

Technical Specifications for Canteen Services

(This document contains Technical Specifications with annexure A – C and format 1-2)



**BHARAT HEAVY ELECTRICALS LIMITED
(A GOVERNMENT OF INDIA UNDERTAKING)
POWER SECTOR – PEM
PPEI BUILDING, HRDI & ESI COMPLEX
PLOT NO.25, SECTOR 16 A
NOIDA (U.P)**

Definition of terms used:

Bidder: Party or firm or organization or contractor participating in tender enquiry and submitting the bid.

Caterer: Successful bidder i.e. after opening the price bid, the bidder with L1 rates on cost to BHEL basis and who is offered the contract for execution.

BHEL: Company for which Services are required.

1. PQR (pre-qualifying requirements):

- 1.1 Bidder must have experience in providing canteen/catering services including lunch, tea/coffee etc. in the offices of Government Organization/Semi Government Organization/PSU's/other reputed Public companies/Private Limited Companies for minimum of 300 Pax per day in as single office/company. Bidder must have successfully executed at least one such service having a minimum value of 40 Lakhs during the last 3 financial years. Work order along with the completion certificate clearly mentioning the work order details, value of contract and certification of satisfactorily completion of work should be furnished by the bidder. The certificates shall be issued by competent authority with his / her contact details mentioned, for verification purpose. BHEL reserves the right to verify the correctness of the certificates.
- 1.2 Bidder must be ready to provide the services of Canteen, within **10 Days** from the date of LOI.
- 1.3 The Bidder must have the **annual turnover of average 75 lakh** or more in the last three financial years, ending as on 31-03-2015 i.e. from 1st April, 2012 to 31st March, 2015.
- 1.4 Bidder must have valid VAT/Sales tax /Service tax registration.
- 1.5 Bidder must have a valid **PAN Number**.
- 1.6 Bidder to submit IT return of last three (3) financial years.
- 1.7 Bidder must have PF / ESI registration.
- 1.8 **EMD of Rs 2,00,000/- (Rupees Two Lakh only)** in the form of Cash or Pay Order or Demand Draft in favour of BHEL, payable at New Delhi, must be submitted in a separate envelope.

No interest shall be payable by BHEL on EMD amount.

The EMD shall be forfeited in case of:

- i) Withdrawal of bid or increase in rates or change in bid conditions after opening of the tender (Part 1 Bid).
- ii) Refusal to enter into a contract after the award of contract.
- iii) If operations of the contract are not commenced from the date indicated in the award of contract.

2. General Terms:

- 2.1 Canteen premises are located in HRDI & ESI Complex, Plot No. 25, Sector 16A, Noida. There are 5 locations within the complex i.e. PPEI Bldg. MPL Block & BICC LAB, PS-NR & HRDI. Also BHEL canteen provides food to its offices located at two other locations i.e. Mind Mill Building (4th & 5th floor), Sector-16A and Kribhco Bhawan (2nd & 3rd Floor) at Sector-1, Noida.
 - 2.1.1 No transport and staff shall be provided by BHEL for carrying or bringing raw/cooked material within or outside the premises.
 - 2.1.2 To monitor the above operations, one Manager is to be deputed to oversee overall operation.
 - 2.1.3 In addition to above one, five supervisors for the five locations are to be deputed for smooth functioning / distribution of items who should be having experience of similar nature of job.
- 2.2 Caterer must serve lunches, tea/coffee at work station of the employees.

- 2.3 All raw materials for cooking / service i.e. Rice, Flour, Dal, Oil, and Vegetable etc. will be purchased by the caterer at their own cost.
- 2.4 All raw materials to be procured for use in the BHEL canteen shall be as per **Annexure A** and may be checked for quality by BHEL Canteen committee at any time.
- 2.5 Tentative menu of Lunch Items is enclosed as **Annexure B**. This is subject to variation with seasonal vegetables and other items.
- 2.6 The balance/left over quantity of each item after distribution of lunch, tea/coffee will be taken back /disposed off by the caterer each day as per their convenience at their own cost. Any leftover quantity shall not be strewn in premises. These items are not to be re-used by the caterer for serving it again in BHEL canteen.
- 2.7 A high standard of catering shall be maintained for all items with due regard to quality and purity of food stuff, quantity of food items, cleanliness in preparation, serving and distribution of food items. Sampling on random basis can be done by BHEL and get it tested in any accredited lab.
- 2.8 Cleaning of premises & utensils and materials required for cleaning, refilling the cooking gas are in the scope of caterer without any financial implication to BHEL.
 - 2.8.1 The Caterer must ensure that the deployed staff is properly trained, well behaved, with adequate experience in Cooking, Catering & Hospitality.
 - 2.8.2 The Caterer is required to provide identity cards, proper uniform to all the staff at its own cost. The uniform should include aprons, head gear and gloves.
 - 2.8.3 The caterer should ensure that the staff engaged by him wears clean uniforms, as prescribed. Caterer should ensure the personal hygiene of the staff including proper cutting of nails, hair etc.
 - 2.8.4 The Caterer should ensure that proper medical checkup for communicable diseases of the staff deployed by him is done at the time of joining and subsequently half yearly and report is submitted for the same to BHEL, failing which the next running bill will not be processed for payment.
- 2.9 The Caterer should ensure that the entire Canteen premise is kept hygienic and clean. Cleanliness, maintenance, garbage disposal of the service areas/cooking areas shall be the responsibility of the caterer at its own cost.
- 2.10 It must be ensured that the payment of staff and all other issues will be settled by caterer only.
- 2.11 The Caterer must ensure that kitchen equipment and other utensils shall be Washed/cleaned in hot water.
- 2.12 The periodic and surprise inspection will be done from time to time by BHEL Canteen Committee.
- 2.13 The Caterer will ensure that supply of Lunch, Tea/coffee is made against the valid coupon/requisition slips to the employees and others. BHEL shall not be responsible for any loss on account of non-receipt of coupons / requisition slips by the caterer from employees of BHEL and others.
- 2.14 No item is to be supplied without coupon or by any others means. If found otherwise, caterer is liable to be penalized.

- 2.15 The caterer will be solely responsible for the items handed over to him for purpose of serving/cooking meals. The caterer shall be solely responsible for any shortage and/or damage in such items due to negligence and willful act and by way of any omission and the cost of the same will be recovered from the caterer on current market rate.
- 2.16 The Caterer will be responsible for any accident, injury or death of its employee/worker during the work.
- 2.17 The bidder is at liberty to visit our premises before submitting his offer.
- 2.18 The bidder should declare that there would be no case or charge under investigation / enquiry / trial against the agency or its employees, nor conviction in a Court of law or suspended / blacklisted by any organization on any ground on their letter head (Format-1).

3. Statutory Regulations compliance

- 3.1 The bidder should have a valid registration with all statutory authorities such as ESI, PF. The copies of the certificates of registration should be enclosed with Part I of bid.
- 3.2 The Caterer must comply and implement all the statutory provisions of the State & Central Acts relating to the employment of labor, i.e. various Acts relating to payment of Minimum Wages, ESI, PF, Bonus, and all other statutory benefits, as amended from time to time.
- 3.3 The Caterer shall pay to its workers as per the prevailing minimum wages as applicable in state of UP stipulated from time to time and must cover benefits such as ESI, PF.
- 3.4 The Caterer shall obtain adequate insurance policy in respect of the staff engaged for the work, towards meeting the liability of compensation arising out of death/ injury/ disablement at work etc. according to Employee Compensation act.
- 3.5 The Caterer shall pay the statutory payments such as PF, ESI, for the staff employed to provide the services to the BHEL, through a separate Challan and it should be submitted along with the monthly bill.
- 3.6 The BHEL shall make payment on a monthly basis. While the bill of the first month shall be paid after submission of bills for the month, the payment from second month onwards shall be made subject to production of documentary evidence of having made all statutory payments such as PF, ESI, Bonus, etc., for the previous month.
- 3.7 All the relevant documents/registers of attendance of workers and payments need to be kept at BHEL's premises.
- 3.8 In the event of non-compliance, the caterer will be solely responsible for any penalty/fine imposed by the statutory bodies. All the rules related to the labor laws and applicable acts should be strictly followed.
- 3.9 Further, in the event of any loss incurred to the BHEL due to non-compliance, the caterer shall indemnify the same to the BHEL.
- 3.10 The Caterer shall bear taxes, charges, levies or claims whatsoever as may be imposed by the State / Central Govt. or any local body or authority from time to time.
- 3.11 The caterer shall be solely and fully responsible for lapses, violation and noncompliance, if any of all the statutory dues and the BHEL shall in no way be a bidder to it.
- 3.12 The caterer, before starting of operation shall apply for FSSAI license for BHEL premises (i.e. location of canteen) as per Food Safety and Standard Act, 2006 and have to obtain it within 4 months of start of operation.

4. **Special conditions:**

- 4.1 All risks of loss / damage to physical property and of personal injury and death of the workers employed, which arise during / in consequence of the performance of the contract shall be borne by caterer.
- 4.2 The employees of the caterer in no case will be treated as the employee of the BHEL at any point of time.
- 4.3 The caterer may bring any other equipment if needed in excess of what has been provided by BHEL (Annexure C) for smooth running of the work with written permission from BHEL at his own cost without any financial implication to BHEL.
- 4.4 Bidder must give 'Declaration' and 'Compliance certificate' on company's letter head. The format of the same is given in Format 1 and 2 respectively.

5. **Payment**

Bill/ Invoice should be accompanied by proofs towards payment of PF, ESI, and Wages to its workers in the preceding month. The caterer should also submit the proofs of deposit of the said amount in the account of workers with the respective authorities.

6. **Termination of the contract:**

BHEL has the right to terminate the contract by giving one month notice due to non-performance of the contractor.

7. **Resolution of disputes:**

- 7.1 BHEL and Caterer shall make every effort to resolve any disagreement /dispute arising between them under or in connection with the contract amicably by direct informal negotiation any disagreement or dispute.
- 7.2 Any dispute / resolution, if arises shall be subject to the prevailing Arbitration Act and jurisdiction of Gautam Buddha Nagar, UP courts only.

8. **Force Majeure:**

- 8.1 Notwithstanding the provisions of clause 6 and 7, the caterer shall be liable to forfeiture of its performance security deposit, liquidated damages of termination of default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of force majeure.
- 8.2 "Force Majeure" means an event beyond the control of the contractor and not involving the BHEL's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the BHEL either in its sovereign or contractual capacity, wars or revolution, floods, epidemics, quarantine restrictions and freight embargoes, acts of God, earthquake, Strikes, lockout, riots, Fire, or Government Regulation.
- 8.3 If a force majeure situation arises, the contractor shall promptly notify BHEL in writing of such conditions and the cause thereof. Unless otherwise directed by BHEL in writing, the contractor shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternatives means for performance not prevented by the force majeure event.

Annexure- "A"

BRAND/QUALITY/MAKE OF MATERIALS

Sl.No.	Items	Quality/Brand
	Dairy Products	
1	Milk-Toned, Pouched	100%Milk Food/Mother Dairy/Amul
2	Butter	Amul/Britannia/ Mother Dairy
3	Cheese Processed	Amul/Britannia/ Mother Dairy
4	Condensed Milk	Milk Maid/Nestle/Mother Dairy/Parag/Verka
5	Ice Cream	Mother Dairy/Amul
6	Curd	Packed curd of Nestle/ Mother Dairy/ Amul
7	Shrikhand	Amul/mother dairy
	Provision and Stores	
1	Atta (Whole grain)	Good quality Agmark of Aashirwad / Aahar/ Nature Fresh/ Shakti Bog
2	Basmati Rice	Good Quality Basmati Rice
3	Sugar Cube	Dauralla or equivalent
4	Low Calorie sweetener (Sachet / TABLET)	Equal / Nature Fresh /Sugar Free
5	Tea Bags	Taj Mahal/ Tata Tetley/ Lipton
6	Coffee	Nestle Classic
7	Pickle	Gold Seal (Lipton)/ Postman (Hindustan lever)/ Sweekar/Sunflower /Sofola
8	Tamato / Chilli/ Soya Sauce	Maggi/Kissan/Tops
9	Garam / Chat/ Chana Masala- Kasuri Methi	Good Quality MDH / Catch /Agmark MTR -ISI Mark
10	Custard Power	Brown & Polson / Wake Field
11	Laung, Dal Chini, Elaichi & other hot spices etc	Branded
12	Pulses-Dals & beans etc	Branded
13	Oil	Agmark Gold Seal (Lipton)/ Postman (Hindustan lever)/ Sweekar/Sunflower /Sofola
	Fruit & Vegetable	
1	Fresh fruits / Fresh vegetable or Frozen veg	Fresh & Best quality, Frozen items of Safal / Mother Dairy

Note: In case of non- availability of above described brand /(S) - THE Caterer should obtain prior permission of the Sr. DGM (HR) of BHEL for supply of alternate of similar price.

Signature of the bidder with seal

TENTATIVE LUNCH MENU

Different dishes	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Curry	Shahi Paneer/ Matar paneer/ Kadhai paneer (100 gms.)	Karhi Pakora (100 gms.)	Malai Kofta (100 gms.)	Samber (150 gms.) or Matar Cholle	Rajmah/ Channa (100 gms.)	Matar Paneer / Dry Seasonal Veg. (100 gms.)
Pulses/vegetable	Dal (Tadka)/Dal Arhar/Chana Dal -(100gms)	Dry Seasonal Veg. (100 gms.)	Dal Makhni /Dal Moong Sabut(100 gms.)	Coconut Chutney or Dry Seasonal Vegetable ((100 gms.)	Dry Seasonal Veg.(100 gms.)	Arhar Dal/Chana dal/Masoor Dal/Moong Sabut (100 gms.)
Rice item	Rice (100 gms)	Jeera Rice (100 gms)	Vegetable Pulao (100 gms)	Lemon Rice/ /Tamarind Rice Or Plain Rice (Appro.150 gms)	Rice (100 gms)	Matar Pulao (100 gms)
Roti	Chapati (atta Tava Roti) -2 Nos wrapped in foilpaper.	Chapati (atta Tava Roti) -2 Nos wrapped in foilpaper.	Chapati (atta Tava Roti) -2 Nos wrapped in foilpaper.	Idly & Vada-1 each/ 2 numbers any of idly or vada/ uppma or Kulche/Bhature-2 Nos	Chapati (atta Tava Roti) -2 Nos wrapped in foilpaper.	Chapati (atta Tava Rot i) -2 Nos wrapped in foilpaper.
Mother Dairy/Amul products	Seasonal Fruit	Ice Cream (Straw berry/Vanilla) 80 gms	Shrikhand or Misti Doi	Seasonal Fruit	Seasonal Fruit	Cornetto ice cream (small cone) or Gulab Jamun
Mother dairy/Amul	CURD 90 gms.	Veg Raita 90 gms.	Dahi Bhalla 90 gms.	CURD 90 gms.	Veg Raita 90 gms.	CURD 90 gms.

Note: In addition to above caterer has to provide Chhach during summer and hot soup (Tomato/Sweet Corn/Veg.) during winter.

Signature of the bidder with seal

Scope of BHEL

BHEL will provide space for cooking & catering Services.

The Space will include necessary fittings like Electric fitting, Geyser, Water Coolers, RO Machine.

BHEL will provide necessary furniture in above stated space.

BHEL will provide following equipments and utensils for cooking as well as serving the food:

1. Refrigerator- 1 no.
2. Dry Grinder- 1 no.
3. Atta Kneader- 1 no.
4. Idli maker- 1 no.
5. Cooking Gas Cylinder- 6 nos.
6. Big Gas Burners- 7 nos.
7. Potato Peeler- 1 no.
8. RO water system- 1 no.
9. Thalys, cups etc. shall be provided as per requirement.

If the caterer requires anything more, he has to arrange it at his cost.

All The maintenance of the Canteen area including white wash, painting of Kitchen premises, Water outlets will be looked by BHEL.

Note: A common Cooking / Catering Space shall be provided for all the five Noida Based Buildings at HRD & ESI complex, Plot no-25, sec-16A, Noida. Contractor has to manage the Catering Services from the above said location only.

DECLARATION

1. I/We hereby declare that I/We have not been banned and de-listed by any PSU/Government Department / Financial Institution / Court.
2. Demand draft/pay order for Rs **2, 00, 000/- (Rupees Two Lakh only)** is enclosed as per eligibility criteria for EMD.
3. All terms & conditions of NIT are acceptable to us.
4. I/We meet all eligibility criteria.

Signature
(Name & Address of the Bidder
With official seal)

Place:

Date:

Note: To be typed on the letter head of Bidder

Compliance Undertaking

- I. This is to state that we are complying all the statutory labor laws implemented by state from time to time, including minimum Wages, PF and ESI
- II. We here by state that we will be obtaining the FSSAI License for running the catering operation at Above Stated BHEL Premises if order is granted to us and we shall apply before starting the operation.
- III. We comply all the regulations of Child Labor Prohibition and Regulation Act 1986.
- IV. We comply to the Sales tax and Service tax regulations of the state as imposed from time to time.

Signature
(Name & Address of the Bidder with official seal)

Place:

Date:

Note: To be typed on the letter head of Bidder