



**BHARAT HEAVY ELECTRICALS LIMITED**  
HIGH PRESSURE BOILER PLANT,  
TIRUCHIRAPALLI – 620 014  
**WORKS CONTRACTS MANAGEMENT**

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REF: BHE: WCM: C&PR: KL & RF

Date: 30.11.2015

**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses**

Name of work	<b>Catering and house-keeping services</b> including front office, catering, house-keeping, maintenance and room services for <b>two BHEL Guest Houses (Kailas House and Rockfort House)</b> located in the company's Kailasapuram and Kamarajapuram townships, respectively, at Tiruchirappalli-620014, Tamilnadu.
Earnest Money Deposit (EMD)	<b>Rs 2,00,000/-</b>
Mode of EMD submission	Demand Draft in favour of ' <b>BHEL Tiruchirappalli</b> ' payable at Tiruchirappalli
Contract Period	<b>24 months</b> commencing <b>01.02.2016</b>
Tender document/processing fee	Nil
Date and time of Pre-Bid Meeting at BHEL, Tiruchirappalli	<b>10.12.2015, 13:30 hrs</b>
Address for submission of tenders	<b>Works Contract Management, First Floor, Bldg. 53, BHEL, Tiruchirappalli-620014 (TN)</b>
Last date and time for receipt of bids at the above address	<b>23.12.2015, 14:00 hrs</b>
Date and time of opening of <b>Part-I: Technical Bid</b>	<b>23.12.2015, 14:30 hrs</b>
Date and time of opening of <b>Part-II: Price Bid</b>	All Technically qualified vendors will be informed
Contact for potential bidders interested in attending pre-bid meeting	Guest Houses & Transit Flats Section, C&PR Dept, Ground Floor, Bldg-24, BHEL, Tiruchirappalli-620014 (TN) Ph: 0431-2577610, 2577782; eMail: gh@bheltry.co.in

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**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses****ELIGIBILITY, SCOPE AND GENERAL TERMS & CONDITIONS****1. GENERAL INFORMATION:**

- 1.1. 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 Tiruchirappalli-620014.
- 1.2. Sealed tenders with proper personal identification mark, in two parts (**Part-I:Technical Bid** - Unpriced and **Part-II:Price Bid** - Priced) are invited from eligible Tenderers, on behalf of BHEL Tiruchirappalli for '**Providing full-time Catering & Housekeeping Services at two Guest Houses (Kailash House and Rockfort House) located at BHEL's Kailasapuram and Kamarajapuram townships respectively at Tiruchirappalli-620014, Tamilnadu**' for a period of two years from the date of commencement of contract.
- 1.3. The duration of the contract is for a period of 2 years from the date of commencement of work after award of work. Initially contract may be awarded for three months which may be extended on the basis of services to the satisfaction of the Competent Authority of BHEL Tiruchirappalli, for a further period of 21 months on the initially awarded rates and terms and conditions.
- 1.4. Intending bidders must read all pages of this document carefully and note the specifications and requirements.
- 1.5. Corrigenda, if any, will be posted against the same NIT number on the BHEL Tenders and Govt Tenders websites and not in any other form. Hence bidders are required to visit the above websites on a daily basis for any updates till award of work.

**2. DURATION OF THE CONTRACT:**

- 2.1. 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 period of two years.
- 2.2. Contract will be awarded to the successful bidder, initially for a period of three months, which will be extended for a further period of 21 months at the same rates and terms & conditions, only if the services provided by the successful Tenderer are found to be satisfactory and fully compliant with the Scope and Terms & Conditions of the tender.
- 2.3. 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.
- 2.4. Either party shall be at liberty to terminate the agreement by giving three clear calendar months notice in writing.

**3. PRE-BID MEETING:**

- 3.1. A pre-bid meeting will be held on December 10, 2015 (13.30 HRS) at BHEL Tiruchirappalli-620014.
- 3.2. The purpose of the pre-bid meeting will be to clarify any doubts of potential bidders with regard to contents of this tender document.
- 3.3. Clarifications provided at the pre-bid meeting will also be uploaded if required as corrigendum to the NIT on the BHEL and Govt Tenders website for the benefit of bidders who did not attend the meeting.

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**I/We have read this tender document including Eligibility, Scope and General Terms & Conditions of this tender and understand that submission of my/our bid confirms that I/we accept the same with no deviations in Part I:Technical Bid and Part-II:Price Bid of our offer.**

**SIGNATURE & SEAL OF TENDERER**

(All pages including **Part-II:Price Bid** (Unpriced) to be signed and enclosed in **Part-I:Technical Bid**)

**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses****4. SUBMISSION OF BID:**

- 4.1. Tender should be submitted as a two-part bid consisting of **Part-I:Technical Bid** (Unpriced) and **Part-II:Price Bid**.
- 4.2. **Part-I:Technical Bid** should be sealed in a separate cover superscribed '**Part-I:Technical Bid for Catering & Housekeeping Services at BHEL Guest Houses (Kailas & Rockfort) at Tiruchirappalli**' containing the following:
  - 4.2.1. All pages of this document including 'Eligibility, Scope and General Terms & Conditions' duly filled in wherever specified and signed by the bidder on all pages thereby confirming acceptance of the scope of work and terms & conditions thereof, failing which, tender will be rejected as non-responsive.
  - 4.2.2. Prescribed DD towards EMD in a separate cover.
  - 4.2.3. Un-priced copy of **Part-II:Price Bid** proforma with only 'Quoted' or 'Not Quoted' written against each item in the 'Price/Rate' column.
- 4.3. **Part-II:Price Bid** should be filled in the enclosed Proforma, duly signed by the tenderer on all the pages and sealed in a separate cover superscribed '**Part-II:Price Bid for Catering & Housekeeping Services at BHEL Guest Houses (Kailas & Rockfort) at Tiruchirappalli**'.
  - 4.3.1. Price Bid will be opened only of those tenderers who qualify in the Technical Bid.
  - 4.3.2. Price Bid should not contain any conditions or commercial terms. Price/rate only should be quoted legibly in numbers and letters in the format provided.
  - 4.3.3. Applicable Service Tax at the prevailing rates will be payable by BHEL provided the Contractor shows the Service Tax part separately in monthly bills and also provides Service Tax Registration details and proof of remittance of Service Tax to the Govt.
- 4.4. The three separate sealed covers containing **Part-I:Technical Bid** in Cover No.1, **Part-II:Price Bid** in Cover No.2 and **EMD** in Cover No.3 should be sealed in a single outer cover superscribed '**Tender for Catering & Housekeeping Services at BHEL Guest Houses (Kailas & Rockfort) at Tiruchirappalli (Part-I, Part-II & EMD)**', addressed to Works Contract Management, First Floor, Bldg-53, BHEL, Tiruchirappalli-620014 (TN) and sent so as to reach the above address before the due date and time.
- 4.5. BHEL shall not be responsible if the Tenders are delivered elsewhere or are not delivered on time due to postal or any other delays.
- 4.6. Technical Bid and Price Bid should be filled in all respects without any correction, erasure or over-writing which will render the bid invalid.
- 4.7. Name & address of the tenderer should be written on each of the sealed envelopes containing **Part-I:Technical Bid** and **Part-II:Price Bid** and **EMD** cover respectively and also on the outer sealed cover containing both parts and EMD
- 4.8. **EMD** and **Part-I:Technical Bid** will be opened at the tender opening date and time specified in the NIT in the presence of tenderers or tenderers' representatives who are present for the tender opening.
- 4.9. Date and time of opening of Price Bids will be intimated subsequently to bidders who are found to be qualified in the Technical Bid.

**5. IMPORTANT POINTS TO BE NOTED FOR PRICE BID:**

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I/We have read this tender document including Eligibility, Scope and General Terms & Conditions of this tender and understand that submission of my/our bid confirms that I/we accept the same with no deviations in Part I:Technical Bid and Part-II:Price Bid of our offer.

**SIGNATURE & SEAL OF TENDERER**

(All pages including **Part-II:Price Bid** (Unpriced) to be signed and enclosed in **Part-I:Technical Bid**)

**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses**

- 5.1. Contractor shall ensure that his employees are paid wages including DA in compliance with Central/State Govt Minimum Wages Act as applicable and all applicable statutory payments such as PF, ESI, Bonus, etc.
- 5.2. In addition to the minimum wages and statutory payments as above, as per BHEL policy, contractor is required to pay his employees who are posted in BHEL premises an additional amount as indicated below:
  - 5.2.1. Rs 3,200/- per month for unskilled staff
  - 5.2.2. Rs 3,700/- per month for semi-skilled staff
  - 5.2.3. Rs 4,100/- per month for skilled/supervisory/managerial staff
- 5.3. Manpower cost quoted by the bidder in the Price Bid should include the above in addition to incidentals like uniforms specified by BHEL for contractor's staff, cost of food, medical care, insurance and all other statutory and non-statutory benefits provided by the contractor to his employees. Cost of providing substitutes / replacements in each category for statutory weekly offs, public holidays, sick leave etc should also be included in the above since minimum manpower as specified by BHEL should be available for each 24 hour period covering all day and night shifts 365 days a year **failing which pro-rata deduction will be made in addition to penalty on per day basis** as specified in this document.
- 5.4. Tenderers are required to submit their quotation for all the items listed in the Price Bid proforma and price/rate for any item left blank will be taken as Rs 0.
- 5.5. Unit rate quoted for each food item on the menu shall include raw material and fuel costs only. Labour cost for food preparation is to be covered under rate quoted towards fixed service charges for providing manpower.
- 5.6. 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.

