable to DTTDC, as accepted by DTTDC pursuant to this RFP.
“Right of First Offer” / “ROFO”	The right of first offer granted to the Concessionaire in respect of souvenir and official gifting requirements of DTTDC events and DTTDC-managed events, as set out in Section 11.
“Selected Bidder”	The Bidder securing the highest Composite Score under the QCBS evaluation and to whom the Letter of Award is issued.

1.2 Interpretation

1. Words importing the singular include the plural and vice versa, and words importing a gender include every gender.
2. Headings and titles are for convenience of reference only and shall not affect the interpretation of this RFP.
3. References to a statute or statutory provision include that statute or provision as amended, re-enacted or consolidated from time to time and any subordinate legislation made thereunder.
4. References to “Sections”, “Clauses” and “Annexures” are references to the sections, clauses and annexures of this RFP unless otherwise stated.
5. The words “include” and “including” shall be construed without limitation.
6. In the event of any conflict between the terms of this RFP and the Concession Agreement, the Concession Agreement shall prevail in respect of matters arising after its execution; until then, the terms of this RFP shall govern.

Section 2: Background, Objectives and Scope of Work

2.1 About DTTDC

The Delhi Tourism and Transportation Development Corporation Limited is the nodal agency of the Government of NCT of Delhi for the promotion and development of tourism in the National Capital Territory. Among its mandates, DTTDC owns and operates Dilli Haat, the flagship craft, cuisine and culture bazaar, which has become an emblematic destination for the showcase of the handicrafts, handlooms and culinary heritage of India.

2.2 About Dilli Haat, INA

Dilli Haat at INA, situated on Sri Aurobindo Marg opposite the INA Market in South Delhi, was established jointly by Delhi Tourism, the New Delhi Municipal Council and the Offices of the Development Commissioner (Handicrafts) and the Development Commissioner (Handlooms) under the Ministry of Textiles, together with the Ministry of Tourism, Government of India, and was opened to the public in March 1994. Conceived as a permanent yet dynamic marketplace evoking the ambience of a traditional village haat, it brings together artisans, craftspersons and regional cuisines from across India, and remains among the most visited cultural destinations of the National Capital. The venue comprises craft stalls, a food plaza, an open-air amphitheatre and an exhibition hall.

DTTDC proposes to operate a dedicated branded retail outlet under the "Delhi Souvenirs" identity at Dilli Haat, INA, to offer curated, authentic and high quality souvenirs, craft products, heritage merchandise and lifestyle objects representative of Delhi and of India to domestic and international visitors. The Outlet is intended to complement, and not to displace, the artisan stalls at Dilli Haat, and shall draw upon registered artisans, GI producers, ODOP clusters and recognised handicraft and handloom sources.

2.3 The Delhi Souvenirs Concept

"Delhi Souvenirs" is envisaged as a flagship retail experience embodying the philosophy of "Vikas bhi, Virasat bhi", presenting the cultural heritage of the National Capital in a contemporary, well designed and visitor friendly retail format. The brand, trademark, identity and intellectual property in "Delhi Souvenirs" vest solely in DTTDC. The Concessionaire shall operate the Outlet under licence to use the brand, in accordance with the brand guidelines and merchandising standards prescribed by DTTDC.

2.4 Policy Framework

This assignment is aligned with and shall be implemented in furtherance of the following policy framework:

1. The vision of "Vikas bhi, Virasat bhi" promoting development alongside the preservation and celebration of heritage;
2. The promotion of Geographical Indication products, the One District One Product initiative and the broader objective of empowering artisans, weavers and craftspersons of India;
3. The Make in India and Vocal for Local objectives of the Government of India;
4. The tourism promotion mandate of the Government of NCT of Delhi and the policies governing the commercial utilisation of DTTDC properties.

2.5 Objectives of the Assignment

The principal objectives of DTTDC in undertaking this selection are:

1. To establish a professionally managed, financially self-sustaining branded souvenir retail outlet at Dilli Haat, INA, that enhances the visitor experience and projects the cultural identity of Delhi and India;
2. To secure for DTTDC a transparent and assured revenue stream through a revenue share and minimum guarantee arrangement;
3. To promote authentic, GI tagged, ODOP and handicraft and handloom products and to create a sustainable channel for artisans and craftspersons;

4. To create an organised, quality assured channel through which the souvenir and official gifting requirements of DTTDC events, and the requirements of Government and institutional buyers under the G2G and G2B frameworks, may be met at transparent and preferential prices;
5. To achieve the foregoing without any capital outlay or operating risk to DTTDC in respect of the retail operation.

2.6 Broad Scope of the Concession

The broad scope of the Concession comprises:

1. Fit-out, branding, stocking, staffing, operation, management and maintenance of the "Delhi Souvenirs" Outlet at Dilli Haat, INA, at the sole cost and risk of the Concessionaire;
2. Curation, sourcing, merchandising and sale of authentic souvenirs, craft, heritage and lifestyle products in accordance with the categories and standards prescribed by DTTDC;
3. Payment to DTTDC of the Revenue Share on Gross Sales Revenue;
4. Fulfilment, under a Right of First Offer, of souvenir and official gifting requirements of DTTDC events and DTTDC-managed events on the terms in Section 11;
5. Supply of souvenirs and gifting articles to Government and institutional buyers under the G2G and G2B procurement framework
6. Compliance with all operating standards, reporting requirements, performance standards and applicable laws set out in this RFP.

The detailed scope is set out in Section 5 and the operating standards in Section 6. Nothing in this RFP shall be construed as granting the Concessionaire any exclusivity in respect of the sale of souvenirs at Dilli Haat or elsewhere, save as expressly provided.

Section 3: Schedule of Selection

The selection shall be conducted in accordance with the following indicative schedule. All dates shall be as finally notified in the NIT and any Corrigendum. DTTDC reserves the right to vary the schedule.

S.No.	Event / Milestone	Date / Time
1	Publication of NIT and availability of RFP on the e-Procurement Portal	[Date]
2	Last date for submission of pre-bid queries (Annexure XIV)	[Date] up to 1700 hours
3	Pre-bid meeting and site visit at Dilli Haat, INA	[Date] at 1100 hours
4	Issue of consolidated responses to queries and Corrigendum, if any	[Date]
5	Last date and time for online submission of Technical and Financial Bids	[Date] up to 1500 hours
6	Opening of Technical Bids	[Date] at 1600 hours
7	Technical presentation by responsive Bidders before the Evaluation Committee	[To be intimated]
8	Declaration of technically qualified Bidders	[To be intimated]
9	Opening of Financial Bids of technically qualified Bidders	[To be intimated]
10	Declaration of the Selected Bidder on the basis of the highest Composite Score	[To be intimated]
11	Issue of Letter of Award	[To be intimated]

12	Furnishing of securities and execution of Concession Agreement	Within 21 days of LoA
13	Handover of Premises, completion of fit-out and Commencement Date	As per Concession Agreement

PART II

Eligibility Criteria

Section 4: Eligibility Criteria for Bidders

A Bidder shall be eligible to participate only if it satisfies all the eligibility conditions in this Section as on the last date for submission of bids and continues to satisfy them throughout the selection process and the Concession Period. These are minimum threshold requirements and are distinct from the comparative technical evaluation under Section 9. The relaxations available to Micro and Small Enterprises and to recognised Start-ups are set out in Clause 4.5.

4.1 Legal and Constitutional Eligibility

S.No.	Criterion	Supporting Document
a	The Bidder shall be a single legal entity, being a Company registered under the Companies Act, 2013 or any earlier enactment, a Limited Liability Partnership under the LLP Act, 2008, a registered Partnership Firm, a registered Society, validly existing under the laws of India.	Certificate of Incorporation / Registration / or, as applicable
b	The Bidder shall have been in existence and engaged in business for a minimum period of 3 (three) years as on the last date for submission of bids.	Constitutional documents or proof of commencement of business / earliest statutory filing
c	The Bidder shall hold a valid Permanent Account Number (PAN) and Goods and Services Tax registration (GSTIN).	Copy of PAN and GSTIN certificate
d	The Bidder shall not have been blacklisted, debarred or banned by any Central or State Government department, public sector undertaking, municipal or statutory body in India, and no insolvency or winding up proceedings shall be pending or subsisting against it.	Self attested affidavit as per Annexure IX

4.2 Technical and Experience Eligibility

The Bidder shall satisfy the following, subject to the relaxations for MSME and Start-ups under Clause 4.5:

S.No.	Criterion	Supporting Document
a		Work orders / GeM contracts / lease or licence deeds / GST returns / customer certificates evidencing the operation, with the period clearly indicated

4.3 Financial Eligibility

The Bidder shall satisfy the following, subject to the relaxations for MSME and Start-ups under Clause 4.5:

S.No.	Criterion	Supporting Document
a	The Bidder shall have a minimum annual turnover of Rs. 10,00,000 (Rupees Ten Lakh only) in any of the last 3 (three) audited financial years.	a certificate from a Chartered Accountant with UDIN

4.4 Earnest Money Deposit and Tender Document Fee

The Bidder shall furnish the Earnest Money Deposit of Rs. 50,000 (Rupees Fifty Thousand only) in the manner specified in the NIT, save where exempted under Clause 4.5. The EMD of a Bidder shall be forfeited if the Bidder withdraws or modifies its bid during the period of validity, fails to furnish the Security Deposit and Performance Bank Guarantee, or fails to execute the Concession Agreement within the stipulated time.

