



**BHARAT HEAVY ELECTRICALS LIMITED
TIRUCHIRAPALLI-620 014
HRM – CANTEENS**

TITLE Outsourcing Supply of Lunch to BHEL's Special Dining Hall (Malligai)	Phone: +91 431 2577064/2577067 Fax : +91 431 252 00 76 Email : kveni@bheltry.co.in & navanee@bheltry.co.in
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	Reference Number: Enquiry:BHEL:HRM:CANT :OS-SDH:2012-14	Enquiry Date: 20/11/2012	Due date for submission of quotation: 11/12/2012
You are requested to quote the Enquiry number and due date in all your correspondences..			

BHEL/TRICHY is inviting offers for supply of Lunch to its Special Dining Hall (Malligai). Terms and conditions have been furnished in the Tender. Capable and reputed vendors can submit their offers.

BHEL commercial terms & conditions with Price Bid formats and all annexure can be downloaded from BHEL web site http://www.bhel.com or from the Government tender website http://tenders.gov.in (public sector units) Bharat Heavy Electricals Limited) under enquiry reference "BHEL:HRM:CANT:OS-SDH:2012-14"	
Tenders should reach us before 14:00 hours on the due date Technical bid will be opened at 14:30 hours on the due date Tenders would be opened in presence of the tenderers who have submitted their offers and who may like to be present.	Yours faithfully, For Bharath Heavy Electricals Limited DY.GEN.MANAGER / HR (W&C) SECRETARY/ HR - CANTEENS CANTEEN MANAGING COMMITTEE 24 Bldg., BHEL, Tiruchirapalli-620014 Ph: 0431- 2577064/2577067, Fax: 0431- 2520076 Email: kveni@bheltry.co.in

Bharat Heavy Electricals Limited

(A Govt. of India Undertaking)

High Pressure Boiler Plant, Tiruchirappalli 620 014, India

HRM – CANTEENS

FAX : 91 - (0431) – 2520076

Phone : 2577650/2577064 / 2577067



AN ISO 9001 COMPANY

NO.BHE:HRM:CANT:OS-SDH:2012-14

Dt. 20/11/2012

Sub: Tender for Outsourcing 24 Canteen Special Dining Hall for the supply of Lunch / Special Lunch for a period of two years from the date of commencement – Reg.

We are pleased to attach the detailed Tender documents (Tender No: BHEL:HRM:SDH:OS:2012-14 dated 20/11/2012) for Supply of Lunch/Special Lunch in our 24 Canteen (Malligai) Special Dining Hall of BHEL Tiruchirappalli – 620 014 for a period of two years from the date of commencement of supply.

You are requested to go through the Tender documents carefully and thoroughly.

- The duly filled in Pre-qualification Bid with DD for EMD should be kept in a cover neatly wax sealed with suitable superscription on the top of wax sealed Covers as “**Pre Qualification Bid- EMD Enclosed**”.
- The Rate Bid should be kept in a separate cover neatly wax sealed with suitable superscription on the top of wax sealed Cover as “**Rate Bid**”.
- Both the above sealed envelopes shall be placed in another common Cover and wax sealed with superscription “**Quotation for Supply of Lunch to (Malligai) Special Dining Hall**” and sent by **register post / Speed Post / Courier / In person**, so as to reach DGM (HR-W&C), 24 Building, HRM Department, BHEL, Trichy – 620 014 **ON OR BEFORE 11/12/2012 at 2.00 PM (14-00 HRS)** along with the required enclosures. **Offers without EMD will be rejected.**

Kindly go through the menu details and other conditions carefully before submitting your competitive offer.

A Pre-bid Meeting will be held on **01/12/2012 at 14.00 hrs.** in the HRM Conference Hall, Ground floor, 24 Bldg., BHEL, Tiruchy-14.

The pre-qualification bid will be opened on **11/12/2012 at 15-30 Hrs.** in the presence of all tenderers who have responded to this tender and opt to witness. The date and time for Rate Bid opening of those who are successful in the Technical Bid will be intimated separately.

