



**DIRECTORATE OF TOURISM
GOVERNMENT OF MEGHALAYA**

No.M/D.Tour. 112/2020/

Dated, Shillong the 24 August, 2020

**Expression of Interest (EOI)
for
Empanelment of Hotels in Meghalaya for 'Basic Upskilling & Skill Enhancement Training' of
stakeholders/service providers in the Tourism and Hospitality Sector.**

One of the objectives of the Tourism Mission of the Tourism Department, Government of Meghalaya is to facilitate basic capacity building skill development / skill up gradation in the hospitality sector. To augment the process, it is proposed to have certain capacity programmes conducted through different established training partners and tourism stakeholders of the state.

The Tourism Department, Government of Meghalaya therefore seeks to empanel hotels in Meghalaya with relevant experience and expertise in the tourism sector including operation and management, to impart latest knowledge & skill to the youth of the state. The programme envisages impart basic skills to create a highly skilled and professional human resource for the tourism sector in the state.

The essence of the training is to impart skills to potential youth, tourism stakeholders as well as existing homestay owners to further enhance their skills and take up tourism activities in the state. Trainees will be put in learning mode through on job experiencing through practical's and theory classes.

Industry visits to prominent hotels/resorts/ tourism facilities etc, of the state will be part of the training where hands on experience will be imparted on the operations and management of such facilities. This will further help them to get a true feel of how luxury hotels work and operate on a day to day basis.

The Tourism Department would therefore would like to engage the services of hotels in Meghalaya for the training purpose using local resources like the prominent tour operators of the state, experienced guides, tourism professionals, wherever needed, etc to mentor the trainees and handhold them and build their confidence to manage a project on their own. The local resources / mentors will be better suited to guide & mentor the trainees due to their local knowledge of the areas concerned, language proficiency, culture and traditional practice.

Hotels interested in conducting the in-house training programme can apply with all details in the format below and submit the application to the Directorate of Tourism, Government of Meghalaya, Shillong.

A. Scope of work:

- i. Basic Capacity Building Training, upskilling & skill enhancement training in tourism sector.
- ii. Counseling and mentoring along with hand-holding support to the trained personnel.
- iii. Development of training Modules and content for various types of training programs under Tourism Department.
- iv. Any other support as required by Department of Tourism, Government of Meghalaya on a case to case basis.

B. Training Duration

- I. 15 Days (Monday to Saturday) in-house training programme However Hotels shall provide the accommodation and food for Sunday also during the training programme..
- II. Age of Trainees : 18 Years above
- III. Batch Size: 20 to 25 Trainees (per batch)

C. Eligibility Criteria:

- I. Hotels should have trained staff/resource persons from Meghalaya preferably Hotel/ Tourism Management graduates/Diploma holders committed to the promotion of tourism in the state of Meghalaya and should have hands on experience in their relevant fields.
- II. Hotels should have a minimum inventory of 20 to 25 rooms to house the trainees & conduct the in-house training programme.
- III. Hotels should have registered on the '**Check into Nature**' App of Meghalaya Tourism and also should have declared that they are compliant with the COVID-19 protocols as per OM No. Tourism.23/2020 dated 26th June, 2020.

D. Evaluation and Empanelment Process:

- I. Department of Tourism shall evaluate all the technical proposals followed by presentation if required.
- II. Based on the technical Proposal Department of Tourism shall shortlist the agencies for financial bid opening
- III. The Lowest Bidder (L-1) shall be considered as successful bidder and rest all shortlisted agencies shall get opportunity to meet the L-1 rate for said work.
- IV. Based on the agreement letter received from shortlisted bidders on L-1 rates, Department of Tourism shall issue the empanelment letter to the bidders agreed to work on L-1 rates of Lowest bidder.

E. Preparation & Submission of Proposal

- i. Interested Hotels can submit their Technical and financial proposals as per Format mentioned in Appendix 1 and Appendix 2 along with all relevant details with self-attested documentary evidence to prove eligibility.
- ii. The details of all the staff of the hotel who will be engaged in the training program along with relevant documents like educational qualification, etc should be submitted.

iii. Mode of Submission of Technical and Financial Proposal:

- A. **Soft Copy of Technical Proposal Submission:** Soft copy of technical Proposal shall be submitted in PDF format along with scanned signature on each page through email. The documents are to be sent to info.meghalayatourism@gmail.com before the proposal due date and time. **(Note: Bidder Shall not submit the soft copy of financial Proposal through email) (Please quote the subject: Empanelment of Hotels in Meghalaya for 'Basic Upskilling and Skill Enhancement Training' of stakeholders/ service providers in the tourism and hospitalist sector)** in all your emails.
- B. **Hard copy of Technical & Financial proposal** shall be submitted (in separate envelopes) on following address: to **Directorate of Tourism, Government of Meghalaya**, 3rd Secretariat Nokrek Building, Lower Lachumiere, Shillong 793001, Meghalaya (India)

