

Selection of agency for destination development, operation & maintenance (O&M) with provision of tented accommodation and tourism promotion activities at Umaim, Jongsha and Sakal Aduma in Meghalaya.

**Tourism Department, Government of Meghalaya
Corrigendum -1**

Letter No: M/D Tour/Tech/27/2026/9

Dated Shillong, 24th March 2026

Selection of agency for destination development, operation & maintenance (O&M) with provision of tented accommodation and tourism promotion activities at Umaim, Jongsha and Sakal Aduma in Meghalaya.

S. No	Clause No./Page No.	Original clause		Revised clause	
1	ITB 21.1-Bid Due Date/Bid Schedule, Page No. 38	Event Description	Date	Event Description	Date
		Proposal/Bid Due date	3:00 PM: 30.03.2026	Proposal/Bid Due date	3:00 PM: 08.04.2026
		Opening of Technical Proposal	5:00 PM: 30.03.2026	Opening of Technical Proposal	5:00 PM: 08.04.2026

S/d-
Director of Tourism Department,
Govt. of Meghalaya, Shillong

Selection of agency for destination development, operation & maintenance (O&M) with provision of tented accommodation and tourism promotion activities at Umiam, Jongsha and Sakal Aduma in Meghalaya.

Project Name: Selection of agency for destination development, operation & maintenance (O&M) with provision of tented accommodation and tourism promotion activities at Umiam, Jongsha and Sakal Aduma in Meghalaya.				
Response to Pre-Bid Queries			Dated Shillong, 23rd March, 2026	
S.No	RFP Clause & Page Number	Existing RFP clause	Queries/Suggestion/Clarification sought by the bidders	Response to Queries
1	Project Scope (For detail, refer Scope of Work) Page No. 9	<p>Project Scope – Minimum Operational Period</p> <p>The destination shall be made operational for a minimum period of four (4) months every year, from November to February, for the entire license period of ten (10) years.</p>	<p>(i) We request the Authority to kindly clarify whether the EMC / selected bidder may operate the destination beyond the minimum operational period of four months, subject to site conditions and feasibility.</p> <p>(ii) If such extension of operations is permitted, kindly clarify whether the Revenue Share clause (4% of Gross Revenue) would also apply to the revenues generated during the extended operational period</p>	<p>The Selected Bidder may, subject to site conditions, operational feasibility, and prior approval of the Authority, operate the Destinations beyond the minimum operational period of four (4) months. During any such extended period of operation, the Revenue Share obligation of four percent (4%) of the Gross Revenue shall continue to apply to all revenue-generating activities and items, without exception</p>
2	Term of Refence (ToR) Clause 1.1 / Pg. 43 and Clause 1.4.6 / Pg. 45	<p>1. Term of Refence (ToR)</p> <p>1.4.5. The Agency shall have to operate at 15 nos. of Hot Air Ballooning for at least 15 days in Umiam</p> <p>1.4.6. The Agency must also conduct the Night Glow Concert with min. Hot air Balloons in all three locations for entire duration of operation</p>	<p>We request the Authority to kindly clarify whether hot air ballooning (including the night glow concert) is required only at Umiam or at all three project locations (Umiam, Jongsha, and Sakal Aduma).</p>	<p>Clause 1.4.5 to be read as The Agency shall be obligated to operate fifteen (15) Hot Air Balloons (flying balloons with pilot) per day for a minimum continuous period of fifteen (15) days at Umiam. The Agency shall ensure that the required number of balloons are fully operational, safely manned by qualified pilots, and available for service on each day during the specified period.</p> <p>Clause 1.4.6 to be read as The Agency shall conduct the Night Glow Concert with a minimum of two (2) air balloons (non-flying) at each of the three designated locations for the entire duration of the operation.</p>