Thanking you,

Yours faithfully,
for Bharat Heavy Electricals Ltd.,

DGM (HR- W&C)
Phone : 2577067 / 2577064

Encl: Tender Document (consists of 10 pages)

Annexure-A

**BHARAT HEAVY ELECTRICALS LIMITED
TIRUCHIRAPPALLI – 14
HRM – BHEL CANTEENS**

NO.BHE:HRM:CANT:OS-SDH:2012-14

Dt. 20/11/2012

TENDER DOCUMENTS

I. DESCRIPTION OF WORK

Supply of Lunch for BHEL's Special Dining Hall (Malligai) and supply of Special Lunch on specific occasions by preparing in the kitchen allotted by BHEL and supplying in requisite dining halls.

II. SCOPE OF WORK

The Lunch / Special Lunch according to the menu table given below will have to be prepared in the kitchen allotted by BHEL and served in hot condition in the Special Dining Hall of 24 Canteen. The cooked food must be transported to BHEL 24 Canteen Special Dining Hall at the Contractor's cost and served to BHEL Employees, Customers and Guests at Dining Hall premises at 11-50 AM by the Contractor's employees. A minimum group of eight persons along with a Supervisor-in-charge are required in total to do the serving of lunch / Special Lunch to be served at 24 Canteen Special Dining Hall. The lunch /Special Lunch will be arranged for proper service to the users on Buffet by the Contractor as per the below mentioned Menu and quantity based on the Nos. ordered by BHEL on a day to day basis. All items will be served on the basis of Swiping by the Employees OR by obtaining necessary value of coupons (Rs.10/-) OR Pay Orders/Letters issued by the Departmental Head OR any other method authorized by BHEL from time to time with the approval of 24 canteen head or Secretary/Canteen.

**Menu (I) To be supplied at Malligai Hall on daily basis
(300 TO 400 PLATES PER DAY)**

DAY	LUNCH
MONDAY	2 Wheat Chapattis, Dhal, White rice, Drumstick sambar, Rasam, Curd, Ladies finger porial, Papad, Pickles, Vegetable salad
TUESDAY	2 Wheat Chapattis, Kurma, Tamarind rice, Curd rice, Dhal Thuvaiyal, Potato kara poriyal, Papad, Pickles, Vegetable salad
WEDNESDAY	2 Wheat Pooris, Potato masal, Tomato rice, Curd rice, Brinjal & Ground nut kootu, Mint chutney, Papad, Pickles, Vegetable salad
THURSDAY	2 Wheat Chapattis, Channa Masala, Curry leave rice, Curd rice, Beans/carrot poriyal, Papad, Pickles, Vegetable salad
FRIDAY	2 Parottas, Kurma, Lemon rice, Curd rice, Avarai poriyal, Papad, Pickles, Vegetable salad
SATURDAY	2 Wheat Chapatti, Multi Veg.curry (Potato, Cauliflower, Onion, carrot, capcicum, tomato and onion fried with North Indian masala base), Veg.Briyani, Curd rice, Onion raitha ,Papad & Pickles,

**(MENU – II FOR SPECIAL LUNCH WHENEVER REQUIRED ON REQUEST
FROM 20 TO 200 PLATES TO BE SERVED AT THE REQUIRED DINING HALL OF BHEL**

1. Vegetable Soup.
2. Sweet (minimum of 40 gms)
3. Chappathis with Kuruma OR Poories with masala OR Parota with Kuruma
4. Variety rice (Curry leaves/Pepper /Coriander leaves/tomato/veg. pulav, etc.)
5. Plain ponni^{1st} sort Rice –old and fine variety.
6. Sambar OR More Kulambu OR Vathal Kulambu
7. Rasam (Different varieties of rasam)
8. Kootu/Poriyal
9. Curd (Not sour or watery or of buttermilk)
10. Big size Appalam OR Chips OR Vadagam
11. Quality Pickle
12. Vegetable Salad neatly sliced and arranged with Pepper Powder
13. Banana (any one Rasthali / Karpooravalli / Green)
14. Beeda (Ordinary)
15. Ice Cream (Good quality like Arun/Amul/Kwality)
16. Sweet Sombu