- iv. Last Date of submission of proposals shall be **19 Sep 2020**.
- v. Tourism, Government of Meghalaya reserves the right to accept or reject all or any of the proposals without assigning any reason whatsoever. It is not obligatory for the Directorate of Tourism, Government of Meghalaya to accept any proposal or to give any reasons for their decision.
- vi. Directorate of Tourism, Government of Meghalaya reserves the right not to proceed with the Process at any time, without notice or liability, and to reject any proposal without assigning any reasons.
- vii. The decision of the Directorate of Tourism, Government of Meghalaya shall be final in all cases.

F. Enabling Objectives Post Training Programme:

1. After completion of the training programme the participants/trainees should have comprehensive traits in high end skills in home stay, guest house, & multi skilled outlets.
2. Post training, the participants should be able to handle different situations. Examples: - Handling of guest complaints and request to cater to needs and information for customer satisfaction.
3. The Participants should be able to perform all operational activities of front office desk, reception/concierge.
4. The participants should be able to perform all operational activities of housekeeping section & room management.
5. The participants should able to prepare the rooms for Check-in, Check-out, stay over rooms, etc.
6. The participants should be able to prepare different kind of basic meals like breakfast, lunch and dinner (Continental, Chinese and Indian) and snacks.
7. The participants will be able to do all record keeping – Stock register for staffing and housekeeping satisfaction.
8. The participants will be able to perform interdepartmental duties and responsibilities of front office and housekeeping department and other related section of hotel
9. The participants will be able to handle guest rooms like register in check-in, during stay, checkout and after departure and also be able to use the Meghalaya Tourism app '**Check Into Nature**' for guest registration.
10. The participants will be able to handle reservation and bill settlement, express Check-out, Digital check-out.
11. The participants will be able to handle guest luggage, key handling lost & found activities, Out of Order rooms etc.
12. The participants will be able to prepare the arrival, expected departure activities, movement list, VIP list etc.
13. The participants will be able to upscale room sales like handling discount, passing allowances, selling techniques, forecasting, and revenue management.
14. The participants will able to maintain & clean guest rooms & public areas.
15. The participants will be able to clean different surfaces and items, example – carpet, window, metal flower pots, wall spotting (Cleaning of wall patches.), grits in bathroom, Valet service and Turn down service.
16. The participants will be able to perform food and beverage service activity.
17. The participants will be able to work on menu planning
18. The participants will be able to prepare Indian master gravies with different kind of derivatives & dishes.
19. The participants will be able to prepare different kind of salads preparation, soup preparation, dessert preparation, snacks preparation, egg preparation and potato preparation.

20. The participants will be able to prepare different kinds of flower arrangement for different occasions.

21. The participants will be able to prepare different kinds of towel origami.

G. Teaching Methodology

- Demonstration given by the trainer & practice by the participants.
- Trainer will make effective use of instructional aides such as Charts, Diagrams, Models and use of the easily available equipment's and resources at the site.
- Activities that provide experience in tools and equipment's. Equipments and supplies will be provided to enhance hands- on experiences for the participants of the said training program wherever necessary.

H. Suggested Training Schedule

DAYS	Practical (09 AM – 01 PM)	Theory (02 PM – 06 PM)
DAY 01	ROOM CLEANING AND BED MAKING Demonstration and practice format with coaching & facilitator methods of teaching	INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY I. Tourism and its impact II. Hospitality and its origin Brief introduction to hotel core areas with special reference to Front Office, Housekeeping, Food production and Food and Beverage Service.
DAY 02	RECORD I. Room occupancy report II. Checklist III. Lost and found IV. Housekeeping reports V. Log book Demonstration and practice format with coaching & facilitator methods of teaching	ROOM MANAGEMENT I. Type of room II. How to enter in a guest room Guest room cleaning
DAY 03	SOCIAL SKILLS 01: Handling Guest Complaints/situation handling Task-02: Telephone manners/attributes. Task-03: Dining & Service etiquettes Demonstration and practice format with coaching & facilitator methods of teaching	INTER DEPARTMENTAL RELATIONSHIP BETWEEN I. Housekeeping department. II. Front office department. III. Food production department. Food and Beverage department.
DAY 04	JUICES & SOFT DRINKS I. Preparation & Service II. Mocktails • Juices, Soft drinks, Mineral water Demonstration and practice format with coaching & facilitator methods of teaching	CARE AND CLEANING OF DIFFERENT SURFACES I. Glass II. Wood III. Wall finishing Floor finishing

