



Bharat Heavy Electricals Limited

(A Govt of India Undertaking)

Tiruchirappalli-620014, Tamilnadu

Communications & Public Relations Department

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Tender No. CPR/GH/1314/TRY01

Tender Dt: 27.12.2013

**TENDER FOR TWO-YEAR RATE CONTRACT FOR
CATERING AND HOUSEKEEPING SERVICES AT
BHEL GUEST HOUSES (KAILAS HOUSE & ROCKFORT HOUSE)
LOCATED AT
BHEL, TIRUVERUMBUR, TIRUCHIRAPPALLI-620014**

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- 2. Part-A : Technical Bid (Pre-qualification Bid) Format - Pages 21 to 25**
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Last date & time for receipt of sealed offers : **17.01.2014, 14.00 hrs**

Date & Time of opening of **Part-A:Technical Bid** : **17.01.2014, 14.15 hrs**

Address for submission of tenders& tender opening :

**O/o ADDITIONAL GENERAL MANAGER (HEAD)
COMMUNICATIONS & PUBLIC RELATIONS
ADMINISTRATIVE BUILDING (BLDG-24)
BHEL
TIRUCHIRAPPALLI-620014 (TN)**



Bharat Heavy Electricals Limited, Tiruchirappalli 620014, Tamilnadu
(A Govt of India Undertaking)

Tender for Catering and House-Keeping services at BHEL Guest Houses At Tiruchirappalli

**TENDER FOR TWO-YEAR RATE CONTRACT FOR
CATERING AND HOUSEKEEPING SERVICES AT
BHEL GUEST HOUSES (KAILAS HOUSE & ROCKFORT HOUSE)**

LOCATED AT
BHEL, TIRUVERUMBUR, TIRUCHIRAPPALLI-620014

TENDER DOCUMENTS

Tender No. CPR/GH/1314/TRY01

Tender Dt: 27.12.2013

SCOPE AND GENERAL TERMS & CONDITIONS

- Last Date & Time for receipt of sealed tenders : 17.01.2014, 14.00 hrs**
- Date & Time of opening of Part-A:Technical Bid : 17.01.2014, 14.15 hrs**
- Submission of sealed tender and tender opening : O/o Additional General Manager& Head
Communications &Public Relations
Administrative Building (Bldg-24)
BHEL
Tiruchirappalli-620 014, Tamil Nadu

GENERAL INFORMATION

The Tiruchirappalli Division of Bharat Heavy Electricals Limited (hereinafter referred to as BHEL or the Company), a Public Sector Undertaking of the Govt of India, intends to engage an experienced, professional service provider (hereinafter referred to as the Bidder or Tenderer or Contractor) with a good track record, for round-the-clock operations including hospitality, catering, house-keeping and upkeep of **two Guest Houses (Kailas House and Rockfort House)** located in its Kailasapuram and Kamarajapuram townships respectively at BHEL, Tiruverumbur, Tiruchirappalli-620014.

PRE-QUALIFICATION/TECHNICAL ELIGIBILITY CRITERIA

Broad eligibility criteria and documentary proof to be submitted along with filled-in **Part-A:Technical Bid** format are indicated below:

- Bidder should be registered with the competent authority and a well-established organization for which documentary proof should be submitted.
- Bidder's annual turnover from Catering and House-Keeping services should be at least Rs 10 lakh for which documentary proof should be submitted.
- Bidder should have minimum 3 years' experience in providing both Catering and House-Keeping services at Guest Houses/establishments of reputed PSU, Govt or Private Sector company for which documentary proof should be submitted.
- List of minimum three clients (past/present) with copies of Work Orders containing details of Nature of Job/Service, Validity of Contract, Contract Value, etc, along with experience certificates from each of the above clients.
- Proof of any certification like ISO 9000 or any other quality/standard certification may be furnished.

I have read and understood the Scope and General Terms & Conditions of Tender No.CPR/GH/1314/TRY01 dt 27.12.13 and confirm acceptance and full compliance with no deviations in Part-A:Technical Bid and Part-B:Price Bid of our offer.

SIGNATURE & SEAL OF THE TENDERER

(All 30 pages including Un-Priced Part-B pages to be signed and enclosed with Part-A:Technical Bid)

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- (f) There should be no case or charge under investigation, enquiry or trial against the bidder or any conviction in a Court of Law nor should the bidder have been suspended, blacklisted or banned by any organization/government on any grounds. Self-declaration to the above effect should be submitted.
- (g) After evaluation of the documents/information furnished by the bidder, if the performance of the bidder is found to be unsatisfactory in any organization for any reason or if any information or document furnished by the bidder is found to be false, **BHEL reserves the right to reject the bid.**
- (h) Bidders are advised to visit the Guest Houses at the address given on the first page of this document, for on-the-spot assessment before submitting their bids.
- (i) The opinion/decision of BHEL regarding the bid shall be final and conclusive. BHEL reserves the right to reject any or all the bids at any time without assigning any reason thereof.
- (j) Bidders should enclose a separate list of documents submitted by them along with **Part-A:Technical Bid.**
- (k) EMD as detailed below should also be enclosed in **Part-A:Technical Bid.**

EARNEST MONEY DEPOSIT (EMD)

- (a) A Demand Draft drawn in favour of 'Bharat Heavy Electricals Limited, Tiruchirappalli' on any Scheduled/Nationalized Bank for an amount of Rs 2,00,000.00 (Rupees Two Lakh only) towards Earnest Money Deposit should be enclosed in a separate envelope along with **Part-A:Technical Bid.** Tenders not accompanied by EMD will be rejected.
- (b) The tenderer is not entitled for any interest on EMD nor can he claim any right for award of the contract.
- (c) EMD shall be forfeited if the tenderer withdraws or modifies submitted offer or modifies the terms and conditions thereof after opening the Price Bid or fails to take up the work within the period as specified in the LOI/contract. EMD shall normally be returned to un-successful tenderers within 15 days after placement of order on the successful bidder and acceptance thereof.

EVALUATION CRITERIA

- (a) Technical Bids of tenderers will be evaluated based on the above Pre-Qualifications/Technical Eligibility Criteria and after scrutinizing all relevant documents.
- (b) BHEL reserves the right to visit any or all guest houses operated by the bidder for on-the-spot assessment of the capability of the bidders before taking a decision on eligibility of Technical Bid.
- (c) Price Bids of only those tenderers who meet the Pre-Qualification/Technical Eligibility Criteria will be opened. Price Bids will be opened with prior information to the eligible bidders to facilitate the presence of the bidders or their authorized representatives to witness the Price Bid opening.
- (d) **No additional time will be given for submission of supporting documents and Part-A:Technical Bid will be evaluated only on the basis of enclosed documents.**
- (e) Tender will be evaluated based on the overall Lowest Bidder arrived at by taking into account all elements of work i.e. cost of manpower, maintenance cost, guest amenities, laundry and food as

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specified in these pages. **For calculation purposes, an occupancy rate of 60% (in terms of beds) may be assumed.**

- (f) L1 position will be decided by taking into account the total cost of both Fixed Charges (including cost of providing Manpower, House-Keeping materials, Guest Amenities and Laundry Services for Guest House Linen) and Food Charges for indicative quantities mentioned in the Price Bid format (**quantities indicated are for purpose of Tender evaluation only and not a commitment**) for all items in the Price Bid for two-year period.

CORRECTION OF ARITHMETIC ERRORS

Provided that the bid is substantially responsive, BHEL shall correct arithmetical errors as follows:

- If there is a discrepancy between unit price and total price that is obtained by multiplying unit price and quantity, unit price will prevail and total price will be corrected, unless in the opinion of BHEL there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted will govern and unit price will be corrected.
- If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total will be corrected.
- If there is a discrepancy between words and figures, the amount in words will prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures will prevail subject to (i) and (ii) above.
- If any bidder does not accept correction of errors as explained above, their bids will be disqualified.