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3	<p>Term of Reference (ToR) Clause 1.3.2 / Pg. 44</p>	<p>1.3.2. Specification of Tent f) All tents shall be firmly grounded and stable against wind force, and dead loads considering the surrounding environment & wind force & rains</p>	<p>As stable ground preparation and a strong base are important for safe installation of tented structures, we request the Authority to kindly clarify whether the construction of plinth or other structural foundations for tents will be permitted at the project sites</p>	<p>Yes, construction of structural foundation for tents is allowed</p>
4	<p>1.3.1 (b) / Pg. 44</p>	<p>1.3.1. Development , Operation and Maintenance of Tented Accommodation b) The Site will be handed over to the Agency on 'As Is Where Is Condition'. The Agency shall maintain the site in good condition. The Agency shall be liable to provide tents, create all infrastructure required to operate the facility including but not limited to creation of reception/ welcome area, dining area, conference / meetings areas, parking, bring all furniture, electrical fixtures and other fixtures required for operations of the facility.</p>	<p>(i) As two of the three sites contain dense vegetation, we kindly request the Authority to facilitate tree felling / vegetation clearance with necessary approvals from forest or environmental authorities prior to site handover. (ii) We request the Authority to provision last-mile connectivity and trunk infrastructure (including access roads leading to the sites), as this would be critical for ensuring accessibility and visitor footfall to the destinations. (iii) We request the authority to also provision for the cutting of land, levelling of land, and land development as the terrain or topography of the sites were observed to be undulating.</p>	<p>(i) The Selected Bidder shall prepare the implementation plan in such a manner that it either completely avoids or minimizes the requirement of tree felling. In the event that any tree felling is unavoidable, the Authority shall be responsible for tree cutting. (ii) The Authority shall be responsible to provide the basic infrastructure necessary for the operation of the Destinations including road connectivity, water supply, and power up to the nearest feasible point. In the event that land cutting, land levelling is required for the installation of tents, such land levelling, land cutting may be undertaken by the Authority, based on the implementation plan prepared by the Selected Bidder and subject to the prior approval of the Authority. (iii) Cutting and/or levelling of land may be permitted as per the requirements of the site wise implementation plan, that the Selected Bidder will submit every year and subject to the prior approval of the Authority.</p>

5	1.3.1 (h) / Pg. 44	<p>1.3.1. Development , Operation and Maintenance of Tented Accommodation</p> <p>h) The tents at Umiam shall be reserved by the Government for an additional period of two months, free of cost, for the National Games to be held in 2027.</p>	<p>We request the Authority to kindly clarify whether, during the two-month reservation period for the National Games 2027, the Agency will be required to provide only the accommodation infrastructure (tents) or whether the Agency will also be responsible for providing full hospitality services and operations such as housekeeping, F&B, utilities, staffing, and other operational support during this period.</p>	<ul style="list-style-type: none"> i. The tents at Umiam shall be reserved by the Government for an additional period of two (2) months, free of cost, for the National Games to be held in 2027. ii. The Selected Bidder shall be responsible for providing comprehensive hospitality services and operational support during this period, including but not limited to housekeeping, food and beverage (F&B) services, utilities, staffing, and all other necessary operational requirements. iii. The cost towards Food & Beverage (F&B) services shall be charged directly to the users; however, breakfast shall be provided free of cost.
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6	1.3 / Pg. 44	Luxury Experiential Accommodation	<p>(i) We request the Authority to kindly clarify whether semipermanent infrastructure is permitted for development of the tented accommodation and associated facilities.</p> <p>(ii) If permitted, whether such infrastructure must be dismantled at the end of each operational season or can remain in place throughout the concession period.</p>	<p>Semi-permanent structures may be permitted at the Destinations subject to the prior written approval of the Authority. Such permission shall be granted at the sole discretion of the Authority, based on the design, safety parameters, and implementation plan submitted by the Selected Bidder.</p> <p>The Selected Bidder may, with the approval of the Authority, either dismantle the semi-permanent structures at the end of each operating year or retain them in place for subsequent operational periods. The Authority shall have full discretion to approve, modify, impose conditions upon, or reject any request for retention of such structures, and the Selected Bidder shall not be entitled to claim any right, compensation, or extension of timelines on account of any decision of the Authority in this regard.</p> <p>The Selected Bidder acknowledges that the Authority's approval for installation or retention of semi-permanent structures shall not be construed as a continuing obligation, and the Authority may require dismantling whenever deemed necessary for administrative, safety, environmental, or policy reasons</p>
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7	1.4.5 / Pg. 45	1.4.5. The Agency shall have to operate at 15 nos. of Hot Air Ballooning for at least 15 days in Umiam	<p>(i) We request the authority to clarify whether 15 hot air balloons each day for 15 days is the requirement or 1 hot air balloon for each of the 15 days is the requirement.</p> <p>(ii) Additionally, we seek clarity on type (Indian-made or Foreign made) of hot-air balloon activities that is expected as tethered ballooning is the popular one.</p>	<p>i. Please refer clarification mentioned in S.no-2</p> <p>ii. The selected bidder may determine the type of hot air ballooning to be used; however, the final operation shall be conducted in consultation with the Authority to ensure that the safest and highest-quality ballooning option is implemented.</p>
8	1.6 / Pg. 47	1.6 Develop, operate, and maintain the Craft and Food Bazar (Jongsha and Sakal Aduma)	We request the Authority to kindly provide BoQ, indicative stall dimensions, or reference layouts for the Craft and Food Bazar stalls. This would assist bidders in accurately estimating space requirements and project costs.	The minimum size of craft and food bazar stalls shall be 25 sq. m.
9	1.6.5 / Pg. 47	1.6.5 The Agency may charge nominal rent for the allotment of stalls, subject to prior approval of the Authority, and shall be entitled to retain all revenue generated from the “Craft and Food Bazar.”	We request the Authority to kindly clarify whether the EMC / selected bidder is entitled to retain only the stall rental / vendor participation charges collected for allotment of stalls, or whether the Agency is also entitled to any share of revenue generated by vendors from the sale of products at the Craft and Food Bazar.	The revenue generated from renting stalls shall form part of the Revenue Share. However, the revenue earned by vendors from the sale of their products shall remain entirely with the vendors and shall not be included in the Revenue Share.
10	1.7.3 / Pg. 47	1.7.3. The stage arrangements and conductance of festivals/events, selection of artist shall be determined based on the requirements of the Tourism Department, Government of Meghalaya.	We request the Authority to kindly clarify the expected number of events/festivals to be conducted annually at each site and the approximate number of attendees expected per event, so that the Event Management Company (EMC) can appropriately plan infrastructure, logistics, zoning, and operational arrangements.	The number of events and festivals to be held at each location shall be determined by the Authority. These details will be discussed with the selected bidder.