DAYS	Practical (09 AM – 01 PM)	Theory (02 PM – 06 PM)
DAY 05	<p>BASIC TECHNICAL SKILLS</p> <p>Task-01: Holding Service Spoon & Fork</p> <p>Task-02: Carrying a Tray / Salver</p> <p>Task-03: Laying a Table Cloth</p> <p>Task-04: Changing a Table Cloth during service</p> <p>Task-05: Placing meal plates & Clearing soiled plates</p> <p>Demonstration and practice format with coaching & facilitator methods of teaching</p>	<p>AREA CLEANING</p> <ol style="list-style-type: none"> I. Guest room II. Front-of-the house area III. Back-of-the house area etc
DAY 06	<p>Task-06: Stocking Sideboard</p> <p>Task-07: Service of Water</p> <p>Task-08: Using Service Plate & Crumbing Down</p> <p>Task-09: Napkin Folds</p> <p>Task-10: Changing dirty ashtray</p> <p>Task-11: Cleaning & polishing glassware</p> <p>Demonstration and practice format with coaching & facilitator methods of teaching</p>	<p>FRONT OFFICE ORGANISATION</p> <ol style="list-style-type: none"> I. Functions areas II. Duties and, responsibilities <p>Personality traits etc</p>
DAY 07	<p>DEMOSTREATION AND PREPARATION OF MENU</p> <p>Preparation of Indian master gravies with different kind of derivatives & dishes. Different kind of Chinese & continental dishes, with derivatives of</p> <ol style="list-style-type: none"> I. Breakfast <p>Demonstration and practice format with coaching & facilitator methods of teaching</p>	<p>BELL DESK OPERATION</p> <ol style="list-style-type: none"> I. Function <p>Luggage handling</p> <p>At the time check-in check-out</p> <p>Procedure and records</p>
DAY 08	<p>Different kind of Chinese & continental dishes, with derivatives of</p> <ol style="list-style-type: none"> I. Lunch II. Dinner III. And Snacks preparations <p>Demonstration and practice format with coaching & facilitator methods of teaching</p>	<p>ROOM SELLING TECHNIQUES</p> <ol style="list-style-type: none"> I. Up selling II. Passing allowances III. Revenue management
DAY 09	<p>Different kind of salad & soup of continental & Indian</p> <p>Demonstration and practice format with coaching & facilitator methods of teaching</p>	<p>FRONT OFFICE & GUEST SAFETY AND SECURITY</p> <ol style="list-style-type: none"> I. Importance of security systems II. Safe deposit III. Key control <p>Emergency situations (Accident, illness, theft, fire, bomb)</p>

DAYS	Practical (09 AM – 01 PM)	Theory (02 PM – 06 PM)
DAY 10	Different type of dessert preparations with basic and fundamental base & their derivatives by given different varieties. Demonstration and practice format with coaching & facilitator methods of teaching	HANDLING ROOM LINEN / GUEST SUPPLIES I. Maintaining register / record II. Stock taking Floor pantry operation
DAY 11	Different type of snacks preparations with basic and fundamental base & their derivatives by given different varieties. Demonstration and practice format with coaching & facilitator methods of teaching	LINEN ROOM I. Activities of linen room II. Purchase of Linen III. Calculation of Linen requirements IV. Linen control-procedures and records V. Stocktaking-procedures and records VI. Recycling of discarded linen Linen Hire
DAY 12	Different type of egg preparations Different type of potato preparations with derivatives for breakfast, lunch and dinner- Continental, Chinese and Indian Demonstration and practice format with coaching & facilitator methods of teaching	SALE CONTROL SYSTEM I. KOT/Bill Control System (Manual) II. Quick Service Menu & Customer Bill III. Making bill Cash handling equipment
DAY 13	FLOWER ARRANGEMENT FOR DIFFERENT OCCATIONS Demonstration and practice format with coaching & facilitator methods of teaching	SAFE & HONOURABLE TOURISM Safe and Honourable Tourism Standards of COVID 19 in functioning of units
DAY 14	TOWEL ORIGAMI DIFFERENT KINDS AND NAPKIN FOLDING AND SERVIETTE FOLDING FOR FOOD AND BEVERAGE AND OTHER OCCATION.	STANDARD OPERATING PROCEDURE OF COVID-19 PROTOCOL IN FUNCTION & OPERATION ON UNITS
DAY 15	REVISION / RECAPTULISATION AND RE – REVISION FOR CORE DEPARTMENTS	Waste disposal I. Wet waste disposal Dry waste disposal

I. Assessment Process of Students

Department of Tourism or agency associated with Department of Tourism shall conduct the common exam for all students completed their course in different Training centers on Monthly basis.