SECURITY DEPOSIT (SD):

- (a) Security Deposit will be collected from the successful tenderer as indicated below:

Up to Rs 10 lakh	: 10%
Above Rs10 lakh up to Rs 50 lakh	: Rs 1 lakh + 7.5% of amount exceeding Rs10 lakh
Above Rs 50 lakh	: Rs 4 lakh + 5% of amount exceeding Rs 50 lakh

- (b) The contractor should remit the Security Deposit before start of work. EMD amount may be converted as Security Deposit and the balance amount remitted. Alternatively, a Bank Guarantee for 50% of the said sum may also be provided and balance deposited.
- (c) No interest will be payable to the Contractor for the amount deposited during the period of agreement.
- (d) Failure to pay the Security Deposit shall be treated as failure to discharge the duties under the contract and shall result in cancellation of the contract and the tenderer shall be liable to compensate BHEL for any losses incurred by BHEL. EMD in such cases will be forfeited.
- (e) Security deposit shall be refunded within a reasonable time after the date of successful completion of the contract, i.e. the contractor carrying out all obligations/operations as required under the contract.
- (f) BHEL reserves the right to appropriate any part of the whole of the amount of the security deposit without prejudice to other claims against this contractor for losses suffered by BHEL due to failures on the part of the contractor or due to termination of contract or contractor becoming disqualified because of liquidation/insolvency or change of composition. The decision of BHEL

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in respect of such losses, damages, charges, expenses or costs, shall be final and binding on the contractor and the decision shall not be questionable.

BROAD SCOPE OF SERVICES (TO BE PROVIDED AT EACH GUEST HOUSE)

Broad scope is summarized below followed by more detailed scope for each service/work

(a) Reception-Cum-Front Office

- To attend to phone calls, receiving messages, interacting with Guests and BHEL Officers, co-ordinate room allocation, bookings, check-in and check-out of guests, collect cash/obtain signatures of guests as required, maintain proper accounting and submit the same periodically to BHEL Officials.

(b) Catering

- To render all services relating to Food and Beverages. at high standards
- To render additional services as may be required by BHEL.

(c) House-Keeping

- To render all housekeeping services including maintenance of rooms, dining halls, kitchen, office rooms, reception area, toilets and all other areas in the guest house which may not be specified here, at high standards.

(d) Laundry

- To render all laundry services at high standards for guest house linen and furnishings.
- To render all laundry services at high standards for guests(chargeable to guests).

(e) General Administration

- To ensure the entire operations of the Guest Houses and coordinate with respective departments of BHEL for smooth running of the Guest Houses.
- To maintain records as required by BHEL.
- To ensure the safety of Guest Houses, properties belonging to the Guest Houses and maintain total vigil on the movement of people in the guest house.
- To ensure timely action in emergencies including operation of fire fighting systems, administering first aid etc.
- To ensure that the DG set switches on automatically or is switched on immediately in the event of power failure and report fuel level periodically to the concerned BHEL officials. To assist the BHEL official in drawing of fuel from petrol bunk and carry out the refuelling operation.

(a) RECEPTION-CUM-FRONT OFFICE

- (i) When the guest checks-in, the Contractor/Contactor's staff shall immediately,
- Attend to him, receive him, and allot the room specified by the designated officer of BHEL in his name. BHEL will reserve the rooms and intimate the Contractor through Reservation Slips duly signed by the designated officer. **The contractor shall neither allot rooms on his own nor disclose information relating to availability status to the guests for any reason.**

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- Verify the identity of the guest and get the guest's name including accompanying family members/others entered in the Guest Register provided by BHEL.
 - Accompany the guest to the allotted room, carry the luggage to the room and leave the guest after attending to basic comforts, providing fresh water, etc.
 - Offer the guest tea/coffee/meals, etc., as required, depending on the time of arrival, on chargeable basis.
- (ii) When the guest checks-out, the Contractor/Contactor's staff shall,
01. Prepare separate bills, in duplicate, for Boarding and Lodging and get them signed by the guest.
 - A. In case of employee on official duty, the Contractor shall collect cash from the guest towards Boarding charges only and obtain signature of the guest on the bill towards Lodging charges.
 - B. In case of employee on personal visit or guest provided accommodation on chargeable basis as specified by BHEL, Boarding and Lodging charges shall be collected in cash as per applicable rates. Cash collected towards Lodging charges is to be deposited in the BHEL Cash Office in Bldg-24 on the next working day and receipt obtained while Boarding charges will be retained by the contractor.
 - C. In case of Company's guests, the Contractor shall raise the bill for Boarding and Lodging charges, get them signed by the guest and submit them along with the monthly bill or as per the periodicity specified by BHEL for reimbursement of Boarding charges by BHEL.
 02. Carry the guest's luggage from the room to the vehicle.
 03. Ensure that guests have not left behind in the room any belongings. If any belongings are found, immediately inform BHEL and also arrange for their return to the guest.
 04. At the time of check-out, the Contractor shall ensure that the room occupied by the guest is in order with respect to assets of BHEL and loss, if any, is to be reported to the BHEL official in-charge of the Guest House. A quick check is to be carried out before the guest leaves the guest house. Contractor is liable to pay total cost for any such damage or loss to BHEL property which has not been reported before departure of the Guest.
 05. At the time of guest checking out of the guest house, room key should be collected failing which cost of replacement of lock will be recovered from the Contractor.
 06. Contractor's staff shall not seek any tips or favour from guests for services rendered.
- (iii) During their stay, guests' miscellaneous needs like laundry, medicines, etc., are to be attended to and applicable charges collected from the guest at actuals, providing relevant bills. In cases where these services are to be rendered at BHEL's cost, the same will be intimated to the Contractor by the BHEL officials. **However, the Contractor's staff should not extend any services like procurement of cigarettes or liquor which are prohibited in the Guest House.**

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- (iv) To order newspapers/magazines as advised by BHEL, coordinating with newspaper agents and settling their bills at the end of the month. This will be reimbursed by BHEL along with the Contractor's monthly bill when supported by relevant suppliers' bills.
- (v) The number of staff deployed by the contractor at any given time during the contract period should not be less than the minimum number specified for each category in the annexure failing which pro-rata deduction will be effected from monthly bills.

(b) CATERING

Contractor shall be responsible for the following services:

- (i) Preparation of breakfast, lunch and supper, tea and coffee, etc., as per the menu given in the Price Bid format. Menu may be altered for specific guests, special occasions, programmes or functions as desired by BHEL, within the overall scope of the menus. For any extra item not included in the Price Bid format, contractor may charge additionally at rates mutually agreed with BHEL.
- (ii) Contractor shall take advance orders from guests staying in the rooms for daily food requirements. Only the BHEL official in charge of Guest Houses is authorized to place orders on the Contractor for any other official programme, functions or special occasion.
- (iii) **Contractor shall display the full menu with boarding tariffs in all Guest Rooms and Dining Halls failing which penalty as decided by BHEL is liable to be levied.**
- (iv) Providing healthy food to Guests as per the menu prescribed by BHEL. In exceptional cases, Contractor may have to prepare special food as required by Guests on medical grounds.
- (v) Procurement of all raw materials, provisions and ingredients. First quality/standard brands of raw materials, provisions and ingredients shall be used in the preparation of all food and beverages. Fresh vegetables and milk/beverages shall be used. Quality of the raw materials and other ingredients are liable to be inspected at any time by authorized BHEL officials and should be improved/changed if so advised by BHEL.
- (vi) Contractor shall procure and store sufficient quantity of high quality ingredients in a hygienic manner at his own risk in the guesthouses to ensure preparation of food in time.
- (vii) Timings for services shall be as informed by BHEL.
- (viii) Every food preparation shall be used for one-time service only and the left-over food shall not be served during the next meal/service.
- (ix) Contractor shall be responsible for service of food and beverages in the Dining Halls and for Morning Tea/Coffee service in the respective Guest Rooms for all guests. Room Service shall be provided to VIPs on request and other guests in case they are not able to reach Dining Hall due to medical reasons.
- (x) Contractor shall provide efficient and prompt service to all Guests.
- (xi) Contractor is solely responsible for preparation of all food under strictly hygienic conditions without any compromise. All Contractor's staff on duty shall be in good health and hygiene and should wear clean, washed and neatly pressed uniforms and shoes with socks, name tags and photo ID cards while on duty.

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- (xii) Contractor should ensure total cleanliness and regular cleaning of all kitchen facilities.
- (xiii) Contractor shall perform above services to the satisfaction of the designated BHEL Guest House official. If any shortcomings are found, then on oral or written instruction, Contractor shall rectify the shortcomings immediately failing which penalty at the sole discretion of BHEL is liable to be levied.
- (xiv) Contractor shall ensure that cooks are professionally-qualified/experienced persons, well-versed in all types of Vegetarian, Non-Vegetarian and Continental food preparation. In case of deficiencies in cooking as decided by the designated BHEL official, cooks will need to be changed immediately by the Contractor **failing which proportionate deduction is liable to be made for applicable manpower charges.**
- (xv) On special occasions at the Guest House or in any other location specified by BHEL, Contractor shall be ready to undertake food arrangements as per the rate contract. For any arrangement not covered in the contract, payment will be made on production of bills duly certified by the authorized BHEL official in charge of Guest Houses.
- (xvi) If BHEL requires procurement of any outside food preparations, Contractor shall arrange for the same and claim the expenditure in his regular bills enclosing the suppliers' bill wherever possible or claim the amount on self-certification basis.
- (xvii) Contractor may inspect the kitchen equipment, crockery and cutlery, etc provided by BHEL at the Guest House and is free to make use of the same for providing the services specified in this contract. For any additional requirement, Contractor may bring his own equipment.
- (xviii) **All cooking fuel costs will be borne by the Contractor and should be included in the cost of Food.** Contractor shall be responsible for booking and procurement of gas cylinders in time so as to ensure availability of sufficient fuel for guest house operation on a continuous basis.
- (xix) Contractor shall attend to any/all catering requirements of BHEL whether covered contractually or otherwise, at pre-determined price as per the contract or mutually agreed rates.

(c) HOUSEKEEPING

- (i) Contractor shall provide House Keeping services for all the rooms available in the Guest House and allied areas including lounges, dining halls, corridors, porticos, etc.
- (ii) Contractor will procure all the materials required for providing Guest amenities for all Guests including tooth-brush, tooth-paste sachet, sample bathing soap, shampoo sachet, coconut oil sachet, pocket comb and talcum powder sachet. Extra items like disposable razor, sachet shaving cream, sachet body lotion, shower cap, etc are to be provided for VIPs as specified by BHEL and the cost of the same will be reimbursed in the monthly bill. All such items should be of popular brands like Colgate, Close-Up, Pepsodent, Gillette, Lux, Cinthol, Rexona, Hamam, All-Clear, Sunsilk or Parachute.
- (iii) Contractor shall provide one English Newspaper i.e. The Hindu in all occupied Guest Rooms. Lounges/Reception areas will have minimum two copies each of The Hindu and any other English/Tamil newspaper/magazine as directed from time-to-time by BHEL. Except for Lounges/Reception Areas for which newspapers are to be procured on a daily

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basis, procurement of newspapers for rooms will be occupancy-based. Expenditure towards the same will be borne by the Contractor and claimed from BHEL in the monthly bill.

- (iv) All Guest Rooms shall be kept neat and tidy always as soon as they are vacated to enable BHEL to allocate the rooms at any time.
- (v) All linen in Guest Rooms including towels, bedspreads, bedsheets and pillow covers should be changed every day without fail in the guest rooms **failing which penalty is liable to be levied by BHEL and deducted from monthly fixed charges.**
- (vi) Contractor shall be responsible for making the beds and cleaning all rooms daily. All rooms, bathrooms and toilets are to be cleaned and mopped twice daily or more frequently, as required, and also as and when vacated by Guests, with high quality, branded disinfectants. Ceilings, ceiling fans, windows, window panes, are to be cleaned regularly and in any case once in seven days while all common areas including lounges, corridors are to be swept and swabbed twice daily or more frequently as required. All the necessary housekeeping materials for the performance of services shall be procured by the Contractor periodically at Contractor's expense.
- (vii) Room fresheners and deodorants to be used in all the rooms, bathrooms, toilets, lounges and all common areas in sufficient quantities as decided by the designated BHEL official in charge and replenished immediately whenever required **failing which penalty is liable to be levied by BHEL and deducted from monthly fixed charges.**
- (viii) Contractor shall maintain high standards of cleanliness and hygiene throughout the Guest House.
- (ix) In case the contractor is asked to make extra arrangements like Fruits, Flowers, Snacks etc., during any event or visits of VVIPs, reimbursement at actuals will be made towards the same on production of relevant bills wherever possible. Wherever it is not possible to produce the suppliers' bills, the contractor will claim the amount on self-certification basis duly certified by the designated BHEL official. Besides reimbursing the actual cost of such arrangements, BHEL may also reimburse the transportation cost to the contractor in connection with such arrangements. Reimbursement of transportation cost will normally be limited to auto fare.
- (x) Contractor shall take care of miscellaneous requirements like replacement of batteries for clocks, remote control units of TVs/ACs, etc and reimbursement claimed from BHEL.
- (xi) Guest Room amenities including furniture, linen, TV, refrigerator, AC, geysers, etc., shall be regularly checked by the Contractor and weekly maintenance report including replacement of bulbs, batteries, repairs, etc, are to be submitted to BHEL.
- (xii) Contractor shall ensure proper functioning of all systems in the Guest House including electrical, electronic, sanitation and water supply. Should there be any requirement of attending to emergency problems which are minor in nature, Contractor shall arrange to engage a qualified person to get the problem solved with prior concurrence of the designated BHEL official and expenditure incurred, if any, towards the same may be claimed in the monthly bill if so instructed by BHEL.

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- (xiii) The number of rooms, lounges, dining halls available in each Guest House is indicated separately in the Price Bid format. **Before submission of offer, bidders are strongly advised to visit the Guest Houses for making their own assessment.**
- (xiv) Contractor shall make proper flower arrangements in the dining halls and lounges.

(d) LAUNDRY & MAINTENANCE OF PREMISES

- (i) Contractor shall take all required steps to ensure efficient and timely laundry services for the Guest Houses.
- (ii) Bed linen and towels should be regularly washed and kept in clean condition for use. Washing of table clothes, curtains, blankets etc., are to be carried out regularly as required. Payment towards the same will be made as per the rate contract.
- (iii) Contractor shall charge Guests for laundry of their clothes and collect charges for the same directly from the guests. In exceptional cases, on specific instructions from BHEL, Contractor may claim expenditure incurred for laundry for VIPs.
- (iv) Bed linen, towels, napkins, curtains, furniture upholstery shall be regularly washed and kept in clean condition at all times. Soiled/wrinkled linen shall not be used in Guest Rooms or common areas on any account. **Failure to comply will attract penalty as decided by BHEL and deduction of the same from the monthly fixed charges.**
- (v) Contractor shall bring washing equipment and provide detergents for laundry, if required.
- (vi) Civil department will maintain the gardens in the Guest House. However, keeping the Guest House premises/compound neat and free from litter/debris will be the Contractor's responsibility.

(e) GENERAL ADMINISTRATION

- (i) Guest Occupancy Register provided by BHEL shall be kept safely. As soon as the guest check-in necessary entries shall be obtained.
- (ii) An Attendance Register shall be maintained for the attendance of the staff.
- (iii) Daily Boarding Charts shall be maintained without overwriting for the provision of food to the guests.
- (iv) A file shall be maintained for preserving the Room Reservation Slips.
- (v) Room Rent Bill and Boarding Bill books shall be maintained as required under this contract.
- (vi) An Asset Register shall be maintained by the Contractor to ensure safe custody of company's properties which shall be subject to periodic verification by BHEL. Contractor shall assume full responsibility for maintaining all movable properties of BHEL located inside the Guest House. In case of any shortage, damage etc., **Contractor shall be fully liable for replacement of the same at cost.**
- (vii) Contractor shall maintain a suggestion book for comments on services by Guests and adverse comments if any should immediately be brought to the notice of the designated BHEL official in charge of the Guest Houses.

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- (viii) Contractor shall ensure that the Feedback Form specified by BHEL is filled-in by all guests without fail and submitted along with monthly bills. **Failure to do so is liable for levy of penalty as decided by BHEL.**
- (ix) Complete statements of food provided, bills received and submitted, etc shall be maintained by the Contractor.
- (x) Contractor shall perform all catering and housekeeping services in a thorough, efficient, professional manner with due diligence and care according to industry norms and standards, in conformity with applicable local laws and regulations and BHEL's own procedures and instructions. Contractor shall perform the service to the satisfaction of BHEL and if any shortcoming is found, rectify the same as instructed by BHEL failing which penalty is liable to be levied by BHEL.
- (xi) **Raw material standards:** Contractor must ensure that high quality ingredients and variety of quality vegetables are always procured for preparation of eatables. For all food preparation, refined oil with Agmark is to be used. As far as possible for all other preparations Agmark or any other standard products are to be used. BHEL's authorized official has the right to test the quality of food, reject any ingredient that may be found to be sub-standard. All raw materials used should be free from adulteration or any foreign material. Contractor should also ensure that the used edible oil is not re-used for any other cooking purpose.
- (xii) **Hygiene Standards:** Contractor must ensure the health and hygiene of the workers employed by him and ensure periodical medical check up as per the norms of the Factories Act 1948 and OHSAS norms .
- (xiii) **Facilities provided by BHEL broadly include:**
01. Kitchen with facilities like Gas Stoves, Cylinders, Grinder, Refrigerators, etc.
 02. Crockery and cutlery
 03. Furniture in rooms, dining halls, lounges, office rooms, etc.
 04. Appliances like TV, ACs, Geysers etc.
 05. Water & Electricity
 06. Linen.
- (xiv) All the items supplied by BHEL at its expense for the purpose of running the Guest House will be BHEL's property for all intents and purposes and the Contractor shall have no right or claim on the same.
- (xv) Liability towards any loss, theft, damage or breakage of the items entrusted to the Contractor shall be borne by the Contractor.
- (xvi) The Contractor will have full responsibility of proper upkeep, maintenance (including replacement of spare parts) and custody of the equipment/vessels etc, handed over by BHEL.
- (xvii) Losses due to breakage/theft/damage or loss of any such material/equipment/fixtures/ furniture or damage due to poor and reckless handling shall be recovered from the Contractor at full cost. In regard to natural wear and tear of any such item, the decision by

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BHEL shall be final and binding on the Contractor. Damages/breakages in crockeries due to natural causes may be leniently viewed by BHEL. However, the contractor shall maintain records for all such damages/breakages.

CONTRACTOR'S PERSONNEL

- (i) Successful contractor will be responsible for smooth running of the Guest House and should post a team of qualified/experienced personnel under the leadership of a capable Manager/Supervisor with qualifications/experience in the hospitality sector, who will report to the designated BHEL official in charge of Guest Houses.
- (ii) Contractor will also maintain qualified/well-trained and competent Personnel for all services specified in the Tender including and not limited to the following:
 01. All manpower required to prepare and serve all meals of different cuisines including vegetarian, non-vegetarian and continental and to maintain the Guest House in total cleanliness and hygienic conditions
 02. All clerical, supervisory and management personnel necessary for the operations.
- (iii) Contractor shall always maintain the minimum number of personnel as detailed in Page 27. However, during any major event or visit of dignitaries, additional manpower as may be required to meet the work load, will have to be provided at no extra cost.
- (iv) If, at any stage during the contract period, BHEL observes that the personnel engaged by the contractor are not capable of carrying out the Catering and/or House Keeping services in the Guest House according to professional standards, BHEL will take steps as deemed necessary including termination of the contract, in the overall interests of Guest House operations.
- (v) Contractor shall ensure strict compliance with Child Labour (Prohibition and Regulation) Act 1986 and shall not engage a person below the age of 18 years at any time for any work under this contract.
- (vi) Contractor shall be solely responsible for providing all requirements of his labourers, including and not limited to the following:
 01. Payment of wages and all allowances as per applicable Central and State Govt statutes and regulations.
 02. Deduction, collection and payment of all taxes on behalf of his employees and compliances with all statutory requirements including but not limited to PF, ESI etc, and notifications made by any Government authority having jurisdiction.
 03. Prompt replacement of any personnel whose performance is unsatisfactory or otherwise required to be changed for any other reason.
 04. Personnel employed by the Contractor shall be healthy in all respects and shall produce medical certificates to substantiate the same as required by BHEL or BHEL's medical officer. Regular medical check-up shall be done for all of the Contractor's employees once in six months. BHEL is at liberty to subject any personnel employed by the contractor to medical check up by BHEL doctor/any other authorized doctor at any time on a cost-recovery basis.

I have read and understood the Scope and General Terms & Conditions of Tender No.CPR/GH/1314/TRY01 dt 27.12.13 and confirm acceptance and full compliance with no deviations in Part-A:Technical Bid and Part-B:Price Bid of our offer.



05. All personnel posted by the Contractor at the Guest House shall be trained to handle fire-fighting systems, administer First Aid in emergencies, etc.
06. In the interest of efficient operation of the Guest House, BHEL may seek change of staff belonging to the Contractor which he shall comply with. However, the Contractor shall not indulge in shifting his staff from BHEL Guest House to other clients without the permission of BHEL.
07. **STAFF UNIFORM:** Contractor shall provide the necessary uniforms to his staff and shall ensure that all his employees turn out in clean, neat and appropriate uniforms and black formal shoes and socks at all times on duty. All personnel shall wear caps while serving food. In case any employee of the Contractor does not report for duty in uniform, the same shall be condoned only once a month. Afterwards, if the staff fails to wear his uniform including prescribed shoes while on duty, **a penalty of Rs.50 for each such failure will be levied and BHEL will recover the penalty amount from the monthly bills of the Contractor.**
08. The Contractor shall engage sufficient number of competent employees for running the Guest Houses on round-the-clock basis. All expenses on account of payment of salary/wage/provisions of food stuffs/eatables for contractor's employees/ Uniform/Personal Protective Equipment and other benefits including statutory payments like PF, ESI, Holiday wages, Gratuity, Bonus, etc., to the contractor's employees shall be met by the Contractor. Contractor shall have full control of his employees including the right to appoint, determine service conditions, discharge, dismiss, or otherwise terminate their services at any time. Contractor shall be solely responsible for any claim arising out of employment or termination of employment of his employees and any other statutory payments.
09. Contractor shall employ such personnel who are medically fit. The company has right to direct the Contractor to remove from the premises such of his personnel who may be physically, hygienically, clinically or medically unfit.
10. Contractor shall comply with the provisions of the Factories Act 1948, Contract Labour (Regulation and Abolition) Act 1970, ESI Act 1948, Workmen's Compensation Act 1923, Employees Provident Fund and Miscellaneous Provisions Act 1952, Minimum Wages Act 1948, Payment of Wages Act 1936, Payment of Bonus Act 1965, Payment of Gratuity Act 1972, Catering Establishment Act, Industrial Establishment, (National & Festival Holidays) Act 1958 and the Rules where under or any other Laws and Rules as may be applicable to the contract workmen from time to time. Contractor shall produce registers and records and comply with other directions issued by BHEL for compliance with statutory provisions.
11. Contractor shall fully indemnify BHEL for any default or non-observance by the Contractor or any of his representatives of any of the provisions of the above mentioned enactments and the rules framed there under. Even though the Contractor shall be solely liable for settlement of any claim made by any persons due to non-observance by the Contractor of any of the provisions or otherwise of the enactments cited above, BHEL reserves the rights to settle directly any amount due by the Contractor as mentioned above and to recover such amounts from any of the amounts

I have read and understood the Scope and General Terms & Conditions of Tender No.CPR/GH/1314/TRY01 dt 27.12.13 and confirm acceptance and full compliance with no deviations in Part-A:Technical Bid and Part-B:Price Bid of our offer.

SIGNATURE & SEAL OF THE TENDERER

(All 30 pages including Un-Priced Part-B pages to be signed and enclosed with Part-A:Technical Bid)

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payable by BHEL to the Contractor or in the absence of the same as debt due to BHEL from the Contractor.

12. Contractor shall, whenever required by BHEL or Govt officials authorized under the statutes, produce for inspection, all forms, registers and other records required to be maintained under various statutes.
13. Contractor shall produce documentary evidence in proof of effecting the said statutory payments. Non-observance of the provisions will be construed as default by the Contractor to make such payment, and payment of his bill will be withheld.
14. BHEL will not make any separate payment towards the expenses incurred by the Contractor for complying with the above or any of the statutory provisions regarding their employees.
15. Contractor shall comply with all operational rules and regulations, including security rules framed by the company and made applicable to the whole or part of the premises, wherein the Contractor or his employees happen to be operating/working. In the event of any of the Contractor's employees violating the said rules and regulations or in any way becoming objectionable to the company, the Contractor shall remove forthwith such employees from the company's premises and indemnify BHEL for any loss on such violation of the rules and regulations.
16. **DEPLOYMENT & SUPERVISION:** Contractor shall maintain necessary Qualified/Trained competent personnel in each category of work, in accordance with the rules. They should meet all the requirements and fulfil all the activities mentioned in the schedule. The personnel should have pleasing personality, be courteous, have good communication skills and experienced in serving high-level guests. **Hence, the contractor should engage personnel who are well-versed and fluent in English and Tamil.** Weekly duty roster of the staff should be made available to BHEL on the last working day of each preceding week.
17. **IDENTITY CARDS & NAME TAGS:** Contractor shall ensure that all staff engaged by him must wear and display colour Photo Identity Cards and Name Tags prominently on their uniform at all times while on duty. ID Cards shall be duly endorsed by the designated BHEL authority. All personnel of the Contractor will strictly follow the security regulations of BHEL.
18. BHEL has no responsibility whatsoever towards the Contractor's employees and the Contractor will be solely responsible for supervising and managing his employees. In the event of any dispute between the Contractor and his employees, the Contractor alone will be responsible for settlement of any claim and consequences that may arise out of any such dispute, whether statutory or otherwise.
19. Contractor shall be solely responsible for providing all requirements of his personnel, including payment of wages and all allowances to his employees as per the Tamil Nadu Government's Minimum Wages Act. **In addition to minimum wages as per the Act, the contractor is required to pay the prescribed additional monthly payment specified by BHEL from time-time-time for all Contractor's staff working on BHEL premises.** Additional amount payable over and above Minimum Wages currently stands at Rs 2,500/- per month.

I have read and understood the Scope and General Terms & Conditions of Tender No.CPR/GH/1314/TRY01 dt 27.12.13 and confirm acceptance and full compliance with no deviations in Part-A:Technical Bid and Part-B:Price Bid of our offer.



20. Contractor will be solely responsible for the operations of the Guest House. The operations will be monitored at all times by the designated officials of BHEL. Contractor will ensure availability of a supervisor on round-the-clock basis for contact by the designated officials of BHEL.
21. Contractor shall engage sufficient number of competent employees as required which in any case cannot be less than the minimum numbers prescribed by BHEL for running the Guest House on round-the-clock basis. All expenses towards salary, wages, providing food & beverages for Contractor's employees, Uniforms, Gloves and other Personal Protective Equipment and other benefits including statutory payments like PF, ESI, Holiday Wages, Gratuity, Bonus, etc., to Contractor's staff shall be met by the Contractor. Contractor shall have full control over his staff/employees including the right to appoint, determine service conditions, discharge, dismiss, or otherwise terminate their services at any time. Contractor shall be solely liable/responsible for any claim arising out of employment or termination of his employees and for ensuring compliance with statutory regulations and payments.
22. Contractor shall employ only such personnel under this contract, who are medically fit. BHEL has the right to direct the Contractor to remove from the premises his personnel who are found to be unfit on physical, hygienic, clinical, medical or on disciplinary grounds.
23. Contractor shall comply with the provisions of the all Govt Statutes and Regulations including the following:
 - Factories Act 1948
 - Contract Labour (Regulation and Abolition) Act 1970
 - Child labour (Prohibition & Regulation) Act 1986
 - ESI Act 1948
 - Employees Compensation Act 1923
 - Employees Provident Fund and Miscellaneous Provisions Act 1952
 - Minimum Wages Act 1948
 - Payment of Wages Act 1936
 - Payment of Bonus Act 1965
 - Payment of Gratuity Act 1972
 - Catering Establishment Act
 - Industrial Establishment (National & Festival Holidays) Act 1958and any other Laws and Rules as may be applicable to contract workers from time to time including obtaining of license under Contract Labour (Regulation and Abolition) Act. Contractor shall produce registers, Income Tax returns and records and comply with other directions issued by BHEL for compliance of the above statutory provisions.
24. Contractor shall fully indemnify BHEL for any default or non-observance by the Contractor or any of his representatives of any of the provisions of the above mentioned enactments, notifications and the rules framed there under.
25. Contractor shall, whenever required by the company or Govt. officials authorized under the statutes, produce for inspection, all forms, registers and other records required to be maintained under various statutes.

I have read and understood the Scope and General Terms & Conditions of Tender No.CPR/GH/1314/TRY01 dt 27.12.13 and confirm acceptance and full compliance with no deviations in Part-A:Technical Bid and Part-B:Price Bid of our offer.

SIGNATURE & SEAL OF THE TENDERER

(All 30 pages including Un-Priced Part-B pages to be signed and enclosed with Part-A:Technical Bid)

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26. Contractor shall produce documentary evidence in proof of effecting the said statutory deductions and payments. Non-compliance with the provisions will be construed as default by the Contractor to make such payment, and payment of Contractor's monthly bill will be withheld.
27. BHEL will not make any separate payment towards the expenses incurred by the Contractor for complying with the above or any of the statutory provisions regarding Contractor's staff.
28. Contractor shall comply with all operational rules and regulations, including security and disciplinary rules framed by BHEL and made applicable to the whole or part of the premises wherein the Contractor or his employees happen to be working. In the event of any of the Contractor's employees violating the said rules and regulations or in any way becoming objectionable to the company, the Contractor shall immediately remove such employees from BHEL's premises and indemnify BHEL for any loss on such violation of the rules and regulations.

PERIOD OF CONTRACT

- (i) The contract shall commence from date of awarding the contract or at any later date as decided by BHEL and shall remain in force for a minimum period of two years.
- (ii) **Two-Year contract may commence on different dates for Kailas and Rockfort Houses and end-dates may be suitably fixed as required at the sole discretion of BHEL.**
- (iii) BHEL reserves the right to extend the above period of contract for a further period of up to one year on terms mutually agreed upon.
- (iv) Either party shall be at liberty to terminate the agreement by giving three clear calendar months notice in writing.

RISK CLAUSE

- (i) Notwithstanding anything contained in any other clause, BHEL reserves the right to terminate the contract without any notice as above, in case of any failure on the part of the Contractor in discharging his obligations under the contract or in the event of his becoming insolvent or going into liquidation or for any administrative reason. The decision of BHEL about the failure on the part of the Contractor shall be final and binding on the Contractor.
- (ii) BHEL shall be at liberty also to foreclose any part of the contract for any reason whatsoever by issuing a notice of one month and tender such work to another contractor to undertake the same by itself or otherwise.
- (iii) If there is any stoppage of service in any area of the Guest House operation, for any reason, the Contractor is liable for penalty as decided by BHEL.
- (iv) In the event of any failure on the part of the Contractor, BHEL shall have the right, without any prejudice, to get the work done through any other alternate agency at the risk and cost of the Contractor. The additional cost/loss, if any, incurred by BHEL will be recovered from the Contractor.

ACCOUNTING & PAYMENT

- (i) Contractor should properly account for the food items served which may be counter-checked as per the systems enforced by BHEL.

I have read and understood the Scope and General Terms & Conditions of Tender No.CPR/GH/1314/TRY01 dt 27.12.13 and confirm acceptance and full compliance with no deviations in Part-A:Technical Bid and Part-B:Price Bid of our offer.

SIGNATURE & SEAL OF THE TENDERER

(All 30 pages including Un-Priced Part-B pages to be signed and enclosed with Part-A:Technical Bid)

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- (ii) Contractor is fully responsible for Cash collected from the guests towards Room Rent. The same has to be properly accounted for with necessary paper work and money should be regularly deposited in the BHEL Cash Office in Bldg-24 and receipt obtained for submission with Contractor's monthly bill. If any discrepancy is observed in collection of payment due to BHEL, the Contractor shall set right such discrepancies failing which BHEL is liable to take suitable action/impose penalty as required.
- (iii) In case of Company Guests for whom BHEL will make payment, the Contractor should keep proper account of various claims against Food and other Miscellaneous Items. In case of making miscellaneous items by purchasing the same from outside, the Contractor should produce Bills of such purchases along with his claim. Wherever bills cannot be obtained, he should certify the expenditure separately which will be endorsed by the officials of BHEL posted at the guest house.
- (iv) Necessary records are to be maintained by the responsible person appointed by the Contractor which is to be audited from time to time by the BHEL officials or the auditor appointed by BHEL.
- (v) Payment will be admitted and cleared for the quantity of food items served only and not on the quantity prepared.
- (vi) Contractor is fully responsible for the wastages of food items prepared at the Guest House. So, any wastage of food items will have to be borne by the Contractor.

PAYMENT TO THE CONTRACTOR

- (i) Contractor shall raise the bill on completion of every month and submit the same along with all supporting documents and vouchers for verification and certification by the designated BHEL official in charge.
- (ii) Payment shall be effected as per the existing Rules within 30 days of submission of the complete bill with all supporting documents.
- (iii) Contractor's bill can be processed for payment only on submission of all supporting documents including proof of attendance, personal payments, statutory payments like ESI, PF, etc. As BHEL makes payment only through the Electronic Fund Transfer (EFT) method, bidders should necessarily fill the attached EFT format and enclose it with Part-A : Technical Bid.

SUB-LETTING

Contractor shall not sublet, transfer or assign the contract or any part thereof without prior written approval of BHEL to any other person/company/ organization.

HOW TO QUOTE

Tender documents consist of Part-A and Part-B as detailed below:

PART-A:TECHNICAL BID (PRE-QUALIFICATION BID)

PART-B:PRICE BID

PART-A:TECHNICAL BID must be duly completed, signed by the tenderer on all pages and sealed in a separate cover and submitted along with the prescribed DDs in separate envelopes towards (a) EMD and (b) Tender Fees if Tender document was downloaded from website.

Sealed cover containing PART-A:TECHNICAL BID should be superscribed as follows:

I have read and understood the Scope and General Terms & Conditions of Tender No.CPR/GH/1314/TRY01 dt 27.12.13 and confirm acceptance and full compliance with no deviations in Part-A:Technical Bid and Part-B:Price Bid of our offer.

SIGNATURE & SEAL OF THE TENDERER

(All 30 pages including Un-Priced Part-B pages to be signed and enclosed with Part-A:Technical Bid)

Page 17 of 30



TENDER REF.CPR/GH/1314/TRY01 DT 27.12.13

CATERING & HOUSE-KEEPING SERVICES AT BHEL GUEST HOUSES (KAILAS & ROCKFORT) AT TIRUCHIRAPPALLI

PART-A:TECHNICAL BID

Tenderer shall specifically accept all the Scope and Terms and Conditions and submit the Declaration in the tender failing which tenders will be rejected as Non-Responsive.

Tenderer should sign all the pages of this document and enclose the same in PART-A:TECHNICAL BID as indication of acceptance of all BHEL's Scope and Terms & Conditions.

IMPORTANT

Un-priced copy of Part-B with only 'Quoted' or 'Not Quoted' written in Price columns should also be enclosed in PART-A:TECHNICAL BID

PART-B:PRICE BID must be duly filled-in, signed by the tenderer on all the pages and sealed in a separate envelope and superscribed as follows:

TENDER REF.CPR/GH/1314/TRY01 DT 27.12.13

CATERING & HOUSE-KEEPING SERVICES AT BHEL GUEST HOUSES (KAILAS & ROCKFORT) AT TIRUCHIRAPPALLI

PART-B:PRICE BID

PART-B:PRICE BID should not carry any conditions or commercial terms. Price/rate only should be quoted in clear terms in the format given by BHEL.

PART-B: PRICE BID will be opened only of those tenderers who qualify in PART-A:TECHNICAL BID.

Both parts of the tender document, namely PART-A:TECHNICAL BID and PART-B:PRICE BID should be duly filled in all respects. Any alteration, erasure or over-writing will render the tender invalid. Alteration neatly carried out and duly attested by full signature of the tenderer at each location may however be permitted.

The tenderer should submit the tender documents intact without detaching any page or pages.

Name & Address of the tenderer should be written on the sealed envelope.

Tender documents consisting of PART-A:TECHNICAL BID and PART-B:PRICE BID superscribed as specified and duly sealed in two separate inner covers. The two inner covers should be enclosed in a sealed outer cover superscribed as follows:

TENDER REF.CPR/GH/1314/TRY01 DT 27.12.13

CATERING & HOUSE-KEEPING SERVICES AT BHEL GUEST HOUSES (KAILAS & ROCKFORT) AT TIRUCHIRAPPALLI

PART-A:TECHNICAL BID & PART-B:PRICE BID

and sent so as to reach the following official before the due date and time:

ADDITIONAL GENERAL MANAGER (HEAD)
COMMUNICATIONS & PUBLIC RELATIONS
BHARAT HEAVY ELECTRICALS LIMITED
TIRUCHIRAPPALLI-620 014
TAMILNADU

I have read and understood the Scope and General Terms & Conditions of Tender No.CPR/GH/1314/TRY01 dt 27.12.13 and confirm acceptance and full compliance with no deviations in Part-A:Technical Bid and Part-B:Price Bid of our offer.

SIGNATURE & SEAL OF THE TENDERER

(All 30 pages including Un-Priced Part-B pages to be signed and enclosed with Part-A:Technical Bid)

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PART-A:TECHNICAL BID will be opened at **14.15 hours on 17.01.14** in the presence of tenderers/representatives who wish to be present for the tender opening.

PART-A:TECHNICAL BID will be evaluated and those who are found to meet the pre-qualification criteria will be intimated to attend **PART-B:PRICE BID** opening in the presence of the tenderers/representatives, at a date to be notified separately.

If any further details are required, please contact the **Manager/C&PR/Guest Houses** (Ph: 0431-2577610) or the **Additional General Manager (Head)/Communications & Public Relations**, Bharat Heavy Electricals Limited, Tiruchirappalli-620014, Tamilnadu (Ph: 0431-2577050, Fax: 0431-2521419).

BHEL reserves the right to assess the capacity and capability of the parties for pre-qualification and reserves the right to accept or reject any or all the tenders or any part thereof at any stage of process without assigning any reason whatsoever. The company has no obligation to accept the lowest tender. BHEL's decision in this regard shall be final and binding.

PRICE BID:

- (a) The tenderers are required to submit their quotation for all the items listed in PART-B:PRICE BID.
- (b) Contractors employees shall be covered by Central/State Govt Minimum Wages Act as applicable with all other statutory payments and in addition pay an additional amount of Rs 2000 to each unskilled worker, Rs 2300 to each semi-skilled worker and Rs 2500 to each skilled worker and supervisor, per month as per BHEL rules.
- (c) Manpower cost will include the wages payable by the Contractor to his employees in addition to all statutory payments such as ESI, PF, Bonus, etc, additional amount payable to staff deployed in BHEL premises (currently ranging from Rs 2,000/- to Rs 2,500/- per head per month as detailed above which is subject to upward revision by BHEL from time to time), incidentals like cost of food supplied to the Contractor's staff, uniforms including black formal shoes and socks, name tags, colour photo ID cards, caps to be worn while serving food, etc and all other statutory and non-statutory benefits provided by the Contractor to all his employees.
- (d) Service Tax at the prevailing rates is additionally payable on the contracted rates by BHEL, provided the Contractor shows the Service Tax part separately in the monthly bill and also provides the Service Tax Registration details and proof of remittance payment of Service Tax to the Govt.
- (e) Catering charges (rate for each unit of food item) shall include material and fuel cost only. Labour cost for food preparation shall be covered under fixed service charges for providing man power.

VALIDITY OF RATES:

- (a) The rates quoted should be valid for two years from the date of commencement of the contract.
- (b) Offers should be valid for 90 days from the date of opening of the price bid. The rates of successful bidder should be firm for two years from the date of commencement of the contract.

PENALTY CLAUSE:

- (a) For any reduction in the minimum specified manpower, cost will be reduced pro-rata in addition to risk clause operation due to deficiency in services.

I have read and understood the Scope and General Terms & Conditions of Tender No.CPR/GH/1314/TRY01 dt 27.12.13 and confirm acceptance and full compliance with no deviations in Part-A:Technical Bid and Part-B:Price Bid of our offer.

SIGNATURE & SEAL OF THE TENDERER

(All 30 pages including Un-Priced Part-B pages to be signed and enclosed with Part-A:Technical Bid)

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- (b) For any deficiency in maintenance of guest houses, reduction of house-keeping materials, number of staff or quantity/quality/items of food, pro-rata deduction shall be effected in addition to levy of penalty as decided by BHEL.
- (c) For deficiency in providing the guest amenities, cost there on charges shall be recovered.
- (d) Periodical review of Complaints Book shall be done and if contract is found responsible for deficiency in services/behavior, suitable action shall be taken by the company and partial/full security deposit shall be forfeited.

I have read and understood the Scope and General Terms & Conditions of Tender No.CPR/GH/1314/TRY01 dt 27.12.13 and confirm acceptance and full compliance with no deviations in Part-A:Technical Bid and Part-B:Price Bid of our offer.

SIGNATURE & SEAL OF THE TENDERER

(All 30 pages including Un-Priced Part-B pages to be signed and enclosed with Part-A:Technical Bid)

Page 20 of 30



Bharat Heavy Electricals Limited, Tiruchirappalli 620014, Tamilnadu
(A Govt of India Undertaking)

Tender for Catering and House-Keeping services at BHEL Guest Houses At Tiruchirappalli

TENDER FOR TWO-YEAR RATE CONTRACT FOR
CATERING AND HOUSEKEEPING SERVICES AT
BHEL GUEST HOUSES (KAILAS HOUSE & ROCKFORT HOUSE)
LOCATED AT
BHEL, TIRUVERUMBUR, TIRUCHIRAPPALLI-620014

Tender No. CPR/GH/1314/TRY01 dated 27.12.2013

PART-A: TECHNICAL BID
(FOR KAILAS & ROCKFORT GUEST HOUSES AT TIRUCHIRAPPALLI)

IMPORTANT:

1. Please read Pages 1 to 20 '**Scope and General Terms & Conditions**' thoroughly before filling up this form and sign and affix your seal on all the above pages and submit them along with filled-in **Part-A:Technical Bid** and **Declaration** formats confirm that you have read, understood and accepted the above points.
2. Attach supporting documentary evidence wherever asked for.
3. Enclose the prescribed DD drawn in favour of '**BHEL, Tiruchirappalli**' or Cash Receipt from BHEL Cash Office towards Earnest Money Deposit (EMD).
4. Complete the attached format in all respects with signature and seal on each page.
5. Sealed cover superscribed on the envelope as given below:

TENDER REF.CPR/GH/1314/TRY01 DT 27.12.13
CATERING & HOUSE-KEEPING SERVICES AT BHEL GUEST HOUSES (KAILAS &
ROCKFORT) AT TIRUCHIRAPPALLI
PART-A:TECHNICAL BID & PART-B:PRICE BID

and should be received before the due date and time.

6. If space provided in the format is not sufficient, additional sheets may be attached.
7. Only those bidders deemed to have qualified in **Part-A:Technical Bid** will be considered for opening of **Part-B:Price Bid**.

I have read and understood the Scope and General Terms & Conditions of Tender No.CPR/GH/1314/TRY01 dt 27.12.13 and confirm acceptance and full compliance with no deviations in Part-A:Technical Bid and Part-B:Price Bid of our offer.

SIGNATURE & SEAL OF THE TENDERER

(All 30 pages including **Un-Priced Part-B** pages to be signed and enclosed with Part-A:Technical Bid)

Page 21 of 30



Bharat Heavy Electricals Limited, Tiruchirappalli 620014, Tamilnadu
(A Govt of India Undertaking)

Tender for Catering and House-Keeping services at BHEL Guest Houses At Tiruchirappalli

Tender No. CPR/GH/1314/TRY01 dated 27.12.2013

PART-A: TECHNICAL BID

(FOR KAILAS & ROCKFORT GUEST HOUSES AT TIRUCHIRAPPALLI)

- (A) Name & Address of the Tenderer with contact phone numbers
- (B) Whether Individual or Company or Partnership Firm?
- (C) Name & address of Directors and/or Partners (in case of Company or Partnership firm) or name & address of the Proprietor(s) in the case of sole proprietorship firm (documentary evidence to be enclosed).
- (D) Usual place of business:
- (E) Experience: Guest House general catering particulars to be given with reference. Documentary evidence to be enclosed. Quotation without documentary evidence for required experience shall be rejected. (Use separate sheets, if necessary)
- (F) No. of employees proposed to be employed in Kailas House and Rockfort House, with break-up for No.of Managers/Supervisors, Cooks/Asst Cooks, Caterers/House-Keepers/Helpers, etc.

I have read and understood the Scope and General Terms & Conditions of Tender No.CPR/GH/1314/TRY01 dt 27.12.13 and confirm acceptance and full compliance with no deviations in Part-A:Technical Bid and Part-B:Price Bid of our offer.

SIGNATURE & SEAL OF THE TENDERER

(All 30 pages including **Un-Priced Part-B** pages to be signed and enclosed with Part-A:Technical Bid)

Page 22 of 30



Tender No. CPR/GH/1314/TRY01 dated 27.12.2013

PART-A: TECHNICAL BID

(FOR KAILAS & ROCKFORT GUEST HOUSES AT TIRUCHIRAPPALLI)

(G) Total number of employees presently deployed by the tenderer in Guest House maintenance and catering contracts.

(H) Name of Bankers

(I) Provident Fund & ESI Code Nos.

(J) Whether the tenderer has been issued with a licence under the Contract Labour Regulation & Abolition Act? If so, furnish the details.

(K) Working capital of the contractor.

(L) Is the contractor an Income-Tax Assessee? If yes, acknowledgements of IT Returns filed for last 3 years to be enclosed.

(M) Have the accounts of the Firm / Company been audited for the previous year. If so, furnish a copy of audited accounts of the previous three years.

(N) Whether rates have been quoted for all items in **Part-B: Price Bid**.

I have read and understood the Scope and General Terms & Conditions of Tender No.CPR/GH/1314/TRY01 dt 27.12.13 and confirm acceptance and full compliance with no deviations in Part-A:Technical Bid and Part-B:Price Bid of our offer.

SIGNATURE & SEAL OF THE TENDERER

(All 30 pages including Un-Priced Part-B pages to be signed and enclosed with Part-A:Technical Bid)

Page 23 of 30



Bharat Heavy Electricals Limited, Tiruchirappalli 620014, Tamilnadu
(A Govt of India Undertaking)

Tender for Catering and House-Keeping services at BHEL Guest Houses At Tiruchirappalli

Tender No. CPR/GH/1314/TRY01 dated 27.12.2013

PART-A: TECHNICAL BID

(FOR KAILAS & ROCKFORT GUEST HOUSES AT TIRUCHIRAPPALLI)

(O) DD No., Date, Name of the Bank and amount towards Earnest Money Deposit.

(P) Any other information the tenderer may like to submit.

Signature
(Name & Address of the Tenderer
with Official Seal)

Place:

Date:

I have read and understood the Scope and General Terms & Conditions of Tender No.CPR/GH/1314/TRY01 dt 27.12.13 and confirm acceptance and full compliance with no deviations in Part-A:Technical Bid and Part-B:Price Bid of our offer.

SIGNATURE & SEAL OF THE TENDERER

(All 30 pages including **Un-Priced Part-B** pages to be signed and enclosed with Part-A:Technical Bid)

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Tender No. CPR/GH/1314/TRY01 dated 27.12.2013

PART-A: TECHNICAL BID

(FOR KAILAS & ROCKFORT GUEST HOUSES AT TIRUCHIRAPPALLI)

DECLARATION

Write 'YES' against each row confirming your acceptance of the following:		
1)	I understand that staff including supervisors deployed on BHEL premises are to be paid wages not less than the Minimum Wages notified by the Central Govt/State Govt from time to time (BHEL shall be considered as 'General Engineering & Fabrication Industry' category of employment for the purpose of calculation of TN Govt. Minimum Wages).	
2)	I understand that future revisions of wages made by the Central Govt/State Govt from time to time shall be borne by my Company in total and I also know that Price Variation Clause is not applicable. I undertake to pay the revised wages as applicable to my staff who are deployed on BHEL's premises	
3)	I understand that I currently have to pay an additional amount of Rs 2,000 to each unskilled contract worker, Rs 2,300 to each semi-skilled worker and Rs 2,500 to each skilled worker and supervisor per month as per BHEL rules and I undertake to pay the same to my staff who are deployed on BHEL's premises	
4)	I understand that I have to remit PF and ESI payments regularly and I undertake to remit the same every month and provide documentary proof to BHEL every month	
5)	I understand that I have to pay Bonus to my employees as per Payment of Bonus Act and undertake to pay the same to my employees	
6)	I understand that I have to arrange for uniforms, shoes, socks, caps, name tags, colour photo ID cards and other welfare measures to my staff deployed on BHEL premises	
7)	I understand the total scope, quantum and nature of work in these tender documents.	
8)	I hereby declare that I have not been banned and de-listed by any Government Department/Financial Institution/Court	

Place:
Date:

Signature
(Name & Address of Tenderer
with Official Seal)

I have read and understood the Scope and General Terms & Conditions of Tender No.CPR/GH/1314/TRY01 dt 27.12.13 and confirm acceptance and full compliance with no deviations in Part-A:Technical Bid and Part-B:Price Bid of our offer.

SIGNATURE & SEAL OF THE TENDERER

(All 30 pages including Un-Priced Part-B pages to be signed and enclosed with Part-A:Technical Bid)

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Tender No. CPR/GH/1314/TRY01 dated 27.12.2013

PART-B:PRICE BID

(FOR KAILAS & ROCKFORT GUEST HOUSES AT TIRUCHIRAPPALLI)

IMPORTANT

1. Please read carefully 'Scope and General Terms & Conditions' before filling up this form.
2. Complete the format in all respects with signature on each page.
3. The labour cost will include the wages payable to the employees by the Contractor including additional payments currently ranging from Rs 2,000/- to Rs 2,500/- as per BHEL rules and also statutory payments such as ESI, PF, Bonus, incidentals like cost of food supplied to the workmen, uniform and all other statutory and non statutory benefits to the persons employed by him.
4. The rate quoted for catering charges should be as per the menu. The rate for each unit of food item shall include material and fuel cost only. **It may be note that the labour cost for food preparation/serving shall be covered under fixed service charges.**
5. The offer should be valid for 90 days initially from the date of opening of the Price Bid. The rates of successful bidder should be valid for two years from the date of commencement of the contract.
6. Standard for preparation of items and standard weight for each item attached should be taken into consideration while quoting the rates.
7. Sealed cover containing **PART-B:PRICE BID** should be superscribed on the envelope as given below:

TENDER REF.CPR/GH/1314/TRY01 DT 27.12.13

CATERING & HOUSE-KEEPING SERVICES AT BHEL GUEST HOUSES (KAILAS & ROCKFORT) AT TIRUCHIRAPPALLI

PART-B:PRICE BID

and should be received before the due date and time.

8. If space provided in the format is not sufficient, please provide the information in a separate sheet.
9. **IMPORTANT:**
Un-priced copy of PART-B with only 'Quoted' or 'Not-Quoted' indicated in price columns should be enclosed along with PART-A:TECHNICAL BID.

I have read and understood the Scope and General Terms & Conditions of Tender No.CPR/GH/1314/TRY01 dt 27.12.13 and confirm acceptance and full compliance with no deviations in Part-A:Technical Bid and Part-B:Price Bid of our offer.

SIGNATURE & SEAL OF THE TENDERER

(All 30 pages including Un-Priced Part-B pages to be signed and enclosed with Part-A:Technical Bid)

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Bharat Heavy Electricals Limited, Tiruchirappalli 620014, Tamilnadu
(A Govt of India Undertaking)

Tender for Catering and House-Keeping services at BHEL Guest Houses At Tiruchirappalli

Tender No. CPR/GH/1314/TRY01 dated 27.12.2013

PART-B:PRICE BID

(FOR KAILAS & ROCKFORT GUEST HOUSES AT TIRUCHIRAPPALLI)

LOCATION AND DETAILS OF KAILAS GUEST HOUSE

Address & location : Kailas House
Kailasapuram Township
BHEL
Tiruchirappalli-620014
Tamilnadu

Contact Phone number : 0431-2553485

Number of rooms : 27 AC rooms
Ground floor: Single-9, Double-3, Triple-1
First floor: Single-10, Double-3, Triple-1

Total Number of beds : 37 beds
Dining halls : Two
Kitchen : One
Lounge : One

LOCATION AND DETAILS OF ROCKFORT GUEST HOUSE

Address & location : Rockfort House
Kamarajapuram Township
BHEL
Tiruchirappalli-620014
Tamilnadu

Contact Phone number : 0431-2520816

Number of rooms : 48 AC rooms
Ground floor: Single-6, Double-16, 4-bed-2
1st floor: Single-6, Double-16, 4-bedded-2

Total Number of beds : 92 beds
Dining halls : Two
Kitchens : One
Lounge : Two

Contractor is advised to visit of the above sites before quoting the tender.

I have read and understood the Scope and General Terms & Conditions of Tender No.CPR/GH/1314/TRY01 dt 27.12.13 and confirm acceptance and full compliance with no deviations in Part-A:Technical Bid and Part-B:Price Bid of our offer.

SIGNATURE & SEAL OF THE TENDERER

(All 30 pages including Un-Priced Part-B pages to be signed and enclosed with Part-A:Technical Bid)

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Tender No. CPR/GH/1314/TRY01 dated 27.12.2013

PART-B:PRICE BID

(FOR KAILAS & ROCKFORT GUEST HOUSES AT TIRUCHIRAPPALLI)

MINIMUM STAFF TO BE DEPLOYED AT KAILAS HOUSE

Sl.No	Designation	Min No. of staff proposed by BHEL	No. of staff proposed by Contractor
1	Manager/Supervisor	2	
2	Sr Cook/Asst Cooks	3	
3	Caterers/Housekeepers/Helpers	9	
	Total	14	

MINIMUM STAFF TO BE DEPLOYED AT ROCKFORT HOUSE

Sl.No	Designation	Minimum No. of staff estimated by BHEL	No. of staff proposed by Contractor
1	Manager/Supervisor	2	
2	Sr Cook/Asst Cooks	3	
3	Caterers/Housekeepers/Helpers	12	
	Total	17	

I have read and understood the Scope and General Terms & Conditions of Tender No.CPR/GH/1314/TRY01 dt 27.12.13 and confirm acceptance and full compliance with no deviations in Part-A:Technical Bid and Part-B:Price Bid of our offer.

SIGNATURE & SEAL OF THE TENDERER

(All 30 pages including Un-Priced Part-B pages to be signed and enclosed with Part-A:Technical Bid)



Tender No. CPR/GH/1314/TRY01 dated 27.12.2013

PART-B:PRICE BID

(FOR KAILAS & ROCKFORT GUEST HOUSES AT TIRUCHIRAPPALLI)

TOTAL SERVICE CHARGES FOR KAILAS & ROCKFORT HOUSES

Sl.No	Description	Rates (Rs)
1	Fixed service charges per month for providing manpower as specified on Page-28	
2	Housekeeping materials charges per month for cleaning the premises (break up details of material proposed to be used may be furnished)	
3	Cost of Guest amenities per month (1) tooth-brush (2) tooth-paste sachet (3) sample bathing soap (4) shampoo sachet (5) coconut oil sachet (6) pocket comb (7) talcum powder sachet of popular brands.	
4	Laundry services costs per month (for Guest House furnishings and linen)	
	TOTAL	

I have read and understood the Scope and General Terms & Conditions of Tender No.CPR/GH/1314/TRY01 dt 27.12.13 and confirm acceptance and full compliance with no deviations in Part-A:Technical Bid and Part-B:Price Bid of our offer.

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Tender No. CPR/GH/1314/TRY01 dated 27.12.2013

PART-B:PRICE BID

(FOR KAILAS & ROCKFORT GUEST HOUSES AT TIRUCHIRAPPALLI)

FOOD TARIFF COMMON FOR KAILAS & ROCKFORT HOUSES

No	Description of the Items	Qty (2 yrs) *	Unit	Rate (Rs)
1	Coffee/Tea/Milk (180 ml)	80,000	Per Cup	
2	Unlimited Breakfast Vegetarian (To be served AS BUFFET for 20 & above Nos at any meal): <ul style="list-style-type: none">• Idly / Rava Idly / Dosa / Rava Dosa / Masala Dosa / Onion Oothappam / Tomoto Oothappam / Poori with potato masala / Pongal, etc (Any two items with variety chutney & sambar)• Vadai with chutney & sambar• Coffee / Tea / Milk	30,000	Per Head for Unlimited Quantity	
3	Unlimited Veg Lunch/Supper (To be served AS BUFFET for 20 & above Nos at any meal) <ul style="list-style-type: none">• Soup with Bread slices and Butter, Chips• Chappathi with sabzi or poori with masala,• Variety rice - Vegetable fried rice/Pulav, etc (Any 2 items)• Deep fry poriyal, Koottu or Aviyal• Cutlet / Vadai / Bonda / Bajji / Pakoda, etc / plain or with sambar or curd• Plain rice with Sambar / Dal / Vattal / More kulambu• Rasam, Curd or Curd Bath• Appalam, Pickle• Sweet + Banana / Seasonal fruit	30,000	Per Head for Unlimited Quantity	
4	Continental Lunch/Supper <ul style="list-style-type: none">• Soup with Bread slices and butter• Fried Fish/Fish Cutlet with salad & Sauce (Neimeen Seela or Vanjaram or Parai 1 kg for 10 persons)• Chicken (1 chicken of 1.250 kg for 4 persons) OR Mutton (1 kg for 6 persons) with boiled vegetables.• Sweet / pastry / pudding + Coffee/Tea	4,000	Per Head	
5	Packed breakfast/tiffin: Idly (4 Nos) or Dosa/Uthappam (2 Nos), Vada (2 Nos, 25 gm each) with Chutney	10,000	Per Head	
6	Packed Lunch/Dinner: Chapathi/Roti/Phulka (2 Nos), Variety rice like Tomato/Tamarind/Lime rice (150 gm), Poriyal/Koottu (50 gm) and Curd Rice (150 gm) with pickle	10,000	Per Head	
7	Non-Veg Side Dish - Chicken 200 gm OR Mutton 125 gm OR Fish 150 gm (Neimeen or Seela or Vanjaram or Parai)	6,000	Per Head	
8	Fresh fruit juice (180 ml)	6,000	Per Glass	
9	Cornflakes with milk & sugar	6,000	Per Head	
10	2 slices Bread, Butter & Jam	6,000	Each	
11	2-egg Omelette/Scrambled, etc	6,000	Each	
12	Pot Coffee / Tea / Milk (2 cups)	6,000	Each	
13	Fruit Salad (50 gm)	6,000	Each	
14	Sweet (40 gms)	6,000	Each	
15	Vadai / Bonda /Snack (25 gms)	6,000	Per Head	

* **Important:** Qty indicated for broad guidance and tender evaluation only and should not be taken as commitment.

I have read and understood the Scope and General Terms & Conditions of Tender No.CPR/GH/1314/TRY01 dt 27.12.13 and confirm acceptance and full compliance with no deviations in Part-A:Technical Bid and Part-B:Price Bid of our offer.

SIGNATURE & SEAL OF THE TENDERER

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