

TENDER ENQUIRY No.: MG/SK/PUR/001/

Date: 11/01/2011

M/s

_____**COLLECTION OF TENDER****DOCUMENT UPTO: 19.01.2011 (4.00 PM)****PRE-BID MEETING: 20.01.2011 (11.00 AM)****TENDER SUBMISSION****DATE UPTO: 01.02.2011 (3.00 PM)****TENDER OPENING DATE****(PART – I): 02.02.2011 (3.00 PM)**Sub: **Catering & Housekeeping Services at HRDI, Noida**

Dear Sir,

Most competitive rates are invited from reputed agencies, meeting the pre-qualifying criteria prescribed hereinafter, for Catering & Housekeeping Services at Human Resource Development Institute at HRD & ESI Building at Noida. You are requested to submit your sealed quotation so as to reach this office on or before 01.02.2011 (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 02.02.2011 (3.00 PM)** in the presence of the representatives of the bidders who may choose to be present.

Sl. No.	Scope of Work/ Services	Commencement of services
1	Catering & Housekeeping Services at HRDI, Noida as explained hereinafter.	Within one week from the date of Award of contract.

You are also requested to visit the site before submitting your quotation in order to accurately assess the quantum of services to be rendered and take them into account while quoting for enquiry. No subsequent claim for any reason whatsoever will be entertained by HRDI/BHEL and it will be deemed to have been included in the tender quotation.

Pre-Bid meeting has been scheduled at **11.00 AM on 20/01/2011** in 1st floor conference hall of 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 Rs. 2,00,000/- (Rupees Two lakhs 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 Qualifying Requirements as given in the Qualifying Requirements at Pg 4 from Sno.1 to 9 of the Tender document. Copies of documentary evidence as asked for, original copy of tender document duly signed & stamped on each page as token of your acceptance to the tender conditions and the check list duly completed as per Annexure-F. The cover to be properly sealed.

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

Only price bid in the prescribed Price-Formats as per Annexure-V,VI,VII & VIII 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

**Dy.Manager (Admn)
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 **1500 hrs on 01.02.2011**. Part-I will be opened first at **1500 hrs on 02.02.2011** 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, may finalize the tender through online reverse auction procedure i.e. online Bidding on Internet as per guidelines/process explained in Annexure- R1 to R5.

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

(S K Kashyap)
Dy.Manager(Admn)

Enclosures:-

Qualifying Requirements

Instructions to Bidders

General Terms & Conditions

Reverse Auction guidelines with Annexures

Specifications (Catering Services) with Annexures

Specifications (Housekeeping Services) with Annexures

Check list

Price Formats

QUALIFYING REQUIREMENTS

1(a) The bidder should be in the business of providing House keeping services and should have experience of providing satisfactory house keeping services in residential institutes, guest house and similar services on 24 hours basis. And

1(b) 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.

Documentary evidence in support of above alongwith certificate of discharge of satisfactory service from the respective customer/owner to be submitted.

2(a) Bidder should be financially sound having an average annual financial turnover of atleast Rs 35.33 lacs during the last three financial years ending 31st March, 2010 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 two (2) years.

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

- Three (3) contracts of value not less than Rs 47.10 lacs
- Two (2) contracts of value not less than Rs 58.88 lacs
- One (1) contract of value not less than Rs 94.21 lacs

(Year to be counted w.r.t end date as 31.12.2010). Bidder to enclose documentary evidences).

3. Bidder should furnish copy of

- a) Income tax return for the last 2 years
- b) PAN Card.

c) Service Tax registration certificate

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

5. Bidder should be Private Limited Company/Partner Ship Firm/Proprietorship or else they should have valid labour License Number. 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 and having its regular establishment 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 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 nor any conviction in a court of law nor blacklisted by any organisation on any ground.

NOTE: Documentary evidence in support of all the above said stated requirements are to be provided alongwith the Techno Commercial Offer (Cover-II).

Owner reserves the right to ask the bidder/contractor to provide for scrutiny any or all of the original documents referred above at any time during bid evaluation and/or currency of contract, which bidder/contractor has to be comply. Failure to do so or furnishing of incorrect information will invite action as specified in the tender documents.

INSTRUCTIONS TO BIDDERS

1.0 Bidders are advised to study all the tender documents carefully. Any submission of bid by the bidder shall be deemed to have been done after careful study and examination of the tender documents and with full understanding of the implications thereof. The specifications and the terms & conditions along with instructions shall be deemed to have been accepted unless otherwise specifically commented upon by the bidder in his offer. Non compliance with any of the requirements and instructions of the tender enquiry may result in rejection of the bid.

2.0 Offer should be submitted in three parts in three Separate sealed envelopes duly marked as

Cover I: Earnest money Deposit. This envelope will contain only EMD in the form as specified in the tender document and shall not contain any other information and will be marked EMD.

Cover II: Techno Commercial offer: This envelope will contain:-

- i) Documentary evidences in support of qualifying criteria.
- ii) Duly completed checklist vide Annexure 'F'
- iii) Signed copy of Tender Enquiry document
- iv) Techno-Commercial bid (with unpriced price format)
- v) Instructions to Bidders
- vi) Deviations if any.

This envelope will be marked "**Techno Commercial Bid**"

Cover III: Price Bid: This envelope will contain only the price related documents such as price formats duly filled and discounts, if offered, as instructed and shall not contain any other information. This envelope will be marked Price bid.

Bidder's name/ seal, tender no. "MG/SK/PUR/", due date and tender description should be mentioned clearly on cover of each envelope.

3.0 Offer should be free from overwriting. Corrections and additions, if any should be attested.

4.0 Envelope not marked with tender enquiry no, date and sealed is liable to be ignored and may not be opened.

5.0 All the three envelopes of offer contained in a master envelope sealed and clearly mentioning enquiry number, date and enquiry description should reach this office on or before "3 PM" on scheduled tender submission date. The envelope containing EMD (Cover I of Bid) shall be opened first in presence of such bidders or their authorized representatives as may be present at 3.00 PM on the following day. The Techno - commercial Bid/ Cover-II of only those bidders whose EMD is found compliant to enquiry terms shall be opened later on same day. Price bid (Cover-III) of only those parties who qualify in Techno-Commercial Bid will be opened later, intimation for which shall be sent in due course of time. Alternatively, BHEL may resort to Reverse Auction System amongst those parties who qualify in Techno-Commercial Bid.

6.0 In case it becomes necessary for the bidder to make any change in his original price bid (Part III) on account of technical/ commercial confirmation / clarifications against the changes raised by the owner, to bring the offer in line with the requirement of the tender document, the impact of such changes on price shall be submitted in a sealed envelope which shall be opened along with Price Schedule(Original). Revised price bid shall be submitted by the bidder only if requested by the owner in a sealed envelope duly super scribed as

“Revised price Bid Cover III

for Tender no.-----dated

In case of revised price bid being asked, the original price bid already submitted shall not be considered for price evaluation and contract award purpose.

7.0 No correspondence in this connection with rates/prices from the bidders shall be entertained after opening of Price Bid (Cover-III).

8.0 Not more than one representative per bidder will be permitted to be present for the tender opening.

9.0 Quotation / offer shall be addressed to the official inviting Tender by name and designation and sent at the following address.

Human Resource Development Institute
Bharat Heavy Electricals Limited
Plot No. 25, Sec – 16 A
NOIDA – 201301 (UP)

10.0 Offer can either be delivered in person or sent at above mentioned address by Courier / Registered Post to the Official inviting tender. It shall be the responsibility of the bidder to ensure that the tender is delivered in time as offers received after Due Date and time of submission are liable to be rejected.

11.0 Unsolicited tender/ bids shall not be entertained.

12.0 Order / Contract when finalized will be issued in the name of the bidder only and change of name during tender evaluation and after submission of tender is liable to make his offer ineligible for participation.

13.0 Any revision or change in quoted price and / or conditions of offer made after tender opening will not be accepted.

14.0 Under no circumstances, bidder shall alter his quoted price / rate during the validity period after tenders have been opened. Any bidder who does so, resulting into re-calling of tender by the owner or additional expenditure to the owner, shall run the risk of being black listed by the owner, who reserves the right to recover the damages resulting therefrom.

15.0 The rates/ prices should be quoted strictly as per the price formats given in the tender documents both in figures and words. Provided that the bid is substantially responsive, BHEL shall correct arithmetical errors on the following basis.

- (a) If there is discrepancy between the Unit Rate (Individual item rate) and the total price, the Unit rate (individual item rate) shall prevail and the total price shall be corrected.
- (b) In case of mismatch between the prices quoted in figures and words, higher of the two will be considered for evaluation and lower of the two will be considered for placement of order and no objection from bidder shall be entertained by BHEL in case of such discrepancies.
- (c) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected.

However, in case of any dispute regarding interpretation of the above, Owner's decision in this regard shall be final and binding on the parties. Offers not fulfilling any of the above conditions shall be rejected and their bids will be disqualified.

16.0 The scope of work detailed out in the tender documents describe major activities only. Additional activities required with respect to or in relation to the fulfillment of work against this tender will be deemed as part of the tender and shall be considered as to have been included in the bid price. No extra claim in this regard will be admissible.

17.0 BHEL is not responsible for tenders / offers lost or delayed in transit / by post etc. The offer should also accompany all documents called for in the tender document and in line with tender requirement.

18.0 *The successful bidder will have to mobilize for the job with in "5 days" of the issue of the letter of intent / work order.*

The contractor shall maintain a register of attendance of their employees (having photograph with sample signature) under both the services and this will be presented to the owner as and when demanded. BHEL reserves the right to physically verify the employees at any time without any advance notice.

The contractor shall maintain a first aid box replete with necessary medical aids and medicines for their staff.

19.0 Offers not received in line with the tender enquiry are liable to be rejected.

20.0 Only authorized representative of the tenderer shall attend the tender opening. They should further be available on the same day for any further clarification in the matter. The bidder should send a separate letter indicating the name and designation of his authorized representative. and also confirm that he has the authority to negotiate ,settle and accept the order. The bidder in this regard shall submit copy of Power of Attorney.

21.0 The terms and mode of payment shall be as per stipulations made in the specifications of the bid document. In case of payment through cheque, Cheque shall normally be sent by registered post. However BHEL will in no way be responsible, if loss occurs due to delay by postal authorities. For electronic fund transfer, Contractor is advised to provide the following information along with the bills: Beneficiary Bank Name, Beneficiary Bank Address, IFSC code of the bank, Beneficiary Account No., E-mail id if any and photocopy/ cancelled copy of one leaf from cheque book for the codes mentioned above.

22.0 BHEL reserves right to **amend** the tender document or revise the same or **cancel** them at any time prior to tender opening.

23.0 If the tenders are unduly deferred or cancelled, the EMD submitted by the bidders shall be returned to them. However, the bidders will have no claim whatsoever on account of such deferment or cancellation.

24.0 **Unpriced copy of Price Format as referred in tender document (Price Schedule) should be submitted in Techno Commercial Bid (Part II) envelope and Priced copy of the same shall be submitted in Price Bid (Part III) envelope.**

25.0 Tender document, in addition to the forwarding letter called notice inviting tender (2 sheets), consists of the following:

i.	Tender Notification letter	Pg 1-3	
ii.	Qualifying Requirements	Pg 4-5	
iii.	Instructions to Bidders	Pg 6 -13	
iv.	General Terms & Conditions.	Pg 14 -19	
v.	Reverse Auction Guidelines	Pg 20-41	
vi.	Specification (Catering services)	Pg 42-52	Annexure-I
vii.	Menu(Catering Services)	Pg 53-55	Annexure II
viii.	Menu (Optional Items)	Pg 56-57	Annexure III
ix.	Specification (House Keeping)	Pg 58-65	Annexure IV
x.	Brief details Premises (House keeping)	Pg 66	Annexure A
xi.	Nature of Jobs (House keeping)	Pg 67-69	Annexure B
xii.	Naturing of Jobs (Catering)	Pg 70	Annexure C
xiii.	Specification of Materials (House keeping)	Pg 71	Annexure D
xiv.	Details of Employees	Pg 72	Annexure E
xv.	Check List	Pg 73-74	Annexure F
xvi.	Price Format (Catering)	Pg 75-77	Annexure V
xvii.	Price format (Optional items Catering)	Pg 78-79	Annexure VI
xviii.	Price Format (House Keeping)	Pg 80	Annexure VII
xix.	Price Format (Optional items –H/K)	Pg 81	Annexure VIII

26.0 If any discrepancy, repetition, ambiguity or inconsistency is found by the bidder between the tender documents of this enquiry, the clarification must be sought by the bidder from the official inviting tender in writing before submission of bids. Such clarifications shall be communicated to all bidders by owner, HRDI. However, BHEL has a right to change any Term and Condition stipulated in this tender, which shall be applicable to all bidders.

27.0 Resources including, manpower, consumables, **fuel, gas** etc required for satisfactory execution of job under the tender documents (House keeping as well as Catering services) are to be arranged by the contractor within the quoted / accepted rates. **Details of Manpower for fulfillment of tender requirement considering the premises and available facilities towards services as called for in the two specifications of the tender document and to the satisfaction of BHEL shall be provided by the successful bidder separately for the two types of services within the mobilization time as specified elsewhere in the tender document or as agreed in this regard prior to release of LOI/LOA.**

28.0 Statutory deductions such as Income tax etc.at the prevailing rate of gross value of services (including applicable surcharge) as applicable shall be made from the bills unless exempted under law.

29.0 Service Tax as applicable, shall be payable extra only if the same is payable by the contractor to the Govt. authorities meeting all statutory requirements under respective Tax Acts. The offer should clearly indicate the percentage as applicable. Variation in the rate in conformity with Govt. notifications time to time as applicable during currency of the contract shall be admissible for payment subject to documentary evidence.

30.0 The bidder shall furnish rates/amounts for all the items as per price formats (ANNEXURE-V, VI of the Price Schedule for Catering Services, . Lumpsum rate per person per day for the catering requirement at sl.no.1 to 6 of Annexure -V of the Price Schedule shall be quoted considering for the base quantity indicated in the tender documents. The bidder is to provide break up of lumpsum rate as quoted in Annexure -V against individual items listed at sl.no. 1 to 6 . Rates of Optional items are to be quoted in Annexure-VI. Bidder has to ensure that prices of these items have to be consistent and reasonable within and with relation to the lumpsum rate quoted for Annexure-V. Bidder is also to furnish value of each item/ sub item of Annexure VI of the Price Schedule (Optional items).

For House Keeping Services, the rates shall be quoted on monthly basis (Ref Ann-VII of the price schedule) considering for the scope under relevant specification in the tender document. Any other separate rates, if quoted, shall not be considered for any purpose what so ever. Optional items are to be quoted on Ann-VIII of the price Schedule.

31.0 Bidder is to carefully note that order for catering services shall be placed on the unit rate basis (i.e. lumpsum rate per person per day for the catering services for requirement at sl.no.1 to sl.no.6 of Ann-V of the Price Schedule) . The tender shall be evaluated for 8000 quantity per year and identified Optional Items as per their respective yearly estimated quantities. However payment shall be made on the basis of item rate as per actual quantity consumed which may be part or parts of the total catering requirement.

32.0 The bidder is to offer most competitive and reasonable rate/price for each service of the tender considering the prevalent and anticipated market conditions so that he can render satisfactory services during the currency of the contract. Bidder must submit prices for the respective scope of the services in the price schedule format duly filled, signed and stamped on every page without any ambiguity.

For housekeeping services, he has to quote a lump sum rate on monthly basis Ann-VII of the price schedule considering the scope and activities of the tender document. Optional items are to be quoted on Ann-VIII.

Optional items for housekeeping services and their rates/prices shall not be considered for price evaluation. Services of these items, however, may be availed of by the owner at his/his authorized representative discretion provided that these are made part of the contract.

The total value of the offer for each service shall be written both in words and figures.

33.0 Price format shall not be changed by the bidder. In case of any change, if made, in the specified price format, the offer is liable to be rejected.

34.0 If any bidder intends to offer any discount over and above the quoted rates as percentage or any lump sum figure against the respective two services of the enquiry, he should submit a separate letter with reference to the type of service mentioning details of discount offered which can be clearly co-related with respect to each item of the price schedule for the respective service. In case of ambiguity, owner decision shall be final and binding. This letter shall be kept along with the Price bid offer and inside Part III envelope. No discount after price bid opening will be admissible.

35.0 Bidder to note that Owner shall award a composite contract for catering as well as for housekeeping to one single agency. Bids should therefore be correct and complete in all respects for the full scope defined and considering all terms and conditions, instructions, clarifications and confirmations if any.

36.0 Total price for the two services taken together shall be considered for price evaluation in a manner as described below.

- (i) Total value of House keeping : Monthly Rate qtd x 24 (Ann – VII)
- (ii) Total value of Catering : Rate qtd per head per day x2x 8000 (Ann – V)
- (iii) Total value of Optional Items of Catering Services (Ann-VI)
- (iv) Total value of the contract (i)+(ii)+(iii)

The composite value (iv) as above so worked out shall be considered for price comparison amongst all bidders to arrive at overall lowest bidder for the services under the tender.

Opening of price bid does not entitle the lowest bidder to have automatic claim for award of the contract in his favour. Owner reserves the right to place the order. Owner also reserves the right to place the order for optional items. Alternatively, BHEL reserves the right to award the contract under Reverse Auction Process as described herein after.

37.0 Any default under the provisions of the contract for either catering or housekeeping services shall lead to automatic termination of the total contract for both services. The decision of the owner in this matter shall be final and binding.

The contractor shall not appoint any sub contractor to carry out any obligation under the contract and he alone shall be solely and singularly responsible for all obligations under the contract

38.0 No deviation from the scope of work services / facilities, terms and conditions, instructions from the bid documents are allowed. If however it becomes unavoidable, deviation from the scope of work and terms and conditions etc. of the bid documents should be clearly spelt out on a separate sheet giving clause wise reference and attach the same along with techno- commercial offer (Cover II bid). BHEL reserves the right to load for such deviations while calculating the total price.

39.0 Loading criteria and factor shall be communicated later but before price bid opening. If any bidder unconditionally withdraws deviations before price bid opening the same shall not be loaded.

40.0 Timely, prompt and courteous service with adequate quantity and accepted quality along with cleanliness shall be essence of the contract.

41.0 The bids shall be valid for acceptance for a period of three months from the date of opening of the Technical Bid.

42.0 The acceptance of the bid will, however, rest with owner and does not bind him to accept the lowest bid and reserves to itself full rights for the followings without assigning any reason whatsoever

- to reject any or all the tenders
- to split up the services among two bidders.

43.0 The contractor's staff for the two types of services shall have uniform of different colours so that they can be easily identified. It is essential contractor will maintain separate staff for the two services and under no circumstances staff of one service shall be deployed for the other service.

44.0 If the bidder gives wrong information in his offer or fails to substantiate his information, owner reserves the right to reject such tender at any stage or to cancel the contract if awarded and forfeit the earnest money deposit and/or security deposit and recover any other money due from the bidder/contractor.

45.0 The contractor will be responsible for accommodation of its workforce who will be engaged by him for performance of contractual obligation and rendering services under the contract. He, however, shall maintain adequate manpower round the clock at all times at HRDI such that requirements of catering as well as Housekeeping as per provisions of the contract are met to the satisfaction of the owner. Only the contractor workmen on duty shall be at HRDI and no other staff shall be in the premises beyond their duty hour.

46.0 The bidder shall be required to pay Earnest Money deposit for an amount of Rs.2.0 Lacs by demand draft in favour of BHEL, payable at Noida / Delhi / New Delhi, along with the bid. Bid(s) received without the Earnest Money Deposit will not be entertained. EMD of the bidder will be forfeited if after opening of the tender, the bidder revokes his bid within validity period or increases his earlier quoted rates. The Earnest Money Deposit of the unsuccessful bidder(s) will be refunded without any interest after the award of the contract. EMD of successful bidder shall be adjusted against security deposit which is liable to be forfeited if the successful bidder fails to take up the job or fails to deposit the security deposit within the permitted time. EMD/SD does not carry any interest.

47.0 The Contractor shall furnish security deposit for an amount as specified below for the purpose of the Security Deposit as specified in the LOI/LOA.

ORDER VALUE SD Amount(RS)

Upto Rs. 50 lacs: Rs. 1.0 Lacs + 7.5% of the amount
exceeding Rs.10 Lacs
Above Rs. 50 Lacs : Rs. 4.00 lacs + 5%of the amount
exceeding Rs.50 Lacs.

The EMD of the successful bidder will be adjusted against security deposit. The remaining value, if any, shall be paid

(a) in the form of Demand Draft in favour of BHEL, or

(b) in the form of Bank Guarantee (on BHEL approved BG format) from Scheduled Banks/Public financial Institutions as defined in the Companies Act subject to a maximum of 50% of the total security deposit value. The balance 50%has to be remitted either in form of Pay order or Demand Draft in favour of BHEL before start of work as specified in the order. The security deposit will be returned back after successful completion of the contract duly certified by the owner or his authorised official .The security deposit shall not carry any interest.

The security deposit shall be held by the Owner as security for the due performance of the Contractor's obligations under the contract, provided that nothing herein stated shall make it incumbent upon the Owner to utilise the security deposit in preference to any other remedy which the Owner may have, nor shall it be construed as confining the claims of the Owner against the contractor to the quantum of the security deposit.

The security deposit, as due, will be refunded back without interest to the contractor on successful completion of the contract and subject to adjustment of any amount due from the contractor on any account whatsoever.

The security deposit has necessarily to be made by the successful bidder towards award of work against this tender irrespective of whether his security deposits against earlier contract (s) remain with BHEL.

The security deposit of the contractor shall be forfeited by the owner if during currency of the contract, it is observed that the contractor is is not providing services as per the contract and to the satisfaction of the owner and the contract is being terminated as per cl.no.6.0.0 of GTC of the tender document.

General Terms & Conditions

1.0 DEFINITION OF TERMS:

- 1.0.1 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.
- 1.0.2 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.
- 1.0.3 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..
- 1.0.4 'Authorised Representative' shall mean any officer / supervisor/staff of the Institute authorised by the Head of HRDI.
- 1.0.5 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.
- 1.0.6 The HRDI shall mean Human Resource Development Institute located at Sector 16 - A, Noida (U.P)
- 1.0.7 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.

2 CONTRACTOR'S RESPONSIBILITY

Notwithstanding anything to the contrary contained in the Tender document, expressed or implied, the contractor shall remain at all times exclusively responsible to provide all materials, manpower and equipment that are needed to ensure that the contractual obligations are fulfilled by the contractor to the satisfaction of the owner.

3 ADDRESSES OF THE CONTRACTOR HIS AUTHORISED REPRESENTATIVE

The contractor shall give local contact addresses and telephone nos (Including Mobile No.) & email ID of his representatives to the Owner so that intimation is sent to the Contractor without any inconvenience.

The contractor is required to supervise in person all the work and services at HRDI on regular basis as specified elsewhere in the tender document. This is besides any Manager / Supervisor that he has to employ as per the contract.

4.0 .0 PERIOD OF CONTRACT

The period of contract shall be for two years from date of award of the contract.

5. 0.0 PRICE

Rates/prices quoted by the bidder for the scope of work covered under respective specifications of this bid document will remain firm & fixed during the entire period of contract.

All the bids will be evaluated on the total value arrived at on the basis of quoted rates for the two services under the bid taken together. Tender document **Instructions to Bidder** may be referred in this regard. In case of mismatch between the total value as indicated by the bidder in his offer and one calculated by the owner pertaining to the two services, higher of the two shall be considered for evaluation purpose and lower of the two shall be taken for the purpose of ordering.

No revision in rates will be allowed. The bidder must take into consideration likely variation in price / cost of articles / inputs and submit his bid accordingly.

The contract shall be in force for the period stipulated in the contract and on expiry thereof it shall be deemed to have been terminated automatically unless otherwise intimated in writing. Further, the contractor shall not have any right, either contractual or equitable, to demand any fresh contract for another term or to continue the same in preference to any other intending agency.

The Contractor shall have no right to sublet the entire work or any portion of the work under any circumstances.

6.0.0 CONTRACT TERMINATION

Notwithstanding anything contained in other clauses of the bid document, if any time during the period of the contract, it is observed that the services are not being rendered properly by the contractor, the Owner will assesses the position and if he is of the view that the Contractor is not in a position to rendered the services to the satisfaction of the owner, the Owner will terminate the contract by giving a notice period of maximum 30 days without assigning any reason thereof and his decision in this regard shall be final and binding on the contractor.

Upon termination of the contract, the owner shall be entitled, at the risk and expenses of the Contractor, to carry on the services for the balance period of the contract as contemplated in the scope of work through an independent agency and to recover the amount thus incurred from the contractor in addition to any other amounts, compensation and damage that the owner is entitled to in terms of the relevant clauses of the existing contract. The difference between the amount of running the service and the amount actually incurred by the owner for the completion of the entire services for the balance period of the contract and in the event of the latter being in excess of the former, the Owner shall be entitled, without prejudice to any other mode of recovery available to the Owner, to recover the excess from the security deposit or any money which is due to the Contractor.

7.0.0 PAYMENT TO SUPERVISOR, SKILLED AND UNSKILLED WORKERS

The contractor will ensure payment of Consolidated Wages (Salary +VDA) of Rs 9360/-p.m to the Supervisor and Skilled Workers, Rs 9160/-p.m to the Semi-Skilled Workers and Rs 8860/-p.m to the Unskilled Workers employed. The above rates are in lieu of minimum wages of State/Central and other statutory dues as applicable such as PF/EDLI/ESI/Bonus etc will be applicable on the above rates.

The above rates are fixed for a period of two years and no escalation on this account will be payable to the contractor. In case the contract is extended for one more year the above rates will hold good for third year also.

The payment of wages will be made on every 7th of the subsequent month in the presence of BHEL HRDI HR Executive.

7.1.0 PAYMENT OF BILLS:

The Owner shall arrange to make payment of the bills of the Contractor within 15 days of the submission of the bills subject to the acceptance / approval of the bill by the Owner or his authorised representative and subject to the bills being found to be in order. The contractor will submit bills on monthly basis.

The bill for the two types of services shall be raised separately and the bills will accompany the documentary evidences in support of statutory contribution in respect of PF and ESI for the workforce engaged by the contractor.

All payments under or in terms of the contract shall be made in Indian Currency through e-mode as per practice of BHEL.

8.0.0 TAXES, LABOUR LAWS AND OTHER REGULATIONS

i) The contractor shall be liable to comply with all the rules and regulations in respect of all the labour laws and statutory requirements including safety regulations which are in vogue or will become application in future.

iii) The contractor shall fully comply with all the applicable laws, Rules and regulations relating to PF. Act. Including the payment of P.F. contributions. Payment of Bonus Act, Workmen's Compensation Act, ESI, C.L.(R&A) Act, Migrant Labour Act, Essential Commodities Act and / or such other Acts or Laws, regulations passed by the Central, State, Municipal and Local Government agency or authority, including T.D.S. as per I.T Act, applicable from time to time.

iv) The contractor shall be responsible for proper maintenance of all Registers, Records and Accounts so far as these relate to the compliance of any statutory provisions / obligations. The contractor shall be responsible for maintaining records pertaining to payment of Wages Act and also for depositing the P.F. contributions, if required, with authorities concerned.

v) The contractor shall bind himself / his executors, administrators and shall indemnify and hold harmless the Owner, in respect of this contract, including all of its claims, damages, proceedings, costs, charges and / or any expenses whatsoever which may be imposed, enforced or brought against the Owner or any of its members, officers, employees for reasons of or consequent upon any breach or default on the part of the contract in respect of violation of any of the provisions of Law / Act Rules or regulations having the force of a

law or if any award of decision by any competent tribunal ,court or authority in respect of the workmen or any one employed / engaged by the contractor / sub contractor in connection with this contract. Such indemnity bond has to be furnished / executed on a non - judicial stamp paper worth Rs. 10.00. The cost of such stamp paper, demy paper etc. shall be borne by the Contractor.

vi) The Contractor shall be responsible for all the claims of his employees and the employees of the contractor shall not make any claim whatsoever against the Owner.

viii) The Owner shall have absolute right to test, interview, otherwise assess or determine the quality of contractors employees / workers deployed in its premises with regard to capability etc. so as to ensure that such employees / workers are competent , qualified or otherwise suitable for efficiently and safety performing the work covered by the contract. Any employee / worker rejected / not authorised by the Owner shall not be covered by the Contract.

viii) The Contractor shall engage fully trained and adequately experienced Staff, who are medically fit. They should be free from infectious diseases. The Contractor shall get his employees medically examined once in 6 months and obtain fitness certificates or as instructed by the owner.

ix) The contractor shall obtain insurance policy of adequate value in respect of his workmen to be engaged for the work towards meeting the liability of compensation arising out of injury / disablement at work.

x) Under no circumstances the contractor shall employ child labour in any of the operations and comply with the provisions of law/Act/Rules or regulations in this regard.

9.0.0 MISCONDUCT:

If at any time during performing the contract, the contractor's employees are found to be guilty of misbehavior / misconduct with any officer / staff or with the guest of the owner or his authorised representative, or to be incompetent or negligent in performing his / their duties or if in the opinion of the owner, it is undesirable for such person(s) to be employed by the Contractor in the work at HRDI premises, the Contractor, if so directed by the owner or his authorised representative, shall forthwith remove such persons (s) from the work of the Owner immediately.

The contractor shall keep the Owner indemnified from and against all personal and third party claims whatsoever arising out of any act, of omission or commission on the part of any of the employees of the Contractor, whether committed, omitted or arising within or outside the scope of the contract, as the case be.

10.0.0 CLAIMS BY THE CONTRACTOR:

Should the Contractor consider that he is entitled to any extra payment or compensation in respect of the work over and above the amount due under the contract or should the contractor dispute the validity of any deduction made or contemplated by the Owner from

any bills or any payments due to him in terms of the contract, the Contractor shall forthwith give notice of his claim in writing to the Owner or his authorised representative within 10 (ten) days from the date of the issue of the orders or instruction related to any work. The Contractor's claim for such additional payment or compensation, or happening of other event upon which the Contractor bases such a claim shall give full particulars of the nature of such claim, ground on which it is based, and the amount claimed. No such claim will be entertained by the Owner unless the notice is given by the contractor within the aforesaid time. The decision of the Owner in this regard shall be final and binding on the contractor.

11.0.0 REJECTION OF BID(S)

The owner reserves the right to reject any or all the bids relating to the work under this Bid Document without assigning any reason whatsoever.

12.0.0 CONTRACTOR PERSONNEL REQUIREMENT

The contractor shall employ one supervisor to look after both catering and housekeeping services. The supervisor should preferably have diploma in Hotel Management or have adequate knowledge and working experience in this field. The supervisor shall be conversant with English and he shall be considered as local representative of the contractor. He will be responsible for managing both the services in tandem and to the satisfaction of the owner.

It is desirable that conference hall attendants, room attendants and dining hall attendants have working knowledge of English.

13.0.0 CONSTRUCTION OF CONTRACT

The contract shall in all respects, be deemed to be and shall be construed and shall operate as an Indian Contract as defined in the Indian Contract Act. 1872 and all payments there under shall be made in Rupees unless otherwise specified.

14.0.0 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 owner or any other person is by the contract expressed 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 Head - HRDI 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 have no objection if the Head HRDI 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 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 reason or his award being set aside by the Court for any reason, it shall be lawful for the Head HRDI 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. The language of proceeding s shall be in English. The law governing the substantive issues between the parties shall be the laws of India.

Catering & Housekeeping Services at BHEL HRDI Noida**ENQUIRY NO : MG/SK/PUR/001 DTD.****2010****Annexure- R1**

BUYER NAME	BHARAT HEAVY ELECTRICALS LIMITED HRDI - NOIDA
AUCTION TO BE CONDUCTD BY	M/s. e-Procurement Technologies Ltd. (abcprocure) B-705, Wall Street-II, Opp. Orient Club, Nr. Gujarat College, Ellis Bridge, Ahmedabad – 380 006, Gujarat, India. Ph. Nos. : +91 79-40016860 / 861 / 863 / 864 / 867 / 868 / 877 / 883 / 884 / 885 / 886 / 807 Fax No. : +91 79-40016 876 / 816 / 831 www.abcprocure.com
DATE OF AUCTION	Auction Date : Dynamic Sealed Bid: - (IST) Reverse Auction: - (IST) Auction Website : https://bhel.abcprocure.com
DOCUMENTS ATTACHED	1) BUSINESS RULES FOR REVERSE AUCTION 2) TERMS & CONDITIONS (ANNEXURE –R2) 3)PRICES (ANNEXURE – V,VI,VII) 4)PROCESS COMPLIANCE FORM (ANNEXURE – R4) 5)FINAL PRICES (ANNEXURE – R5) 6)CONTACT INFORMATION
SPECIAL INSTRUCTIONS	<u>Bidding in the last minutes and seconds should be avoided in the bidders own interest..Neither the Service Provider nor BHEL will be responsible for any lapses /failure on the part of the vendor, in such cases</u>

BUSINESS RULES FOR REVERSE AUCTION

GENERAL TERMS AND CONDITIONS OF REVERSE AUCTION

Against this Enquiry for the subject item/system with detailed scope of supply as per our specification, BHEL-Noida may resort to "ONLINE REVERSE AUCTION PROCEDURE" i.e. **ONLINE BIDDING on INTERNET.**

1. For the proposed reverse auction, technically and commercially acceptable bidders only shall be eligible to participate.
2. 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.
3. BHEL will inform the vendor in writing in case reverse auction, the details of service provider to enable them to contact and get trained.
4. Business rules like event date, time, start price, bid decrement, extensions, etc. also will be communicated through service provider for compliance.
5. Vendors have to email a scanned copy of the Process Compliance Form in the prescribed (provided by service provider) before start of Reverse auction. Without this the vendor will not be eligible to participate in the event.
6. BHEL will provide the calculation sheet, if any (e.g.: EXCEL sheet) which will help to arrive at "Total Cost to BHEL" like packing & forwarding charges, inspection charges, Taxes and duties, Freight charges, Insurance, Service tax for services and loading factors (for non-compliance to BHEL standard Commercial terms and conditions.) for each the vendor to enable them to fill-in the price and keep it ready for keying in during the auction.
7. Reverse auction will be conducted on schedule date & time.
8. At the end of reverse auction event, the lowest bidder value will be known on the network.
9. The lowest bidder has to fax the duly signed filled-in prescribed format as provided on case-to-case basis to BHEL through service provider within 24 hours of action without fail.
10. Any variation between the on-line bid value and signed document will be considered as sabotaging the tender process and will invite disqualification of vender to conduct business with BHEL as per prevailing procedure.
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 standard practice.
12. Only those vendors, who participate in the Online Initial Sealed Bid, will be eligible to participate in the subsequent Online English Reverse Auction.
13. The reverse auction will be treated as closed only when the bidding process gets closed in all respects for the item listed in the tender.

Catering & Housekeeping Services at BHEL , HRDI , Noida

ENQUIRY NO : MG/SK/PUR/001 DTD.11/01/2011

BHEL HRDI Noida proposes to obtain the Services of Catering & Housekeeping through reverse auction mode. BHEL has made arrangement with **M/s e-PROCUREMENT TECHNOLOGIES LTD**, who shall be BHEL's authorized service provider for the same. Please go through the guidelines given below and submit your acceptance to the same.

1. Computerized reverse auction shall be conducted by BHEL, on pre-specified date, while the vendors shall be quoting from their own offices/ place of their choice. Internet connectivity shall have to be ensured by vendors themselves. In extreme case of failure of Internet connectivity, (due to any reason whatsoever may be) it is the bidders' responsibility / decision to send fax communication immediately to **M/s. e-Procurement Ltd. Ahmedabad**. Furnishing the price the bidder wants to bid online with a request to the service provider to upload the faxed price on line so that the service provider will up load that price on line on behalf of the Bidder. It shall be noted clearly that the concerned bidder communicating this price to service provider has to solely ensure that the fax message is received by the service provider in a readable / legible form and also the Bidder should simultaneously check up with service provider about the clear receipt of the price faxed. It shall also be clearly understood that the bidder shall be at liberty to send such fax communications of prices to be up loaded by the service provider only within the closure of Bid time and under no circumstance it shall be allowed beyond the closure of Bid time / reverse auction. It shall also be noted that the service provider should be given a reasonable required time by the bidders, to upload such prices online and if such required time is not available at the disposal of the Service provider at the time of receipt of the fax message from the bidders, the service provider will not be uploading the prices and either BHEL or the service provider are not responsible for this unforeseen circumstances. In order to ward-off such contingent situation bidders are requested to make all the necessary arrangements/ alternatives whatever required so that they are able to circumvent such situation and still be able to participate in the reverse auction successfully. Failure of power at the premises of vendors during the Reverse auction cannot be the cause for not participating in the reverse auction. On account of this, the time for the auction cannot be extended and neither BHEL nor M/s. e-Procurement Ltd. Ahmedabad is responsible for such eventualities
2. **M/s. e-PROCUREMENT TECHNOLOGIES LTD** shall arrange to demonstrate/ train (if not trained earlier) your nominated person(s), without any cost to you. They shall also explain you, all the Rules related to the Reverse Auction/ Business Rules Document to be adopted along with bid manual. You are required to give your compliance on it before start of bid process to BHEL/service provider.
3. **Price, vide Format R3 Price Format, but excluding service taxes will form the basis for Catering and Housekeeping Services Contract .**
4. Bidding will be conducted in Indian Rupees. In case of foreign currency bids, the exchange rate (TT selling rate of State Bank of India) prevailing on previous working day of the auction date will be considered for conversion in Indian Rupees.
5. Only those bidders who have submitted the Dynamic sealed bid shall be eligible to participate further in Reverse Auction process.

6. Procedure of Reverse Auctioning

Auction shall be in two parts- i) Dynamic Sealed Bid &
ii) English Reverse (no ties) {Reverse Auction}

Dynamic Sealed Bid in which the vendors shall be asked to enter the price on lump sum basis as per clause 3 above minus service taxes for total scope of Catering & Housekeeping Contract for BHEL,HRDI,Noida , which should be same as already submitted in Hard copy to BHEL in sealed bid. It shall include the sum total of the following:-

- i)Catering Charges for 2 years (lumpsum meal rate per person per day x 16000
- ii) Catering Charges for quantified optional items for 2 years
- iii)Housekeeping & Maintenance service charges for 2 years.

- i.The Dynamic Sealed Bid shall be carried out for 30 minutes so that all the participating bidders can enter their data **correctly**. In this type of Auction, Vendors shall be allowed to quote once only and **will not** be able to see the Bids of other Bidders as well as the Lowest Bid.
- ii.Any changes made by BHEL / service provider after the first posting shall be deemed to have been accepted if the bidder continues to access the portal after that time.
- iii.**English Reverse (no ties) {Reverse Auction}**: BHEL will declare its **Opening Price (OP)**, which shall be visible to the all vendors during the start of the reverse Auction. You will be required to start bidding after announcement of Opening Price and decrement amount. Also, please note that the start price of an item in the online reverse auction is open to all the participating bidders. Any bidder can start bidding, in the online reverse auction, from the start price itself. If the start price is your own Online Initial Sealed Bid price, you still need to bid in the online reverse auction. Moreover, please note that the first online bid that comes in the system during the online reverse auction can be equal to the auction's start price, or lesser than the auction's start price by one decrement, or lesser than the auction's start price by multiples of decrement. The second online bid and onwards will have to be lesser than the L1 rate by one decrement value, or lesser than the L1 rate by multiples of the decrement value
- iv.The bid decrement amount lump sum shall be specified by BHEL at the start of bidding.
- v.Any commercial/technical loading shall be intimated to **bidders** in advance. Commercial/technical loading if any shall be added by the respective bidder in its price during Dynamic Sealed Bid & **Reverse** Auction. Modalities of loading & de-loading shall be separately intimated to the bidders.
- vi.After the completion of **Reverse** auction, the Closing Price (CP) shall be available. In case, any commercial/technical loading was made to L1 bidder price, it shall be de-loaded from the closing price of L1 bidder (CP) for further processing.

vii. In case the bidder submits more than one bid, the lowest bid will be considered as the bidder's final offer to sell.

viii. The ratio of Closing price and original quoted price shall be applied to all the elements of originally quoted prices item wise to arrive at the final price break up. The ratio of Closing price and original quoted price shall also be applied to optional items and unit rates for addition & deletion.

ix. If prices quoted by L1 bidder in Dynamic Sealed Bid is higher than prices in Hard price bid suitable action shall be taken by BHEL against the bidder and the final order price shall be derived in the following ways: -

a. If L1 bidder by mistake, quotes prices in Dynamic Sealed Bid as inclusive of service tax, then his closing price shall also be considered as inclusive of service tax and order shall be placed on his closing price as inclusive of service tax.

b. If the prices quoted by L1 bidder in Dynamic Sealed Bid could not be derived from his Hard Bid then his closing price shall be reduced proportionately to arrive at Final order value.

c. If the prices quoted by L1 in Dynamic Sealed Bid includes the prices of optional items then his closing price shall be reduced by the value of optional item/s derived after applying the discount obtained in RA.

7. Successful vendor shall be required to submit the break-up of final prices quoted during the dynamic auction / arrived at as per para ix, in prescribed format R-5 as provided on case to case basis, to BHEL through service provider, duly signed and stamped as token of acceptance without any new condition other than those already agreed to before start of auction, within two working days of Auction without fail.
8. Any variation between the final bid value and that in the confirmatory signed price breakup document will be considered as tampering the tender process and will invite suitable action by BHEL as per prevailing procedure.
9. English Reverse (no ties) Auction shall be for a **period of 60 minutes**. If a bidder places a bid in the last 5 minutes of closing of the Reverse Auction and if that bid gets accepted, then the auction's duration shall get extended automatically for another 5 minutes, for the entire auction (i.e. for all the items in the auction), from the time that bid comes in. Please note that the auto-extension will take place only if a bid comes in those last 5 minutes and if that bid gets accepted. If the bid does not get accepted, the auto-extension will not take place even if that bid might have come in the last 5 minutes. In case, there is no bid in the last 5 minutes of closing of Reverse Auction, the auction shall get closed automatically without any extension. However, vendors are advised not to wait till the last minute or last few seconds to enter their bids during the auto-extension period to avoid complications related with internet connectivity, network problems, system crash down, power failure, etc. (THIS SCHEDULE IS TENTATIVE. IF ANY CHANGE IN SCHEDULE, THE SAME SHALL BE COMMUNICATED TO YOU).

10 During English Reverse (no ties) Auction, if no bid is received within the specified time, BHEL, at its discretion, may decide to scrap the reverse auction process/ proceed with conventional mode of tendering (opening of Part-II of final bids submitted by you earlier).

11 Your bid will be taken as an offer to sell. Bids once made by you, cannot be cancelled/withdrawn and you shall be bound to sell the material as mentioned above at your final bid price. **Should you back out and not make the supplies as per the rates quoted, BHEL shall take action as appropriate.**

12 You shall be assigned a **Unique User Name & Password** by **M/s e-PROCUREMENT TECHNOLOGIES LTD.** You are advised to change the Password and edit the information in the Registration Page after the receipt of initial Password from **M/s e-PROCUREMENT TECHNOLOGIES LTD** to ensure confidentiality. All bids made from the Login ID given to you will be deemed to have been made by your company.

13 You shall be able to view the following on your screen along with the necessary fields during English Reverse (no ties) {Reverse Auction} :

- a. Leading Bid in the Auction (only total price of package)
- b. Bid Placed by you
- c. Opening Price.
- d. Start Price & Decrement Amount

14 At the end of the Reverse Auction, L1 bidder shall be the winner and shall be confirmed by service provider/BHEL. BHEL's decision on award of Contract shall be final and binding on all the Bidders.

15 BHEL shall be at liberty to call L1 bidder for further negotiation / cancel the reverse auction process/ tender at any time, before ordering, without assigning any reason.

16 BHEL/Service provider shall not have any liability to bidders for any interruption or delay in access to the site irrespective of the cause.

17 BHEL can decide to extend, reschedule or cancel any Auction with prior intimation to all bidders.

18 The bidder shall not involve himself or any of his representatives in price manipulation of any kind directly or indirectly by communicating with other bidders.

19 The bidder shall not divulge either his bids or any other exclusive details of BHEL to any other party.

20 Other terms and conditions shall be as per your techno-commercial offers and other correspondences till date.

21 You are required to submit your acceptance to the terms/ conditions/ modality given above before participating in the reverse auction.

ANNEXURE – R2

Terms & Conditions of Reverse Auction

1. **LOG IN NAME & PASSWORD:** Each Bidder is assigned a Unique User Name & Password by **M/s e-PROCUREMENT TECHNOLOGIES LTD**. The Bidders are requested to change the Password and edit the information in the Registration Page after the receipt of initial Password **M/s e-PROCUREMENT TECHNOLOGIES LTD**. All bids made from the Login ID given to the bidder will be deemed to have been made by the bidder.
2. **BIDS PLACED BY BIDDER:** The bid of the bidder will be taken to be an offer to execute the work. Bids once made by the bidder cannot be cancelled. The bidder is bound to execute the work as mentioned above at the price that they bid. Should any bidder back out and not execute the work as per the rates quoted, BHEL and / or **M/s e-PROCUREMENT TECHNOLOGIES LTD**, shall take action as *appropriate*.
3. **LOWEST BID OF A BIDDER:** In case the bidder submits more than one bid, the lowest bid will be considered as the bidder's final offer to execute the work
4. **AUCTION TYPE:**
 - i) Dynamic Sealed Bid &
 - ii) English Reverse (no ties) {Reverse Auction}.
5. **DURATION OF AUCTION:** The duration of Auction will be for 60 Minutes. If a bidder places a bid in the last 05 minutes of closing of the Reverse Auction and if that bid gets accepted, then the auction's duration shall get extended automatically for another 05 minutes, for the entire auction (i.e. for all the items in the auction), from the time that bid comes in. Please note that the auto-extension will take place only if a bid comes in those last 05 minutes and if that bid gets accepted. If the bid does not get accepted, the auto-extension will not take place even if that bid might have come in the last 05 minutes. In case, there is no bid in the last 05 minutes of closing of Reverse Auction, the auction shall get closed automatically without any extension. However, vendors are advised not to wait till the last minute or last few seconds to enter their bid during the auto-extension period to avoid complications related with internet connectivity, network problems, system crash down, power failure, etc. (THIS SCHEDULE IS TENTATIVE. IF ANY CHANGE IN SCHEDULE, THE SAME SHALL BE COMMUNICATED TO YOU)
6. **BID DECREMENT:** The minimum Bid decrement shall be available to the Bidders at the start of the auction. The bidder can view the same by clicking on the Item details at the start of the auction. The bidder can bid lower than the Lowest Bid in the auction by a decrement, multiple of the minimum Bid decrement or at least of minimum bid decrement plus multiple of Bid Decrement. Also, please note that the start price of an item in the online reverse auction is open to all the participating bidders. Any bidder can start bidding, in the online reverse auction, from the start price itself. If the start price is your own Online Initial Sealed Bid price, you still need to bid in the online reverse auction. Moreover, please note that the first online bid that comes in the system during the online reverse auction can be equal to the auction's start price, or lesser than the auction's start price by one decrement, or lesser than the auction's start price by multiples of decrement. The second online bid and onwards will have to be lesser than the L1 rate by one decrement value, or lesser than the L1 rate by multiples of the decrement value.

7. VISIBILITY TO BIDDER: The Bidder shall be able to view the following on his screen along with the necessary fields during English Reverse –No ties Auction:

- Leading Bid in the Auction
- Bid Placed by him
- His Own Rank
- Start Price & Bid Decrement Value

8. AUCTION WINNER: At the end of the Reverse Auction, the lowest bidder will be the winner.

The winner after the completion of reverse auction will submit their reworked prices in the excel sheet duly stamped and signed

9. PROXY BIDS: Proxy bidding feature is a pro-supplier feature to safe guard the supplier's interest of any Internet failure or to avoid last minute rush. The Proxy feature allows Bidders to place an automated bid against other Bidders in an auction and bid without having to enter a new amount each time a competing Bidder submits a new offer. The bid amount that a Bidder enters is the minimum that the Bidder is willing to offer. Here the software bids on behalf of the supplier.

- The proxy amount is the minimum amount that the Bidder is willing to offer. During the course of bidding, the Bidder cannot delete or change the amount of a Proxy Bid.
- Bids are submitted in decrements (decreasing bid amounts). The application automates proxy bidding by processing proxy bids automatically, according to the decrement that the auction originator originally established when creating the auction, submitting offers to the next bid decrement each time a competing Bidder bids, regardless if competing bids are submitted as proxy or standard bids.

- This feature can be used only once during a particular Reverse Auction and only after the L1 rate is equal to or less than the minimum bid amount that the bidder has put in the system will he get the option to manually bid for the same. In no case during the bidding till the L1 rate or less is not reached as equivalent to the minimum bid amount offered by the bidder, will the bidder get the option to manually bid for the same.

10. OTHER TERMS & CONDITIONS:

- The Bidder shall not involve himself or any of his representatives in Price manipulation of any kind directly or indirectly by communicating with other suppliers / bidders.
- The Bidder shall not divulge either his Bids or any other exclusive details of BHEL to any other party.
- BHEL's decision on award of Contract shall be final and binding on all the Bidders.
- BHEL along with **M/s e-PROCUREMENT TECHNOLOGIES LTD** can decide to extend, reschedule or cancel any Auction. Any changes made by BHEL and / or **M/s e-PROCUREMENT TECHNOLOGIES LTD** after the first posting will have to be accepted if the Bidder continues to access the site after that time.
- **M/s e-PROCUREMENT TECHNOLOGIES LTD** shall not have any liability to Bidders for any interruption or delay in access to the site irrespective of the cause.

M/s e-PROCUREMENT TECHNOLOGIES LTD is not responsible for any damages, including damages that result from, but are not limited to negligence. **M/s e-PROCUREMENT TECHNOLOGIES LTD** will not be held responsible for

- consequential damages, including but not limited to systems problems, inability to use the system, loss of electronic information etc.

N.B.

- All the Bidders are required to submit the process compliance /Agreement Form **(Annexure- R4)** duly signed to **M/s e-PROCUREMENT TECHNOLOGIES LTD**. After the receipt of the Agreement Form, Log in ID & Password shall be allotted to the suppliers (bidders).
- After the completion of the Auction event, successful bidder has to submit the Price Breakup in the **Annexure-R5** immediately to **M/s e-PROCUREMENT TECHNOLOGIES LTD** for further proceedings.

Annexure R-3

Total Contract Price for Catering and Housekeeping Services for 24 months Period :

Rs _____

(Detailed Scope as explained in the Tender and rates as per Annexure V to Annexure VIII).

Break up of the same to be submitted.

Annexure – R4**Process Compliance Form**

(The bidders are required to print this on their company's letter head and sign, stamp before faxing)

M/s. e-Procurement Technologies Ltd. (abcprocure)

B-705, Wall Street-II, Opp. Orient Club,

Nr. Gujarat College, Ellis Bridge,

Ahmedabad – 380 006, Gujarat, India

Sub: Agreement to the Process related Terms and Conditions

Dear Sir,

This has reference to the Terms & Conditions for the Reverse Auction mentioned in the Tender Document Reference No.- MG/SK/PUR/002, DT: for Catering & Housekeeping Contract at BHEL HRDI Noida.

This letter is to confirm that:

- 1) The undersigned is authorized representative of the company.
- 2) We confirm that we have changed the password after first log in.
- 3) We have studied the Commercial Terms and the Business rules governing the Reverse Auction as mentioned in your letter and confirm our agreement to them.
- 4) We also confirm that we have taken the training on the auction tool and have understood the functionality of the same thoroughly.
- 5) We also confirm that we will fax the price confirmation & break up of our quoted price as per Annexure V.
- 6) We have noted that BHEL shall take action as appropriate, in case we do not enter the same price as already submitted in Hard copy to BHEL in sealed bid.
- 7) We have noted that incase BHEL resorted to re-tendering, due to clause 5 of business rule for price discrepancy, the procurement shall be done from the some other sources at our Risk & Purchase.
- 8) We confirm that we will enter the price in RA portal, which should be same as already submitted in Hard copy to BHEL in sealed bid.

We, hereby confirm that we will honour the Bids placed by us during the auction process.

With regards

Signature with company seal

Name –

Company / Organization –

Designation within Company / Organization –

Address of Company / Organization –

Scan & email this document to [abcprocure.](#)

Annexure R5

**M/s. e-Procurement Technologies Ltd. (abcprocure)
B-705, Wall Street-II, Opp. Orient Club,
Nr. Gujarat College, Ellis Bridge,
Ahmedabad – 380 006, Gujarat, India**

Sub: Final price quoted during reverse auction and price break up.

Catering & Housekeeping contract for BHEL HRDI Noida.

Dear Sir,

We confirm that the final price quoted during reverse auction is as given below:

Total Contract Price for 24 months period. Rs _____

Other NOTE: The rates are based on the requirement of payment of Wages and Statutory dues to the deployed workforce as per the Consolidated Wages Indicated by BHEL in the tender.

The break up of prices is given in enclosed annexures R5(i) to R5(iv).

Thanking you and looking forward to the valuable order from BHEL.

Yours sincerely,

For _____

Name:

Company:

Date:

Seal:

Annexure R-5(i)
Rate (Rs each)

Price Format - Rates for Catering

Item no.1 - Bed Tea as per Enclosed details

Item no.2 - Break Fast as per Enclosed details

Item no.3 - Mid Session Service as per Enclosed Details (Twice)

Item no.4 - Lunch as per Enclosed Details

Item no.5 - Evening Tea as per Enclosed Details

Item no.6 - Dinner as per Enclosed Details

Total Meal rate per person per day

(Sum of Rates for items 1 to 6 including 2 services of item no.3)

Total Catering Amount = 16000 x Total meal rate per person per day

**Note1): Rates quoted are exclusive of Service Tax;
Prevailing Rate of Service Tax is _____%**

Note 2): Quantity mentioned above is indicative only. Actual quantities may vary to any extent and payments will be made for the actual quantities consumed.

CATERING (DETAILS OF R-5(i))

1 **BED TEA (equivalent to two cups) (200 ml per cup)**

Tea bags/coffee powder with dairy whitener pouch/lemon & two sugar cubes/sugar pouch per cup and hot water in thermos flask with a two pc packet of parle G/Marie/monnaco biscuits.

2 **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 / Omelette or Veg.Cutlet / cheese cutlet & Sauce
- iv) Any one combination from the followings(No repetition in the week).**
Medium size Puri-sabji/Stuffed Paratha(Aloo /Gobhi/Muli) with curd/
masala or sada Dosa/Iddly/Vada/Upma / Onion Uthapam with coconut
Chutney and Sambar/Chole-Bhature/Pav bhaji
(Paratha size : Normal Tanduri Roti Size)
- v) Tea/Coffee (Ready made)(200 ml)
- vi) Pickles

3 **MID SESSION SERVICE (11.15 a.m & 3.30 pm)**

Tea bags / coffee powder with milk /lemon and sugar cubes /sugar free tabs for one cup (200 ml) with hot water in cup and
**biscuits / cookies /Muffins-2 nos sweet & salted both
or 50 gms of mixture (namkeen) or chips / mathari 02 pcs
(Not to be repeated during above spell).**

4 **Lunch (Buffet)**

- i) Soup(150 ml)
(Sweet corn/tomato/vegetables Clear/Almond /Mushroom /Spinach/Green Peas
Veg Hot 'n' Sour Soup
- ii) plain rice / Lemon rice/Navrattan pulao/Peas pulao/Veg Biryani/Veg Fried Rice/
Zeera rice/vegetable chowmien/ veg noodles
- iii) Tava Chapati / tandoor roti /butter nan/missi roti /lachha paratha/roomali roti/
/Poori Bedvin (atleast two of the above)
- iv) Dal-Arhar, Dal Yellow, Dal Makhani, Lobia, Rajma, Pindi Chana,Kadi Amritsari
- v) Two **Vegetable dishes** out of which **one will be paneer dish every day**
Paneer Butter Masala/Shahi/Kadai/Korma/Lababdar/Pasanda/Palak/
Mutter Paneer /Malai Kofta
- vi)Boiled / Baked Vegetables
(Seasonal vegetables: Bhindi/Cauliflower/Tinda/Simla mirch/Ghiya/Gajjar Mutter/
Pudina Gobhi/Navratan Korma/Veg Jhalfrezi/Mutter Mushroom/Zeera Aloo/Baigan
Achari/Aloo Dhaniya Adrakhi
- vii) Sambar/Rasam
- viii)Chicken/fish/mutton
(Chicken Curry/ Kabab Masala/Fish fry/ Egg Curry/ chilly Chicken/ Mutton Rogan Josh /fish etc.)
- ix).Salad (**to be covered by transparent food grade plastic wrap**)
Fresh Green/Russian/Macroni/ Aloo Chana Chat/Sprouted rajma/lobia

green chili) / curd onion salad)

x) Pickles

xi) Plain dahi – 100 gms pkt of Nestle/Mother Dairy/Amul

xii) Papad(punjabi masala)

Dessert consisting of

i) Two pieces sweets such as of gulabjamun/

Rasmalai /Sponge Rasgulla/Kalakand (100 gm) or Custard/ Kesari Jalebi with

Rabri/Mallpura/Rajbhog/Milk Semia/Kheer/Halwa suji/Moong/Gajar or

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

(Ice cream :Kwality/Walls/Milk Food/Vadilall/Mother dairy)

(flavour: Strawberry/Vanilla/ Two in one/ Butter Scotch/Chocolate or Choco- Chip)

ii) Fresh seasonal fruits of two varieties

5 **EVENING TEA (05:30 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

Samosa/sandwich/Aloo bonda/Bread pakora /Dal Vada-2 pcs

Pakora mix veg -100 gms / Paneer 50 gms with chutney/sauce

6 **Dinner (Buffet)**

Soup (150ml)

i) (Sweet corn/tomato/vegetables/green peas/palak/almond/onion/Lintel/Muctator)

ii) plain rice / pulao-- mutter or vegetable/fried rice/lemon rice/zira rice/paneer rice
or vegetable chowmin/ veg nuddles

iii) Tava Chapati / tandoor roti /butter nan/missi roti /lachha paratha/roomali roti/
Poori Bedvin (atleast two of the above)

iv) Dal-Arhar, Dal Yellow, Dal Makhani, Lobia, Rajma, Pindi Chana,Kadi Amritsari

v) Two **Vegetable dishes** out of which **one will be paneer dish every day**

Paneer Butter Masala/Shahi/Kadai/Korma/Lababdar/Pasanda/Palak/Malai Kofta

Mutter Paneer Korma

vi)Boiled / Baked Vegetbles

(Seasonal vegetables: Bhindi/Cauliflower/Tinda/Simla mirch/Ghiya/Gajjar Mutter/

Pudina Gobhi/Navratan Korma/Veg Jhalfrezi/Mutter Mushroom/Zeera Aloo/Baigan

Achari/Aloo Dhaniya Adrakhi

vii) Sambar/Rasam

viii)Chicken/fish/mutton

(Chicken Curry/ Kawab Masala/Fish fry/ Egg Curry/ chilly Chicken/ Mutton Roganjosh /fish etc.)

ix).Salad (**to be covered by transparent food grade plastic warp**)

(Kheera/Kakdi/gajar/muli/tomato/chukander/onion/lemon/

green chili) or sprouted salad/ rajma or lobia salad/ curd onion salad)

x) Pickles

xi) Plain dahi – 100 gms Pkt of Nestle/Mother Dairy/Amul

xii) Papad(punjabi masala)

Dessert consisting of

i) Two pieces of sweets such as of gulabjamun/
Rasmalai /Rasgulla/Rajbhog/Kalakand (100 gm) or Custard/
Jalebi/Milk Semia/Kheer/Halwa(suji/Moong)/Gajjar) Mallpua, or
ice cream -2 scoops (100 ml) or Fruit salad
with cream(100 gm)

(Ice cream :Kwality/Walls/Milk Food/Vadilall/Mother dairy)

(flavour: Strawberry/Vanilla/ Two in one/ Butter Scotch)

ii) Fresh seasonal fruits of two varieties

iii) Sounf and Mishri

1. Soup to be served for VIPs at table

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

3. Sambhar /Rasam to be changed in lunch and dinner on daily basis.

4. Rasam is not a substitute for soup. Soup and Rasam are two different items.

5. Different Non veg items and their different preparation in lunch and dinner.

(A few illustrative items have been listed above. The successful bidder may suggest equivalent alternatives)

6. Snacks combination to be changed during forenoon and post lunch mid session.

7. Per day meal shall include items 1,2,4 to 6 and two services of item 3 above.

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.

Price Format - Rates Optional Items – Catering	Estimated Qty.(for 2 years)	Rate(Rs/each)	Amount(Rs.)
Item 1 (a)- Tea Per Cup as per Enclosed Details	2400 nos		
Item 1(b)- Tea Pot Service as per Enclosed Details	Rate only		
Item 2 (a)- Coffee per cup as per Enclosed Details	1200 nos		
Item 2(b)- Coffee pot service as per Enclosed Details	Rate only		
Item 3 (a) -Mineral Water 1000 ml- as per Enclosed details	1900 nos		
Item 3(b)-Mineral Water 500 ml - as per Enclosed details	Rate only		
Item 3© - Lassi Sweet (250 ml)- as per Enclosed Details	Rate only		
Item 3(d)- Chanch (salty)250ml as per Enclosed details	Rate only		
Item 3(e)-Appy 250m - as per Enclosed details	Rate only		
Item 3(f) -Lemon Water packed (250ml)	Rate only		
Item 3(g)- Juice Tetra pack 200ml -as per details enclosed -	16800 nos		
Item 4(a)- Gulab Jamun- (Unit of 2 pcs)	2400 nos		
Item 4(b)-Rasgoola Spongy –(Unit of 2 pcs)	Rate only		
Item 4©-Burfi – (Unit of 50 gms)	Rate only		
Item 4(d)-Samosa(normal market size) (unit of 2 pcs)	Rate only		
Item 4(e) -Pakora mixed with one pouch sauce (Unit of 100 gms)	Rate only		
Item 4(f)- Pakora paneer - with one pouch sauce(Unit of 50 gms)	Rate only		
Item 4(g)-Cutler(Veg) with one pouch sauce(Unit of 2 pcs)	Rate only		
Item 4(h)- Sandwich(Veg with cheese spread) with one pouch sauce unit of 2(nos)	Rate only		
Item 4(i)-Jalebi -(Unit of 50 gms)	Rate only		
Item No. 5 Packed Lunch -Each packet consisting of :-	1240 nos		
a) Poori - 4 nos			
b) Jeera Aloo Chole/Bhindi/Aloo Mutter - 100 gms			
c) Fried Rice - 100 gms			
d) Dahi Pack - 100 gms			
e) Apple - 1pc (200 gms)/Banana-2pcs/Orange-2pcs			
f) Salad - 50 gms			
g) Pickle Pouch - 10 gms			
Item no.6- Packed Snacks - Each packet consisting of:-	960 nos		
a) Vegetable Sandwich - 2 nos			
b) Vegetable Cutlets - 2 nos			
c) Chips -100 gms			
d) Burfi/Milk cake/Kalakand/Dhodha – 50 gms			
e) Sauce (Sachet) - 2 nos			

Note: Quantities mentioned above are indicative only for the purpose of bid evaluation. Actual quantities may vary to any extent and payment

DETAILS OF R-5(ii)

Sno.	Item Description			Qty
1	TEA			
a.	Tea per cup(200 ml)			One cup
	Tea with tea bags with dairy whitner pouch/			
	lemon and sugar cubes/sugar pouch & hot water in cup			
b	Pot services (350ml)			
	Two cups in tea set wit teabags and dairy white pouch			one pot
	/lemon and sugar cubes/sugar pouch and hot water in pot			
2	COFFEE (Bru/ Nescafe)			
a	Coffee per cup (200 ml)			One cup
	Coffee powder with dairy whitner pouch/			
	lemon and sugar cubes/sugar pouch & hot water in cup			
b	Pot Services (350ml)			one pot
	Coffee powder with dairy whitner pouch/			
	lemon and sugar cubes/sugar pouch & hot water in pot			
3	COLD DRINKS			
	a.Mineral Water(1000 ml)			one bottle
	b.Mineral Water(500 ml)			one bottle
	(a&b:Aqua fina/ Bisleri/Kinley or equivalent)			
	c.Lassi (sweet)*(250 ml)			one pack
	d.Chanch (salty)*(250ml) (Amul,Verka,Mother Dairy)			one pack
	e.Appy (250 ml)-Parle Agro			one pack
	f.Nimboos/Lemon water(250ml)-Pepsi make			one pack
	g.Juice grapes/leechi/guava/mixed(250 ml)			one pack
	(Real tetrapack)			
	*Amul/Verka/Mother Dairy			
	Note:			
	1. Price of items at sl.no.3 may be quoted in terms of %age of MRP			
	2. Any new drink /new brand which may be added during currency of the contract will be priced as above per %age of MRP.			
4				
a	Gulab Jamun			2 pcs
b	Spongy Rasgoola			2 pcs
c	Burfi /Kalakand/Milk cake/Dhodha			50 gms

d	Samosa (normal market size) with one pouch of sauce			2 nos
e	Pakora Mixed Vegetables			100 gms
f	Pakora Paneer			50 gms
g	Butter with Toast			4 nos
h	Toast with Jam			4 nos
i	Bread Pakora			2 nos
j	Jalebi			50 gms
5	Packed Lunch: One packet consisting of			
a	Poori			4 nos
b	Jeera AlooChole/Bhindi/Aloo Mutter			100 gms
c	Fried rice			100 gms
d	Dahi Pack			100 gms
e	Apple -1pc 200gms/Banana -2 nos/orange-2 nos			
f	Salad			50 gms
g	Pickle pouch			10 gms
6	Packed Snacks - one packet consisting of :			
a	Vegetable Sandwich			2 nos
b	Vegetable Cutlets			2 nos
	Chips			100gms
d	Burfi/Kalakand/Milk cake/Dhoda			50 gms
e	Sauce (Sachet)			2 nos

Annexure R-5(iii)**RATES FOR HOUSEKEEPING & MAINTENANCE SERVICES**

DESCRIPTION	MONTHLY RATE	TOTAL AMOUNT =Monthly Rate x 24
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Lumpsum Charges for housekeeping
And room services as per scope Detailed
Vide Annexure-IV

(Rates quoted are excluding Service Tax. Present rate of Service tax is _____%)

Name

Seal

Date

Annexue R-5(iv)

**ALL INCLUSIVE RATES FOR HOUSEKEEPING & MAINTENANCE SERVICES
(ALL ITEMS - RATES ONLY)**

1	Laundry Service	Ironing rate (Rs/pc)	Washing& Ironing rate Rs/pc)	Dry cleaning rate (Rs/pc)
	Charges of laundry service for occupant's personal clothing (24 hours service) washing / ironing Charges to be paid by occupants / guests			
	I) Pant / Shirt ii) Night suit iii) Under garments iv) Pair of socks v) Woolen Suit vi) Woolen Coat vii) Woolen Pant viii) Sari ix) Blouse x) Ladies Suit xi) Ladies suit woolen			

CONTACT INFORMATION`~~~~~`

M/s e-PROCUREMENT TECHNOLOGIES LTD.	BHARAT HEAVY ELECTRICAL LIMITED
<p>B-705, Wall Street-II, Opp. Orient Club, Nr. Gujarat College, Ellis Bridge, Ahmedabad – 380 006, Gujarat, India.</p> <p>Ph. Nos. : +91 79-40016860 / 861 / 863 / 864 / 867 / 868 / 877 / 883 / 884 / 885 / 886 / 807</p> <p>Fax No. : +91 79-40016 876 / 816 / 831</p> <p>Helpdesk Email-Id: helpdesk@tendertiger.com</p> <p>Mr. Pradip Parmar Cell : 093286 57215 E-mail : pradip@abcprocure.com</p> <p>Ms. Vaishali Soni Cell : 0 9662940485 Email : vaishali@abcprocure.com</p>	<p>Mr. Anuj Topno Sr. Manager BHEL (HRDI), Plot-25, Sect-16A, Noida 201301</p> <p>PH: 9650564564 FAX: 0120-2515431 E-MAIL : at@bhel.in</p> <p>Mr. N. C. Lakhanpal DGM, BHEL (HRDI), Plot-25, Sect-16A, Noida 201301</p> <p>PH: 9810602151 FAX : 0120 – 2515431 E-MAIL : ncl@bhel.in</p> <p>Mr. Pradeep Aneja Sr. Accounts Officer BHEL , Siri Fort, N. Delhi-110049 E-MAIL : pkaneja@bhel.in PH: 9810194784</p>

Specification (Catering Services)**ANNEXURE-I****1.0.0SCOPE OF WORK FOR - CATERING SERVICES:**

The scope of work covered under this specification shall include as per instructions time to time.

The standard of catering and services to be provided by the Contractor shall be of excellent quality. The contractor shall also make available complete services with regard to the above as per requirements / directives of the owner/ his authorized representatives. The service, in general, shall be of the following nature for 20 to 25 persons in each training programme. Generally two residential programmes may run concurrently. However sometimes a maximum of two more non-residential programmes may also run concurrently.

- 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 forming part of bed-tea.

The catering services are meant for the training programmes conducted by HRDI with menu at Annexure- II of this specification. The contractor shall also arrange and provide services as required time to time for the optional items listed at Annexure-III of this specification. Items, however, can be substituted from time to time as mutually agreed to within quoted rates. Materials to be used shall be as specified in the specification. The illustrative list of jobs to be done and their frequencies are listed at Annexure-C

Besides the contractor consistently maintaining quality of catering and services, he shall also keep the Dining Hall, Kitchen, Pantry, Storage Area and other related areas clean, in - order and refreshing.

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 of (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 as and when demanded.

- 1.1.0** 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.
- 1.2.0** Period of Jan – March is a lean period for programmes when 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.
- 1.3.0** 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.
- 1.4.0** For satisfactory services, the Contractor shall continuously maintain suitable manpower strength consisting of cook, kitchen assistant, kitchen safaiwala, serving staff, programme boys 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 dinning hall and cleaning of dinning table along with upkeep of dinning hall. Floor cleaning of dining hall and dusting of furniture shall be the responsibility of kitchen safaiwala staff of the contractor. Prog. 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.

1.5.0 TIMINGS:

Normally, the service timings shall be as specified below:

Breakfast between 7.45 to 8.45 AM

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

Lunch between 1.00 to 2.30 PM

Dinner between 8.30 to 10.00 PM.

High tea /snacks / cold drinks, as and when required, at short notice.

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

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

1.6.0 **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. Kitchen staff (working in the kitchen, on mobile service at pantry / hostel block/ offices etc.) i) Cook ii) Kitchen assistant iii) Kitchen Safaiwala	White Cotton jacket or stitched shirt and cotton stitched trousers, scarf, chef hat(white), black shoes & socks, apron, cap. Terrycot stitched uniforms of good quality. black shoes and socks, apron, gloves. Terrycot stitched uniforms of good quality and Jackets(brown). Rubber shoes and socks, apron and cap.
2. Servicing staff & Programme Boy	Terrycot stiched shirt and trousers of good quality, black shoes and socks, gloves
3. Management / Supervisors	Terrycot stiched 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.

1.7.0 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
 Flour (whole wheat)- DFM/ Shakti Bhog/Ashirwad
 Besan/Maida/Suji - Agmark/FPO)
 Rice - - Basmati Super Quality Agmark/ ISO Mark
 Spices (Whole or Ground) - MDH/Catch or Equivalent Agmark
 Tea Bags- 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/Ruchi Soya/ or
 Equivalent Agmark Refined oil.
 Ice Cream- Mother Dairy / Kwality/ Walls//Vadilal/Milk food
 Sweets- Nathu's/Haldiram
 Pickles/Sauces/Ketchup- Nafed/Noga/Maggi/Kissan/
 Druks/Priya/Nilons
 Milk(Standard/Toned)- DMS/Mother Dairy/ VITA/Parag/Paras/Amul
 Bread(Standard/Brown)- Modern/Bakemans/Britania/Harvest
 (Brown /Standard)
 Biscuits - Britanina, Parle, Sunfeast,Marie
 (Sweet,Salted,Cream)
 Oatmeal digestive cookies/Anzac oatmeal cookies
 Matari /Namkeen/Chips Haldiram/ Uncle Chips
 Crockery-(Hotelchina) UPC/BHARAT/SEASHELL
 (To be approved by owner)
 Cutlery-Stainless Steel (Standard Quality))
 Tumblers - Yera
 Mugs-Good quality
 Container-Good plastic
 Tray-Good plastic
 Napkins-Wintex/Deepee
 Cornflakes-Mohans/Champion/Goldcrunch/Savour
 Papad - Lijjat
 Butter - Vijaya, Amul, Amul light
 Jam - Kissan, Noga, Druk, Top
 Nimboos/Lemon water- Pepsi
 Appy - Parle Agro
 Burfi/Kalakand/Dhoda : Haldiram/Nathu

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 on each dining table and shall maintain them in clean condition.

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.

1.8.0 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 - E, 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 office men 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 contractors 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.
 - 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) 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 equipments, 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 atleast once a fortnight or/and as many times required to HRDI and meet authorized BHEL persons to apprise of the services or obtain feed back on the services being provided so that complaints, if any, are promptly attended to the satisfaction of HRDI.**

1.9.0 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.

1.10.0 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 non- inspected items / sub standard items without assigning any reason thereof at risk and cost of the contractor.

1.11.0 DEFAULT DEDUCTIONS FROM CONTRACTOR'S BILLS

The Contractor shall be liable to make good the loss or damage caused to Owner's premises, equipment, furniture, fittings, fixtures etc.

In case the Contractor fails in his contractual obligations at any time for any reason whatsoever including his own labour problem, 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 catering services for training programmes 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 shall be verbally informed firstly to take corrective remedial measure. The contractor 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 the same can 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 &/or all of the following action(s).

- (a) Issue warning letter 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 third 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.

If quality of food served is not found satisfactory by more than 05 (five) persons of the participants taking the food, 50% of the meal charge shall not be paid.

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.

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 etc and maintenance of specified premises as mentioned in the bid document.

Price schedule consists of Annexure I and Annexure II of the specification. Bidder is advised to note that only rates and prices of Annexure I will be considered for price evaluation. Although items at Annexure II - Rates for Miscellaneous Food and Beverage items may form part of the contract, these shall not be taken into consideration for comparing the total bid value and for bid evaluation purpose.

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 will ensure payment of Consolidated Wages (Salary +VDA) of Rs 9360/- p.m to the Supervisor and Skilled Workers, Rs 9160/-p.m to the Semi-Skilled Workers and Rs 8860/-p.m to the Unskilled Workers employed. The above rates are in lieu of

minimum wages of State/Central and other statutory dues as applicable such as PF/EDLI/ESI/Bonus etc will be applicable on the above rates.

The above rates are fixed for a period of two years and no escalation on this account will be payable to the contractor. In case the contract is extended for one more year the above rates will hold good for third year also.

The payment of wages will be made on every 7th of the subsequent month in the presence of BHEL HRDI HR Executive.

1.14.0 QUANTUM OF WORK

The quantities given in the "Schedule of Rates" - "Price Bid" 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 owners 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.

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 annexure 1 and terms and conditions, specifications as their acceptance.

All disputes shall be subject to Delhi State jurisdiction.

1.17.0 SPECIFIC TERMS AND CONDITONS:

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 / 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 , counter & Spilt A/Cs (4 nos)
- iii) Cooking range with two burners: Two nos
- iv) Cooking range with four burners: One no.
- v) Aluminium rack 1 no.
- vi) Dish Landing table 1 no.
- vii) Service Trolley 2 nos
- viii) Water cooler 1 no
- ix) Four Door Fridge 1 no.

The above said items/equipments 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 him 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 Rice Bin)	}	5 Nos
ii) S S Atta Bin)		
iii) S S Maida Bin)		
iv) S S Potato/Onion Bins)		
v) Refrigerator		1 no.
vi) Dough Kneader mixer		1 no.
vii) Electric Wet Masala Grinder		1 no.
viii) Dosa Plate Girdle		1 no.
ix) Idli Steamer (cap 300 nos)		1 no.
x) Tandoor with S S body		1 no.
xi) Bain Marie with 5 hot compartments		1 no.
xii) Bain Marie with 2 cold compartments		1 no.
xiii) 3 Sink dish washing unit		1 no.

These equipments 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 equipments 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 dinning table and the same shall be changed daily.

The contractor shall also provide and maintain 2 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 equipments 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 equipments, 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.

MENU (CATERING SERVICES)

Item Description

1 .BED TEA (equivalent to two cups) (200 ml per cup)

2Tea bags / 2coffee powder bags with 2dairy whitener pouch and 4 sugar cubes /4sugarfree tabs

2. 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 / Omelette or Veg.Cutlet / cheese cutlet & Sauce

iv) Any one combination from the followings(No repetition in the week).

Medium size Puri-sabji/Stuffed Paratha(Aloo or seasonal vegetables) -curd/
 Plain Paratha - Sabji or butter/masala or sada Dosa/Iddly/Vada/Upma /
 Onion Uthapam with Cocunut Chutney and Sambar
 Chole-Bhature/ Pav bhaji
 (Paratha size : Normal Tanduri Roti Size)
 v) Tea/Coffee (Ready made)(200 ml)

3. MID SESSION SERVICE (11.15 a.m & 3.30 pm)

Tea bags / coffee powder with milk /lemon and sugar cubes
 /sugar free tabs for one cup (200ml) with hot water in cup
 and

**biscuits / cookies -2 nos sweet & salted both
 or 50 gms of mixture (namkeen) or chips / mathari 02 pcs
 (Not to be repeated during above spell).**

4. Lunch (Buffet)

- i) Soup(150 ml)
 (Sweet corn/tomato/vegetables/green
 peas/palak/almond/onion/Lintel/Muctator)
- ii) plain rice / pulao-- mutter or vegetable/fried rice/lemon
 rice/zira rice
 or vegetable chowmien/ veg noodles
- iii) Tava Chapati / tandoor roti /butter nan/missi roti /lachha
 paratha/roomali roti(atleast two varieties every time)
- iv) Dal-Arhar, Chana, Malka, Moongi, Urad, Lobia, Masoor,
 Rajma,Chole,Kadhi-Vada,Manchurian
- v) Two **Vegetable dishes** out of which **one will be paneer
 dish every day**
 (Paneer Dish - Malai Kofta /Palak paneer/chilly paneer/Kadai
 Paneer/Matar Paneer/Shahi Paneer /Paneer Bhurji etc

vi) Boiled / Baked Vegetables

(Seasonal vegetables: Bhindi/Cauliflower/Tinda/Simla mirch/Ghiya/Gajar Mutter/ Methi-Aloo /Karela/Cabbage/Palak/Lockey/Pumpkin/ Peas/ Parmal/ etc.)

vii) Sambar/Rasam

viii) Chicken/fish/mutton

(Chicken Curry/ Kabab Masala/Fish fry/ Egg Curry/ chilly Chicken/ Mutton Rogan Josh /fish etc.)

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

(Kheera/Kakdi/gajar/muli/tomato/chukander/onion/lemon/ green chili) or sprouted salad/ rajma or lobia salad/ curd onion salad)

x) Pickles

xi) Plain dahi – 100 gms pkt of Nestle/Mother Dairy/Amul

xii) Papad(punjabi masala)

Dessert consisting of

i) Two pieces sweets such as of gulabjamun/

Rasmalai /Rasgulla/Kalakand (100 gm) or Custard/

Jalebi/Milk Semia/Kheer/Halwa(suji/Moong) or

ice cream -2 scoops (100 ml) or Fruit salad

with cream(100 gm)

(Ice cream :Kwality/Walls/Milk Food/Vadilal/Mother dairy)

(flavour: Strawberry/Vanilla/ Two in one/ Butter

Scotch/Chocolate or Choco- Chip)

ii) Fresh seasonal fruits

5. EVENING TEA (05:30 pm)

Tea bags / coffee powder with milk /lemon
and sugar cubes/sugar free tabs for one cup (200 ml.) with
hot water in cup and

With no item of following repeated in the week.

Samosa/sandwich/Aloo bonda/Break pakora -2 pcs

Pakora mix veg -100 gms / Paneer 50 gms with
chutney/sauce

6. Dinner (Buffet)

i) (Sweet corn/tomato/vegetables/green

peas/palak/almond/onion/Lintel/Muctator)

ii) plain rice / pulao-- mutter or vegetable/fried rice/lemon rice/zira
rice/paneer rice

or vegetable chowmin/ veg nuddles

iii) Tava Chapati / tandoor roti /butter nan/missi roti /lachha
paratha/roomali roti

iv) Dal-Arhar, Chana, Malka, Moongi, Lobia, Masoor, Rajma,Chole,Kadhi-Vada

v) Two **Vegetable dishes** out of which **one will be paneer
dish every day**

(Paneer Dish - Malai Kofta /Palak paneer/chilly paneer/Kadai

Paneer/Matar Paneer/Shahi Paneer etc

vi) Boiled / Baked Vegetables

(Seasonal vegetables: Bhindi/Cauliflower/Tinda/Simla mirch/Ghiya

Methi/Karela/Cabbage/Palak/Lockey/Pumpkin/ Peas/ Parmal/ etc.)

vii) Sambar/Rasam

viii) Chicken/fish/mutton

(Chicken Curry/ Kawab Masala/Fish fry/ Egg Curry/ chilly Chicken/ Mutton Rogan Josh /fish etc.)

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

(Kheera/Kaadi/gajar/muli/tomato/chukander/onion/lemon/
green chili) or sprouted salad/ rajma or lobia salad/ curd
onion salad)

x)Pickles

xi)Plain dahi – 100 gms Pkt of Nestle/Mother Dairy/Amul

xii) Papad(punjabi masala)

Dessert consisting of

i) Two pieces of sweets such as of gulabjamun/
Rasmalai /Rasgulla/Kalakand (100 gm) or Custard/
Jalebi/Milk Semia/Kheer/Halwa(suji/Moong)/Gajjar) or
ice cream -2 scoops (100 ml) or Fruit salad
with cream(100 gm)

**(Ice cream :Kwality/Walls/Milk Food/Vadilall/Mother
dairy)**

(flavour: Strawberry/Vanilla/ Two in one/ Butter Scotch)

ii) Fresh seasonal fruits

iii) Sounf and Mishri

1. Soup to be served for VIPs at table

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

**3. Sambhar /Rasam to be changed in lunch and dinner
on daily basis.**

**4. Rasam is not a substitute for soup. Soup and Rasam
are two different items.**

**5. Different Non veg items and their different preparation in lunch and
dinner.**

(A few illustrative items have been listed above. The
successful bidder may suggest equivalent
alternatives)

**6. Snack combination to be changed during forenoon
and post lunch mid session.**

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.*

ANNEXURE –III

MENU OPTIONAL ITEMS - ANNEXURE VI			
Sn o.	Description	Qty	
1	TEA		
a	Tea per cup (200 ml)	one cup	
	Tea with tea bags with dairy whitner pouch/lemon and sugar cubes/sugar pouch & hot water in cup		
b	Pot Services (350 ml)		
	Two cups in tea set with teabags and dairy whitner pouch /lemon and sugar cubes/sugar pouch and hot water in pot	One pot	
2	COFFEE (Nescafe/Bru)		
a	Coffee per cup (200 ml)	One cup	
	Coffee powder with dairy whitner pouch and sugar cubes/sugar free tabs & hot water in cup		
b	Pot Services (350 ml)		
	Coffee powder with dairy whitner pouch and sugar cubes/sugar free tabs & hot water in pot	One Poty	
3	COLD DRINKS		
a	Mineral water (1000 ml)	One bottle	
	Aqua fina/Bisleri/Kinley or equivalent)		
b	Lassi (Sweet /salt) 250 ml Amul,Verka,Mother dairy	One pack	
c	Chanch (Salt) 250 ml Amul,Verka, Mother dairy	One pack	
d	Appy (250 ml)-Parle Agro	One pack	
e	Lemon /Nimboo water packed (250 ml)-Pepsi	One pack	
	Grapes/leechi/gauva/Mixed (200 ml) Real tetrapack	One pack	
	NOTE: 1 Price of items at sno.3 may be quoted in terms of percentage of MRP.		
	2 : Any new drink/new brand which may be added during currency of the contract will be priced as per %age of MRP		
4	Sweets/ Pakoras		
a	Gulab Jamun	2 pcs	
b	Spunchy Rasgoola	2 pcs	
c	Burfi/kalakand/Milk cake/Dhodha	50 gms	
d	Samosa	2 nos	
e	Pakora Mixed vegetables	100 gms	
f	Pakora Paneer	50 gms	
g	Dal Vada	2 pcs	
h	Aloo Bonda	2 pcs	
i	Finger Chips	100 gms	
j	Jalebi	50 gms	
k	Butter with Toast	4 pcs	
l	Toast with Jam	4 pcs	
m	Bread pakora	2 pcs	

5	PACKED LUNCH - 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	100 gms	
e	Apple (200gms) 1pc /Banana -2pcs/Orange-2pcs		
f	Salad	50 gms	
g	Pickle pouch	10 gms	
6	PACKED SNACKS - 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	

SPECIFICATION (HOUSE KEEPING) – ANNEXURE IV

1.0 SCOPE OF WORK FOR HOUSEKEEPING AND ROOM SERVICE:

- (I) Details of premises for housekeeping are given at Annexure –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 –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 D 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 indentified at Annexure 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 cum 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.**

1.1TIMINGS:

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 STITCHED UNIFORMS BY BIDDER:

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 stitched uniforms of good quality With good quality shoes and socks.
2	Cleaning staff (eg.Sweepers)	Cotton Dungaree, non leather shoes and socks
3	Supervisors cum Receptionist	Terrycot stitched shirt and trousers, shoes and socks

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

Close necked coat or pull over of good quality.

The above uniform materials and shades 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 –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 full conversant with English and should have working knowledge of PC.
- (IV) Efficiency, promptness, quality service, good behaviour 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-D) 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 authorised representative in this matter shall be final. Identity cards shall be provided by the contractor to his

- (VI) workers once they are allowed to be engaged by the Owner which will be displayed on their uniform while on duty.

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 do not have criminal background. The contractor shall get the police verification done of these persons and produce the record to the owner 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 Admn. Block. Hotel 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 contractor shall arrange laundry service for the participants at the rates mentioned in the schedule of rates. Services should be for 24 hours and prompt. The contractor will charge directly from the participants before their departure/check-out and no claim in this regard shall be entertained by owner.
- (XII) The supervisor cum 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 –B**. This shall also include maintaining a complete record of owner's materials/equipments and items that are under his control. The contractor shall organize the total working system in consultation with the Owner.

- (XIII) The contractor shall provide Receptionist at the Main Reception during the day(9.30 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.
- (XIV) HDRI, will not be responsible for salaries/wages, etc. payable by contractor to his employees and they will not be treated as BHEL employees. However, the proof of payment to his workers employed against this contract will be made available to BHEL every month.
- (XV) Contractor shall not undertake any alteration/addition in the premises provided by the owner.
- (XVI) 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.
- (XVII) All cleaning equipments required shall be arranged by contractor at his costs.
- (XVIII) 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.
- (XIX) 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.
- (XX) **The contractor shall personally visit at least once a fortnight or/and as many times as required to HRDI and meet authorized HRDI persons to apprise of the services provided by him under the contract &/or obtain feedback on his service so that complaints ,if any are promptly attended to the satisfaction of HRDI.**
- (XXI) **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 by the Contractor and raw materials being used and / or 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 authorised representative in this matter shall be final and binding.

1.6 DEFAULT DEDUCTIONS FROM CONTRACTOR'S BILLS:

The Contractor shall be liable to make good the loss or damage caused to 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 own labour problem, 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 services, the contractor shall be verbally informed firstly to take corrective remedial measure. The contractor 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 the same can 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 &/or all of the following action(s).

- (a) Issue warning letter 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 third 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 Ann-A, B & D 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.

Price Format of the tender document , Annexure-VII may be referred to in this regard.

- 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 A & 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.

All disputes shall be subject to Delhi Court jurisdiction.

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. 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 handing 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.

Annexure A**BRIEF DETAIL OF PREMISES FOR HOUSEKEEPING****A) ACADEMIC BLOCK:**

(Including lecture/conference/ meeting hall ---- 04 nos, in all
library and computer lab) ---- 01 no. each

B) HOSTEL BLOCK:

- (I) Single **bedded** rooms – 32 nos.
- (II) Double **bedded** rooms- 13 nos.

C) ADMINISTRATIVE BLOCK:

(Including Offices of on 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)

G) Inside Glass Panels

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

H) Lift**I) Reception Area (Ground Floor)**

ANNEXURE –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/equipments, upholstered furniture, pelmets etc. including furniture /blinds of Dining Hall & Hostel. Contractor to provide his own vacuum cleaner.	Once in a month
4.	(a) Cleaning of Hostel toilets with Harpic phenyldisinfectant. (b) Cleaning of office toilets & Security toilet at main gate with with Harpic/ Phenyl/disinfectant and c) Providing & Maintaining Dispenser with liquid soap(refill included) in all dispensers and ensuring their working in office toilets (7 nos) d) Providing and maintaining Micro Aroma Dispenser in office toilets (7 nos) + Conference halls,Computer Lab = (7 nos) e) Providing and Maintaining Hand Dryer (7 nos) in office toilets f) Cleaning and polishing of Brass surfaces including door locks artifacts & brass lamps etc g) Cleaning of Electric Switches/ Fans/ A.C. filters in hostel and office rooms	Once daily 04 times daily (8 am, 11a.m,1.30p.m,3.30p.m) Continuous Continuous Continuous Once in a month Once in a month
5.	(A) Providing clean washed: a)Hand towel, Bath towel, bed sheet, pillow cover, blanket cover b)Bed cover, Blanket sheet. c) Dry-cleaning of blankets and cleaning of Venetian blinds. d)Washing and ironing of bed sheets, bed cover and towels including laying of beds in hostel rooms Note: linen & curtain items in BHEL scope. Cleaning with detergent &/or dry cleaning of above items as required & ironing thereof in contractor scope.	With check in & alternate days thereafter With check-in. Once a month. Daily (around 10 a.m)
6.	a) Providing shampoo sachet (8 ml-1 no), toilet soap- 20gm(2 nos), in hostel toilets b) Providing & maintaining toilet paper Ensure rodent,cockroach and lizard free environment	With check-in & every day thereafter. Continuously.
7.	Carrying out pest control for rodent , cockroach, lizards, etc	Once a month
8.	Providing mosquito repellent machine & maintaining with liquid in every hostel room , conference halls, all office rooms, tea room, library & staff sitting rooms . The contractor shall provide spray at these locations at suitable intervals to ensure mosquito free environment.	Continuous, As & When required.
9.	Spraying of room fresheners in all the hostel rooms, offices (including library and 16 AHU rooms).	Once every day
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. B) Providing and maintaining Garment Hangers – 4 nos in every hostel room + GM's office. Note: All materials in contractor scope.	Continuously Continuously
11.	Supplying of one English national daily newspaper as suggested /	On daily basis during the

	recommended by BHEL-HRDI for each participant/guest	programme.
12.	Disposal of garbage during the day to an identified Noida authority dumping point outside the premises. Note: Mechanical means for this purpose including transport in the contractor scope.	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 (Refer Ann-A) 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	Twice daily (FN,AN)
17.	All floors including stair cases shall be cleaned thoroughly with soap and water to remove all stains and dirt etc. and also, if required, grinding/polishing shall be done by floor polishing machine.	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 and Chlorination of all overheads and ground water tanks	Once a month
21.	Cleaning of taps by suitable cleansing agent (Scale removing)	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 b) washing the mats with water	Daily Alternate day 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.	Stores cleaning, dusting& wet mopping	Once a month
31.	Dusting of bookshelves, racks & books in the library	Daily
32.	Cleaning of bookshelves & individual books	Once a quarter
33.	Routine repair and maintenance of :- i) plumbing in hostel rooms leakage in taps, choked drain, replacement of taps/shower etc. and sanitary fixtures (including commode seat cover), ii) Carpentry work of door, almirah, locks, wooden furniture in the hostel rooms; and iii) Electrical work such replacement of switches, geysers, fans, additional electrical connection etc. Parts/ materials in Owner's scope.	As & when necessary. Emergency/Unavoidable Work to be attended immediately

34	Providing receptionists at G.Floor and on 3 rd 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	9.00 AM to 5.30 PM on working days On Round the clock basis
35..	Switching on/off all lights in the Conference hall and liaising with Centralised A.C.Control Room	As & when required.
36.	Cleaning of Wooden Almirahs in Conference halls before and after every programme	As & when required.
37.	Ensuring safety of all Stationery and other programme items in conference hall	As & when required – during the programme
38.	Providing of staff for Every programme	As & when required.

Note: 1 – 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.

2) All the consumables like those listed at Annexure D of this specification and other consumables items cleaning items such as dusters, thread, screws, washer, safeda etc. required for housekeeping are in contractor's scope. The contractor shall provide and maintain suitable inventory of such items to have interrupted discharge of service.

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 bed tea, 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 (Post lunch and dinner) and as when required.
3	Cleaning of wash basin & mirrors adjoining dining hall	After every meal / as & when required.
4	Cleaning of all Utensils and Crockery after every meal and tea time.	Twice every day
5	Serving of food at the food counter for every meal and tea time	Daily (as per prescribed timing)
6	Cleaning & placement of thermos flasks, Jug (and filling with RO water) , coasters, tumblers, in HRDI.	Twice every day & as and when required
7	Dumping of food left over/garbage during the day to an identified Noida authority dumping point outside the HRDI premises. Note: Mechanical means for this purpose including transport is in the contractor scope.	Daily
8	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
9	Cleaning of kitchen equipments, including storage facilities, sinks, exhaust fan, chimney, bain maire using disinfectants	Once a fortnight
10	Machine cleaning of kitchen floors including kitchen store.	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.

SPECIFICATIONS FOR MATERIALS TO BE USED IN HOUSEKEEPING

1. Phenyl : Trishul, cleanso, phenol
2. Disinfectant: : Harpic
3. Napthalene balls : Trishul
4. Deodorant Tablets /Sticks: Odonil
5. Mosquito repellent tablets: Good-knight, Morteen,
Night Queen, All Out
6. Soap for participants: Mysore Sandal / Rexona / Hamam / Lux
7. Shampoo **sachet** for participants : Pouches of Chick, Nyle, Lux, Rexona, Vivel
Clinic, Halo, **sunsilk**
8. Room Refresher: Yarlay, Paragon , Premium
9. Liquid Soap: Homocol, Femme
10. Toilet Paper Roll : Premium
11. Brass Cleaning : Brasso
12. Flask (1 litre) : Milton/Cello/Eagle
13. Soap Dispenser: Air Care SDW-300 White Care
14. Micro Aroma Dispenser : Vectair System, U.K
15. 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. 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.

CHECK LIST**ANNEXURE -F**

TENDER No.:	TENDER DATE:
TENDER DESCRIPTION:	
[NOTE: BIDDER IS REQUESTED TO FILL IN THE DETAILS, TICK () THE RELEVANT OPTION] AND ENCLOSE THIS CHECK LIST IN TECHNO COMMERCIAL BID (PART-II)	
1. NAME & ADDRESS OF THE BIDDER:	
2. PHONE No. (OFFICE): FAX No.: MOBILE No.: E-MAIL ADDRESS:	
3. NAME AND DESIGNATION OF THE PERSON OF THE BIDDER TO WHOM ALL REFERENCES SHALL BE MADE:	
4. EMD SUBMITTED: DD No.: DATE: NAME OF BANK: PLACE:	YES / NO
5. VALIDITY OF OFFER FOR THREE MONTHS:	YES / NO
6. EXPERIENCE CERTIFICATE ATTACHED:	YES / NO
7. COPY OF CERTIFICATE FROM CUSTOMER/ OWNER FOR SATISFACTORY SERVICES ATTACHED:	YES / NO
8. COPIES OF AUDITED PROFIT AND LOSS ACCOUNT FOR LAST THREE FINANCIAL YEARS ENDING 31.3.2010 ATTACHED:	YES / NO
9. DOCUMENTARY PROOF IN RESPECT OF THE VALUE OF CONTRACT(S) EXECUTED ATTACHED:	YES / NO
10. COPIES OF INCOME TAX RETURN FOR LAST TWO YEARS ATTACHED:	YES / NO
11. COPY OF PAN CARD ATTACHED:	YES / NO
12. COPY OF SERVICE TAX REGISTRATION ATTACHED:	YES / NO
13. PROOF OF PF REGISTRATION ATTACHED:	YES / NO
14. PROOF OF ESI REGISTRATION	YES / NO

ATTACHED:	
15. DOCUMENTARY EVIDENCE IN RESPECT OF INCORPORATION OF COMPANY OR LABOUR LICENCE ATTACHED:	YES / NO
16. UNDERTAKING AS PER CLAUSE 6 OF QUALIFYING REQUIREMENTS ATTACHED:	YES / NO
17. EVIDENCE IN RESPECT OF CLAUSE 7 OF QUALIFYING REQUIREMENTS ATTACHED:	YES / NO
18. UNDERTAKING AS PER CLAUSE 8 OF QUALIFYING REQUIREMENTS ATTACHED:	YES / NO
19. TECHNO COMMERCIAL BID (WITHOUT PRICES) FURNISHED:	YES / NO
20. TENDER DOCUMENT DULY SIGNED AND STAMPED ON EACH PAGE IN TOKEN OF ACCEPTANCE OF ALL TERMS & CONDITIONS	YES / NO

Note:Whereever documentary evidences have been asked for in the tender document, bidder is required to furnish copy of the relevant document alongwith the Techno Commercial Bid (Part-II)

Owner reserves the right to verify any / all documents at any time during pre-award and post-award period, which bidder will have to produce within specified time failing which or in case of providing incorrect information, the owner reserves the right to take suitable action under the provisions of the tender / contract.

CATERING (PRICE FORMAT)**ANNEXURE -V
RATE****1 BED TEA (equivalent to two cups) (200 ml per cup)**

Tea bags/coffee powder with dairy whitener pouch/lemon & two sugar cubes/sugar pouch per cup and hot water in thermos flask with a two pc packet of parle G/Marie/monnaco biscuits.

2 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 / Omelette or Veg.Cutlet / cheese cutlet & Sauce
- iv) Any one combination from the followings(No repetition in the week).**
Medium size Puri-sabji/Stuffed Paratha(Aloo /Gobhi/Muli) with curd/
masala or sada Dosa/Iddly/Vada/Upma / Onion Uthapam with coconut
Chutney and Sambar/Chole-Bhature/Pav bhaji
(Paratha size : Normal Tanduri Roti Size)
- v) Tea/Coffee (Ready made)(200 ml)
- vi) Pickles

3 MID SESSION SERVICE (11.15 a.m & 3.30 pm)

Tea bags / coffee powder with milk /lemon and sugar cubes /sugar free tabs for one cup (200 ml) with hot water in cup and
**biscuits / cookies /Muffins-2 nos sweet & salted both
or 50 gms of mixture (namkeen) or chips / mathari 02 pcs
(Not to be repeated during above spell).**

4 Lunch (Buffet)

- i) Soup(150 ml)
(Sweet corn/tomato/vegetables Clear/Almond /Mushroom /Spinach/Green Peas
Veg Hot 'n' Sour Soup
- ii) plain rice / Lemon rice/Navrattan pulao/Peas pulao/Veg Biryani/Veg Fried Rice/
Zeera rice/vegetable chowmien/ veg noodles
- iii) Tava Chapati / tandoor roti /butter nan/missi roti /lachha paratha/roomali roti/
/Poori Bedvin (atleast two of the above)
- iv) Dal-Arhar, Dal Yellow, Dal Makhani, Lobia, Rajma, Pindi Chana,Kadi Amritsari
- v) Two **Vegetable dishes** out of which **one will be paneer dish every day**
Paneer Butter Masala/Shahi/Kadai/Korma/Lababdar/Pasanda/Palak/
Mutter Paneer Korma/Malai Kofta
- vi)Boiled / Baked Vegetables
(Seasonal vegetables: Bhindi/Cauliflower/Tinda/Simla mirch/Ghiya/Gajjar Mutter/
Pudina Gobhi/Navratan Korma/Veg Jhalfrezi/Mutter Mushroom/Zeera Aloo/Baigan
Achari/Aloo Dhaniya Adrakhi
- vii) Sambar/Rasam
- viii)Chicken/fish/mutton
(Chicken Curry/ Kabab Masala/Fish fry/ Egg Curry/ chilly Chicken/ Mutton Roganjosh /fish etc.)
- ix).Salad (**to be covered by transparent food grade plastic wrap**)
Fresh Green/Russian/Maccroni/ Aloo Chana Chat/Sprouted rajma/lobia
- x)Pickles

xi) Plain dahi – 100 gms pkt of Nestle/Mother Dairy/Amul

xii) Papad(punjabi masala)

Dessert consisting of

i) Two pieces sweets such as of gulabjamun/

Rasmalai /Sponge Rasgulla/Kalakand (100 gm) or Custard/ Kesari Jalebi with

Rabri/Mallpura/Rajbhog/Milk Semia/Kheer/Halwa suji/Moong/Gajar or

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

(Ice cream :Kwality/Walls/Milk Food/Vadilal/Mother dairy)

(flavour: Strawberry/Vanilla/ Two in one/ Butter Scotch/Chocolate or Choco- Chip)

ii) Fresh seasonal fruits of two varieties

5 **EVENING TEA (05:30 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

Samosa/sandwich/Aloo bonda/Bread pakora /Dal Vada-2 pcs

Pakora mix veg -100 gms / Paneer 50 gms with chutney/sauce

6 **Dinner (Buffet)**

Soup (150ml)

i) (Sweet corn/tomato/vegetables/green peas/palak/almond/onion/Lintel/Muctator)

ii) plain rice / pulao-- mutter or vegetable/fried rice/lemon rice/zira rice/paneer rice
or vegetable chowmin/ veg nuddles

iii) Tava Chapati / tandoor roti /butter nan/missi roti /lachha paratha/roomali roti/
Poori Bedvin (atleast two of the above)

iv) Dal-Arhar, Dal Yellow, Dal Makhani, Lobia, Rajma, Pindi Chana,Kadi Amritsari

v) Two **Vegetable dishes** out of which **one will be paneer dish every day**

Paneer Butter Masala/Shahi/Kadai/Korma/Lababdar/Pasanda/Palak/Malai Kofta

Mutter Paneer Korma

vi)Boiled / Baked Vegetbles

(Seasonal vegetables: Bhindi/Cauliflower/Tinda/Simla mirch/Ghiya/Gajjar Mutter/

Pudina Gobhi/Navratan Korma/Veg Jhalfrezi/Mutter Mushroom/Zeera Aloo/Baigan

Achari/Aloo Dhaniya Adrakhi

vii) Sambar/Rasam

viii)Chicken/fish/mutton

(Chicken Curry/ Kawab Masala/Fish fry/ Egg Curry/ chilly Chicken/ Mutton Roganjosh /fish etc.)

ix).Salad (**to be covered by transparent food grade plastic warp**)

(Kheera/Kakdi/gajar/muli/tomato/chukander/onion/lemon/

green chili) or sprouted salad/ rajma or lobia salad/ curd onion salad)

x)Pickles

xi) Plain dahi – 100 gms Pkt of Nestle/Mother Dairy/Amul

Dessert consisting of

i) Two pieces of sweets such as of gulabjamun/

Rasmalai /Rasgulla/Rajbhog/Kalakand (100 gm) or Custard/

Jalebi/Milk Semia/Kheer/Halwa(suji/Moong)/Gajjar) Mallpua, or

ice cream -2 scoops (100 ml) or Fruit salad

with cream(100 gm)

(Ice cream :Kwality/Walls/Milk Food/Vadilal/Mother dairy)

(flavour: Strawberry/Vanilla/ Two in one/ Butter Scotch)

ii) Fresh seasonal fruits of two varieties

iii) Sounf and Mishri

1. Soup to be served for VIPs at table

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

3. Sambhar /Rasam to be changed in lunch and dinner on daily basis.

4. Rasam is not a substitute for soup. Soup and Rasam are two different items.

5. Different Non veg items and their different preparation in lunch and dinner.

(A few illustrative items have been listed above. The successful bidder may suggest equivalent alternatives)

6. Snacks combination to be changed during forenoon and post lunch mid session.

7. Per day meal shall include items 1,2,4 to 6 and two services of item 3 above.

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.

1)PLEASE GIVE BREAK UP OF RATES FOR ALL AGAINST SNO.1 TO 6

2) SUM UP AND GIVE LUMP SUM RATE PER MEAL PER PERSON

PER DAY .IN FIGURE _____ IN WORDS _____

3)BASE QUANTITY OF MEALS PER YEAR (NOS) _____ 8000

4)TOTAL VALUE AGAINST FOOD & BEVERAGES (2xSno.2xSno.3) for 2 yrs

IN FIGURE _____ IN WORDS _____

SEAL

SIGNATURE

NAME

DATE

PRICE FORMAT - OPTIONAL ITEMS - ANNEXURE VI			
Sno.	Description	Qty/Rate	Amount(Rs)
1	TEA		
a	Tea per cup (200 ml)	2400 nos	
	Tea with tea bags with dairy whitner pouch/lemon and sugar cubes/sugar pouch & hot water in cup		
b	Pot Services (350 ml)		
	Two cups in tea set with teabags and dairy whitner pouch /lemon and sugar cubes/sugar pouch and hot water in pot	Rate only	
2	COFFEE (Nescafe/Bru)		
a	Coffee per cup (200 ml)	1200 nos	
	Coffee powder with dairy whitner pouch and sugar cubes/sugar free tabs & hot water in cup		
b	Pot Services (350 ml)		
	Coffee powder with dairy whitner pouch and sugar cubes/sugar free tabs & hot water in pot	Rate only	
3	COLD DRINKS		
a	Mineral water (1000 ml)	1900 nos	
	Aqua fina/Bisleri/Kinley or equivalent)		
b	Lassi (Sweet /salt) 250 ml Amul,Verka,Mother dairy	Rate only	
c	Chanch (Salt) 250 ml Amul,Verka, Mother dairy	Rate only	
d	Appy (250 ml)-Parle Agro	Rate only	
e	Lemon /Nimboo water packed (250 ml)-Pepsi	Rate only	
f	Grapes/leechi/gauva/Mixed (200 ml) Real tetrapack	16800 nos	
	NOTE: 1 Price of items at sno.3 may be quoted in terms of percentage of MRP.		
	2 : Any new drink/new brand which may be added during currency of the contract will be priced as per %age of MRP		
4	Sweets/ Pakoras		
a	Gulab Jamun - 2 pcs	2400 nos	
b	Spunchy Rasgoola - 2 pcs	Rate only	
c	Burfi/kalakand/Milk cake/Dhodha - 50 gms	Rate only	
d	Samosa - 2 nos	Rate only	
e	Pakora Mixed vegetables - 100 gms	Rate only	
f	Pakora Paneer - 50 gms	Rate only	
g	Dal Vada - 2 pcs	Rate only	
h	Aloo Bonda - 2 pcs	Rate only	
i	Finger Chips - 100 gms	Rate only	
J	Butter with Toast - 4 pcs	Rate only	
k	Toast with Jam - 4 pcs	Rate only	
l	Bread pakora - 2 pcs	Rate only	
m	Jalebi - 50 gms	Rate only	
5	PACKED LUNCH - One pkt consisting of:-	1240 Nos	
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 - 100 gms		
e	Apple (200gms) 1pc /Banana -2pcs/Orange-2pcs		
f	Salad - 50 gms		
g	Pickle pouch - 10 gms		
6	PACKED SNACKS - One pkt consisting of :-	960 nos	
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		

Note: Rates are exclusive of Service tax, which will be payable extra at applicable rate.
Present rate of Service tax is _____%).

PRICE FORMAT ANNEXURE VII**RATES FOR HOUSEKEEPING & MAINTENANCE SERVICES**

Sno.	Item Description	Monthly Rate (Rs)	Total Amount =Monthly Rate x24 (Rs)
1	Lumpsum Charges for housekeeping And room services as per scope Detailed vide Annexure IV		

(Rates quoted are excluding Service Tax .Present rate of Service tax is _____%)

Seal _____

Sign _____

Name _____

Dated _____

Annexure-VIII**PRICE FORMAT - OPTIONAL ITEMS****ALL INCLUSIVE RATES FOR HOUSEKEEPING & MAINTENANCE SERVICES
(RATE ONLY)**

Laundry Service	Ironing rate (Rs/pc)	Washing & Ironing rate (Rs/pc)	Dry cleaning rate (Rs/pc)
Charges of laundry service for occupant's personal clothing (24 hours service) washing / ironing Charges			
to be paid by occupants / guests			
I) Pant / Shirt			
ii) Night suit			
iii) Under garments			
iv) Pair of socks			
v) Woolen Suit			
vi) Woolen Coat			
vii) Woolen Pant			
viii) Sari			
ix) Blouse			
x) Ladies Suit			
xi) Ladies suit woolen			