J. Audit of Training

The Department of Tourism will engage officials/third party auditors to conduct inspection of the facilities and also during the conduct of the course.

K. Food Menu to be served by Applicants to Students during training.

Day	Morning Breakfast	Tea Break	Lunch	Evening Tea	Dinner
	07:30 AM	11:00 AM	01:00 PM	03:00 PM	08:00 PM
1 st day	Puri subji, Milk tea and red tea	Veg sandwich and salted cookies, red tea and milk tea	Chicken Curry, Plain dal, Steam rice and green salad	Slice cake, bhujia milk tea and red tea	Chicken methi murg, lady finger subji, yellow dal tadka, plain rice, Greek salad and tomato chutney.
2 nd day	Plain paratha with aloo subji milk tea and red tea	Cake brownies cheese straw milk tea and red tea	Plain rice, chicken neiiong, channa dal tadka, mint chutney, cabbage mattar subji and tomato salad.	Steam veg momo and chicken, milk tea and red tea	Egg curry, squash bhaji, plain rice green salad, masoor dal tadka.
3 rd day	Puri with aloo methi subji, milk tea and red tea.	Butter biscuit, red tea and milk tea	French fries, yellow rice, fry fish, dai neiiong, cucumber salad	Slice cake, gulab jamun, red tea and milk tea	Veg fried rice, chilli chicken ,veg manchurian, kachumber salad
4 th day	Aloo paratha with black channa subji and tomato chutney , milk tea and red tea	Walnut cake, milk tea and red tea	Plain rice, channa dal, fried karela, egg curry and carrot salad and tomato chutney	Chicken and veg samosa, milk tea and red tea	Plain rice, dohkha syrwa ,fried vegetables, green salad tomato chutney
5 th day	Bread omlette, milk tea and red tea	Fruit cake, milk tea red tea	Chicken, aloo matar subji mixed salad and jayour tomato chutney	Veg patties milk tea, red tea	Stew chicken with bamboo shoot plain rice mix veg green salad
6 th day	Bread toast with omelette,	Veg cutlets, milk tea and red tea	Chilli chicken ,steam rice mixed dal, sauté vegetable, cabbage	Kata namkeen milk tea and	Ja neiiong fish fry pumkin subji mixed salad chutney

Day	Morning Breakfast	Tea Break	Lunch	Evening Tea	Dinner
	red tea and milk tea		salad, mint chutney	red tea bhujia	
7 th day	Brownies and biscuit milk tea and red tea	Bhujia bundia milk tea and red tea	Plain rice, fish curry, gobi sabji masur dal tomato salad, coriander chutney	Long lata , slice cake red tea and milk tea	Veg rice chicken curry potato fry cucumber salad with tomato chutney
8 th day	Bread omelette milk tea red tea	Walnuts cake milk tea and red tea	Methi murg chicken, pumkin sabji, chana dal green salad , chutney	Veg samosa long lata, red tea and milk tea	Fish curry, karela sabaji, mix dal cabbage with tomato salad chutney
9 th day	Plain paratha with aloo subji milk tea and red tea	Cookies with cheese straw milk tea and red tea	Plain rice rajma masala chicken curry, papad ,tomato salad, peanuts chutney	Chicken samosa, milk tea and red tea	Fish curry steam rice potato fry masoor dal salad
10 th day	Chole bhatura ,milk tea and red tea	Cookies namkeen milk tea and red tea	Yellow dal ,chicken neiiong ,mix veg, steam rice ,green salad, tomato chutney	Cheese straw, kajia milk tea red tea	Plain rice masala omelette mung dal tarka aloo gobi subji jamyrdoh khleh tomato chutney
11 th day	Jasdieh puri subji milk tea red tea	Namken gulab jamun milk tea red tea	Lemon pepper chicken lawki matar subji plain rice yellow dal green salad jamyrdoh chutney	Poha cachori milk tea red tea	Fish curry plain rice masoor dal aloo nutrella subji green salad
12 th day	Aloo paratha poha milk tea red tea	Brownie milk tea and red tea	Mithi murg chicken chana dal potato subji cucumber salad tomato chutney	Gajia with steem momo milk tea red tea	Dohsyiar khleh daineiiong jadoh neiiong beans fry cucumber salad tomato chutney

