

M/s

COLLECTION OF TENDER DOCUMENT UPTO: 10.09.2013 (4.00 PM) PRE-BID MEETING: 03.09.2013 (3.00 PM) TENDER SUBMISSION DATE UPTO: 11.09.2013 (3.00 PM) TENDER OPENING DATE (PART – I): 11.09.2013 (4.00 PM)
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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 HRDI,BHEL Noida. You are requested to submit your sealed quotation so as to reach this office on or before 11.09.2013 (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 **11.09.2013 (4.00 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 **3.00 PM on 03.09.2013** in our office to clarify issues, if any with regards to the tender. All bidders are requested to attend this meeting.

Procedure for submission of sealed tender:

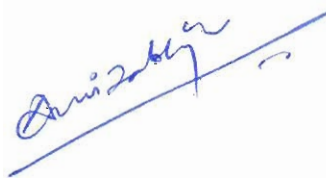
The bidder must submit their Tender as required in separate covers prominently superscribed as:

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

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

Part-II/ Cover III: Price-Bid.

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



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

Only EMD of 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-II/ Cover-II: Techno Commercial Bid:

Please submit all information on Pre-Qualifying Requirements as given in the Pre-Qualifying Requirements in Annexure –I 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-XII. The cover to be properly sealed.

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

Only price bid in the prescribed Price-Formats as per Annexure IV-VIII respectively should be enclosed in Part-II/ Cover-III, duly sealed.

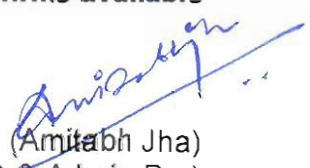
These three separate covers (Cover I, II & III) shall together be enclosed in a fourth envelope and this sealed cover shall be superscribed with Tender name, Tender No., Due date & Time and submitted to this office at the following address

Sr.Manager (HRD & Admn.-Purchase)
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 11.09.2013**. Part-I will be opened first at **1600 hrs on 11.09.2013** 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-XI.

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

The offers of the bidders who are on the banned list as also the offer of the bidders, who engage the services of the banned firms shall be rejected. The list of banned firms available on BHEL website www.bhel.com.


(Amitabh Jha)
Sr..Manager(HRD & Admin-Pur)

Enclosures:-

Pre-Qualifying Requirements – Annexure I

Specifications for Housekeeping – Annexure II, II (A), II (B), II (B1), II (C)

Specifications for Catering- Annexure III

Price Formats - Annexure IV-VIII

General Instructions to Tenderers - Annexure IX

General Terms & Conditions - Annexure X

Reverse Auction guidelines - Annexure XI

Employee Details & checklist - Annexure XII



Annexure-I

PRE-QUALIFYING REQUIREMENTS

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

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 along with 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 31.08 lacs during the last three financial years ending 31st March, 2012 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.

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

-Three (3) contracts of value not less than Rs 41.45 lacs

-Two (2) contracts of value not less than Rs 51.82 lacs

-One (1) contract of value not less than Rs 82.91 lacs

(Year to be counted w.r.t end date as 31.07.2013). Bidder to enclose documentary evidences).

3. Bidder should furnish copy of

a) Income tax return for the last 2 years

b) PAN Card of proprietor or firm

c) Service Tax registration certificate

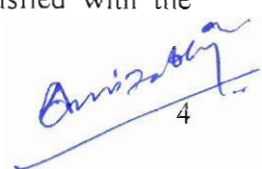
4. Bidder should have valid PF and ESI registration numbers and documentary evidence to this effect to the furnished.

5. Bidder should be 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.

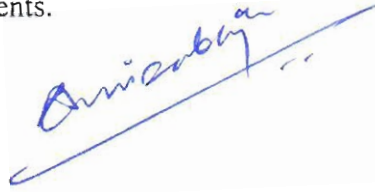
8. Bidder to give undertaking that BHEL may visit their offices as well as any or all of their customer complexes to ascertain information about them as deemed fit by BHEL in respect of information provided by bidder and/or together about their performance, attitude, quality of service etc and that BHEL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


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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 organization on any ground.

NOTE: Documentary evidence in support of all the above said stated requirements are to be provided along with 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.



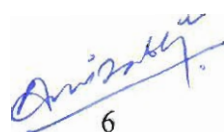
ANNEXURE II**SPECIFICATION (HOUSE KEEPING)****1.0 SCOPE OF WORK FOR HOUSEKEEPING AND ROOM SERVICE:**

- (I) Details of premises for housekeeping are given at Annexure –II(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 –II(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 XII prior to start of work to assure the owner of their satisfactory performance under the contract.
- (IV) The Contractor shall render himself to regular quarterly inventory inspections of all material / items supplied by the owner. He shall have to make up for any loss of such items at market rates. This shall also cover any other damages that may be due to his/her employees' negligence.
The contractor shall maintain two separate crews – one for housekeeping/room attendance and the other for cleaning/toilet services. **The room attendant will be responsible for dusting and cleaning of furniture, wardrobes etc., making the bed. Sweeper will be responsible for cleaning the toilets of the hostel rooms & office as well as sweeping and mopping of floors and other areas identified at Annexure-II(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.**

1.1 TIMINGS:

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

1.2 PROVISION OF STITCHED UNIFORMS BY BIDDER:
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All the workmen engaged by Bidder shall be provided with uniforms at the cost of the contractor as specified below. The colour scheme of uniform will be different from the catering staff .

For Summer :

1	Room Attendants	Terrycot 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	Terrycloth 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 –II(C).

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 behavior and politeness of the Contractor and his staff along with upkeep and cleanliness are the essence of the contract.
- (V) The contractor shall furnish in writing the details of his personnel (on Annexure-XII) along with photograph to the Owner for his consent before they are brought into the HRDI premises for providing various services. The owner or his authorized representative reserves the right to refuse admission to one or more of the Contractor's men if their conduct or efficiency are found to be unacceptable. The decision of the Owner or his authorized representative in this matter shall be final. Identity cards shall be provided by the contractor to his

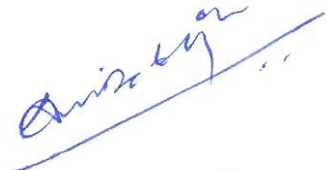
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- (VI) workers once they are allowed to be engaged by the Owner which will be displayed on their uniform while on duty.

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 don't 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 Admin. 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-II(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(9.00 am – 5.30 pm) , and the supervisor cum receptionist for Hostel should be available round the clock. Suitable Male/Female Receptionist may be deployed. However, no female shall be employed from 1800 hrs. of the day to 0800hrs. of next day. The receptionist at main reception shall be required to maintain details of all the programme/ courses being conducted at HRDI and regulate/ direct all visitors accordingly.
- (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

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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.

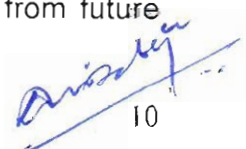
For any deficiency in services, the contractor shall be verbally informed firstly to take corrective remedial measure. The contractor shall have to make the correction immediately. In case he takes appropriate action to the satisfaction of the owner or his authorized representative, the case shall be 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 Annexure-II 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-IV to VIII may be referred to in this regard. Bidder is advised to note that only rates/prices of annexure-VIII will be considered for price evaluation. Other Item will be part of the contract but shall not be taken into consideration for evaluation .

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

1.8 QUANTUM OF WORK:

Brief Details of the premises for House Keeping and nature of the job are attached as annexure-II(A) & annexure-II(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.

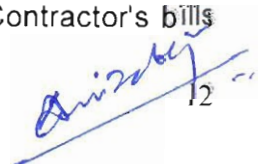
The contractor shall be responsible to provide, within the scope of work, all facilities/materials/consumables/tools etc. necessary for performance of work.

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

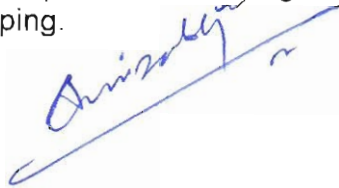
(I) Linen Trolley : Two nos.

- 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.

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Annexure II(A)

BRIEF DETAIL OF PREMISES FOR HOUSEKEEPING

A) ACADEMIC BLOCK:

(Including lecture/conference/ meeting hall ---- 03 nos, in all
library and computer lab) ---- 01 no. each

B) HOSTEL BLOCK:

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

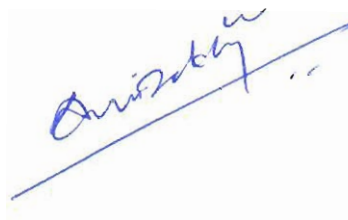
G) Inside Glass Panels

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

H) Lift

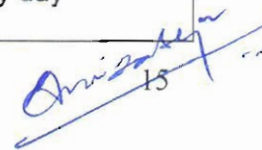
I) Reception Area (Ground Floor)(including aquarium)

J) Recreation room



Annexure:II(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 Office, Conference Hall, Dining Hall, & Hostel rooms. Contractor to provide his own vacuum cleaner.	Once in a month
4.	(a) Cleaning of Hostel toilets with Harpic phenyl disinfectant. (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(min. 4 Nos.), all office rooms, recreation room(min. 4 Nos.), Admin hall (min. 4 Nos.), tea room, library(min. 2 Nos.), & staff sitting rooms . The contractor shall provide spray at these locations at suitable intervals to ensure mosquito free environment.	Continuous, As & When required.
9.	Spraying of room fresheners in all the hostel rooms, offices (including library and 7 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 / recommended by BHEL-HRDI for each participant/guest	On daily basis during the 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 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)(like SIF,Dr. Muscle etc.)	Once a month
22.	Shifting of furniture/equipment/material and movement of office documents (files, stationery etc.) from one location to another inside HRDI complex	As & when required
23.	a) Cleaning & dusting of floor mats/ doormats 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 maintenance of Carpentry work of door, almirah, locks, wooden furniture in the hostel rooms;	As & when necessary. Emergency/Unavoidable

	Parts/ materials in BHEL's scope.	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 Centralized 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.
39	Manual / Mechanized Wet mopping of floors, corridors and toilets regularly between 6AM to 9PM	Every 2 hours + as and when required.
40	Disinfectants tablets/cakes in urinals, wash basin and bathroom drains.	Everyday
41	Attendant allocated for any conference, meeting or seminar will be exclusively available until the event is completed.	-
42	Attendant to be provided in Stores on regular basis for assistance in stores functions/activities.	-
43	Attendant are to be provided to staffs for the official services (such as moving of files) and as well for personal services such as morning and evening tea, canteen food and also for providing water etc.	-
44	Providing rat trappings instruments such as Rat trap cage/ Mouse glue traps/Electronic Mouse repellent or any other effective rat treatment to ensure total rat-free environment in the entire HRDI area (kitchen/dining hall/ offices/hostel) as per scope.	-
45	To provide and maintain good quality (like: Milton) plastic mugs(1 litre) & plastic buckets(25 ltrs) to each hostel rooms(40 rooms).	As & when required
46	Provide welcome kit as per enclosed Annexure: II(B1) to the participants at the time of Check-in in Hostel.	As & when required
47	TEA - the following items are to be provided daily morning and maintained throughout the day in each room 2 Tea bags/2 greenTea bags /2 coffee powder bags with 2 dairy whitener pouch/lemon & 4 no. sugar cubes/sugar pouch per cup with a 2 packet of biscuits (containing 2 piece) or 1 packet of biscuits (containing 4 piece) parle G/ Marie/ monnaco brand.	Morning and As & when required
48	2 No. of sterilized glass tumblers with coasters & 2 set of cups & saucer, 1 quarter plate, 1 electric kettle & 1 flask to be kept & maintained in each hostel room.	Daily and As & when required

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

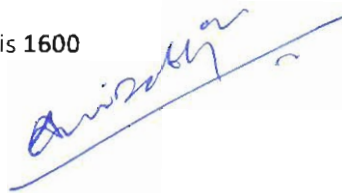
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Annexure-II(B1)

Items covered in Welcome Kit	
<u>Gents Welcome Kit</u>	<u>Welcome Kit For Ladies</u>
i. Saving Razer(gillette-use & throw)	i. Thread Reel with buttons
ii. Ponds moisturizer (5gm)	ii. Ponds moisturizer (5gm)
iii. Pocket tissues (10 pieces)	iii. Pocket tissues (10 pieces)
iv. Pocket comb (Medium size)	iv. Pocket comb (Medium size)
v. Cotton buds (Johnson 8-10 piece)	v. Cotton buds (johnson 8-10 piece)
vi. Tooth brush (Colgate/oral-B/Pepsodent)	vi. Tooth brush (Colgate/oral-B/Pepsodent)
vii. Shaving cream (gillette 25 gm)	vii. Bindi
viii. Shoe shiner (Cherry-Normal size)	viii. Waist band (Cotton russi)
ix. Talcum powder (Himani-10gm)	ix. Talcum powder (Himani-10gm)
x. Tooth paste (Pepsodent/Ccolgate-35 gm)	x. Tooth paste (Pepsodent/Ccolgate-35 gm)
xi. Hair oil (Bajaj Almond-3 ml)	xi. Hair oil (Bazaz Almond-3 ml)

Note: (i) Kit Items to be placed in a transparent Zip-pouch

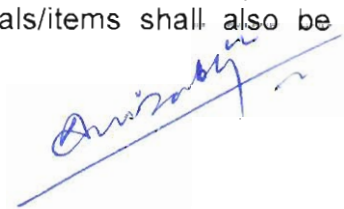
(ii) Tentative no. of welcome kits needed for 2 years is 1600



Annexure –II(C)**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, All Out |
| 6. Soap for participants | : | Himalya / Pears / Dove / Lux |
| 7. Shampoo sachet for participants: | : | head & shoulders, Dove, pantene, clinic plus, sunsilk |
| 8. Room Refresher | : | Yarlay, Paragon , Premium |
| 9. Liquid Soap | : | dettol, Santoor, Lifebuoy |
| 10. Toilet Paper Roll | : | Premium |
| 11. Brass Cleaning | : | Brasso |
| 12. Flask (1 litre) | : | Milton/Cello/Eagle |
| 13. Automatic Soap Dispenser | : | Air Care SDW-300 White Care |
| 14. Micro Aroma Dispenser | : | Vectair System,U.K |
| 15. Automatic Hand Dryer | : | Air Care Malaysia Model GR 201/Kopal |

All materials listed above are in the scope of the contractor and are to be provided by him to keep the entire premises clean and hygienic round the clock. 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.



ANNEXURE-III**Specification (Catering Services)****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- III(A) of this specification. The contractor shall also arrange and provide services as required time to time for the optional items listed at Annexure-III(B) 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-III(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

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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 stitched shirt and trousers of good quality, black shoes and socks, gloves
3. Management / Supervisors	Terrycot stitched shirt and trousers of good quality, black shoes and socks

For Winter (for all above categories) (Additionally)

Close necked coat or pullover

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

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

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

1.7.0 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(like: India Gate/ Dubar/ Kohinoor special Rozana/Dawat super)/ ISO Mark |
| Spices(Whole or Ground) | - MDH/Catch or Equivalent Agmark |

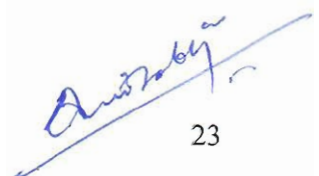
Tea Bags	- Taj Mahal / Tata tea premium/Nestea/Twining
Sugar(Sachet)	- Daurala
Sugar free (Sachet)	- Natura
Sugar cubes	- Trust,DCM Shriram(Daural)
Coffee	- Nescafe / Bru
Cooking Oil	- Fortune/Nature Fresh/Ruchi Soya/ or Equivalent Agmark Refined oil.
Sweets	- Nathu's/Haldiram
Pickles/Sauces/Ketchup	- 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)/English oven/Perfect
Biscuits	- Britanina, Parle G, krackjack, Sunfeast, Chaska- maska 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

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.

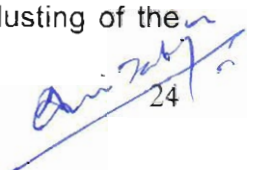
Sugar in the cube form only is to be used and other form of sugar is not permitted at all.

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 - XII, 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 Authorized Representative would be necessary.
 - xvi) Contractor shall provide services of one full time programme boy for every conference/lecture/programme organised at the Institute which has maximum requirement of 4 such persons at a time if all the halls in the Institute are concurrently booked. **He will be associated with programme exclusively and shall not be used for any other purpose during the programme days.**
 - xvii) The contractor shall be responsible for safety and security of all 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**

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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).

(d) Issue warning letter for the default

(e) Levy penalty of Rs 1000/- (Rupees One Thousand) per default

(f) Levy penalty of Rs 2000/- (Rupees Two thousand) per default, if same default is repeated for third time.

Staffs deployed in Kitchen & dining are to compulsorily wear disposable gloves and cap to maintain the hygiene. Any staffs breaking the rule are subjected to the penalty of Rs. 100 per day as per rules.

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):

- c) Termination of the contract and forfeiture of Security deposit
- d) 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 IV and Annexure V of the specification. Bidder is advised to note that only rates and prices of Annexure IV will be considered for price evaluation. Although items at Annexure V – Optional Item may form part of the contract but these shall not be taken into consideration for computing the total bid value and for bid evaluation purposes except for items 3(a), 3(b), 3(f) & 5 of Annexure (V)

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

1.13.0 PAYMENT TO WORKERS

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

The payment of wages will be made on every 7th of the subsequent month.

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

1.14.0 QUANTUM OF WORK

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The quantities given in the "Schedule of Rates"/Price Format - "Price Bid" (Annexure-IV to VIII) 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 all Annexure 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.
- iii) Cooking range with two burners: Two nos
- iv) Cooking range with four burners: One no.
- v) Aluminum rack 1 no.
- vi) Dish Landing table 1 no.
- vii) Service Trolley 2 nos
- Viii) Water cooler 1 no
- ix) Four Door Fridge (Deep freezer) 1 no.

The above said items/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)
- ii) S S Atta Bin)
- iii) S S Maida Bin)
- iv) S S Potato/Onion Bins) 5 Nos
- v) Besan (Gram flour) Bin 1 no.
- vi) Refrigerator 1 no.
- vii) Four Door Fridge (Deep freezer) 1 no.

viii) Dough Kneader mixer	1 no.
ix) Electric Wet Masala Grinder	1 no.
x) Dosa Plate Girdle	1 no.
xi) Idli Steamer (cap 300 nos)	1 no.
xii) Tandoor with S S body	1 no.
xiii) Bain Marie with 5 hot compartments	1 no.
xiv) Bain Marie with 2 cold compartments	1 no.
xv) 3 Sink dish washing unit	1 no.

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

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

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

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 4 sets of good quality Bone China Crockery Set for VIP service. Tea/Coffee to VIPs to be served in Conference Hall or Office rooms in HRDI only in these Crockery sets.

1.18.3 It shall be obligatory on the part of the contractor to maintain all 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)**Annexure: III(A)****Item Description****1> BREAK FAST (BUFFET) Consisting of**

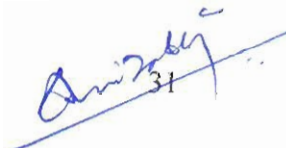
- i) Cornflakes /Porridge with hot/ cold milk & sugar
- ii) Slices of full sized Bread/Toast with butter and Jam
- iii) Boiled eggs / Omelette or Veg.Cutlet / cheese cutlet & Sauce
- iv) Any one combination from the followings(No repetition in the week).**
Medium size Puri-sabji
or
Stuffed Paratha(Aloo /Gobhi/Muli) with curd
(Paratha size : Normal Tanduri Roti Size)
Or
Chole-Bhature
Or
Pav bhaji
- v) masala or sada or rava Dosa/Iddly/Vada/Upma / Onion Uthapam with coconut Chutney and Sambar
- vi) Tea/Coffee (Ready made)(200 ml)
- vii) Pickles

2> MID SESSION SERVICE (11.00 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 sweet & salted both / Muffins-2 nos
or 50 gms of mixture (namkeen) or chips / mathari 02 pcs
(Not to be repeated in subsequent service/day).

3> 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/jeera pulao **(atleast two of above)**
- iii) Tava Chapati / tandoor roti /butter nan/missi roti /lachha paratha/roomali roti/
/Poori Bedvin/ veg kulcha (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/parwal/ Broccoli /jackfruit/Cauliflower/Tinda/Simla mirch/Ghiya/Gajjar/ Mutter/
Pudina Gobhi/Navratan Korma/Veg Jhalfrezi/Mutter Mushroom/Zeeza Aloo/Baigan
Achari/Aloo Dhaniya Adrakhi/vegetable kofta
- vii) Sambar



viii) Rasam

ix) Chicken/fish/mutton

(Chicken Curry/ Kabab Masala/Fish fry/ Egg Curry/ chilly Chicken/ Mutton Roganjosh /fish curry/butter chicken/ kadhai chicken/ Chicken sahi korma/chicken tikka masala/saag chicken/mutton sahi korma/saag meat etc.)

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

Fresh Green/Russian/Macaroni/ Aloo Chana Chat/Sprouted rajma/lobia/fruit salad

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

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

xii) Papad (punjabi masala)

Dessert consisting of

i) Two pieces sweets like

gulabjamun/ Rasmalai /Sponge Rasgulla/Kalakand/ Imarti/Gujia/Burfi/Milk Cake/Sandesh/ Dhoda/ Balushai (100 gm)

or

Custard/ Kesari Jalebi with

Rabri/Malpua/Rajbhog/Milk Semia/Kheer/ Halwa (suji/Moong/Gajar)

Or

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

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

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

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

& For icecream: no flavour should be repeat in same week)

ii) Fresh seasonal fruits of three varieties

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

4> **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

2 pcs for each item: Samosa/sandwich/Aloo bonda/Bread pakora /Dal Vada/

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

5> **Dinner (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/jeera pulao **(atleast two of above)**

iii) Tava Chapati / tandoor roti /butter nan/missi roti /lachha paratha/roomali roti/
/Poori Bedvin/ veg kulcha (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/parwal/ Broccoli /jackfruit/Cauliflower/Tinda/Simla mirch/Ghiya/Gajjar/ Mutter/
Pudina Gobhi/Navratan Korma/Veg Jhalfrezi/Mutter Mushroom/Zeera Aloo/Baigan

Achari/Aloo Dhaniya Adrakhi/vegetable kofta

vii) Sambar

viii) Rasam

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ix)Chicken/fish/mutton

(Chicken Curry/ Kabab Masala/Fish fry/ Egg Curry/ chilly Chicken/ Mutton Rogan Josh /fish curry/butter chicken/ kadhai chicken/ Chicken sahi korma/chicken tikka masala/saag chicken/mutton sahi korma/saag meat etc.)

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

Fresh Green/Russian/Macaroni/ Aloo Chana Chat/Sprouted rajma/lobia/fruit salad

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

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

xii) Papad(punjabi masala)

Dessert consisting of

i) Two pieces sweets like

gulabjamun/ Rasmalai /Sponge Rasgulla/Kalakand/ Imarti/Gujia/Burfi/Milk Cake/Sandesh/ Dhoda/ Balushai(100 gm)

or

Custard/ Kesari Jalebi with

Rabri/Malpua/Rajbhog/Milk Semia/Kheer/ Halwa (suji/Moong/Gajar)

Or

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

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

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

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

& For icecream: no flavour should be repeat in same week)

ii) Fresh seasonal fruits of three varieties

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

Note:

i. Service for VIP reserved tables to be at table only.

ii. Chapati/Roti to be served to participants at dinning table

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

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

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

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

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

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

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

Attention:

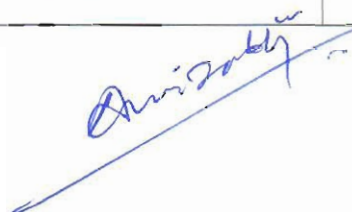
Contractor to ensure that no item falls short during any of the above services and he should take special precaution during breakfast/lunch/dinner.

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ANNEXURE:III(B)

OPTIONAL ITEMS		
Sno.	Description	Rate
<1>	TEA	
a	2Tea bags/2greenTea bags /2coffee powder bags with 2 dairy whitner pouch/lemon & 4 no. sugar cubes/sugar pouch per cup and hot water in thermos flask with a 2 packet of biscuits (containing 2 piece) or 1 packet of biscuits (containing 4 piece) parle G/Marie/monnaco brand.	Rate only
b	Tea per cup (200 ml) Tea with tea bags with dairy whitner pouch/lemon and sugar cubes/sugar pouch & hot water in cup	Rate only
c	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	
<2>	COFFEE (Nescafe/Bru)	
a	Coffee per cup (200 ml) Coffee powder with dairy whitner pouch and sugar cubes/sugar free tabs & hot water in cup	Rate only
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 (500 ml) (Aqua fina/Bisleri/Kinley or equivalent) (approx. 45000 nos)	Rate only
b	Mineral water (1000 ml) (Aqua fina/Bisleri/Kinley or equivalent) (approx. 1900 nos)	Rate only
c	Lassi (Sweet /salt) / Chanch (Salt) 250 ml Amul,Verka,Mother dairy	Rate only
d	Appy (250 ml)-Parle Agro/Fresca/ Tropicana	Rate only
e	Lemon /Nimboo water packed (250 ml)-Pepsi/Fresca	Rate only
f	Grapes/leechi/gauva/Mixed (200 ml) Real tetrapack/fresca (Approx. 18000)	Rate only
	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 also be priced as per %age of MRP	
<4>	Sweets/ Pakoras	
a	Gulab Jamun - 2 pcs	Rate only
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:- (Approx.: 1300)		Rate only
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 :-		Rate only
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	



ANNEXURE – III(C)**NATURE OF JOBS FOR CATERING**

Sno	Description/Nature of Job	Frequency
1	Running and maintaining base kitchen store at HRDI premises with sufficient numbers of trained cook, waiters and cleaners etc in proper uniforms and provide & serve breakfast, lunch, dinner, snacks and tea/coffee/beverages (at various intervals during the programmes at HRDI).	Continuously
2	Sweeping, dusting, cleaning and wet mopping (using phenyl) of floors of kitchen, kitchen store and dining hall	Twice every day (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.



Price Format**Annexure:IV**

<u>Rates for Catering</u> (Item Details as per Annexure:IV(A))	<u>Rate (Rs each)</u>
Item no.1- Break Fast as per enclosed details	
Item no.2- midsession services as per enclosed details	
Item no.3- lunch as per enclosed details	
Item no.4- Evening Tea as per Enclosed details	
Item no.-5 Dinner as per enclosed details	

Total Meal Rate/Person/Day

(Sum of rates for items 1 to 5 including 2 services of item no. 2)

Total catering amount = 16300 x Total meal rate per person per day

Note1): rates quoted are exclusive of service tax;
Prevailing rate of service tax is%

Note2): Quantity mentioned above is indicative only.
Actual quantities may vary to any extent and payments
will be made for the actual quantities consumed.

CATERING (PRICE FORMAT)**ANNEXURE -IV(A)****RATE(each)**
Rs.**1> BREAK FAST (BUFFET) Consisting of**

- i) Cornflakes /Porridge with hot/ cold milk & sugar
- ii) Slices of full sized Bread/Toast with butter and Jam
- iii) Boiled eggs / Omelette or Veg.Cutlet / cheese cutlet & Sauce
- iv) Any one combination from the followings(No repetition in the week).**
Medium size Puri-sabji
or
Stuffed Paratha(Aloo /Gobhi/Muli) with curd
(Paratha size : Normal Tanduri Roti Size)
Or
Chole-Bhature
Or
Pav bhaji
- v) masala or sada or rava Dosa/Iddly/Vada/Upma / Onion Uthapam with coconut Chutney and Sambar
- vi) Tea/Coffee (Ready made)(200 ml)
- vii) Pickles

2> MID SESSION SERVICE (11.00 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 sweet & salted both / Muffins-2 nos
or 50 gms of mixture (namkeen) or chips / mathari 02 pcs
(Not to be repeated in subsequent service/day).

3> 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/jeera pulao **(atleast two of above)**
- iii) Tava Chapati / tandoor roti /butter nan/missi roti /lachha paratha/roomali roti/
/Poori Bedvin/ veg kulcha (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/parwal/ Broccoli /jackfruit/Cauliflower/Tinda/Simla mirch/Ghiya/Gajjar/ Mutter/
Pudina Gobhi/Navratan Korma/Veg Jhalfrezi/Mutter Mushroom/Zeera Aloo/Baigan
Achari/Aloo Dhaniya Adrakhi/vegetable kofta
- vii) Sambar
- viii) Rasam
- ix)Chicken/fish/mutton
(Chicken Curry/ Kabab Masala/Fish fry/ Egg Curry/ chilly Chicken/ Mutton Roganjosh /fish curry/butter chicken/
kadhai chicken/ Chicken sahi korma/chicken tikka masala/saag chicken/mutton sahi korma/saag meat etc.)
- ix).Salad (**to be covered by transparent food grade plastic wrap**)
Fresh Green/Russian/Macaroni/ Aloo Chana Chat/Sprouted rajma/lobia/fruit salad

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RATE(each)
Rs.

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

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

xii) Papad (punjabi masala)

Dessert consisting of

i) Two pieces sweets like

gulabjamun/ Rasmalai /Sponge Rasgulla/Kalakand/ Imarti/Gujia/Burfi/Milk Cake/Sandesh/
Dhoda/ Balushai(100 gm)

or

Custard/ Kesari Jalebi with

Rabri/Malpua/Rajbhog/Milk Semia/Kheer/ Halwa (suji/Moong/Gajar)

Or

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

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

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

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

& For icecream: no flavour should be repeat in same week)

ii) Fresh seasonal fruits of three varieties

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

4> 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

2 pcs for each item: Samosa/sandwich/Aloo bonda/Bread pakora /Dal Vada/

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

5> Dinner (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/jeera pulao (**atleast two of above**)

iii) Tava Chapati / tandoor roti /butter nan/missi roti /lachha paratha/roomali roti/
/Poori Bedvin/ veg kulcha (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/parwal/ Broccoli /jackfruit/Cauliflower/Tinda/Simla mirch/Ghiya/Gajjar/ Mutter/
Pudina Gobhi/Navratan Korma/Veg Jhalfrezi/Mutter Mushroom/Zera Aloo/Baigan

Achari/Aloo Dhaniya Adrakhi/vegetable kofta

vii) Sambar

viii) Rasam

ix)Chicken/fish/mutton

(Chicken Curry/ Kabab Masala/Fish fry/ Egg Curry/ chilly Chicken/ Mutton Rogan Josh /fish curry/butter chicken/
kadhai chicken/ Chicken sahi korma/chicken tikka masala/saag chicken/mutton sahi korma/saag meat etc.)

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

Fresh Green/Russian/Macaroni/ Aloo Chana Chat/Sprouted rajma/lobia/fruit salad

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

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RATE(each)
Rs.

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

xii) Papad(punjabi masala)

Dessert consisting of

i) Two pieces sweets like

gulabjamun/ Rasmalai /Sponge Rasgulla/Kalakand/ Imarti/Gujia/Burfi/Milk Cake/Sandesh/
Dhoda/ Balushai(100 gm)

or

Custard/ Kesari Jalebi with

Rabri/Malpua/Rajbhog/Milk Semia/Kheer/ Halwa (suji/Moong/Gajar)

Or

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

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

ii) Fresh seasonal fruits of three varieties

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

Note:

i. Service for VIP reserved tables to be at table only.

ii. Chapati/Roti to be served to participants at dinning table

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

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

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

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

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

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

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

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 5

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

PER DAY. IN FIGURE _____ IN WORDS _____

3) BASE QUANTITY OF MEALS PER YEAR (NOS) 8150

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

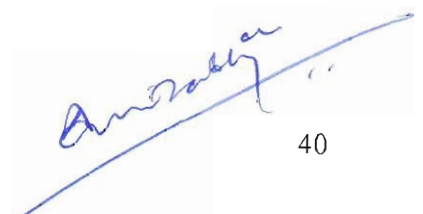
IN FIGURE _____ IN WORDS _____

SEAL of company

DATE

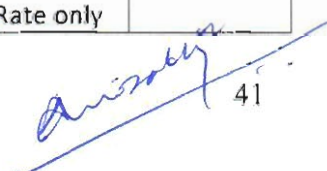
SIGNATURE

NAME



ANNEXURE:V

	OPTIONAL ITEMS		Amount (Rs)
Sno.	Description	Qty/Rate	
<1>	TEA		
a	2Tea bags/2greenTea bags /2coffee powder bags with 2 dairy whitner pouch/lemon & 4 no. sugar cubes/sugar pouch per cup and hot water in thermos flask with a 2 packet of biscuits (containing 2 piece) or 1 packet of biscuits (containing 4 piece) parle G/Marie/monnaco brand.	Rate only	
b	Tea per cup (200 ml) Tea with tea bags with dairy whitner pouch/lemon and sugar cubes/sugar pouch & hot water in cup	Rate only	
c	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		
<2>	COFFEE (Nescafe/Bru)		
a	Coffee per cup (200 ml) Coffee powder with dairy whitner pouch and sugar cubes/sugar free tabs & hot water in cup	Rate only	
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 (500 ml) (Aqua fina/Bisleri/Kinley or equivalent) (approx. 45000 nos)	Rate only	
b	Mineral water (1000 ml) (Aqua fina/Bisleri/Kinley or equivalent) (approx. 1900 nos)	Rate only	
c	Lassi (Sweet /salt) / Chanch (Salt) 250 ml Amul,Verka,Mother dairy	Rate only	
d	Appy (250 ml)-Parle Agro/Fresca	Rate only	
e	Lemon /Nimboo water packed (250 ml)-Pepsi	Rate only	
f	Grapes/leechi/gauva/Mixed (200 ml) Real tetrapack/fresca (Approx. 18000)	Rate only	
	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 also be priced as per %age of MRP		
<4>	Sweets/ Pakoras		
a	Gulab Jamun - 2 pcs	Rate only	



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:- (Approx.: 1300)		Rate only	
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 :-		Rate only	
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.

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Present rate of Service tax is _____%).

PRICE FORMAT**ANNEXURE VI****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 II, II(A), II(B), II(C)		

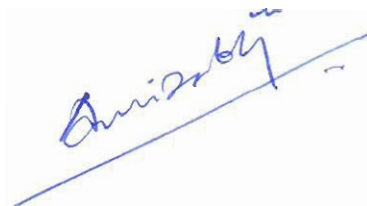
(Rates quoted are excluding Service Tax .Present rate of Service tax is _____%)

Seal of company :

Sign :

Dated :

Name:



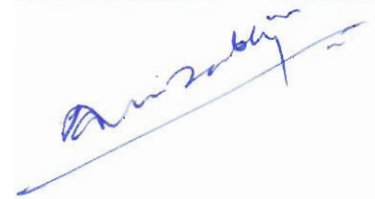
Annexure-VII**PRICE FORMAT - OPTIONAL ITEMS**

ALL INCLUSIVE RATES FOR HOUSEKEEPING & MAINTENANCE SERVICES
(RATE ONLY)

Laundry Service

Charges of laundry service for occupant's personal
clothing (24 hours service) washing / ironing
Charges
to be paid by occupants / guests

	Ironing rate (Rs/pc)	Washing & ironing rate (Rs/pc)	Dry cleaning rate (Rs/pc)
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 woollen			



Annexure-VIII

Sl No.	Details	Total Amount over 2 Years period(Rs)
1.	Total catering amount exclusive of Service Tax as per Annexure IV	
2.	Optional item 3(a)/Annexure V	
3.	Optional item 3(b)/Annexure V	
4.	Optional item 3(f)/Annexure V	
5.	Optional item 5 Annexure V	
6.	Lumsum Housekeeping and maintenances charges as per Annexure VI	
Total Bid Value Excluding Service Tax		

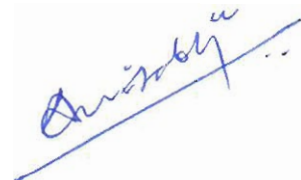
Note: Evaluation will be done on the basis of above Total Bid Value (excluding service tax).



Annexure-IX

GENERAL INSTRUCTIONS TO TENDERERS.

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



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

10. QUALIFICATION OF TENDERERS :

Only Tenderers who have previous experience in the work of this nature and description detailed in this tender specification are expected to quote for this work offers from tenderers who do not have proven and established experience in the field are not likely to be considered

11. DATA TO BE ENCLOSED :

Full information shall be given by the tenderer in respect of the following. Non submission of these information may lead to rejection of the offer.

11.1 PREVIOUS EXPERIENCE :

A statement giving particulars (duly supported by documentary evidence) of the various service rendered in progress for each similar works by the tenderer indicating the particulars and value of each work, the site location, the duration, date of completion etc.

The organization pattern that are totally available with him and that will be employed by the tenderer for this or in the form of month wise and category wise deployment plan duly indicating the number of Supervisors, skilled and unskilled workers etc.

- 11.2 An attested copy of the power of Attorney, in case the tender is signed by an individual other than the sole Proprietor shall also be attached.

- 11.3 A list of tools and tackles (related to catering and housekeeping) that the tenderer is having and those that will be deployed on this job.

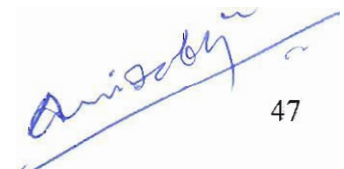
NOTE : In terms of clauses above all the data required to be enclosed with the tender need to be furnished neatly typed, signed and stamped.(in the form of separate sheets) failing which the tender may be considered as incomplete and is liable for rejection. Documentary proofs wherever necessary also need to be enclosed.

12. EARNEST MONEY DEPOSIT:

Every tender must be accompanied by the prescribed amount of Rs. 200,000/- Earnest Money Deposit in any one of the following forms. (All securities are to be discharged and pledged in favour of BHEL, payable at New Delhi)

NOTE: Cheques, Currency Notes, Money Orders or Postal Orders will not be accepted

- 12.1 Fixed Deposit Receipt (for at least six months), Call Deposit Receipt, Pay Order, Demand Draft from State Bank of India/Nationalized Banks duly pledged in favour of Bharat Heavy Electricals Limited, New Delhi



- 12.2 Tenders received without Earnest Money in full in the manner prescribed above will not be considered.
- 12.3 The earnest money deposit of the successful tenderer shall be refunded / adjusted against security deposit, as the case may be.
- 12.4 In case of unsuccessful tenderers, the Earnest money will be refunded to them after finalization of the tender without interest.
- 12.5 BHEL reserves the right of forfeiture of Earnest Money deposit in case the successful tenderer

- a. After opening of Tender, revokes/ withdraws his tender within the validity period revises/ alters his earlier quoted rates/ conditions.
- b. Fails to communicate unqualified acceptance of Letter of Intent.
- c. Fails to submit 50% of the total Security Deposit before start of work.
- d. Fails to start the work as may be indicated in the Letter of Intent.

13. AUTHORISATION AND ATTESTATION:

Tenders shall be signed by persons duly authorized/ empowered to do so. Certified copies of such authority and relevant documents shall be submitted along with the tenders.

14. VALIDITY OF OFFER:

THE OFFER SHALL BE KEPT OPEN FOR ACCEPTANCE FOR A MINIMUM PERIOD OF THREE MONTHS FROM THE DATE OF OPENING OF TENDERS. In case Bharat Heavy Electricals Limited calls for negotiations such negotiations shall not amount to cancellation or withdrawal of the original offer, which shall be binding, on the tenderers.

15. EXECUTION OF CONTRACT:

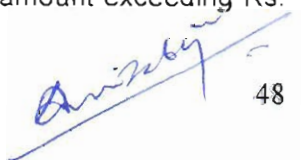
The successful tenderers responsibility under this contract commences from the date of issue of the Letter of Intent by Bharat Heavy Electricals Limited. The successful tenderer shall be required to execute an agreement in the prescribed form of BHEL within a reasonable time after the acceptance of his tender and in any case before submitting the first bill for payment. The expenses for completion and making required number of copies and compilation of contract documents duly bound/ titled and stamping/registration of the agreement with prescribed authority, if necessary, shall be borne by the contractor.

16. SECURITY DEPOSIT

Upon acceptance of tender, the successful tender must deposit the required amount of security deposit within the time specified in the Letter of Intent/Work Order for satisfactory completion of work.

16.1 The total amount of Security Deposit shall be as follows :

- a. In case of work costing up to Ten lacs : 10% of the contract value
- b. Above Rs. 10 lakhs up to Rs. 50 lakhs: Rs. 1 lakhs +7.5% of the amount exceeding Rs. 10 lakhs.



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- c. Above Rs. 50 lakhs: Rs. 4 lakhs + 5% of the amount exceeding Rs. 50 lakhs.
- 16.2 The Security Deposit will be deposited within 7 days from the date of receipt of Letter of Intent /work order or as instructed by BHEL but will be deposited before start of work in any one of the following forms.
- a. Cash (as permissible under Income Tax Act)
 - b. Pay Order, Demand Draft in favour of BHEL.
 - c. Local cheques of scheduled banks, subject to realization.
 - d. Securities available from Post Offices such as National Savings Certificates, Kisan Vikas Patras etc. (Certificates should be held in the name of contractor furnishing the security and duly pledged in favour of BHEL and discharged on the back.)
 - e. Bank Guarantee from Scheduled Banks/ Public Financial Institutions as defined in the companies Act. The Bank Guarantee format should have the approval of BHEL.
 - f. Fixed deposit receipt issued by Scheduled Banks/ Public Financial Institutions as defined in the Companies Act. The FDR should be in the name of the contractor, A/C BHEL, duly discharged on the back.
 - g. Security Deposit can also be recovered at the rate of 10% from the running bills. However in such cases at least 50% of the security deposit should be collected before start of the work and the balance 50% may be recovered from the running bills.
 - h. EMD of successful tenderer can be converted and adjusted against the security deposit.
 - i. The security deposit shall not carry any interest.
- (Note : Acceptance of security deposit against SI No. (d) & (f) above will be subject to hypothecation or endorsement on the documents in favour of BHEL. However, BHEL will not be liable or responsible in any manner for the collection of interest or renewal of the documents or in any other matter connected therewith.)
- 16.3 If the value of the work done at any time exceeds the accepted agreement value, the Security Deposit shall be correspondingly enhanced and the extra Security Deposit shall be immediately deposited by the Contractor or recovered from payments due to him.
- 16.4 Failure to deposit the Security Deposit within the stipulated time, may lead to forfeiture of Earnest Money Deposit and Cancellation of the award of work.
- 16.5 If any part of Security Deposit of the Contractor is held in the form of approved securities, it shall be kept transferred in the name of Bharat Heavy Electricals Limited, in such a manner that the same can be realized fully without referring to the Contractor. BHEL shall not be responsible for any depreciation in the value of the Security while in BHEL's custody or for any loss of interest thereon.



- 16.6 BHEL reserves the right of forfeiture of Security Deposit in addition to other claims and penalties in the event of the contractor's failure to fulfill any of the contractual obligations or in the event of termination of contract as per terms and conditions of contract. BHEL reserves the right to set off the Security Deposit, against any claims of any other contracts with BHEL.

16.7 RETURN OF SECURITY DEPOSIT :

If the contractor fully performs and completes the work in all respects to the entire satisfaction of BHEL and presents an absolute "No Demand Certificate" in the prescribed form and returns properties to BHEL taken, borrowed or hired by him for carrying out the said works, security Deposit will be released to the contractor after deducting all costs, expenses and other amounts that are to be paid to BHEL under this or other contracts entered into with the contractor. It may be noted that in no case the Security Deposit shall be refunded/ released prior to passing of final bill and completion of guarantee period.

- 17 The interest shall not be payable by BHEL on Earnest Money Deposit, Security Deposit or on any moneys use to the contractor.

18 REJECTION OF TENDER AND OTHER CONDITIONS :

- 18.1 The acceptance of Tender will rest with BHEL which does not bind itself to accept the lowest tender or any tender and reserves to itself full rights for the following without assigning any reasons whatsoever.

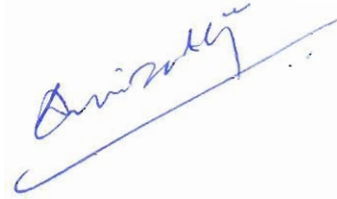
- a) To reject any or all of the tenders.
- b) To award the work in part.
- c) To modify the time for completion suitably in case of contingency (b) above.

- 18.2 Conditional and unwitnessed tenders, tenders Containing absurd or unworkable rates and amounts, tenders which are incomplete or otherwise considered defective and tenders not in accordance with the tender conditions, specifications, etc. is liable to be rejected.

- 18.3 If a tenderer expires after the submission of his tender or after the acceptance of his tender, BHEL may at its discretion, cancel such tender. If a partner of a firm expires after the submission of the tender or after the acceptance of the tender, BHEL may cancel such tender at its discretion unless the firm retains its character.

- 18.4 BHEL will not be bound by any power of Attorney granted by the tenderer or by changes in the composition of the firm made subsequent to the execution of the contract. BHEL may, however, recognize such power of Attorney and changes after obtaining proper legal advice, the cost of which will be chargeable to the contractor concerned.

- 18.5 If the tenderer deliberately gives wrong information in his tender, BHEL reserves the right to reject such tender at any stage or to cancel the contract, if awarded and forfeit the Earnest Money/Security Deposit/ any other moneys due.
- 18.6 Canvassing in any form in connection with tender is strictly prohibited and the tenders submitted by the contractor who resorts to canvassing are liable to be rejected.
- 18.7 Should a tenderer or contractor or in the case of a firm or Company of contractors/ one or more of its Partners/ share holders/Directors have relation or relations employed in BHEL, the authority inviting tender shall be informed to the fact along with the offer, failing this BHEL may, at its sole discretion reject the tender or cancel the contract and forfeit the Earnest Money/security Deposit.
- 18.8 The successful tenderer should not sub-contract the part or complete work detailed in the tender specification without written permission of BHEL. The tenderer is solely responsible to BHEL for the work awarded to him.
- 18.9 NO DEVIATIONS TO THE TENDER CONDITION WILL NORMALLY BE ACCEPTED. HOWEVER, IF THE TENDERER INSISTS FOR CERTAIN DEVIATIONS TO THE CONDITIONS, FINANCIAL IMPLICATION THERE OF SHALL BE LOADED TO THE QUOTED PRICE FOR EVALUATING THE TENDERER'S OFFER.



ANNEXURE-X**GENERAL TERMS AND 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.

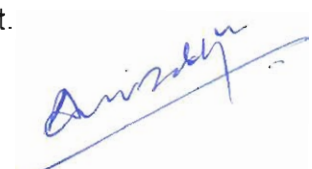
2 CONTRACTOR'S RESPONSIBILITY

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 assess the position and if he is of the view that the Contractor is not in a position to render 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/service provider shall comply with the provisions of minimum wages act 1948. The contractor shall ensure and will be solely responsible for payment of wages as per revision of minimum wages by the government and other dues. The contractor shall be directly responsible and indemnify the company against all charges, claims, dues and employment of personnel deployed by him.

The payment of wages will be made on every 7th of the subsequent month.

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

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 authorized 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.

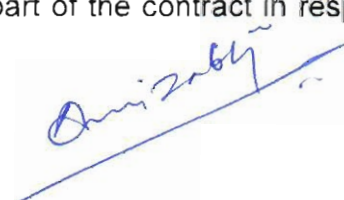
8.0.0 TAXES, LABOUR LAWS AND OTHER REGULATIONS

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.

ii) 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.

iii) 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.

iv) 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

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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.

v) 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.

vi) 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.

vii) The Contractor shall engage fully trained and adequately experienced Staff, who is 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.

viii) 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.

ix) 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.

x) . Staffs deployed in Kitchen & dining are to compulsorily wear disposable gloves and cap to maintain the hygiene. Any staffs breaking the rule are subjected to the penalty of Rs. 100 per day as per rules.

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 authorized 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.

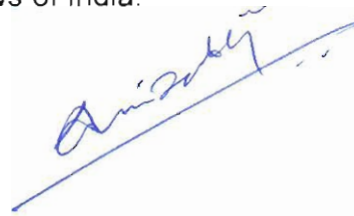
13.0.0 CONSTRUCTION OF CONTRACT

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 proceedings shall be in English. The law governing the substantive issues between the parties shall be the laws of India.



Annexure-XI**Business Rule & Terms & Conditions of Reverse Auction.**

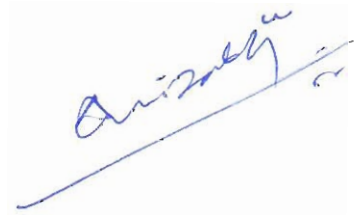
BUYER'S NAME	BHARAT HEAVY ELECTRICALS LIMITED HRDI - NOIDA
AUCTION TO BE CONDUCTED BY	M/s. BOB Tech Solutions Pvt Ltd # 3/4, 1 st Floor, Maruthi Towers Hosur Main Road, Madiwala Bengaluru-68 Ph. Nos. : +91-080-40016092, 40016023, 40016036 Fax No: 080-41730907 Mobile No. : 09886340466, 09611695555 http://bhel.bobeprocure.in
DATE & TIME OF AUCTION	Auction Date : Online Sealed Bid Time : 14:00 – 14:15 Hrs (IST) Online Reverse Auction Time : 14:30 Hrs – 15:30 Hrs (IST) Auction website : http://bhel.bobeprocure.in
DOCUMENTS ATTACHED	1) Business rules for reverse auction 2) Terms & conditions of reverse auction 3) Process Compliance Statement (Annexure B) 4) Final Price Format (Annexure-C) 5) 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-TRICHY 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 (**Annexure B**) in the prescribed (provided by service provider) before start of Online Initial Sealed Bid. Without this form, the vendor will not be eligible to participate in the event.
6. BHEL will provide the calculation sheet (e.g.: EXCEL sheet) which will help to arrive at "Total Cost to BHEL" like packing & forwarding charges, Taxes and duties, Freight charges, Insurance, Service tax for services and loading factors (for non-compliance to BHEL standard Commercial terms 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 email a scanned copy of 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 vendor 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.



Business Rules for finalisation of the procurement

BHEL shall finalise the procurement of the item against this Tender through reverse auction mode. BHEL has made arrangement with **M/s BOB Tech Solutions Pvt. Ltd., Bengaluru**, 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 along with your Commercial Bid.

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 BOB Tech Solutions Pvt. Ltd., Bengaluru**, 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 BOB Tech Solutions Pvt. Ltd., Bengaluru, is responsible for such eventualities. The participants may kindly understand that once the online events commences the system is so inbuilt that no manual intervention of stoppage of the clock is possible. Hence, the participants should bid their prices at a very practically convenient time to enable the system to accept such bidding. Bidding in the last minutes and seconds should be avoided in the bidders own interest.
2. **M/s BOB Tech Solutions Pvt. Ltd., Bengaluru**, shall arrange to train 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.
3. **MATERIAL FOR BID:** Catering & Housekeeping Services at HRDI, Noida
4. **Starting Bid/Bid Decrement:** The opening price of the RA and the bid decrement value shall be available to the bidders before 05 minutes of the start of the auction and same shall be displayed on the auction website.

The start bid price and the decrement value for the Reverse Auction will be communicated by BHEL through a mail to the Service Provider before start of the Reverse Auction. In the event of the Service Provider uploading the Start Bid price and decrement value wrongly

(other than indicated by BHEL through mail) due to human error or due to any other reason, BHEL reserves the right to withdraw such wrongly uploaded Start bid price and decrement value and upload again the correct start bid price and decrement value and continue the Reverse Auction with that Start bid price and decrement value. Till such time the correct Start bid price and decrement value uploaded and seen by the participants, the Reverse Auction is set to be under hold and the participants are to wait till it is restarted.

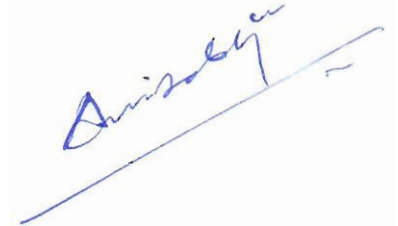
5. **BIDDING CURRENCY AND UNIT OF MEASUREMENT:** Bidding and evaluation will be conducted in **Indian Rupees (INR)** of the item. The price bid placed during the "Sealed Bid Auction" as well as "Reverse Auction" shall be the total price for all the items.
6. **BID PRICE:** The Bidder has to quote the Total Cost to BHEL for the items specified. Calculation sheet to arrive at the Total Cost to BHEL will be provided by BHEL.
7. The technical & commercial terms are as per BHEL Tender Enq. No. MG/AB/PUR/009 dt 20/08/2013. Vendors technical and commercial bid and subsequent correspondences between BHEL and the vendors regarding commercial terms & conditions.
8. **VALIDITY OF BIDS:** The Bid price shall be firm for a period of **60 days** and shall not be subjected to any change whatsoever.
9. At the end of the reverse auction, bidder has to provide a detail break up for his lowest offer.
10. **Procedure of Reverse Auctioning:**
 - i. **Online Initial Sealed Bid:** The opening bid (In the initial auction) of the bidders shall place a bid which shall be same as that quoted in their Final Sealed price submitted to BHEL or lesser. The bidders shall confirm in writing to BHEL that their opening bid shall be same as that quoted in their final sealed price bid submitted against Tender Enq. No. MG/AB/PUR/009 dt.20.08.2013. If it is found to be otherwise at a later date, the bidder will be disqualified from the tender.
 - ii. **Online English Reverse (no ties) Auction {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 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 price, you still need to bid in the online reverse auction. Also, 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.
 - iii. Those vendors who have participated in the Initial Sealed Bid Auction, will only be eligible to participate in the subsequent English Reverse Auction.
 - iv. Online Initial Sealed Bid will be for **15 minutes** and Online English Reverse (no ties) Auction shall be for a **period of one hour**. If a bidder places a bid in the last 10 minutes of closing of the Reverse Auction and if that bid gets

accepted, then the auction's duration shall get extended automatically for another 10 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 10 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 10 minutes. In case, there is no bid in the last 10 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.

- v. The bid decrement amount shall be specified by BHEL before start of bidding.
 - vi. Any commercial loading shall be intimated to bidders in advance and it shall be added to price during dynamic auction process. For evaluation purpose, commercial loading if any, shall be added to the quoted price of respective bidder. However for ordering only the final bid placed by you shall be considered.
 - vii. After the completion of English Reverse (no ties), the **Closing Price (CP)** shall be available. In case, any commercial loading was made to L1 bidder's price, it shall be de-loaded from the closing price of L1 bidder (**CP**) for further processing.
 - viii. The ratio of CP and originally quoted price shall be applied on all elements of originally quoted prices to arrive at the final price break up.
- 11. Successful vendor shall be required to submit the final prices, quoted during the English Reverse (no ties) after the completion of Auction to BHEL, duly signed and stamped as token of acceptance without any new condition other than those already agreed to before start of auction.
 - 12. During the Online English Reverse (No Ties) Auction, if no bid is received in the auction system/website within the specified time duration of the reverse auction, then **BHEL**, at its discretion, may decide to revise the auction's Opening Price / scrap the online reverse auction process / proceed with the conventional mode of tendering (opening of the hard copy final bids submitted by you earlier to BHEL).
 - 13. Your bid will be taken as an offer to supply. Bids once made by you, cannot be cancelled / withdrawn and you shall be bound to supply as mentioned above at your final bid price. **Should you back out and not supply as per the rates quoted, BHEL shall take action as appropriate.**
 - 14. You shall be assigned a **Unique User Name & Password** by BHEL (or) **M/s BOB Tech Solutions Pvt. Ltd., Bengaluru** You are advised to change the **Password** and edit the information in the Registration Page after the receipt of initial Password from BHEL / **M/s BOB Tech Solutions Pvt. Ltd., Bengaluru** to ensure confidentiality. All bids made from the Login ID given to you will be deemed to have been made by your company.
 - 15. You will be able to view the following on your screen along with the necessary fields in the English Reverse (no ties) {Reverse Auction}:
 - a. Leading Bid in the Auction (only total price)
 - b. Bid Placed by you

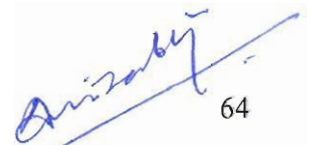


- c. Your Own Rank
 - d. Opening Price & Bid Decrement value.
16. At the end of the Reverse Auction, BHEL will decide upon the winner. BHEL's decision on award of Contract shall be final and binding on all the Bidders.
 17. BHEL shall be at liberty to cancel the reverse auction process / tender at any time, before ordering, without assigning any reason.
 18. BHEL shall not have any liability to bidders for any interruption or delay in access to the site irrespective of the cause.
 19. Other terms and conditions shall be as per your techno-commercial offers and other correspondences till date.
 20. You are required to submit your acceptance (Process Compliance Form—Annexure B) to the terms/ conditions/ modality given above before participating in the reverse auction.



Terms & Conditions of Reverse Auction

1. **LOG IN NAME & PASSWORD:** Each Bidder is assigned a Unique User Name & Password by M/s BOB Tech Solutions Pvt. Ltd., Bengaluru. The Bidders are requested to change the Password and edit the information in the Registration Page after the receipt of initial Password from M/s BOB Tech Solutions Pvt. Ltd., Bengaluru. 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 make the supplies at per the rates quoted, BHEL and / or M/s BOB Tech Solutions Pvt. Ltd., Bengaluru 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:** 1). Online Initial Sealed Bid
2). Online English Reverse (No Ties) Auction (refer Bidder Manual for details)
5. **DURATION OF AUCTION:** The duration of Auction will be for one hour. If a bidder places a bid in the last 10 minutes of closing of the Reverse Auction and if that bid gets accepted, then the auction's duration shall get extended automatically for another 10 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 10 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 10 minutes. In case, there is no bid in the last 10 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 multiples of Bid Decrement. Also, please note that the start price of an item in 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 price, you still need to bid in the online reverse auction. Also, 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, BHEL will evaluate all the bids submitted and will decide upon the winner.
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.

GENERAL TERMS & CONDITIONS: Bidders are required to read the "Terms and Conditions" section of the auction website <http://bhel.bobeprocure.in> using the Login IDs and passwords given to them.

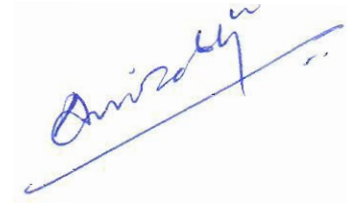
10. OTHER TERMS & CONDITIONS:

- 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 BOB Tech Solutions Pvt. Ltd., Bengaluru can decide to extend, reschedule or cancel any Auction. Any changes made by BHEL and / or M/s BOB Tech Solutions Pvt. Ltd., Bengaluru., after the first posting will have to be accepted if the Bidder continues to access the site after that time.
- M/s BOB Tech Solutions Pvt. Ltd., Bengaluru., shall not have any liability to Bidders for any interruption or delay in access to the site irrespective of the cause.
- M/s BOB Tech Solutions Pvt. Ltd., Bengaluru., is not responsible for any damages, including damages that result from, but are not limited to negligence.
- M/s BOB Tech Solutions Pvt. Ltd., Bengaluru, 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.

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- All the Bidders are required to submit the Agreement Form / Process Compliance Form **(Annexure- B)** duly signed to **M/s BOB Tech Solutions Pvt. Ltd., Bengaluru** before the due date. After the receipt of the Agreement Form, Login ID & Password shall be allotted to the suppliers (bidders).
- After the completion of the Auction event, all the Bidders have to submit the Price Break-up immediately to **M/s BOB Tech Solutions Pvt. Ltd., Bengaluru** for further proceedings.



ANNEXURE – A

ITEM DESCRIPTION - Catering & Housekeeping Services at HRDI,Noida -Tender Ref no. MG/AB/PUR/009 Dt 20/08/2013.

As per BHEL Tender No: MG/AB/PUR/009 Dt 20/08/2013.

Tender Sl. No.	Item	Opening Prices in Rs	Bid Decrement in Rs	Opening Time	Closing Time
1	<u>Catering & Housekeeping Services at HRDI,Noida</u>	Would be displayed before five minutes of the Auction	Would be displayed before five minutes of the Auction.	14.00 Hrs	15.30 Hrs



Annexure- B

Process Compliance Form

(The bidders are required to print this on their company's letterhead, sign & stamp before emailing a scanned copy)

**M/s. BOB Tech Solutions Pvt Ltd,
3/4, 1 st Floor, Maruthi Towers
Hosur Main Road, Madiwala
Bengaluru-68**

Dear Sir,

Sub:Agreement to the Process related Terms and Conditions for the Reverse Auction

This has reference to the Terms & Conditions for the Reverse Auction mentioned in the Tender document for Catering & Housekeeping Services at HRDI,Noida

This letter is to confirm that:

- 1) The undersigned is authorized representative of the company.
- 2) 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.
- 3) We also confirm that we have taken the training on the auction tool and have understood the functionality of the same thoroughly.
- 4) We also confirm that we will email a scanned copy or fax the price confirmation & break-up of our quoted price.
- 5) We, hereby, confirm that we will honour the Bids placed by us during the auction process.
- 6) We also confirm that we will accept our Rank / Position that will be displayed when the Bidding Time is Over of the Online Reverse Auction.
- 7) We confirm that we have changed the password on the auction website after first log in.

With regards,

Signature with company seal

Name –

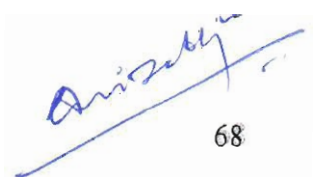
Company / Organization –

Designation within Company / Organization –

Address of Company / Organization –

--Scan & email this document to BOB Tech Solutions.

--Attach a signed copy of the Agreement Form / Process Compliance Form & send to **M/s BOB Tech Solutions Pvt. Ltd., Bengaluru**



Annexure-C

M/s. BOB Tech. Solutions Pvt. Ltd
No. 3 / 4, 1st Floor, Maruthi Towers,
Hosur Road, Modiwala
BANGALURU – 560 068

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

Catering & Housekeeping Services at HRDI, Noida

Dear Sir,

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

"Details of prices are to be given".

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

Yours sincerely,

For _____

Name:

Company:

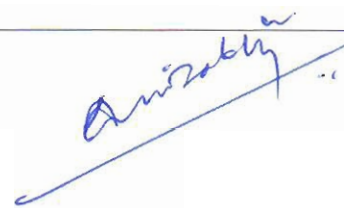
Date:

Seal:



CONTACT INFORMATION*****

M/s e- BOB Tech. Solutions Pvt. Ltd.	BHARAT HEAVY ELECTRICALS LIMITED
No. 3 / 4 Ist Floor, Maruthi Towers, Hosur Main Road, Madiwala Bangaluru – 560 068 Ph. Nos. : +91 80 40016092/ 023/ 036 Mob. +91-98863 40466, +91-96116 95555 Helpdesk Email://httpbhel.bobeprocure.in	Mr. Sunil Kumar Manager BHEL (HRDI), Plot-25, Sect-16A, Noida 201301 PH: 9810056065 FAX: 0120-2515431 E-MAIL : kumarsunil@bhel.in Mr. Amitabh Jha Sr. Manager BHEL (HRDI), Plot-25, Sect-16A, Noida 201301 PH: 8447524440 FAX : 0120 – 2515431 E-MAIL : amitabh@bhel.in Mr. P.K. Aneja Dy. Manager BHEL , Siri Fort, N. Delhi-110049 PH:9810194784 E-MAIL : pkaneja@bhel.in



CHECK LIST

[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

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13. PROOF OF PF REGISTRATION ATTACHED:	YES / NO
14. PROOF OF ESI REGISTRATION ATTACHED:	YES / NO
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
21. UNDERTAKING AS PER CLAUSE 9 OF QUALIFYING REQUIREMENTS ATTACHED:	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-I)

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.