**6. PRECAUTIONS TO BE TAKEN WHILE FILLING THE TENDER:**

- 6.1. Tenderers while filling the tender should take care of the following:
- 6.2. Before tendering, tenderers may visit the site(s) where intended services are to be provided and satisfy themselves as to the conditions prevalent at the site. No claim on this account shall be entertained by BHEL under any circumstances subsequently.
- 6.3. **Part-I:Technical Bid** (Unpriced) must contain all essential supporting documents, failing which the tender will be deemed as non-responsive and disqualified from the bidding process.
- 6.4. Rates should be quoted in **Part-II:Price Bid** both in words and figures. Rates should be inclusive of all applicable statutory levies / taxes excluding Service Tax as per the Price Bid proforma. BHEL holds no liability to increase the rates after their acceptance due to any reason whatsoever.
- 6.5. Tenderer signing the tender should clearly specify whether he is signing as sole proprietor, partner, under power of attorney or as representative of the bidder. Document authorising the signatory to sign the tender on behalf of bidder should be attached with the tender.
- 6.6. All overwritings / corrections should be duly signed by the tenderer.
- 6.7. Only one bid may be submitted per bidder per NIT. Hence each bidder shall submit only one tender either as sole proprietor, partner, under power of attorney or as Director/Manager/ Secretary etc for each NIT. If a bidder is found to have participated in more than one bid for the same NIT, both bids are liable to be rejected.

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**I/We have read this tender document including Eligibility, Scope and General Terms & Conditions of this tender and understand that submission of my/our bid confirms that I/we accept the same with no deviations in Part I:Technical Bid and Part-II:Price Bid of our offer.**

**SIGNATURE & SEAL OF TENDERER**

(All pages including **Part-II:Price Bid** (Unpriced) to be signed and enclosed in **Part-I:Technical Bid**)

**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses**

- 6.8. Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will be an offence under Laws of Land. Such action will result in the rejection of bid, in addition to other punitive measures.

**7. LATE & DELAYED TENDERS:**

- 7.1. Bids must be received by BHEL the specified address not later than the date and time stipulated in the NIT. BHEL may, at its discretion, extend the deadline for submission of bids in which case all rights and obligations of BHEL and the Bidder will remain the same.
- 7.2. Any bid received by BHEL after the deadline for submission of bids, as stipulated above, will not be considered

**8. PRE-QUALIFICATION/TECHNICAL ELIGIBILITY CRITERIA:**

- 8.1. Bidder should have a valid licence / registration to run catering and housekeeping services. Any other licence, if required from local authorities/bodies should be obtained by the bidder at his own cost.
- 8.2. 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.
- 8.3. Bidder should have minimum 3 years' experience in providing Catering and House-Keeping services (**both services at the same location during the same period**) at Guest Houses or Hostels or Transit Flats of PSU / Govt companies or professionally managed Private Sector organizations for which documentary proof (LOI, PO, etc) should be submitted.
- 8.4. Average Annual Turnover during the last three Financial Years ending March 31, 2015, should be minimum **Rs 45 lakh**. Copy of audited accounts duly certified/attested by Auditor/Chartered Accountant should be enclosed for each year.
- 8.5. Experience of having successfully executed **three similar works** with a total value of not less than **Rs 45 lakh** during the last 7 years ending November 30, 2015, with copies of LOI / Work Orders containing details of Nature of Job/Service, Validity of Contract, Contract Value, etc, along with completion certificates from each of the above clients. Completed portions of on-going jobs duly certified by the client may also be submitted towards the above.
- 8.6. **Similar work for the purpose of this contract is 'Both catering and house-keeping services provided simultaneously during the same period at any guest house / hostel / transit flat of a Govt or PSU organization or a professionally managed Private company.'**
- 8.7. Value of completed portion of on-going works, if submitted towards the above, should be certified by the ordering or higher authority for Govt/PSU works. For Private works, TDS certificate should be submitted in each case and work experience without TDS shall not be considered.
- 8.8. Documentary proofs to be submitted in **Part-I:Technical Bid** are listed (indicative only) below. (Bidder should submit clear and legible scanned copies of originals duly attested by a Gazetted Officer failing which bids will not be evaluated. Submission of the documentary proof implies undertaking by the bidder that all documents are true and genuine. In case it is found at any time during the bidding or execution of the work that the information or document(s) submitted by the bidder are in variance/forged, bidder will be legally held responsible for the same and bid will be summarily rejected or, if awarded, contract terminated forfeiting EMD and Security Deposit, if any. The bidder will also be blacklisted for further works in BHEL in accordance with company policy.)

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**SIGNATURE & SEAL OF TENDERER**

(All pages including **Part-II:Price Bid** (Unpriced) to be signed and enclosed in **Part-I:Technical Bid**)

**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses**

- 8.8.1. Registration of the company defining constitution, legal status and place of registration.
  - 8.8.2. Power of attorney of the signatory of the bid.
  - 8.8.3. PAN card.
  - 8.8.4. Registration of Sales Tax/VAT certificate.
  - 8.8.5. Registration of TIN certificate
  - 8.8.6. Registration of Service Tax certificate
  - 8.8.7. Registration of EPF.
  - 8.8.8. Registration of ESIC for areas under coverage of ESIC.
  - 8.8.9. Certificate of annual turnover of last 3 years stamped & signed by Chartered Accountant (CA) with membership number.
  - 8.8.10. Work Order/Agreement for each eligible similar work experience claimed above, by submission of which, bidder undertakes and confirms that eligible similar works have been executed as prime contractor and the same have not been executed through another contractor or as a sub-contractor.
  - 8.8.11. Completion Certificate issued in each case by the above Work Order issuing authority or higher authority for each eligible Govt / PSU work.
  - 8.8.12. TDS certificate, certified by CA, for Private works.
  - 8.8.13. Proof of any certification like ISO 9000 or any other quality/standard certification, if any, may also be furnished.
- 8.9. 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.
- 8.10. 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.
- 8.11. 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.
- 8.12. Bidders should enclose a separate list of documents submitted by them along with Part-A: Technical Bid.
- 8.13. EMD as detailed below should be submitted in a separate cover.

**9. EARNEST MONEY DEPOSIT (EMD):**

- 9.1. A Demand Draft drawn in favour of 'BHEL, Tiruchirappalli' on any Scheduled/Nationalized Bank payable at Tiruchirappalli for an amount of Rs 2,00,000.00 (Rupees Two Lakh only) towards Earnest Money Deposit should be enclosed in a separate cover. Tenders not accompanied by EMD will be rejected.
- 9.2. Tenderers are not entitled for any interest on EMD nor can they claim any right for award of the contract.
- 9.3. EMD will be forfeited if the tenderer revokes his tender within the validity period or increases his earlier quoted rates or modifies the terms and conditions of his offer after opening the Price Bid or fails to take up the work within the period as specified in the LOI/Award Letter.

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**SIGNATURE & SEAL OF TENDERER**

(All pages including **Part-II:Price Bid** (Unpriced) to be signed and enclosed in **Part-I:Technical Bid**)

**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses**

- 9.4. EMD will normally be returned to un-successful tenderers within 15 days after placement of order on the successful bidder and acceptance thereof.

**10. SECURITY DEPOSIT (SD):**

- 10.1. Security Deposit (SD) will be collected from the successful tenderer at the rates indicated below:
- 10.1.1. Up to Rs 10 lakh: 10%.
- 10.1.2. Above Rs10 lakh up to Rs 50 lakh: Rs 1 lakh + 7.5% of the amount exceeding Rs10 lakh.
- 10.1.3. Above Rs 50 lakh: Rs 4 lakh + 5% of amount exceeding Rs 50 lakh.
- 10.2. The contractor must remit the SD before start of work. SD may be furnished in any one of the following forms:
- 10.2.1. Demand Draft drawn in favour of 'BHEL, Tiruchirappalli' on any Scheduled/Nationalized Bank payable at Tiruchirappalli.
- 10.2.2. Local cheques of scheduled banks, subject to realization.
- 10.2.3. Securities available from Post Offices such as National Savings Certificates, Kisan Vikas Patras, etc. Certificates should be held in the name of the Contractor furnishing the security and duly pledged in favour of BHEL and discharged on the back.
- 10.2.4. Bank Guarantee from Scheduled Banks/Public Financial Institutions as defined in the Companies Act. The Bank Guarantee format should have the approval of BHEL.
- 10.2.5. Fixed Deposit Receipt issued by Scheduled Banks/Public Financial Institutions as defined in the Companies Act. The FDR should be in the name of the contractor, A/c BHEL, duly discharged on the back.
- 10.2.6. EMD of the successful tendered can also be converted and adjusted against SD.
- 10.3. No interest will be payable to the Contractor for the amount deposited during the period of agreement.
- 10.4. 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 also be forfeited.
- 10.5. 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.
- 10.6. 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 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.

