



**Bharat Heavy Electricals Limited  
Heavy Equipment Power Plant,  
Ramachandrapuram,  
HYDERABAD-502 032**

PHONE : 040-23182213  
040-23182353

Tender No. HY/GH/OS/14  
Dated: 09.08.2014

**GENERAL TERMS & CONDITIONS**

**TENDER FOR OUTSOURCING OF**

**CATERING, HOUSE KEEPING SERVICES IN GUEST  
HOUSE LOCATED IN BHEL TOWNSHIP,  
RAMACHANDRAPURAM,  
HYDERABAD -502 032**

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Last date for submission : 23.08.2014



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**TENDER DOCUMENT**

Tender No. HY/GH/OS/14

Dated: 09.08.2014

**GENERAL TERMS & CONDITIONS**

Last date for sale of tender documents : 23.08.2014

Cost of Tender documents : Rs 1000/-

Last date for submission of sealed tender : 23.08.2014 at 11.00 hrs

Date & Time of opening the Technical Bid : 23.08.2014 at 14.00 hrs

Venue : Vendor complex,  
BHEL-Ramachandrapuram,  
Hyderabad-502032

Sealed tender covers- both technical bid and price bid should be dropped at tender box at **Vendor complex, B.H.E.L Ramachandrapuram, Hyderabad-502032**

**Note:** Tender document can be purchased from BHEL guest house located at BHEL Township, Ramachandrapuram, Hyderabad-32 between 9.00 AM to 12.00 noon and from 1.30 PM to 4.30 PM on any working day against submission of a DD for Rs 1000/- drawn in favor of "BHEL, Hyderabad" or tender document can be downloaded from BHEL [www.bhel.com](http://www.bhel.com) for which Rs 1000/- DD should be enclosed along with technical bid.

## **GENERAL INFORMATION**

The Company is desirous of engaging an agency in hospitality and catering services for running its Guest House at Hyderabad. The Guest House should be managed on round-the-clock basis. The scope covers- managing (a) Reception-cum-Front Office (b) Catering (c) House-keeping (d) Laundry (e) General administration- Detailed separately.

The hospitality agency preferably be registered (i.e. PSUs, Govt. Depts/agencies, Pvt. Sector companies ) or a well established organization.

Any certification like ISO 9000 or any other standardization certificate may also be furnished.

An undertaking should be submitted to the effect that there is no case or charge under investigation/enquiry/trial against the agency, nor Conviction in a court of law or suspended/blacklisted by any organization on any ground.

Sales Tax Assessment Order for the preceding three years to be enclosed.

If the performance of the bidder is found to be unsatisfactory for any reason in his previous experiences, BHEL reserves the right to reject the bid submitted by bidder.

## **PRE QUALIFICATION TECHNICAL CRITERIA**

(a) The agency should have the experience in industrial catering and House keeping services in maintaining guest houses with a minimum of 10 rooms and for a total period of 3 years immediately preceding the enquiry date. Such contracts shall be of not less than one year in each contract with any reputed organization (i.e. PSUs, Govt. Depts/agencies, Pvt. Sector companies ) or a well established organization.

(b) The agency.s turnover per annum in maintaining the guest houses {Industrial catering and Housekeeping services) should not be less than Rs 10.00 lacs.

(c) Documentary proof (a) and (b) above in the form of TDS, Signed Audited Financial statements shall be submitted along with the tender, without which the tender is liable for rejection.

(d) The agency should have the experience in maintaining the guest house activities of industrial catering and housekeeping services simultaneously as a single contract and also at single location only. BHEL is at its discretion to visit the places of similar contracts under execution by the contractor. Experience details to be furnished in the format at Annexure-II.

(e) The quotation must be submitted together with a Demand Draft payable in favor of Bharat Heavy Electricals Limited., Ramachandrapuram on any scheduled Bank for Rs.1,50,000/- as Earnest Money Deposit(EMD), without which the tender will be rejected.

The tenderer is not entitled for any interest on the deposit or any right for award of the contract. EMD of the successful tenderer will be converted into security deposit. The deposit amount shall be forfeited if the tenderer, after submitting his tender, withdraws from his offer or modifies the terms and conditions thereof or fails to enter into agreement and take up the work within one week of awarding the contract. Earnest Money Deposit given by all unsuccessful tenderers will be refunded normally within fifteen days of acceptance of award of work by the successful tenderer.

### **SECURITY DEPOSIT :**

The Successful Tenderer shall furnish Security Deposit to BHEL. The rate of Security Deposit will be as below :

Upto Rs. 10 lakhs	10% of the contract value
Above Rs.10 lakhs upto Rs.50 lakhs	1 lakh + 7.5% of the amount exceeding Rs.10 lakhs
Above Rs. 50 Lakhs	<b>Rs. 4 Lakhs + 5% of the amount exceeding Rs. 50 Lakhs.</b>

The Security Deposit should be paid before start of the work by the contractor in the form of Cash (as permissible under the Income Tax Act), Pay Order, Demand Draft, Local Cheques (subject to realization) or Bank Guarantee (limited to 50% of the value of Security Deposit and balance 50% in Cash or other forms of Security) or as per other provisions of BHEL. No interest will be paid to the Contractor for the amount of Security Deposit during the period of agreement.

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 offer of the contract and the tenderer shall be liable to compensate BHEL for any loss incurred by BHEL. The security deposit shall be returned within a reasonable time after the date of expiry of the contract subject to the contractor carrying out all obligations / operations as required under the contract.

BHEL reserves the right to recover any part or the whole of the amount of the security deposit 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.

