Public Relation & Administration
Phone: 0431-2577103
Fax: 0431-2521419
email: kmurali@bheltry.co.in

Bharat Heavy Electricals Limited

(A Govt.of India Undertaking)
High Pressure Boiler Plant, Tiruchirappalli 620 014, India
FAX : 91 - (0431) – 2521419 Phone : 2577774 email: kmurali@bheltry.co.in

AN ISO 9001 COMPANY

Tender No.BP:PR & ADMIN
Dated: 21.11.2011
GENERAL TERMS & CONDITIONS

TENDER NO.03 :
CATERING AND HOUSEKEEPING OF ROCKFORT HOUSE IN TIRUCHIRAPPALLI

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1. **Scope and General Terms & Conditions**
2. **Pre-qualification Bid – Part A**
3. **Price Bid – Part B**

Last date for submission : **12/12/2011: 14.00 hours**

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AN ISO 9001 COMPANY

TENDER FOR CATERING AND HOUSEKEEPING SERVICES OF ROCKFORT HOUSE IN TIRUCHIRAPPALLI

TENDER DOCUMENT

Tender No. BP: PR & ADMIN :003
Dated: 21.11.2011

GENERAL TERMS & CONDITIONS

Last date for submission of sealed tender	: **12/12/2011 ; 14-00 hrs**
Date of opening the tender	: **12/12/2011 ; 14-30 hrs**
Venue	: **Office of the Additional General Manager (Public Relations & Administration) Administrative Building (24 Building) BHEL, Tiruchirapalli-620 014, Tamil Nadu**.

GENERAL INFORMATION

Bharat Heavy Electricals Limited (hereinafter referred as Company) is desirous of engaging an agency in hospitality and catering services for running its Transit Flats in New Delhi and Chennai and Kailas and Rockfort Guest Houses at Tiruchirappalli. The Transit Flats/Guest Houses should be managed on round-the-clock basis.

Eligibility Criteria

The hospitality agency should be a registered and a well-established organization.

The agency should have experience in maintaining Guest Houses (Labour, Material & Service) on round the clock basis for a continuous period of a minimum of 5 years.

The total turnover per annum along with audited balance sheets for the past three years are to be furnished along with this document. Income tax assessment order or acknowledgement of Income tax returns filed is/are to be enclosed.

Documentary evidence for experience in Guest Houses Catering/housekeeping services for the value not less than Rs. 10 lakhs per annum is to be submitted along with the tender, without which the tender is liable for rejection .

The list of clients, present and past, should be enclosed and contract completion certificate from past client(s) may be furnished..

The total number of staff engaged in hospitality and catering service, their professional qualifications and training they have undergone for the last three years may please be furnished.

Any certification like ISO 9000 or any other standardization certificate may also be furnished.

There should be no case or charge under investigation / enquiry / trial against the agency, nor conviction in a Court of law or suspended / blacklisted by any organization on any ground.

Sales Tax Assessment Order, if any, for the preceding THREE years shall be enclosed.

If the performance of the bidder is found to be unsatisfactory for any reason, in any organization, BHEL reserves the right to reject the bid submitted by bidder.

The 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.

EARNEST MONEY DEPOSIT

The quotation must be submitted together with a Demand Draft drawn in favour of Bharat Heavy Electricals Limited, Tiruchirappalli 620 014 on any scheduled Bank / Nationalised Bank for **Rs.40,000/- (Rupees Forty Only)** towards Earnest Money Deposit (EMD).

The tenderer is not entitled for any interest on the deposit nor can he claim any right for award of the contract. The deposit amount shall be forfeited if the tenderer, after opening the price bid , withdraws/modifies from his offer or modifies the terms and conditions thereof or fails to take up the work within one week of awarding the contract. Earnest Money Deposit shall be returned to all un-successful tenderers after taking a decision on tenders.

SECURITY DEPOSIT:

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

Up to Rs. 10 lakhs	10%
Above Rs.10 lakhs up to Rs.50 lakhs	1 lakh + 7.5% of the amount exceeding Rs.10 lakhs

Above Rs. 50 lakhs	Rs. 4 lakhs + 5% of the amount exceeding Rs.50 lakhs

The contractor should remit the Security Deposit before start of the work. The EMD amount shall be converted as security deposit and the balance amount shall be remitted. Alternatively, a Bank Guarantee for 50% of the said sum may also be provided and balance in the deposit. No interest will be paid to the Contractor for the amount deposited during the period of agreement.

Failure to pay the security deposit shall be treated as failure to discharge the duties under the contract and shall result in cancellation of the contract and the tenderer shall be liable to compensate BHEL for any losses incurred by BHEL. EMD in such cases shall be forfeited. The security deposit shall be refunded within a reasonable time after the date of successful completion of the contract i.e. the contractor carrying out all obligations / operations as required under the contract.

BHEL reserves the right to appropriate any part of the whole of the amount of the security deposit without prejudice to other claims against this contractor for losses suffered by BHEL due to failures on the part of the contractor or due to termination of contract or contractor becoming disqualified because of liquidation / insolvency or change of composition. The decision of BHEL in respect of such losses, damages, charges, expenses or costs, shall be final and binding on the contractor and the decision shall not be questionable.