Conditions to be met with respect to quality of food items:-

- Old fine variety Ponni rice should be used.
- Chapatti (Size 160 mm dia & 50 gms weight) should be prepared in your kitchen. Should not be ready made or bought out. Branded wheat flours (Pillsburry or Asirvad alone should be used-Maida flour should not be used or mixed even for spreading).
- Pooiri (size 120 mm dia & 30 gms. weight). Should not be ready made or bought out. Branded wheat flours (Pillsburry or Asirvad alone should be used-Maida flour should not be used or mixed even for spreading).
- Buffet system - no restriction on any food item including chappathis/poories/parota.
- Only Branded Sunflower oil should be used for cooking purpose
- Ajinomooto, palm oil and coloring agents should not be used
- Menu items should be available up to 12.50 hours.

III. GENERAL TERMS AND CONDITIONS

(a) **FACILITIES TO BE PROVIDED BY BHEL:-**

Free of rent building for service (Dining Hall), Furniture (Dining Tables & Chairs), Fixtures, Electricity. BHEL Quarters will be allotted for kitchen purpose, for a monthly rent of around Rs.3000/-. Electricity and water charges will be payable by the contractor.

(b) **FACILITIES TO BE PROVIDED BY THE CONTRACTOR:-**

The rate quoted should be all inclusive i.e., Cooking Equipments, Serving Vessels including Bain Marie with hot arrangements, Utensils, Khatories, Plates, Tumblers, Table / Tea Spoons, Water Jugs, Cutleries, chef-in dishes/hot ranges, cost of raw materials, Labour charges for Cooking at the Contractors own arrangement, Transportation to BHEL dining halls , arranging & serving charges through Buffet, Washing Charges of all Vessels used for service, Cleaning of Tables and Dining Halls with good quality cleaning materials, overhead expenses, other administrative cost, cleaning materials to wash vessels, etc.

- (c) Our Lunch time at present is from 11.50 Hrs. to 12.50 Hrs. and the Special Lunch timing if needed at present is from 1-00 PM to 2 PM. This may be changed at our discretion. The lunch will have to be served at 24 Canteen Special Dining Hall or wherever required within our complex.
- (d) In case of special lunch for special occasions, the requirement will be intimated one day in advance and the same will be maintained. Regarding supplying of food on every working day, the requirement will vary from 300 to 400. The contractor has to watch the trend and bring accordingly.
- (e) The food items are subject to test check at our discretion both at Supplier's and at BHEL premises by BHEL authorized canteen Supervisor-in-charge.
- (f) In case of shortage / non-supply of food items in time or if the food items supplied are not of expected quality, the total charges on account of alternative arrangements made by us to supply lunch to our employees, shall be deducted from the Contractor's running bill. The total food items for serving the Lunch / Special Lunch should reach our Dining Halls at 11.15 AM sharp without fail and must be neatly arranged and kept ready for Buffet service at the counter/Tables. Timely service of Lunch is very important and the Contractor shall ensure fresh and Hot Lunch served to all users within the stipulated Lunch Timings by all means.
- (g) The Dining Hall wise bills for every month shall be prepared by the Contractor on the basis of the quantity supplied based on daily swiping by the employees, obtaining necessary value of coupons, Pay Orders / Letters issued for availing lunch and any other method authorized by BHEL from time to time. A separate Dining Hall wise register should be maintained by him for this purpose. The number of consumed lunches will be taken for payment. All consumers should have been served with all items as per menu daily for effecting payment as per the numbers claimed. The leftover food and the Plate wastes after cleaning of Vessels should be taken back by the Contractor.
- (h) Dining Hall wise consolidated statements and Bills shall be preferred by the Contractor on the last date of the month and submitted by 1st of every succeeding month to the Canteen Heads for Certification and arrangements will be done by the Canteen Accounts Section for the payment by crossed cheque and sent to the Caterer within 45 days from the date of receipt of the bill.
- (i) The contract rate per meal will be constant during the contract period of **Two Years**. No rate increase shall be accepted by BHEL whatsoever be the reasons. The quoted rate must be inclusive of all expenditures and all taxes including VAT etc. The service tax should be paid in time and claimed in the running bills as per prevailing legal provisions.
- (j) The Lunch supplied must be of good and acceptable quality. The menu given in the order must be diligently followed and if any changes are to be effected it should have BHEL approval.
- (k) To justify that the Contractor has adequate experience in meeting the requirements of BHEL, the Contractor has to provide the list of customers / Industries / Institutions to which the Contractor is rendering such services so far.
- (l) If necessary, the Contractor may visit BHEL Dining Halls with prior notice and seek clarification, if any, before offering the most Competitive rate for Quality food and hygienic service. The Contractor can visit the dining hall on any working day between 12.00 and 13.00 hours and see the present system before submission of tender