## **GENERAL CONDITIONS.**

### **SCOPE OF WORK AND SERVICES**

#### **1. RECEPTION-CUM-FRONT OFFICE**

- a. To facilitate guest house incharge in room allocation by giving daily occupancy listing, bookings, check-in and check-out of guests, collect cash/obtain signatures of guests as required, maintain proper accounting and submit the same periodically to BHEL Officials. Attending phone calls and passing messages to guests/BHEL officials.

#### **2. CATERING**

- a. To render all Food and Beverage services at high standards.
- b. To render additional services as may be required by BHEL.

#### **3. HOUSEKEEPING**

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

#### **4. LAUNDRY**

- a. To render all laundry services at high standards for guest house linen items.
- b. To render all laundry services at high standards for guests.

#### **5. GENERAL ADMINISTRATION**

- a. To ensure the entire operations of the Guest House and coordinate with respective departments of BHEL for smooth running of the guesthouse.
- b. To maintain records as required by BHEL.
- c. To ensure the safety of Guest House, properties belonging to the Guest House and maintain total vigil on the movement of people in the guest house.

## 1. FRONT OFFICE

- 1.1 When the guest checks-in, the Contractor/Contractor's staff shall immediately
  - 1.1.1 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 e-mail/hard copy by the designated officer. The contractor shall not allot rooms on his own, for any reason.
  - 1.1.2 Get the guest's name entered in the Occupancy Register to be provided by BHEL.
  - 1.1.3 Accompany the guest by carrying his baggage to his room, leave him in the room, look for his comforts, keep fresh water, etc.
  - 1.1.4 Offer him tea/coffee/food etc. as required by him, suiting to the time.
  - 1.1.5 When the guest checks-out, separate bills for boarding and Lodging are to be prepared and get signed by the guest.
  - 1.1.6 In case of BHEL employees on official duty, the Contractor shall collect cash from the guests towards boarding only and obtain signature of the guests on lodging bill. In case of BHEL employees and other guests on personal visit entire expenditure towards boarding and Lodging shall be collected in cash. The lodging charges collected shall be deposited in BHEL Cash Office duly approved by BHEL designated Officer.
  - 1.1.7 In case of Company's guests, the Contractor shall raise lodging & boarding bill and get the same signed by the guest and claim the boarding part for reimbursement from BHEL along with other bills to be submitted by the Contractor once in a month.
  - 1.1.8 Carry the guest's baggage from the room to the vehicle while checkout.
  - 1.1.9 To ensure that the guest has not left behind in the room any of his belongings, and if found, immediately inform BHEL officials for delivering the same to the guest.
  - 1.1.10 The Contractor.s boys shall not seek any tips or favor from the guests for the services rendered.
- 1.2 During stay, the guest's miscellaneous needs are to be attended to, like laundry needs etc. The charges for these services may be collected from the guest on actual basis, providing relevant bills. In cases where these services are to be rendered at Company.s cost, the same will be intimated to the Contractor by the BHEL officials.
- 1.3 To order for newspapers and magazines as advised by BHEL, coordinating with the newspaper agents and the expenditure actually incurred will be paid directly by BHEL to the newspaper agency at the end of the month.
- 1.4 Coordinating with cable operator to see that all connections available in all the rooms and dining halls are in order and working condition of the TVs. However, the actual expenditure incurred for cable connections will be borne by BHEL.

## **2. CATERING**

- 2.1 The Contractor shall provide the following services:
  - 2.1.1 Preparation of Tea and Coffee, Breakfast, Lunch and Supper etc., as per the menu given separately in the Price Bid Format.
  - 2.1.2 The menu may be altered for specific guests / special occasions / programmes / functions as desired by BHEL, within the overall scope of the menu. For any extra item, not covered in the menu the Contractor may charge additionally on the mutually agreed rates. Separate menu for special occasions (special lunch, western style and packed working lunch) is also enclosed the rate against each item may be quoted for ready reference.
  - 2.1.3 The Contractor shall take orders beforehand from the staying guests regarding their food requirements. The BHEL officials at the Guest House may also place separate orders on the Contractor for any official programmes/ functions / special occasions.
  - 2.1.4 The Contractor shall take care to provide healthy food to the guests as per the standard menu prescribed by BHEL. However, in exceptional cases, he may have to prepare food as specified by the guests on medical grounds.
- 2.2 The Contractor shall be responsible for procurement of raw materials and ingredients. First quality raw materials and ingredients shall be used in the preparation of food and beverages. Fresh vegetables and milk, standard beverages shall be used. The quality of the materials should be satisfactory to the officials of BHEL who may carry out random inspection.
- 2.3 The Contractor shall store sufficient quantity of high quality ingredients in the available place in the guesthouse to ensure preparation of food items in time. The Contractor at his own risk shall make the procurement and storage.
- 2.4 The timings for services shall be as informed by the Company.
- 2.5 Every food preparation shall be used for the specific service and the Left-over food shall not be carried to next meal service.
- 2.6 The Contractor shall be responsible for service of food and beverages in the Dining room. Morning Tea/Coffee (Un-mixed) will be served in respective rooms for all the guests. Other room service shall be provided to VVIPs on request and other guests in case they are not able to reach Dining Hall due to medical reasons.
- 2.7 The Contractor shall provide efficient and prompt service to all guests.
- 2.8 The food preparation is to be done in a strict hygienic environment and matching process without any compromise. The staff are also expected to be reporting for duty with good health and hygiene as well as washed & pressed uniforms.
- 2.9 The Contractor should ensure total cleanliness and regular cleaning of facilities in the kitchen.

- 2.10 The Contractor shall perform the Service to the satisfaction of the Company officials. If any shortcoming is found then on instruction from Company officials, the Contractor shall rectify the shortcoming immediately.
- 2.11 The Contractor shall ensure that he appoints well qualified & experienced cooks in all types of South/North Vegetarian /Non-Vegetarian/Continental Food preparation.
- 2.12 On special official functions to be conducted at guesthouse or in any of the company-chosen place, (within BHEL R.C.Puram township) the Contractor shall be ready to undertake such functions. The Contractor and the Company shall work out special menu and rates for such occasions on mutually agreed basis.
- 2.13 If BHEL asks for procurement of any outside preparations, the Contractor shall arrange for the same and claim the expenditure in his regular bills.
- 2.14 The contractor shall attend to any or all catering requirements whether covered contractually or otherwise, at a pre-determined price laid out in the contract or mutually agreed upon thereafter.
- 2.15 The Contractor shall bring his own crockery, cutlery and utensils of standard/OHS standard. He is also free to use any of the available facilities in the guest house.
- 2.16 Routine cleaning and proper handling of kitchen equipment required for food production will be the contractor's responsibility.
- 2.17 All cooking fuel costs will be borne by the contractor. The contractor shall co-ordinate the booking & procurement of cylinders in time. Any cooking equipment's which are run on electricity will be permitted in the kitchen only with the prior permission of BHEL officials.

### 3. HOUSE KEEPING

- 3.1 The number of rooms available in the guesthouse and the area of lounge, dining halls, verandahs etc., are given separately for estimation purpose under Part-B Price Bid. The Contractor, before submitting his offer, may visit the place for his own assessment.
- 3.2 The Contractor will procure and provide tooth brush, tooth paste, small sized soaps, shampoo sachets, coconut oil and razor in the general rooms and the following items like soaps, shampoo bottle, toothbrush, toothpaste, comb, disposable razor, shaving cream, coconut oil, shower cap, etc. to be kept in all the VVIP rooms as directed by guest house in-charge.
- 3.3 The Contractor shall arrange to keep one English Newspaper in all the rooms and one English newspaper and one Weekly magazine in all VVIP Rooms. In addition, one copy each of two different English newspapers, one Telugu, one Hindi newspaper and three Weekly and two fort-nightly magazines are to be kept at reception Area. Newspapers should be procured on daily basis only for the reception, and for the rooms on occupancy basis. Expenditure towards the same will be paid by BHEL directly to the newspaper agency.
- 3.4 All the rooms shall be kept neat and tidy to enable BHEL to allot the rooms at any point of time.
- 3.5 The Contractor shall be responsible for making the beds and clean all the rooms daily. All rooms, bath rooms and toilets are to be cleaned with high quality disinfectants daily. Ceilings, ceiling fans, windows, glasses and furniture to be cleaned once in fifteen days. All the necessary housekeeping materials for the performance of services shall be to the Contractor's account.
- 3.6 Room fresheners and deodorants facilities to be made available in all the rooms, toilets, lounges and all common toilets at the contractor's cost. They may be replenished immediately whenever required.
- 3.7 The contractor shall maintain high standards of cleanliness and hygiene throughout the guesthouse.
- 3.8 The contractor shall make proper flower arrangements in the dining halls and lounges at his cost.
- 3.9 During the visit of VVIPs, he shall arrange for Fruit Basket & Flower Arrangement in VVIP Rooms as directed by BHEL guest in-charge. The actual Expenditure towards the same may be claimed from BHEL in his monthly bills.
- 3.10 The Contractor's men shall take care of the wall calendars, clocks, etc. provided in the guesthouse rooms and other places, including taking care of changing batteries when required. Expenditure shall be reimbursed to the contractor.
- 4 Rooms to be regularly checked for bed, hand towel, bath towel, soap, shampoo etc water, functioning of TV, refrigerators, ACs, geysers and bath room fittings, bulbs etc. Drinking water should be arranged from Aqua guard machine available in guest house and sealed mineral water bottles in VVIP rooms on reimbursable basis.
- 5 The Contractor shall ensure proper functioning of all systems in the guest house such as electrical, electronics, water supply and sanitary. Should there be any requirement of attending to emergency problems which are minor in nature, he shall arrange to call the qualified person in the respective field and get the problem solved.

#### **4. LAUNDRY**

- 4.1 The Contractor shall provide manpower, materials and systems for efficient and timely laundry services for the guesthouse.
- 4.2 Bed linen and towels should be washed daily, pressed wrinkle free and kept in clean condition for use. Washing of table cloth, curtains, sofa covers, blankets etc., are to be carried out based on needs. The laundry services should be done in time. In exceptional cases and on specific instructions from BHEL officials the contractor may claim expenditure incurred for laundry services extended to VVIPs.
- 4.3 The contractor shall charge from the guests for laundry services as per rate card agreed mutually.
- 4.4 BHEL shall provide water and electricity along with adequate space for laundry services.

## 5. GENERAL ADMINISTRATION

- 5.1 Guest Occupancy Register provided by BHEL shall be maintained and up dated by the Front Office Staff. As soon as the guest enters the guest house necessary entries are to be obtained and guest ID badge shall be issued (blank badges shall be provided by BHEL).
- 5.2 An attendance register to be maintained for the contractor's staff.
- 5.3 Daily boarding charts are to be maintained without overwriting for the provision of food to the guests.
- 5.4 A file to be maintained for preserving the room reservation list.
- 5.5 Room rent and boarding bill books are to be maintained as prescribed by BHEL.
- 5.6 Asset Register is to be maintained by the Contractor to ensure the safe custody of guest house properties. This is subject to periodical verification by the concerned authorities of the BHEL. The Contractor shall assume full responsibility for maintaining all movable properties of BHEL located inside the Guest House. In case of any shortage, damage etc., the Contractor is liable for replacement of the same at his cost or the cost of the asset will be deducted from his pending bills
- 5.7 The Contractor shall obtain feedback in the prescribed forms on services rendered on a regular basis from all the guests.
- 5.8 Statements of food provided, bills received and submitted, etc. are to be maintained by the Contractor.
- 5.9 The Contractor shall perform all catering and housekeeping work 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 Company's own procedures and instructions. The Contractor shall perform the Service to the satisfaction of BHEL and if any shortcomings are noticed the same shall be rectified in time to the satisfaction of the Guest House Officer.

**Raw material standards:** The Contractor shall ensure that high quality ingredients and variety of quality vegetables are always procured for preparation of eatables. For all food preparation, double refined cholesterol-free and agmark oil is to be used. As far as possible for all other preparations agmark or any other standard products are to be used. The company's authorized official has the right to test the quality of food, reject any ingredient that may be found to be substandard. All raw materials used should be free from adulteration or any foreign material. The contractor should also ensure that the used edible oil is not re-used for any other cooking purpose.

**Hygiene Standards:** The Contractor should 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 .

**Facility provided by BHEL broadly include**

1. Kitchen with all necessary facilities like cylinders, grinder, refrigerators, etc.
2. Furniture in rooms, dining halls, lounges, office rooms, etc.
3. Electronic Appliances like TV, ACs, Refrigerators, and Ovens etc.

All the available capital equipment will be given to the contractor on as-is, where-is condition.

Any loss, theft, damage or breakage of the items entrusted to the Contractor will be borne by the Contractor.

The Contractor will have full responsibility of proper upkeep, maintenance (including spares replacement of equipment's) and custody of the equipment'/vessels etc, handed over to him by the company.

All the items supplied by the company at its expense for the purpose of running Guest House will be company's property for all intents and purposes.

The losses due to breakage / theft / damage or loss of any such materials / equipment / fixtures / furniture or damage due to poor and reckless handling shall be recovered from the Contractor at full cost. With respect to natural wear and tear of any such item, the decision of the company shall be final and binding on the Contractor. However, the contractor shall maintain records for all such damages/breakages.

## CONTRACTOR'S PERSONNEL

1. The Contractor shall maintain sufficient number of Qualified/Trained catering Personnel on the job to ensure smooth operation of the services as set forth in the Scope of Work and Services. However, preference shall be given to South Indian/local cooks. This will include but not limited to:
  - a. All labor necessary to prepare and serve all meals of different cuisines including continental and to maintain the guesthouse rooms etc., in total cleanliness and hygiene condition, and
  - b. All clerical, supervisory and management personnel necessary for catering and allied operations shall be able to speak Telugu Hindi and English.
  - c. The Receptionist shall be able to speak Telugu, Hindi and English and shall be qualified /trained /experienced in receiving / attending the guests round the clock.
2. The Contractor, as per the Abolition of Child Labour Act 2006, shall not engage a person below the age of 18 years.
3. The Contractor shall be solely responsible for providing all requirements of his laborers, including
  - a. Payment of wages and all other allowances including bonus as per Minimum Wages Act 2008 of Govt. of AP including all revisions/amendments from time to time.
  - b. Collection and payment of all taxes on behalf of his employees and any other statutory requirements such as PF, ESI etc., to any Government Authority having jurisdiction.
  - c. Prompt replacement of any personnel whose performance is unsatisfactory or whose presence is considered as detrimental to BHEL's interests.
  - d. All insurance and safety aspects pertaining to Contractor's employees are the contractor's liability.
  - e. The personnel employed by the Contractor shall be healthy in all respects and shall produce medical certificates to substantiate the same as required by the BHEL's medical officer. Medical check-up shall be done once in six months. BHEL is at liberty to subject any personnel employed by the contractor to medical check up by BHEL Doctor / any other authorized Doctor at any time.
  - f. Police verification is mandatory on successful bidder before deployment of staff. The verification report shall be submitted to designated guest house in charge.

4. The Contractor shall ensure that all his employees turn out in clean, appropriate uniforms and shoes, at all times on duty. The personnel shall wear caps and hand gloves while serving food. The Contractor shall provide the necessary uniforms, which shall be preferably white for catering personnel and other colour preferably dark brown for house keeping personnel and Unskilled Workers. However, BHEL will be at liberty to change the color scheme when the issue of uniform is next due.
5. **The contractor shall employ only male personnel for all areas of operations, except for Sweeping, Swapping, Washing & Cleaning of Vessels for which he may consider female personnel also. However, the Contractor, in case of engaging any female personnel for the above purpose, should ensure that they don't work during night shifts and don't stay inside the Guest House during night times.**

BHEL has no responsibility whatsoever on the Contractor's employees and the Contractor will be solely responsible for 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.

The Contractor will be solely responsible for the operation of the Guest House. However, the operation will be monitored by the designated officials of the company. The Contractor will also ensure availability of a responsible person on round-the-clock basis for contact by the designated officials of the Company.