**11. EVALUATION CRITERIA:**

- 11.1. Technical Bids of tenderers will be evaluated based on the above Pre-Qualification/Technical Eligibility Criteria on the basis of supporting documents and track record of the bidder.

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**SIGNATURE & SEAL OF TENDERER**

(All pages including **Part-II:Price Bid** (Unpriced) to be signed and enclosed in **Part-I:Technical Bid**)

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- 11.2. BHEL reserves the right to visit any or all guest houses/hostels/transit flats operated by the bidder for on-the-spot assessment of the capability of the bidders before taking a decision on the Technical Bid.
- 11.3. Price Bids of only those tenderers who are found to 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.
- 11.4. No additional time will be given for submission of supporting documents and **Part-I:Technical Bid** will be evaluated only on the basis of enclosed documents.
- 11.5. For calculation purposes, an occupancy rate of 50% (in terms of rooms) may be assumed.
- 11.6. 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 specified in the Price Bid format (quantities indicated for food are for purpose of Tender evaluation only and should not be taken as firm commitment as actual numbers may vary depending on requirement during the contract period) for all items in the Price Bid for the two-year period.

**12. CORRECTION OF ARITHMETIC ERRORS:**

- 12.1. Provided that the bid is substantially responsive, BHEL shall correct arithmetical errors as follows:
  - 12.1.1. 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.
  - 12.1.2. 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.
  - 12.1.3. 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.
- 12.2. If any bidder does not accept correction of errors as explained above, their bids will be disqualified.

**13. DELAYS IN PERFORMANCE AND LIQUIDATION OF DAMAGES:**

- 13.1. Start of services shall be made by the Contractor in accordance with the time schedule specified in the work order.
- 13.2. In case the services are not started on the stipulated date as indicated in the work order, BHEL reserves the right to cancel the work order and/or recover liquidated damage charges to the extent of the charges incurred by BHEL in making alternative arrangements **along with penalty of Rs.1000.00 per day** for the delay period.
- 13.3. Cancellation of the work order shall be at the risk and responsibility of the Contractor and BHEL reserves the right to award the work at the risk and cost of the defaulting Contractor.

**14. BROAD SCOPE OF SERVICES****14.1. General Administration**

- 14.1.1. Guest Occupancy Register provided by BHEL shall be kept safely. As soon as the guest check-in necessary entries shall be obtained.

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**SIGNATURE & SEAL OF TENDERER**

(All pages including **Part-II:Price Bid** (Unpriced) to be signed and enclosed in **Part-I:Technical Bid**)

**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses**

- 14.1.2. An Attendance Register shall be maintained for recording the attendance of the contractor's staff in which signatures should be obtained from staff on duty in each shift on all days of the year including Sundays and holidays failing which **penalty of Rs 250/- (Rupees Two hundred and fifty only) per day** will be levied in addition to **pro-rata deduction as applicable** from the fixed charges towards providing manpower.
- 14.1.3. Daily Boarding Charts shall be maintained without overwriting for all food provided to guests and reports in Microsoft Excel format should reach BHEL through email before 10 a.m every day including Sundays and holidays **failing which penalty will be levied** as specified elsewhere in this document.
- 14.1.4. A file shall be maintained for preserving the Room Reservation Slips.
- 14.1.5. Room Rent Bill Books (Cash/Credit) in triplicate will be supplied by BHEL and should be used by the contractor for all guests. However Bill Books in triplicate for boarding charges should be arranged by the contractor.
- 14.1.6. 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 or repair of the same at his own cost failing **which repair or replacement cost incurred by BHEL will be deducted from the monthly bills** submitted by the contractor.
- 14.1.7. 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.
- 14.1.8. Contractor shall ensure that the Feedback Form specified by BHEL is kept in all guest rooms and pointed out to guest on check-in and collected back duly filled-in by all guests without fail and submitted along with monthly bills for every guest failing which **penalty of Rs 250/- (Rupees Two hundred and fifty only) per guest** will be levied for each instance.
- 14.1.9. In addition to other daily / weekly / monthly / periodic reports / boarding charts / daily menu, etc specified by BHEL, Contractor should submit daily reports in Microsoft Excel format for food and any other extra expenditure incurred towards Company's Guests including nil reports wherever applicable, failing which **penalty of Rs 250/- (Rupees Two hundred and fifty only) per day** will be levied
- 14.1.10. 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.
- 14.1.11. **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.

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**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses**

- 14.1.12. **Hygiene Standards:** Contractor must ensure the health and hygiene of the workers employed by him and ensure periodical medical checkup as per the norms of the Factories Act 1948 and OHSAS norms.
- 14.1.13. Facilities provided by BHEL:
- 14.1.13.1. All available kitchen and room appliances/equipment, crockery, cutlery, furniture, linen, etc. (indicative list attached vide Annexure-I for Kailash Guest House and Annexure-II for Rockfort Guest House) will be provided by BHEL for use in the Guest House. Actual inventory will be verified and handed over to the custody of the successful bidder before commencement of the contract.
- 14.1.13.2. Water, Electricity, Cable TV subscription.
- 14.1.14. Any other appliances, equipment, etc required for provided the catering and house-keeping services specified in this document including adequate number of cheffing dishes for keeping food warm for buffets including daily breakfast, lunch and suppers/dinners and any other special equipment, appliances or utensils required for special occasions including standby kitchen appliances like mixie, grinder, etc in lieu of BHEL provided appliances that are under maintenance / repair, should be provided by the contractor at his own cost in addition to crockery and cutlery of quality equivalent to that provided by BHEL to meet additional requirements or any exigencies and to make up for breakages / damages.
- 14.1.15. Contractor should also ensure at his own cost that the manager / supervisor / in-charge posted by him has a dedicated mobile number and email ID along with computing facilities and internet connectivity required to send and receive email instructions / booking information and for submission of daily / weekly / monthly reports in Microsoft Excel format as required by BHEL. Failure to maintain the same will attract a **penalty of Rs 250 (Rupees Two hundred and fifty only) per day** until the connectivity is restored.
- 14.1.16. 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.
- 14.1.17. Liability towards any loss, theft, damage or breakage of the items entrusted to the Contractor shall be borne by the Contractor.
- 14.1.18. All furniture, fixtures, equipment and articles provided as per inventory and all other furniture, fixtures, equipment and articles bought or made available by BHEL in the premises shall remain to be the exclusive property of BHEL and shall on termination/expiry of this contract be handed over by the Contractor to BHEL in the same order and condition in which they were at the beginning of the contract, except for reasonable wear and tear.
- 14.1.19. Contractor shall be responsible for any damage to the building under the Contractor's charge and to the fittings, fixtures, furniture, equipment entrusted to the contractor when such damage is in the opinion of BHEL, caused due to negligence or carelessness or any fault on Contractor's part or that of his Manager or Workmen and the Contractor shall be liable to pay to BHEL such amount in respect of such damage as may be assessed by BHEL officials.
- 14.1.20. Cost of any missing items shall be recovered from the Contractor in full.
- 14.1.21. Contractor shall at all times keep and maintain all the articles in a clean, neat, hygienic and tidy order and condition. Contractor shall maintain inventory of the stock of items given to him. An inventory statement giving clearly the break-up of the stock including usable items, unusable items due to normal wear and tear and breakage/missing, if any, should be

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submitted to BHEL by 10th of every month, which shall be checked by the authorized official of BHEL.

- 14.1.22. If any breakage takes place on account of negligence or mishandling of the equipment, utensils, crockery and cutlery as decided by BHEL, the Contractor shall have to bear the entire cost in respect of such breakage.
- 14.1.23. If breakage takes place on account of normal and regular usage, 25% of the original cost of the items shall be recovered from the Contractor.
- 14.1.24. The Contractor will have full responsibility of proper upkeep, maintenance (including replacement of spare parts) and custody of the appliances/vessels etc, handed over by BHEL.
- 14.1.25. 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 BHEL shall be final and binding on the Contractor.

**14.2. Reception-Cum-Front Office**

- 14.2.1. When the guest checks-in, the Contractor/Contractor's staff shall,
  - 14.2.1.1. 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.
  - 14.2.1.2. 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.
  - 14.2.1.3. 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.
  - 14.2.1.4. Offer the guest tea/coffee/meals, etc., as required, depending on the time of arrival, on chargeable basis.
- 14.2.2. When the guest checks-out, the Contractor/Contractor's staff shall,
  - 14.2.2.1. Prepare separate bills, in duplicate, for Boarding and Lodging and get them signed by the guest.
  - 14.2.2.2. 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.
  - 14.2.2.3. 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.
  - 14.2.2.4. 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.
  - 14.2.2.5. Carry the guest's luggage from the room to the vehicle.

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- 14.2.2.6. 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.
- 14.2.2.7. Ensure that room key is collected from the guest failing which cost of replacement of lock will be recovered from the Contractor.
- 14.2.3. Before 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.
- 14.2.4. Contractor's staff shall not seek any tips or favour from guests for services rendered.
- 14.2.5. 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.
- 14.2.6. 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.
- 14.2.7. 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.

**14.3. Catering**

- 14.3.1. Contractor shall be responsible for preparation of breakfast, lunch and supper, tea and coffee, etc., as per the menu given in the Price Bid format. Menu may need to be altered for specific guests, special occasions, programmes or functions as desired by BHEL, within the overall scope of the menus / rates. For any extra item not included in the Price Bid format, contractor may charge additionally at rates mutually agreed with BHEL.
- 14.3.2. 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.
- 14.3.3. Contractor shall display the full menu with boarding tariffs in all Guest Rooms and Dining Halls in addition to display of daily menu on each dining table using menu holders failing which penalty will be levied.
- 14.3.4. 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.
- 14.3.5. 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.
- 14.3.6. 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.

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- 14.3.7. Timings for services shall be as informed by BHEL.
- 14.3.8. 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.
- 14.3.9. 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.
- 14.3.10. Contractor shall provide efficient and prompt service to all Guests.
- 14.3.11. Contractor is solely responsible for preparation of all food under strictly hygienic conditions without any compromise. Disposable gloves and caps should be worn by the catering staff while serving food failing which penalty shall be imposed..
- 14.3.12. 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 plates and photo ID cards while on duty.
- 14.3.13. Contractor should ensure total cleanliness and regular cleaning of all kitchen facilities.
- 14.3.14. 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.
- 14.3.15. 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 **penalty of Rs 250/- (Rupees Two hundred and fifty only) per day** will be levied in addition to **pro-rata deduction as applicable** from the fixed charges towards providing manpower. Above penalty is also applicable in case a professionally qualified /experienced cook is not available or is absent from duty.
- 14.3.16. 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.
- 14.3.17. 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.
- 14.3.18. 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.
- 14.3.19. 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.
- 14.3.20. 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.

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**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses****14.4. Housekeeping**

- 14.4.1. 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.
- 14.4.2. 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.
- 14.4.3. 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 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.
- 14.4.4. 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.
- 14.4.5. 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.
- 14.4.6. 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.
- 14.4.7. 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.
- 14.4.8. Contractor shall maintain high standards of cleanliness and hygiene throughout the Guest House.
- 14.4.9. 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.
- 14.4.10. 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. Guest

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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.

- 14.4.11. 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.
- 14.4.12. 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.
- 14.4.13. Contractor shall make proper flower arrangements in the dining halls and lounges.

**14.5. Laundry & maintenance of premises**

- 14.5.1. Contractor shall take all required steps to ensure efficient and timely laundry services for the Guest Houses.
- 14.5.2. 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.
- 14.5.3. 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.
- 14.5.4. 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.
- 14.5.5. Contractor shall bring washing equipment and provide detergents for laundry, if required.
- 14.5.6. 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.

**15. CONTRACTOR'S PERSONNEL**

- 15.1. 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/In-charge with a Full-time Degree/Diploma in Hotel Management / Catering Technology** and relevant experience who will report to the designated BHEL official in charge of Guest Houses. Substitute with the same qualification and experience should be posted immediately whenever the above manager/in-charge is absent failing which **penalty of Rs 250/- (Rupees Two hundred and fifty only) per day** will be levied in addition to **pro-rata deduction as applicable** from the fixed charges towards providing manpower.
- 15.2. Contractor will also maintain qualified/well-trained and competent Personnel for all services specified in the Tender including and not limited to the following:
- 15.2.1. Manpower required to prepare and serve meals of different cuisines including vegetarian, non-vegetarian and continental and to maintain the Guest House and surrounding premises in total cleanliness and hygienic conditions.

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- 15.3. Contractor's employees deployed on BHEL's premises shall be physically fit and able-bodied with good eye sight and hearing power and should also be able to speak/converse fluently in the regional language where the Guest House/Transit Flat is situated and should additionally understand English.
- 15.4. Contractor shall always maintain the minimum number of personnel as indicated by BHEL in the Price Proforma. 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.
- 15.5. 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.
- 15.6. 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.
- 15.7. Since nature of work in Guest Houses and Transit Flats is not conducive to female workers due to requirement of services during extended shifts and night hours, engagement / posting of female workers should be avoided by the contractor.
- 15.8. Contractor shall be solely responsible for providing for all requirements of his employees, including and not limited to the following:
- 15.8.1. Payment of wages and all allowances as per applicable Central and State Govt statutes and regulations.
- 15.8.2. 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.
- 15.8.3. Prompt replacement of any personnel whose performance is unsatisfactory or otherwise required to be changed for any other reason.
- 15.9. 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 checkup by BHEL doctor/any other authorized doctor at any time on a cost-recovery basis.
- 15.10. All personnel posted by the Contractor at the Guest House shall be trained to handle fire-fighting systems, administer First Aid in emergencies, etc.
- 15.11. 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.
- 15.12. **Staff Uniforms:** Contractor shall provide minimum two sets of uniforms to his staff as indicated below and shall ensure that all his personnel turn out in clean, neat and appropriate uniforms and black formal shoes and socks at all times while on duty.
- 15.12.1. **Manager/In-Charge:** White shirt + Dark Blue pant + Deep Blue Tie
- 15.12.2. **Housekeeping/Catering Staff:** Light Blue shirt + Dark Blue pant
- 15.12.3. **Front Desk:** White shirt + Dark Blue pant

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- 15.12.4. **Catering staff:** White shirt + Dark Blue pant + cap
- 15.12.5. **Cook/Kitchen Staff:** White shirt + Dark Blue pant + apron + chef's cap
- 15.12.6. **All uniformed staff:** Black shoes and black socks.
- 15.12.7. **Company's logo on uniform and name plate** to be provided by contractor at his cost along with **Photo Identity Cards** verified by BHEL.
- 15.12.8. Clean and smart turnout along with regular shaving for all the staff.
- 15.12.9. All personnel shall wear **caps and use transparent disposable gloves** while serving food failing which penalty will be imposed for each instance. 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, socks, name plate etc while on duty, penalty will be levied.
- 15.13. 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 / wages / provisions of food stuff / eatables for contractor's employees / uniforms / 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.
- 15.14. Contractor shall employ only such personnel who are medically fit. BHEL has right to direct the Contractor to remove from the premises such of his personnel who may be physically, hygienically, clinically or medically unfit.
- 15.15. 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 payable by BHEL to the Contractor or in the absence of the same as debt due to BHEL from the Contractor.
- 15.16. 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.
- 15.17. 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.
- 15.18. **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 that they know Hindi/Tamil/English. Weekly duty roster of the staff should be made available to BHEL on the last working day of each preceding week.

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- 15.19. **Identity Cards & Name Plates:** Contractor shall ensure that all staff engaged by him must wear and display colour Photo Identity Cards and Plastic Name Plates / Tags (Dark Blue Letters on white background) prominently on their uniform at all times while on duty. Photo ID Cards shall be duly endorsed by the designated BHEL authority. All personnel of the Contractor will strictly follow the security regulations of BHEL.
- 15.20. 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.
- 15.21. 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 to time for all the contractor's staff working on BHEL premises.
- 15.22. 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.
- 15.23. 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 and responsible for any claim arising out of employment or termination of his employees and for ensuring compliance with statutory regulations and payments.
- 15.24. 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.
- 15.25. Contractor shall comply with the provisions of the all Govt. Statutes and Regulations including the following:
- 15.25.1. Factories Act 1948
  - 15.25.2. Contract Labour ( Regulation and Abolition) Act 1970
  - 15.25.3. Child labour (Prohibition & Regulation) Act 1986
  - 15.25.4. ESI Act 1948
  - 15.25.5. Employees Compensation Act 1923
  - 15.25.6. Employees Provident Fund and Miscellaneous Provisions Act 1952
  - 15.25.7. Minimum Wages Act 1948
  - 15.25.8. Payment of Wages Act 1936
  - 15.25.9. Payment of Bonus Act 1965
  - 15.25.10. Payment of Gratuity Act 1972

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**SIGNATURE & SEAL OF TENDERER**

(All pages including **Part-II:Price Bid** (Unpriced) to be signed and enclosed in **Part-I:Technical Bid**)

**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses**

- 15.25.11. Catering Establishment Act
- 15.25.12. Industrial Establishment (National & Festival Holidays) Act 1958
- 15.25.13. 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.
- 15.26. 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.
- 15.27. 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.
- 15.28. 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.
- 15.29. 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.
- 15.30. 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.
- 15.31. The contractor shall give certificates of antecedents of each of his employees from the local police station within a period of 3 months after the award of contract failing which penalty of **Rs 250 (Rupees Two Hundred and fifty only)** will be imposed per person per day until police clearance is submitted. Same penalty will apply in the case of each new posting by the contractor.

**16. ACCOUNTING:**

- 16.1. Contractor should properly account for the food items served which may be counter-checked as per the systems enforced by BHEL.
- 16.2. 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.
- 16.3. 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.

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**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses**

- 16.4. 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.
- 16.5. Payment will be admitted and cleared for the quantity of food items served only and not on the quantity prepared.
- 16.6. 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.

**17. PENALTIES:**

- 17.1. For any reduction in manpower below the minimum specified by BHEL manpower on any 24 hour period including all day and night shifts, **pro-rata deduction will be made from manpower component of monthly bill in addition to penalty of Rs 500/- (Rupees Five hundred only) per day for each person** below the minimum.
- 17.2. For deficiency in quality, quantity or number of guest amenities provided to guests including specified daily replacements, **cost thereof will be recovered from monthly bill in addition to penalty of Rs 100/- (Rupees One hundred only) per occasion .**
- 17.3. Periodical review of Complaints Book shall be done and if contractor or his staff is found responsible for deficiency in services/behavior, suitable action shall be taken by the company and partial/full security deposit shall be forfeited.
- 17.4. Should BHEL find that the service provided by the Contractor is deficient and does not meet the requisite standards, BHEL reserves the right to deduct penalty as deemed fit for deficiency in service. However, BHEL shall give the Contractor reasonable opportunity for rectification after pointing out the deficiency, before resorting to reduction.
- 17.5. Deficiency in service would include the following for which **penalty of Rs 250/- (Rupees Two hundred and fifty only) will be imposed for the first occasion after warning and Rs 500/- (Rupees Five hundred only) for each subsequent occasion** within the same month:
  - 17.5.1. Improper maintenance of toilets, rooms, etc.
  - 17.5.2. Hygiene of dining hall, kitchen etc., not up to the desired standards.
  - 17.5.3. Not cleaning/dusting of the rooms, common areas, bathrooms daily.
  - 17.5.4. Complaints from guests of poor service.
  - 17.5.5. Complaints from guests of poor service or quality of catering including room service.
  - 17.5.6. Not reporting immediately to BHEL regarding non-functioning/malfunctioning of appliances/equipment.
  - 17.5.7. Not wearing full uniform including shoes, socks, name plate, photo ID card, etc.
  - 17.5.8. Not wearing caps and disposable gloves with serving food.
  - 17.5.9. Not changing common/room linen regularly as specified.
  - 17.5.10. Non-compliance with reasonable requests of guests that are not against BHEL's standing instructions.
  - 17.5.11. Not getting up early in the morning or staying up late when required or not serving bed tea to guests at specified time.
  - 17.5.12. Telephone not manned or messages not taken properly or not passed on promptly.
  - 17.5.13. Not responding immediately to call or bell of guests.

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**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses**

- 17.5.14. Any other action which in the opinion of BHEL / guests constitutes bad / deficient service.
- 17.6. If any of the contractor's personnel is found to be indisciplined or discourteous, a **penalty of Rs 250/- (Rupees Two hundred and fifty only) per default** will be imposed on each occasion. The decision of BHEL in this regard shall be final and binding on the Contractor.
- 17.7. Non-availability of complaint register or discouraging guests from registering complaints would lead to a fine of **Rs 250/- (Rupees Two hundred and fifty only) per instance** on the contractor.
- 17.8. Any complaints of insects and/or foreign objects (stone, hair, rope, cloth, plastic, etc) cooked along with food found in any food item would invite a fine of **Rs 500/- (Rupees Five hundred only) per instance**.
- 17.9. Three or more complaints of unclean utensils in a day would lead to a fine of **Rs 500/- (Rupees Five hundred only) per meal**.
- 17.10. If BHEL finds that a certain meal was not cooked properly then a fine of **Rs 500/- (Rupees Five hundred only) per meal** would be imposed.
- 17.11. If the quality of milk is not found up to appropriate level, or it is diluted, a fine of **Rs 500/- (Rupees Five hundred only) per instance** would be imposed.
- 17.12. Hard and/or sharp objects like glass pieces, nails, hard plastic etc. will attract a **penalty of Rs. 5000/- (Rupees Five thousand only) per incident**.
- 17.13. Food poisoning, shall invoke a **hefty fine beyond the limit of any fine mentioned above** to be decided at the sole discretion of BHEL, along with **cancellation of contract** and possible black-listing of the caterer.
- 17.14. Inappropriate personal hygiene of contractor's employees or deployment of a sick person on duty will lead to fine of **Rs 1000/- (Rupees One thousand only) for every instance**.
- 17.15. Failure to conduct periodic health checkup of workers as required by BHEL will attract a fine of **Rs 1000/- (Rupees One thousand only) for each person on each occasion**.
- 17.16. Non-maintenance of proper records or non-submission of daily / weekly / monthly reports related to operations, inventory, maintenance, cash collection, occupancy, etc as required by BHEL within the specified deadlines, will also attract penalty of **Rs 250/- (Rupees One thousand only) for every instance**.
- 17.17. Using brands not permitted in the contract without prior permission or adulteration of food shall invoke a fine of **Rs 1000/- (Rupees One thousand only) for every instance**.
- 17.18. Severity of hygiene failure shall be assessed and decided by BHEL and fined appropriately. In case of gross failure/negligence a **severe penalty will be imposed, which could be a hefty fine as cash and/or summary Termination of the Contract**.
- 17.19. BHEL shall inform the Contractor in writing regarding the specific deficiency for which deduction is made.
- 17.20. In case of any damages or loss caused to BHEL's premises or property due to any default or failure on the part of the contractor for providing services of the requisite standard or negligence of the contractor or his employees, the same shall be recoverable from the dues to the contractor in addition to the civil or criminal liabilities.
- 17.21. Penalty shall also be levied for not adhering to any other service clause in this document as follows:

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**SIGNATURE & SEAL OF TENDERER**

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**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses**

- 17.21.1. First violation of the service clause implies fine of **Rs 250/- (Rupees Two hundred and fifty only) per clause**.
- 17.21.2. Second and subsequent violations of the same clause within 30 days of previous fine will attract a fine of **Rs 500/- (Rupees Five hundred only)**.

**18. PAYMENT TO THE CONTRACTOR:**

- 18.1. 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.
- 18.2. Payment shall be effected as per the existing Rules within 30 days of submission of the complete bill with all supporting documents.
- 18.3. 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. BHEL will make payment only through the Electronic Fund Transfer (EFT) method.

**19. SUB-LETTING:**

- 19.1. Contractor shall not sublet, transfer or assign the contract or any part thereof to any other person/company/ organization.

**20. RISK CLAUSE:**

- 20.1. 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.
- 20.2. 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.
- 20.3. 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.

**21. FRAUD PREVENTION POLICY:**

- 21.1. The Bidder along with its associate / collaborators / sub-vendors / consultants / service providers shall strictly adhere to BHEL Fraud Prevention Policy displayed on BHEL website <http://www.bhel.com> and shall immediately bring to the notice of BHEL Management about fraud or suspected fraud as soon as it comes to their notice". Fraud Prevention policy and List of Nodal Officers shall be hosted on BHEL website, vendor portals of Units / Regions intranet.

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**SIGNATURE & SEAL OF TENDERER**

(All pages including **Part-II:Price Bid** (Unpriced) to be signed and enclosed in **Part-I:Technical Bid**)

**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses**

Tender for Two-Year Rate Contract for Catering & Housekeeping Services at

**BHEL GUEST HOUSES (KAILAS HOUSE & ROCKFORT HOUSE)**

at BHEL, Tiruverumbur, Tiruchirappalli-620014

**PART - I TECHNICAL BID****IMPORTANT:**

1. Please read '**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-I:Technical Bid**' proforma and **Declaration** to 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:

**'Part-I:Technical Bid for Catering & Housekeeping Services at BHEL Guest Houses (Kailas & Rockfort) at Tiruchirappalli'**

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 been qualified in **Part-I:Technical Bid** will be considered for opening of **Part-II:Price Bid**.

