



# Bharat Heavy Electricals Limited

(A Govt. of India Undertaking)

Human Resource Development Institute

**PURCHASE DEPARTMENT**

Tender no. MG/AB/PUR/009 dtd. 18.02.2016

M/s

**COLLECTION OF TENDER DOCUMENT UPTO: 10/03/2016  
(1.00 PM)  
PRE-BID MEETING: 04/03/2016 (11.00 AM)  
TENDER SUBMISSION DATE UPTO: 10/03/2016 (3.00 PM)  
TENDER OPENING DATE (PART – I): 10/03/2016 (4.00 PM)**

## Sub: Catering & Housekeeping Services for 2 years at HRDI BHEL, Noida

Dear Sir,

Most competitive rates are invited from reputed agencies, meeting the pre-qualifying criteria prescribed hereinafter, for Catering & Housekeeping Services for 2 years at HRDI, BHEL Noida. You are requested to submit your sealed quotation so as to reach this office on or before **10/03/2016 (3.00 PM)** in the manner explained below. Quotations received late are likely to be ignored. Part – I of the Tender will be opened in this office on **10/03/2016 (4.00 PM)** in the presence of the representatives of the bidders who may choose to be present.

Pre-Bid meeting has been scheduled at **11.00 AM on 04/03/2016** in our office to clarify issues, if any with regards to the tender. All bidders are requested to attend this meeting.

### Procedure for submission of sealed tender:

The bidder must submit their Tender as required in separate covers prominently superscribed as:

**Part-I/ Cover-I** EMD, Offer received without EMD will not be considered.

**Part-I/ Cover-II:** Techno Commercial Bid and

**Part-II/ Cover III:** Price-Bid.

Each cover should also indicate the Tender No., Due date & Time as mentioned above and each cover should be properly sealed.

### **Part-I/ Cover-I: Earnest Money Deposit (EMD):**

Only EMD of ₹ 1,50,000/- (Rupees One lakh fifty thousand only ) in the form of Demand Draft/ Banker's Cheque/ Pay order in favour of BHEL payable at New Delhi to be placed in Part – I / cover-I.

### **Part-I/ Cover-II: Techno Commercial Bid:**

Please submit all information on Pre-Qualifying Requirements as given in the Pre-Qualifying Requirements in Annexure –4 of the Tender document. Copy of tender document must be duly signed & stamped on each page as token of your acceptance to the tender's Terms & Conditions .The cover to be properly sealed.

*Ashwin*

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HRD & ESI Complex, Plot No. 25, Sector-16A, NOIDA-201301, Gautam Budh Nagar (U.P)  
Regd. Office: BHEL House, Sirifort, New Delhi-110049



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### **Part-II/ Cover-III: Price-Bid:**

Only price bid in the prescribed Price-Formats as per Annexure 1(E), 2(C) & 3 respectively should be enclosed in Part-II/ Cover-III, duly sealed.

These three separate covers (Cover I, II & III) shall together be enclosed in a fourth envelope and this sealed cover shall be superscribed with Tender name, Tender No., Due date & Time and submitted to this office at the following address

**Bharat Heavy Electricals Limited  
Human Resource Development Institute  
HRD & ESI Building, Plot No.25, Sector – 16A,  
NOIDA – 201301 (U.P.)**

Your quotation should reach this office latest by **3:00 PM on 10/03/2016**. Part-I will be opened first at **4:00 PM on 10/03/2016** in presence of the representatives of the tenderers who choose to be present. Quotations received late or not received in line with the above procedure or not in the prescribed formats are liable to be rejected. The Part-I/Cover-I containing EMD will be opened first. Part-I/Cover-II Techno - Commercial Bid of only those bidders whose EMD is found in order will be opened later on the same day. Part-II /Cover-III Price-Bid of only those parties whose bids are found technically acceptable will be opened later, for which separate intimation will be sent in due course of time. However, *BHEL reserves the right to go for Reverse Auction (RA) instead of opening the sealed envelope price bid, submitted by the bidder. This will be decided after techno-commercial evaluation. All bidders to give their acceptance for participation in RA. Non-acceptance to participate in RA may result in non-consideration of their bids, in case BHEL decides to go for RA.*

BHEL reserves the right to accept or reject any tender without assigning any reason thereof.

**The offers of the bidders who are on the banned list as also the offer of the bidders, who engage the services of the banned firms shall be rejected. The list of banned firms available on BHEL website [www.bhel.com](http://www.bhel.com).**

**Engineer (Purchase)**

### **Enclosures:-**

- Specification for Housekeeping – Annexure 1
- Specification for Catering Services – Annexure 2
- Price Formats – Annexure 3
- Pre-Qualifying Requirements – Annexure 4
- General Terms & Conditions - Annexure 5
- Reverse Auction Terms & Condition - Annexure 6
- No Deviation Certificate- Annexure 7

*Ashish*

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## **SPECIFICATION**

**FOR**

**HOUSEKEEPING AND CATERING SERVICES**

**At**

**BHEL, HRDI, Noida**

*(Single Contract for Housekeeping & Catering Services  
for two year services)*



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**Annexure- 1**

## **SPECIFICATION (HOUSEKEEPING SERVICES)**

### **1.0 SCOPE OF WORK FOR HOUSEKEEPING AND ROOM SERVICE:**

- (I) Details of premises for housekeeping are given at Annexure –1(A) to this Bid. Tenderers are advised to visit the areas before filling in the tender.
- (II) The illustrative list of jobs to be carried out and their frequencies are listed at Annexure – 1(B).
- (III) All housekeeping jobs shall be carried out as per the requirement of the owner by professionally experienced persons who are well versed in such jobs. Successful bidder shall submit list of their persons as per annexure- 1(C) prior to start of work to assure the owner of their satisfactory performance under the contract.
- (IV) The Contractor shall render himself to regular quarterly inventory inspections of all material / items supplied by the owner. He shall have to make up for any loss of such items at market rates. This shall also cover any other damages that may be due to his/her employees' negligence.  
The contractor shall maintain two separate crews – one for housekeeping/room attendance and the other for cleaning/toilet services. **The room attendant will be responsible for dusting and cleaning of furniture, wardrobes etc., making the bed. Sweeper will be responsible for cleaning the toilets of the hostel rooms & office as well as sweeping and mopping of floors and other areas identified at Annexure- 1(A) of this specification.**

**1.0.0** The contractor will ensure that housekeeping staff/room attendant are not used as cleaning staff and vice versa. For satisfactory services, the Contractor shall continuously maintain suitable manpower strength consisting of room attendant, sweeper, main gate receptionist and supervisor and hostel receptionist etc. and which the contract may supplement at times without extra cost to the owner as required to cope up with the requirement as arisen for satisfactory services to the owner.

### **1.1 TIMINGS:**

Attending to rooms and room service shall be round the clock. The sweeping, cleaning and mopping work shall be done before 8.00AM every day and after working hours of HRDI. Occupied Hostel rooms however will be cleaned after 9.00AM (in the forenoon) when the occupants leave the rooms and before 5.30PM ( in the afternoon) before participants enter into the rooms. Additional cleaning as when required shall be done by the contractor.

### **1.2 PROVISION OF STICED UNIFORMS BY BIDDER:**

*Ashu*



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All the workmen engaged by Bidder shall be provided with uniforms at the cost of the contractor as specified below. The colour scheme of uniform will be different from the catering staff.

For Summer:

|   |                                   |   |
|---|-----------------------------------|---|
| 1 | Room Attendants                   | Terrycot stiched uniforms of good quality<br>With good quality shoes and socks. |
| 2 | Cleaning staff<br>(eg. Sweepers ) | Cotton Dungaree, non-leather shoes and<br>socks                                 |
| 3 | Supervisors and Receptionist      | Terrycloth stiched shirt and trousers,<br>shoes and socks                       |

For Winter (for all above categories): (Additionally)

Close necked coat or pull over of good quality.

The above uniform materials and color will be approved by the owner.

### 1.3 MATERIALS:

All consumable material used for day-to-day housekeeping work shall be as given in Annexure – 1(D).

### 1.4 CONDITIONS OF WORK:

- (I) Work shall be carried out by the contractor as per the conditions of the contract.
- (II) The contractor shall engage well-trained supervisors/House Keepers/Room Attendants and Sweepers. The contractor shall ensure that not even one of his employee is without the proper uniform while on duty displaying identity card.
- (III) The receptionist should be fully conversant with English and should have working knowledge of computer.
- (IV) Efficiency, promptness, quality service, good behavior and politeness of the Contractor and his staff along with upkeep and cleanliness are the essence of the contract.
- (V) The contractor shall furnish in writing the details of his personnel (on Annexure-1(C)) along with photograph to the Owner for his consent before they are brought into the HRDI premises for providing various services. The owner or his authorized representative reserves the right to refuse admission to one or more of the Contractor's men if their conduct or efficiency are found to be unacceptable. The decision of the Owner or his authorized representative in this matter shall be final. Identity cards shall be provided by the contractor to his Workers once they are allowed to be engaged by the Owner which will be displayed on their uniform while on duty.

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- (VI) The contractor shall engage only such persons who are medically fit and free from all communicable, contagious, infectious and other diseases and are disciplined. The contractor shall not employ any person below the age of 18 years. If any of the contractor staff is found to be suffering from such disease or he commits any misconduct or misbehavior, the contractor shall remove and immediately replace such staff without questioning the decision of the owner or his authorized representative.

It shall be the duty and responsibility of the contractor to ensure that persons engaged by him for the said service don't have criminal background. The contractor shall get the police verification done of these persons and produce the record to the owner before the start of the contract & as and when demanded.

- (VII) Without the prior knowledge of the Owner, the contractor shall not engage any person for any job within the HRDI premises. In case the Contractor decides to change one or more of his men, this shall be brought in writing to the notice of the Owner, and got consented before such substitution is given effect to.
- (VIII) The contractor's men shall not loiter in the HRDI premises and also not normally move out of their specified areas. Persons other than those who are required to work or visit the specified premises shall not be allowed into such places.
- (IX) The contractor's men shall not indulge in entertaining their guests/outsideers in the HRDI premises.
- (X) The Contractor shall ensure proper cleanliness of the Admin. Block, Hostel Block, Academic Block, Galleries, Passages, Lounges, all Roof terraces and solar panels etc. and regular sweeping / mopping of the floor with disinfectants, dusting of the furniture etc.,
- (XI) The supervisor and receptionist shall provide services required in the hostel block which would take care of room reservations, check-in, check-out and also have total control of all housekeeping activities as mentioned in **Annexure-1(B)**. This shall also include maintaining a complete record of owner's materials/equipment and items that are under his control. The contractor shall organize the total working system in consultation with the Owner.
- (XII) The contractor shall provide Receptionist at the Main Reception during the day( 9.00 am – 5.30 pm) , and the supervisor cum receptionist for Hostel should be available round the clock. Suitable Male/Female Receptionist may be deployed. However, no female shall be employed from 1800 hrs. of the day to 0800hrs. of next day. The receptionist at main reception shall be required to maintain details of all the programme/ courses being conducted at HRDI and regulate/ direct all visitors accordingly.
- (XIII) HRDI, will not be responsible for salaries/wages, etc. payable by contractor to his employees and they will not be treated as BHEL employees.

*Ashwini*

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- (XIV) Contractor shall not undertake any alteration/addition in the premises provided by the owner.
- (XV) Contractor shall not take out any material/equipment out of Owner's premises without prior written approval by the Owner or its Authorised Representative. Even in case of taking out any equipment for repairs, whether belonging to the Contractor or provided by the Owner, prior approval from the Owner or his Authorised Representative would be necessary.
- (XVI) All cleaning equipment required shall be arranged by contractor at his costs.
- (XVII) Contractor shall be responsible for day to day maintenance/repair of fixtures like mirror, sanitary paper roll stand, liquid soap dispenser, towel rail fixture/fittings, venetian blinds, curtain fixtures, door closures, locks of doors and furniture's etc. provided in the hostel and office block.
- (XVIII) Contractor shall be responsible for the safety and security of all equipments, fittings, gadgets, personal belongings of the participants/guests. Any loss/damage due to negligence on part of the contractor shall be to his account.
- (XIX) The contractor shall personally visit at least once a fortnight and as many times as required to HRDI and meet authorized HRDI persons to apprise of the services provided by him under the contract and obtain feedback on his service so that complaints, if any are promptly attended to the satisfaction of HRDI.
- (XX) In case of any water supply problem, BHEL will arrange the water and the contractor will make necessary arrangements to provide 2 buckets of water in each room of the hostel block.

## **1.5 INSPECTION AND TESTING BY THE OWNER:**

The Owner shall be entitled at all times, at the risk of the Contractor, to inspect by himself or through any of his representatives or an independent agency the status of housekeeping in the premises under the Contractor and raw materials being used and stored.

If any material, item or component intended to be used for the work is found to be not in conformity with the contract, the contractor shall replace such material forthwith. The decision of the Owner or his authorized representative in this matter shall be final and binding.

## **1.6 DEFAULT DEDUCTIONS FROM CONTRACTOR'S BILLS:**

The Contractor shall be liable to bear the loss or damage caused by contractor or its employees to the Owner's premises, equipment, fittings, fixtures, furniture etc.

In case the Contractor fails in his contractual obligations at any time for any reason whatsoever including his labour related issues, he shall be liable for penalty to the extent as the Owner

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deems fit as well as to compensate for the excess expenditure incurred by the Owner, by way of providing maintenance and housekeeping services from any other source, which will be done at the cost, risk, expenses and responsibility of the Contractor. The above will be without any prejudice to any other action, which the Owner may take.

If the above or any failure on the part of the contractor necessitates, shifting the venue of the training programme from HRDI to any other place, the Owner shall be entitled to get the services done at the shifted venue at the cost, risk and responsibility of the contractor notwithstanding anything in this respect contained in the contract and without any prejudice to the other action the Owner may take including imposing penalty or termination of contract.

For any deficiency in housekeeping services, the contractor/ contractor's supervisor shall be verbally informed firstly to take corrective remedial measure. The contractor/ contractor's supervisor shall have to make the correction immediately. In case he takes appropriate action to the satisfaction of the owner or his authorized representative, the case shall be deemed as closed. Under exceptional circumstances, if waiver is accorded by the owner against a particular default, the same shall neither be taken as precedence in future nor can the same be construed as automatic waiver of any other default.

If the contractor fails to take corrective action to the satisfaction of owner or his authorized representative, owner reserves the right to take any of the following action(s).

- (a) Issue warning letter/e-mail for the default
- (b) Levy penalty of Rs 1000/- ( Rupees One Thousand) per default
- (c) Levy penalty of Rs 2000/- (Rupees Two thousand) per default, if same default is repeated for second time.
- (d) Levy penalty of Rs 5000/- (Rupees Five thousand) per default, if same default is repeated after second time.

If it is found that default(s) are of permanent nature/recurring or the contractor backs out before the completion period of the contract, owner or his authorized representative reserves the right to take any and/or of the following action(s):

- a) Termination of the contract and forfeiture of Security deposit
- b) Putting the party on hold for business or blacklisting the party from future business.

The contractor may note that penalty is a deterrent against non-performance and the intent of the contract is to have satisfactory services from the contractor as per activities details laid down in the contract.

### 1.7 SCHEDULE OF RATES:

Bidder may note that lumpsum monthly rate may be quoted for the entire scope of work under this specification and also considering for Annexure-1 of this specification. The schedule of rates shall be deemed to include and cover all costs, expenses, liabilities and salaries of every nature and description whatsoever and all risks whatsoever (foreseen or unforeseen) to be taken or which may occur in relation to the execution of the work, like the cost of purchase of materials, transportation, labour cost, cost of equipment etc. and maintenance of specified premises as mentioned in the bid document.

*Ashu*

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Price Format (RATES FOR HOUSEKEEPING & MAINTENANCE SERVICES) of the tender document, Annexure-1(E) may be referred to in this regard. **Bidder is advised to note that only rates/prices of Annexure-3 will be considered for price evaluation.**

- 1.7.1 The bidders are advised to obtain first-hand information about the location of HRDI Building, at Sector 16-A, Noida, its premises where services are to be rendered, Nature of services they are required to render, the continuity and periodicity of the programmes, the prevailing market rates of different commodities involved, the timing of such services, the modes of transportation available in the area and also other exigencies whatsoever.

## 1.8 QUANTUM OF WORK:

Brief Details of the premises for House Keeping and nature of the job are attached as annexure-1(A) & annexure-1(B) to this specification. These are indicative and approximate only and may vary in the course of execution. The bidder is, therefore, advised to acquaint with the site and quote very carefully. No claim for compensation from the contractor shall be entertained due to any variation in the quantities of the various items or work or deletion of any items(s) of work.

## 1.9 SERVICES FOR SPECIAL OCCASSIONS, ETC:

If at any time during the existence of the contract the owner desires to utilize the services of the contractor for any special parties or otherwise, the contractor shall arrange the same at the rates to be mutually agreed upon (provided the items, are outside the rates of the items already agreed to). Similarly, in case the Owner desires to include any new item in the contract for housekeeping, this will be negotiated with the contractor. The final decision will rest with the owner.

## 2.0 SPECIAL INSTRUCTION TO BIDDERS:

The schedule of rates includes items comprising sub items. Rate quoted shall be for each item only (Covering the sub items) which shall be written in figures as indicated in the schedule of rates. The grand total of the bid, wherever called for, shall be written at the end of the schedule of rates both in figures and words.

## 2.1 SPECIFIC TERMS AND CONDITIONS:

- 2.1.1 In matters of dispute regarding the quality of housekeeping services, quality of material, utilization of the premises and of the facilities made available by HRDI, decision of the owner or its authorized representative shall be final and binding.

- 2.1.2 The contractor shall give vacant possession of the premises and return all furniture, fixtures, equipment, linen and blankets and make good all the inventory items etc. in good condition after the contractual period is over or if the contract is terminated mid-course. Handing over the vacant possession of the premises and equipment etc., shall be effected within 4 days of the completion of the period of the contract or termination of the contract whichever is earlier.

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If the contractor fails to do so, the Owner will be free to take possession of the premises by opening lock(s), if necessary, and made an inventory of all the furniture material and equipment and will be free to deduct from the contractor's pending bills(s), security deposit, any amount which falls short of the replacement cost of the material/equipment, furniture, linen, blanket etc. given to the contractor by the Owner.

### **2.2 POWER, WATER & OTHER FACILITIES:**

2.2.1 The owner shall provide power and water supply at limited points free of charge. Contractor shall take suitable steps for further distribution, if any, and ensure no wastage of any kind. Bidders are advised to physically check the location of such points before filling the bid.

The contractor shall be responsible to provide, within the scope of work, all facilities/materials/consumables/tools etc. necessary for performance of work.

2.2.2 The owner shall provide to the contractor the following appliances / equipment free of charge for the tenure of the contract.

(I) Linen Trolley: Two nos.

2.2.3 The exact inventory of the items shall, be recorded by the owner at the time of handling over. Any other material / equipment including repairs required by the contractor for his day-to-day working shall be arranged and made available by him at his own cost.

2.2.4 It shall be obligatory on the part of the contractor to maintain all equipments and items supplied by the Owner and also keep the premises neat and tidy and free from any damage. For any breakage, thefts, loss of damages to the premises, fittings, fixtures and equipments, recovery at market rate shall be affected from the Contractor's bills and materials / items replaced at his cost.

2.2.5 Failure of the contractor to provide any material and facilities which are not to be provided by the Owner however, will not absolve the contractor and he shall make alternative arrangements on his own.

2.2.6 The contractor shall be responsible for and ensure proper utilization of the facilities like equipment, water, electricity or anything else provided by the Owner, without any manner of abuse or excess use.

2.2.7 Any misuse of the premises, equipment or facilities extended to the contractor by the Owner will attract penalties as may be decided by the Owner including termination of the contract. The amount of such penalties shall be decided by the owner or authorized representative and his decision shall be final and binding. The amount of such fines/penalties shall be recovered/deducted from the contractor's bills/security deposit.

2.2.8 The owner shall provide the storage space for keeping all the inventory items related to Housekeeping.

*Ashwin*

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**Annexure:1(A)**

### **BRIEF DETAIL OF PREMISES FOR HOUSEKEEPING**

**A) ACADEMIC BLOCK:**

All conference hall (Including lecture/conference/ meeting hall) and library.

**B) HOSTEL BLOCK:**

- (I) Single bedded rooms – 26 nos.
- (II) Double bedded rooms- 10 nos.

**C) ADMINISTRATIVE BLOCK:**

(Including Offices of HRDI side on all the three floors & Stores)

**D) CIT BLOCK (on second floor) (includes halls and cabins)**

**E) CORRIDORS & STAIRCASES:**

(on all the floors on HRDI side)

**F) PORTICO & ROOFS**

Floor in Portico area and Portico roof (inside –outside),HRDI Building Roof

**G) Inside Glass Panels**

(On all floors in HRDI side for (A) to (E) & (H) to (K)  
(Upto height of 10-12 feets from glass base level)

**H) Lift**

**I) Reception Area (Ground Floor)(including aquarium)**

**J) Recreation room**

**K) Dinning Hall**



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## Annexure:1(B)

### NATURE OF JOBS FOR HOUSEKEEPING AND ROOM SERVICE

| SN | DESCRIPTION/NATURE OF JOB  | FREQUENCY   |
|----|--|---|
| 1. | Sweeping, dusting and removing cobwebs, cleaning and wet mopping ( using phenyl) of floors, corridors, hostel rooms, offices, Conference halls, Computer-Laboratory, Meeting Rooms, Maintenance rooms, Floors below flower pots, library, bathrooms, lobbies, lounges, passages, staircases, railings and other contiguous areas viz Portico area, main gate and CIT   | Twice every day (forenoon & afternoon) and as and when required.  |
| 2. | Dusting and cleaning of all furniture and other domestic and utility items ( e.g. telephone & computers, switches, mats etc. ) in hostel rooms & offices including wash basin & mirrors of bathrooms.  | Once every day  |
| 3. | Vacuum cleaning of electronic items/equipment, Upholstered furniture, pelmets etc. including furniture /blinds of Office, Conference Hall, Dining Hall, & Hostel rooms. Contractor to provide his own vaccum cleaner.  | Once in a month   |
| 4. | (a) Cleaning of <b>Hostel</b> toilets with Harpic phenyl disinfectant.<br>(b) Cleaning of office toilets & Security toilet at main gate with <b>with Harpic/ Phenyl/disinfectant</b> and<br>c) Providing & Maintaining Dispenser with liquid soap(refill included) in all dispensers and ensuring their working in office toilets (7 nos)<br>d) Providing and maintaining Micro Aroma Dispenser in office toilets (8 nos) + Conference halls (2 nos.) + Corridors (5 Nos.) = ( 15 nos)<br>e) Providing and Maintaining Hand Dryer (7 nos) in office toilets<br>f) Cleaning and polishing of Brass surfaces including door locks artifacts & brass lamps etc<br>g) Cleaning of Electric Switches/ Fans/ A.C. filters in hostel and office rooms | (a) Once daily<br>(b) 04 times daily (8 am, 11a.m,1.30p.m,3.30p.m)<br><br>(c) Continuous<br>(d) Continuous<br><br>(e) Continuous<br>(f) Once in a month<br><br>(g) Once in a month  |
| 5. | (A) Providing clean washed:<br>A.1 Hand towel, Bath towel<br><br>A.2 bed sheet, pillow cover, blanket cover<br><br>A.3 Bed cover, Blanket sheet.<br><br>(B) Dry-cleaning of blankets and cleaning of Venetian blinds/Curtain.  | (A.1)1. For hostel Room, with check in & Daily thereafter<br>2.For Office Toilets, Daily<br>3.For Dinning Hall, three times daily during programme i.e. each after Breakfast, Lunch and dinner<br><br>(A.2)With check in & alternate days thereafter<br>(A.3) With check-in & twice in week<br>(B)Once a month. |

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|     |  |   |
|-----|--|---|
|     | (C)Washing and ironing of bed sheets, bed cover and towels including laying of beds in hostel rooms<br><b>Note: Providing linen &amp; curtain items is in BHEL scope. Cleaning with detergent &amp;/or dry cleaning of above items as required &amp; ironing thereof in contractor scope.</b>  | (C)Daily (around 10 a.m)                              |
| 6.  | a) Providing shampoo sachet (8 ml-1 no), toilet soap- 20gm(2 nos), in hostel toilets<br>b) <b>Providing &amp; maintaining</b> toilet paper<br>Ensure rodent, cockroach, termites and lizard free environment   | With check-in & every day thereafter.<br>Continuously |
| 7.  | Carrying out pest control for rodent, termites, cockroach, lizards etc   | Once in a month and as when required                  |
| 8.  | Providing mosquito repellent machine & maintaining with <b>liquid</b> in every hostel room, conference halls(min. 4 Nos.), all office rooms, recreation room(min. 4 Nos.), Admin hall (min. 4 Nos.), tea room, library(min. 2 Nos.), & staff sitting rooms. The contractor shall provide spray at these locations at suitable intervals to ensure mosquito free environment. | Continuously  |
| 9.  | Spraying of room fresheners in all the hostel rooms, <b>offices</b> (including library and 7 AHU rooms).   | Twice every day (Morning & afternoon)                 |
| 10. | a) Providing, maintaining and cleaning waste paper basket with plastic cover in the hostel rooms, conference halls and office rooms, library, corridors, stair cases etc.<br>b) Providing and maintaining Garment Hangers – 4 nos in every hostel room + GM's office.<br><b>Note: All materials in contractor scope.</b>   | (a) Continuously<br>(b) Continuously                  |
| 11. | Supplying of one English national daily newspaper as suggested / recommended by BHEL-HRDI for each participant/guest   | On daily basis during the programme.                  |
| 12. | Disposal of garbage during the day to an identified <b>Noida authority dumping point outside the premises.</b><br><b>Note: Mechanical means for this purpose including transport in the contractor scope.</b>  | Once every day  |
| 13. | Making suitable arrangements for get-togethers- parties/meetings   | As and when required.                                 |
| 14. | Cleaning internally of Glass walls/partitions/doors of accessible areas of Offices, Main reception, internals of rooms, toilets etc.   | Once a month.   |
| 15. | Cleaning of chokage in sewer and plumbing lines.   | Once a fortnight                                      |
| 16. | Cleaning of duct and shaft spaces, garbage removal etc.  | Once a fortnight                                      |
| 17. | Cleaning of bathroom wall tiles room walls and ceiling, doors of both office and hostel rooms  | Once a fortnight                                      |
| 18. | Carrying out pest control for rodents, cockroach, lizards, silver fish etc.  | Once a fortnight                                      |
| 19. | Spray mosquito repellent chemicals in every hostel rooms, corridors, lobby, stair case, reception area and all office rooms  | Once a fortnight                                      |
| 15. | Cleaning of bath room wall tiles, room walls and ceiling, ceiling fans, doors.   | Once a month  |
| 16. | Lift floor cleaning  | Twice daily (FN,AN)                                   |

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|      |  |   |
|------|--|---|
| 17   | All floors including stair cases shall be cleaned thoroughly with soap and water to remove all stains and dirt etc.  | Once a month  |
| 18   | All the rooms without carpet shall also be cleaned thoroughly with soap and water  | Once a month  |
| 19   | After cleaning the floors with soap and water the floors shall be properly polished with wax polish leaving the floor shining and stainless.   | Once a month  |
| 20   | Cleaning & maintenance of Aquariums (motors, heater, pump etc.) and feeding the fishes   | As and when required.   |
| 21   | Cleaning of taps by suitable cleansing agent (Scale removing)(like SIF, Dr. Muscle etc.)   | Once a month  |
| 22   | Shifting of furniture/equipment/material and movement of office documents (files, stationery etc.) from one location to another inside HRDI complex  | As & when required  |
| 23.  | a) Cleaning & dusting of floor mats/ doormats<br>b) washing the mats with water  | Daily or as and when required.  |
| 24.  | Prepare programme bags for HRDI training participants (As per instruction of programme team).  | As & when required  |
| 25.  | a) Switching off TV from mains & switching off A.C from mains  | As soon as participants leaves the rooms.                                     |
| 26.  | Cleaning of Solar Panels on roof top   | Once a quarter  |
| 27.  | Cleaning of roof top   | Once a quarter  |
| 28.  | Cleaning, dusting, wet mopping of Stores   | Once a month  |
| 29.  | Cleaning of ceiling of hostel /office rooms (e.g. Cobweb etc.)   | As & when required  |
| 30.  | Dusting of bookshelves, racks & books in the library   | Daily   |
| 31.  | Cleaning of bookshelves & individual books   | Once a quarter  |
| 32.  | Routine maintenance of Carpentry work of door, almirah, locks, wooden furniture in the hostel rooms;<br><b>Parts/ materials in BHEL's scope.</b>   | As & when necessary.<br>Emergency/Unavoidable Work to be attended immediately |
| 33   | (a) Providing receptionists at G. Floor and<br>(b) on 3 <sup>rd</sup> floor for attending to guests and for check-in and check-out of participants for allotment/vacancy of rooms and making entry in the register | (a) 9.00 AM to 5.30 PM on working days<br>(b) On Round the clock basis        |
| 34.. | Switching on/off all lights in the Conference hall and liasioning with Centralized A.C. Control Room   | As & when required.   |
| 35.  | Cleaning of Wooden Almirahs in Conference halls before and after every programme   | As & when required.   |
| 36.  | Ensuring safety of all Stationery and other programme items in conference hall   | As & when required – during the programme                                     |
| 37.  | Providing of staff for Every programme   | As & when required.   |
| 38   | Manual / Mechanized Wet mopping of floors, corridors and toilets regularly between 6AM to 9PM  | Every 2 hours + as and when required.   |
| 39   | Disinfectants tablets/cakes in urinals, wash basin and bathroom drains.  | Everyday  |
| 40   | Attendant allocated for any conference, meeting or seminar will be exclusively available until the event is completed.   | -   |



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|    |  |                              |
|----|--|------------------------------|
| 41 | Attendant to be provided in Stores on regular basis for assistance in stores functions/activities.   | -                            |
| 42 | Attendants are to be provided to staffs for the official services (such as moving of files) and as well for personal services such as morning and evening tea, canteen food and also for providing water etc.  | -                            |
| 43 | Providing rat trappings instruments such as Rat trap cage/ Mouse glue traps/Electronic Mouse repellent or any other effective rat treatment to ensure total rat-free environment in the entire HRDI area (kitchen/dining hall/ offices/hostel) as per scope.   | -                            |
| 44 | To provide and maintain good quality (like: Milton) plastic mugs (1 litre) & plastic buckets (25 ltrs) to each hostel rooms (40 rooms).  | As & when required           |
| 45 | Provide welcome kit as per enclosed <b>Annexure: 1(B1)</b> to the participants at the time of Check-in in Hostel.  | As & when required           |
| 46 | The <b>Catering Items for Room Service</b> (Item No. 10a, 10b, 10c as per enclosed <b>Annexure 2A</b> ) are to be served daily morning in the hostel rooms allotted to programme participants  | Daily morning                |
| 47 | No. of sterilized glass tumblers suitably covered along with coasters & 2 sets of cups including saucer, 1 quarter plate, 1 Litre automatic (i.e. with auto on/off feature) electric kettle ( ISI certified brand from any one of bajaj, Philips, Inalsa, Black & drekker, Morphy Richards etc.), Tray & 1 litre flask (Milton, Cello etc.) to be kept & maintained in each hostel room.- (frequency) Daily and As & when required | Daily and As & when required |

Note: – The above are only the minimum requirements. Contractor shall however, ensure that frequency of activities are maintained in a manner as required to keep clean and hygienic environment round the clock and look after the comforts and needs of the participants at all times.

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**Annexure- 1(B1)**

| <b>Items covered in Welcome Kit</b> |  |
|-------------------------------------|--|
| i.                                  | Tooth brush ( Colgate / Oral -B / Pepsodent / equivalent) – 1 only |
| ii.                                 | Tooth paste (Pepsodent/ Colgate-25 gm) – 1 only                    |

Note : (i) Kit items to be laced in a transparent zip-pouch

(ii) Tentative No. of Welcome kits needed for two years is **2520**.

*Assm*





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**Annexure -1(D)**

### **SPECIFICATIONS FOR MATERIALS TO BE USED IN HOUSEKEEPING**

1. Phenyl : Trishul, cleanso, Phenol, Lizol,
2. Disinfectant : Harpic, Lizol, Dettol, Sanifresh
3. Napthalene balls : Trishul
4. Deodorant Tablets /Sticks : Odonil
5. Mosquito repellent tablets : Good-knight, Morteen, All Out
6. Bathing Soap for participants : Lux, Dettol, Godrej, Cinthol
7. Shampoo sachet for participants: head & shoulders, Pantene, clinic plus, sunsilk
8. Room Freshner : Airwick, Odonil , Premium
9. Liquid Soap : dettol, Lifebuoy, Godrej
10. Toilet Paper Roll : Premium
11. Brass Cleaning : Brasso
12. Flask (1 litre) : Milton/Cello/Eagle
13. Automatic Soap Dispenser : Touch less (Air Care)
14. Micro Aroma Dispenser : Vectair System, U.K
15. Automatic Hand Dryer : Air Care Malaysia Model GR 201/Kopal

All materials listed above are in the scope of the contractor and are to be provided by him to keep the entire premises clean and hygienic round the clock, prior approval of owner is required for the brands to be used. Any other materials for housekeeping not listed above but required for this service shall be in the scope of the contractor and will be provided free of charge. Such materials/items shall also be of standard makes and would be used with prior approval of owner.

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## PRICE FORMAT

### ANNEXURE 1(E)

#### **RATES FOR HOUSEKEEPING & MAINTENANCE SERVICES**

| Housekeeping - Services |   |                    |                            |
|-------------------------|---|--------------------|----------------------------|
| S. No.                  | Item Description  | Monthly Rate (Rs.) | Amount for two Years (Rs.) |
| 1                       | Lumpsum Charges for housekeeping And room services <b>excluding Service Tax</b> as per scope detailed vide Annexure 1, 1(A), 1(B), 1(D) of specification.                         |                    |                            |
| 2                       | Service Tax (Rate @ ..... %)  |                    |                            |
| 3                       | Lumpsum Charges for housekeeping And room services <b>including Service Tax</b> as per scope detailed vide Annexure 1, 1(A), 1(B), 1(D) of specification for two years, <b>H1</b> |                    |                            |

| Housekeeping - Supply Items |   |   |  |                                       |
|-----------------------------|---|---|--|---------------------------------------|
| S. No.                      | Item Description  | Approximate quantities** for two years (in Numbers) "Q" | Unit Rate including all taxes (Rs) "U" | Amount for two years (Rs) = (Q * U) = |
| 1                           | Supply of Welcome Kits as per scope Detailed vide <b>Annexure 1(B1)</b>   | 2520  |  |                                       |
| 2                           | Providing Shampoo sachet (8 ml) in hostel toilets                         | 16260   |  |                                       |
| 3                           | Providing Toilet soap- 20gm in hostel toilets                             | 32520   |  |                                       |
| 4                           | Total amount for Housekeeping supply items including all taxes, <b>H2</b> |   |  |                                       |

|   |  |
|---|--|
| Total Housekeeping and Maintenance charges including supply items for two years including all taxes, <b>H = (H1 + H2)</b> |  |
|---|--|

**\*\*Note):** Quantity mentioned above is indicative only.

Actual quantities may vary to any extent and payments will be made for the actual quantities consumed.

Seal of company:

Sign :

Dated:

Name:

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**ANNEXURE-2**

## **Specification ( Catering Services)**

### **1.0 SCOPE OF WORK FOR - CATERING SERVICES:**

- The contractor shall make available complete services as per this specification at Annexure-2 and requirements / directives of the owner/ his authorized representatives. The service, in general, shall be for 25 to 30 persons in each training programme.
- The contractor shall provide and maintain adequate staff at all the times round the clock as per actual requirement for rendering the service smoothly.
- The contractor should maintain adequate no. of cooking staff as well as servicing staff and ensure that cooking staff is not used as serving staff and vice-versa.
- During the programme period, one servicing staff shall exclusively be earmarked for each conference hall who will be specifically attending to the conference hall full time.
- The catering staff shall also be responsible for providing, maintaining and cleaning of the utensils.
- The catering services are meant for the training programmes conducted by HRDI with menu at Annexure- 2(A) of this specification. The illustrative list of jobs to be done and their frequencies are listed at Annexure-2(B)
- The contractor shall engage only such persons who are medically fit and free from all communicable, contagious, infectious and other diseases and are disciplined. The contractor shall not employ any person below 18 years of age. If any of the contractor staff is found to be suffering from such disease or (s)he commits any misconduct or misbehavior, the contractor shall remove and immediately replace such staff without questioning the decision of owner or his authorized representative.
- It shall be the duty and responsibility of the contractor to ensure that persons engaged by him for the said services do not have criminal background. The contractor shall get the police verification done of these persons and produce the record to the owner before the start of the contract & as and when demanded.

1.1 Besides the regular planned programmes, the owner may permit other agencies to run their own programmes in the building or HRDI might conduct courses for other agencies as well. Caterer shall arrange above mentioned catering services during such periods also. In such cases, rates as approved for HRDI shall be applicable.

1.2 In Period of Jan – March, no. of programmes per month are fewer compared to rest of the year. Contractor is advised to get appraised on this account and quote price accordingly. Any claim later in this regard by the contractor shall not be entertained and the contractor shall have to render services at quoted /agreed rates as per contract.

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1.3 The participants of a programme normally start arriving from afternoon of the day prior to the programme start day and they stay upto afternoon of the next day on which programme ends. During these periods, even though the no. of participants may be fewer than the batch size, the quality and quantity of catering services shall be the same as stipulated in the contract and no deviation or price compensation on any reason whatsoever will be admitted.

1.4 For satisfactory services, the Contractor shall continuously maintain suitable manpower strength consisting of cook, kitchen assistant, kitchen safaiwala, serving staff etc. and which the contract may supplement at times without extra cost to the owner as required to cope up with the requirement as arisen for satisfactory services to the owner.

The **serving staff** will attend to the conference hall/ meeting venues, provide bed tea in the hostel rooms and also render services at Service Counter in the dining hall and cleaning of dining table along with upkeep of dining hall.

Floor cleaning of dining hall and dusting of furniture shall be the responsibility of **kitchen safaiwala staff** of the contractor.

**Programme boys** will be allocated to perform programme oriented service jobs for each conference hall independently, and, if necessary will be required to go to site during outbound visit and render his service there too.

## 1.5 TIMINGS:

Normally, the service timings shall be as specified below:

Breakfast between 7.30 A.M. to 8.45 AM

Tea, coffee, soft drinks and snacks between 11.00 AM to 11.30 AM, 3.00 PM to 3.30 PM, 5.30 PM to 7.00 PM & as and when required.

Lunch between 1.00 AM to 2.30 PM

Dinner between 8.30 PM to 10.00 PM.

The above timings are subject to adjustment at the discretion of the owner.

Attending to rooms and room service shall be round the clock.

## 1.6 UNIFORM:

All the workmen engaged by the Bidder shall be provided with uniforms at the cost of contractor as specified below. The colour scheme of uniform will be separate for different categories of staff. Uniform shall display logo of the contractor in suitable contrasting colour.

**For Summer**

|  |  |
|--|--|
| 1. <b>Catering staff</b> (working in the kitchen, on mobile service at pantry / hostel block/ offices etc.)<br>i) Cook | i) White Cotton jacket or stitched shirt and cotton stitched trousers, scarf, chef hat(white), black |
|--|--|

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|                                    |   |
|------------------------------------|---|
| ii) Kitchen assistant              | shoes & socks, apron, cap.<br>ii) white Terrycot stitched uniforms of good quality. black shoes and socks, apron, gloves. |
| iii) Kitchen Safaiwala             | iii) Terrycot stitched uniforms of good quality and Jackets (brown). Rubber shoes and socks, apron and cap.               |
| 2. Servicing staff & Programme boy | Terrycot stitched shirt and trousers of good quality, black shoes and socks, gloves                                       |
| 3. Management / Supervisors        | Terrycot stitched shirt and trousers of good quality, black shoes and socks   |

**For Winter** (for all above categories) (Additionally)

Close necked coat or pullover

The above uniform materials and shades will be approved by the owner

The Catering Staff shall wear disposable gloves while serving in dining hall and cooking.

The Cook shall wear cap on his head while cooking and the serving staff in the dining hall.

### 1.7 MATERIALS:

The contractor shall provide all raw materials and foodstuffs wholesome and of good quality and conform to specifications as given below towards satisfactory catering services. Storage of these items shall be done in such a way that freshness or hygienic value is preserved taking suitable care of vegetables and other perishable items. Any variation in specification will require prior approval of owner in writing.

- Pulses - Agmark Product / FSSAI approved
- Flour (whole wheat) - Shakti Bhog/Ashirwad / FSSAI approved
- Besan/Maida/Suji - Agmark/FPO/ FSSAI/ Rajdhani/Shaktibhog/Ahaar
- Rice - Basmati Super Quality Agmark (like: India Gate/ Dubar/ Kohinoor special Rozana/Dawat super)
- Spices (Whole or Ground) - MDH/Catch/Everest
- Tea Bags (including green tea) - Taj Mahal / Tata tea premium/Nestea/ Twining
- Sugar (Sachet) - Daurala
- Sugar free (Sachet) - Natura
- Sugar cubes - Trust, DCM Shriram (Daural)
- Coffee - Nescafe / Bru
- Cooking Oil - Fortune/Nature Fresh/Dhara/Sundrop
- Sweets - Nathu's/Haldiram/Bikaner
- Pickles/Sauces/Ketchup - Nafed/Maggi/Kissan/ Druks/Priya/Nilons
- Milk (Standard/Toned) - Mother Dairy/Parag/Paras/Amul
- Bread (Standard/Brown) - Modern/Bakemans/Britania/Harvest (Brown /Standard)/English oven/Perfect



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|                       |  |
|-----------------------|--|
| Biscuits              | - Britanina, krackjack, Sunfeast, Chaska- maska Oatmeal digestive cookies/Anzac oatmeal Cookies/ |
| Matari /Namkeen/Chips | - Haldiram/ Uncle Chips  |
| Crockery              | - (Hotelchina) UPC/BHARAT/SEASHELL<br>(To be approved by owner)                                  |
| Cutlery               | - Stainless Steel (Standard Quality))  |
| Tumblers              | - Yera etc. (To be approved by owner)  |
| Mugs                  | - Good quality   |
| Container             | - Good plastic   |
| Tray                  | - Good plastic   |
| Napkins               | - Wintex/Deepee  |
| Cornflakes            | - Mohans/Goldcrunch/Savour/Kellogs   |
| Papad                 | - Lijjat   |
| Butter                | - Amul, Amul light   |
| Jam                   | - Kissan, Druk, Top  |
| Suace                 | - Kissan, Nestle, TOPs   |
| Curd                  | - Mother Dairy, Amul   |
| Salt (Iodized)        | - Tata/Ashirwad  |

Items like pulses, spices etc., which are not branded, should be of good quality. Contractor shall ensure supply of **fresh seasonal vegetables and fresh Non-vegetarian materials without ice packing** on daily basis for same day consumption. Under no circumstances, the unused non-vegetarian materials shall be used next day. **Green Vegetables will be supplied only during the office working hour of HRDI and Non vegetarian items between 9.30-10.30 a.m. of the day for same day consumption excepting for proportionate requirement of Monday.**

Salad on the counter must be wrapped with transparent food grade plastic sheet.

Vegetables and Non vegetable items found not fresh shall not be used and shall be promptly removed from the designated place of storage or usage.

The safaiwalla group of catering staff shall make regular and quick disposal of vegetable peels, bones of fish/mutton/chicken, stale food and leftovers and other garbage and papers etc. The contractor shall provide and maintain suitable inventory of cleaning items like duster, steel wool, scrubber, soap/detergent etc so as to have clean dining hall, counters, kitchen, utensils and the entire pantry area. The contractor shall keep the storage area clean, too.

Contractors shall ensure and take full care that no perishable item beyond prescribed period are used / served.

Sugar in the cube form only is to be used and other form of sugar is not permitted at all.

The contractor shall provide pepper (powdered) and salt filled good looking dispenser sets along with paper napkins on each dining table and shall maintain them in clean condition.

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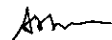
## PURCHASE DEPARTMENT

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The contractor shall provide and maintain suitable inventory of good quality good looking crockery & cutlery items besides all types of kitchen utensils including but not limited to cup, saucers, tea spoon, full plate, quarter plate, soup bowl, soup spoon, table spoon, fork, knife, Thermos flask (separately for water and bed tea), Coaster, Napkin filled napkin stand, Water jug, Tumbler, Table mat, tooth pick etc which are required for and in relation to rendering of quality catering services to the satisfaction of the owner. He shall always promptly replace such items as and when required so that no inconvenience is experienced.

### 1.8 CONDITIONS OF WORK

- i) Work shall be carried out by the contractor as per the conditions of the contract
- ii) Cooking shall be done in the kitchen provided by the Owner
- iii) Materials used for preparation of food items shall be of the best quality and cooking shall conform to the best standards and hygiene.
- iv) The contractor shall engage well-trained supervisors/ Cooks/Kitchen Assistant/Kitchen Safaiwalla/ Serving Staff/ Prog. Boy Contractor shall ensure that none of his employee's shall be on duty without proper uniform displaying identity card.
- v) Efficiency, promptness, quality service, good behaviour and politeness of the Contractor and his workmen along with catering for adequate quantity with acceptable quality while maintaining cleanliness are the essence of the contract.
- vi) The contractor shall furnish the category wise details of his persons along with photograph as per Annexure – 1 (C), to the Owner for his consent before they are brought into the HRDI premises for providing various services. The owner or his authorised representative reserve the right to refuse admission to one or more of the Contractor's men, if their conduct or efficiency is found to be unacceptable. The decision of the Owner or his authorised representative in this matter shall be final.
- vii) The contractor shall provide identity cards, to his workers once they are allowed to be engaged by the Owner which will be displayed by them on their uniform while on duty.
- viii) Without prior knowledge of the Owner, the contractor shall not engage or change any person for any job within the HRDI premises. In case the contractor decide to change one or more of his staff this shall be brought in writing to the notice of the owner and got approved before such substitution is given effect to.
- ix) The contractor's men shall not hang around in the HRDI premises and also not normally move out of their specified areas.
- x) The contractor's men shall not bring any guests/outsideers in the HRDI premises.
- xi) The Contractor shall ensure proper cleanliness of the Dining Hall, Pantry and Kitchen, including regular sweeping / mopping of the floors with disinfectants, dusting of the furniture, walls etc., regular and quick disposal of vegetable peels, bones of fish/mutton/chicken leftovers and other garbage and papers etc.
- xii) Having got the contract, the contractor shall get the menu approved for all the seven days specifying the items to be served for breakfast, lunch, dinner etc. on each day and shall comply fully with menu defined in the tender. This will be done out of the items and requirement of the menu as specified in this tender document. In case, the Owner or his authorised representative require any subsequent change, it shall be complied with. The daily menu shall be prominently displayed in the dining hall for information to all guests.
- xiii) HRDI will not be responsible for salaries/wages, etc. payable by contractor to his employee and they will not be treated as BHEL employees.



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- xiv) Contractor shall not undertake any alteration / addition in the premises provided by the owner.
- xv) Contractor shall not take out any material / equipment out of Owner's premises without prior written approval by the Owner or its Authorized Representative. Even in case of taking out any equipment for repairs, whether belonging to the Contractor or provided by the Owner, prior approval from the Owner or his Authorized Representative would be necessary.
- xvi) Contractor shall provide services of one full time programme boy for every conference/lecture/programme organised at the Institute which has maximum requirement of 4 such persons at a time if all the halls in the Institute are concurrently booked. **He will be associated with programme exclusively and shall not be used for any other purpose during the programme days.**
- xvii) The contractor shall be responsible for safety and security of all equipment, fittings, gadgets, personal belongings of participants/guests. Any loss / damage due to negligence on part of the contractor shall be to his account.
- xviii) The contractor shall personally visit at least once a fortnight or/and as many times required to HRDI and meet authorized BHEL persons to apprise of the services or obtain feedback on the services being provided so that complaints, if any, are promptly attended to the satisfaction of HRDI.

## **1.9 INTIMATION TO CONTRACTOR REGARDING REQUIREMENT**

The Owner shall inform the Contractor of his requirements twenty-four hours in advance for the scheduled courses and in urgent and exceptional cases, two hours in advance. However, payment would be subject to actual no. of meals consumed / served.

## **1.10 INSPECTION AND TESTING BY THE OWNER**

The Owner reserves the right at all times, at the risk & cost of the Contractor, to inspect and or / test by himself or through any of his representatives or an independent agency the premises held by the Contractor and raw materials, in process materials and food-stuffs stored and served.

If any material, item or component intended to be used for the services is found substandard, not satisfactory or non-conforming to the specifications of BHEL, the contractor shall remove such material forthwith from place of storage or usage and **shall take prompt appropriate action in terms of the contract such that affected services are not disturbed. If the contractor fails to arrange/replace, the same shall be done by owner at the risk and cost of the contractor** The decision of the Owner or his authorised representative shall be final and binding.

The contractor shall ensure that all the items of catering services including vegetables and non-vegetables shall be got checked with HRDI representative before these are taken to stores/kitchen.

HRDI reserves the right to reject and throw away immediately sub-standard items without assigning any reason thereof at risk and cost of the contractor.

## **1.11.0 DEFAULT DEDUCTIONS FROM CONTRACTOR'S BILLS**

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The Contractor shall be liable to bear the loss or damage caused by contractor or its employees to the Owner's premises, equipment, fittings, fixtures, furniture etc.

In case the Contractor fails in his contractual obligations at any time for any reason whatsoever including his labour related issues, he shall be liable for penalty to the extent as the Owner deems fit as well as to compensate for the excess expenditure incurred by the Owner, by way of providing maintenance and housekeeping services from any other source, which will be done at the cost, risk, expenses and responsibility of the Contractor. The above will be without any prejudice to any other action, which the Owner may take/

If the above or any failure on the part of the contractor necessitates, shifting the venue of the training programme from HRDI to any other place, the Owner shall be entitled to get the services done at the shifted venue at the cost, risk and responsibility of the contractor notwithstanding anything in this respect contained in the contract and without any prejudice to the other action the Owner may take including imposing penalty or termination of contract.

For any deficiency in catering services, the contractor/ contractor's supervisor shall be verbally informed firstly to take corrective remedial measure. The contractor/ contractor's supervisor shall have to make the correction immediately. In case he takes appropriate action to the satisfaction of the owner or his authorized representative, the case shall be deemed as closed.

If the contractor fails to take corrective action to the satisfaction of owner or his authorized representative, owner reserves the right to take any of the following action(s).

- (a) Issue warning letter/e-mail for the default
- (b) Levy penalty of Rs 1000/- (Rupees One Thousand) per default
- (c) Levy penalty of Rs 2000/- (Rupees Two thousand) per default, if same default is repeated for second time.
- (d) Levy penalty of Rs 5000/- (Rupees Five thousand) per default, if same default is repeated after second time.
- (e) Staffs deployed in Kitchen & dining hall are required to compulsorily wear disposable gloves and cap to maintain the hygiene. Any staffs breaking the rule are subjected to the penalty of Rs. 500 per day as per rules
- (f) If quality of food served is not found satisfactory by more than 05 (five) persons of the participants taking the food, 50% of the total meal charge shall not be paid.

If it is found that default(s) are of permanent nature/recurring or the contractor backs out before the completion period of the contract, owner or his authorized representative reserves the right to take any and/or of the following action(s):

- a) Termination of the contract and forfeiture of Security deposit
- b) Putting the party on hold for business or blacklisting the party from future business.

**The contractor may note that penalty is a deterrent against non-performance and the intent of the contract is to have satisfactory services from the contractor as per terms of the contract.**

Under exceptional circumstances, if waiver is accorded by the owner against a particular default, the same shall neither be taken as precedence in future nor can the same be construed as automatic waiver of any other default.

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## **1.12.0 SCHEDULE OF RATES**

The schedule of rates shall be deemed to include and cover all costs, expenses, liabilities and salaries of every nature and description whatsoever and all risks whatsoever (foreseen or unforeseen) to be taken or which may occur in relation to the execution of the work, like the cost of purchase of raw-materials, transportation, labour cost, cooking, cost of equipment, cooking utensils, crockery, cutlery, salaries etc and maintenance of specified premises as mentioned in the bid document.

**Price Format (Rates for Catering)** of the tender document, Annexure-2(C) may be referred to in this regard. **Bidder is advised to note that only rates/prices of annexure -- 3 will be considered for price evaluation.**

The bidders are advised to obtain first-hand information about the location of HRDI Building, at Sector 16 - A, Noida, nature of services required to be rendered, the prevailing market rates of different commodities involved, the timing of such services, the modes of transportation available in the area and also other exigencies whatsoever. No extra claim over the quoted / accepted rate shall be admissible for any reason whatsoever.

## **1.13.0 PAYMENT TO WORKERS**

The contractor/service provider shall comply with the provisions of minimum wages act 1948. The contractor shall ensure and will be solely responsible for payment of wages as per revision of minimum wages by the central government or UP government whichever higher and other dues. The contractor shall be directly responsible and indemnify the company against all charges, claims, dues and employment of personnel deployed by him.

**The payment shall be made by NEFT / Cheque directly to the bank account of concerned employee.** Contractor to submit evidence of the same as and when required to the satisfaction of BHEL representative.

## **1.14.0 QUANTUM OF WORK**

The quantities given in the "Schedule of Rates"/Price Format - "Price Bid" (Annexure-1(C), 2(C) & 3) are approximate and may vary in the course of execution. The bidder is, therefore, advised to quote very carefully. No claim for compensation from the contractor shall be entertained due to any variation in the quantities of the various item(s) or work or deletion of any items(s) of work. Payments shall be made for actual quantities consumed and verified by owner's representatives.

## **1.15.0 SERVICE FOR SPECIAL OCCASSIONS ETC.**

At any time during the existence of the contract, the owner reserves the right to utilize the services of the contractor for any special parties or otherwise, the contractor shall arrange the same. The rates shall be mutually agreed upon, in case any item, is outside the rates of the items already agreed to.

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Similarly, in case the Owner desires to include any new item in the contract for catering, this will be negotiated with the contractor. The final decision will rest with the owner.

## **1.16.0 SPECIAL INSTRUCTIONS TO BIDDERS:**

The schedule of rates includes items comprising sub items. Rates are to be quoted for each item separately including the sub items written both in words and figures. As indicated in the schedule of rates the grand total of the bid at the end of the schedule of rates also shall be written both in words and figures. No overwriting shall be allowed. The bidders shall sign each page of the bid document including the schedule of rates and the rates in all Annexure and terms and conditions, specifications as their acceptance.

## **1.17.0 SPECIFIC TERMS AND CONDITIONS:**

**1.17.1** In matters of dispute regarding the quality of catering services, quality of food- stuffs, raw materials & in - process food; utilization of the premises, cleanliness and of the facilities made available by HRDI or any other matter related to these services, the decision of the Owner or his authorized representative shall be final and binding.

**1.17.2** The contractor shall give vacant possession of the premises and return all furniture, fixtures, equipment, and make good all the inventory items etc. in good condition after the contractual period is over or if the contract is terminated in midcourse. Handing over the vacant possession of the premises and equipment etc. shall be effected within 4 days of the completion of the period of the contract or termination of the contract whichever is earlier. If the contractor fails to do so, the Owner will be free to take possession of the premises by opening lock (s) if necessary, and make an inventory of all the furniture, material and equipment and will be free to deduct from the Contractor's pending bill (s), security deposit, any amount which falls short of the replacement cost of the material / equipment, furniture, etc. given to the contractor by the Owner.

## **1.18.0 POWER, WATER & OTHER FACILITIES:**

**1.18.1** The owner shall provide power and water supply at limited points free of charge. Contractor shall take suitable steps for further distribution, if any, and ensure no wastage of any kind. He will not use electricity as fuel. Bidders are advised to physically check the location of such points before filling the bid.

The contractor shall be responsible to provide, within the scope of work, all facilities / services / materials / consumables / crockery / cutlery / tools etc. necessary for satisfactory performance of work.

**1.18.2** The following are existing infrastructure and facilities available at owner's premises:

- i) Kitchen with pantry and storage space for raw materials
- ii) Dining Hall with dining tables, chairs, sofa, and counter.
- iii) Cooking range with two burners: Two nos

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|  |       |
|--|-------|
| iv) Cooking range with four burners: One no. |       |
| v) Aluminum rack                             | 1 no. |
| vi) Dish Landing table                       | 1 no. |
| vii) Service Trolley                         | 2 nos |
| Viii) Water cooler                           | 1 no  |
| ix) Four Door Fridge(Deep freezer)           | 1 no. |

The above said items/equipment will be available to the contractor free of charge for the tenure of the contract: The bidders are advised to visit the premises and take stock of the situation before submitting their quotation. The exact inventory of the items shall, however, be got recorded by the owner at the time of taking over.

The contractor shall maintain them in good condition and repairs of any material / equipment ( on account of normal wear and tear or mishandling) required during the contract period for day-to-day working ( excluding faults arising due to life cessation) shall be arranged by contractor at his own cost.

The contractor shall provide gas fuel and shall ensure uninterrupted supply such that not even a single service of catering is affected. The contractor shall maintain the burners and cooking range along with its accessories including pipes etc always in working condition and repair/replacements of accessories shall be the responsibility of the contractor at his cost.

To render satisfactory services hygienically, the contractor shall provide & maintain the following:-

|  |         |       |
|--|---------|-------|
| i) S S (StainlessSteel)Rice Bin          | } 5 Nos |       |
| ii) S S Atta Bin                         |         |       |
| iii) S S Maida Bin                       |         |       |
| iv) S S Potato/Onion Bins                |         |       |
| v) Besan(Gram flour) Bin                 |         | 1 no. |
| vi) Refrigerator                         |         | 1 no. |
| vii) Four Door Fridge(Deep freezer)      |         | 1 no. |
| viii) Dough Kneader mixer                |         | 1 no. |
| ix) Electric Wet Masala Grinder          |         | 1 no. |
| x) Dosa Plate Girdle                     |         | 1 no. |
| xi) Idli Steamer (cap 300 nos)           |         | 1 no. |
| xii) Tandoor with S S body               |         | 1 no. |
| xiii) Bain Marie with 5 hot compartments |         | 1 no. |
| xiv) Bain Marie with 2 cold compartments |         | 1 no. |
| xv) 3 Sink dish washing unit             |         | 1 no. |

**Note:** Contractor shall arrange to provide proper containers for storage for all the kitchen items including masala etc.

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*Contractor shall arrange net based storage (Vegetable Storage Rack With Plastic Bins) for vegetables, fruits and other kitchen raw materials.*

Maintenance of all equipment/all bins/ provided by contractor shall be in scope of contractor only.

These equipment will be property of the contractor and the contractor shall take back them on completion of the contract. In addition, if required, the contractor shall provide any other equipment required to render satisfactory services hygienically.

All the necessary equipment and facilities including but not limited to cooking vessels, grinder, juicer, mixer, toaster, hot case, gas cylinders and their filling/refilling, crockery, cutlery, thermos flasks etc. shall be arranged, provided and continuously maintained by the contractor throughout the currency of the contract.

**Good quality table linen/table sheet cloth napkin (duly washed and pressed) shall be provided by the contractor on the dining table and the same shall be changed daily.**

**The contractor shall also provide and maintain 4 sets of good quality Bone China Crockery Set for VIP service. Tea/Coffee to VIPs to be served in Conference Hall or Office rooms in HRDI only in these Crockery sets.**

1.18.3 It shall be obligatory on the part of the contractor to maintain all equipment and items supplied by the owner as mentioned in paras above and also keep the premises neat and tidy and free from any damage. For any breakage, thefts, loss or damages to the premises, fittings, fixtures and equipment, recovery at market rate shall be affected from the Contractor's bills and materials / items replaced at his cost.

1.18.4 The contractor shall be responsible for and proper utilisation of the facilities like equipment, water, electricity or anything else provided by the Owner, without any manner of abuse or excess use.

1.18.5 Any misuse of the premises, equipment or facilities extended to the contractor by the Owner will attract penalties as may be decided by the Owner including termination of the contract. The amount of such penalties shall be decided by the Owner or his authorized representative whose decision shall be final and binding. The amount of such fines / penalties shall be recovered / deducted from the contractor's bills / security deposit.



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## MENU (CATERING SERVICES)

Annexure: 2 (A)

### Item Description

Item No. 1> **BREAK FAST ( BUFFET) consisting of**

- i) Cornflakes / Porridge with hot/ cold milk & sugar
- ii) Slices of full sized Bread/Toast with butter and Jam
- iii) Boiled eggs (2 nos) / Omelette (2 eggs)
- iv) Veg. Cutlet (2 pieces)/ cheese cutlet(2 pieces) & Sauce

**v) Any one combination from the followings (No repetition in next day).**

Medium size Puri-sabji

or

Stuffed Paratha( Aloo /Gobhi/Muli) with curd  
( Paratha size : Normal Tanduri Roti Size)

Or

Chole-Bhature

Or

Pav bhaji

vi) masala or sada or rava Dosa/Idli/Vada/Upma / Onion Uthapam with coconut Chutney and Sambar

vii) Tea/Green Tea/Coffee (Ready made)( 200 ml )

viii) Pickles

ix) Fresh seasonal fruits of 3 varieties

Item No. 2> **TEA SERVICE (2 servings i.e. 11:00 a.m., 3:30 pm)**

Tea bags / coffee powder with milk /lemon/ Green Tea and sugar cubes /sugar free tabs for one cup (200 ml) with hot water in cup and  
**biscuits / cookies sweet & salted both / Muffins-2 nos  
or 50 gms of mixture (namkeen) or chips  
(Not to be repeated in subsequent service/day).**

Item No. 3> **Lunch (Buffet)**

i) Soup(150 ml)

(Sweet corn/ tomato/ vegetables Clear/ Mushroom / Spinach/ Green Peas  
Veg Hot 'n' Sour Soup / manchow

ii) Plain rice / Lemon rice/ Zeera rice/ Peas pulao/ Veg pulao

iii) Navrattan pulao / Veg Biryani/ Veg Fried Rice/ vegetable chowmien/ veg noodles

iv) Tava Chapati (roti) / tandoor roti / missi roti/ roomali roti

v) butter nan/ lachha paratha/Poori/ veg kulcha

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vi) Dal-Arhar/ Dal chana/ Dal Makhani/ Lobia/ Rajma/ Pindi Chana/ Kadi Amritsari

vii) Paneer dishes- Butter Masala/ Shahi / Kadai/ Korma/ Lababdar/ Pasanda/ Palak/ Mutter Paneer Korma/ Malai Kofta

viii) Boiled / Baked Vegetables

ix) ( Seasonal vegetables: Bhindi/parwal/ Broccoli /jackfruit/Cauliflower/Simla mirch/ Pudina Gobhi/Navratan Korma/Veg Jhalfrezi/Mutter Mushroom/Zeera Aloo/Baigan Achari/Aloo Dhaniya Adrakhi/vegetable kofta, Dum Aloo (**No repetition in a week**))

x) Sambar

xi) Rasam

xii) Chicken/fish/mutton(100 gram per person)

( Chicken Curry/ Kabab Masala/Fish fry/ Egg Curry/ chilly Chicken/ Mutton Roganjosh /fish curry/butter chicken/ kadhai chicken/ Chicken sahi korma/chicken tikka masala/saag chicken/mutton sahi korma Fish- Hilsa/ Rehu

xiii). Salad ( **to be covered by transparent food grade plastic wrap**)

Fresh Green/Russian salad/Macroni/ Aloo Chana Chat/ Sprouts

xiv) Pickles (mix/chilli/lemon/jackfruit etc.)

xv) Plain dahi, bundi raita, veg raita- 100 gms pkt of Nestle/Mother Dairy/Amul

xvi) Papad( punjabi masala)

**Dessert** consisting of

i) Two pieces sweets like

gulabjamun/ Rasmalai /Sponge Rasgulla/Kalakand (100 gm)

Or

Custard/ Kesari Jalebi with

Rabri/Malpua/Rajbhog/Kheer-(50 gram)

Or

Fruit salad with ice cream- 2 scoops (100 gms)

(Ice cream :Kwality/ Walls/ Amul/ Cream bell/ Mother dairy)

( flavour: Strawberry/Vanilla/ Butter Scotch/Chocolate or Choco- Chi/ Tooty fruity )

Or

Pastry (2 Pcs) (Pineapple/chocolate/Black Forest)

**(For sweets: no item should be repeated in the same week**

**& For ice cream: no flavour should be repeat in same month**

**month or cake/pastry(pipe apple/chocolate/black forest)**

ii) Sounf and Mishri (Served in covered service tray only)

## Item No. 4> **Tea with Snacks (5:30 pm)**

Tea bags / coffee powder with milk /lemon and Sugar cubes/sugar free tabs

200 ml hot water for one cup tea.

With no item of the following to be repeated during the week

2 pcs for each item: Samosa (2 Pcs)/ Grilled sandwich (2 pcs)/Aloo bonda (2 Pcs) /Bread pakora ( ) /Dal Vada/

Pakora mix veg -100 gms or Paneer 50 gms with chutney/sauce/dhokla/ gulab jamun(2 pieces)

/jalebi(50 gram)/rasgulla (2 pieces)

## Item No. 5> **Dinner (Buffet)**

i) Soup(150 ml)

(Sweet corn/ tomato/ vegetables Clear/ Mushroom / Spinach/ Green Peas

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Veg Hot 'n' Sour Soup / manchow

ii) Plain rice / Lemon rice/ Zeera rice/ Peas pulao/ Veg pulao

iii) Navrattan pulao / Veg Biryani/ Veg Fried Rice/ vegetable chowmien/ veg noodles

iv) Tava Chapati (roti) / tandoor roti / missi roti/ roomali roti

v) butter nan/ lachha paratha/Poori/ veg kulcha

vi) Dal-Arhar/ Dal chana/Dal Makhani/ Lobia/ Rajma/ Pindi Chana/ Kadi Amritsari

vii) Paneer dishes- Butter Masala/ Shahi / Kadai/ Korma/ Lababdar/ Pasanda/ Palak/ Mutter Paneer Korma/ Malai Kofta

iii) Boiled / Baked Vegetables

( Seasonal vegetables: Bhindi/parwal/ Broccoli /jackfruit/Cauliflower/Simla mirch/ Pudina Gobhi/Navratan Korma/Veg Jhalfrezi/Mutter Mushroom/Zeera Aloo/Baigan Achari/Aloo Dhaniya Adrakhi/vegetable kofta, Dum Aloo (No repetition in a week)

ix) Sambar

x) Rasam

xi) Chicken/fish/mutton(100 gram per person)

( Chicken Curry/ Kabab Masala/Fish fry/ Egg Curry/ chilly Chicken/ Mutton Roganjosh /fish curry/butter chicken/ kadhai chicken/ Chicken sahi korma/chicken tikka masala/saag chicken/mutton sahi korma Fish- Hilsa/ Rehu

xii) Salad ( to be covered by transparent food grade plastic wrap)

Fresh Green/Russian salad/Maccroni/ Aloo Chana Chat/ Sprouts

xiii) Pickles(mix/chilli/lemon/jackfruit etc.)

xiv) Plain dahi, bundi raita, veg raita- 100 gms pkt of Nestle/Mother Dairy/Amul

xv) Papad( punjabi masala)

Dessert consisting of

i) Two pieces sweets like

gulabjamun/ Rasmialai /Sponge Rasgulla/Kalakand (100 gm)

Or

Custard/ Kesari Jalebi with

Rabri/Malpua/Rajbhog/Kheer (50 gram)

Or

Fruit salad with ice cream- 2 scoops (100 gms)

(Ice cream :Kwality/ Walls/ Amul/ Cream bell/ Mother dairy)

( flavour: Strawberry/Vanilla/ Butter Scotch/Chocolate or Choco- Chi/ Tooty fruity )

Or

Pastry (2 Pcs) (Pineapple/chocolate/Black Forest)

(For sweets: no item should be repeated in the same week

& For icecream: no flavour should be repeat in same month

month or cake/pastry(pipe apple/chocolate/black forest)

ii) Sounf and Mishri (Served in covered service tray only)

## Item No. 6> Water Services :

Item No. 6a) Mineral water (500 ml) (Aqua fina/Bisleri/Kinley)

Item No. 6b) Mineral water (1000 ml) (Aqua fina/Bisleri/Kinley)

## Item No. 7) Soft Drinks (packed):

Item No. 7a) JUICES : Grapes/leechi/apple/pineapple/Mixed (200 ml) Real tetrapack/fresca

Item No. 7b) Other Soft Drinks : Lassi (Sweet /salt) / Chanch (Salt ) 250 ml Amul, Verka, Mother dairy

Or

Appy (250 ml)-Parle Agro/Fresca

Or



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Lemon /Nimboo water packed (250 ml)-Pepsi

**Item No. 8) PACKED LUNCH (For Outbound Programmes Only)- One pkt consisting of:-**

- (a) Poori- 4 Nos.
- (b) Jeera Aloo/Chole/Bhindi/Aloo Mutter – 100 gms
- (c) Fried Rice/Peas Pulao/Veg. Pulao – 100 gms
- (d) Dahi Pack (Mother dairy / Amul) – 100 gms
- (e) Apple (200 gms) 1 pc/ Banana – 2 Pcs/ Orange-2 Pcs
- (f) Salad – 50 Gms
- (g) Pickle Pouch – 10 gms

**Item No. 9) PACKED SNACKS (For Outbound Programme only)- One pkt consisting of**

- (a) Vegetable Sandwich – 2 nos.
- (b) vegetable Cutlets - 2 nos
- (c) Chips – 100 gms
- (d) Burfi/kalakand/Milk Cake/ Dhoda- 50 gms
- (e) Sauce(Sachet) – 2 Nos.

**Item No. 10) Catering Items for Room Service - The following items are to be provided daily morning in the hostel Rooms allotted to programme participants :**

**Item No. 10a) 02 Tea bags/2 Green Tea bags/2 coffee powder bags with 2 dairy whitener pouch**

**Item No. 10b) 02 no. sugar pouch/ sugarfree pouch**

**Item No. 10c) 02 packet of biscuits (containing 2 piece) or 1 packet of biscuits (containing 4 pieces)  
( MarieGold/ Monnaco/Britannia brand.)**

Note -Annexure-2(A): i. Service for VIP reserved tables to be at table only.

ii. Chapati/Roti/breads to be served to participants at dining table

iii. Item of dessert & seasonal fruits to be changed in lunch and dinner on daily basis.

iv. Sambhar ingredients (drumstick, Brinjal, Bitter guard(karela) etc.) to be changed in lunch and dinner on daily basis.

v. Rasam is not a substitute for soup. Both are separate items.

vi. Different Non veg item to be served in lunch and dinner respectively.

vii. Snack combination with Tea Services to be changed during forenoon and post lunch midsession.

viii. mutton item atleast twice a week during lunch and fish item also twice a week during lunch/dinner

ix. The contractor should display names of all corresponding food items daily (Breakfast, Lunch & Dinner) Served in the buffet.

**Attention:**

*Contractor to ensure that no item falls short during any of the above services and he should take special precaution during breakfast/lunch/dinner.*

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## ANNEXURE – 2 (B)

### **NATURE OF JOBS FOR CATERING**

| Sno | Description/Nature of Job  | Frequency  |
|-----|--|--|
| 1   | Running and maintaining base kitchen store at HRDI premises with sufficient numbers of trained cook, waiters and cleaners etc. in proper uniforms and provide & serve breakfast, lunch, dinner, snacks and tea/coffee/beverages ( at various intervals during the programmes at HRDI). | Continuously   |
| 2   | Sweeping, dusting, cleaning and wet mopping (using phenyl) of floors of kitchen, kitchen store and dining hall   | Twice every day<br>(Post lunch and dinner)<br>and as when required.  |
| 3   | Cleaning of<br>(a) wash basin & mirrors adjoining dining hall<br>(b) All Utensils and Crockery after every meal and tea time<br>(c) Cleaning & placement of thermos flasks, Jug (and filling with RO water), coasters, tumblers, in HRDI.  | (a) After every meal / as<br>& when required.<br>(b) Twice every day<br>(c) Twice every day &<br>(d) As and when<br>required |
| 4   | Serving of food at the food counter for every meal and tea time  | Daily ( as per prescribed<br>timing)   |
| 5   | Dumping of food left over/garbage during the day to an identified Noida authority dumping point outside the HRDI premises.<br>Note: Mechanical means for this purpose including transport is in the contractor scope.  | Daily  |
| 6   | Good quality table linen/table sheet cloth napkin (duly washed and ironed) shall be provided by the contractor on the dining table. Different colour table sheets for breakfast, lunch and dinner.   | On each occasion of<br>serving of Breakfast, Lunch<br>& Dinner   |
| 7   | Cleaning of<br>(a) kitchen equipment, including storage facilities, sinks, exhaust fan, chimney, bain marie using disinfectants<br>(b) kitchen floors including kitchen store.   | (a) Weekly<br>(b) Once a fortnight   |

#### **Note:-**

- i) Serving tea / coffee, cold drinks, cookies and snacks during tea breaks, in the dining hall / conference hall syndicate room as the case may be.
- ii) Breakfast, tea, lunch, dinner etc. may also have to be served to the visiting faculty in their rooms, unless otherwise directed.
- iii) In case a participant / faculty falls sick, the caterer shall arrange to serve food to him in their hostel room. Special food as per requirements will be served to the sick person.
- iv) It is to be looked after by the contractor that there should not be any stagnant water inside kitchen and kitchen store.

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**Annexure- 2(C)**

## PRICE FORMAT (Catering Items)

| Sl. No. | <u>Catering Service Items</u> (Item Details as per Annexure: 2(A) of the specification)  | Quantities for 2 years** | Unit Meal Rate per person per day excluding Service Tax* (Rs) | Amount for 2 Years (Rs) |
|---------|--|--------------------------|---|-------------------------|
| 1       | Item no.1- Break Fast as per enclosed details  | 16260                    |   |                         |
| 2       | Item no.2- Tea services as per enclosed details  | 37320                    |   |                         |
| 3       | Item no.3- lunch as per enclosed details   | 18660                    |   |                         |
| 4       | Item no.4- Tea with Snacks as per Enclosed details   | 18660                    |   |                         |
| 5       | Item no.-5 Dinner as per enclosed details  | 16260                    |   |                         |
|         | Service Tax (Rate @ .....)   |                          |   |                         |
|         | Total for Catering Service Items ( Item No. 1 to 5 ) including Service Tax - (C1)  |                          |   |                         |
| Sl. No. | <u>Catering Supply Items</u> (Item Details as per Annexure: 2(A) of the specification)   | Quantities for 2 years** | Unit item Rate including all taxes (Rs)                       | Amount for 2 Years (Rs) |
| 6       | Item no. 6a - Water Services- Mineral water (500 ml) as per enclosed details   | 55980                    |   |                         |
| 7       | Item no. 6b - Water Services- Mineral water (1000 ml) as per enclosed details  | 1800                     |   |                         |
| 8       | Item no. 7a –Juices as per enclosed details  | 9330                     |   |                         |
| 9       | Item no. 7b – Other Soft Drinks as per enclosed details  | 9330                     |   |                         |
| 10      | Item no. 8 – Packed Lunch as per enclosed details  | 1800                     |   |                         |
| 11      | Item no. 9 – Packed Snacks as per enclosed details   | 1800                     |   |                         |
| 12      | Item No.10a) 2 Tea bags/2 Green Tea bags/2 coffee powder bags with 2 dairy whitener pouch & (as desired by the participant / guest)        | 16260                    |   |                         |
| 13      | Item No.10b) 2 no. sugar pouch/ sugarfree pouch per pouch (as desired by the participant / guest)  | 16260                    |   |                         |
| 14      | Item No.10c) 2 packet of biscuits (containing 2 piece) or 1 packet of biscuits (containing 4 pieces) (MarieGold/ Monnaco/Britannia brand.) | 16260                    |   |                         |
|         | Total for Catering Service Items ( Item No. 6 to 10 ) including all Taxes - (C2)   |                          |   |                         |
|         | Total Catering Amount for 2 years (including taxes) , C (= C1+C2)  |                          |   |                         |

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**Note1): rates quoted are exclusive of service tax;**

**\*Service Tax shall be payable extra as applicable.**

**\*\*Note2): Quantity mentioned above is indicative only.**

**Actual quantities may vary to any extent and payments will be made for the actual quantities consumed.**

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**Annexure- 3**

### **PRICE FORMAT**

#### **( HOUSEKEEPING AND CATERING SERVICES )**

| Sl No. | Details  | Total Amount over 2 Years period including taxes (Rs) |
|--------|--|---|
| 1.     | Total Catering Amount for 2 years (including taxes) as per Annexure 2(C)   |   |
| 2.     | Total Housekeeping and Maintenance charges including supply items for two years including all taxes as per Annexure 1(E) |   |
|        | <b>Total Bid Value including taxes</b>   |   |

**Note: Evaluation will be done on the basis of above Total Bid Value including all taxes.**

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## Annexure- 4

### PRE-QUALIFYING REQUIREMENTS

1.(a) Bidder should be financially sound having an average annual financial turnover of at least Rs.28.72 lakhs during the last three financial years ending 31<sup>st</sup> March 2015 and to this effect respective audited Profit and Loss a/c and balance sheet to be enclosed . He should have earned profit during the past three (3) years.

(b) During the past seven (7) years, Bidder should have successfully provided the services of Catering and Housekeeping against contract value of any of the following:-

-Three (3) contracts each of value not less than Rs 38.3 lakhs

-Two (2) contracts each of value not less than Rs 47.88 lakhs

-One (1) contract of value not less than Rs 76.61 lakhs

(Year to be counted w.r.t end date as 31<sup>st</sup> March 2015). Bidder to enclose documentary evidences). Documentary evidence in support of above along with certificate of discharge of satisfactory service from the respective customer/owner to be submitted.

2. The bidder should be in the business of providing Housekeeping services and should have experience of providing satisfactory housekeeping services in residential institutes, guest house and similar services on 24 hours basis. And The bidder be in the business of providing catering services and should be experience of providing satisfactory catering services ( ranging from bed tea in the morning to dinner) in residential institutes, guest house and similar services.

3. Bidder should additionally furnish copy of

a) Income tax return for the last 3 years

b) PAN Card of proprietor or firm

c) Service Tax registration certificate

4. Bidder should have valid PF and ESI registration numbers and documentary evidence to this effect to the furnished.

5. Bidder should be Limited/Private Limited Company/Partner Ship Firm/Proprietorship. Documentary evidence of the same should be furnished.

6. Bidder to give an undertaking that the prices being quoted by him are competitive and reasonable considering the prevalent and anticipated market conditions and shall meet the requirement of the contract quantitatively and qualitatively to the satisfaction of BHEL during the currency of the contract as per terms and conditions of the contract.

7. Bidders should be Delhi-NCR based or having its office in Delhi-NCR. Bidder to furnish evidences to this effect.

8. Bidder to give undertaking that BHEL may visit their offices as well as any or all of their customer complexes to ascertain information about them as deemed fit by BHEL in respect of information provided by bidder and/or together about their performance, attitude, quality of service etc and that

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BHEL reserves the right to reject his bid without assigning any reason thereof in case BHEL finds the information not in line with what has been provided or/ and BHEL feels unsatisfied with the feedback.

9. Bidder should give an undertaking that there is no case or charge under investigation/enquiry/trial against him or the firm nor any conviction in a court of law nor blacklisted by any organization on any ground.

**10. All bidders to give their acceptance for participation in RA. Non-acceptance to participate in RA may result in non-consideration of their bids, in case BHEL decides to go for RA.**

**11. No Deviation Certificate as per Annexure-7.**



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**Annexure-5**

## **GENERAL TERMS & CONDITIONS.**

1. This tender specification as a whole, furnishing all the details and other documents as required in the following pages, shall be duly signed and sent in a sealed cover superscribing the name of work as given in the tender notice.
2. Tenders submitted by post shall be sent as "REGISTERED POST ACKNOWLEDGEMENT DUE" and shall be posted with due allowance for any postal delay. The tenders received after the due date and time of opening is liable to be rejected. Telegraphic offers and offers received by telex may not be considered.
3. Tenders shall be opened at the time and date as specified in the tender notice in the presence of such of those tenderers or their authorized representatives who may be present.
4. The tenderers shall closely peruse all the clauses & specifications indicated in the tender documents before quoting. Should the tenderer have any doubt about the meaning of any portion of the Tender Specifications or find discrepancies / omission of the tender documents issued are incomplete or shall require clarification on any of the aspect. Scope of work etc., he shall at once contact the authority inviting the tender for clarification before the submission of the tender.
5. Before tendering, the tenderers are advised to inspect the site of work and the environments and be acquainted with the actual working and other prevalent conditions, facilities available, position of material and labour. No claim will be entertained later on ground of lack of knowledge.
6. Tenderer must fill up all the schedules and furnish all the required information as per the instructions given in various sections of the Tender Specification. Each and every page of the Tender Specification must be **SIGNED, STAMPED AND SUBMITTED** Along with THE OFFER BY the Tenderer in token of complete acceptance thereof. The information furnished shall be complete by itself and must be **SIGNED, STAMPED AND SUBMITTED**.
7. The tenderer shall quote the rates in English Language and international numerals. Those rates shall be entered in figures as well as in words. In case of difference in rates between words and figures THE LESSER of the two will be treated as valid rate. For the purpose of tender, the metric system of units shall be used.

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8. All entries in the tender shall either be typed or be written in ink. Erasers and over writing are not permitted and may render such tenders liable to summary rejection. All cancellations and insertions shall be duly attested by the tenderer.

## 9. DEFINITION OF TERMS:

- The expression 'Owner' occurring in the bid document shall mean Human Resource Development Institute of Bharat Heavy Electricals Limited and shall include its successor and assigns.
- The expression 'Contractor' or 'Caterer' shall mean the bidder selected by the owner for the performance of the work of Catering & Housekeeping and shall include the successors and permitted assigns of the Contractor.
- The 'Head of HRDI' shall mean the In charge of the Human Resource Development Institute and shall include any person acting as in charge on his behalf.
- 'Authorised Representative' shall mean any officer / supervisor/staff of the Institute authorised by the Head of HRDI.
- The 'Work' and 'Scope' shall mean the totality of the work by expression or implication envisaged in the contract and shall include all materials equipment and labour required for commencement, performance or completion of the work incorporated in the bid document.
- The HRDI shall mean Human Resource Development Institute located at Sector 16 - A, Noida (U.P)
- The 'Course' shall mean training programmes / seminars / conferences etc. which will be conducted by HRDI from time to time on a residential / non-residential basis.

10. **Evaluation Criteria:** Work order will be placed on overall L1 party.

## 11. EARNEST MONEY DEPOSIT:

Every tenderer must pay amount of Rs.150,000/- Earnest Money Deposit.(All securities are to be discharged and pledged in favour of BHEL, payable at New Delhi)

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

11.2 Tenders received without Earnest Money in full in the manner prescribed above will not be considered.

11.3 The earnest money deposit of the successful tenderer shall be refunded / adjusted against security deposit.

11.4 EMD may be collected as cash, Pay order or Demand Draft only.

11.5 EMD shall not carry any interest.

EMD by the Tenderer will be forfeited as per Tender Documents if:

- After opening the tender, the tenderer revokes his tender within the validity period or increases his earlier quoted rates.

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ii) The tenderer does not commence the work within the period as per LOI / Contract. In case the LOI / contract is silent in this regard then within 15 days after award of contract.

## 12. SECURITY DEPOSIT:

12.1 Security Deposit shall be collected from the successful tenderer. The rate of Security Deposit will be as below:

\*Upto Rs.10 lakhs: 10%

\*Above Rs.10 lakhs upto Rs.50 lakhs: Rs.1 lakh+7.5% of the amount exceeding Rs.10 lakhs.

•Above Rs50. Lakh: Rs 4 lakhs + 5% of the amount exceeding Rs 50. Lakhs.

The security deposit shall be deposited by the successful tenderer before start of the work by him. If the value of work done at any time exceeds the accepted agreement value, the Security Deposit shall be correspondingly enhanced and the extra amount of Security

Deposit shall be immediately deposited by the contractor or recovered from payment due to him. BHEL reserves the right of forfeitures of Security Deposit in addition to other claims and penalties in the contractual obligations or in the event of termination of contract as per terms and conditions of contract.

12.2 Security Deposit may be furnished in any one of the following forms:

- i) Cash (as permissible under the Income Tax Act) Pay Order, Demand Draft in favour of BHEL.
- ii) Local cheques of scheduled banks, subject to realization.
- iii) Securities available from Offices such as National Saving Certificates, Kisan Vikas Patras etc. (Certificates should held in name of Contractor furnishing the security and duly pledged in favour of BHEL and discharged on the back).
- iv) Bank Guarantee from scheduled banks/Public Financial Institutions as defined in the Companies act. The Bank Guarantee format should have the approval of BHEL.
- v) 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.
- vi) Security deposit can also be recovered at the rate of 10% from the running bills. However, in such cases at least 50% of the Security Deposit should be collected before start of the work and the balance 50 % may be recovered from the running bills.

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(Note: In case of small value contracts not exceeding Rs. 10 lakhs and all SAS jobs, work can be started before Security Deposit is collected. However, payment can be released only after collection/ recovery of initial 50% Security Deposit.)

vii) EMD of the successful tenderer can be converted and adjusted against the security deposit.

viii) The security deposit shall not carry any interest

(Note: Acceptance of Security Deposit against Sl. No. (iv) and (vi) above will be subject to hypothecation or endorsement on the documents in favour of BHEL. However, BHEL will not be liable or responsible in any manner of the collection of interest or renewal of the documents or in any other matter connected therewith).

### 13. RETURN OF SECURITY DEPOSIT:

Security Deposit will be released to the contractor after expiry of Warrantee/ Guarantee, deducting all costs, expenses and other amounts that are to be paid to BHEL under this or other contracts entered with the contractor. It may be noted that in no case the Security Deposit shall be refunded/ released prior to satisfactory completion and passing of final bill.

14. **ARBITRATION:** All disputes between the parties to the contract arising out of or in relation to the contract, other than those for which the decision of the engineer or any other person is by the contract expresses to be final and conclusive, shall after written notice by either party to the contract to the other party, be referred to sole arbitration of the General Manager or his nominee. The arbitration shall be conducted in accordance with the provisions of the Arbitration and Reconciliation Act, 1996. The parties to the contract understand and agree that it will be no objection that the General Manager or the person nominated as Arbitrator had earlier in his official capacity to deal directly or indirectly with the matters to which the contract relates or that in the course of his official duties had expressed views on all or any of the matters in dispute or difference. The award of the arbitrator shall be final and binding on the parties to this contract. In the event of the arbitrator dying, neglecting or refusing to act or resigning or being unable to act for any reasons or his award being set aside by the court for any reason, it shall be lawful for the General Manager or his successor, as the case may be, either to act himself as the arbitrator or to appoint another arbitrator in place of the outgoing arbitrator in the manner aforesaid. The arbitrator may, from time to time, with the consent of both the parties to the contract, enlarge the time for making the award. Work under the contract shall be continued during the arbitration proceedings. The venue of the arbitration shall be the place from which the contract is issued or such other place as the arbitrator at his discretion may determine.

15. BHEL reserves the right to reject any or all the tenders in part or full without assigning any reasons whatsoever.

16. **VALIDITY OF OFFER:** The offer shall be kept open for acceptance for a minimum period of 90 days from the date of opening of tenders. In case BHEL calls for negotiations such negotiations shall not amount to cancellation or withdrawal of the original offer, which shall be binding, on the tenderers.



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**Annexure-6**

## **Terms & Conditions of Reverse Auction:**

***BHEL reserves the right to go for Reverse Auction (RA) instead of opening the sealed envelope price bid, submitted by the bidder. This will be decided after techno-commercial evaluation. All bidders to give their acceptance for participation in RA. Non-acceptance to participate in RA may result in non-consideration of their bids, in case BHEL decides to go for RA.***

***In case BHEL decides to go for Reverse Auction, only those bidders who have given their acceptance to participate in RA will be allowed to participate in the Reverse Auction. Those bidders who have given their acceptance to participate in Reverse Auction will have to necessarily submit "online sealed bid" in the Reverse Auction. Non-submission of "online sealed bid" by the bidder will be considered as tampering of the tender process and will invite action by BHEL as per extant guidelines in vogue.***

Against this enquiry for the subject item/ system with detailed scope of supply as per enquiry specifications, BHEL may resort to "REVERSE AUCTION PROCEDURE" i.e., ON LINE BIDDING (THROUGH A SERVICE PROVIDER). The philosophy followed for reverse auction shall be English Reverse (No ties).

1. For the proposed reverse auction, technically and commercially acceptable bidders only shall be eligible to participate.
2. Those bidders who have given their acceptance for Reverse Auction (quoted against this tender enquiry) will have to necessarily submit „online sealed bid" in the Reverse Auction. Non-submission of „online sealed bid" by the bidder for any of the eligible items for which techno-commercially qualified, will be considered as tampering of the tender process and will invite action by BHEL as per extant guidelines in vogue.
3. BHEL will engage the services of a service provider who will provide all necessary training and assistance before commencement of on line bidding on internet.
4. In case of reverse auction, BHEL will inform the bidders the details of Service Provider to enable them to contact & get trained.
5. Business rules like event date, time, bid decrement, extension etc. also will be communicated through service provider for compliance.
6. Bidders have to fax the Compliance form before start of Reverse auction. Without this, the bidder will not be eligible to participate in the event.
7. In line with the NIT terms, BHEL will provide the calculation sheet (e.g., EXCEL sheet) which will help to arrive at "Total Cost to BHEL" like Packing & forwarding charges, Taxes and Duties, Freight charges, Insurance, Service Tax for Services and loading factors (for non-compliance to BHEL standard Commercial terms & conditions) for each of the bidder to enable them to fill-in the price and keep it ready for keying in during the Auction.
8. Reverse auction will be conducted on scheduled date & time.

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Regd. Office: BHEL House, Sirifort, New Delhi-110049



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9. At the end of Reverse Auction event, the lowest bidder value will be known on auction portal.
10. The lowest bidder has to fax/e-mail the duly signed and filled-in prescribed format for price breakup including that of line items, if required, as provided on case-to-case basis to Service provider within two working days of Auction without fail.
11. In case BHEL decides not to go for Reverse Auction procedure for this tender enquiry, the Price bids and price impacts, if any, already submitted and available with BHEL shall be opened as per BHEL's standard practice.
12. Bidders shall be required to read the "Terms and Conditions" section of the auctions site of Service provider, using the Login IDs and passwords given to them by the service provider before reverse auction event. Bidders should acquaint themselves of the „Business Rules of Reverse Auction“, which will be communicated before the Reverse Auction.
13. If the Bidder or any of his representatives are found to be involved in Price manipulation/ cartel formation of any kind, directly or indirectly by communicating with other bidders, action *as per extant BHEL guidelines*, shall be initiated by BHEL and the results of the RA scrapped/ aborted.
14. The Bidder shall not divulge either his Bids or any other exclusive details of BHEL to any other party.
15. In case BHEL decides to go for reverse auction, the H1 bidder(s) (whose quote is highest in online sealed bid) may not be allowed to participate in further RA process.

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**Annexure-7**

## **NO DEVIATION CERTIFICATE**

THIS IS TO DECLARE THAT WE DO NOT HAVE ANY DEVIATIONS IN THE STIPULATIONS OF YOUR TENDER AND ACCORDINGLY ACCEPT ALL THE STIPULATIONS WITHOUT ANY RESERVATIONS WHATSOEVER.

**Signature of the bidder  
With Company Seal**

Name:

Company's name:

Address:

Date:

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