The Contractor shall engage sufficient number of competent employees for running the Guest House on round-the-clock basis. Expenses on account of payment of salary / wages / providing of food / eatables for contractor's employees / Uniform / Personal Protective Equipment's, and other benefits including statutory payments like PF, ESI, Holiday wages, Gratuity, Bonus, insurance and any other payment towards the contractor's employees shall be met by the Contractor. The Contractor shall have full control over his employees including the right to appoint, determine service conditions, discharge, dismiss, or otherwise terminate their services at any time. The Contractor shall be solely responsible for any claim arising out of employment or termination of his employees and for statutory payments. In case the number of workers engaged on any one day is found to be less than stated requirement proportionate deduction will be made in the monthly contractor's bill.

**A Contractor shall employ such personnel 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 disciplinary grounds.**

The Contractor shall comply with the provisions of the Factories Act 1948, Contract Labour ( regulation and abolition) Act 1970, Abolition of Child Labour Act 2006, ESI Act 1948, Workmen's Compensation Act 1923, Employees Provident Fund and Miscellaneous Provisions Act 1952, Minimum Wages Act 1948, Payment of Wages Act 1936, Payment of Bonus Act 1965, Payment of Gratuity Act 1972, Catering Establishment Act, Industrial Establishment, (National & Festival Holidays) Act 1958 and the Rules there-under or any other Laws and Rules as may be applicable with latest amendments/versions to the contract workmen from time to time. The Contractor shall produce registers and records and comply with other directions issued by the company for compliance of the statutory provisions.

The 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 person due to the non-observance by the Contractor of any of the provisions otherwise of the enactments cited BHEL reserves its 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 by the Contractor.

The Contractor shall, whenever required by the company or Govt. officials authorized statute, produce for inspection, all forms, registers and other records required to be maintained under various statutes.

The 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.

The company will not make any separate payment towards the expenses incurred by the Contractor for complying with the above or any of the statutory provisions regarding their employees.

The Contractor shall comply with all operational rules and regulations, including security & disciplinary rules framed by the company and made applicable to the whole or part of the premises, wherein the Contractor or his employees happen to be operating / working. In the event of any of the Contractor's employees violating the said rules and regulations or in any way becoming objectionable to the company, the Contractor shall remove forthwith such employees from the company's premises and indemnify BHEL for any loss on such violation of the rules and regulations.

Prevailing Rate of Wages and other statutory Payments applicable in BHEL as on Day to be paid to the workmen deployed to carry out the work by Contractor which may be revised from time to time

i) Wage rates as on date i.e. 01/04/2014 is shown below:

U S W	:	Rs. 455.80 per day Inclusive of weekly off
SSW	:	Rs. 502.15 per day inclusive of weekly off
SW	:	Rs. 548.96 per day inclusive of weekly off

**ii) Leaves and Holidays**

- Holidays applicable to BHEL shall be paid holidays for the workmen engaged by contractor.
- One day of earned leave shall be provided for every 20 days worked, for this purpose, weekly off and holidays will be counted as working days.

**iii) P F and E S I contributions wages**

PF @ 13.61 % and ESI @ 4.75 % of basic wages should be contributed by the Contractor on above daily wages.

iv) Bonus @ 20% on Rs.3500.00 per month.

## ARBITRATION

Except where otherwise provided for in the contract all questions and disputes relating to the meaning of the Scope of Work, Terms & Conditions, hereinbefore mentioned and as to the quality of service or materials used or as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, Scope of Work, Terms & Conditions, instructions, orders or otherwise concerning the works or the execution of/ failure to execute the same whether arising during the progress of the contract or after the completion thereof shall be referred to conciliation as per provisions of Arbitration and conciliation act - 1996. In the event of failure of

Conciliation the same shall be referred to the sole arbitration of the Head of the Unit or to the sole arbitration of some other person appointed by the Head of the Unit willing to act as such arbitrator. The case referred to arbitration shall be other than those for which the decision of the BHEL designated official is expressed in the contract to be final and conclusive. There will be no objection if the arbitrator so appointed is an employee of BHEL and that he had to deal with the matters to which the contract relates and that in the course of his duties as such he had expressed views on all or any of the matters in dispute or difference. The arbitrator to whom the matter is originally referred being transferred by vacating his office or being unable to act for any reason, such Head of the Unit as aforesaid at the time of such transfer, vacation of office or inability to act, shall appoint another person to act as arbitrator in accordance with the terms of the contract. Such person shall be entitled to proceed with the reference from the state at which it was left by his predecessor.

Subject as aforesaid the provision of the Arbitration and conciliation Act 1996 or any statutory modification or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceeding under this clause.

It is a term of the contract that the party involving arbitration shall specify the dispute or disputes to be referred to arbitration under this clause together with the amount or amounts claimed in respect of each such dispute.

The arbitrator(s) may from time to time with consent of the parties enlarge the time, for making and publishing the award.

The work under the Contract shall, if reasonably possible, continue during the arbitration proceedings and no payment due to be payable to the Contractor shall be withheld on account of such proceedings.

The Arbitrator shall be deemed to have entered on the reference on the date he issues notice to both the parties fixing the date of the first hearing.

The Arbitrator shall give a separate award in respect of each dispute or difference referred to him.

The venue of arbitration shall be such place as may be fixed by the Arbitrator in his sole discretion.

The award of the arbitrator shall be final, conclusive and binding on all parties to this contract. The language of the arbitration proceedings shall be in English only.

#### **PERIOD OF CONTRACT**

The contract will be awarded for a period of two years and the rates quoted by the vendor shall be valid for two years.

BHEL reserves the right to terminate the contract at any point of time without assigning any reasons thereof or any notice.

#### **Risk clause**

Not with standing anything contained in any other clause, BHEL reserves the right to terminate the contract due to 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. The decision of the BHEL about the failure on the part of the Contractor shall be final and binding on the Contractor.

If there is any stoppage of service in any area of the Guest House operation, for any reason whatsoever, the Contractor is liable for penalty action as decided by BHEL. In the event of any failure on the part of the Contractor, BHEL shall have the right, without any prejudice, to get the work done through any other alternate agency at the risk and cost of the Contractor. The additional cost, loss, if any incurred by BHEL will be recovered from the Contractor.

### **Accounting and payment terms:**

The Contractor is fully responsible for the Cash Inflow in terms of money collected from the guests. The same has to be properly accounted with necessary paper work and money deposited with the BHEL Cash office duly authorized by Guest House In-charge on weekly basis.

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

Necessary records are to be maintained by the responsible person appointed by the Contractor which is to be verified from time to time by the BHEL authorities.

The payment will be admitted and cleared for the quantity of food items served only and not on the quantity prepared.

The Contractor is fully responsible for the wastages of food items prepared at the Guest House. So, any wastage of food items will have to be borne by the Contractor.

### **Payment to the Contractor**

The Contractor shall raise the bill inclusive of all taxes on completion of each calendar month, which should be duly certified by the BHEL's official at the Guest House and the payment shall be made (subject to TDS as applicable) within 30 days from the date of submission of complete bill with supporting documents through NEFT only for which necessary mandate form to be provided to BHEL.

### **SUBLETTING**

The contractor shall not sublet, transfer or assign the contract or any part thereof without the previous written approval of the company to any other person/company/organization.

## HOW TO QUOTE:

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

Part 'A' : Pre-qualification technical bid ( un-priced commercial bid)

Part 'B' : Price bid.

Part "A" must be duly completed and sealed along with earnest money deposit (EMD) in a separate envelope super scribed Tender No.HY/GH/OS/14, Dated: 09.08.2014 = Part "A" = Pre-qualification technical Bid" for R.C.Puram Guest house. The tenderer shall expressly accept all the terms and conditions of the tender.

Part "B" must be duly completed and sealed in a separate envelope super scribing "Tender No. HY/GH/OS/14 dt.09.08.2014 = Part "B" = Price bid" for RC Puram Guest House. The scope and general terms and conditions should be attached to this with each page duly signed as a token of acceptance.

Part "B" - the price bid should not carry any condition and commercial term. Price / rate only should be quoted in clear terms in the format given by BHEL.

Part "B' - price bids will be opened only in respect of those tenderers who are qualified in the pre-qualification bid (Part-A)

The tender forms both Part "A' &"B' duly filled in all respects shall be signed on each page by the tenderer. Any alteration, erasure or over-writing unless authenticated by the tenderer will render the tender invalid.

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

Name of the tenderer should be written on the sealed envelope along with a valid email ID and phone number (mobile & land line), fax number.

Tender documents consisting of Part "A' & "B' are to be duly sealed in two separate inner covers. The two inner covers should be sent in a sealed outer cover super scribing "Tender for Outsourcing of Catering & House keeping services at Guest House, BHEL, RC Puram to the Vendor Complex, BHEL, HPEP, Ramachandrapuram, Hyderabad-502032 so as to reach us **on or before 11.00 hrs on 23.08.2014.**

Part "A" of tender form will **be opened at 14.00 hrs the same day (23.08.2014)** in the presence of tenderers /their authorised representatives who choose to be present for the tender opening. Tenderers will be evaluated further and who are found to meet the pre-qualification criteria will be intimated to attend the tender opening of Part „B. i.e. the Price Bid at a date to be notified separately. Part „B. will be opened at the specified date in the presence of the tenderers / representatives who are notified to attend the tender opening.

The tenders may be deposited in the TENDER BOX kept in the Vendor Complex of BHEL, Ramachandrapuram, Hyderabad-502 032 between 8.00AM and 4.00 PM (except on Sunday), Officer (Guest House) may be contacted in case of problem in identifying the correct tender box.

For further details or clarifications, if any, the Officer (Guest House), BHEL-HPEP, Ramachandrapuram, Hyderabad-502 032 may be contacted in person or through telephone 040-23182213.

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

**PRICE BID:**

The tenderers are required to submit their quotation for the items listed in Part "B". The labor cost will include the wages payable to the employees by the Contractor, and also statutory payments such as ESI, PF, Bonus, EL, Incidentals like cost of food supplied to the workmen, uniform, PPEs and all other statutory and non-statutory benefits to the persons employed by him.

Catering charges - the rate for each unit of food item shall include material and fuel cost only. The labor cost for food preparation shall be covered under fixed service charges for providing man power.

**VALIDITY OF RATES:**

The rates quoted (inclusive of all taxes) 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. The quoted prices are firm till the completion of contract period.

I/We have read the General Information, Scope of Work, Terms & Conditions explicitly mentioned and accept the same to execute the contract, if awarded.