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I/We have read this tender document including Eligibility, Scope and General Terms & Conditions of this tender and understand that submission of my/our bid confirms that I/we accept the same with no deviations in Part I:Technical Bid and Part-II:Price Bid of our offer.

**SIGNATURE & SEAL OF TENDERER**

(All pages including **Part-II:Price Bid** (Unpriced) to be signed and enclosed in **Part-I:Technical Bid**)

**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses****PART-I:TECHNICAL BID (General Information)****KAILAS & ROCKFORT GUEST HOUSES**

<b>S. No</b>	<b>Requirements</b>	<b>Bidders remarks on meeting the criteria</b>
1.	Name and Address of the Tenderer with contact phone numbers	
2.	Whether individual or Company or Partnership Firm?	
3.	Name & Address of Head Office and Directors and / or Partners (In case of Company or Partnership Firm) or Name and Address of the Proprietor(s) in the case of sole Proprietorship firm (Documentary evidence to be enclosed).	
4.	Usual place of business:	
5.	Experience: Catering & House Keeping services particulars to be given with reference. Documentary evidence to be enclosed. Offers without documentary evidence for required experience shall be rejected. (Use separate sheets, if necessary)	
6.	Total number of employees presently deployed by the tenderer in Guest House maintenance and catering contracts.	
7.	Name of Bankers	
8.	Whether the tenderer has been issued with a licence under the Contract Labour Regulation & Abolition Act? If so, furnish the details.	
9.	Is the contractor an Income – Tax Assessee? If yes, acknowledgements of IT Returns filed for last 3 years to be enclosed.	
10.	Any other information the tenderer may like to submit.	

I/We have read this tender document including Eligibility, Scope and General Terms & Conditions of this tender and understand that submission of my/our bid confirms that I/we accept the same with no deviations in Part I:Technical Bid and Part-II:Price Bid of our offer.

**SIGNATURE & SEAL OF TENDERER**

(All pages including **Part-II:Price Bid** (Unpriced) to be signed and enclosed in **Part-I:Technical Bid**)

**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses****PART-I:TECHNICAL BID (Mandatory)\*****KAILAS & ROCKFORT GUEST HOUSES**

<b>S. No</b>	<b>Requirements</b>	<b>Bidders remarks on meeting the criteria</b>
1.	Valid license/registration to run catering & housekeeping services.	
2.	Minimum 3 years' experience in providing Catering and House-Keeping services (both services at the same location during the same period). Experiences of running Guest Houses/Hostels/Transit Flats of PSU/Govt establishment or professionally managed Private Sector organizations for which documentary proof should be submitted	
3.	Average Annual Turnover during the last three Financial Years ending March 31, 2015, should be a minimum of Rupees 45 lakh. Copy of audited accounts duly certified/attested by Auditor/Chartered Accountant should be enclosed for each year.	
4.	Experience of having successfully executed three similar works with a total value of not less than Rs 45 lakh during the last 7 years ending November 30, 2015, with copies of LOI / Work Orders containing details of Nature of Job/Service, Validity of Contract, Contract Value, etc, along with completion certificates from each of the above clients. Completed portions of on-going jobs duly certified by the client may also be submitted towards the above.	
5.	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.	
6.	Value of completed portion of on-going works, if submitted towards the above, should be certified by the ordering authority or higher authority for Govt/PSU works. For Private works, TDS certificate should be submitted in each case and work experience without TDS shall not be considered.	

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**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses**

7.	Registration of the company defining constitution, legal status and place of registration.	
8.	Power of attorney of the signatory of the bid (Wherever is applicable).	
9.	PAN card registration number	
10.	Registration of Sales Tax/VAT/ certificate	
11.	Registration of TIN certificate	
12.	Registration of Service Tax certificate	
13.	Registration of EPF	
14.	Registration of ESIC for areas under coverage of ESIC	
15.	Work Order/Agreement for each eligible similar work experience claimed above, by submission of which, bidder undertakes and confirms that eligible similar works have been executed as prime contractor and the same have not been executed through another contractor or as a sub-contractor	
16.	Completion Certificate issued in each case by the above Work Order issuing authority or higher authority for each eligible Govt / PSU work	
17.	TDS certificate certified by CA for Private works	
18.	Income – Tax returns for the assessment years: 2012-13; 2013-14; 2014-15; and 2015-16. Documents to be submitted for any 3 consecutive years	
19.	Earnest Money Deposit (EMD) details	

\*Attach all necessary documents wherever applicable

**I/We have read this tender document including Eligibility, Scope and General Terms & Conditions of this tender and understand that submission of my/our bid confirms that I/we accept the same with no deviations in Part I:Technical Bid and Part-II:Price Bid of our offer.**

**SIGNATURE & SEAL OF TENDERER**

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**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses****PART-I:TECHNICAL BID**  
**KAILAS & ROCKFORT GUEST HOUSES**  
**DECLARATION**

<b>Write 'YES' against each row confirming your acceptance of the following:</b>		
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 <b>Rs 3,200</b> to each unskilled worker; <b>Rs 3,700</b> to each semi-skilled worker and <b>Rs 4,100</b> to each skilled worker/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 plates, 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	
9)	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.	
10)	I agree to deploy the minimum staff required as mentioned in Part-II:Price bid	

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**SIGNATURE & SEAL OF TENDERER**

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**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses****PART-II:PRICE BID****KAILAS & ROCKFORT GUEST HOUSES****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 of **Rs 3,200** to each unskilled worker; **Rs 3,700** to each semi-skilled worker and **Rs 4,100** to each skilled worker/supervisor per month 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-II:PRICE BID** should be superscribed on the envelope as given below:  
  
**'Part-II:Price Bid for Catering & Housekeeping Services at BHEL Guest Houses (Kailas & Rockfort) at Tiruchirappalli'**  
  
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-II with only '**Quoted**' or '**Not-Quoted**' indicated in price columns should be enclosed along with PART-I:TECHNICAL BID.

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**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses****PART-II:PRICE BID****KAILAS & ROCKFORT GUEST HOUSES****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, Quad-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. For obtaining permission for visit please contact: 0431-2577782 or 2577621 minimum one working day prior to date of visit.

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Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest HousesPART-II:PRICE BID**KAILAS & ROCKFORT GUEST HOUSES****MINIMUM STAFF TO BE DEPLOYED AT KAILAS HOUSE**

Sl.No	Designation	Minimum No. of staff specified by BHEL	No. of staff proposed by contractor
1	Manager/Supervisor	1	
2	Head Cook/Asst Cooks	3	
3	Caterers/Housekeepers/Helpers	10	
	<b>Total</b>	<b>14</b>	

**MINIMUM STAFF TO BE DEPLOYED AT ROCKFORT HOUSE**

Sl.No	Designation	Minimum No. of staff specified by BHEL	No. of staff proposed by contractor
1	Manager/Supervisor	1	
2	Head Cook/Asst Cooks	3	
3	Caterers/Housekeepers/Helpers	13	
	<b>Total</b>	<b>17</b>	

**IMPORTANT**

For any reduction in manpower below the minimum specified by BHEL, in any 24 hour (3 shift) period, pro-rata deduction will be made from the bill for fixed monthly service charge for providing manpower in addition to penalty of **Rs 500/- (Rupees Five hundred only) per person per day** below the minimum.

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**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses****PART-II:PRICE BID****KAILAS & ROCKFORT GUEST HOUSES****SERVICE CHARGES FOR KAILAS & ROCKFORT HOUSES**

<b>Sl.No</b>	<b>Description</b>	<b>Rate in Rs per month (Excl. Service Tax)</b>	<b>Rates in Rupees per month (in words)</b>
1	Fixed service charges per month for providing manpower as specified on previous page	Rs.	Rupees
2	Housekeeping materials charges per month for cleaning the premises (break up details of material proposed to be used may be furnished).	Rs.	Rupees
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 specified brands.	Rs.	Rupees
4	Laundry services cost per month (for Guest House furnishings and linen)	Rs.	Rupees
	TOTAL PER MONTH	Rs.	Rupees

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**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses****PART-II:PRICE BID****KAILAS & ROCKFORT GUEST HOUSES****FOOD TARIFF COMMON FOR KAILAS & ROCKFORT HOUSES**

S. No	Description of the Items	Qty (2 yrs) *	Unit	Rate (Rs)	Rate (Rs) In words
1	<b>Unlimited Breakfast Vegetarian (To be served as buffet):</b> <ul style="list-style-type: none"> <li>• Idly / Rava Idly / Dosa / Rava Dosa / Masala Dosa / Onion Oothappam / Tomato Oothappam / Poori with potato masala / Pongal, etc <b>(Any two items - to be varied every day - with variety chutney &amp; sambar)</b></li> <li>• Vadai with chutney &amp; sambar</li> <li>• Coffee / Tea / Milk</li> </ul>	27,500	Per Head for Unlimited Quantity		
2	<b>Unlimited Veg Lunch/Supper (To be served as buffet):</b> <ul style="list-style-type: none"> <li>• Soup with Bread slices and Butter, Chips</li> <li>• Chappathi with sabzi or poori with masala,</li> <li>• Variety rice - Vegetable fried rice / Pulav, etc. <b>(Any 2 items - to be varied every day)</b></li> <li>• Deep fry poriyal, Koottu or Aviyal</li> <li>• Cutlet / Vadai / Bonda / Bajji / Pakoda, etc. / plain or with sambar or curd</li> <li>• Plain rice with Sambar / Dal / Vattal / More kulambu</li> <li>• Rasam, Curd or Curd Bath</li> <li>• Appalam, Pickle</li> <li>• Sweet + Banana / Seasonal fruit</li> </ul>	27,500	Per Head for Unlimited Quantity		
3	<b>Continental Lunch/Supper</b> <ul style="list-style-type: none"> <li>• Soup with Bread slices and butter</li> <li>• Fried Fish/Fish Cutlet - Neimeen Seela or Vanjaram or Parai (100 gms) served with salad &amp; sauce</li> <li>• Chicken (300 gms) OR Mutton (125 gms) with boiled vegetables.</li> <li>• Sweet / pastry / pudding + Coffee/Tea</li> </ul>	13,800	Per Head		
4	<b>Packed Breakfast / Tiffin:</b> Idly (4 Nos.) or Dosa / Uthappam (2 Nos), Vada (2 Nos, 25 gm each) with Chutney	13,800	Per Head		

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**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses**

5	<b>Packed Lunch/Dinner:</b> Chapathi / Roti / Phulka (2 Nos), Variety rice like Tomato/Tamarind/Lime rice (150 gm), Poriyal / Kootu (50 gm) and Curd Rice (150 gm) with pickle	13,800	Per Head		
6	<b>Non-Veg Side Dish</b> - Chicken 200 gm OR Mutton 125 gm OR Fish 150 gm (Neimeen or Seela or Vanjaram or Parai)	13,800	Per Head		
7	<b>Fresh Fruit Juice (180 ml)</b>	13,800	Per Glass		
8	<b>Cornflakes with Milk &amp; Sugar</b>	13,800	Per Head		
9	<b>2 slices of Bread with Butter &amp; Jam</b>	13,800	Each		
10	<b>2 eggs served as Omelette / Scrambled, etc</b>	13,800	Each		
11	<b>Coffee/Tea/Milk (180 ml)</b>	27,500	Per Cup		
12.	<b>Pot Coffee/Tea/Milk (2 cups)</b>	13,800	Each		
13.	<b>Fruit Salad (50 gm)</b>	13,800	Each		
14.	<b>Sweet (40 gms)</b>	13,800	Each		
15.	<b>Vada/Bonda/Snack (25 gms)</b>	13,800	Per Head		

\* **Important:** Estimated qty. indicated above will be used for arriving at total food cost for evaluation of tender but should not be taken as firm commitment.

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**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses****Annexure-I****KAILAS GUEST HOUSE**

SL NO	DESCRIPTION	QUANTITY
1	ALMIRAH WOODEN	4
2	ALMIRAH STEEL	6
3	CHAIR DINING WOODEN WITH CUSHION	115
4	VISITORS CHAIR WITH CUSHION STEEL	4
5	CHAIR – REVOLVING STEEL WITH CUSHION	2
6	COAT HANGERS	76
7	COT- WOODEN- SINGLE	39
8	INDUSTRIAL CUPBOARD PIGEON HOLE	1
9	KEY PANEL WOODEN	1
10	LADDER ALUMINIUM	1
11	DOOR MAT RUBBER LARGE	2
12	TABLE MAT - LARGE	56
13	TABLE MAT TEA – SMALL	42
14	BATH MAT – COTTON	30
15	PHILIPS RADIO WITH 2 SPEAKER BOX	1
16	REFRIGERATORS	5
17	SIDE BOARD WOODEN WITH GLASS DOOR	1
18	SOFA SET DOUBLE SEATER BROWN	8
19	SOFA SET SINGLE SEATER BROWN	8
20	SOFA SET SINGLE SEATER BLACK	43
21	SOFA SET 3-SEATER BLACK	4
22	STOOL DRESSING -WOODEN WITH CUSHION	25
23	T V STAND WITH WHEEL	1
24	CORNER TABLE WITH BROWN CUSHION	4
25	CORNER TABLE WITH RECTANGULAR GLASS TOP	3
26	CENTRE TABLE WITH ROUND GLASS TOP	23
27	DINING TABLE WITH GLASS TOP	4
28	DINING TABLE WOODEN	12
29	WRITING TABLE WOODEN	17
30	BED SIDE TABLE WOODEN WITH DRAWER	33
31	TABLE STEEL	1
32	TEAPOY WOODEN	2
33	UMBRELLA	2
34	VACUUM CLEANER	1
35	FLOWER VASE CERAMIC	10

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**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses**

36	WALL CLOCK ELECTRONIC	19
37	WATER FILTER ACQUA GUARD	1
38	WATER COOLER	2
39	BUCKETS PLASTIC	29
40	MUG PLASTIC	29
41	DUST BIN PLASTIC	28
42	WATER HEATER (GEYSER)	50
43	BAIN MARIE CONTAINERS SS	10
44	BREAD STAND SS	2
45	CASSOROLE/HOT PACK PLASTIC	1
46	CASSOROLE/HOT PACK SS	1
47	CHEFFING DISH 3 PART SET SS	7
48	COOKING OVEN GAS STOVE TWO BURNER-HOME USE TYPE	2
49	COOKING VESSEL SS	16
50	COOKING VESSEL ALUMINIUM	10
51	DOSA PLATE S S WITH STAND & GAS BURNER	1
52	DOSAI TAWA IRON	4
53	EGG BEATER	1
54	ELECTRIC KETTLE	1
55	COFFEE FLITER SS (SMALL)	1
56	FORK SS AP	31
57	GHEE VESSEL SS	2
58	ICE BOX MILTON PLASTIC	1
59	IDLY PLATES (04 IDLY CAPACITY) S S	10 nos
60	IDLY VESSEL SS	2
61	JARANI SS	4
62	JELLY MOULD ALUMINIUM	9
63	CUSTARD MOULD ALUMINIUM	5
64	KADAI IRON	2
65	KADAI SS	2
66	KATORI CUP SS	112
67	KITCHEN LADLES S S	18
68	KITCHEN LADDLES ALUMINIUM	4
69	KNIFE SS-AP	68
70	KNIFE-BREAD	2
71	LID – ALUMINIUM	7
72	LID SS	18
73	MIXIE WITH JAR	2

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**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses**

74	MUG- SS	2
75	NAPKIN STAND-PLASTIC	5
76	FRY PAN IRON	1
77	PRESSURE COOKER-10 LITRES	1
78	BASIN SS	3
79	BUCKET SS	3
80	WATER JUG-1 LIRE SS	1
81	S S SAMBADAM WITHOUT LID	2
82	S S SERVING DISH-4 COMPARTMENTS	1
83	TUMBLER S S	21
84	SERVICE TRAY-S S	18
85	SPOON-TABLE SERVICE	6
86	SPOON SS- AP	61
87	SPOON SS- TEA/ DESERT	25
88	SS PLATE-THALI PLATE	24
89	SS TIFFEN CARRIER WITH 5 COMPARTMENTS (BIG)	1
90	STRAINER-ALUMINIUM- VEGETABLE	1
91	STRAINER-S S - VEGETABLE	1
92	TEA FLASK S S	4
93	TEA KETTLE-2 LITRES CAPACITY-SS	1
94	TEA KETTLE-2 LITRES CAPACITY- ALUMINIUM	1
95	TONG- SS	1
96	LEMON SQUEEZER S S	1
97	CHAPATHI ROLLER-WOODEN	3
98	WET GRINDER- ELECTRIC OPERATED	2
99	BOWL ALEMBIC GLASS	1
100	BOWL CURRY CERAMIC WITH LID	6
101	BOWL SOUP CERAMIC	31
102	COASTER TEA/COFFEE	12
103	ICE CREAM CUP	5
104	CUP- TEA/ COFFEE	49
105	SAUCER-TEA/COFFEE	107
106	DISH- LARGE- FLAT-CERAMIC	4
107	JUICE GLASS	15
108	WATER GLASS	52
109	JUG-GLASS-WATER	25
110	JUG-PLASTIC-WATER	12
111	FULL PLATE CERAMIC	36

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**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses**

112	HALF PLATE CERAMIC	22
113	SUGAR POT	22
114	POT-MILK	19
115	TEA/COFFEE POT	34
116	SOUP SPOON (CERAMIC & PLASTIC)	68
117	DOUBLE BED SHEET-COLOUR	5
118	SINGLE BED SHEET COLOUR	185
119	SINGLE BED SHEET -WHITE	142
120	WOOLEN BLANKET	44
121	SINGLE MATTRESS	44
122	PILLOW	42
123	PILLOW COVER	170
124	BATH TOWEL	86
125	AIRCONDITIONER WITH STABILIZER	36
126	FOOD WARMER ELECTRIC (BAIN MARIE) WITH 2 CONTAINERS	1
127	REFRIGERATOR-350 LITRES-DOUBLE DOOR	1
128	S S THREE SINK DISH WASHING TUB	1
129	S S WASHBASIN WITH 4 TAPS	1
130	TELEVISION -CRT-21 "	30
131	VEGETABLE CUTTING MACHINE	1
132	WORK-TABLE- SS	2
133	VESSEL RACK -S S	2
134	SS COOKING RANGE-TWO SETS OF TWO BURNERS	1
135	CHIMNEY WITH DUCT SYSTEM	1
136	FRESH AIR SYSTEM	1
137	DEEP FREEZER-425 LITRES	1
138	DEEP FAT FRYER-ELECTRICALLY HEATED	2
139	HOT CASE-ELECTRICALLY HEATED (06 TRAY)	1
140	PLATE WARMER CUM STERILIZER-ELECTRICALLY HEATED	1
141	KUTHUVILAKKU WITH WOODEN PEDESTAL	1
142	DG GENERATOR SET-150 KW	1
143	CHANDELIER LIGHT	2

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**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses****Annexure-II****ROCKFORT GUEST HOUSE**

SL NO	DESCRIPTION	QUANTITY
1	ALMIRAH WOODEN	3
2	ALMIRAH STEEL	5
3	CHAIR DINING WOODEN WITHOUT CUSHION	29
4	CHAIR DINING WOODEN WITH CUSHION	106
6	CHAIR WOODEN WITH ARMS REST	3
7	VISITORS CHAIR WITH CUSHION STEEL	6
8	VISITORS CHAIR WITH CUSHION WOODEN	60
9	CHAIR WOODEN WITH ARMS REST WIRE TYPE	47
10	CHAIR WOODEN WITH ARMS REST CUSHION TYPE (SOFA CHAIR)	18
11	CORNER TABLE ROUND WOODEN LOBBY	2
12	CENTRE TABLE RECTANGLE WOODEN – LOBBY	6
13	CENTRE TABLE WITH GLASS TOP ROOMS	16
14	COT STEEL SINGLE	60
15	COT WOODEN SINGLE	95
16	CYCLE WITH CARRIER BSA	1
17	EMERGENCY LAMP	5
18	PEDESTAL FAN	1
19	FAN WALL MOUNTED	8
20	KEY PANEL WOODEN	1
21	REFRIGERATORS GODREJ	2
22	WATER COOLER	2
23	SIDE BOARD WITH GLASS DOOR	1
24	SIDE RACK STEEL	1
25	SOFA SET THREE SEATER VELVET CUSHION	8
26	SOFA SET SINGLE SEATER VELVET CUSHION	2
27	SOFA SET SINGLE SEATER REXIN	78
28	SOFA SET DIWAN 5 SEATER	4
29	DRESSING STOOL WOODEN WITH CUSHION	50
30	TEAPOY WOODEN	2
31	T V STAND CUM SHOWCASE WOODEN	2
32	T V STAND WITH WHEEL	31
33	DINING TABLE WOODEN	31
34	WRITING TABLE WOODEN ( VARIOUS SIZES)	33
35	DRESSING TABLE WITH MIRROR	44

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**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses**

36	BED SIDE TABLE WOODEN WITH DRAWER	113
37	WRITING TABLE STEEL	4
38	WOODEN STAND FLOWER VASE	2
39	FLOWER VASE CERAMIC	6
40	WALL CLOCK ELECTRONIC	56
41	WATER HEATER (GEYSER)	61
42	TELEVISION CRT	29
43	WATER FILTER ACQUA GUARD	2
44	MAT RUBBER	54
45	BATHROOM MAT CLOTH	76
46	DINING TABLE MAT	42
47	BUCKETS PLASTIC	67
48	MUG PLASTIC	107
49	DUST BIN PLASTIC	91
50	COAT HANGERS PLASTIC	122
51	LAMPS TABLE	6
52	EXHAUST FAN	1
53	CASSOROLE/HOT PACK PLASTIC	4
54	CASSOROLE/HOT PACK SS	2
55	COOKING OVEN GAS STOVETWO BURNER DOMESTIC TYPE	2
56	COOKING VESSEL SS VARIOUS SIZES	23
57	COOKING VESSEL ALUMINIUM VARIOUS SIZES	27
58	DOSAI TAWA	3
59	FLITER SS COFEE	1
60	FORK SS AP	73
61	IDLY VESSEL ALUMINIUM	2
62	JARANI IRON	1
63	JARANI SS	3
64	KADAI ALUMINIUM	2
65	KADAI IRON VARIOUS SIZES	5
66	KADAI SS	1
67	KATORI CUP SS	220
68	KITCHEN LADDLES S S VARIOUS SIZES	38
69	KITCHEN LADDLE ALUMINIM	1
70	KNIFE SS AP	65
71	LID ALUMINIUM VARIOUS SIZES	10
72	LID SS VARIOUS SIZES	28
73	MASALA DABBA SS WITH 01 PLATE & 05 CUPS	1

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74	METAL BUCKET GI	1
75	MIXIE ELECTRIC	2
76	MUG SS –VARIOUS SIZES	7
77	PRESSURE COOKER VARIOUS SIZES	4
78	S S BASIN VARIOUS SIZES	9
79	S S JUG 1 LIRES FOR WATER	6
80	S S SAMBADAM WITHOUT LID	5
81	S S TEA KOOJA/KETTLE 4 LITRES CAPACITY	2
82	S S TUMBLER VARIOUS SIZES	65
83	SERVICE TRAY ALUMINIUM	6
84	SERVICE TRAY S S	7
85	SPOON SS AP	58
86	SPOON SS TEA/ DESERT	88
87	SPOON SS TABLE SERVICE	19
88	S S PLATE THALI PLATE	48
89	SS TIFFEN CARRIER	1
90	STRAINER S S VEGETABLE	1
91	STRAINER ALUMINIUM VEGETABLE	1
92	TEA FLASK S S	21
93	TEA FLASK PLASTIC	3
94	BREAD TOASTER ELECTRIC	1
95	WET GRINDER ELECTRIC OPERATED	4
96	WEIGHING MACHINE WITH WEIGHTS	2
97	POT TEA/COFEE	29
98	POT MILK	17
99	POT SUGAR	17
100	CUP ICE CREAM	62
101	TEA/ COFFEE CUP	12
102	TEA/ COFEE SAUCER	66
103	FULL PLATE CERAMIC	54
104	PLATE QUARTER CERAMIC	102
105	DISH LARGE FLAT	10
106	BOWL ALEMBIC GLASS	5
107	BOWL CURRY CERAMIC	40
108	WATER GLASS	130
109	JUICE GLASS	109
110	CRUET SET SALT & PEPPER S S	10
111	SOUP BOWL CERAMIC	53

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**Tender for Catering, House-keeping & Hospitality services for Kailas & Rockfort Guest Houses**

112	SPOON SOUP CERAMIC	92
113	COASTER TEA/COFEE	36
114	WATER JUG GLASS	18
115	WATER JUG PLASTIC	30
116	BED SHEET SINGLE COLOUR	556
117	BED SHEET SINGLE WHITE	289
118	BATH TOWEL	212
119	HAND TOWEL	50
120	PILLOW	132
121	PILLOW COVER	425
122	MATTRESS SINGLE	104
123	CURTAIN WINDOW	123
124	BLANKETS	40
125	AIR CONDITIONERS SPLIT TYPE	26
126	FOOD WARMER ELECTRICALLY HEATED (BAIN MARIE) WITH 04 CONTAINERS	2
127	REFRIGERATOR SAMSUNG DOUBLE DOOR	1
128	S S FOUR SINK DISH WASHING TUB	1
129	SOFA 3 SEATER LOBBY	12
130	TELEVISION LCD 60 CMS/22"	16
131	TELEVISION LED LG 42"	1
132	TELEVISION LED 24"	12
133	TELEVISION LED 32"	20
134	VEGETABLE CUTTING MACHINE	1
135	WORK TABLE SS	2
136	VEGETABLE RACK	1
137	VESSEL RACK S S	2
138	SS COOKING RANGE TWO SETS OF TWO BURNERS	1
139	NATARAJA STATUE	1
140	CHANDELIER	1

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