(m) The L1 bidder will be decided based on the following:-

Cost of 10000 normal lunch (Menu under clause II-a) + 150 Special Lunch (Menu under Clause II-b).

The following are the Essential Criteria to be possessed by the contractor for executing this job:-

- (1) The Contractor Should have a minimum turnover of Rs.100 Lakhs (One hundred Lakhs only) per year at least in any one of the last three years. (Balance sheet to be produced at proof).
- (2) He should have executed (or) should be executing the food supply services contract at least to one industry or institution, in the last three years.
- (3) The total number of meals supplied in a day to industry/institution should be not less than 500.

In the absence of fulfilling the above criteria, the offer of the contractor will not be considered.

III CONTRACT PERIOD

The contract period is for Two years. Further extension of Contract period shall be mutually agreed. However, the contract may be terminated due to violations or non-performance of the Contract conditions by giving **one month's notice**, by BHEL, HRM Canteens. If the contractor terminates from his end, he should also give a minimum **of one month's** notice in advance.

IV. EMD

The EMD for the said work is **Rs. 2,00,000/-** (Rupees Two Lakhs only) and it should be furnished in the form of **DD in favour of BHEL/Trichy-620 014**. One time EMD is also acceptable subject to certification of validity by Finance and approval by AGM/HRM. **Offers without EMD will be rejected.**

EMD by the Tenderer will be forfeited if:

- i. After opening the tender, the tenderer revokes his tender within the validity period or increases his earlier quoted rates.
- ii. The tenderer does not commence the work within the period as per LOI / Contract.

EMD given by all unsuccessful tenderers shall be refunded normally within fifteen days of acceptance of award of work by the successful tenderer.

EMD shall not carry any interest.

V. SECURITY DEPOSIT

Security deposit equivalent to 10% of the contract value will have to be paid before the commencement of work. Security Deposit can be paid only in the form of DD drawn in favour of BHEL, Tiruchy or in the form of Bank Guarantee of a Scheduled Bank. The refund of Security deposit will be made at the end of contract after deduction of recoveries, if any, and on submission of no due certificate by the contractor with certification from the BHEL authority concerned under the following conditions as detailed below:-

- (a) On successful and satisfactory completion of the contract.
- (b) If the contract is terminated by BHEL due to deficiency of service, after deducting the penal charges as decided by BHEL from the Security Deposit, the balance amount will be paid.
- (c) Security Deposit is not refundable if the contract is terminated by the contractor by giving notice before the stipulated period.

VI. INSURANCE & TAXES

BHEL will not be liable for any Medical attendance, injury / loss of life of the persons engaged by the contractor in the preparation, transportation of the food items to BHEL Dining Halls and service in BHEL Dining Halls as per the contract. A suitable insurance coverage for them will be arranged by the Contractor at contractor's cost.