Day	Morning Breakfast	Tea Break	Lunch	Evening Tea	Dinner
13 th day	Puri subji black chana milk tea red tea	Slice cake namkin milk tea red tea	Phansdieh dohsyiar kylla jastem prisbin khleh chana dal tomato chutney	Chines samosa milk tea red tea	Egg curry crispy karela fry mix dal sohsaw khleh wit jamyrdoh
14 th day	Veg noodles veg rice milk tea red tea	Brownies milk tea and red tea	Fish curry aloo matar subji chana dal steam rice green salad tomato chutney	Rose gulab jamun milk tea red tea	Chicken curry pumkin subji yellow dal cucumber salad tomato wit coriander chutney
15 th day	Paratha with subji bhujia milk tea red tea	Aloo bhujia bundi milk tea red tea	Jayour chicken yellow dal plain rice lawki subji green salad	Sandesh jalebi red tea milk tea	Egg bhurji jastem aloo nutrella yellow dal jamyrdoh khleh

-Sd-

Director of Tourism,
Government of Meghalaya.

Appendix 1: Form - A

Date:

To,

Directorate of Tourism,

Government of Meghalaya,

3rd Secretariat Nokrek Building,

Lower Lachumiere,

Shillong 793001

Sub: Expression of Interest (EOI) for Empanelment of Hotels in Meghalaya for ' Basic Upskilling & Skill Enhancement Training' of stakeholders/service providers in the Tourism and Hospitality Sector.

Dear Sir,

We hereby confirm that (insert Applicant name), the Applicant satisfy the terms and conditions laid down in the EOI document.

We are submitting this proposal for-----.

contact details for official correspondence shall be as below:

- Postal Address:
- E-mail:
- Mobile No.:

We agree and undertake to abide by all the terms and conditions of the EOI Document. In witness thereof, I/we submit this Proposal under and in accordance with the terms of the EOI Document.

Yours faithfully,

(Signature, name and address)

Appendix 1: Form – B
Prescribed CV Format

1. Name:

2. DOB:

3. Contact address (including email, telephone mobile):

4. Qualifications:

5. Experience:

6. Areas of interest:

7. Membership of Professional Bodies:

(Signature)

Note: Applicant shall submit all the self-attested Academic certificates, Marksheets and Work Experience related documents along with CV.

Appendix 1: Form C Hotel Profile

Particulars	
Name of Hotel	
Contact Details	
List of Facilities available in the Hotel (e.g. Rooms, Restaurant, Halls etc.)	
List of Employee in different section (Pantry, Management, Accounts, Facility Management etc.)	
Name and List of Trainers proposed under this training programme	
Any other details	

APPENDIX-2 Financial Proposal

Form – 1: Covering Letter

(On Firm's Letter Head)

(Date and Reference)

To,

Directorate of Tourism,

Government of Meghalaya,

3rd Secretariat Nokrek Building,

Lower Lachumiere,

Shillong 793001

Sub: Expression of Interest (EOI) for Empanelment of Hotels in Meghalaya for 'Basic Upskilling & Skill Enhancement Training' of stakeholders/service providers in the Tourism and Hospitality Sector.

Dear Sir,

I/We _____ Bidder/Bidders firms herewith enclose the Financial Proposal for selection of my/our firm as an Agency for above captioned work.

I/We agree that this offer shall remain valid for a period of 120 (One hundred and twenty) days from the Proposal Due Date or such further period as may be mutually agreed upon.

Yours faithfully,

Signature _____

Full Name _____

Designation _____

Address _____

(Authorized Representative)

NOTE: The Financial Proposal is to be filled strictly as per the forms given in RFP.

APPENDIX-2

Form – 2: Summary of Financial Proposal

Item No.	Description	Unit Rate (Per Student Per Day) (1)	Minimum Number of Students in a Single Batch (2)	Total Amount Per Batch (INR) (1) X (2)
A.	Lum-sum Charges for Training, Food, Lodging, Stationary, and any other associated cost inline with scope of work and deliverables mentioned in the EOI.		20	
B	GST			
C	TOTAL (including taxes) (A+B) (in Rs.)			
	In Indian Rupees in figures & in words:			

**Signature of
Authorized
Signatory**

Name of the Firm

Note:

- i. The financial bid should be in Indian Rupees.
- ii. All bidders should indicate the total cost, "**inclusive of all taxes & GST**"

Date:

Place: