SCOPE OF THE WORK

1. To provide hospitality services for Director of Protocol office at Nowluru with qualified and experienced staff.

Services.

2. The following services shall be provided by the agency.

a) Provision of Liaison Officers to receive, conduct and liaise with visiting foreign delegations, and State Guests as per the instructions received from the Government and Chief Ministers's Office.

b) The Liaison Officers should coordinate with all the wings of Protocol Department to facilitate the visiting dignitary in respect of transport, accommodation and appointments with the Hon'ble Chief Minister, Chief Secretary and other Officials.

c) Provision of staff to serve the light refreshments /beverages to the visiting dignitaries and other officials at State Guest House Vijayawada.

d) Provision of qualified staff in various aspects of hospitality management.

e) To make necessary table arrangements for scheduled meetings / conferences.

f) To make inventory of crockery cutlery, linen, mementoes, shawls etc., at State Guest House.

g) To coordinate R&B authorities for proper maintenance of civil and electrical Equipments.

h) To ensure hygiene of food and beverages served to the dignitaries.

i) To maintain proper registers with regard to daily consumption of milk, water, tea, coffee, etc.
j) To prepare daily menu with regard to light refreshments, Breakfast, Lunch, Snacks and Dinner to be served and take approval of Incharge officer.
k) To prepare daily reports and submit the Incharge officer.
l) To coordinate with Incharge officer to make necessary arrangements as per the schedule.

3. Two teams of following staff should be deployed Except Sl.No.(a) by the service provider at the rate of one team per shift (8 hours) in 365 days.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Designation</th>
<th>Number of persons</th>
<th>Qualification/Experience</th>
</tr>
</thead>
</table>
| (a)    | Liaison Officers                | 8                 | • Should be Graduate.  
• Good Communication Skills in Telugu, Hindi and English.  
 2 years relevant experience                                                                 |
| (b)    | Protocol Supervisor             | 2                 | • Good communication skills in Telugu and English.  
• Physically fit  
• 2 years relevant experience.                                                                                       |
| (c)    | Telephone Operator(2) / Receptionist | 4               | • He must have the experience on telephone board & EPABX  
• Must have the good communication skills in Telugu and English & Hindi languages |
| (d)    | Electrician                     | 1                 | • Must have the experience in electrical field                                                                              |
| (f)    | Butler / Serving Staff (in three shifts) | 9               | • Must have the experience in hotel management  
• Physically fit and agile presence of mind |
|        | Farrash (in three shifts)       | 9                 | • Must have the experience in housekeeping filed                                                                             |
|        | Kamaton / Mate                  | 2                 | • Must have the experience in housekeeping filed                                                                             |
Terms and Conditions:

a) All the staff should have the enough experience in catering and hospitality with good communication skills.

b) The responsibility of back stopping (replacements during holidays/ illnesses/ shift duties etc.) lies with the service provider.

c) The responsibility of providing daily transport, allowances, insurances, statutory payments on behalf of the staff deployed shall lie with the service provider.

d) Two mobile phones shall be provided- one to the supervisor and one to the team on duty. The payment for the mobile phones shall be made by the service provider. The mobile phone shall be answered within 2 rings.

e) The teams have to work in two (2) shifts of 8 hours each however whenever there is any requirement of working overtime additional staff should be provided by the agency for night shift.

f) Service provider ensure that all the staff shall be in prescribed uniform at all times while on duty.
# ELIGIBILITY

<table>
<thead>
<tr>
<th>Package</th>
<th>Technical Experience</th>
<th>Financial Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Providing Hospitality Services for Department of Protocol office at Nowluru.</td>
<td>a) The bidder should have the experience of doing at least one similar turnkey contract in the last 5 years. Similar work means: should have contract with at least 15 members to any multinational company/ Government undertaking. b) The bidder should have at least 100 persons employed on rolls of his company.</td>
<td>The bidder firm/company should have a turn over of at least fifty lakh rupees per year in the last 3 years.</td>
</tr>
</tbody>
</table>

**Note.** Evidence from Chartered Accountant is required as proof for the experiences stated above.
4. Forms

PRICE BID FORM

(On Bidder’s letterhead)

Date: ..................................................

Name of Contract: ..................................................

To

The Director of Protocol,

Government of Andhra Pradesh.

Sir,

I the under signed, offer to provide the services for [title of the Bid] in accordance with your Tender Document dated [date] and our proposal. Our attached financial proposal is for the sum [amount in words and figures] per year. This amount is exclusive of all local taxes such as service tax.

<table>
<thead>
<tr>
<th>Package</th>
<th>Item</th>
<th>Quantity</th>
<th>Unit</th>
<th>Unit Rate</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

My financial proposal shall be binding upon me subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal i.e., [date].

We understand you are not bound to accept any proposal you receive.

I remain,

Yours sincerely,

Authorised signatory:

Name and Title of Signatory:

Name of Firm:

Address:
CONTRACT TERMS

1. Payment shall be made at the end of every quarter.

2. A performance guarantee of rupees two lakhs fifty thousand shall be given, which shall be returned within 30 days of termination of the contract.