EVALUATION OF TENDER:

The Tender shall be evaluated based on the overall Lowest Bidder calculation which shall take into account all elements of work i.e. fixed cost, maintenance cost, guest amenities, food cost as specified in the schedule. For calculation purposes, an occupancy rate of 60% shall be assumed.

GENERAL CONDITIONS.

SCOPE OF WORK AND SERVICES

1. FRONT OFFICE
    a. To co-ordinate room allocation, bookings, check-in and check-out of guests, answering the phone calls.

2. CATERING
    a. To render Food and Beverage services at very good standards
    b. To render special services as required by BHEL.

3. HOUSEKEEPING
    a. To render all housekeeping services at high standards

4. LAUNDRY
    a. To render laundry services at very good standards for guest house belongings
    b. To render laundry services at very good standards for staying guests on chargeable basis from them..

5. GENERAL ADMINISTRATION
    a. To co-ordinate with respective departments of BHEL for smooth running of the guesthouses.
    b. To maintain records as required by BHEL.

1. FRONT OFFICE

1.1 When the guest checks-in, the Contractor/Contactor's staff shall immediately

1.1.1 Attend to him, receive him, and allot the room specified by BHEL on his name, round the clock. BHEL will reserve the rooms and intimate the Contractor through Reservation slips/charts. The contractor shall not allot rooms on his own, for any reason.

1.1.2 Get the guest's name entered in the Guest Register to be provided by BHEL.

1.1.3 Guide the guest to his room carrying his baggage and look for his comforts, keep fresh water, etc.

1.1.4 Offer him tea/coffee/meal, etc. as required by him, depending on the time of arrival.

1.2 When the guest checks-out, separate bills for boarding and lodging are to be prepared and get the same signed by the guest.

1.2.1 In case of paying guests, the Contractor shall collect the money from the guest and deposit the amount collected against lodging bill to BHEL cash office, while retaining the boarding bill amount for the boarding facilities provided by the contractor.

1.2.2 In case of Company's guests, the Contractor shall raise bill for boarding part alone and get the same signed by the guest and keep it for reimbursement from BHEL along with other bills to be submitted by the Contractor once in a month.

1.2.3 Carry the guest's baggage from the room to the vehicle.

1.2.4 To help that the guest has not left behind in the room any of his belongings, and if found any such belongings, to immediately inform BHEL and arrange for sending the same to the guest.

1.3 During stay, the guest's miscellaneous needs are to be attended to, like laundry needs, providing him with cigarettes, etc. The charges for these services may be collected from the guest on actual basis, providing relevant bills.

1.4 To order for newspapers and magazines as advised by BHEL, coordinating with the newspaper agents, and paying for the bills in the end of the month. This will be reimbursed by BHEL along with the Contractor's bill, but to be submitted with relevant suppliers' bills.

1.5 Minimum number of staff to be deployed by the contractor is enclosed in the annexure.

2. CATERING

2.1 The Contractor shall provide the following services:

2.1.1 Preparation of breakfast, lunch and supper, tea and coffee, etc., as per the menu given separately in the Annexure 1.

2.1.2 The menu may be altered for specific guests / special occasions / programmes / functions as desired by BHEL, within the overall scope of the menus. For any extra items, not contemplated in the Annexure-I the Contractor may charge additionally on the mutually agreed rates.

2.1.3 The Contractor shall take orders beforehand from the staying guests regarding their food requirements. The departments of BHEL will also place separate order on the Contractor for any official programmes/ functions / special occasions.

2.1.4 The contractor shall suitably display the menu with details and rates as per the tender in all the rooms and the dining areas.

2.2 The Contractor shall be responsible for procurement of raw materials and ingredients. First quality / standard brands of raw materials and ingredients shall be used in the preparation of food and beverages. Fresh vegetables and milk, standard beverages shall be used. The quality of the materials should be satisfactory to the inspecting officials of BHEL and should be changed if advised by BHEL for improvements..

2.3 The Contractor shall store sufficient quantity of high quality ingredients in the available place in the guesthouses to ensure preparation of food items in time. The Contractor at his own risk shall make the procurement and storage.

2.4 The timings for services shall be as informed by the Company.

2.5 Every food preparation shall be used for the specific service and the leftovers shall not be carried to the next meal service.

2.6 The Contractor shall be responsible for service of food and beverages in the Dining room. Room service shall be provided on special request from the staying guests.

2.7 The Contractor shall provide efficient and prompt service to all members.

2.8 The food preparation is to be done in a strictly hygienic environment and matching process without any compromise. The staff members are also expected to be reporting for duty with good health and hygiene.

2.9 The Contractor shall perform the Service to the satisfaction of the Company Representative, in any shortcoming is found then on instruction from Company Representative, the Contractor shall rectify the shortcoming immediately.

2.10 The Contractor shall ensure that the cooks are professionally-qualified, experienced persons, well versed in all types of Vegetarian / Non-Vegetarian food preparation.