As per Income Tax Act – Sec.194 C, while making payment to the caterers, the tax will be deducted at source from all the Bills from the inception of the date of Contract and to the end period of Contract.

Service Tax should be remitted by the contractor each month at applicable rates from time to time as per provisions of Act and proof to be produced with the bill for claiming. Only on payment of service tax at the prevailing and applicable rates and payment of rent for the kitchen, the bills will be passed for payment. The contractor should have valid TIN no. and PAN no. of Income Tax and the same should be printed on their Letterhead while submitting quotation.

VII. EMPLOYEES

- (a) The caterer shall engage sufficient number of competent employees for running the Dining Hall services. Expenses on account of payment of salary / wages / provisions of food stuffs / food for the Contractor employees / Uniform / Personal Protective Equipments, apron, cap, sandak chappal and other benefits including statutory payments like PF, ESI, Holiday wages, Gratuity, Bonus, etc., to the employees engaged by the Contractor shall be borne by the caterers. The caterer shall have full control over his employees including the right to appoint, determine service conditions, discharge, dismiss, or otherwise terminate their services at any time. The caterer shall be solely responsible for any claim arising out of employment or termination of employment of his employees and for statutory payments.
- (b) The caterer shall employ such personnel who are medically fit and above the age of 18 only. The company has right to direct the caterer to remove from the premises such of his personnel who may be physically, hygienically, clinically or medically unfit.
- (c) The caterer shall comply with the provisions of the Factories Act 1948, Contract labour (Regulation and Abolition) Act 1970, ESI Act 1948, Workmen Compensation Act 1923, Employees Provident Fund and Miscellaneous Act 1952, Minimum Wages Act 1948, Payment of Wages Act 1936, Payment of Bonus Act 1965, Payment of Gratuity Act 1972, Tamil Nadu Catering Establishment Act, Tamil Nadu Industrial Establishment, (National & Festival Holidays) Act 1958 and the Rules framed there under or any other Laws and Rules as may be applicable that from time to time to the workers engaged by him. The caterer when required by the Company shall produce the registers and records for verification and comply with other directions issued by the company for compliance of the statutory provisions.

VIII UNIFORMS

The contractor shall ensure that his workers including the supervisor wear uniform (white colour coat, cap), gloves and identity card issued by him always while entering the dining hall. The contractor shall ensure that such uniform or identity card should not have any resemblance to BHEL's brand name or its logo or trade mark, etc and the uniform and identity card provided by the contractor shall clearly establish that the labourers are employed by the contractor.

IX.ARBITRATION:

Disputes or differences arising from this Tender or in any manner connected therewith shall be subject to the following disputes resolution mechanism:

- i) Any dispute shall initially be referred to the designated Senior Management of the parties for amicable settlement. Parties shall nominate two persons each from their senior management within 10 days of a dispute arising.
- ii) If no amicable settlement is arrived at within 30 days, then any party may refer the dispute to sole arbitrator to be nominated by the GM-HR, BHEL, Trichy. The place of arbitration shall be at Trichy. All arbitration proceedings shall be conducted in English in accordance with the provisions of the Arbitration and Conciliation Act, 1996.
- iii) The arbitration award shall be final and binding upon the parties and each party will bear its own costs of arbitration and equally share the fees of the arbitral tribunal.
- iv) All disputes shall be subject to the exclusive jurisdiction of courts at Tiruchy

The last date for submission of Quotation is 14.00 Hrs. on 11/12/2012.

Technical Bid will be opened on 11/12/2012 at 15.30 hrs.

Date and Time for Rate Bid Opening will be informed. (Intimation will be given to the tenderers, whose technical bid is accepted).

for Bharat Heavy Electricals Ltd.,

DGM (HR –W&C)
HRM, 24 BLDG., BHEL, TRICHY – 620 014
(Phone Nos. 2577064 and 2577067)

RATE BID FORMAT

NO.BHE:HRM:CANT:OS-SDH:2012-14

Dt. 20/11/2012

We accept all the general terms and conditions as listed above in the Tender Documents dated 20/11/2012 and there is no deviation in the tender clauses. We are aware that no Price Variation Clause is applicable till the end of contract period. We also assure that we will commence the Lunch/Special lunch services in the 24 Special Dining Hall on the date decided by BHEL.

