



Bihar State Tourism Development Corporation Ltd.,
(A Government of Bihar undertaking)

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Request For Proposal (RFP)

for

Empanelment of HR Agency for Supply of Manpower

Contents

1. Disclaimer	03
2. Notice Inviting E-Tender	04
3. General Instructions	05
4. Fraud and corruption	06
5. Terms of Reference/Scope of Work	15
6. Proposal Form	19
7. Technical Proposal	20-24
8. Financial Proposal	25-28

1. DISCLAIMER

The information contained in this request for proposal document (“RFP Document”) or subsequently provided to Bidder (s), whether verbally or in documentary form or otherwise by Bihar State Tourism Development Corporation Limited (BSTDC), a Government of Bihar undertaking or any of its employees, is provided to Bidder(s) on the terms and conditions set out in this RFP Document and such other terms and conditions subjects to which such information is provided..

The RFP Document is neither an agreement nor a binding offer by BSTDC to the prospective Bidders or any other person. The purpose of this RFP Document is to provide pre-qualified interested parties with information to assists in the formulation of their Proposal pursuant to this RFP Document. The RFP Document includes statements, which reflect various assumptions and assessments arrived at by BSTDC in relation to the Project. Such assumptions and statements do not purport to contain all the information that each Bidder may require. This RFP Document may not be appropriate for all persons, and it is not possible for BSTDC to consider the investment objective, financial situation and particular needs of each party who reads or uses this RFP Document. The assumptions, assessments, statements and information contained in this RFP Document may not be complete, accurate, adequate or correct. Each Bidder shall conduct its own investigations and analysis and shall check the accuracy, adequacy, correctness, reliability and completeness of the assumption, assessments and information contained in this RFP Document and obtain independent advice from appropriate sources.

Information provided in this RFP to the Bidder(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. BSTDC, accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

BSTDC make no representation or warranty, express or implied, and shall have no responsibility or liability to any person, including any Bidder, under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP Document or otherwise, including the accuracy, adequacy, correctness, reliability or completeness in this RFP Document and any assessment, assumption or information contained therein or deemed to form part of this RFP Document or arising in any way with evaluation of Bidders or section of the Successful Bidder in the Bidding Process.

BSTDC also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP Document.

BSTDC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

The issue of this RFP Document does not imply that BSTDC is bound to select a Bidder for implementing the Project and BSTDC reserves the right to reject all or any of the Proposals/Bids or withdraw or cancel the RFP Document or annul the Bidding Process at any time without assigning any reasons whatsoever.

The Bidder shall bear all its costs associated with or relating to the Preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the BSTDC or any other costs incurred in connection with or relating to its Bid. All such costs and expenses shall remain with the Bidder and the BSTDC shall not be liable in any manner whatsoever for the same and for any other costs or other expense incurred by Bidder in Preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.



Bihar State Tourism Development Corporation Ltd.

A Government of Bihar Undertaking.

2. NOTICE INVITING E-TENDER

For

RFP for Empanelment of HR agency for supply of manpower

NIT. No: 10/13/Promos/CH-/2014-15/1673/21

Date:07.10.2021

(Through e-procurement mode only – www.eproc.bihar.gov.in)

- The Bihar State Tourism Development Corporation Ltd. is named as "State Purchase organization" (Rajya Kray Sanghatan), to provide the drivers to the Government Department or any other Government officials in Bihar State Government and any organisation of Central Government, which is established in the Jurisdiction of Bihar State Government through the selected agency.
- Bihar State Tourism Development Corporation Ltd. (BSTDC) invites e-tender from eligible experienced Private Ltd. company/Public Ltd. Company/JV/Firm/Proprietorship/others for execution of works as given below:-

SL. No.	Name of Work	Bid processing Fees	Bid Document Cost	Bid Security (EMD)	Contract Duration
1	RFP for Empanelment of HR Agency for Supply of Manpower	Rs. 1,180.00	Rs. 1000.00	Rs. 1,00,000.00	36 Months

- Place & Date of Pre-bid meeting : Date 17.11.2021 Time 3.00 Pm.
BSTDC office, Hotel Kautilya Vihar, Beer Chand Patel Marg, Patna-800001
- Date of downloading of bid document : From 12.11.2021 to 24.11.2021 up to 3.00 PM
Through website: www.eproc.bihar.gov.in
- Last date and time for receipt of bids online : Date 25.11.2021 Time 3.00 Pm.
- Last Date and time for Submission of hard copy of bid : Date 26.11.2021 Time 3.00 Pm.
- Time and Date of opening of technical bids : Date 26.11.2021 Time 3.30 Pm.
Through website: www.eproc.bihar.gov.in
- Time and Date of financial bids : To be Communicated later on
- Place of bids validity : Through website: www.eproc.bihar.gov.in
- Period of bids validity : 180 days
- Officer inviting bids : Add. General Manager (BSTDC)
- For participating in E – tendering process, the Tenderer shall have to get themselves registered to get user ID, Password and Digital signature. This will enable them to access the website www.eproc.bihar.gov.in and download/participate in E – tender. All tender queries related to this tender shall be communicated at contactbstdc@gmail.com. Website: <http://bstdc.bihar.gov.in>
- (i) **Bid processing fees to be paid through online mode i.e. Internet payment gateway (Credit/Debit Card), Net Banking, NEFT/RTGS.**
(ii) Bids along with necessary online payments must be submitted through e-procurement portal www.eproc.bihar.gov.in before the date & time specified in the NIT. The department does not take any responsibility for the delay/Non availability of internet connection, Network Traffic/Holidays or any other reasons".
- The detailed eligibility criteria can be seen in the RFP document. The RFP documents can be obtained through website www.eproc.bihar.gov.in
- Bid document cost/EMD should be paid by demand draft of any scheduled banks payable in favor of Bihar State Tourism Development Corporation Ltd, Patna Original Bank Draft will have to be deposited in the office of **Additional General Manager**, Bihar State Tourism Development Corporation Ltd, Hotel Kautilya Vihar, Beer Chand Patel Marg, Patna-800001.
- The bidders are requested to check their file size of uploaded documents at the time of submission & they should ensure that work file is uploaded If they feel that the complete file is not uploaded then they should click on cancel & update the same before submission The bidders should satisfy themselves of download ability/visibility of the scanned & uploaded file by them.
- The bidder must use File size should be less than 5 MB and should be in PDF and JPEG formats.
- No claim shall be entertained on account of disruption of internet service being used by bidders Bidders are advised to upload their bids well in advance to avoid last hour's technical snags.
- In exceptional circumstances, the competent authority, BSTDC may solicit the Bidder's consent to an extension of the period of validity.
- Bids that are rejected during the bid opening process shall not be considered for further evaluation,irrespective of the circumstances.
- The bidders shall submit their eligibility and qualification details, Technical bid, Financial bid etc, in the online standard formats given for respective tenders in e-Procurement website (www.eproc.bihar.gov.in) at the respective stage only.
- The bidders shall upload the scanned copies of all the relevant certificates, documents etc, in support of their eligibility criteria/technical bids and other certificate/documents in the e-Procurement website The bidder shall sign on the supporting statements, documents, certificates, uploaded by him, owning responsibility for their correctness/authenticity.
- All the information/corrigendum/addendum related to the project shall be published on the website www.eproc.bihar.gov.in. The Authority shall have the right to reject the bid partially or fully without assigning any reason what so ever.
- For any information contact to Sri Brajesh Kishor, Manager Administration, Mobile No. 8544402437
- For more clarification, regarding the E –tendering process, please contact e-procurement, Helpdesk, First floor, M/22, Bank of India Building, Road No.-25, Sri Krishna Nagar, Patna-800001, Telephone No.-0612-2523006, Mobile No.-07542028164.

Sd/-
Add. General Manager,
 BSTDC, Patna

3. General Instructions

A. General

1.1 Definitions

1.1 The following words and expressions shall have the meanings hereby assigned to them.

- (a) “Agency” means an entity or person(s) or their affiliates that may provide or provides the Services to the BSTDC under the Contract, In this instance, the Agency will be the organization bidding to provide recruitment services for the posts given by BSTDC.
- (b) “Contract” means the Contract and all the attached documents signed by the BSTDC and selected Agency.
- (c) “Data Sheet” means such part of the Instruction to Agency used to reflect specific assignment conditions.
- (d) “Day” means calendar day.
- (e) “BSTDC” means the Bihar State Tourism Development Corporation Limited, A Government of Bihar (GOB) undertaking.
- (f) “Instruction to Bidders” means this document which provides agencies/bidders/consultants with all information needed to prepare their Proposals.
- (g) “Personnel” means professionals and support staff provided by the Agency and assigned to perform the Services or any part thereof.
- (h) “Proposal” means the Technical Proposal, Financial Proposal/s and the attached documents submitted in the response to the Request for Proposal (RFP)
- (i) “Services” means the work to be performed by the Agency pursuant to the Contract.
- (j) “Terms of Reference” (TOR) means the document included in the RFP which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the BSTDC and the Agency, and expected results and deliverables of the assignment.

2. Introduction

2.1 BSTDC has issued this Request for Proposal (RFP) to select an Agency to provide personnel's to BSTDC. Ltd against a list of hospitality professionals and various others for BSTDC. The selection shall be done in accordance with the method of selection specified in the Instructions to Bidder/Data Sheet, for the services required. **The successful Agency shall be expected to render the Services for the period of 3 years.**

2.2 The rate of contract will be initially for a period of one year from the date of signing of agreement, for taking up of supply of manpower. The period of contract may be extended further for two more years, one year at a time, based on performance of the service provider and requirement of BSTDC, at the sole discretion of BSTDC.

2.3 The deployment/utilization of services may be curtailed/ terminated at any time before the normal tenure owing to cessation of requirement of deficiency in service or substandard quality of personnel deployed by the service provider. And the agency will be compulsorily expected to replace the personnel within a day or two. It is important to note that personnel so placed at the disposal of the BSTDC may be given different/additional responsibilities compatible with the designation but no extra payment shall be made for the same.

2.4 All the manpower deployed at BSTDC will be paid their wages on monthly basis (by Cheque/electronic transfer in time) by the Company/Firm/Agency and proof of such disbursement will be submitted to BSTDC every month.

4. Fraud and corruption

3.1 BSTDC requires that all the Agencies observe the highest standard of ethics during the selection process and throughout the execution of such contracts. In pursuit of this policy, BSTDC.

(a) Defines, for the purposes of this provision, the terms set forth below as follows:

(i) “Corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything

of value to influence the action of any official in the selection process or in contract execution.

(ii) “Fraudulent practice” means a misrepresentation or omission of facts in order to influence a selection process or the execution of a contract.

(iii) “Collusive practice” means a scheme or arrangement between two or more Agencies, with or without the knowledge of BSTDC, designed to establish process prices at artificial, non-competitive levels; and

(iv) “Coercive practice” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or affect the execution of a contract.

(b) Will reject a proposal for award if it determines that the Agency recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question.

(c) Will black list a firm or individual, including declaring them ineligible, either indefinitely or for a stated period of time, if it at any time determines that they have, directly or through an agent, engaged, in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a contract.

4 Eligibility Criteria

4.1 The Agency shall not have a conflict of interest. All Agencies found to have conflict of interest under any of the circumstances set forth below shall be disqualified:

(a) An agency (including its Personnel) shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the Agency to be executed for BSTDC.

(b) An agency (including its Personnel) that has be business or family relationship with a member of BSTDC’s employee who is directly or indirectly involved in any part of

(i) the preparation of the Terms of Reference of the assignment,

(ii) the selection process for such assignment, or

(iii) Supervision of the Contract may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to BSTDC throughout the selection process and the execution of the Contract.

(c) **A company that has an experience in supply of hotel staff (minimum of at least 10 hotels of star grade), shall be considered an eligible company. But a company which doesn’t have an experience in the same and has supplied manpower in other sectors like security. IT etc only won’t be eligible, and their bids will be out rightly rejected.**

4.2 Agency has an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of BSTDC, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the Agency or the termination of its Contract.

4.3 Agency that is under a declaration of ineligibility by BSTDC, on the date of contract award, shall be disqualified.

4.4 Agency shall provide such evidence of their continued eligibility satisfactory to BSTDC, as BSTDC shall reasonably request.

4.5 Only that Agency who are found to be eligible under the criteria under clause 4.6 will be evaluated technically.

4.6 The Interested Agency must meet the following eligibility criteria:

- (a) Certification:
The Agency must be registered as a company under the Indian Companies Act, 2013/ and the time period elapsed from commencement of business should be at least 5 years as on 1st April 2021.
- (b) Experience:
The Agency must have prior experience of having successfully completed projects entailing HR personnel in hospitality/hotel sector of a minimum of 10 client lists consisting of star Hotels. (Work Commencement order is to be provided).
- (c) Financial Criteria:
I. Average annual turnover/ revenue of the firm should be at least Rs. 25 Crore in the last 3 financial years
II. Net worth of the applicant as at the end of the last audited financial year should be at least Rs. 20 Crore
- (d) **Indictment Criterion: The bidder should have never been indicted by any court of law or any regulatory body or any state/central government agencies (Self declaration on Companies letter head to be submitted).**
5. Package-wise Proposal by Agency
An agency may submit only one or more than one package as per their preference.
6. Cost related to preparation and submission of proposal
The Agency shall bear all costs associated with the preparation and submission of their proposals and contract negotiations, and BSTDC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the entire selection process.
7. Language of Proposal
The Proposal, as well as all correspondence and documents relating to the proposal exchanged by the Agency and BSTDC, shall be written in English.
8. Visit
- 8.1 The Agency may familiarize itself with local conditions and take them into account in preparing the Proposal. Agency may visit BSTDC or any other relevant officers before submitting a proposal and obtain for itself on its own responsibility all information that may be necessary for preparing the proposal and entering into a contract. The cost of visiting BSTDC or any relevant offices shall be at the Agencies own expense.
- 8.2 The Agency and any of its personal may be granted permission by BSTDC to enter upon its premises for the purpose of such visit, but only upon the express condition that the Agency, its personnel, will release and indemnify BSTDC and its personnel and agents from the against all liability in respect thereof.
9. Sub Agencies
The Selected Agency shall not be allowed to have any sub-agency.
- B. RFP Document
10. The Agency is expected to examine all instruction, forms, terms, and specifications in the RFP Document. Failure to furnish all information or documentation required by the RFP Document may result in the rejection of the proposal.
11. Request for Clarification
- 11.1 Agency requiring any clarification prior to the submission of the Proposal shall contact the nodal officer authorized by BSTDC in writing at the address specified in the Data Sheet. The Request for Clarification shall be submitted no later than the period specified in the Data Sheet.
- 11.2 BSTDC shall upload the response (including an explanation of the query but without identifying the source of inquiry) on the website www.bihar.gov.in Response will be given only to queries which have been received in writing.

11.3 Any modification of the proposal documents that may become necessary as a result of the clarification shall be made by BSTDC exclusively through the issue of an addendum/Corrigendum and will be uploaded on the website www.bihar.gov.in, hence the agencies are expected to visit the website frequently during the bid process.

12. Amendments /modification to RFP Documents

12.1 At any time prior to the deadline for submission of proposals, BSTDC may amend the RFP Documents by issuing addendum/corrigendum.

12.2 Any addendum / Corrigendum issued shall be uploaded on the website www.bihar.gov.in

12.3 To give prospective Agency reasonable time in which to take an addendum/corrigendum into account in preparing their proposals, BSTDC may, at its discretion, extend the deadline for the submission of proposals.

C. Preparation of Proposals

13. Documents comprising the proposal

13.1 The proposal shall comprise two envelopes submitted simultaneously, one called the Technical proposal containing the documents listed in RFP and the other Financial Proposal Containing the documents listed in the RFP, all enclosed together in an outer single envelope.

13.2 The proposal shall comprise the following:

- (a) Technical Proposal in accordance with RFP documents;
- (b) Complete and unconditional proposal Submission form (part A) in accordance with the RFP
- (c) Earnest Money Deposit
- (d) written confirmation authorizing the signatory of the proposal

13.3 The Financial Proposal shall comprise the financial quote in the complete and unconditional Proposal Sub-mission form (part B) and completed schedules in accordance with the RFP.

14. Period of Validity of Proposals

14.1 Proposal shall remain valid for not less than a period of 1 year after the proposal submission deadline as per the instructions to bidders including extensions if any.

A proposal valid for a shorter period shall be rejected by BSTDC as non responsive. During the proposal validity period, Agency shall maintain the availability of Professionals nominated in the Proposal. BSTDC will make its best effort to complete negotiations within this period.

14.2 In exceptional Circumstance, prior to the expiration of the proposal validity period, BSTDC may request Agency to extend the period of validity of their proposals. The request and the responses shall be made in writing. If Earnest Money Deposit (EMD) is requested, it shall also be extended for a corresponding period. Agency will would to accept the request.

14.3 Agency acceding to the request

- (a) shall not be required or permitted to modify its proposal, but be required to extend the validity of its EMD for the period of the extensions.
- (b) shall confirm that they maintain the availability of the professionals nominated in the proposal to be considered in the final evaluation for contract award.

15. Earnest Money Deposit

15.1 As required in the Date Sheet, the Agency shall furnish along with its proposal, an earnest money deposite (EMD) as a proposal security.

15.2 The EMD shall be of the amount and currency specified in the data sheet and shall:

- (a) be in the form of a demand Draft drawn on a Nationalised bank favouring "Manging Director, Bihar State Tourism Development Corporation" Payable at Patna;
- (b) be submitted in its form; copies will not be accepted : with the technical bid.

- 15.3 Any proposal not accompanied by a substantially responsive EMD, shall be rejected by BSTDC as non responsive.
- 15.4 The EMD of the successful agency shall be kept as a security deposit and will be returned after the end of the contract period and shall be returned without any interest whatsoever.
- 15.5 The EMD of the unsuccessful Consultants shall be returned without any interest whatsoever, at the earliest after expiry of the final proposal validity period by not later than 30 days after the award of the contract.
- 15.6 The EMD shall be forfeited:
- (a) if the Agency withdraws or amends its proposal during the period of proposal validity specified by the agency on the proposal submission form; or
 - (b) if agency impairs or derogates form the proposal document in any respect within in period of validity of the proposal; or
 - (c) If the successful agency fails to:
 - (i) sign the contract;
 - (ii) furnish the required performance security
 - (iii) fails to work as per the terms and conditions of the tender document and the contract.
16. preparation of Technical proposal
- 16.1 The agency will submit only one Technical proposal
17. Technical proposal submission form and content
- 17.1 Agency shall submit a full Technical proposal(FTP)
- 17.2 The Technical proposal shall contain following information indicated in this clause using the Technical proposal form
- (a) A brief description of the Agency's organization and an outline of recent experience of the Agency
 - (b) All the document related to their Eligibility.
- 17.3 The Technical proposal shall not include any financial information.
A Technical Proposal containing financial information shall be declared non responsive.
- 18 Financial Proposal Submission form and content
- 18.1 Each Agency will submit financial proposal for the service proposed to be provided.
- 18.2 The prices quoted by the Agency shall be fixed and not subject to variation on any account.
- 18.3 The price to be quoted in the Financial proposal and proposal submission form shall be the total price of the proposal, including any discounts offered and the applicable taxes and duties.
19. Currency of Proposal
- 19.1 The currency of the proposal and payment shall be Indian Rupees.
20. The Agency shall prepare on original of the documents comprising the proposal as described, and clearly mark it "ORIGINAL PROPOSAL ". In addition, the Consultant shall submit on copy of the proposal," COPY OF PROPOSAL". In the event of any discrepancy between the original and the copies, the original shall prevail.
20. 2 The original and the copy of the proposal shall be typed or written in indelible ink and all the pages shall be singed by a person duly authorized to sign on behalf of the Agency . A written power of attorney/authorizing document indicating such authorizations should be submitted along with the proposal.
- 20.3 Any interlineations, erasures, or overwriting shall be valid only if they are signed or initialled by the person signing the proposal.
- D. Evaluation and comparison of proposals
21. Confidentiality
- 21.1 Information relating to the examination, evolution, comparison, and recommendation of contract award, shall not be disclosed to agencies or any other persons not officially concerned with such process until publication of the Contract Award.
- 21.2 The undue use by any Agency of Confidential information related to the process may result in the rejection of its proposal and may be subject to the provisions of BSTDC's antifraud and corruption policy.

- 21.3 Any effect by an agency to influence BSTDC in the examination, evolution, comparison, or contract award decisions may result in the rejection of its proposal.
- 21.4 From the time of proposal opening to the time of contract award, if any agency wishes to contact BSTDC on any matter related to the selection process, it should do so in writing. It should not contact BSTDC on any matter related to its Technical and Financial related to its Technical and Financial proposal.
22. Preliminary Examination of Proposals
- 22.1 Prior to the detailed evolution of proposals, BSTDC shall determine whether each proposal
- (a) has been properly signed and is complete;
 - (b) is accompanied by all documents and technical documentation required
 - (c) is accompanied by the Earnest Money deposit
 - (d) has the validity as specified;
 - (e) has agreed to the payment of performance Security;
 - (f) is substantially responsive to the requirements of the RFP documents; and
 - (g) provides any clarification and/or substantiation that BSTDC may require to determine responsiveness
- 22.2 In case a proposal fails in the preliminary examination on any points given above, the proposal shall be declared as substantially non responsive and treated in accordance with the RFP.
23. Responsiveness of proposals
- 23.1 BSTDC's determination of a proposal's responsiveness is to be based on the contents of the proposal itself.
- 23.2 A substantially responsive proposal is one that conforms to all the terms, conditions, and specifications of the RFP documents without material deviation, reservation, or omission, A material deviation, reservation, or omission is one that:
- (a) if accepted, would
 - (i) affect in any substantial way the scope, quality, or performance of the service specified in the Contract ;
 - or
 - (ii) limit in any substantial way, inconsistent with the RFP documents, BSTDC 's rights or the Agency's obligations under the contract;
 - (b) if rectified, would unfairly affect the competitive position of other Agency presenting substantially responsive proposals.
- 23.3 if a proposal is not substantially responsive to the RPF Documents, it shall be rejected by BSTDC and may not subsequently be made responsive by the Agency by correction of the material deviation, reservation, or omission.
- 23.4 BSTDC shall carry out a preliminary examination of the proposals in accordance with the RFP to confirm that proposals are responsive and all requirements have been by correction of material deviation, reservation
- 23.5 A proposal shall be rejected in the following cases if:
- (a) The proposal or the relevant forms included in the proposal is incomplete and contain subjective and conditional offers and are not in accordance with the RFP,
 - (b) Agency does not meet the criteria
 - (c) Proposal validity is shorter than the required period
 - (d) Earnest Money Deposit is not accompanied,
 - (e) Agency has not agreed to give the required performance security
24. Evaluation of Technical Proposal
- 24.1 BSTDC acting through its authorized representatives shall be responsible for evaluation and ranking of the proposal that have been determined, upto this stage of the evaluation, to be substantially responsive. it shall have no access to the Financial proposals until the technical evaluation is concluded.

- 24.2 The Technical proposals shall be evaluated on the basis of their responsiveness of the Terms of Reference, clauses of the bidding documents and applying the evaluation criteria. A proposal shall be rejected at this stage if it does not respond to important aspects of the RFP, and particularly the Eligibility Criteria in the Terms of Reference
- 24.3 BSTDC shall determine to its satisfaction during the evaluation of Technical proposal whether Agencies are qualified to perform the Contract satisfactorily.
- 24.4 An affirmative determination shall be a prerequisite for the opening and evaluation of an Agency's Financial proposal. A negative determination shall result into the disqualification of the proposal, in which event BSTDC shall return the unopened Financial proposal to the Agency.
- 25.5 After the technical evaluation is completed, BSTDC shall inform the Agencies who have submitted proposal. BSTDC shall simultaneously notify to Agencies that have qualified for the financial bid opening, the date, time and location for opening the Financial proposals.
25. Evaluation and Ranking of Financial Proposals
- 25.1 The detailed contents of each Financial proposal shall be subsequently reviewed by BSTDC tender committee.
- 25.2 To evaluate a Financial proposal, BSTDC shall consider the following:
- (a) the proposal price as quoted in the Financial proposal;
 - (b) price adjustment for correction of arithmetic errors in accordance with the tender document;
 - (c) BSTDC evaluation of a proposal shall also include and take into account all taxes and duties payable on the services if a contract is awarded to the Agency;
- 25.3 The evaluation shall be done based on package-wise Cost Based Selection (CBS) method and BSTDC shall select the lowest Financial proposal package wise among those that qualified the technical bid and shall invite the Agency who has submitted such lowest financial proposal (package-wise), for negotiations.
26. Clarification of Proposals
- 26.1 To assist in the examination, evaluation, comparison of the proposals, BSTDC may, at its discretion, ask any Agency for a clarification of its proposal. Any clarification submitted by agency in respect to its proposal and that is not in response to a request by BSTDC shall not be considered. BSTDC's request for clarification and the response shall be in writing. No change in the prices or substance of the proposal shall be sought, offered, the response shall be in writing. No change in the prices or substance of the proposal shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by BSTDC in the Evaluation of the proposals.
27. Nonconformity, Errors, and omissions
- 27.1 Provided that a proposal is substantially responsive, BSTDC may waive any nonconformity or omissions in the proposal that do not constitute a material deviation.
- 27.2 Provided that a proposal is subsequently responsive, BSTDC may request the agency to submit the necessary information or documentation, within a reasonable period of time as specified in the Data sheet, to rectify nonmaterial nonconformity or omission in the proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the proposal. Failure of the Agency to comply with the request may result in the rejection of its proposal.
- 27.3 Provided that the proposal is substantially responsive, BSTDC shall correct arithmetical errors on the following basis:
- (a) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
 - (b) if there is a discrepancy between words and figure, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figure shall prevail subject to (a) above.
- 27.4 if the agency that submitted the lowest evaluated proposal does not accept the correction of errors, its proposal shall be rejected and the next course of the action shall be decided by BSTDC.
28. Resultant single vendor situation
- 28.1 if at the technical evaluation stage only one agency qualifies for contract, the RFP shall be cancelled and the next course of action will be decided by Managing Director, BSTDC.

29. BSTDC's right to accept any proposal, and to reject any or all
- 29.1 Managing Director, BSTDC reserves the right to accept or reject any proposal and to annual the selection process and reject all proposals at any time prior to contract award, without thereby incurring any liability to Agencies.
- 29.2 In case of annulment, all proposals submitted and specifically, EMD shall be promptly returned to the Agency.
- F. Award of Contract
- 30.
- 30.1 The Tender Committee of BSTDC shall make recommendations for the award of the proposal along with reasons in the form of a report and get it signed by all the members and shall award the contract to the selected Agency.
31. Notification of Award and publication o result
- 31.1 Prior to the expiration of the period of proposal validity , BSTDC shall notify the selected Agency, in writing, vie a work order in the contract forms that its proposal has been accepted.
- 31.2 In the notification of a award, time lines shall be specified for post evaluation activities like contract signing, contract start & completion dates.
- 31.3 The same notification should instruct the successful Agency to furnish the required Performance Security within a specified time and make reference of the TOR
- 31.4 Until a formal contract is prepared and executed, the notification of award shall constitute a binding contract.
- 31.5 After the award of the contract BSTDC shall notify all the unsuccessful Agencies o the result and promptly discharge EMDs to them pursuant to the tender.
32. Performance Security
- 32.1 Within Fifteen (15) days of the receipt of notification of award form BSTDC, the successful Agency, Shall furnish he performance security in the form of a Bank guarantee form a Nationalized Bank. The performance security shall be of the amount as specified in the Tender Document.
- 32.2 Failure of the successful Agency to submit the above-mentioned performance Security shall constitute sufficient ground for the annulment of the award and forfeiture of the EMD in the that event BSTDC will decide on the next course of the action.
- 32.3 Performance security shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations of Agency, including warranty obligations wherever applicable.
- 32.4 performance security shall be refunded to the Agency without any interest, whatsoever, after he duly performs and completes the contract in all respects but not later than 60 days of completion of all such obligations under the contract.
- 32.5 BSTDC has the right to forfeit the performance security in the event of breach of the contract.
33. Signing of Contract
- 33.1 promptly after notification, BSTDC shall send the successful Agency the agreement and the particular condition of contract asking therein to send its unconditional acceptance of the contract.
- 33.2 within fifteen (15) days of receipt of the Agreement, the successful agency shall sign, date, and return it to BSTDC. Failure of the successful agency to accept the contract within the stipulated period shall constitute sufficient grounds for forfeiture of the EMD and processing the case for further action against it.
- 33.3 The Agency is expected to commercial the assignment on the date and at the location specified by BSTDC.
- 33.4 **LIABILITIES, CONTROL ETC OF THE PERSONS DEPLOYED.**
- 34.1 The contracting agency shall ensure that the personnel deployed at BSTDC confirm to the technical specifications of age, educational and skill qualifications prescribed in the Tender Document
- 34.2 The personnel would be required to work during normal working hours at BSTDC. hours at BSTDC. The personnel how ever, may be required to work beyond normal hours in emergencies.
- 34.3 In case the persons employed by the successful Company / Firm/ Agency shall furnish the all the necessary documents in respect of the individuals who will be deployed by it at BSTDC before the commencement of work.

- 34.4 In case the persons employed by the successful company/ Firm/ Agency commit and act omission/ commission that amounts to misconduct/ indiscipline/incompetence, the successful company/ Firm/ Agency will be liable to take appropriate discipline action against such persons.
- 34.5 the tendering Company/ Firm Agency shall replace immediately any of its personnel who is found unacceptable to BSTDC because of security risks, incompetence, conflict of interest, improper conduct etc upon receiving notice from BSTDC.
- 34.6 The person deployed shall be required to report for work at the time/shift assigned and would not leave before the shift. In case, person deployed is absent on a particular day or comes late/leaves early on three occasions, one-day wage shall be deducted.
- 34.7 The agency shall depute a coordinator who would be responsible for immediate interaction with the BSTDC so that optimal service of the persons deployed by the agency could be availed without any disruption .
- 34.8 The selected agency shall immediately provide a substitute in the event of any person leaving the job due to any reason. The delay by the agency in providing a substitution beyond three working days shall attract a pre-estimated agreed liquidated damages @ Rs. 1000/- per day on the service -Providing agency.
- 34.9 It will be the responsibility of the service providing agency shall be the "Employer" within the meaning of different Labour legislations in respect of the persons deployed by it (agency) and BSTDC will have no liability in this regard.
- 34.10 For all intents and purpose the service providing agency shall be the "Employer" within the meaning of different Labour Legislations in respect of the personnel employed at BSTDC. The persons deployed by the agency at BSTDC shall not have and claims of Master and servant relationship nor have any principal and agent relationship with or against BSTDC. They shall in no case be entitled for Claiming regularization/employment at BSTDC on the basis of having rendered service through the contractor.
- 34.11 The service-providing agency shall be solely responsible for the redressal of grievance / resolution of disputes relating to person deployed. BSTDC shall, in no way be responsible for settlement of such issues whatsoever.
- 34.12 BSTDC shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.
- 34.13 The persons deployed by the service providing agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to casual, ad-hoc, regular/confirmed employees of BSTDC during the currency or after expiry of the contract.
- 34.14 In case of termination of the contract on its expiry or otherwise, the persons deployed by the service providing agency shall not be entitled to and will have no claim or nay absorption nor for any relaxation for absorption in the regular/otherwise capacity at BSTDC.
- 34.15 The contractor shall not replace the drivers at random. This shall be done with prior approval of the department and full particular of personnel so deployed shall be given to department immediately
- 34.16 No enhancement will be considered during the contract period unless otherwise decided by BSTDC.
- 34.17 The character and antecedents of the Driver is to be got verified from the police authority or such other competent authority as decided by BSTDC by the contractor and the same must be submitted to the department.
35. Legal
- 35.1 The tendering agency will be responsible for compliance of all statutory provisions relating to, provident Fund and Employees state Insurance etc. in respect of the persons deployed by it at BSTDC.
- 35.2 The tendering agency shall also be liable for depositing all taxes, levies cess etc. on account of service rendered by it to BSTDC to the concerned tax collection authorities from time to time as per existing rules and regulations.
- 35.3 The tendering agency shall maintain all statutory register under the applicable law. The agency shall produce the same, on demand, to the concerned authority of BSTDC or any other authority under law.
- 35.4 The tax at source (TDS) shall be deducted as per the provisions of the income tax Department, as amended from time to time and a certificate to this effect shall be provided to BSTDC.
- 35.5 In case, the tendering agency fails to comply with any statutory/taxation liability under appropriate law, and as a result there of BSTDC is put to any loss/obligation, monetary or otherwise, BSTDC will be entitled to get itself reimbursed out of the outstanding bills or the performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms.
- 35.6 The Courts at Patna Shall have the exclusive jurisdiction in connection with any dispute/litigation arising out of this tender.

- 35.7 In the event of any dispute arising out in connection with the interpretation of any clause in the terms & condition of the RPF/tender agreement, or otherwise the matter shall be referred to the Arbitrator Principal Secretary, Department of Tourism, Government of Bihar
- 35.8 The Department/Government will be under no legal obligation to provide employment to any of the driver of the contractor after expiry of tender/agreement/contract period and the department /Government recognize no employer-employee relationship between Department/ Government and the personnel deployed by the contractor.

36. FINANCIAL

- 36.1 The EMD in respect of the agencies which do not qualify the Technical Bid (First Stage)/Financial Bid (Second Stage) shall be returned to them without any interest. However, the EMD in respect of the successful tenderer shall be adjusted towards the Security Deposit. Further, if agency fails to deploy required number of professionals against the initial requirement within the stipulated date of giving the work order, the EMD shall stand forfeited without giving any further notice.
- 36.2 In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the agency will be liable to be forfeited by BSTDC besides annulment of the Contract.
- 36.3 The agency shall raise the bill, in triplicate, on the basis of the attendance sheet sent by BSTDC to the agency, in respect of the persons deployed and submit the same to BSTDC in the first week of the succeeding month. The payment to the workers should be made through A/c payee cheque.
- 36.4 The claims in bills regarding Employees State Insurance, Provident Fund and Service Tax etc. should be necessarily accompanied with the documentary proof pertaining to the concerned monthly bill. A requisite portion of the bill/whole of the bill amount shall be withheld till such proof is furnished, at the discretion of BSTDC.
- 36.5 The amount of pre-estimated agreed liquidated damages calculated @ Rs. 1000/- per day per person on account of delay, if any, in providing a suitable substitute for the period beyond three working days by the agency shall be deducted from the monthly bills of the service providing Company/Firm/Agency in the following month.
- 36.6 Whenever any claim for the payment of a sum a money arises under this contract against the offerer. the Bihar State Tourism Development Corporation Ltd. shall be entitled to recover such sum by appropriating in the part or whole of the said security deposit. In the event of the security being insufficient, the balance due to the contractor (s) under this or any other contract with the BSTDC. In the case of non payment such of the dues are liable to be recovered from the contractor as arrears of Land Revenue.
- 36.7 The successful offerer shall within the period prescribed execute a agreement on a non-judicial stamp paper of appropriate value at his cost in the prescribed form appended and if the same is not executed by the due date, Bihar State Tourism Development Corporation Ltd. Patna, will have the option of treat the offers selection (work order) as cancelled and on such cancellation, the amount deposited as earnest money can be forfeited and the Bihar State Tourism Development Corporation Ltd. may also take the decision of black listing the offered for a period, whatever the management thinks fit according to the law.
- 36.8 If the private Ltd. company/public Ltd. Company/JV/Firm/Proprietorship/other quates NIL charge/ Consideration, Bid shall be treated as unresponsive and will not be considered pertaining to service charge/administrative charge quoted by the bidders necessary has be over and above zero percent. Further zero percent includes al derivation of zero up to 0.9999 and thereof.
30. BSTDC reserves the right to withdraw/relax any of the terms and conditions mentioned above so as to overcome the problem encountered by the contracting parties.

5. Terms of Reference/Scope of Work

- 1.1 BSTDC is a government of Bihar undertaking established for providing continuous support to state government's efforts for strengthening the tourism structure, promoting & developing tourism in the state, and providing best hospitality services to tourists at Hotels run by BSTDC.
- 1.2 The rate contract will be initially for a period of one year from the date of signing of contract. The period of contract may be extended further, based on the performance of the service provider and the requirement of BSTDC, at the sole discretion of BSTDC.

2. Background

- 2.1 BSTDC hence wishes to hire a HR Agency for supplying manpower against the positions as listed in the next Section.
- 2.2 The detailed Scope of the work for the said HR Agency is highlighted in the section below.
- 2.3 Persons/professionals deployed should be between the age of 18-45 years.

3. Scope of Work

- 3.1 Following positions are required to be filled in as part of the present recruitment drive at the present:

1. Administration:				Monthly Cost	
	Post	Qualification	Experience (Essential)	Total wages Including Statutory deduction	Cost to BSTDC
1	General Manager	3 years diploma in Hotel Management from a recognized institute	5 years of experience in Hotel Industry in a star category hotel.		
2	Assistant General Manager	3 years diploma in Hotel Management from a recognized institute	2 years of experience in Hotel Industry in Front Office operations.		
3	Night Manager/Head Night Auditor	3 years diploma in Hotel Management from a recognized institute <ul style="list-style-type: none"> • Good knowledge of accounting policies and procedures. • Through knowledge as Front Office and Food & Beverage transactions/ 	1 years of experience in Hotel Industry in Front Office operations.		

2. Food & Beverage Service:				Monthly Cost	
	Post	Qualification	Experience (Essential)	Total wages Including Statutory deduction	Cost to BSTDC
1	Food & Beverage Manager	3 years diploma in Hotel Management from a recognized institute	2 years of experience in Hotel Industry in the Food and Beverage Operations in a star category hotel.		
2	Assistant General Manager- Food & Beverage	3 years diploma in Hotel Management from a recognized institute	1 years of experience in Hotel Industry in the Food and Beverage Operations.		
3	IRD Manager/Room Service Manager/Restaurant Manager/Banquet Manager/Bar Manager	3 years diploma in Hotel Management from a recognized institute	1 years of experience in Hotel Industry in the Food and Beverage Operations.		
4	Room Service Supervisor/Restaurant Supervisor/Banquet Supervisor/Bar Supervisor	6 Months diploma in Hotel Management.	1 years of experience in Hotel Industry in the Food and Beverage Operations.		
5	Waiter	10 th from a recognized board.	6 months of experience in Hotel Industry.		
3.	Food & Beverage Production:			Monthly Cost	

	Post	Qualification	Experience (Essential)	Total wages Including Statutory deduction	Cost to BSTDC
1	Head Chef	3 years diploma in Hotel Management from a recognized institute	2 years of experience in Hotel Industry in the Food and Beverage Production in a star category hotel.		
2	Sous Chef	3 years diploma in Hotel Management from a recognized institute	1 years of experience in Hotel Industry in the Food and Beverage Production in a star category hotel.		
3	Chef De Partie (Indian/Chinese/Continental)	+2 from a recognized board	1 years of experience in Hotel Industry as commis in a hotel/restaurant.		
4	Commis I,II,III	10 th from a recognized board.	1 years of experience in Hotel Industry		

4. House Keeping:				Monthly Cost	
	Post	Qualification	Experience (Essential)	Total wages Including Statutory deduction	Cost to BSTDC
1	Housekeeping Manager.	3 years diploma in Hotel Management from a recognized institute	2 years of experience in Hotel Industry in Housekeeping in a star category hotel.		
2	Floor Supervisor/Public Area Supervisor/Laundry Supervisor.	6 Months diploma in Hotel Management.	1 years of experience in Hotel Industry in the Housekeeping Operations.		
3	Attendant	10 th from a recognized board.	6 months of experience in Hotel Industry.		
4	Desk Attendant (Preferably female)	+2 from a recognized board Excellent conversation skills.			

5. Front Office:				Monthly Cost	
	Post	Qualification	Experience (Essential)	Total wages Including Statutory deduction	Cost to BSTDC
1	Front Office Manager.	3 years diploma in Hotel Management from a recognized institute	2 years of experience in Hotel Industry in Front Office in a star category hotel.		
2	Assistant Front Office Manager.	3 years diploma in Hotel Management from a recognized institute	1 years of experience in Hotel Industry in the Front Office Operations.		
3	Concierge Manager	1 Year diploma in Hotel Management.	1 years of experience in Hotel Industry		
4	Guest Relation Manager (Preferably female)	Graduation from a recognized institute.	1 years of experience in Hotel Industry		
5	Receptionist (Preferably female)	+2 from a recognized board			
6	Bell Boy	10 th from a recognized board.			
7	Valet Boy	10 th from a recognized board.	Experience in Valet parking.		

Compulsory Requirement for all posts (other than the posts that require 10th form a recognised board as essential qualification):

Good MS computing skill: Word, Excel, Power Point, Internet & email skills

Pleasing personality with a high level of professionalism and confidentiality is critical.

Should be tactful/diplomatic.

Good interpersonal and communication skills.

3.2 The HR agency shall ensure that the process of manpower/personnel supply take care of the reservation norms (roaster-compliant) of GoB/ BSTDC.

3.3 The Agency would be required to provide following services as part of the current assignment:

Design the press advertisement with a list of places where it shall be published and make it available to BSTDC, which in turn, will approve of the ad and the list of publications. And once approved the Agency shall ensure its publication in prominent English/Hindi dailies. The Agency shall invite applications/CV through website and job portals also.

CV based shortlisting of candidates as per norms

Carry Group Discussions of the shortlisted candidates-The shortlisted candidates shall undergo Group Discussions stage. The candidates for the professionals shall undergo the final interview stage

Conduct final interview and prepare a final merit list for each Post.

Carry out reference check over phone and submit the final list of BSTDC.

3.4 It would be the responsibility of the HR agency to provide helpdesk facility for addressing any of the applicants' queries related to his/her candidature including facility for online verification of the application status.

3.5 HR Agency should propose a team of experienced personnel for carrying out his assignment.

3.6 The list of the positions required to be filled in as part of the Present manpower drive, will be given to the Agency as per the need/requirement during the one-year contract and the company shall always complete the given work order within 5/6 weeks from the work order issue date.

3.7 The agency will be responsible to conduct a through Antecedent Verification of the professionals to be deployed, and submit an undertaking letter regarding the verification of the same.

3.8 Managing Director, BSTDC reserves the right to add or omit or to make any changes in the list of posts mentioned above. The supply of the personnel will be as per the requirement at BSTDC. And the agency will be expected to supply workforce against the list of personnel issued in the work order according to the requirement at BSTDC, which may or may not consist of all the mentioned posts in the package. The number of the personnel's will also be decided before issuing the work order and MD, BSTDC will have the right to take the decision.

3.9 BSTDC may revise the wages to be paid to workers who have been found to be better performing.

- 3.10 BSTDC will conduct a final scrutiny of the personnel before the deployment as a last stage, and will go ahead with the deployment only once is satisfied after the thorough scrutiny of the personnel. If the personnel are not found up to the standards and requirement as mentioned in the eligibility and qualification in the tender document, the agency will be expected to submit a fresh list of personnel's against the posts immediately.
- 3.11 BSTDC will also reserve the right to conduct independent verification of the personnel's.

4. Time Line.

4.1 The HR Agency shall be required to complete the above assignment as per the following timelines:

Sr. No.	Milestone	Timeline from the date of receipt of the work order/assignment
1	Advertisement of the Position	1 st week
2	Last Date of receipt of applications	3 rd week
3	CV based shortlist/Conducting GD/Interviews	4 th week
4	Submission of Merit List	15 th week

5. Payment Terms.

BSTDC will pay the agency the cost quoted against the posts immediately after the completion of every month.

7. Proposal Form

Agency Information Form

[The Agency shall fill in this Form in accordance with the instructions indicated below. No alternations to its format shall be permitted and no substitutions shall be accepted. This information shall be provided by the Agency in their letterhead clearly showing the Agency's complete address and name.]

Date: [Insert date (as day, month and year) o Proposal Submission]

Contract No.: [Insert name of the assignment] pageof pages.

1. Agency's Legal Name: [Insert Agency's legal name]
2. Agency's actual or internal country of Registration:
[Insert actual or intended Country of Registration]
3. Agency's Year of Registration/incorporation: [insert Agency's year of registration]
4. Agency's Legal Address in Country of Registration/ Incorporations:
[insert Agency's legal address in country of registration]
5. Agency's Authorized Representative's Name:
[Insert Authorized Representative's name]
Address: [insert Authorized Representative's Address]
Telephone/Fax number: [insert Authorized Representative's telephone/fax numbers]
Email Address: [Insert Authorized Representative's email address]

6. Technical Proposal

ORDER FOR ARRANGEMENT OF Mandatory DOCUMENTS WITH THE TECHNICAL BID:

1. Technical Proposal Form
2. Agency's Organization
3. Attested Copy of the registration certificate
4. Address Proof of office
5. Attested copy of PAN Card/TAN
6. Attested copy of the G.S.T letter/certificate.
7. Certified copy of bank statement of A/c for last three years.
8. Attested copy of the last 2 years IT returns filed by the agency.
9. Attested copy of the PF registration letter/certificate & ESI registration letter/certificate
10. Certified documents in support of entries in from C of Technical Bid application ie copies of Work Orders and years of experience certificate to be attached.
11. List of star hotel/hospitality clients (minimum 10)
12. Copy of the Tender Document with each page duly signed and sealed by the authorized signatory of agency in token of their acceptance.
13. Notarized affidavit of non-blacklisting (by and Govt./Private institution) certificate
14. Containing a declaration to the effect of non-pendency of vigilance/CBI case against the agency.
15. Description of Approach, Methodology and Work Plan for performing the assignment
16. Team composition and Task Assignment.

A. Technical Proposal Submission Form (Part-A)

Date.....

Invitation for Proposal No.....

To.....

[Name and address of BSTDC].....

We the undersigned, declare that:

- (a) We have examined and have no reservations to the RFP Documents dated.....,
- (b) We are hereby submitting our Proposal, for providing HR recruitment services to the BSTDC,
- (c) Our Proposal includes the Technical Proposal (including all the schedules and forms)
And a Financial Proposal sealed under a separate envelope containing separate financial proposal as mentioned in the RFP.
- (d) We offer to execute in conformity with the RFP Documents the following Services:
- (e) Our proposal shall be valid for a period of<<insert validity period as specified in RFP>>... days from the date fixe for the proposal submission deadline in accordance with the RFP Document or any extension issued thereafter, and it shall remain binding upon us and may be accepted at any time before the expiration of the period;
- (f) If our proposal is accepted, we commit to obtain a performance security in accordance with the RFP Document;
- (g) We, are not including any sub consultants or suppliers for any part of the contract, and do not have any conflict of interest in accordance with RFP;
- (h) We have paid, or will pay the following fees with respect to the selection process or execution of the Contract:

EMD- Name of Recipient	Address	Reason	Amount.....
Tender Document Fee	Address	Reason	Amount.....
- (i) We understand that this proposal, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal contract is prepared and executed;
- (j) We understand that you are not bound to accept the lowest evaluated proposal or any other proposal that you may receive; and
- (k) We declare that all the information and statements made n this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.
If negotiations are held during the period of validity of the Proposal we undertake to negotiate on the basis of the proposed professionals. Our Proposal is binding upon us and subject to the modifications resulting from contract negotiations.
- (l) If awarded the Contract, the person named below shall act as Agency's Representative:
Name
In the capacity of
Signed
Duly Authorized to sign the Proposal for and on behalf of
Date

B. Agency's Organization (Maximum -3 pages)

[Provide here a brief description of the background and organization of your firm/entity and each associate for the assignment including date of commencement of business, details of promoters and key members of management team, focus areas of operation, number of employees, location of offices.]

Please attach the Certificate of incorporation

Each Agency must also fill this form

	Financial Date for previous 3 years (Rs.)			Average of Year 1, Year 2, and Year 3
	Year 1	Year 2	Year 3	
Information from Balance Sheet				
Net Worth*				
Information from Income Statement				
Total Turnover#				

C. Agency's Experience (Maximum- 1 page per project/engagement)

[Using the format below, provide information on each assignment of which your firm was legally contracted either individually as a corporate entity, for carrying our consulting services similar to the once requested under assignment.]

Assignment Name.	Approx. value of the contract:
Location within India: (City and State)	Duration of Assignment:
Name and Address of Client:	Details of the HR Agency:(in terms of number of human resources recruited, nature of HR, selection procedure etc)
Start Date (Month/Year):	Approx. value of the service provided by your firm under the contract:
Completion date (month/year):	No. of Professional staff months provided by the associated consultants:
Details of HR services Provided by your staff within the assignment	
Firm's Name	

[Please attach work commencement order/Completion from the client for each of the above assignments]
Please attach the list of star hotel/hospitality clients (minimum 10)

D. Description of Approach, Methodology and work Plan for Performing the assignment (maximum-5 pages)

[Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present Your Technical Proposal divided into the Following three chapters:

- a) Technical Approach and Methodology,
- b) Work Plan and
- c) Organization and Staffing.

- a) Technical Approach and Methodology. In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies/techniques you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

In the Approach and Methodology, apart from the above, Consultants are expected to provide the following

- 1) Model for selection of human resources
- 2) Assessment methodology
- b) Work Plan, in this chapter you should propose the detailed activities and workflow based on your understanding of the assignment. You are expected to identify the team (with names of the members) who would be carrying out the assessment in the Work Plan. The proposed work plan should be consistent with the technical approach and methodology showing understanding of the TOR and ability to translate them into a feasible working plan.
- c) Organization and Staffing. In this chapter you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff. Consultants are requested to use the template given in Section E below.

E. Team composition and Task Assignment

Professional Staff			
Name of the Staff	Area of Expertise	Position Assigned	Task Assigned

8. Financial Proposal

- A. Financial Proposal Submission Form (Part-B)
(to be submitted separately)

Date -----
 Contract No. -----
 Invitation for Proposal No -----

To.....

We, the undersigned, declare that:

- (a) The Proposal Submission Form (Part-B) is the continuation of Proposal Submission Form (Part-A)
 (b) The cost of our Proposal for providing HR services for supply of manpower per package is:

1. Administration:				Monthly Cost	
	Post	Qualification (Essential)	Experience (Essential)	Total wages Including Statutory Deduction	Cost to BSTDC
1.	General Manager	3 years diploma in Hotel Management from a recognized institute.	5 years of experience in Hotel Industry in a star category hotel.		
2.	Assistant General Manager	3 years diploma in Hotel Management from a recognized institute.	2 years of experience in Hotel Industry in Front Office operations.		
3.	Night Manager/Head Night Auditor	3 years diploma in Hotel Management from a recognized institute. * Good Knowledge of accounting policies and procedures. * Thorough knowledge as Front Office and Food & Beverage transactions/	1 years of experience in Hotel Industry in Front Office operations.		

2. Food & Beverage Service.				Monthly Cost	
	Post	Qualification (Essential)	Experience (Essential)	Total wages Including Statutory Deduction	Cost to BSTDC
1.	Food & Beverage Manager	3 years diploma in Hotel Management from a recognized institute.	2 years of experience in Hotel Industry in the Food and Beverage Operations in a star category hotel.		
2.	Assistant Manager-Food & Beverage	3 years diploma in Hotel Management from a recognized institute.	1 years of experience in Hotel Industry in the Food and Beverage Operations.		
3.	IRD Manager/Room Service Manager /Restaurant Manager/ Banquet Manager/Bar Manager	3 years diploma in Hotel Management from a recognized institute.	1 years of experience in Hotel Industry in the Food and Beverage Operations.		

4.	Room Service Supervisor/Restaurant Supervisor /Banquet Supervisor/Bar Supervisor	6 months diploma in Hotel Management.	1 year of experience in Hotel Industry in the Food and Beverage Operations.		
5.	Waiter	10 th from a recognized experience in Hotel Industry.	6 month of experience in Hotel Industry.		

3 Food & Beverage Production.				Monthly Cost	
	Post	Qualification (Essential)	Experience (Essential)	Total wages Including Statutory Deduction	Cost to BSTDC
1.	Head Chef	3 years diploma in Hotel Management from a recognized institute.	2 years of experience in Hotel Industry in Food & Beverage Production in a star category hotel.		
2.	Sous Chef	3 years diploma in Hotel Management from a recognized institute.	1 years of experience in Hotel Industry in Food & Beverage Production in a star category hotel.		
3.	Chef De Partie (Indian/Chinese/Continental)	+2 from a recognized board	1 year of experience in Hotel Industry as Commis in a hotel/restaurant.		
4.	Commis I, II, III,	10 th from a recognized board.	1 year of experience in Hotel Industry.		

4 House keeping				Monthly cost	
	Post	Qualification (Essential)	Experience (Essential)	Total wages Including Statutory Deduction	Cost to BSTDC
1.	Housekeeping Manager	3 years diploma in Hotel Management from a recognized institute.	2 years of experience in Hotel Industry in the Housekeeping in a star category hotel.		
2.	Floor Supervisor/Public Area Supervisor/Laundry Supervisor	6 Months diploma in Hotel Management.	1 year of experience in Hotel Industry in the House keeping Operations.		
3.	Attendant	10 th from a recognized board.	6 months of work experience.		
4.	Desk Attendant (Preferably female)	+ 2 from recognized board Excellent conversation skills.			

5. Front Office.				Monthly cost	
	Post	Qualification	Experience	Total wages Including Statutory Deduction	Cost to BSTDC
1.	Front Office Manager	3 years diploma in Hotel Management from a recognized institute.	2 years of experience in Hotel Industry in the Front Office Operations in a star category hotel.		
2.	Assistant Front Office Manager	3 years diploma in Hotel Management from a recognized institute.	1 year of experience in Hotel Industry in the Front Office Operations.		
3.	Concierge Manager	1 year diploma in Hotel Management	1 year of experience in Hotel Industry.		
4.	Guest Relation Manager	Graduation from a	1 year of experience in		

	(Preferably female)	recognized Institute	Hotel Industry.		
5.	Receptionist (Preferably female)	+2 from a recognized board			
6	Bell Boy	10 th from a recognized board			
7.	Valet Boy	10 th from a recognized board	Experience in Valet parking		

6.	Various other Human Resources.			Monthly cost	
	Post	Qualification	Experience	Total wages Including Statutory Deduction	Cost to BSTDC
1.	Consultant-Hospitality	Graduate (3 years degree) in hotel management from IHM or a recognized institute.	5 years of experience in hotel administration capacity in a star category hotel (preferably 5 star)		
2.	Consultant-Tourism	Graduate (3 years degree) in Tourism & Travel Management from IHM or a recognized institute.	5 years of experience in Tourism and Travel sector.		
3.	Manager-Tourism	3 years diploma Travel and Tourism management from a recognized university.	Minimum 2 years of experience in the Tourism Industry.		
4.	Manager - Accounts	Bachelor's Degree or diploma of Commerce from a recognized university.	Minimum 3 years of experience in Accounts Handling.		
5.	Manager-Administration	Graduate/Post Graduate from a recognized university. MBA in HR preferred.	Graduate/Post Graduate: 5 years of experience MBA in HR preferred: 1 years of experience.		
6.	Junior Engineer (Civil)	3 years diploma in Civil Engineering from a recognized institute.	1 year work experience in a construction company.		
7.	Junior Engineer (Electrical)	3 years diploma in Electrical Engineering from a recognized institute.	1 year work experience		
8.	Assistant Accounts	Graduate of Commerce with knowledge or tally and computerized accounting	1 year work experience		
9.	Executive Assistant (Preferably female)	Graduate from a recognized university and some certificate course in computers.	Minimum 1 year of experience as an assistant.		
	Job Role: Executive secretary's main responsibility will be to assist the Managing Director in all office related work. She will be responsible for meeting and greeting visitors at all levels of seniority; organizing and maintaining diaries and making appointments, dealing with incoming email, producing documents, briefing papers, reposts and presentations. She will organize external business meeting & conferences, travel arrangements itinerary, tickets, and hotel reservations and will be responsible for maintain all records and documents drafting minutes of the meetings, circulars, agreements. She will independently handle all confidential correspondence, effective co-ordination to maintain systematic record keeping and will organize the work flow and follow up till completion, Self-correspondence, making presentations, coordination with various departments/offices.				
10	Office Boy/Assistant	10 from a recognized board.			

Compulsory Requirement for all posts (other than the posts that require 10th from a recognized board as essential qualification):

**Good MS computing skills: word, Excel, Power Point, Internet & email skills.
Pleasing personality with a high level of professionalism and confidentiality is critical.
Should be tactful/diplomatic.
Good interpersonal and communication skills.**

Compulsory Requirement for all posts:

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- (a) The payment shall be made on conclusion of the calendar month only on the basis of working days for which duty has been completed by each professional.
- (b) Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e. before the date indicated in the tender.

Name.....

In the capacity of

Signed.....

Duty authorized to sign the Proposal for and on behalf of

Date.....

End of The Document