2.11 On special occasions like parties to be conducted at guesthouse or in any of the company-chosen place, the Contractor shall be ready to undertake such parties. The Contractor and the Company shall work out special menu and rates for such occasions.

2.12 The contractor shall attend to any or all catering requirement, whether covered contractually or otherwise, at a predetermined price laid out in the contract or mutually agreed upon thereafter.

2.13 The Contractor may inspect the kitchen equipment, crockery and cutlery, etc. available with BHEL. The Contractor is free to use any of the available facility in the guesthouse. For any additional requirement, the Contractor may bring his own equipment.

2.14 Routine cleaning and proper handling of kitchen equipment required for food production will be the contractor's responsibility.

2.15 All cooking fuel costs will be borne by the contractor. The contractor shall co-ordinate on ordering of refills in time.

3. HOUSEKEEPING

3.1 The number of rooms available in the guesthouses and the area of lounge, dining halls, etc., are given separately. The Contractor, before submitting his offer, may visit the places for his own assessment.

3.2 The Contractor would procure all the guest amenities materials and provide the same in all rooms at the time of guest's arrival. This includes : 1.Sample soap , 2.Tooth brush 3. Pocket comb 4. Sachet of Shampoo, 5. Sample toothpaste, 6. Sachet coconut oil, 7.Sachet of talcum powder. The special requirements like , Razor, shaving cream , shaving brush , shower cap etc to be provided to VIP guests as per the instruction of the management and the cost of the special requirements shall be reimbursed.

3.3 All the rooms shall be kept neat and tidy always to enable BHEL to allot the rooms at any time.

3.4 The Contractor shall make beds and clean all rooms daily. All rooms are to be cleaned with high quality disinfectants. The rooms are to be cleaned/mopped with disinfectants minimum twice a day and whenever the room is vacated. Ceilings, ceiling fans, windows, glasses and furniture are to be cleaned once in fifteen days. All the necessary

housekeeping materials for the performance of services shall be to the Contractor's account.

3.5 Room fresheners and deodorants facilities to be made available in all the rooms, toilets, lounges and all common toilets. They may be replenished immediately whenever required.

3.6 The contractor shall maintain high standards of cleanliness and hygiene throughout the guesthouse.

3.7 The contractor shall make proper flower arrangements in the dining halls and lounges.

3.8 The Contractor's men shall take care of the wall calendars, clocks, etc. provided in the guesthouse rooms and other places, including taking care of changing batteries when required.

4 Rooms to be checked for bed, towel, soap, water, functioning of TV, refrigerators, ACs, geysers and bath room fittings, bulbs, etc.

4. LAUNDRY & GARDENING

4.1 The Contractor shall provide all management, manpower and systems for efficient and timely laundry services for the guesthouse.

4.2 Bed linen, towels, napkins, curtains, furniture upholstery shall be periodically washed and kept in clean condition for use. Soiled/ wrinkled linen shall not be used in the rooms on any account. Failure to compliance will attract penalty. Please see penalty clause for details

4.3 The Contractor shall bring washing equipment if required, and provide detergents for laundry washing.

4.4 BHEL shall provide water and electricity along with adequate space.

4.5 It may be noted that the price agreed includes charges for laundering of the BHEL's cloths like linen, towels, etc. However, the contractor shall charge from the guests for washing and pressing of guests' clothes at mutually agreed rates.

4.6 The horticulture department of BHEL shall take care of the flora of the guesthouse. The regular sweeping, watering and cleaning of the garden area shall be the Contractor's responsibility.

5. GENERAL ADMINISTRATION

5.1 Guest Occupancy Register provided by the BHEL shall be kept safely. As soon as the guest enters the guesthouse necessary entries are to be obtained.

5.2 An attendance register to be maintained for the attendance of the staff and to be produced whenever required by the management..

5.3 Daily boarding charts are to be maintained without overwriting for the provision of food to the guests.

5.4 A file to be maintained for preserving the room reservation slips.

5.5 Both room rent and boarding bill books are to be maintained.

5.6 Stock book is to be maintained by the Contractor to ensure the safe custody of company's properties. This is subject to periodical verification by the concerned authorities of the Company. Hence, the Contractor shall assume full responsibility for maintaining all

Company's property including kitchen equipment in its care, custody and control. In case of any shortage, the Contractor is liable for replacement of the same at his cost.

5.7 Guest occupancy details should be maintained in the display board..

5.8 The Contractor shall maintain a suggestion book for daily comments on services provided by him. He shall also obtain guest comments using a standard format to evaluate his service on a regular basis.

5.9 Statements of food provided, bills received and submitted, etc are to be maintained by the Contractor.

5.10 The Contractor shall perform all catering and housekeeping work in a thorough, efficient, professional manner with due diligence and care according to industry norms and standards, in conformity with applicable local laws and regulations and Company's own procedures and instructions. The Contractor shall perform the Service to the satisfaction of the Company and if any shortcoming is found, then on instruction the Contractor shall rectify the shortcoming immediately.