4.5 Relaxations for Micro and Small Enterprises and Start-ups

In furtherance of the Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 and its amendments, the notifications of the Department for Promotion of Industry and Internal Trade in respect of Start-ups, and the relaxations permitted under the General Financial Rules, 2017, the following relaxations shall apply:

1. A Micro or Small Enterprise holding valid Udyam Registration, or a Start-up holding valid DPIIT recognition, shall be EXEMPT from the minimum average annual turnover requirement under Clause 4.3(a).
2. Such MSME or Start-up shall also be EXEMPT from the prior experience requirement under Clause 4.2(a), provided that it demonstrates, to the satisfaction of the Evaluation Committee, the technical capability and the sourcing capability to operate the Outlet.
3. Such MSME or Start-up shall be EXEMPT from the Tender Document Fee and from the Earnest Money Deposit, to the extent and in the manner permitted under the prevailing public procurement orders, on submission of valid supporting documents.
4. The requirement of minimum 3 (three) years of existence under Clause 4.1(b), the legal and constitutional eligibility under Clause 4.1, and the requirement of non-blacklisting shall continue to apply to all Bidders including MSME and Start-ups and shall NOT be relaxed.
5. The relaxations under this Clause apply only to the eligibility thresholds and shall not entitle any Bidder to any relaxation, weightage or preference in the comparative technical evaluation under Section 9, where all Bidders shall be assessed on merit on the same scoring matrix. An MSME or Start-up availing the experience exemption shall be scored on the experience parameter on the basis of whatever relevant experience and capability it is able to demonstrate.

A Bidder seeking any relaxation under this Clause shall expressly claim it in its Technical Bid and shall enclose the relevant valid registration or recognition certificate. In the absence of a valid certificate, no relaxation shall be granted.

4.6 Additional Conditions

1. Consortia, joint ventures and bids by more than one entity jointly are NOT permitted. Each Bidder shall bid in its own name as a single legal entity.
2. A Bidder shall submit only one bid. Submission of more than one bid by the same Bidder, or by entities under the same effective control, shall render all such bids liable to rejection.
3. The Bidder shall not have any conflict of interest that may affect the selection process or the performance of the Concession. The Bidder shall disclose any actual or potential conflict of interest in its Technical Bid.
4. All bids shall be signed by a duly authorised signatory holding a valid authorisation in the form of a Board Resolution or a Power of Attorney as per Annexure XI.

5. DTTDC may, at its discretion, seek clarification or call for the curing of any minor deficiency in documents that does not affect the substance of the bid or confer any unfair advantage, in accordance with the principles of fairness and the General Financial Rules, 2017.

PART III

Scope of Services and Operating Standards

Section 5: Detailed Scope of Services

5.1 The Outlet and Premises

DTTDC shall make available to the Concessionaire the designated built-up retail space (measuring 714 Sq. Ft.) at Dilli Haat, INA, for operation as the "Delhi Souvenirs" Outlet. The Premises shall be handed over on an as-is-where-is basis. The exact area, location and configuration shall be demarcated and shown to Bidders at the pre-bid site visit, and recorded in the Possession-cum-Commencement Certificate. The grant is a licence to use the Premises for the permitted purpose only and shall not create any leasehold, tenancy or other interest in favour of the Concessionaire.

5.2 Fit-out and Establishment

The Concessionaire shall, at its own cost and within the period stipulated in the Concession Agreement, undertake the design, fit-out, furnishing, fixtures, lighting, display systems, signage and branding of the Outlet in conformity with the "Delhi Souvenirs" brand guidelines and the operating standards in Section 6, and to the prior written approval of DTTDC. All fit-out works shall comply with the structural, fire, safety, electrical and aesthetic norms of Dilli Haat and shall not alter the heritage character of the complex. No structural alteration shall be carried out without the prior written approval of DTTDC and the competent authorities.

5.3 Merchandising and Product Categories

The Concessionaire shall curate, source, stock and sell authentic, high quality souvenirs and merchandise under the "Delhi Souvenirs" identity. The indicative product categories include:

1. Heritage and monument inspired souvenirs of Delhi and India;
2. Geographical Indication tagged products and ODOP products;
3. Handicrafts, handlooms, textiles, home and decor objects;
4. Art, paper products, stationery, books and publications on Delhi and India's heritage;
5. Apparel, accessories, jewellery and lifestyle products of Indian origin;
6. Packaged foods, teas, spices and botanicals of authenticated origin, subject to applicable food safety law;
7. Curated gifting and hampers suitable for institutional and official gifting.

The merchandise mix, quality, authenticity and pricing shall conform to the standards in Section 6. The Concessionaire shall not stock or sell any counterfeit, prohibited, hazardous, offensive or culturally inappropriate item, nor any item that infringes any third party intellectual property.

5.4 Operation and Management

The Concessionaire shall operate and manage the Outlet on all days on which Dilli Haat is open to the public, during its operating hours, with adequate, trained, uniformed and courteous staff. The Concessionaire shall be solely responsible for the engagement, payment, conduct, statutory compliance and supervision of its personnel, who shall not be deemed to be employees of DTTDC for any purpose. The Outlet shall be maintained in a clean, hygienic, safe and well presented condition at all times.

5.5 Revenue Share and Reporting

The Concessionaire shall record all sales through an electronic point of sale and inventory system, shall furnish to DTTDC accurate monthly statements of Gross Sales Revenue in accordance with Section 12. DTTDC shall have the right to audit the sales records as set out in Section 12 and Section 13.

5.6 Right of First Offer for DTTDC Events and Official Gifting

In recognition of the brand alignment between “Delhi Souvenirs” and the cultural and tourism programmes or any other programmes/ managed of DTTDC, the Concessionaire shall be granted a Right of First Offer (ROFO) in respect of the souvenir, merchandise and official gifting requirements of events organised by DTTDC and events managed by DTTDC. The ROFO shall operate as follows:

1. Whenever DTTDC has a requirement of souvenirs, merchandise or gifting articles for any of its events or events under its management, DTTDC may first invite the Concessionaire to submit an offer specifying the items, quantities, quality, design, delivery timeline and price.
2. The Concessionaire's offer shall be at prices competitive with, and not higher than, the prevailing rates for comparable items on the Government e-Marketplace or Central Cottage emporium, and shall meet the quality, design and delivery requirements specified by DTTDC.
3. If the Concessionaire's offer is acceptable to DTTDC on price, quality and delivery, DTTDC may place the order with the Concessionaire. The acceptance of any such offer shall be at the sole discretion of DTTDC.

5.7 G2G and G2B Procurement Framework

The Outlet is also intended to serve as an organised, quality assured channel for the supply of souvenirs and gifting articles to Government and institutional buyers. Accordingly:

1. Government to Government (G2G): Government departments, agencies, public sector undertakings, autonomous bodies and constitutional or statutory authorities may, through or with the facilitation of DTTDC, procure souvenirs and official gifting articles from the Concessionaire. For this purpose, the DTTDC would offer complete admnistrative support in drafting letters, DO letters, proposals to other govt departments if also requested by the concessionaire.
2. Government to Business (G2B): Business, corporate and institutional buyers may, through or with the facilitation of DTTDC, place bulk orders for souvenirs, merchandise and corporate gifting with the Concessionaire.
3. The Concessionaire shall honour the committed preferential prices, which shall be benchmarked to and shall not exceed the prevailing market or GeM prices for comparable items, and shall maintain a transparent, published price and discount schedule that may be revised only with the prior written approval of DTTDC.
4. All sales effected under the G2G and G2B frameworks, whether fulfilled from the Outlet or through dedicated supply, shall form part of Gross Sales Revenue and shall attract the Revenue Share, unless DTTDC and the Concessionaire agree in writing a distinct commercial treatment for a specific large order, recorded by way of a written variation.
5. Nothing in this Clause shall oblige any Government body or institutional buyer to procure from the Concessionaire, nor shall it derogate from the obligation of any such buyer to comply with its own applicable procurement rules.

