SCOPE OF THE WORK

1. To provide Hospitality Services for Office of the Department of Protocol at Vizag with qualified and experienced staff.

Services.

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

   a) Provision of Protocol Officers to receive, conduct and liaise with visiting delegations and State Guests as per the instructions received from the Government.
   a) The Protocol Officers should coordinate with GAD, Head Office, Collector Office and S P Office to facilitate the visiting dignitary in respect of transport, accommodation and security.
   b) To provision of Data Entry Operator to maintain the day to day office under the guidance of the Incharge officer.
   c) Provision of qualified staff for maintenance of Government Vehicles.
   d) The Drivers should always maintain the vehicles allotted to them in condition
   e) The drivers should maintain the log books and petrol account properly and they should submit the log book to the incharge officer for verification.
   f) The Drivers should appear daily in clean shave and uniform in pleasant manner.
   g) The Drivers should always be available for emergency duties and tours.
3. The following staff should be deployed by the service provider in 365 days.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Designation</th>
<th>Number of persons</th>
<th>Qualification/Experience</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td>Protocol Officers</td>
<td>3</td>
<td>• Good communication skills in Telugu and English.</td>
<td>Vizag</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Physically fit Two years relevant experience.</td>
<td></td>
</tr>
<tr>
<td>(b)</td>
<td>Data Entry Operator</td>
<td>1</td>
<td>• Intermediate with Diploma in computers</td>
<td>Vizag</td>
</tr>
<tr>
<td>(c)</td>
<td>Drivers</td>
<td>4</td>
<td>• Should be having valid Driving license</td>
<td>Vizag</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Should be Physically fit with good eye sight</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• 5 years experience in driving luxury cars.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Should have passed class X</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Must posses good communication skills with decent behavior</td>
<td></td>
</tr>
<tr>
<td>(d)</td>
<td>Office Subordinate</td>
<td>2</td>
<td>• Physically fit and agile presence of mind</td>
<td>Vizag</td>
</tr>
<tr>
<td>(e)</td>
<td>Baggage Boy</td>
<td>6</td>
<td>• Physically fit and agile.</td>
<td>Vizag</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Presence of mind.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>16</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Terms and Conditions:

a) All the staff should have the enough experience with good communication skills and good behaviour.
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) They should have maintain a mobile phones The payment for the mobile phones shall be made by the service provider. The mobile phone shall be answered within 2 rings.
e) Service provider is responsible to ensure that the Drivers always attend duty in uniform (White Shirt & White Pant with Black Shoes) and clean shaven.
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>
</table>
| Providing Hospitality Services for office of the Deputy Director, Department of Protocol office at Vizag. | 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. | The bidder firm/company should have a turnover of at least Twenty Five Lakhs rupees per year in the last 3 years. |

**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 undersigned, 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>
</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:

VOLUME-3

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.