Raw material standards: The Contractor shall ensure that high quality ingredients and vegetables are always procured for preparation of eatables. For all food preparation, double refined cholestrol free and agmark oil is to be used. As for as possible for all other preparations agmark or any other standard products are to be used. The company's authorized official has the right to reject any ingredient that may be found to be substandard. All raw materials used should be free from adulteration or any foreign material.

Hygiene standards: The Contractor should ensure the personnel hygiene of the workers employed by him and ensure periodical medical check up as per the norms of the Factories Act 1948 and OHSAS norms .

Facility provided by the BHEL

1. Kitchen equipment like gas stoves, grinder, refrigerators, etc.
2. Crockery and cutlery
3. Furnishing and Furniture in rooms, dining halls, lounges, office rooms, etc.

The Contractor is at liberty to visit the Guest House before submitting his offer. All the available capital equipment will be given as-is, where-is condition. If any specific requirement for such equipment is there from the Contractor's side, BHEL will decide on case-to-case basis. The crockery and cutlery are available and will be recouped once in a year against breakages in the normal use.

Any loss, theft, damage or breakage of the items entrusted to the Contractor will be borne by the Contractor.

The Contractor will have full responsibility of proper upkeep, maintenance (including spares replacement of equipment) and custody of the equipment/ vessels etc, handed over by the company.

All the items supplied by the company at its expense for the purpose of running Guest Houses will be company's property for all intents and purposes.

The losses due to breakage / theft / damage or loss of any such materials / equipment / fixtures / furniture or damage due to poor and reckless handling shall be recovered from the Contractor at full cost. In regard to natural wear and tear of any such item, the decision of the company shall be final and binding on the Contractor.

CONTRACTOR'S PERSONNEL

1. The Contractor shall maintain sufficient Professionally Qualified/Trained competent catering Personnel (as specified in the annexure) on the job to ensure smooth operation of the services as set forth in the Scope of Work and services. **The personnel should have undergone formal training in one of the renowned Catering Institutes in the country.** This will include but not limited to:
    a. All labour necessary to prepare and serve all meals of different cuisines including continental and to maintain the guesthouse rooms, etc., in an immaculate state of cleanliness and hygiene and
    b. All clerical, supervisory and management personnel necessary for catering and allied operations.
2. The contractor shall maintain necessary Qualified/Trained competent personnel in each category like Manager, supervisor, cooks , catering service and house keeping maintenance. They should meet all the requirements and fulfill all the activities mentioned in the schedule.

Necessary qualification and Experience ;

3. Manager : Diploma / Degree in Hotel Management (Three years) with minimum five years experience in reputed hotels/Guest houses.
4. Supervisor: Diploma / Degree in Hotel Management (Three years) /with minimum three years experience in reputed hotels / Guest houses.
5. Cooks:Certificate course (One year)in Food production with minimum experience of five years in the relevant field.
6. Catering and House keeping : Certificate course in Food and Beverage service management / House keeping accommodation management with minimum three years experience in the relevant field.
7. The Contractor shall be solely responsible for providing all requirements of its personnel, including
    a. Payment of wages and all allowances to its' employees as per the Tamil Nadu Government's Minimum Wages Act. IN ADDITION, THE CONTRACTOR IS REQUIRED TO PAY RS.2,000/- IN ADDITION TO THE MINIMUM WAGES TO EACH OF THE EMPLOYEES.
    b. Collection and payment of all taxes on behalf of its employees and any other statutory requirements such as PF, ESI, etc., made by any Government Authority having jurisdiction.

c. Prompt replacement of any personnel whose performance is unsatisfactory or whose presence is considered as detrimental to Company's interests
d. All insurance and safety aspects pertaining to Contractor's employees are the contractor's liability.
e. The personnel employed by the Contractor shall be healthy in all respects and shall produce medical certificates to substantiate the same as required by the Company/Company's medical officer. Medical check-up shall be done once in six months. BHEL is at liberty to subject any personnel employed by the contractor to medical check up by BHEL doctor / any other authorized doctor at any time at cost recovery basis.

8. The Contractor shall ensure that all his employees turn out in clean, appropriate uniforms and shoes, at all times on duty. The personnel shall wear caps while serving food. The Contractor shall provide the necessary uniforms adequately and ensure that no employee is permitted to perform duty without uniform . If the employees are found performing duty without proper / clean uniforms, suitable action will be taken that may include full or partial recovery from establishment cost. The daily roster of the staff for the week should be made available to BHEL.

The contractor shall maintain necessary Qualified/Trained competent personnel in each category and for each work as specified. They should meet all the requirements and fulfill all the activities mentioned in the schedule.

The company has no responsibility whatsoever on the Contractor's employees and the Contractor will be solely responsible for managing his employees. In the event of any dispute between the Contractor and his employees, the Contractor alone will be responsible for settlement of any claim and consequences that may arise out of any such dispute, whether statutory or otherwise.

The Contractor will be solely responsible for the operation of the Transit Flat. The operation of the Guest houses and Transit Flats will be monitored by the designated officials of the company. The Contractor will also ensure availability of a responsible person on round-the-clock basis for contact by the designated officials of the company.