5.8 Brand Licence and Intellectual Property

The Concessionaire is granted a non-exclusive, non-transferable licence to use the "Delhi Souvenirs" brand, trademark, identity and associated intellectual property solely for the operation of the Outlet and the permitted activities under this RFP, strictly in accordance with the brand guidelines of DTTDC. All goodwill arising from the use of the brand shall vest solely in DTTDC. The Concessionaire shall acquire no right, title or interest in the brand and shall cease all use of the brand on expiry or termination of the Concession. Any product designs, content or creative developed for the Outlet at DTTDC's instance or bearing the "Delhi Souvenirs" identity shall vest in DTTDC.

5.9 Exclusions from Scope

The following are excluded from the scope of the Concession and shall remain the responsibility of DTTDC or shall be borne as indicated:

1. Provision of the basic built-up shell of the Premises and the structural maintenance of the Dilli Haat complex;
2. Common area maintenance and security of the Dilli Haat complex generally, save for the security of the Outlet and its stock which shall be the Concessionaire's responsibility;
3. The Concessionaire shall bear all costs of fit-out, stock, staff, consumables, utilities consumed within the Outlet as metered or assessed, statutory licences for its operation, and applicable taxes.

Section 6: Operating Standards and Specifications

6.1 Store Design and Visual Merchandising

The Outlet shall be designed and presented to reflect the cultural identity and contemporary aesthetic of the "Delhi Souvenirs" brand. The Concessionaire shall maintain the following standards:

1. Store design, fixtures, lighting and signage in conformity with the brand guidelines and approved by DTTDC, and in harmony with the heritage character of Dilli Haat;
2. Clear, dignified and authentic display of merchandise with proper labelling indicating product name, origin, craft, GI or ODOP status where applicable, and price;
3. Refreshing of window and feature displays on a periodic basis and in alignment with festivals, seasons and cultural events at Dilli Haat;
4. Maintenance of the Outlet in a clean, well lit, air circulated and welcoming condition during all operating hours.
5. Concessionaire will be allowed to put up pop displays/kiosk/ advertising space at any area of Dilli Haat to attract maximum footfall.

6.2 Product Quality and Authenticity

The Concessionaire shall ensure:

1. That all merchandise is authentic, of good quality and free from defects, and that GI tagged and ODOP products are genuine;
2. That packaged food products, teas, spices and botanicals comply with the Food Safety and Standards Act, 2006 and the rules and regulations made thereunder, and bear valid FSSAI marking and lawful labelling;

3. That no counterfeit, substandard, prohibited, hazardous or culturally inappropriate item is stocked or sold.

6.3 Technology, Point of Sale and Reporting Systems

Requirement	Specification
Point of Sale System	Electronic POS recording every sale transaction, integrated with inventory, capable of generating GST compliant invoices and itemised daily, weekly and monthly sales reports
Inventory Management	Real time inventory tracking with stock keeping unit level records, including product origin and category tagging
Digital Payments	Acceptance of UPI, cards and other digital payment modes in addition to cash, with proper reconciliation
Sales Reporting to DTTDC	Monthly statement of Gross Sales Revenue and category-wise sales, with read access or periodic data extracts to DTTDC in machine readable format
Audit Access	System and records to permit inspection and audit by DTTDC or its authorised representative, including surprise audits

6.4 Staffing and Customer Service

The Concessionaire shall deploy adequate trained personnel conversant with the products, their provenance and the cultural narrative of “Delhi Souvenirs”. Staff shall be uniformed, identifiable, courteous and able to assist domestic and international visitors. The Concessionaire shall maintain a visitor feedback mechanism, shall address complaints promptly, and shall ensure full compliance with all applicable labour laws in respect of its personnel.

6.5 Sustainability and Responsible Operation

The Concessionaire shall adopt environmentally responsible practices, including the avoidance of single use plastics in packaging consistent with applicable law, the use of sustainable and recyclable packaging bearing the “Delhi Souvenirs” identity, energy efficient lighting and equipment, and responsible waste management in accordance with the norms of Dilli Haat and applicable law.

6.6 Compliance, Licences and Insurance

The Concessionaire shall, at its own cost, obtain and maintain all licences, permissions, registrations and approvals required for the operation of the Outlet, including any trade licence, GST registration, FSSAI licence for food items, fire and safety clearances and shops and establishment registration, as applicable. The Concessionaire shall maintain adequate insurance covering its stock, fixtures, public liability and the personnel deployed, and shall keep DTTDC indemnified against all claims arising from its operation.

PART IV

Selection Process and QCBS Evaluation

Section 7: Instructions to Bidders

7.1 General

The Bidder shall examine all instructions, terms, conditions, formats and specifications in this RFP. Failure to furnish the information required, or submission of a bid not substantially responsive to this RFP in every respect, shall be at the Bidder's risk and may result in rejection of the bid.

7.2 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid, and DTTDC shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the selection process.

7.3 Pre-Bid Meeting, Site Visit and Clarifications

Prospective Bidders are advised to attend the pre-bid meeting and site visit at Dilli Haat, INA, on the date notified, and to inspect the Premises and satisfy themselves as to the site conditions. Bidders may submit written queries in the format at Annexure XIV by the stipulated date. DTTDC shall issue consolidated responses and any Corrigendum on the e-Procurement Portal and the DTTDC website, which shall form an integral part of this RFP.

7.4 Amendment of the RFP

At any time prior to the last date for submission of bids, DTTDC may, for any reason, whether at its own initiative or in response to a clarification sought by a Bidder, amend the RFP by issuing a Corrigendum. To give Bidders reasonable time to take a Corrigendum into account, DTTDC may, at its discretion, extend the last date for submission of bids.

7.5 Language and Currency

The bid and all related correspondence and documents shall be in English. All financial figures shall be expressed in Indian Rupees.

7.6 Period of Validity of Bids

Bids shall remain valid for 180 (one hundred and eighty) days from the date of opening of the Technical Bid. DTTDC may request Bidders to extend the period of validity; a Bidder may refuse the request without forfeiture of its EMD but shall not then be considered further.

7.7 Earnest Money Deposit

The EMD shall be furnished in the form and amount specified in the NIT, save where exempted under Clause 4.5. The EMD of unsuccessful Bidders shall be refunded without interest after the selection process is concluded. The EMD of the Selected Bidder shall be refunded, or adjusted against the Security Deposit, upon furnishing of the Security Deposit and Performance Bank Guarantee and execution of the Concession Agreement. The EMD shall be forfeited in the circumstances set out in Clause 4.4.

7.8 Right to Accept or Reject

DTTDC reserves the right to accept or reject any or all bids, to annul the selection process, or to vary the quantum or scope of the assignment, at any time prior to award, without thereby incurring any liability to the affected Bidders or any obligation to inform them of the grounds, in accordance with Rule 173 of the General Financial Rules, 2017.

Section 8: Bid Submission Process

8.1 Two Bid System

The bid shall be submitted online on the e-Procurement Portal in two parts, namely the Technical Bid and the Financial Bid, each digitally signed using a valid Class III Digital Signature Certificate. Bids submitted by any other mode shall not be accepted.

8.2 Contents of the Technical Bid

The Technical Bid shall comprise, in the prescribed formats:

1. Bid Submission Letter (Annexure I);
2. Bidder's Profile (Annexure II);
3. Technical Proposal comprising the approach, merchandising, sourcing and branding plan, and past experience (Annexure III);
4. Eligibility Checklist with all supporting documents (Annexure IV);
5. Proof of EMD and Tender Document Fee, or valid exemption documents;
6. Affidavit of Non-Blacklisting (Annexure IX);
7. Power of Attorney or Board Resolution authorising the signatory (Annexure XI);
8. Signed and stamped Integrity Pact (Annexure VIII);
9. Audited financial statements and Chartered Accountant certificates for turnover and net worth;
10. Valid Udyam Registration or DPIIT recognition certificate, if claiming MSME or Start-up relaxation.

The Technical Bid shall NOT contain any indication of the Revenue Share or any financial figure relating to the Financial Bid. Disclosure of the Financial Bid in the Technical Bid shall render the bid liable to rejection.

8.3 Contents of the Financial Bid

The Financial Bid shall comprise only the Revenue Share percentage offered to DTTDC, submitted strictly in the prescribed format at Annexure V through the financial bid template of the e-Procurement Portal. The Revenue Share offered shall not be below the Reserve Share of 5% (five percent). A Financial Bid quoting below the Reserve Share, or quoted in any conditional or ambiguous manner, shall be rejected.

8.4 Submission, Sealing and Marking

Bids shall be submitted online before the last date and time for submission. The Technical Bid and the Financial Bid shall be uploaded in the designated covers on the e-Procurement Portal. DTTDC shall not be responsible for any failure, delay or difficulty on the part of the Bidder in uploading the bid for any reason whatsoever.

8.5 Late Bids

Any bid received after the last date and time for submission shall not be accepted by the e-Procurement Portal and shall stand rejected.

8.6 Modification and Withdrawal

A Bidder may modify or withdraw its bid prior to the last date and time for submission through the e-Procurement Portal. No bid shall be modified after the deadline. Withdrawal or modification of a bid during the period of validity shall attract forfeiture of EMD.

Section 9: Bid Opening and Evaluation Methodology

9.1 Method of Selection

The selection shall be made on the Quality and Cost Based Selection (QCBS) method, with a weightage of 70% (seventy percent) to the technical quality of the Proposal and 30% (thirty percent) to the financial offer. The Bidder securing the highest Composite Score shall be the Selected Bidder.

9.2 Opening and Preliminary Examination of Technical Bids

The Technical Bids shall be opened on the notified date in the presence of Bidders or their authorised representatives who choose to attend. DTTDC shall examine the bids for responsiveness, eligibility and completeness. Bids that are not responsive, or that do not meet the eligibility conditions in Section 4, shall be rejected and shall not be evaluated further.

9.3 Technical Evaluation and Scoring

Responsive and eligible Bidders shall be evaluated and scored by the Evaluation Committee on a scale of 100 (one hundred) marks against the following criteria. Bidders may be required to make a presentation of their plan before the Committee, which shall be taken into account in the scoring.

Table 9.1: Technical Evaluation Matrix

S.No.	Evaluation Criterion	Max Marks	Basis of Assessment
1	Relevant experience in branding & design, emporia, exhibitions or e-commerce channels, or in conceptualizing, designing, producing or sourcing souvenirs, merchandise or publications, including duration, scale and quality	**20**	Documented work samples, work order, photographs
2	Merchandising, curation and product development plan for the Outlet, including category strategy, product range, gifting and hamper concepts, pricing approach and refresh plan	**25**	Quality and depth of the plan in Annexure III and the presentation
3	Sourcing network and artisan, GI, ODOP, handloom and producer linkages, including breadth, authenticity and sustainability of sources	**15**	Supplier list, demonstrated linkages, Tie Ups with Artisans, any documentary evidence.
4	Branding, visual merchandising and store design concept consistent with the "Delhi Souvenirs" identity and the heritage character of Dilli Haat	**25**	Design concept, mood boards, methodology visual merchandising and concept, presentation
5	Technology, point of sale, inventory and reporting systems proposed, including transparency of sales reporting to DTTDC	**10**	Description of systems, integration and reporting capability
6	Sustainability, local artisan empowerment and social impact approach	**5**	Alignment with ESG.
	Total	**100**	

9.4 Minimum Qualifying Technical Score

Only those Bidders who secure a minimum qualifying technical score of 70 (seventy) marks out of 100 shall be considered technically qualified and shall have their Financial Bids opened. Bidders scoring below the minimum qualifying technical score shall be rejected and their Financial Bids shall not be opened.

9.5 Opening and Evaluation of Financial Bids

The Financial Bids of technically qualified Bidders shall be opened on a notified date in their presence or that of their authorised representatives who choose to attend. The Financial Bid is the Revenue Share percentage offered to DTTDC, which shall not be below the Reserve Share.

9.6 Computation of Scores

9.6.1 Technical Score. The Technical Score (St) of a Bidder shall be the total marks secured by the Bidder out of 100 in the technical evaluation under Clause 9.3.

9.6.2 Financial Score. Since a higher Revenue Share offered to DTTDC is more advantageous, the Financial Score (Sf) shall be computed by reference to the highest Revenue Share offered among the technically qualified Bidders, as follows:

$$\mathbf{Sf = 100 \times (Rb / Rmax)}$$

where Rb is the Revenue Share percentage offered by the Bidder under evaluation, and Rmax is the highest Revenue Share percentage offered among all technically qualified Bidders. The Bidder offering the highest Revenue Share shall receive a Financial Score of 100.

9.6.3 Composite Score. The Composite Score (CS) of each Bidder shall be computed by applying the QCBS weightage of 70:30 as follows:

$$\mathbf{CS = (0.70 \times St) + (0.30 \times Sf)}$$

The Bidder securing the highest Composite Score shall be ranked first and shall be declared the Selected Bidder, subject to the other provisions of this RFP.

Table 9.2: Illustrative Computation (illustrative only; figures are hypothetical and do not bind DTTDC)

Bidder	Technical Score (St)	Revenue Share Offered	Financial Score (Sf)	Composite Score
Bidder X	88	18%	90.0	88.6
Bidder Y	80	20%	100.0	86.0
Bidder Z	74	15%	75.0	74.3

In the illustration, Bidder X secures the highest Composite Score.

9.7 Tie-Breaking

In the event two or more Bidders secure an equal Composite Score, the Bidder with the higher Technical Score shall be ranked higher. If the Technical Scores are also equal, the Bidder offering the higher Revenue Share shall be ranked higher.

9.8 Negotiation and Award

DTTDC may, if it considers necessary, negotiate with the Selected Bidder, provided that no negotiation shall result in a Revenue Share lower than that offered by the Selected Bidder. On conclusion, DTTDC shall issue the Letter of Award to the Selected Bidder, who shall furnish the Security Deposit and Performance Bank Guarantee and execute the Concession Agreement within the stipulated time.

9.9 Clarifications during Evaluation

During evaluation, DTTDC may, at its discretion, seek written clarification from any Bidder. The request and the response shall be in writing, and no change in the substance or the price of the bid shall be sought, offered or permitted.

PART V

Concession Conditions

Section 10: General Conditions of Concession

10.1 Grant and Nature of the Concession

DTTDC grants to the Concessionaire, and the Concessionaire accepts, the licence to operate and manage the "Delhi Souvenirs" Outlet at Dilli Haat, INA, for the Concession Period, on the terms of this RFP and the Concession Agreement. The grant is a bare licence to use the Premises for the permitted purpose and does not create any lease, tenancy, sub-lease, or any right, title or interest in the Premises in favour of the Concessionaire. The Concessionaire shall not claim any tenancy or other protected right and shall hand back the Premises on expiry or termination.

10.2 Concession Period and Extension

The Concession Period shall be 10 (ten) years from the Commencement Date. DTTDC may, at its sole discretion and subject to the satisfactory performance of the Concessionaire and continued compliance with the terms of the Concession, extend the Concession Period by up to 5 (five) further years, on the same or revised terms to be communicated in writing. The Concessionaire shall have no right to claim extension as a matter of entitlement.

10.3 Letter of Award, Security Deposit and Performance Guarantee

Within 21 (twenty one) days of the issue of the Letter of Award, the Selected Bidder shall furnish a Performance Bank Guarantee of 2 lacs rupees lumpsump from a Scheduled Commercial Bank in the form at Annexure VII, and shall execute the Concession Agreement. Failure to do so shall entitle DTTDC to forfeit the EMD and to annul the award without further notice.

10.4 Possession and Fit-out

On execution of the Concession Agreement and furnishing of the securities, DTTDC shall hand over possession of the Premises and issue the Possession-cum-Commencement Certificate. The Concessionaire shall complete fit-out within the period stipulated in the Concession Agreement, failing which DTTDC may levy penalties or, on continued default, terminate the Concession and forfeit the securities.

10.5 Utilities and Outgoings

The Concessionaire shall bear the cost of electricity, water and other utilities consumed within the Outlet, as metered or as assessed by DTTDC, and all taxes, cesses and outgoings attributable to its operation. Property tax, if any, in respect of the structure shall be dealt with as provided in the Concession Agreement.

10.6 Maintenance of the Outlet

The Concessionaire shall maintain the Outlet, its fixtures and fittings in good condition at its own cost, and shall keep the Premises clean, safe and presentable. The Concessionaire shall not cause any nuisance or damage to the Dilli Haat complex or to other occupants and visitors.

10.7 No Sub-licensing or Assignment

The Concessionaire shall not sub-licence, assign, transfer, part with possession of, or create any third party interest in, the Premises or the Concession, in whole or in part, without the prior written approval of DTTDC. Any breach of this Clause shall be a material default entitling DTTDC to terminate the Concession and forfeit the securities.

10.8 Compliance with Laws

The Concessionaire shall comply with all applicable laws, rules, regulations, byelaws and orders for the time being in force, including those relating to trade, taxation, food safety, labour, environment, fire and public safety, and shall obtain and maintain all requisite licences and permissions at its own cost. The Concessionaire shall keep DTTDC indemnified against any loss, claim, penalty or liability arising from any non-compliance.

10.9 Anti-Corruption and Integrity

The Concessionaire shall observe the highest standards of ethics and integrity during the selection and the performance of the Concession, and shall abide by the Integrity Pact at Annexure VIII. Any engagement in corrupt, fraudulent, collusive or coercive practice shall entitle DTTDC to terminate the Concession, forfeit the securities and take such further action as may be available in law.

10.10 Insurance and Indemnity

The Concessionaire shall maintain adequate insurance covering its stock, fixtures, public liability and personnel, and shall indemnify and keep indemnified DTTDC and its officers against all claims, damages, losses and liabilities arising out of the operation of the Outlet, save to the extent caused solely by DTTDC.

10.11 Notices

All notices under the Concession shall be in writing and shall be delivered by hand, registered post, courier or email to the addresses recorded in the Concession Agreement, and shall be deemed to have been received on the date of delivery or, in the case of email, on the date of transmission if sent during business hours.

Section 11: Special Conditions of Concession

11.1 Alignment with Dilli Haat Operations

The Concessionaire shall operate the Outlet in harmony with the operating regime, calendar, festivals, cultural events and visitor management arrangements of Dilli Haat, INA. The Outlet shall remain open on all days and during all hours that Dilli Haat is open to the public, unless otherwise permitted in writing by DTTDC. The Concessionaire shall cooperate with DTTDC during exhibitions, festivals and special events held at the complex.

11.2 Branding and Brand Guidelines

The Concessionaire shall operate strictly under the "Delhi Souvenirs" brand and shall conform to the brand guidelines, signage standards and merchandising standards prescribed by DTTDC. The Concessionaire shall not use any other brand or trade name for the Outlet, nor co-brand the Outlet, without the prior written approval of DTTDC.

11.3 Right of First Offer for DTTDC Events

The Right of First Offer in respect of the souvenir, merchandise and official gifting requirements of DTTDC events and DTTDC-managed events shall operate on the terms set out in Clause 5.6. For each invited requirement, DTTDC shall communicate the items, specifications, quantities, quality, design and timeline, and the Concessionaire shall respond within the time stipulated, ordinarily not exceeding 7 (seven) working days, with a firm offer. The Concessionaire's price shall not exceed the prevailing GeM or market price for comparable items. DTTDC retains full discretion to accept the offer or to procure elsewhere in accordance with the General Financial Rules, 2017.

11.4 G2G and G2B Procurement Framework

The Concessionaire shall serve as an organised channel for the supply of souvenirs and gifting articles to Government and institutional buyers under the G2G and G2B frameworks described in Clause 5.7. The Concessionaire shall:

1. Maintain and honour the committed price and discount for G2G and G2B orders, benchmarked to and not exceeding prevailing market or GeM prices for comparable items;
2. Fulfil G2G and G2B orders accepted by it with the quality, packaging and timelines committed, and provide proper GST compliant invoicing;
3. Treat all sales under the G2G and G2B frameworks as part of Gross Sales Revenue attracting the Revenue Share, except where a distinct commercial treatment for a specific large order is agreed in writing by way of a recorded variation.

Nothing in this Clause obliges any Government body or institutional buyer to procure from the Concessionaire, and every such buyer shall remain bound by its own applicable procurement rules.

11.5 Tourist Orientation and Experience

The Outlet shall be operated as a visitor friendly, culturally rich retail experience for domestic and international tourists. The Concessionaire shall provide multilingual assistance to the extent reasonable, shall facilitate digital and card payments, and may, with the approval of DTTDC, offer services such as gift wrapping, shipping assistance and authentication of provenance for high value craft items.

11.6 Right of First Offer for Future Delhi Souvenirs Outlets

(a) DTTDC may, in its sole discretion and as part of its tourism and brand promotion strategy, decide from time to time during the Concession Period to open additional Souvenirs retail outlets under the "Delhi Souvenirs" identity at other locations within or outside Dilli Haat, INA, including but not limited to DTTDC properties, airports, railway stations, museums, heritage precincts and other tourist destinations (each, an "Additional Souvenirs Outlet").

(b) DTTDC may first offer the operation of any such Additional Souvenirs Outlet to the Concessionaire by written notice specifying the location, configuration for that Additional Souvenirs Outlet ("Offer Notice").

(c) The Revenue Share percentage payable on Gross Sales Revenue from the Additional Souvenirs Outlet shall be the same Revenue Share percentage accepted under this Concession, and the operating, branding, reporting, performance, audit, G2G/G2B, ROFO for events, termination and dispute resolution provisions of this RFP.

(d) The Concessionaire shall accept or decline the Offer Notice in writing within 21 (twenty-one) days. If the Concessionaire accepts, the Parties shall execute a supplementary agreement extending the Concession to the Additional Souvenirs Outlet on the terms in this Clause. If the Concessionaire declines, fails to respond within the said period, or fails to agree to the site-specific commercials within a further 21 (twenty one) days, DTTDC shall be free to procure the operation of the Additional Outlet by any other means in accordance with applicable law and the General Financial Rules, 2017.

(e) Nothing in this Clause shall create any obligation on DTTDC to open any Additional Souvenirs Outlet, or shall fetter DTTDC's right to determine its tourism, retail and brand strategy. The right under this Clause shall lapse on the expiry or termination of this Concession.

Section 12: Revenue Share, Minimum Guarantee and Payment Terms

12.1 Revenue Share

The Concessionaire shall pay DTTDC, in respect of each calendar quarter, the Revenue Share, being the accepted percentage of the Gross Sales Revenue of that month.

12.2 Computation and Payment

Table 12.1: Monthly Payment Mechanism

Step	Action	Timeline
1	The Concessionaire shall submit to DTTDC a statement of Gross Sales Revenue for the quarter, generated from the point of sale system, together with the computation of the Revenue Share	By the 5th day of the following month
2	The Concessionaire shall pay the Revenue Share on actual Gross Sales Revenue, by electronic transfer to the designated account of DTTDC	By the 10th day of the following month
3	DTTDC shall reconcile the statement against the point of sale data and audit findings, and shall raise any demand for shortfall or adjust any excess	On reconciliation

12.4 Audit and Verification of Gross Sales Revenue

DTTDC shall have the right, at any time and through its officers or an appointed Chartered Accountant or auditor, to inspect, verify and audit the sales records, point of sale data, books of account, GST returns and stock records of the Concessionaire relating to the Outlet.

12.5 Understatement and Interest on Delayed Payment

If an audit reveals any understatement of Gross Sales Revenue, the Concessionaire shall pay the shortfall in the Revenue Share together with interest at 1.5% (one and a half percent) per month, and where the understatement exceeds 5% (five percent) of the reported Gross Sales Revenue, the Concessionaire shall additionally pay a penalty equal to twice the shortfall, without prejudice to DTTDC's right to terminate the Concession for persistent or wilful understatement. Any amount payable to DTTDC and not paid by the due date shall carry interest at 1.5% (one and a half percent) per month from the due date until payment.

12.6 Taxes

All taxes, including Goods and Services Tax, applicable on the Revenue Share shall be borne and discharged as required by law. The Concessionaire shall be responsible for the GST and all other taxes arising from its retail operation. Tax shall be deducted at source where applicable.

12.7 No Set-off

The Concessionaire shall not be entitled to withhold, defer or set off any payment due to DTTDC on account of any claim, dispute or counterclaim, save as may be finally adjudicated or as agreed in writing by DTTDC.

Section 13: Performance Standards, Service Levels and Penalties

13.1 Performance Standards

The Concessionaire shall operate the Outlet to the performance standards set out in this Section and elsewhere in this RFP. DTTDC shall monitor performance through periodic and surprise inspections, mystery audits, visitor feedback and review of sales and reporting data.

13.2 Service Levels and Penalties

Failure to meet the service levels shall attract the penalties set out in Table 13.1, leviable by DTTDC after such notice as is reasonable in the circumstances. Penalties shall be recoverable from the monthly dues, the Security Deposit or the Performance Bank Guarantee.

Table 13.1: Service Levels and Penalties

S.No.	Service Level / Obligation	Standard	Penalty
1	Opening of the Outlet on operating days and during operating hours	On all operating days and hours of Dilli Haat	Rs. 500 per day of unauthorised closure
2	Maintenance of cleanliness, presentation and brand standards	As per Sections 6 and 11	Rs. 1,000 per substantiated instance after notice to cure

13.3 Cumulative Cap and Escalation

The aggregate of penalties under Table 13.1, excluding amounts recoverable for understatement of Gross Sales Revenue under Clause 12.5, in any Concession Year shall not exceed an amount equal to 2 (two) months of the Gross Sales Revenue. On the cap being reached, or on persistent or repeated default, DTTDC shall be entitled to treat the matter as a material default and to proceed under Section 16.

Section 14: Force Majeure

14.1 Definition

"Force Majeure" means an event or circumstance beyond the reasonable control of the Party claiming it, which it could not have prevented or overcome by the exercise of due diligence, and which materially and adversely affects the performance of its obligations, including acts of God such as earthquake, flood, cyclone or fire of natural origin, war, hostilities, riots, civil commotion, sabotage, terrorism, notified pandemics or epidemics that directly impair performance, and any action of Government or statutory authority that directly prevents performance, provided such action does not arise from the default of the Party claiming Force Majeure.

14.2 Notice and Mitigation

The affected Party shall notify the other Party in writing within 21 (twenty one) days of becoming aware of the Force Majeure event, with reasonably available particulars and supporting evidence, and shall use all reasonable endeavours to mitigate its effects and to resume performance with the least practicable delay.

14.3 Effect on Obligations

During the continuance of a Force Majeure event, the obligations of the affected Party, other than obligations to make payments already due, shall be suspended to the extent of the impact of the event. Where the Outlet cannot be operated by reason of a Force Majeure event affecting the Dilli Haat complex and not attributable to the Concessionaire, the Average Gross Sales Revenue for the affected period shall be abated on a pro rata basis to the extent of the closure, on a determination by DTTDC, and the Concession Period may be extended correspondingly at the discretion of DTTDC.

14.4 Termination for Prolonged Force Majeure

If a Force Majeure event continues without abatement for a continuous period exceeding 120 (one hundred and twenty) days, either Party may terminate the Concession by 30 (thirty) days written notice, and on such termination the securities, to the extent not appropriated for sums due, shall be refunded without interest, and neither Party shall have any further claim against the other on account of such termination.

Section 15: Confidentiality and Data Protection

15.1 Confidentiality

Each Party shall hold in confidence all confidential information of the other Party disclosed in connection with the Concession, shall use it only for the purposes of the Concession, and shall not disclose it to any third party without prior written consent, save to its personnel and advisors on a need to know basis under equivalent obligations, or as required by law or by order of a court or competent authority.

15.2 Ownership of Data

All sales data, visitor data, transaction data and operational data generated from the Outlet shall be the exclusive property of DTTDC. The Concessionaire shall hold such data in a fiduciary capacity, shall not use it for any purpose other than the operation of the Outlet, and shall transfer it to DTTDC in machine readable formats on request and on expiry or termination of the Concession.

Section 16: Termination and Exit Management

16.1 Termination for Default by the Concessionaire

DTTDC may terminate the Concession by written notice on the occurrence of any material default by the Concessionaire, including:

1. Failure to pay the Revenue Share for 2 (two) consecutive quarters;
2. Insolvency, winding up, or the Concessionaire being declared bankrupt or making an arrangement with its creditors;

DTTDC shall give the Concessionaire a written notice to cure the above default, and shall be entitled to terminate if the default is not cured within the period specified in such notice.

16.2 Consequences of Termination for Default

“On termination for default by the Concessionaire, DTTDC shall be entitled to forfeit the Security Deposit and to invoke the Performance Bank Guarantee, to recover all dues with interest and penalties, to take back possession of the Premises, and to debar the Concessionaire from future participation for such period as DTTDC may determine, without prejudice to any other right or remedyin law. Besides, the DTTDC reserved its right to initiate action for eviction and damages against the Successful Bidder under any law in force including the Public Premises (Eviction of Unauthorised Occupants) Act, 1971.

16.3 Termination by the Concessionaire

The Concessionaire may terminate the Concession by giving not less than 90 (ninety) days written notice in the event of a material default by DTTDC that is not cured within 30 (thirty) days of written notice, in which event the securities, to the extent not appropriated, shall be refunded without interest.

16.4 Exit Management

On expiry or termination of the Concession, the Concessionaire shall:

1. Remove its stock and removable fixtures within 30 (thirty) days, failing which DTTDC may remove and store them at the cost and risk of the Concessionaire, or treat them as abandoned;
2. Hand back the Premises in good and clean condition, fair wear and tear excepted, and make good any damage;
3. Transfer to DTTDC all data and records belonging to DTTDC and settle all outstanding dues;
4. Cooperate in the smooth transition of the operation to DTTDC or to a successor concessionaire.
5. DTTDC shall release the Performance Bank Guarantee, after satisfactory completion of exit management and settlement of all dues and handing over the peaceful and vacant possession

DTTDC shall release the Performance Bank Guarantee, after satisfactory completion of exit management and settlement of all dues. Any fixtures permanently affixed to the Premises and not removable without damage shall, at the option of DTTDC, vest in DTTDC without compensation.

Section 17: Governing Law and Dispute Resolution

17.1 Governing Law

The Concession shall be governed by and construed in accordance with the laws of India, as applicable in the National Capital Territory of Delhi.

17.2 Jurisdiction

Any dispute between the parties to this Contract shall be resolved by exclusive jurisdiction of Civil Court in Delhi Only

17.3 Amicable Settlement

In the event of any dispute, difference or claim arising out of or in connection with the Concession, the Parties shall first endeavour to resolve it amicably through good faith negotiations. The authorised representatives of the Parties shall meet within 15 (fifteen) days of a written notice of dispute and shall endeavour to resolve the dispute within a further 30 (thirty) days, which period may be extended by mutual written agreement.

17.4 Continuity of Performance

The pendency of any dispute before any court of law shall not entitle either Party to suspend performance of its obligations, save where such suspension is the necessary and direct consequence of the subject matter of the dispute, and the Concessionaire shall continue to pay all undisputed amounts when due.

17.5 Precedence over Pre-Contractual Documents

Notwithstanding anything contained in any proposal, offer or pre-contractual document of the Bidder, Governing Law and Jurisdiction of this Section shall prevail and shall be the sole and exclusive forum for the resolution of disputes arising out of or in relation to the Concession.

ANNEXURES

Forms, Formats and Declarations

Annexure I: Bid Submission Letter

(To be furnished on the letterhead of the Bidder)

To,
The Managing Director
Delhi Tourism and Transportation Development Corporation Limited
18-A, DDA SCO Complex, Defence Colony, New Delhi 110024

Sub: Proposal in response to Tender Ref. No. DTTDC/CONC/Delhi-Souvenirs/2026-27/01 for selection of a Concessionaire for the operation and management of the “Delhi Souvenirs” retail outlet at Dilli Haat, INA, New Delhi.

Sir/Madam,

Having examined the Request for Proposal document, including all Annexures and Corrigenda thereto, the receipt of which is hereby duly acknowledged, we, the undersigned, do hereby offer to operate and manage the “Delhi Souvenirs” Outlet at Dilli Haat, INA, in full conformity with the said RFP, on the Revenue Share set out in our Financial Bid.

We undertake, if our Proposal is accepted, to furnish the Security Deposit and the Performance Bank Guarantee, to execute the Concession Agreement, and to commence operations within the time stipulated in the RFP.

We agree to abide by this Proposal for a period of 180 (one hundred and eighty) days from the date of opening of the Technical Bid, and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

We hereby confirm that:

1. This Proposal has been made without any collusion or arrangement with any other Bidder;
2. We have read, understood and accept all the terms and conditions of the RFP;
3. The information furnished in our Proposal is true, complete and correct to the best of our knowledge and belief;
4. We have not been blacklisted or debarred by any Central or State Government department, public sector undertaking or statutory body in India;
5. We accept the jurisdiction of the courts at Delhi for the resolution of all disputes;
6. We have not disclosed any element of our Financial Bid in the Technical Bid.

We understand that DTTDC is not bound to accept the highest revenue share or any Proposal it may receive.

Yours faithfully,

Place: ____________________________

Date: ____________________________

Signature: ____________________________________

Name: ____________________________________

Designation: Authorised Signatory

Name of Bidder: __________________________________

Seal of Bidder:

Page 34 of 47

Annexure II: Bidder's Profile

Particulars	Details
Name of Bidder	
Registered Office Address	
Communication Address	
Telephone / Mobile	
Email	
Website	
Date of Incorporation / Registration	
Years in Existence (as on bid submission date)	
Legal Status (Company / LLP / Firm / Society / Trust / Proprietorship / Other)	
CIN / LLPIN / Registration Number	
PAN Number	
GSTIN	
MSME (Udyam) Registration Number, if applicable	
DPIIT Start-up Recognition Number, if applicable	
Relaxation under Clause 4.5 claimed (Yes / No)	
Average Annual Turnover (last 3 financial years), Rs.	
Authorised Signatory: Name and Designation	
Authorised Signatory: Email and Mobile	

Enclosures (self-attested copies): Certificate of Incorporation / Registration; constitutional documents; PAN and GSTIN; audited financials and Chartered Accountant certificates for turnover and net worth; Udyam / DPIIT certificate if applicable; authorisation of signatory.

Place: ______________________________

Date: ______________________________

Signature: _______________________________________

Name: _______________________________________

Designation: Authorised Signatory

Name of Bidder: _____________________________________

Seal of Bidder:

Annexure III: Technical Proposal

The Bidder shall furnish a structured Technical Proposal addressing each of the evaluation criteria in Clause 9.3, organised under the following parts. The Proposal should be concise, specific and supported by evidence, and the Bidder may be required to present it before the Evaluation Committee.

Part A: Relevant Experience. Details of relevant experience in emporia, exhibitions or e-commerce channels, or of conceptualising, designing, producing or sourcing souvenirs, merchandise or publications.

Sl.	Outlet / Channel / Client	From	To	Nature of Goods	Annual Sales (Rs. Lakh)
1					
2					
3					
4					

Part B: Merchandising, Curation and Product Development Plan, including category strategy, product range, sourcing of GI, ODOP, handicraft and handloom products, gifting and hamper concepts, pricing approach and refresh plan.

Part C: Sourcing Network and Artisan Linkages, including artisans, weavers, producer organisations, Self Help Groups, GI producers and ODOP clusters, with supporting memoranda of understanding or supplier confirmations where available.

Part D: Branding, Visual Merchandising and Store Design Concept, including the store design concept, visual merchandising approach, mood boards and signage approach consistent with the "Delhi Souvenirs" identity and the heritage character of Dilli Haat.

Part E: Technology, Point of Sale and Reporting, describing the point of sale, inventory and reporting systems proposed and the manner of transparent sales reporting to DTTDC.

Part F: Sustainability and Social Impact, describing the proposed sustainability practices and the approach to local artisan empowerment and social impact.

Place: ____________________________

Date: ____________________________

Signature: ____________________________________

Name: ____________________________________

Designation: Authorised Signatory

Name of Bidder: __________________________________

Seal of Bidder:

Annexure IV: Eligibility Checklist

The Bidder shall complete the following checklist confirming compliance with the eligibility conditions in Section 4 and shall enclose the supporting documents indicated against each criterion.

Sl.	Eligibility Criterion	Enclosed (Yes/No)	Page Ref.
1	Single legal entity validly existing under the laws of India (Clause 4.1a)		
2	In existence and engaged in business for at least 3 years (Clause 4.1b)		
3	Valid PAN and GSTIN (Clause 4.1c)		
4	Not blacklisted / debarred; no insolvency proceedings (Clause 4.1d)		
5	The Bidder shall have prior experience of minimum two govt contract amounting not less than five lacs		
6	Capability to source authentic craft / GI / ODOP / handloom / heritage products (Clause 4.2b)		
7	The Bidder shall have a minimum annual turnover of Rs. 10,00,000 (Rupees Ten Lakh only) in any of the last 3 (three) financial years.		
8	EMD of Rs. 50,000 furnished, or valid exemption claimed (Clause 4.4 / 4.5)		
9	Tender Document		
10	Valid Udyam Registration / DPIIT recognition enclosed, if claiming relaxation (Clause 4.5)		
11	Affidavit of Non-Blacklisting (Annexure IX) enclosed		
12	Authorisation of signatory (Annexure XI) enclosed		
13	Signed Integrity Pact (Annexure VIII) enclosed		

Place: ______________________________

Date: ______________________________

Signature: _______________________________________

Name: _______________________________________

Designation: Authorised Signatory

Name of Bidder: _____________________________________

Seal of Bidder:

Annexure V: Financial Bid (Revenue Share Offer)

(To be submitted only through the financial bid template of the e-Procurement Portal. Submission in the Technical Bid or in any other manner shall render the Proposal liable to rejection.)

To, The Managing Director, Delhi Tourism and Transportation Development Corporation Limited, New Delhi.

Sub: Financial Bid for Tender Ref. No. DTTDC/CONC/Delhi-Souvenirs/2026-27/01.

Sir/Madam,

Having examined the RFP and having satisfied ourselves as to the site conditions and the commercial model, we hereby offer the following Revenue Share on the Gross Sales Revenue, payable to DTTDC for the operation and management of the “Delhi Souvenirs” Outlet at Dilli Haat, INA:

Sl.	Particular	Offer
1	Revenue Share offered on Gross Sales Revenue, payable to DTTDC (shall not be below the Reserve Share of 5%)	____ % (in figures)
	Revenue Share in words	________________ percent

We confirm that:

1. The Revenue Share offered is not below the Reserve Share of 5% (five percent);
2. We shall pay, in respect of each month, the higher of the Revenue Share on actual Gross Sales Revenue as specified in the NIT;
3. The offer is firm, unconditional and valid for 180 days from the date of opening of the Technical Bid;
4. In case of any discrepancy between the figures and words, the Revenue Share stated in words shall prevail.

Note: The Financial Score shall be computed as Sf = 100 x (Rb / Rmax), and the Composite Score as CS = 0.70 x St + 0.30 x Sf, in accordance with Clause 9.6 of the RFP.

Place: ______________________________

Date: ______________________________

Signature: ______________________________________

Name: ______________________________________

Designation: Authorised Signatory

Name of Bidder: ____________________________________

Seal of Bidder:

Annexure VI: Proforma of Earnest Money Deposit Bank Guarantee

(To be issued on stamp paper of appropriate value by a Scheduled Commercial Bank in India)

To, The Managing Director, Delhi Tourism and Transportation Development Corporation Limited, 18-A, DDA SCO Complex, Defence Colony, New Delhi 110024.

In consideration of DTTDC (hereinafter called “DTTDC”) having agreed to receive the Proposal of M/s ______________________________ (hereinafter called “the Bidder”) for the selection of a Concessionaire for the operation of the “Delhi Souvenirs” Outlet at Dilli Haat, INA, pursuant to Tender Ref. No. DTTDC/CONC/Delhi-Souvenirs/2026-27/01, and DTTDC having agreed to accept this Bank Guarantee in lieu of Earnest Money Deposit:

1. We, _____________________________ (Bank), do hereby undertake to pay to DTTDC, on first written demand and without protest or demur and without reference to the Bidder, an amount not exceeding Rs. 50,000 (Rupees Fifty Thousand only) on receipt of a written demand from DTTDC stating that the amount claimed is due by reason of withdrawal or modification of the Proposal during its validity, failure to furnish the Security Deposit or Performance Bank Guarantee, failure to execute the Concession Agreement, or any other default of the Bidder under the bidding conditions.
2. We undertake to pay the amount so demanded notwithstanding any dispute raised by the Bidder, our liability under this Guarantee being absolute and unequivocal.
3. This Guarantee shall remain in force up to ___________ (date, being 225 days from bid opening) and unless a demand is lodged with the Bank on or before that date, all rights of DTTDC under this Guarantee shall stand extinguished.

For ____________________________ Bank

Authorised Signatory: Name and Designation: Bank Seal: Place: Date:

Annexure VII: Proforma of Performance Bank Guarantee

(To be issued on stamp paper of appropriate value by a Scheduled Commercial Bank in India)

To, The Managing Director, Delhi Tourism and Transportation Development Corporation Limited, New Delhi.

In consideration of DTTDC having selected M/s ______________________________ (hereinafter called “the Concessionaire”) as the Concessionaire for the operation of the “Delhi Souvenirs” Outlet at Dilli Haat, INA, vide Letter of Award No. ______________ dated ____________ pursuant to Tender Ref. No. DTTDC/CONC/Delhi-Souvenirs/2026-27/01:

1. We, _____________________________ (Bank), do hereby unconditionally and irrevocably undertake to pay to DTTDC, on first written demand and without protest or demur, an amount not exceeding Rs. _______________ (the “Guaranteed Amount”).
2. We agree that the decision of DTTDC as to whether any default has been committed by the Concessionaire and as to the amount of loss or damage caused shall be final and binding on us.
3. This Guarantee shall remain in full force from the date hereof up to and inclusive of the date being 60 (sixty) days after the expiry of the Concession Period or such extended period as DTTDC may stipulate, and unless a demand is lodged on or before that date, all rights of DTTDC under this Guarantee shall stand extinguished.

For ____________________________ Bank

Authorised Signatory: Name and Designation: Place: Date:

Annexure VIII: Integrity Pact

Between Delhi Tourism and Transportation Development Corporation Limited, a Government of NCT of Delhi undertaking having its registered office at 18-A, DDA SCO Complex, Defence Colony, New Delhi 110024 (hereinafter "the Principal"), of the First Part.

AND

M/s ______________________________, having its registered office at ______________________________ (hereinafter "the Bidder / Concessionaire"), of the Second Part.

Preamble

The Principal intends to select a Concessionaire for the operation of the "Delhi Souvenirs" Outlet at Dilli Haat, INA, pursuant to Tender Ref. No. DTTDC/CONC/Delhi-Souvenirs/2026-27/01. The Principal values full compliance with all relevant laws and the principles of economic use of resources, fairness and transparency in its relations with its Bidders.

Section 1: Commitments of the Principal

1. No official of the Principal shall, in connection with the tender or the execution of the Concession, demand, take a promise for or accept any benefit which the person is not legally entitled to.
2. The Principal shall treat all Bidders with equity and reason and shall provide the same information to all Bidders.
3. The Principal shall exclude from the process all known prejudiced persons.

Section 2: Commitments of the Bidder / Concessionaire

1. The Bidder shall not, directly or through any other person, offer, promise or give any benefit to any official of the Principal in order to obtain any advantage during the tender or the execution of the Concession.
2. The Bidder shall not enter into any undisclosed agreement or understanding with other Bidders as to prices, submission or non-submission of bids, or any action to restrict competitiveness.
3. The Bidder shall not commit any offence under the Prevention of Corruption Act, 1988, the Indian Penal Code 1860 / Indiaiya Nyaya Sanhita 2023, or use improperly any information provided by the Principal.
4. The Bidder shall disclose any payments made or intended to be made to agents, brokers or intermediaries in connection with the award.

Section 3: Sanctions

Any breach of the above provisions by the Bidder or the Concessionaire shall entitle the Principal to disqualify the Bidder from the tender process, to terminate the Concession if already awarded, to forfeit the EMD and the securities, and to debar the Bidder from future participation, without prejudice to any other right or remedy in law.

Section 4: Validity

This Integrity Pact shall be valid from the date of signing until the complete execution of the Concession to the satisfaction of both Parties, or, in the case of an unsuccessful Bidder, until six months after the selection of the Concessionaire.

Place: ____________________ Date: ____________________

For the Principal ________________________ For the Bidder / Concessionaire ________________________

Witness 1: __________________________ Witness 2: __________________________

Annexure IX: Affidavit of Non-Blacklisting / Non-Debarment

(To be executed on Non-Judicial Stamp Paper of appropriate value duly notarised)

I, ______________________________ son / daughter of Shri ____________________________, aged about ______ years, resident of ____, presently the Authorised Signatory of M/s _____________________________ ("the Bidder"), do hereby solemnly affirm and declare as under:

1. That I am duly authorised to swear and execute this Affidavit on behalf of the Bidder.
2. That the Bidder has not been blacklisted, debarred, suspended or banned from participating in any tender or contract by any Central Government Ministry / Department, State Government, Public Sector Undertaking, Municipal Body or any other Government instrumentality in India, as on the date of this Affidavit.
3. That no criminal proceedings or charge-sheet is pending against the Bidder or any of its directors / partners / proprietor under the Prevention of Corruption Act 1988, the Indian Penal Code 1860 / Indiaiya Nyaya Sanhita 2023, or any other penal law in force.
4. That no insolvency, winding up or liquidation proceedings have been initiated against the Bidder.
5. That the information furnished in the Proposal and its annexures is true, complete and correct, and nothing material has been concealed.

Verified at __________________ on this _____ day of ____________, 20___.

Deponent

Notary:

Annexure X: Power of Attorney for the Authorised Signatory

(To be executed on Non-Judicial Stamp Paper of appropriate value duly notarised)

Know all men by these presents, we ______________________________, having our registered office at ______________________________ ("the Bidder"), do hereby constitute, appoint and authorise Mr. / Ms. ______________________________, presently holding the position of ______________________________ ("the Authorised Signatory"), as our true and lawful attorney to do, in our name and on our behalf, all acts, deeds and things necessary in connection with our participation in the Request for Proposal vide Tender Ref. No. DTTDC/CONC/Delhi-Souvenirs/2026-27/01 floated by DTTDC, including:

1. Signing and submission of the Proposal and all related documents, declarations and undertakings;
2. Participating in pre-bid meetings, site visits, presentations and clarifications;
3. Receiving the Letter of Award, executing the Concession Agreement and furnishing the securities;
4. Generally doing all acts incidental to the above.

We hereby ratify and confirm all acts lawfully done by the Authorised Signatory pursuant to this Power of Attorney.

For and on behalf of M/s ______________________________

Signature: ______________________ Name: ______________________ Designation: ______________________

Specimen Signature of the Authorised Signatory: ______________________________

Witnesses: 1. ___________________________ 2. ___________________________

Annexure XI: Form of Concession Agreement

This Concession Agreement ("Agreement") is made on this _____ day of ____________, 20___ at New Delhi,

BY AND BETWEEN

The Delhi Tourism and Transportation Development Corporation Limited, a Government of NCT of Delhi undertaking, having its registered office at 18-A, DDA SCO Complex, Defence Colony, New Delhi 110024, represented by its Managing Director (hereinafter "DTTDC" or the "Licensor"), of the First Part;

AND

M/s ______________________________, having its registered office at ______________________________, represented by its Authorised Signatory (hereinafter the "Concessionaire"), of the Second Part.

WHEREAS:

A. DTTDC owns and operates Dilli Haat, INA, and proposes to operate a branded souvenir retail outlet under the "Delhi Souvenirs" identity at Dilli Haat, INA;

B. DTTDC, by floating Tender Ref. No. DTTDC/CONC/Delhi-Souvenirs/2026-27/01, invited proposals on QCBS basis for the selection of a Concessionaire for the operation and management of the said Outlet on revenue share basis;

C. The Concessionaire, having participated and having secured the highest Composite Score, has been awarded the Concession vide Letter of Award No. _____________ dated _____________;

D. The Parties are desirous of recording the terms and conditions of the Concession in this Agreement.

NOW THEREFORE THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. Words and expressions used herein shall, unless the context otherwise requires, have the meanings assigned to them in the RFP.
2. The following documents shall be read and construed as part of this Agreement in the following order of precedence: this Agreement; the Letter of Award; the RFP together with all Corrigenda; the Technical Proposal of the Concessionaire; the Financial Bid of the Concessionaire.
3. DTTDC grants to the Concessionaire the licence to operate and manage the "Delhi Souvenirs" Outlet at Dilli Haat, INA, for the Concession Period of 10 (ten) years from the Commencement Date, extendable by up to 5 (five) years at the sole discretion of DTTDC, on the terms set out in the RFP, which terms are deemed incorporated herein.
4. The Concessionaire shall pay to DTTDC the Revenue Share and shall perform all its obligations as set out in the RFP.
5. The Concession is a bare licence and does not create any lease, tenancy or interest in the Premises in favour of the Concessionaire.

In witness whereof the Parties have caused this Agreement to be executed by their duly authorised representatives, the day and year first above written.

For and on behalf of   For and on behalf of

Delhi Tourism and Transportation Development Corporation Limited	M/s ______________________________
__________________________________	__________________________________
Name: _______________________	Name: _______________________
Designation: Managing Director	Designation: Authorised Signatory

Witnesses: 1. ____________________________ 2. ____________________________

Annexure XII: Pre-Bid Query Format

(To be submitted by email to the address for communication by the date stipulated in the Schedule of Selection)

Name of Bidder: ______________________________

Authorised Contact Person: ______________________________

Email: ______________________________ Mobile: ______________________________

Sl.	Section	Clause	Existing Text in RFP	Query / Suggested Modification	Justification
1					
2					
3					
4					
5					
6					
7					
8					

Notes:

1. Queries shall be submitted in editable MS Word format by email not later than the deadline specified in Section 3 of the RFP.
2. Queries received after the deadline or not in the prescribed format shall be liable to be rejected without notice.
3. Responses to pre-bid queries shall be issued by DTTDC in the form of a consolidated Corrigendum hosted on the e-Procurement Portal and the DTTDC website, which shall form an integral part of the RFP.

Place: ___________________________

Date: ___________________________

Signature: ___________________________________

Name: ___________________________________

Designation: Authorised Signatory

Name of Bidder: _________________________________

Seal of Bidder: