



BHARAT HEAVY ELECTRICALS LIMITED
CORP. R & D - HYDERABAD
HUMAN RESOURCES MANAGEMENT DEPARTMENT
CANTEEN TENDER

Introduction

BHEL- CORP. R&D Hyderabad plant located at Vikas Nagar, Balanagar, Hyderabad, Telangana-500093 invites bidders to quote for Outsourcing of industrial canteen services.

SCOPE OF WORK AND SERVICES

1. The Contractor shall prepare food at BHEL Canteen and arrange to serve Breakfast, Tea, Coffee, Lunch, Snacks, Dinner etc. to BHEL Employees and other Contract workforce. Full details of items along with the quantities to be served are indicated in Annexure I. The Company reserves the right to amend, add or delete any of the items to be served at its discretion.
2. The Contractor shall arrange to serve Breakfast, Tea, Coffee in canteen Main Dining hall, inside Lab Complex. Lunch is to be served in Main Dining hall on distribution basis and in VIP dining hall on Self-service basis (if required). The details of timing and location of serving points are furnished in Annexure II. The management reserves the right to change the service places/ timings and also the method of service.
3. The Contractor shall make arrangement to cook items like Breakfast, Lunch, Tea, Coffee etc. to be served in dining halls and claim reimbursement for the same as fixed charge on monthly basis.
4. Contractor shall be responsible for maintaining cleanliness in and around canteen including cleaning of kitchen utensils, plates, glasses, canteen floor, tables etc. related kitchen, serving and distribution. Contractor shall procure the related materials like phenyl, dishwashing liquid, other cleaning materials and equipment for the above purpose. If the Contractor fails to observe sterilization method to the satisfaction of the management, contract will be cancelled without notice. The decision of the Management on this behalf is final and binding on the Contractor.
5. The Contractor shall serve food items to employees and other contract workforce as per the menu and rates quoted by him by selling coupons to the users. The Contractor shall also collect GST on food items at applicable rates from the Canteen users and shall be solely responsible for remittance of GST to the Government Authorities.
6. The Contractor shall provide table service of Tea, Coffee, Breakfast, Lunch, etc., on specific occasions/ official meetings as and when required, at the rates quoted by the Contractor.
7. The Contractor shall use only superior quality of raw materials like Rice, Wheat, Pulses, vegetables etc. and all the raw materials shall be inspected by the Company/ Canteen Managing Committee members before the same is used. Oil to be used for cooking shall be Refined Sunflower oil of superior quality. Burned oil should not be used (Specifications like brand of the raw materials are furnished at Annexure III).
8. The Contractor shall procure all the required raw materials for preparation of food items at his cost and bring the same inside the Canteen in a cleaned condition and the Company shall not render any assistance to the contractor in this regard. Any deviation from standards will be penalized appropriately.
9. The Company will provide the Canteen buildings for the use of the contractor for above purpose as per the provisions of the Factories Act, 1948. The title and ownership of such building/s shall always vest with the Company.
10. The Company will provide water and electricity free of cost. But the Contractor has to ensure optimum usage by avoiding wastage.



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11. The Company will provide for reimbursement of Liquefied Petroleum Gas (LPG) for cooking subject to a Approximate estimate of 16 nos. non domestic 19 kg LPG cylinders per month for estimated 100 users of canteen services. Reimbursement shall be at actuals upto estimate.
12. The Company will provide existing cooking and serving utensils / equipment in as is condition. In case of any repair and new utensils/equipment required, the Contractor has to procure on his own cost in consultation with Canteen Management.
13. The Contractor shall take full responsibility of proper upkeep, maintenance and custody of various equipment, utensils, furniture, etc. Any loss, theft, damage or breakage of the items entrusted to the Contractor will be borne by the Contractor.
14. The contractor shall ensure proper general sanitary / Hygienic conditions in and around the Canteen building. The food wastes and other wastes in the Canteen shall be disposed only at the places allotted for the purpose. If the sanitation in and around the Canteen premises is not found satisfactory, management has the right to impose a fine of ₹ 1,000/- (Rupees One Thousand only) each time. While imposing the penalty the decision of management is last & final.
15. The contractor shall undertake the orders for preparing dinners etc. or special parties on Company's request at the cost decided by the mutual consent of Management & the Contractor.
16. The contractor has to use the premises only for the desired purpose, i.e. providing catering services for BHEL R&D only. The premises shall not be used for other business purposed other than the contract awarded for. The premises cannot be used as cloud kitchen for other businesses. In case of leftover raw materials/ foods, the Contractor has to seek permission from canteen authority / contract executing officer to take away the leftovers outside the premises.
17. The Contractor shall adhere to the quality and quantity of the food articles and beverages prescribed by the Company and also the hours of service prescribed by the company.
18. The Contractor shall comply with all the provisions of "The Food Safety and Standards Act, 2006"
19. The Contractor shall prepare every day the food articles according to the approved menu given by the Company and if any change is to be made in the same it shall be done with the prior approval of the Company/ Canteen Managing Committee. The Contractor shall exhibit the day-to-day menu approved by the management along with the rate in the Canteen at the place specified by the Management for this purpose.
20. The Contractor shall maintain a register for receipt / issues of stocks for items like rice, wheat, suji and other provisions and the same shall be made available for inspection whenever sought by the Company/ Canteen Managing Committee. Further the contractor shall submit periodical statement showing the monthly quantity of major materials purchased and used.
21. The Contractor shall employ such staff, cooks, servers, etc., as are necessary for fully and effectively implementing the obligations and serving the articles at designated places on time and without delay.
22. The Contractor should employ staff who should be highly disciplined, neatly turned out and polite to the employees of BHEL, Corp. R&D, Hyderabad. All Cooks should invariably wear uniform and PPE's like Gloves, shoes, Cap etc., while preparing and serving the food items.



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23. The Contractor should see that his employees do not suffer from any infectious diseases or any diseases in a communicable form and should make arrangements for a medical check-up. The Contractor should cover all his employees under the ESI Act and comply with the obligations stipulated there under.
24. The Contractor shall provide proper and decent uniforms with caps and safety shoes and photo badges as approved by the management for the cooks, suppliers, cleaners, etc. within a period of 1 month from the date of commencement of contract at his expenses. Contractor shall see to it that they are always neatly dressed. In case the contractor fails to provide the approved uniform, safety shoes, photo badges etc., the management reserves the right to provide the same and shall recover the cost from the Contractor's bills.
25. The Contractor is responsible for observance of all applicable labour laws as amended from time to time and also ensures cleanliness of food and the canteen as per various government statutes.
26. The Contractor shall ensure all statutory requirements related payment of minimum wages of the Telangana state Government declared from time to time to its staff. Contractor to remit monthly PF, ESI, wages, Bonus and Leave with wages to his workman.
27. The Contractor himself or his authorized agents shall directly supervise the canteen all the time and he should inform the names of his representatives available in the canteen in his absence.
28. The Contractor shall comply statutory requirements under payment of the wages Act, remit PF, ESI and submit a true extract of the acquaintance roll to the management along with invoices every month. In case the contractor fails to pay wages to his staff and / or fails to submit the copies of acquaintance roll within the stipulated time, the contractor's bill pending at that time will be withheld and be released only after he produces proof of having complied with the obligation.
29. If due to any strike by the contractor's cooks, servers etc., the Canteen does not function or any disturbance to the service, the Company shall have the right to get the supplies from outside at the market rates and deduct the same from the Contractor's bills. If such strike extends, for any two days consecutively, the company shall have the right to terminate the contract without any notice.
30. The Contractor shall maintain canteen coupons in different colours for different services at his own cost.
31. The Contract shall be for a period of One Year. BHEL, Corp. R&D Management deserves the right to terminate the Canteen contract with 1 months' notice in writing. Based on the performance, the contract can be extended for one more year on same terms & conditions on mutual consent. In case services are suspended by management due prevailing health conditions, payments shall be made only for actual services rendered.
32. In case of delayed service resulting in the workers reporting late to the departments, a penalty of ₹1000/- (Rupees One thousand only) for each of such lapses shall be imposed and recovered from the Contractor's bills. In imposing the penalties, the decision of the management is final.
33. The management or the members of the Canteen Managing Committee or management authorized representatives shall have the right to inspect the quality and quantity of food stuffs prepared in the canteen. For items rejected, no compensation is admissible.
34. If the employees are dissatisfied with any of the food stuffs, prepared in the canteen, a committee duly constituted by the management shall examine the preparations in the presence of the Contractor or his representative and if the committee is of the opinion that any item of the preparation is not up to the mark, a penalty of ₹ 1500/- (Rupees One thousand five hundred only) shall be imposed. The decision of the committee shall be final.



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35. The Canteen service is strictly intended for BHEL, Corp. R8D employees including contract workforce only. However, with specific written permission from management, when any visiting representatives like to avail Canteen service, it can be made available for cash / guest coupons, provided there is no inconvenience of accommodation to the company's employees.
36. No assignment, transfer or sub-contract by the contractor is permissible. The contractor shall also be not entitled to change the constitution of the concern to partnership concern, to a limited company or in any other manner without obtaining the prior written consent of the company.
37. In the event of violation of any of the above said provisions other than those where provision for imposing penalty is provided management has the right to impose a fine up to ₹ 1000/- (Rupees One thousand only) on each occasion on the Contractor and the same will be recovered from Contractor's bills. In imposing the penalty, the decision of management is final.
38. Industrial canteen being sensitive area, the contractor should exhibit a spirit of co-operation and mature understanding in solving canteen problems whenever they rise with the management and the same cooperation will be extended by the management also.

Eligibility Criteria - PQC

1. The bidder must be in the business of running industrial canteen in reputed organizations/Govt. sector/Autonomous bodies /PSUs/ reputed private establishments, having at least three years of experience in last 7 years (From FY2015-2022) in catering and served/serving for more than 100 persons at a time of lunch/dinner. (Copy of Experience certificate/s to be attached)
2. Average annual financial turnover during the last 3 years should be Rs.25,00,000.00, ending 31st March of 2022. Annual turnover during the last three consecutive financial years ending on 31st March of 2022 (audited financial statements along with Income Tax returns) must be submitted. In case audited financial statements have not been submitted for any of three years as indicated above, then the applicable audited statements submitted by bidders against the requisite three years will be averaged for three years i.e. total divided by three. Other income shall not be considered for arriving at annual financial turnover / sales.
3. The bidder should have valid PF, ESI, PAN, GSTIN (Copies to be enclosed).

General Terms and Conditions

1. The tenderer shall keep the contents of his tender and quoted rates confidential.
2. The Contractor shall obtain Labor License from Central Labour Department before commencement of work as applicable.
3. The Contractor should possess / obtain FSSAI certification for providing canteen services during the period of contract and the same should be maintained / renewed for the duration of the contract.
4. In case Contractor engages labor from outside Telangana / A.P. State to execute the said work, he is required to obtain license under Inter State Migrant Workmen (RE&CS) Act 1979.
5. The bidder participating in the tenders should have registered office at Hyderabad (GHMC-Greater Hyderabad Municipal Corporation). (Or) Bidder should establish office at Hyderabad (GHMC-Greater Hyderabad Municipal Corporation) upon finalization of contract.
6. The contractor shall not engage a person who is less than 18 years of age.



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7. The contractor shall be responsible for safety of his workers while they are engaged for work connected with the contract. The Contractor shall be responsible for the appropriate usage of the Uniform and PPE's by their workmen.
8. The contractor, as the employer of his workmen, shall manage them. In the event of any dispute arising between the Tenderer and his employees, the Tenderer alone is solely responsible for resolving the dispute between them, and BHEL in no way will be responsible for settling the dispute either statutory or otherwise.
9. The contractor shall have full control over his workmen w.r.t determining service conditions, discharge, dismiss, or otherwise terminate their services at any time. The contractor shall be solely responsible for any claim arising out of employment or termination of employment of his employees and for statutory payments.
10. The contractor shall employ only such personnel who are medically fit. The company has right to direct the contractor to remove from the premises such of his personnel who may be physically, hygienically, clinically or medically unfit.
11. The contractor shall employ only such personnel who have not been found unfit for employment in Organizations such as Central/State/Public Undertakings by the Police authorities. Persons against whom criminal cases are pending or under investigation and persons found guilty of offences involving moral turpitude shall not be engaged for executing work.
12. The Contractor shall comply with all the operational rules and regulations, including safety and security rules framed by the company from time to time wherein the Contractor or his workmen happen to be operating / working. In the event of any of the workmen of the contractor violating any of the said rules and regulations, the Contractor would be required to remove forthwith such workmen from the company's premises.
13. The contractor should deploy the manpower who are having experience in catering services only.
14. All safety equipment such as cap, shoe, belts & other equipment (as required for this work) are to be positioned by the contractor & used as per requirement.
15. Any casualty or damage caused to the property or person by any untoward incidents while executing this contract will be at the contractor's risk & cost.
16. Violation of applicable safety, health & environment related norms, a penalty of Rs.5,000/- (Rupees Five thousand) per occasion shall be imposed.
17. Any compensation paid to victim shall be recovered from Contractor, agency or firm, if the accident is attributable to negligence of Contractor, agency or firm or any of its employees.
18. Before quoting, the Bidders are advised to inspect the site of work and its environments and be well acquainted with the actual working and other prevailing conditions and labour related procedures & practices. They should be well versed with General Conditions of Contracts, Instructions to tenderers and specifications and all other documents which form part of the agreement to be entered into subsequent to award of work.
19. The tenderer shall comply with the provisions of the Factories Act 1948, Contract Labour (Regulation and Abolition) Act 1970, ESI Act 1948, Employees Provident Fund and Miscellaneous Provisions Act 1952, Minimum Wages Act 1948, Payment of Gratuity Act 1972, Industrial Disputes Act, 1947, Employers Liability Act 1938, Inter State Migrants Workmen (Regulation of employment and conditions of Service) Act 1979, Telangana / AP Labour Welfare Fund Act, and or any other Laws and Rules that may be applicable from time to time to the workers engaged by him. The tenderer, when required by the Company shall produce the registers and records



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for verification and comply with other directions issued by the company for compliance of the statutory provisions.

20. The tenderer shall, keep and produce for inspection at all times, forms, registers and other records required to be maintained under various statutes in order to enable scrutiny by the Company whenever required.
21. The tenderer shall produce to the Company, the documentary proof of payment of the said statutory dues.
Non-observance of the provisions will be construed as default by the Tenderer in making such payment, and payment of his bill will be deferred despite other legal action.
22. The tenderer shall fully indemnify the loss if any caused to BHEL due to any default or non-observance of any of the laws, or any omission or commission or inability on the part of the Tenderer or his representative.
23. The Contractor shall handover to BHEL all equipment's, utensils etc., received from BHEL in good and usable condition at the time of closing of Contract with reasonable wear and tear. In case, of any damage or loss of items, the cost of the same will be deducted from the Contractor bill.
24. The Income tax as applicable will be deducted from the bill of the contractor.
25. There should be no litigation or charge under investigation / enquiry / trial against the Tenderer, or conviction in a court of law or suspension or blacklisting by any organization on any ground. Tenderer shall confirm this in the Declaration. During the course of work, if any such information comes to light, the contract may be terminated.
26. The opinion / decision of BHEL regarding the bid shall be final and conclusive. BHEL reserves the right to reject any or all the bids at any time without assigning any reason.
27. In case the bidder has a relative employed in BHEL, the authority inviting tender shall be informed of this fact in writing at the time of submission of tender, failing which the tender may be disqualified, or if such fact comes to light subsequently, the contract may be terminated.

SAFETY:

1. Any casualty or damage caused to the property or person by any untoward incidents while executing this contract will be at the contractor's risk & cost.
2. Violation of applicable safety, health & environment related norms, a penalty of Rs. 5,000.00 (Rupees Five thousand) per occasion shall be imposed.
3. Any compensation paid to victim shall be recovered from contractor, agency or firm, if the accident is attributable to negligence of Contractor, Agency or firm or any of its employees
 - a) Victim: Any person who suffers permanent disablement or dies in an accident as defined below:
 - b) Accident : Any death or permanent disability resulting solely and directly from any unintended and unforeseen injurious occurrence caused during the manufacturing/ operation and works incidental thereto at BHEL factories/offices and precincts thereof, project execution, erection and commissioning, services, repairs and maintenance, trouble shooting, serving, overhaul, renovation and retrofitting, trial operation, performance guarantee testing undertaken by the company or during any works/during working at BHEL Units/Offices/townships and premises/project sites.



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4. Compensation in respect of each of the victims:

i. In the event of death or permanent disability resulting from Loss of both limbs: Rs. 10,00,000/- (Rs. Ten Lakhs)

ii. In the event of other permanent disability: Rs. 7,00,000/- (Rs. Seven Lakhs).

iii. Permanent Disablement: A disablement that is classified as a permanent total disablement under the proviso to Section 2 (I) of the Employee's Compensation Act, 1923

Security Deposit:

On successful awardal of the contract, the bidder shall submit 5% of the contract value as Security Deposit (SD) in the form of Bank Guarantee/Fixed Deposit/etc. as per policy. SD shall be paid within 15 days from the date of Order. Delayed submission of SD would result in levy of interest @ SBI base rate + 6%.

Payment to the successful bidder

1. The cost of food items as agreed upon will be collected by the Contractor along with applicable GST directly from the Canteen users. The Contractor shall remit the GST collected on food items from Canteen users directly to Government Authorities and submit the proof of same to the Company.
2. The Contractor shall raise bill for Fixed charges for cooking, distribution and maintenance, LPG used for cooking and cleaning materials along with GST at applicable rates on monthly basis. The bill should be accompanied by documentary evidence of statutory payments made to concerned agencies. The contractor shall remit the GST to government authorities and submit the proof of payment to BHEL
3. After certification of the Bill by BHEL's official at Canteen, payment shall be made to the Contractor (subject to TDS as applicable) within 30 days of submission of complete bill with supporting documents through NEFT only for which necessary mandate form to be provided to BHEL.



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ANNEXURE I

MENU OF FOOD ITEMS TO BE SERVED

Sl No	Item(s)	Quantity
TEA / COFFEE		
1	Tea	1 cup – 120ml
2	Coffee	1 cup – 120 ml
BREAKFAST (One variety on each day)		
3	Idly + Chutney (Two days in a week)	1. Idly – 3 Nos (150 gm) 2. Chutney– 100 gm (Ground nut/ chana dal) / Sambhar 100MI
4	Upma + Chutney (Once in Week)	1. Upma – 150 gm 2. Chutney– 100 gm (Ground nut/ chana dal) / Sambhar 100MI
5	Vada + Chutney (Once in Week)	1. Vada – 3 Nos (150 gm) 2. Chutney – 100 gm (Ground nut/ chana dal)
6	Poori + Curry (Two days in a week)	1. Poori – 3 Nos (120 gm) 2. Curry – 120 gm
LUNCH / DINNER		
7	Meal (Chapati)	1. Cooked Rice – 300 gm 2. Chapati – 2 Nos (100 gm) 3. Veg Curry / Dal – 100 gm 4. Vegetable fry/Gravy Curry – 100 gm 5. Sambar – 100 ml 6. Rasam – 100 ml 7. Papad- 1 nos. 8. Curd – 100 gm 9. Chutney/ Pickle – 30 gm



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ANNEXURE II

S.No	Name of the Itam/s	Place of Service	Timings
1.	Breakfast & Coffee	Canteen Main Dining Hall	07.45 am to 08.30 am
2.	Lunch	Canteen Main Dining Hall	12.30 pm to 01.30 pm
3.	Tea	Canteen Main Dining Hall	07.45 am to 08.30 am
		VIP Dining Hall	02.30 pm to 03.00 pm



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Annexure III

PERMISSIBLE BRANDS OF CONSUMABLES

ITEM	BRAND
Salt	Iodized salt such as Tata, Aashirvad, Annapurna, Nature Fresh
Spices	MDH, MTR or equivalent quality brands or Agmark brand
Oil	Refined oil such as Vijaya, Nature Fresh or brands of repute
Pickle	Mother's or Priya or brands of repute
Atta	Aashirvad, Pillbury, Nature Fresh or brands of repute
Milk	Toned milk of Mother Dairy/Amul/other good brand locally available.
Tea	Brook Bond, Lipton, Tata or brands of repute
Coffee	Nescafe, Bru or brands of repute
Besan & Dals	Brands of repute
Rice	Sona Masoori of one year old
Vegetables	Good Quality
Other Items	Brands of repute/good quality

The Contractor may use any other brands of same quality, only after obtaining prior written approval from the Management.



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Price Bid / Financial Bid

Sl No	Item(s)	Quantity	MU	Qty per day	No of days per annum	Total Qty (T)	Quoted Rate by vendor per item	Total Price
A.								
TEA / COFFEE (Daily)				Q	N	Q*N	(R)	T*R
1	Tea	1 cup – 120ml	Nos	100	312	31200		
2	Coffee	1 cup – 120 ml	Nos	100	312	31200		
BREAKFAST (One variety on each day)								
3	Idly + Chutney (Twice in a week)	1. Idly – 3 Nos (150 gm)	Nos	100	104	10400		
		2. Chutney– 100 gm (Ground nut/ chana dal)						
		/Sambhar 100 ml						
4	Upma + Chutney (Once in a week)	1. Upma – 150 gm	Nos	100	52	5200		
		2. Chutney – 100 gm (Ground nut/ chana dal)						
		/Sambhar 100 ml						
5	Vada + Chutney (Once in a week)	1. Vada – 3 Nos (150 gm)	Nos	100	52	5200		
		2. Chutney – 100 gm (Ground nut/ chana dal)						
		/Sambhar 100 ml						
6	Poori + Curry (Twice in a week)	1. Poori – 3 Nos (120 gm)	Nos	100	104	10400		
		2. Curry – 120 gm						
LUNCH (Daily)								
7	Meal (with Chapati)	1. Cooked Rice – 300 gm	Nos	100	312	31200		
		2. Chapati – 2 Nos (100 gm)						
		3. Veg Curry / Dal – 100 gm						
		4. Vegetable fry – 100 gm						
		5. Sambar – 100 ml						
		6. Rasam – 100 ml						
		7. Chutney/ Pickle – 30 gm						
		8. Curd – 100 gm						
		9. Papad – 1no						
A		Total price as per the estimate quantity						
Note: For above Menu Successful bidder has to issue coupons to employees/staff and collect the payment on daily / monthly basis. Days of supply considered as 302 days a year, shall be subjected to actual working days in a year and is variable								

Sl.No	Item (S)	Description	Billing	Months	Quoted / Offered rate per month	Quoted / Offered rate per annum
B	Cooking	Fixed charges for cooking (As per annexure I), Distribution (As per Annexure II) and maintenance	Per month	12		
C	LPG	Cooking gas Charges- Estimated Approximate for 16nos. non domestic 19kg cylinders per month on reimbursement basis at actuals upto 16 nos.	Per month	12		
D	Cleaning Material	Fixed charges towards procurement of cleaning material (Hand washing soaps, Phenyl, Dishwashing powder and other cleaning material)	Per month	12		

Vendor Evaluation will be lowest of sum of A, B, C & D of above quoted rates.

In case of tie of more than 1 vendor offering Lowest prices then such vendors would be required to submit their revised offer, to identify Lowest (L1) offer. In such a process if L1 Bidder could not be arrived even after revised bid, then L1 shall be identified by draw of lots. BHEL decision shall be final in this regard.

Price bid - Part - Additional Information on prices quoted

Sl No	Item(s)	Quoted Rate by vendor per item (Rs.)	Break-up of the cost of the quoted rates of items			The details sought are for informative purposes only. It is expected that preparation of such finer details would help bidders in submission of offers considering all factors and also aid in submission of realistic and competitive prices in their offer. Bidders are encouraged to provide the information to ascertain and monitor changes in cost of operations over a period of time. Also, this can help making informed decision on operations of the contract.
			% of Materials cost against quoted rate	% of Operational costs against quoted rate	% of Operating margins against quoted rate	
1	Tea					
2	Coffee					
3	Idly					
4	Upma					
5	Vada					
6	Poori					
7	Meal					
Example for filling up above information: The rates indicated below are taken only as an example for Indicative purpose and not to be taken as reference for any purpose.						
1	Tea	Rs. 7.50	75%	15%	10%	
2	Idly	Rs. 15	60%	25%	15%	
3	Meal	Rs. 30	60%	25%	15%	