SIGNATURE & SEAL OF THE TENDERER

Date:



Part – A

**Bharat Heavy Electricals Limited  
Heavy Equipment Power Plant,  
Ramachandrapuram  
HYDERABAD-502 032**

PHONE : 040-23182213  
040-23182353

**IMPORTANT NOTE FOR PRE-QUALIFICATION TECHNICAL BID**

1. Please read "Scope and general terms & conditions" before filling up this form.
2. Attach documentary evidence wherever asked for.
3. Attach the complete set of Scope, Terms & Conditions duly signed by you.
4. Complete the format in all respects with signature on each page.
5. Sealed cover super scribing the envelope **Tender No. HY/GH/OS/14, Dated 09.08.2014 - Part "A" - (Pre-qualification technical Bid)** should be submitted on or before the due date.
6. If space provided in the format is not sufficient, please provide the information in a separate sheet duly signing the same.
7. Those who are qualified for "Pre-qualification technical Bid" alone will be considered for opening of "Price Bid".
8. Attach the DD for **Rs.1,50,000/-** towards payment of Earnest Money Deposit as stated in the "Scope and General Terms and Conditions".
9. Tender Opening: Technical bids will be opened on the date & time specified for opening of the bids. **\*\*\*ALL THE BIDDERS WHO HAVE QUALIFIED IN THE TECHNICAL BID HAVE TO ACCEPT FOR PARTICIPATION IN THE REVERSE AUCTION PROCEDURE FOR FINALISING THE TENDERS (AT BHEL.s DISCRETION).** \* The date of conducting Reverse Auction will be intimated separately after scrutiny of technical bids along with which Reverse Auction rules will be intimated.

**Part - A**

**PART "A" - PRE-QUALIFICATION TECHNICAL BID FORMAT**

( A ) Name & Address of the Tenderer along with the branch offices

( B ) Whether Individual or Company or Partnership Firm

( C ) Name & address of Directors and / or Partners (in case of Company or Partnership firm) or name & address of the Proprietor (s) in the case of sole proprietorship firm. (documentary evidence to be enclosed).

( D ) Experience:

- No. of years of experience in maintaining the guest house (industrial catering & housekeeping services simultaneously as a single contract and also at single location only), No. of Rooms, Avg. Occupancy level per month etc. (Enclose documentary evidence). Quotation without documentary evidence for required experience shall be rejected. Experience details to be furnished in the format at Annexure-II.

( E ) No. of employees proposed to be employed with break up details for the following:

**Man Power deployment details**

- i) Manager
- ii) Front office
- iii) Kitchen services
- iv) Dining hall services
- v) House keeping services

( F ) Name of Bankers

- ( G ) Provident Fund Code No. :
- ESI Code No. :
- Income Tax PAN NO. :
- Service-Tax Regn.No. :  
with copy of Regn. Certificate
- VAT/TIN Regn.No. :

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

( I ) Working capital of the contractor

( J ) Is the contractor an Income-Tax Assesse ? If so, copies of income tax returns for last 3 assessment years has to be enclosed. Income-Tax clearance certificate for the last three years has to be produced.

( K ) Audited Balance Sheet and Profit & Loss statement for the past three years to be enclosed.

( L ) Lead time required for commencing Guest house operations after awardal of contract

Tender No. HY/GH/OS/14  
Dated: 09.08.2014

Part - A

( M ) Whether the Part "B" – "Price Bid" is submitted

( N ) Any other information the tenderer may like to furnish.

#### DECLARATION

I / We hereby declare that I / We have not been banned and de-listed by any Government Department / Financial Institution / have not been convicted by any Court of Law.

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

Place:

Date:

**PART "B" - PRICE BID**

II. BHEL-RC Puram Guest House, Hyderabad-32

**IMPORTANT NOTE FOR PRICE BID SUBMISSION**

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 with seal.
3. The labor cost will include the wages payable to the employees by the Contractor, and also statutory payments such as ESI, PF, Bonus, EL, Incidentals like cost of food supplied to the workmen, uniform and per personal protection equipment and all other statutory and non-statutory benefits to the persons employed by him.
4. The rate quoted for catering charges should be based on the menu. The rate for each unit of food item shall include material and fuel cost only. The labor cost for food preparation shall be covered under fixed service charges for providing manpower.
5. The rates quoted 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, quoted prices are firm till the completion of contract period.
6. Standard methods, quality ingredients, fresh seasonal vegetables etc., for preparation of items and standard weight for each item should be taken into consideration while quoting the rates.
7. Sealed cover super scribing the envelope "Tender No. HY/GH/OS/14, Dated 09.08.2014 Part 'B' (Price Bid )" should be submitted on or before the due date.
8. If space provided in the format is not sufficient, please provide the information in a separate sheet, duly signing the same.
9. **For estimation purpose, 70% of the total accommodation capacity of the Guest House may be considered as given under:**

Tender No. HY/GH/OS/14

Dated: 09.08.2014

**LOCATION AND DETAILS OF THE BHEL  
RAMACHANDAPURAM HYDERABAD GUEST HOUSE**

Address & the location	: BHEL Township, Near State Bank of Hyderabad Ramachandapuram, Hyderabad-502 032
Number of rooms	: <b><u>GODAVARI GUEST HOUSE</u></b> Gouthami Block - 4 VVIP Suites Single bedded rooms - 08 Double bedded rooms - 08 VIP Suites – 06 Single Suites – 02  <b><u>KRISHNA GUEST HOSUE</u></b> Single bedded rooms -08 Double bedded rooms - 16
Dining halls - 3 Nos.	Adarsh – 1 (VVIP Seating capacity 12) Annapurna Athithi
Lounges	: Two
Kitchen	: One
Office Rooms	: One
Pantry Rooms	: Three
Store Room	: One
Caterer's Room	: One
Toilets	: Five
Verandahs	: 600sq.m

**The contractor is advised to visit the Guest House before submitting his tender.**

**PART B- PRICE BID FORMAT**  
**BHEL-RC Puram Guest House, Hyderabad-32**  
**FIXED CHARGES -A**

S.No.	Description	Rate (Rs)
01.	Fixed Service Charges per month for providing the man power: The detailed break up for the quoted amount along with category wise manpower break up should be submitted separately as per Annexure-1	
02.	House Keeping material charges per month for cleaning the premises. (break up details of material proposed to be used to be furnished)	
03. (a)	Guest amenities per month (small size soap, shampoo sachet, tooth brush, tooth paste, coconut oil and razor in all the rooms)	
03. (b)	b) In 4 VVIP Rooms, small soap, soap of regular size, tooth brush, tooth paste, tongue cleaner, shaving cream, shaving brush, disposal razor, shampoo bottle, coconut oil bottle, pocket comb, talcum powder box (all of standard brand and of minimum quantity), shower cap and shoe polish wax sheet to be provided. Break up details, quality & rate of material proposed to be provided to the guests may be furnished.	Rate per 1 kit
04.	Laundry services costs per month	

**Laundry services will be part of fixed charges. For point 3 (b) payment will be made on actual usage.**

**Part B -PRICE BID**  
**BHEL-RC PURAM GUEST HOUSE, HYDERABAD**  
**CATERING CHARGES-B**

S.No.	Description of the item	Unit	Average Qty per day	Rate per unit
01.	Coffee/ Tea / Milk (180 ml.) (PS: DICOCTION, SUGAR, MILK TO BE SERVED SEPARATELY IN SPECIFIED CROCKERIES TO ALL THE GUESTS) Bed tea to be served in rooms evening Tea in lounge / on demand in rooms	Per cup	25 20	Quote per head (Rs.)
02.	<b>BREAKFAST (Buffet):</b> Corn flakes with milk & sugar, Bread slices with jam & butter <b>And any one item of the following on rotation</b> Idly / Vada / Onion Dosa / Uthappam/ Pesarattu with umpa / Pongal/ Tomato bath with Sambar, chutney and karap podi / Poori with Saagu, and Tea/ Coffee/Milk (180 ml.)	Per head for un-limited quantity	25	Quote per head (Rs.)
03.	<b>LUNCH/ DINNER (VEGETARIAN): TO BE SERVED AS BUFFET</b> <b>VEG. MEALS CONSISTING OF:</b> Any Veg. soup Veg.Salad Chapatti or Roti or Pulka Plain rice Fried rice Green Leaves curry Dry Curry Curry with Gravy Dhal fry Sambar / Rasam Curd Papad/ Friums Pickle, Sweet & Fruit	Per head for un-limited quantity	60	Quote per head (Rs.)

04.	<b>For Non-Veg lunch/dinner all the items mentioned above (at SI.No.3) with one NV curry either mutton or chicken or fish</b>	Per head un-limited quantity	20	Quote per head (Rs.)
05.	<b>Special VIP Lunch / Dinner</b> Veg. Soup Veg. salad Starter: Veg. - 1 Non-veg. - 1 Main Course: Roti -- Either Naan /Rumali roti/ Tanduri roti / Pulka Gravy curry- Mutton or Chicken One Veg Curry Dry veg curries 2 NV Biryani Plain rice Fried rice (veg) Sambar / Rasam Dal Papad Pickle Curd Sweet Seasonal fruits – 2 Varieties Sealed mineral water bottle Soup/ Nut Powder	Per head un-limited quantity	50 per Month	Quote per head (Rs.)

**Note:** The L1 evaluation will be based on total quoted amount as per Part "A" & Part "B" together. the rates quoted (Part A & Part B) shall include all the applicable taxes and duties; the details / rates of which to be given clearly in the document.

Optional items to be served on demand and not considered for L1 evaluation. However, lowest prices of optional items out of tenders received will be offered to L1 bidder of subject contract which shall be accepted by L1.

## Optional Items

<p><b>Packed working lunch</b>          Roti – 2 Nos.          Plain rice / Fried rice          Sabji – 1          Pickle          Sweet          Fruit</p>	<p>Quote per head (Rs.)</p>
<p><b>Western Style</b>          Western salad          Veg soft noodles / Chicken noodles /          egg noodles / Prawn noodles          Finger chips          Chinese fried rice          Coke tin</p> <p>And any of the following</p> <p>Sweet &amp; Sour -          Veg./Chicken/Fish/Prawns          Chowchow – Veg. / chicken / Fish /          Prawns          Chowmen – Veg / Chicken / Prawns          Cutlet – Veg / Mutton / Fish          Rost – Chicken / Mutton          Grill – Chicken / Mutton          Fish fry / Manihar          Ginger prawns          With sealed mineral water bottle</p>	<p>Quote per head (Rs.)</p>

## MANPOWER DETAILS

Sl. No.	Details	No. of persons	Rate per person per month (Rs.)	Total Amount per month (Rs.)
	<b>Man Power deployment details</b>			
1	Manager			
2	Front Office			
3	Kitchen Services			
4	Dining Hall Services			
5.	Housekeeping Services			

## Statement of experience details

Sl. No.	Details	Customer details (for whom work is done)	Customer details (for whom work is done)	Customer details (for whom work is done)
01.	Name & address			
02.	Period of the contract : From date			
	To date			
03	<b>Contract value (Turnover) in Rs. lacs</b>			
04	<b>House Keeping details</b> No of Rooms maintained			
05.	<b>Industrial catering details :</b> a) No of Lunches /Dinners (Vegetarian ) served per day on average basis b) No of Lunches /Dinners (Non vegetarian served per day on average basis			
06.	<b>Location of House keeping &amp; Catering activity</b>			
07.	<b>Man Power deployment details</b> i) Manager ii) Front Office iii) Kitchen Services iv) Dining Hall Services v)House Keeping Services			

**Note :** Experience details in respect of each of the Contracts (Customers) executed by the agency to be given in the above format duly enclosing copy of the Contract. Xerox copy of the Format can be used if the Number of customers is more than three.