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11	1.8.6 / Pg. 48	1.8.6. The Agency shall be responsible for obtaining water and electricity connection, as per demand, for the various sub- projects on their own.	We request the Authority to kindly provision sufficient water and power supply to the nearest point.	It shall be the responsibility of the selected bidder to arrange and obtain the required electricity and water connections from the nearest available sources, as per the site-specific needs. However, the Authority shall be responsible for providing the essential infrastructure necessary for operating the Destinations, including road connectivity, water supply, and power up to the nearest feasible point.
12	1.13 / Pg. 51	1.13 Digital Marketing, Advertisement, and Promotion	While we acknowledge that the primary responsibility for marketing and promotion lies with the EMC as per the RFP, it would be beneficial if Meghalaya Tourism also integrates these destinations into its broader state tourism promotion campaigns and official marketing platforms. This would help improve visibility of the sites and support increased visitor inflow during the initial years of operation	The primary responsibility for marketing and promotion rests with the selected bidder as per the RFP. Meghalaya Tourism may, at its sole discretion, include the Destinations in its broader State-level tourism promotion campaigns and official national-level marketing platforms.
13	1.12.1 / Pg. 51	1.12.1. It shall be the responsibility of the Event Management Agency to liaison and coordinate with all respective authorities like Meghalaya Police, Meghalaya Traffic Police, Fire Department, Electricity Department, Municipal Corporation, Councils, Jal Board, Commercial Tax, Excise/Entertainment Department, etc. and/or any other Authority to obtain necessary NOC's, permissions, licenses on behalf of Tourism Department of Meghalaya to organize Iconic Tourism Festival.	While the EMC will coordinate with the concerned departments for obtaining the required approvals, we request the Authority to kindly provide necessary support and facilitation in obtaining the required licenses, permissions, and NOCs from the respective government departments, to ensure timely approvals and smooth conduct of the events.	The selected bidder shall be responsible for obtaining all necessary approvals from the concerned departments. However, the Authority shall facilitate the selected bidder in securing the required approvals.

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14	2.1.1 and 2.1.2 / Pg. 52	<p>2.1. VGF Payment.</p> <ul style="list-style-type: none"> • Instalment 1 – Annual Mobilisation & Readiness Amount: 20% of Annual VGF • Instalment 2 – Infrastructure Setup & Soft Launch Amount: 30% of Annual VGF 	<p>Considering that a significant portion of capital expenditure is incurred during the initial setup and mobilisation stage, we request the Authority to consider revising the VGF payment schedule by increasing Instalment 1 to 40% of the annual VGF and reducing Instalment 2 to 10%, to better align the funding with the project's upfront capital requirements.</p>	Accepted
15	RFP Clause 1.12.1. and 1.13.1.	References to “Iconic Tourism Festival” in the RFP	<p>We request the Authority to kindly clarify whether the term “Iconic Tourism Festival” refers to a specific pre-defined event/festival planned by the Tourism Department or whether it is being used generically to refer to tourism events to be organized at the project sites. If applicable, we request the authority to kindly provide further details regarding the expected scale, duration, and key components of such events</p>	<p>RFP Conditions prevails.</p> <p>The term ‘Iconic Tourism Festival’ shall be determined by the Authority in consultation with the selected bidder.</p>

16	<p>Payout to the Authority Clause No 31.1 (a), Page NO 28</p>	<p>31. Payout to the Authority a) Revenue Share amount (“Revenue Share Amount”) for the Project shall be calculated on last date Feb month of each year, as 4% of Gross Revenue from the Project in the immediately preceding Financial Year (“Concerned Financial Year”), based on the financial statements. The Gross Revenue as defined in the Draft License Agreement is also as stated below: "Gross Revenue" for any Financial Year shall mean the total amount of Project revenue and receipts of every kind (from both cash and credit transactions computed prior to payment of any commission or service charge or fee thereon) derived by the Lessee/ or any agency appointed by the Lessee for operation and maintenance of the Project (“Operating Partner”) from the operation of the Project Facilities / Project and its facilities, as certified by the statutory auditors of the Licensee, including but not limited to receipts from room occupancy charges, telephone, telefax and telex charges, laundry, sale of food, beverages, liquor, recreational amenities (outdoor pool, health club, spa, sauna, fitness facility etc.), outdoor catering, receipts from vending machines; parking, commercial or other spaces on</p>	<p>Revenue Share Amount 4% of gross revenue The Payment of Gross Revenue shared will be start from last date of Feb Month of each Year. Kindly provide the clarity it will be charged from 1st year of the project or after completion of VGF period i.e from 6th Year. 4% revenue sharing amount without GST or With GST Kindly provide clarity?</p>	<p>i. A Gross Revenue Share of four percent (4%) shall be applicable from the first year of operation. The Gross Revenue Share shall be calculated based on the Gross Revenue recorded as on the last date of operation for each respective year</p> <p>ii. The 4% Gross Revenue Share shall be exclusive of GST</p>
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17	<p>APPENDIX-XIII: Format for Financial Proposal Page NO 84</p>	<p>L. APPENDIX-XIII: Format for Financial Proposal</p> <p>I/We hereby offer and agree to undertake the Work in accordance with the Scope of Work set forth in the RFP and hereby quote the following Viability Gap Funding (VGF) for all three (3) locations</p> <table border="1" data-bbox="465 288 898 520"> <thead> <tr> <th data-bbox="465 288 613 336">Name of the Work</th> <th data-bbox="613 288 757 336">Quoted Viability Gap Funding (INR) – In Figures</th> <th data-bbox="757 288 898 336">Quoted Viability Gap Funding (INR) – In Words</th> </tr> </thead> <tbody> <tr> <td data-bbox="465 336 613 520">Selection of agency for destination development, operation & maintenance (O&M) and marketing with provision of tented accommodation and tourism promotion activities at Umiam, Jongsha and Sakal Aduma in Meghalaya</td> <td data-bbox="613 336 757 520"></td> <td data-bbox="757 336 898 520"></td> </tr> </tbody> </table>	Name of the Work	Quoted Viability Gap Funding (INR) – In Figures	Quoted Viability Gap Funding (INR) – In Words	Selection of agency for destination development, operation & maintenance (O&M) and marketing with provision of tented accommodation and tourism promotion activities at Umiam, Jongsha and Sakal Aduma in Meghalaya			<p>Appendix XIII Format for Financial Proposal The Quoted Viability Gap Funding Amount (INR) in will be total of 5 years with GST or Without GST Kindly provide the clarity?</p>	<p>The Financial Proposal shall be submitted as the Viability Gap Funding (VGF) requirement for a total period of five (5) years for all three locations, exclusive of GST.</p>
Name of the Work	Quoted Viability Gap Funding (INR) – In Figures	Quoted Viability Gap Funding (INR) – In Words								
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18		<p>General</p>	<p>We are requesting the department kindly share how many months will be given for the construction period to the bidder</p>	<p>The construction period shall be determined by the Selected Bidder, as the Selected Bidder is best placed to assess and plan the timeline required for execution of the Works based on its technical, financial, and operational capabilities. Land shall be handed over to the selected bidder as per terms of the RFP.</p>						
19	<p>B. Financial Capacity – On Page - 35</p>	<p>B. Financial Capacity TURNOVER – Average Annual Turnover in any 3 continuous years out of 5 (five) financial years i.e., 2020-21, 2021-22, 2022-23, 2023-24 & 2024-25 should be at least INR 150 Crore. (INR One Hundred Fifty Crore only).</p>	<p>The estimated yearly project cost for three locations is approximately INR 60.93 Crore. In view of the project cost and to encourage wider participation of competent bidders, we kindly request the authority to consider reducing the minimum average annual turnover requirement to INR 75 Crore instead of INR 150 Crore.</p>	<p>RFP condition prevails</p>						
20	<p>General Query</p>	<p>Location: Coordinates of Umiam, Jongsha and Shakal Aduma are not mentioned in the tender document.</p>	<p>Kindly provide the map coordinates (latitude and longitude) of the exact project locations at Umiam, Jongsha and Shakal Aduma to enable bidders to accurately assess the site conditions and prepare the proposal accordingly.</p>	<p>It is requested to all participants/ intending bidders to conduct site visit with Tourism Dept., Govt. of Meghalaya prior to participating in the bidding</p>						

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21	<p>Project Scope (For detail, refer Scope of Work) – One Page - 9</p>	<p>► The Agency shall, at its own cost and risk, undertake the annual installation (mantling) and dismantling of all tented infrastructure upon completion of the minimum four (4) months of destination operations in each year, and shall ensure that the site is restored to its original condition to the satisfaction of the Authority.</p> <p>As per the referred clause, “The Agency shall, at its own cost and risk, undertake the annual installation (mantling) and dismantling of all tented infrastructure upon completion of the minimum four (4) months of destination operations in each year.”</p>	<p>Whether the Operator/Agency will be permitted to continue operations throughout the year instead of limiting operations to the minimum four (4) months of destination operations. If year-round operations are permitted, kindly clarify whether the same revenue share terms mentioned in the tender document will remain applicable for the entire year or if a different revenue sharing structure will apply for the additional months of operation.</p> <p>We request the Authority to kindly clarify the above to enable us to prepare our bid accordingly.</p>	<p>Please refer clarifications mentioned in S.No.-1</p>						
22	<p>APPENDIX- XIII: Format for Financial Proposal Page NO 84</p>	<p>Destination Development, Operation & Maintenance (O&M) and Marketing with Provision of Tented Accommodation and Tourism Promotion Activities at Umiam, Jongsha and Sakal Aduma in Meghalaya. Bidders are required to quote Viability Gap Funding (VGF) for all three (3) locations).</p> <p><small>I/We hereby offer and agree to undertake the Work in accordance with the Scope of Work set forth in the RFP and hereby quote the following Viability Gap Funding (VGF) for all three (3) locations</small></p> <table border="1" data-bbox="465 1015 909 1254"> <thead> <tr> <th>Name of the Work</th> <th>Quoted Viability Gap Funding (INR) – In Figures</th> <th>Quoted Viability Gap Funding (INR) – In Words</th> </tr> </thead> <tbody> <tr> <td>Selection of agency for destination development, operation & maintenance (O&M) and marketing with provision of tented accommodation and tourism promotion activities at Umiam, Jongsha and Sakal Aduma in Meghalaya</td> <td></td> <td></td> </tr> </tbody> </table>	Name of the Work	Quoted Viability Gap Funding (INR) – In Figures	Quoted Viability Gap Funding (INR) – In Words	Selection of agency for destination development, operation & maintenance (O&M) and marketing with provision of tented accommodation and tourism promotion activities at Umiam, Jongsha and Sakal Aduma in Meghalaya			<p>Bidders shall be allowed to quote Viability Gap Funding (VGF) separately for individual locations either one or more for undertaking destination development, operation & maintenance (O&M), marketing, provision of tented accommodation, and tourism promotion activities including events, conferences, meetings, etc. Accordingly, the evaluation of VGF may be considered location-wise as per the provisions specified by the Authority.</p>	<p>RFP condition prevails</p>
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