The Contractor shall engage sufficient number of competent employees for running the Guest houses and Transit Flats on round-the-clock basis. Expenses on account of payment of salary / wages / provisions of food stuffs / eatables for contractor's employees / Uniform / Personal Protective Equipments, and other benefits including statutory payments like PF, ESI, Holiday wages, Gratuity, Bonus, etc., to the contractor's employees shall be met by the Contractors. The Contractor shall have full control of his employees including the right to appoint, determine 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 any other statutory payments.

A Contractor shall employ 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.

The Contractor shall comply with the provisions of the Factories Act 1948, contract labour (regulation and abolition) Act 1970, ESI Act 1948, Workmen's Compensation Act 1923, Employees Provident Fund and Miscellaneous Provisions Act 1952, Minimum Wages Act 1948, Payment of Wages Act 1936, Payment of Bonus Act 1965, Payment of Gratuity Act 1972, Catering Establishment Act, Industrial Establishment, (National & Festival Holidays) Act 1958 and the Rules where under or any other Laws and Rules as may be applicable to the contract workmen from time to time. The Contractor shall produce registers and records and comply with other directions issued by the company for compliance of the statutory provisions.

The Contractor shall fully indemnify BHEL for any default or non observance by the Contractor or any of his representatives of any of the provisions of the above mentioned enactments and the rules framed there under. Even though the Contractor shall be solely liable for settlement of any claim made by any persons due to the non observance by the Contractor of any of the provisions otherwise of the enactments cited BHEL reserves its rights to settle directly any amount due by the Contractor as mentioned above and to recover such amounts from any of the amounts payable by the BHEL to the Contractor or in the absence of the same as debt due to BHEL by the Contractor.

The Contractor shall, when ever required by the company or Govt. officials authorized under the statutes, produce for inspection, all forms, registers and other records required to be maintained under various statutes.

The Contractor shall produce documentary evidence in proof of effecting the said statutory payments. Non-observance of the provisions will be construed as default by the Contractor to make such payment, and payment of his bill will be withheld.

The company will not make any separate payment towards the expenses incurred by the Contractor for complying with the above or any of the statutory provisions regarding their employees.

The Contractor shall comply with all operational rules and regulations, including security rules framed by the company and made applicable to the whole or part of the premises, wherein the Contractor or his employees happen to be operating / working. In the event of any of the Contractor's employees violating the said rules and regulations or in any way becoming objectionable to the company, the Contractor shall remove forthwith such employees from the company's premises and indemnify BHEL for any loss on such violation of the rules and regulations.

All disputes arising out of or in relation to this agreement shall be settled by mutual discussions and in the event of failure such dispute(s) shall be referred to the sole Arbitrator who will be nominated by the Executive Director of BHEL Tiruchirapalli Unit.

PERIOD OF CONTRACT

The contract shall commence from date of awarding the contract or at a later date as decided by BHEL and shall remain in force for a period of **two years.**

The company reserves the right to extend the period of contract for a further period of up to one year on terms mutually agreed upon.

Either party shall be at liberty to terminate the agreement by giving three clear calendar months notice in writing.

Risk clause.

BHEL reserves the right to terminate the contract due to any failure on the part of the Contractor in discharging his obligations under the contract or in the event of his becoming insolvent or going into liquidation. The decision of the BHEL about the failure on the part of the Contractor shall be final and binding on the Contractor. In such events the cost incurred by B HEL in engaging alternative agencies shall be recovered from pending bills/adjusted from Security deposit.

Accounting and payment terms:

The Contractor should properly account for the food items served which may be counter-checked as per the systems enforced by BHEL.

Necessary records are to be maintained by the responsible person appointed by the Contractor which is to be audited from time to time by the BHEL officials or the auditor appointed by BHEL.

The payment will be admitted and cleared for the number of food items served only and not on the quantity prepared in respect of COMPANY GUESTS as informed by the company..

The Contractor is fully responsible to account for the cost of the wastages of food items prepared at the Guest Houses. So any wastage of food items will have to be borne by the Contractor.

Payment to the Contractor

The Contractor shall raise the bill on completion of every month, which should be duly certified by the official in charge and the payment shall be effected as per the existing Rules. The contractor's bill will be processed only on submission of necessary records of attendance , personal payments , all statutory payments like ESI, PF and all relevant records

SUBLETTING

The contractor shall not sublet, transfer or assign the contract or any part thereof without the previous written approval of the company to any other person/company/ organization.

HOW TO QUOTE:

Tender documents consist of Part 'A' and Part 'B' as detailed below:

Part 'A' : Techno commercial bid (Un-priced commercial bid)

Part 'B' : Price bid.

Part 'A' must be duly completed and sealed along with earnest money deposit (EMD) in a separate envelope superscribed '**Tender No.BP:PR&ADMIN:004 'OUTSOURCING CONTRACT FOR ROCKFORT HOUSE Part 'A' = Techno-commercial Bid"**. The tenderer shall expressly accept all the terms and conditions of the tender. Alternatively, the tenderer should list deviations from the terms and conditions given in the tender documents. The tender which does not comply with BHEL's terms and conditions may be rejected as Non-Responsive.

Part 'B' must be duly completed and sealed in a separate envelope superscribing "**Tender No. BP: PR&ADMIN:004 'OUTSOURCING CONTRACT FOR ROCKFORT HOUSE Part 'B' = Price bid"** . The scope and general terms and conditions should be attached to this with each page duly signed as a token of acceptance.

Part 'B' - the price bid should not carry any conditions and commercial terms. Price / rate only should be quoted in clear terms in the format given by BHEL.

Part 'B' - price bids will be opened only in respect of those tenderers who are qualified in the Techno commercial (pre-qualification) bid.

The tender forms both Part 'A' & 'B' duly filled in all respects shall be signed on each page by the tenderer. Any alteration, erasure or over-writing will render the tender invalid. Alteration neatly carried out and duly attested over the full signature of the tenderer however is permitted.

The tenderer should submit the tender documents intact without detaching any page or pages.

Name of the tenderer should be written on the sealed envelope.

Tender documents consisting of Part 'A' & 'B' are to be duly sealed in two separate inner covers. The two inner covers should be sent in a sealed outer cover superscribing as "Tender for Outsourcing Rockfort Guest House" to The Additional General Manager / Public Relations & Administration, Bharat Heavy Electricals Limited, Tiruchirappalli –620 014 so as to reach him on or before 14 hrs on 12.12.2011.

Part 'A' of tender form will **be opened at 14.30 hours the same day (12.12.2011)** in the presence of tenderers / representatives who wish to be present for the tender opening. Tenderers will be evaluated further and who are found to meet the pre qualification criteria will be intimated to attend the tender opening of Part 'B' – price bid at a date to be notified separately. Part 'B' will be opened at the specified date in the presence of the tenderers / representatives who are notified to attend the tender opening.

The quotations may be sent either by register post or may be deposited in the tender box kept in the office of the Additional General Manager / Public Relation and Administration, of BHEL, Tiruchirapalli - 14 from 21.11.2011 to 11.12.2011 between 8.00 AM and 4.30 PM. (on all working days) and on 12.12.2011 upto 14.00 hours. TENDERS RECEIVED AFTER SCHEDULE TIME OF CLOSING FOR TENDERS SHALL BE TREATED AS LATE OFFER AND REJECTED

For any further details required, you may please contact the Additional General Manager / Public Relations and Administration, Bharat Heavy Electricals Ltd., Trichirapalli – 14 in person or through telephone **(0431-2577610, 2577103, 2577774).**

BHEL reserves the right to assess the capacity and capability of the parties for pre-qualification. The company also reserves the right to accept or reject any or all the tenders or any part thereof at any stage of process without assigning any reason whatsoever. The company has no obligation to accept the lowest tender. BHEL's decision in this regard shall be final and binding.

PRICE BID:

The tenderers are required to submit their quotation for the items listed in Part "B'. The contractors employees shall be covered with Tamil Nadu minimum wages act with all other statutory payments stipulated by Govt. of Tamil Nadu and in addition BHEL is in practice that the lowest category of staff belonging in the above category of staff should be paid an additional amount of Rs.2,000/- per month per person over and above the minimum wages. The Contractor shall have full control of his employees including the right to appoint, determine 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.

The contractor shall employ 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.

The labour cost will include the wages payable to the employees by the Contractor, and also statutory payments such as ESI, PF, Bonus, Incidentals like cost of food supplied to the workmen, uniform and all other statutory and non statutory benefits to the persons employed by him. The Service Tax at the prevailing rates is payable on the agreed rates additionally by BHEL, provided the Contractor shows the Service Tax part separately in the bill and also provides the Service Tax Registration details and proof of payment of the Service Tax.

Catering charges - the rate for each unit of food item shall include material and fuel cost only. The labour cost for food preparation shall be covered under fixed service charges for providing man power.

VALIDITY OF RATES:

The OFFER should be valid for 90 days from the date of opening of the price bid. The rates of successful bidder should be valid for two years from the date of commencement of the contract.

PENALTY CLAUSE:

1. **For any reduction in the agreed minimum labour, cost will be reduced pro-rata in addition to risk clause operation due to deficiency in services.**
2. **For deficiency in maintenance of guest houses, reduction of materials/labour cost, pro-rata shall be effected.**
3. **For deficiency in providing the guest amenities, cost there on charges shall be recovered.**

Periodical review of complaints book shall be done and if contract is found responsible for deficiency in services/behavior, suitable action shall be taken by the company and partial/full security deposit shall be forfeited.

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Tender No.BP:PR & ADMIN:003
Dated: 21.11.2011
Part – A

Bharat Heavy Electricals Ltd
Tiruchirapalli – 620 014

PART 'A' - TECHNO-COMMERCIAL BID : ROCKFORT HOUSE

IMPORTANT NOTE:

1. Please read "Scope and general terms & conditions" before filling up this form. Please sign and affix seal on these sheets and return them along with the tender to confirm that you have read, understood and accepted the above points.

2. Attach documentary evidence wherever asked for.

3. Attach the DD drawn in favour of BHEL, Tiruchirapalli or Cash Receipt from BHEL Cash Office towards payment of Earnest Money deposit as stated in the "Scope and general terms & conditions".

4. Complete the format in all respects with signature and seal on each page.

5. Sealed cover superscribing on the envelope '**Tender No.BP:PR&ADMIN:004 'OUTSOURCING CONTRACT FOR ROCKFORT HOUSE Part 'A' = Techno-commercial Bid"**. should be submitted before the due date.

6. If space provided in the format is not sufficient, please provide the information in a separate sheet.

7. Those who are qualified for "Techno-commercial Bid" alone will be considered for opening of "Price Bid".

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Tender No.BP: PR & ADMIN:003
Dated: 21.11.2011
Part - A

PART 'A' - TECHNO-COMMERCIAL BID : ROCKFORT HOUSE

(A) Name & Address of the Tenderer with contact phone numbers

(B) Whether Individual or Company or Partnership Firm?

(C) Name & address of Directors and / or Partners (in case of Company or Partnership firm) or name & address of the Proprietor (s) in the case of sole proprietorship firm. (documentary evidence to be enclosed).

(D) Usual place of business:

(E) Experience: (Use separate sheets, if necessary)
Guest House general catering (particulars to be given with reference). Documentary evidence to be enclosed. Quotation without documentary evidence for required experience shall be rejected).

(F) No. of employees proposed to be employed in CHENNAI TRANSIT FLAT, with break up details viz., Managers/Supervisors, Cooks, Service Boy, etc, for each work. The professional qualification for each of the posts may be indicated against the number.

Sl.No	Designation	Min.No. proposed by BHEL	No.Proposed by the Caterer
01	Manager / Supervisor	1	
02	Cooks / Asst. Cook	2	
03	Stewards/House keepers	2	
04	Utility workers / Sanitation	2	
	Total manpower	07	

(G) Total number of employees presently employed by the tenderer in the Guest House maintenance and catering contracts.

(H) Name of Bankers

(I) Provident Fund / ESI Code Nos.

(J) Whether the tenderer has been issued with a licence under the Contract Labour Regulation & Abolition Act? If so, furnish the details.

(K) Working capital of the contractor

(L) Is the contractor an Income-Tax Assessee ? If so, acknowledge of returns filed with Income-Tax for last 3 years has to be produced.

(M) Have the accounts of the Firm / Company been audited for the previous year. If so, furnish a copy of audited accounts of the previous three years.

(N) Whether the quotations are submitted in Part 'B' – "Price Bid".

(O) DD No., Date, Name of the Bank and amount towards Earnest Money Deposit.

(P) Any other information the tenderer may like to furnish.

Signature
(Name & Address of the Tenderer with Official Seal)

Place:
Date:

Tender No.BP: PR & ADMIN:003
Dated: 21.11.2011
Part - A

DECLARATION

I / We hereby declare that I / We have not been banned and de-listed by any Government Department / Financial Institution / Court.

Signature
(Name & Address of the Tenderer with Official Seal)

Place:
Date:

Tender No.BP: PR & ADMIN:003
Dated: 21.11.2011
Part – B

PART 'B' - PRICE BID : ROCKFORT HOUSE

IMPORTANT NOTE:

1. Please read carefully "Scope and General Terms & Conditions" before filling up this form.

2. Complete the format in all respects with signature on each page.

3. The labour cost will include the wages payable to the employees by the Contractor, and also statutory payments such as ESI, PF, Bonus, Incidentals like cost of food supplied to the workmen, uniform and all other statutory and non statutory benefits to the persons employed by him.

4. The rate quoted for catering charges should be as per the menu. The rate for each unit of food item shall include material and fuel cost only**. It may be noted that the labour cost for food preparation/serving shall be covered under fixed service charges.**

5. The offer should be valid for 90 days initially from the date of opening of the Price Bid. The rates of successful bidder should be valid for two years from the date of commencement of the contract.

6. Standard for preparation of items and standard weight for each item attached should be taken into consideration while quoting the rates.

7. Sealed cover superscribing on the envelope **"Tender No.BP: PR & ADMIN:004, Dated: 21.11.2011 – OUTSOURCING CONTRACT FOR ROCKFORT HOUSE - Part 'B' Price Bid"** should be submitted along with **Part A** as instructed **separately.**

8. If space provided in the format is not sufficient, please provide the information in a separate sheet.

Tender No.BP: PR & ADMIN:003
Dated: 21.11.2011
Part B

PART 'B' - PRICE BID : ROCKFORT HOUSE

Location and Details of the ROCKFORT HOUSE IN TRICHY

Address & the location	:	**ROCKFORT GUEST HOUSE** **BHEL Kamarajapuram Township,** **Tiruchirapalli- 620 014** **Phone : 0431-2520816**
Number of rooms	:	16-Double bedded rooms Ground floor - 08 rooms First floor - 08 rooms (All are AC rooms) 01 – office room at ground floor
Total Number of beds	:	32= beds
Dining halls	:	One-AC dining hall at ground floor One Mini conference hall at first floor
Kitchen	:	One
Lounge	:	Two
Contact Phone number	:	0431 - 2520816

The contractor is requested to visit of the above site before quoting the tender.

Tender No.BP: PR & ADMIN:003
Dated: 21.11.2011
Part – B

Part B – Price bid : ROCKFORT HOUSE

ANNEXURE OF RATES

Sl. No.	Description	Rates Rs.
01.	Fixed service charges per month for providing the man power as specified earlier in Part A	
02.	Housekeeping material charges per month for cleaning the premises. (break up details of material proposed to be used may be furnished)	
03.	Cost of Guest amenities per month (1.Sample soap , 2. Tooth brush 3. Pocket comb 4. Sachet of Shampoo, 5. Sample toothpaste, 6. Sachet coconut oil 7.Sachet of talcum powder)	
04.	Laundry services costs per month (for linen bed spread etc.)	
	TOTAL	

Tender No.BP: PR & ADMIN:003
Dated: 21.11.2011

Part B – Rate bid : ROCKFORT HOUSE
CATERING CHARGES

S. No.	Description of the Items	Weight In Grams	Rate
01.	Coffee / Tea / Milk (180 ml.)		
02.	**Breakfast Vegetarian:** (a) Iddly / Rava Iddly / Dosa / Rava Dosa / Masala Dosa / Onion Oothappam / Tomoto Oothappam / Poori with potato masala etc. (Any two of items unlimited quantity to be served with variety chutney and sambar) (b) Coffee / Tea / Milk		
03.	**Breakfast Vegetarian Special:** (a) Iddly / Rava Iddly / Dosa / Rava Dosa / Masala Dosa / Onion Oothappam / Tomoto Oothappam / Poori with potato masala etc. (Any two of items unlimited quantity to be served with variety chutney and sambar.) (b) Vadai with chutney / sambar 2 nos. (c) Coffee / Tea / Milk		
04.	**Breakfast Non Vegetarian:** (a) Bread slices with jam & butter , (b) 2 eggs omelete / scrambled egg etc. , (c) Coffee / Tea / Milk		
05.	**Breakfast – extras: (any one of the items should be served for the quoted rates)** (a) Cornflakes with milk & sugar, (b) 2 eggs omelette, (c) 2 slices of bread with butter & jam, (d) Pot Coffee / Tea (2 cups)		
06.	**Lunch/Supper – Vegetarian:** Chappathi or poori, Plain rice, Variety rice / Rava pongal / Sevai variety / Vegetable fried rice / Pulav etc. – Any one item alternatively to be served. Deep fry poriyal, Koottu or Aviyal Sambar / Dhall / Vattal / More kulambu Rasam, Curd or Curd bath Appalam, Pickle, Chutney Sweet (during lunch only) Banana / Seasonal fruit alternatively (during supper)		

S. No.	Description of the Items	Weight In Grams	Rate
07.	**Lunch /Supper (Non Vegetarian)** Chicken (200gms) OR Mutton (125gms) OR Fish (150gms) Neimeen seela or Vanjaram or Parai (any one) Chappathi/Poori +Plain Rice+Kootu/Poriyal/Avail + Deepfry in oil +Rasam+Curd/Curdbath +Appalam+Pickle one variety one day+chutney Sweet during Lunch OR Banana/seasonal fruit on rotation during supper		
08.	**Lunch /Supper (Vegetarian Special)** Soup, Bread slices and Butter Chappathi or poori, Plain rice Variety rice / Rava pongal / Sevai variety / Vegetable fried rice / Pulav etc. – Any two items alternatively to be served. Deep fry poriyal, Koottu or Aviyal Cutlet/Vadai/Bonda/Bajji/pakkoda, etc./plain or with sambar or curd Sambar / Dhall / Vattal / More kulambu Rasam, Curd or Curd bath Appalam, Pickle+ Chutney Sweet + Banana / Seasonal fruit alternatively		
09	**Lunch/Supper Non- Vegetarian Special** Soup,Bread slices and butter Fried Fish/Fish cutlet with salad & Sauce Neimeen seela or Vanjaram or Parai 1kg for 10 persons Chicken (1 chicken of 1.250 kg for 4 persons) OR Mutton(1kg for 6 persons) with boiled vegetables. Curry and rice(Chicken / Mutton/Fish) Kootu/Avial+Deep fry or porial in oil+ rasam+curd/curd bath+appalam Chappathi/Poori+Plain rice+Pickle one variety one day+chutney Sweet + Banana/Seasonal fruit on rotaion daily		
10	**Lunch/Supper – Non Vegetarian Western** Soup,Bread slices and butter Fried Fish/Fish cutlet with salad & Sauce Neimeen seela or Vanjaram or Parai 1kg for 10 persons Chicken (1 chicken of 1.250 kg for 4 persons) OR Mutton(1 kg for 6 persons) with boiled vegetables. Sweet /pastry/pudding+coffe/Tea		