We will use the kitchen allotted by BHEL for the said cooking services.

Our single rate per plate inclusive of all charges and Taxes **for Lunch (MENU– I)** as per the Menu table provided will be **Rs. (in figures)** ----- and **(in words)** Rupees -----
----- which includes all applicable taxes including VAT.

Our single rate per plate inclusive of all charges and Taxes **for Special Lunch (MENU – II)** as per the Menu table provided will be **Rs.(in figures)** ----- and **(in words)** Rupees -----
----- which includes all applicable taxes including VAT.

Service Tax when payable will be paid without fail as per Legal Provisions and claimed from BHEL.

Signature of the Contractor with Date and Seal

Note:

- To be sent in a wax sealed cover by Speed post / Courier / Registered post well in advance
- Please indicate on the envelop as **“Quotation for Supply of Lunch to Malligai) Special Dining Hall”**

ANNEXURE-C

BHEL : HRM: CANTEENS:TRICHY –14

**AGENCY DETAILS FORMAT FOR OUTSOURCING THE MEALS SUPPLY SERVICES
TO SPECIAL DINING HALL (MALLIGAI)**

NAME OF CATERING AGENCY. IT PAN NO. P.F. CODE NO. ESI CODE NO. CST NO. TIN. NO. SERVICE TAX REGISTRATION NO.		
SL.NO.	CRITERIA	Data of the caterer to be furnished.
1	Ownership Details: Single Owner Partnership Ltd. Company (Certificate to be attached)	
2	Head Office Name & address	
3	Name and Address of Branch Office if any	
4	Communication facility like: Fax No. E-mail ID Telephone No. Mobile Phone No.	
5	Total years of Experience in undertaking the catering services (Pl.attach proof)	
6	Sales Turnover for the past three years (in rupees, for each year separately-copy of Balance Sheet to be attached)	2009-10 – Rs. 2010-11 – Rs. 2011-12 –Rs.
7	Catering capacity for preparing food in various locations put together. No. of Breakfast per day. No. of Lunch per day. No. of Dinner per day	

SL.NO	CRITERIA	Data of the Caterer to be furnished
8	Details of Industrial Canteens Catering Industries to which the food supply services have been rendered for the past 5 years - with address and Phone Nos. and Menu details. (Enclose copies of the work order without fail)	
9	Name of Educational Institutions where the catering services are being operated for the past 5 years with address and Phone Nos. and Menu details. (Enclose copies of the work order without fail)	
10	No. of Employees being engaged by your organization with details of their professional qualifications, if any. <div style="text-align: right;"> Manager Cook Bearers Other personnel </div>	
11	Details of Vehicles engaged by the contractor for Transportation of food	
12	Brand Name of raw materials used in food preparation. Brand name of Rice used Brand name of Edible Oil used Brand name of Dhalls & Pulses Place of Vegetables Purchased	
13	Fuel used for Cooking in the Kitchen	
14	Name of other equipments used like: <div style="text-align: right;"> Bainmarie, Salamander, Chef-in-dish and Micro oven etc </div>	

Sl.No.	Criteria	Data of the Agency to be furnished
15	Hygienic Status: Name of the Pest Control used Other measures taken to maintain the upkeep of kitchen/ surroundings. (HSE/OHSAS Audit report if any – copies to be attached)	
16	Implementation of Corporate HRD & Quality measures in catering if any (certificate to be enclosed)	
17	I.T. SARAL form copy.	
18	DD for EMD (Enclosed/Not enclosed)	
19	DD Value, No and date	

SIGNATURE OF THE AGENCY
(NAME & ADDRESS WITH SEAL)

Place:
Date: