



Department of Tourism, Government of Karnataka

Request for Proposal (RFP No: E-1910587, DT-
PLN5/54/2025-1)

For Inviting Proposals for Consultancy Services for the
Design of a Guided Walking Tour of Raj Bhavan,
Bengaluru and Training of Tour Guides

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Section 1. Letter of Invitation

RFP No:E-1910587, DT-PLN5/54/2025-1

12th September 2025

Dear Sir/Madam,

Subject: Invitation to Submit Proposals for Consultancy Services for the Design of a Guided Walking Tour of Raj Bhavan, Bengaluru, and Training of Tour Guides

1. You are hereby invited to submit a Technical Proposal for the consultancy assignment referenced above. Your proposal could form the basis for a future contract between your firm and the Department of Tourism, Government of Karnataka.
2. The primary purpose of this assignment is to design and curate a 90-minute guided walking tour of the Raj Bhavan, Bengaluru. This initiative aims to provide public access to a building of historical and constitutional importance, highlighting its evolution from a colonial administrative seat to the residence of Karnataka's Governor. The scope includes developing a detailed tour script and selection and training of tour guides who will be managed by the Karnataka State Tourism Development Corporation (KSTDC).
3. This document provides the Terms of Reference (ToR), submission guidelines, and standard formats for your proposal.

4. Submission of Proposals:

The selection process involves a two-stage submission:

- **Stage 1 (Technical Proposal):** All applicants shall submit their **Technical Proposal** electronically via email as a single PDF file.
 - **Stage 2 (Financial Proposal):** Only the technically qualified applicants will be notified and invited to submit their **Financial Proposal** in a sealed physical cover on or before a date that will be communicated to them.
5. The Technical Proposal must be sent via email to tourismjdp@gmail.com. The subject line of the email must be: "**Proposal Submission – Raj Bhavan Walking Tours - [Your Firm's Name]**". The deadline for submission is **22nd September 2025 at 17:00 hours IST**.
 6. The sealed Financial Proposals will be opened on a notified date in the presence of the Commissioner, Department of Tourism, and any other attending officials.
 7. The Department of Tourism is not bound to accept any of the proposals submitted and reserves the right to reject any or all proposals without assigning any reasons thereof.

We look forward to receiving your proposal.

Commissioner,
Department of Tourism,
Bengaluru, Karnataka

Section 2. Proposal Submission Guidelines

2.1 General Instructions

The Proposal submission process contains two stages

- **Stage 1: Technical Proposal Submission**

Applicants must submit their Technical Proposal as a single PDF file via email to the address and by the deadline specified below

- **Stage 2: Financial Proposal Submission**

Following the technical evaluation, shortlisted applicants will be formally invited to submit their Financial Proposal in a sealed envelope to a specified physical address and by a new deadline.

2.2 Technical Proposal Content

Technical Proposal shall not contain any financial information. It must be structured using the forms in Appendix A:

- Consultant's Experience: **Form TECH-1**
- Work Plan and Approach: **Form TECH-2**
- Team Composition and Key Qualification: **Form TECH-3**

2.3 Financial Proposal Content

The Financial Proposal must be submitted using **Form FIN-1** (Appendix B). It must be printed and placed in a sealed envelope. The envelope must be clearly marked: "**Financial Proposal - RFP No. E-1910587, DT-PLN5/54/2025-1 [Your Firm's Name]**".

Further instructions on the submission address and deadline will be communicated only to technically qualified applicants.

2.4 Submission of Technical Proposal

| Sl. No. | Title | Details |
|----------------|-----------------------------------|--|
| 1. | Name of Client | Department of Tourism, Government of Karnataka (DoT) |
| 2. | Name of the Assignment | Request for Proposal for Inviting Proposals for Consultancy Services for the Design of a Guided Walking Tour of Raj Bhavan, Bengaluru and Training of Tour Guides |
| 3. | Last Date and time for submission | 22 nd September 2025, 17:00 hours IST |
| 4. | Contact Person | Officer: Joint Director (Planning) Email: tourismjdp@gmail.com |
| 5. | Email Subject line | Proposal Submission – Raj Bhavan Walking Tours - [Your Firm's Name] |

Section 3. Evaluation and Award Process

3.1 Evaluation of Proposals

The Department of Tourism will constitute a Review Committee to evaluate the proposals.

The committee will first review the submitted Technical Proposals. Based on the technical evaluation, a shortlist of qualified consultants will be prepared. Shortlisted consultants will be notified and invited to submit their Financial Proposals in a sealed cover by a specified date.

The sealed Financial Proposals will be opened on the notified date in the presence of the Commissioner, Department of Tourism, and other attending officials.

The committee will then review the Financial Proposals to select the most suitable and advantageous proposal for the Department.

3.2 Award of Contract

The Contract will be awarded based on the committee's final recommendation. The Department of Tourism reserves the right to negotiate the terms of the proposal with the selected consultant before issuing a final Work Order.

Section 4. Terms of Reference

4.1 Background

The Raj Bhavan in Bengaluru, formerly the Bangalore Residency, is a landmark of historical and architectural merit. As part of an initiative to increase public engagement with state institutions, the Department of Tourism intends to launch guided public tours. These tours will complement the existing Vidhana Soudha tours by offering a perspective on the executive branch of the state's governance, thereby offering citizens a more holistic understanding of Karnataka's governance structure. This assignment requires an expert consultant to design the tour experience and train the guides who will conduct these tours.

4.2 Objectives of the Assignment

The objective is to select a qualified consultant to:

- Design and develop a comprehensive, engaging, and historically accurate guided walking tour of the Raj Bhavan premises.
- Develop all necessary collateral for the tour, including a script, route map, and visual aids.
- Design and conduct a training program for a batch of up to 15 selected tour guides.

4.3 Scope of Work

The Consultant's work will be divided into two main parts:

Part A: Tour Design and Curation

1. **Tour Script Development:** Create a detailed narrative script for a 90-minute walking tour. The script shall be prepared in both English and Kannada.
2. **Route Mapping:** Design a clear and logical tour route map, highlighting all points of interest.
3. **Visual Aids:** Develop a set of relevant visual aids (e.g., historical photographs, short video clips, illustrations) to be used by guides to enrich the visitor experience.
4. **Reading Materials:** Compile a suggested list of reading materials and resources for tour guides to deepen their knowledge.

Part B: Selection and Training of Tour Guides

1. **Selection of Tour Guides:** Select 15 tour guides based on expressed interest and detailed evaluation of their professional competency and alignment with project requirements.
 - A list of tour guides licensed by the Department and certified under Government-accredited Incredible India Tourist Facilitator Certification (IITFC) training program will be provided by the Department.
 - Additional suggestions for sourcing qualified guides may be proposed by the implementing agency, subject to prior approval by the Department.
2. **Training Module Design:** Develop a structured training program for up to 15 tour guides.
3. **Training Delivery:** Conduct a 4-day training program, structured as follows:
 - 2 days of classroom training: Covering the tour script, historical context, architectural details, storytelling techniques, and visitor management.
 - 2 days of field training: Involving on-site practical sessions, mock tours, and route familiarization within the Raj Bhavan premises.

4.4 Deliverables and Timelines

| SI No. | Deliverable | Description | Timeline |
|---|------------------------------------|---|--|
| Part A – Tour Design and Curation | | | |
| 1 | Draft Tour Design Package | Tour Design Package includes, a. Draft tour script (English & Kannada) b. Route map with Points of interest c. List and details of proposed visual aids, and list of reading materials | Within 3 weeks from the date of issuance of the Work Order |
| 2 | Final Tour Design Package | Final approved version of all items in the draft package, incorporating feedback from stakeholders | Within 5 working days of receiving consolidated feedback from the Department of Tourism |
| Part B – Selection and Training of Tour Guides | | | |
| 3 | Tour Guide Training Program | a. Selection of tour guides b. Completion of the 4-day training program for a batch of up to 15 selected tour guides | To be completed within 2 weeks following the approval of the Final Tour Design Package, on dates coordinated with DoT and KSTDC. |

4.5 Language Requirement:

The tour script must be prepared and submitted in both English and Kannada.

4.6 Approval Authority:

The final tour design, including the tour script and route map, is subject to the review and final approval of the Raj Bhavan authorities.

4.7 Stakeholder Presentations

The Consultant will be required to be available for meetings and to present the tour design to the Review Committee, Department of Tourism officials, and the concerned authorities at Raj Bhavan as and when required during the project period.

4.8 Data and Facilities to be provided by the Department of Tourism

The Department of Tourism shall on a best effort basis –

- Facilitate access to Raj Bhavan premises for site visits and field training
- Coordinate with Raj Bhavan officials to approve the tour script and route map with points of interest.
- Provide the required space / venue for the 2-day classroom training sessions.
- Existing reports and documents related to the tour concept will be shared.

Form TECH-1: Consultant's Experience

Brief Description of Organization

| |
|--|
| |
|--|

| Sl. No. | Name of the Project | Start Date and Completion Date (MM/DD/YY) | Brief Description of the Assignment | Brief Description of Results Achieved |
|---------|---------------------|--|-------------------------------------|---------------------------------------|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |
| 5 | | | | |

| Sl. No. | Name of the Assignment | Name of Client | Fees Received (INR) | Start Date and Completion Date (MM/DD/YY) | Brief Description of the Assignment | Brief Description of Results Achieved |
|---------|------------------------|----------------|------------------------|--|-------------------------------------|---------------------------------------|
| 1 | | | | | | |
| 2 | | | | | | |
| 3 | | | | | | |
| 4 | | | | | | |
| 5 | | | | | | |

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Form TECH-2: Work Plan and Approach

Please provide the following in a separate section of your proposal:

1. **Approach & Methodology:** A detailed note on your approach to designing the tour and the approach to conducting the training, outlining the various steps for performing the assignment.
2. **Work Plan & Schedule:** A detailed timeline for all activities and deliverables outlined in the Terms of Reference.

Form TECH-3: Team Composition and Key Qualifications

List of key personnel for this assignment. Indicative team structure is provided below, but you may propose your own team.

| Sl. No. | Name | Position in Team | Task Assignment | Summary of Qualifications & Relevant Experience |
|----------------|-------------|-------------------------|---|--|
| 1 | | Team Lead | Overall project management, client coordination, and final deliverable quality assurance. | |
| 2 | | Content Researcher | Archival research, scriptwriting, and development of tour narrative and visual aids. | |
| 3 | | Training Specialist | Design and delivery of the 4-day guide training program, including classroom and field modules. | |

Appendix B: Forms for Financial Proposal

Form FIN-1: Summary of Costs

[Location, Date]

FROM:

(Name of the Applicant)

(Address of the Applicant)

TO:

The Commissioner
Department of Tourism,
Government of Karnataka,
5th Floor, Indhana Bhavan,
Racecourse Road, Bengaluru – 560009

Dear Sir / Madam,

Subject: Financial Proposal for “Request for Proposal for Inviting Proposals for Consultancy Services for the Design of a Guided Walking tour of Raj Bhavan, Bengaluru and Training of Tour Guides.

We, the undersigned, offer to provide the consultancy services for the assignment referenced in Request for Proposal (RFP No: DOT/WT/RB/092025) For Inviting Proposals for Consultancy Services for the Design of a Guided Walking Tour of Raj Bhavan, Bengaluru and Training of Tour Guides in accordance with your requirements.

Our proposed lump-sum price is as follows:

| Item | Description | Total Lump-Sum Amount (INR) |
|----------|---|-----------------------------|
| A | Tour Design and Curation (Includes all deliverables as per Part A of the ToR) | |
| B | Selection and Training of Tour Guide (Includes all deliverables as per Part B of the ToR) | |
| | Total Cost (A+B) | |
| | GST (as applicable) | |
| | Grand Total (In Figures) | |
| | Grand Total (In Words) | |

This amount is inclusive of the professional fees, travel, documentation and other out of pocket expenses required to complete the assignment as per the Terms of Reference.

Yours sincerely,

Authorised Signatory: _____

Name and Title of Signatory: _____

Date: _____

Name of the Bidder Organization: _____

Appendix C: Forms for Department use

Draft Letter of Award

(To be printed on Official Letterhead of the Department of Tourism)

File No: _____

Date: *[Insert Date of Award]*

To,

[Name of Authorized Signatory]

[Designation]

[Name of Selected Firm]

[Address]

Subject: Letter of Award – Consultancy Services for the Design of a Guided Walking Tour of Raj Bhavan, Bengaluru and Training of Tour Guides

Dear [Name of Authorized Signatory],

With reference to your proposal submitted in response to our RFP No. _____, we are pleased to inform you that the Department of Tourism, Government of Karnataka has selected your firm for the award of the contract.

Your proposal was found to be the most suitable, demonstrating a clear understanding of the project's objectives and offering a robust methodology for its execution.

The total value of the contract is **INR [Insert Amount in Figures]/- (Indian Rupees [Insert Amount in Words] only)**, exclusive of applicable taxes.

We will be issuing a formal Work Order with the detailed terms, conditions, and payment schedule shortly. In the meantime, we request you to acknowledge the receipt of this Letter of Award and confirm your acceptance within three (3) working days.

We look forward to a successful collaboration.

Yours Sincerely,

Commissioner,
Department of Tourism
Government of Karnataka
Bengaluru

Draft Work Order Format

(To be printed on Official Letterhead of the Department of Tourism)

WORK ORDER

No.: _____

2025

To,

[Name of Selected Consultant]

[Address of Selected Consultant]

Dear Sir/Madam,

| | |
|-------------|--|
| Sub: | Work order for Consultancy Services for the Design of a Guided Walking Tour of Raj Bhavan, Bengaluru and Training of Tour Guides |
| Ref: | 1. Your proposal dated dd/mm/yyyy submitted in response to RFP No. E-1910587, DT-PLN5/54/2025-1 2. Letter of Award dated dd/mm/yyyy |

The Department of Tourism, Government of Karnataka, hereby awards [Name of Selected Consultant] (the "Consultant") the contract for the "Consultancy Services for the Design of a Guided Walking Tour of Raj Bhavan, Bengaluru, and Training of Tour Guides". This Work Order is issued in accordance with the Terms of Reference (ToR) of the RFP and your submitted proposal.

1. Scope of Services

The Consultant shall perform the services as specified in Section 4 (Terms of Reference) of the RFP document that is attached as Appendix A to this Work Order. This includes the complete design of the tour package and the execution of the guide training program.

2. Deliverables and Term

The Consultant shall submit all deliverables within the timelines specified in Section 4 of this Work Order. The assignment shall commence from the date of this Work Order and is expected to be completed by **[Insert End Date]**.

3. Total Contract Value

The total lump-sum fee for the satisfactory completion of the services is INR [Insert Amount in Figures]/- (Indian Rupees [Insert Amount in Words] only), exclusive of applicable GST.

The Client shall pay the Consultant an amount not to exceed this lump sum fee. This amount has been established based on the understanding that it includes all of the Consultant's costs and profits as well as any tax obligation that may be imposed on the Consultant.

4. Schedule of Payments and Milestone Timelines

Payments will be made based on the successful completion of the following milestones, upon submission of pre-receipted invoices in duplicate:

| Sl No. | Project Milestone | Timeline | Percentage of Contract Value |
|-----------------------------------|-------------------|----------|------------------------------|
| Part A – Tour Design and Curation | | | |

| SI No. | Project Milestone | Timeline | Percentage of Contract Value |
|---|------------------------------------|--|------------------------------|
| 1 | Draft Tour Design Package | Within 3 weeks from the date of issuance of the Work Order | 40% |
| 2 | Final Tour Design Package | Within 5 working days of receiving consolidated feedback from the Department of Tourism | 40% |
| Part B – Selection and Training of Tour Guides | | | |
| 3 | Tour Guide Training Program | To be completed within 2 weeks following the approval of the Final Tour Design Package, on dates coordinated with DoT and KSTDC. | 20% |

5. Client Coordinator

The Client designates the following official as the Client's Coordinator

| | |
|-------------|--|
| Name | Dr. Chaitra B V |
| Designation | Joint Director (Planning) |
| Email | tourismjdp@gmail.com |
| Phone | +91 78997 82677 |

The Coordinator shall be responsible for the coordination of activities under the Contract, for acceptance and approval of the reports and other deliverables by the Client and for receiving and approving invoices for the payment.

6. Performance Standards:

The Consultants undertakes to perform the Services with the highest standards of professional and ethical competence and integrity. The Consultant shall promptly replace any employees assigned under this Contract that the Client considers unsatisfactory.

7. Confidentiality:

The Consultants shall not, during the term of the Contract and within two years after its expiration, disclose any proprietary or confidential information relating to the Services, this Contract or the Client's business or operations without the prior written consent of the Client.

8. Ownership of Material:

Any studies, reports or other material, graphic, software or otherwise, prepared by the Consultants for the Client under the Contract shall belong and remain the property of the Client. The Consultants may retain a copy of such documents and software; but shall not use them for purposes unrelated to this Contract without prior written approval of the Client.

9. Insurance:

The Consultant will be responsible for appropriate insurance coverage. In this regard, the Consultant shall maintain workers compensation, employment liability insurance for their staff on the assignment. The Consultant shall also maintain comprehensive general liability insurance, including contractual liability coverage adequate to cover the indemnity of obligation against all damages, costs, and charges and expenses for injury to any person or damage to any property arising out of, or in connection with the services which result from the fault of the Consultant or its staff. The Consultant shall provide the Client with certification thereof up on request.

10. Assignment:

The Consultant shall not assign this Contract or to sub-contract any portion without the Client's prior written consent.

11. Law governing the Contract:

The contract shall be governed by the Laws of India and subject to the jurisdiction of the courts / legal authorities in Bengaluru.

12. Indemnify the Client:

The Consultant shall indemnify and hold harmless the Client against any and all claims, demands and/or judgements of any nature brought against the Client arising out of the Services by the Consultant and its staff under the Contract. The obligation under this Clause shall survive the termination of the Contract.

13. Taxes:

The Consultant shall pay the taxes, duties, fees, levies and other impositions payable under the Applicable Law. The Client will perform such duties in this regard to the deduction of such tax as may be lawfully imposed.

14. Good Faith

The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract

Please sign and return the duplicate copy of this Work Order as your acceptance of its terms and conditions.

For the Department of Tourism, Government of Karnataka

(Authorized Signatory)

Name:

Designation: Commissioner

Accepted and Agreed:

For [Name of Consultant]

(Authorized Signatory)

Name:

Designation:

Enclosed: Appendix A – Terms of Reference