

DETAILED SCOPE OF JOB/ SERVICES:

1. AT THE RECEPTION:

- 1.1 When the guest checks-in, the Contractor/Contractor's staff shall immediately attend to him, receive him, and allot the room specified by BHEL in his name. BHEL will reserve the rooms and intimate the Contractor through Reservation slips. **The contractor shall not allot rooms on his own, for any reason.**
- 1.2 Get the guest's name entered in the Guest Register.
- 1.3 Escort the guest to his room, carry his baggage to his room, leave him in the room, look for his comforts, keep fresh drinking water in the room.
- 1.4 Offer him tea/coffee/meal etc. as required by him, suiting to the time, round the clock.
- 1.5 When the guest checks-out, separate bills for boarding and lodging are to be prepared and got signed from the guests. The payment of other than official guest will be deposited in BHEL office on daily basis.
- 1.6 In case of Company's guests, the Contractor shall raise the 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.
- 1.7 Carry the guest's baggage from the room to the vehicle.
- 1.8 Ensure that the guest has not left behind in the room any of his belongings, and if any such belongings are found, immediately inform BHEL Estate Office for necessary action.
- 1.9 During the stay of guests necessary services may be provided as and when asked for by the guests and the charges for the services not in the scope shall be collected directly from the guests on actual basis.
- 1.10 Provide news paper in all the occupied rooms and the payment of news papers shall be reimbursed by BHEL (supported by supplier's bill) on monthly basis on submission of your bill.
- 1.11 Contractor shall **provide flower bouquet with flower pots** in all the occupied rooms by GM & above level guests (as mentioned by BHEL via Reservation Slips), in dining hall and in reception on daily basis.
- 1.12 Contractor shall **provide tea bags (Tetley/ Brooke Bond or Taj brand), coffee sachets (Nescafe/ Bru brand), Milk sachets (Everyday/ Oasis or Amul brand), sugar sachets (of approved brand), Sugar free sachets (of approved brand) in the all the occupied rooms on every day basis for 04 cups of tea or coffee as per the requirement of guests.**

2. HOUSE KEEPING: To render all housekeeping services of high standards.

2.1 Details of areas for housekeeping:

Number of rooms	:	47 Rooms (All AC) (area of each room = 36.96 sq. meter) Including attached bathroom & store room Ground Floor (11 nos.) First Floor (12 nos.) Second Floor (12 nos.) Third Floor (12 nos.)
Number of beds	:	101 Beds.
Reception	:	01 No. (area = 36.96 Sq. meter)
Dinning halls	:	2 Nos Dining hall (GF & FF) (area of each = 104.75 sq meter)
Kitchen	:	One (area = 33.13 sq meter approx.)
Corridor	:	One (300 m x 3m) and Front outside area (300m x 5m)
Common Toilet	:	One (area = 17.84 sq. meter approx.)

- 2.2** The contractor shall maintain high standards of cleanliness and hygiene in complete area of the Transit flats. The material to be consumed in housed keeping services are detailed below: -

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Sl. No.	Item
1	All Out (Machine with Refill of 45ml)
2	Toilet Paper Roll (pkt of 6nos. of 253 pulls each)
3	Odonil (75 gm)
4	Hit kala (625ml/ 385gm)
5	Dettol/ Lifebuoy/ Savlon Hand Wash (225ml)
6	Harpick cube
7	Nepkin pkt
8	Tee-Pol (10lt)
9	Harpick (500ml)
10	Lysol
11	Seenk jhadu
12	Fool jhadu
13	Duster
14	Poocha
15	Colin Spray (500ml)
16	Nali pump
17	wiper
18	Floor Brush
19	Toilet Brush
20	Iron Juna
21	Plastic Juna
22	Surf
23	Vimbar / Peril (500g)
24	Vimpowder
25	Napthalin balls
26	Room freshner (Air wick) (300ml)
27	Any other necessary items not mentioned above.

- 2.3 The Contractor shall make beds and clean all rooms daily. All rooms are to be cleaned with high quality of disinfectants. Ceiling fans, windows, glasses, furniture & all the appliances like AC, TV, refrigerator, geyser, blower etc. are to be cleaned regularly. All the necessary housekeeping materials will be arranged by the contractor.
- 2.4 The Contractor will provide, maintain, and refill Hand Wash / sanitizer in all the Toilets of all Rooms & Dining Hall's Toilets.
- 2.5 Cleaning, sweeping, mopping with disinfectant stair cases, reception, dining hall, kitchen, corridors, ceilings and office rooms, on daily basis or as per requirement/ direction.
- 2.6 Spraying room fresheners in all rooms on twice a day basis or as per requirement/ direction.
- 2.7 Weekly dusting of entire area including windows/ windowpanes/ doors etc.
- 2.8 Vacuum cleaning of all carpets and upholstered furniture once in a day or as per requirement/ direction.
- 2.9 Disposal of waste generating from the housekeeping and catering process will be the Contractor's responsibility on his own cost.
- 2.10 Cleaning, dusting electrical switch boards, light fixtures, fans, air conditioner vents, door mats, firefighting equipment, phones, doors, windows, furniture, window glasses, grills, curtains etc
- 2.11 Room fresheners, air fresheners, deodorants, toilet paper rolls etc of good quality are to be made available in all the rooms, toilets, lounges and all common toilets. They may be replenished immediately whenever required.
- 2.12 The Utensils used & required for cooking food will be provided by BHEL and remain the property of BHEL.

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- 2.13 The contractor shall Provide and change Bed sheets, bed covers, blanket covers, pillow covers, towels etc. with the washed items every day during the stay of guests. The contractor shall provide the full quantity of linen and crockery as mentioned below. The complete linen items will be changed after six months. However, free replacement of Linen and replacement of crockery due to breakage or whatsoever reason should be the responsibility of the contractor. The decision of BHEL in respect defining the item needs replacement or not shall be final and binding to the contractor. The contractor has to maintain the quantity of each items as given below after the replacement. The quantity and specification of linen is detailed below:-

Sl. No.	Items	Qty in Nos.	Remarks
1	Bath Towel (White, size- 75 X 150 cm, Thread Count = 144, make- Bombay Dyeing (Tulip Brand) {three set of 96 nos.}	288	This item will completely replaced after six month
2	Hand Towel (White, size- 40 X 60 cm, Thread Count = 144,make- Bombay Dyeing (Tulip Brand){three set of 30 nos.}	90	This item will completely replaced after six month
3	Cup & Saucer with gold lining, material- bone china, make- Laopala/ Sheshell	154	This item will completely replaced after six month
4	Bed Sheet Double size- 224 X 244 cm with two pillow cover size- 46 X 69 cm (White, , make- Bombay Dyeing (Flora brand){three set of 23 nos.}	69	This item will completely replaced after six month
5	Bed Sheet Single size- 150 X 229 cm with pillow cover (White, make- Bombay Dyeing (Flora brand){three set of 55 nos.}	165	This item will completely replaced after six month
6	Bed Cover Double size - 229X 254 with two pillow covers size- 46 X 69 cm, make- Bombay Dyeing (Satin Fantasy brand){three set of 23 nos.}	69	This item will completely replaced after six month
7	Bed Cover Single size - 150X 229 with pillow cover , make - Bombay Dyeing (Satin Fantasy brand){three set of 55 nos.}	165	This item will completely replaced after six month
8	Full Plate, Diameter - 27.5 cm, material- bone china, make- Laopala/ Sheshell	84	This item will not be replaced completely
9	Borosil Drinking Glass (Large), capacity-350ml, it can withstand temperature upto 300° C, cylindrical in shape, non-porous glass, will not absorv stains or colours.	174	This item will not be replaced completely
10	Soup Bowl with spoon, Material- bone china, Diameter - 12.5 cm, make- Laopala/ Sheshell	40	This item will not be replaced completely
11	Quarter plate,Diameter- 19.5 cm, Material- bone china, make- Laopala/ Sheshell	60	This item will not be replaced completely

- 2.14 The Contractor shall provide **two nos. of soaps (Lifebuoy/Dettol or Hotel brand), two nos. of shampoo sachets (Clinic Plus/ Pantene or Head& Shoulders brand), tooth brush (Colgate/ Pepsodent or Oral-B brand), toothpaste(Colgate/ Pepsodent or Babool brand), comb, shaving cream (VI-John/ Gillettee or Dettole brand), shaving razor(disposal make Gillettee Presto), two nos. of coconut oilsachets (Parachute/Vatika brand) of good quality** in all the occupied rooms. The contractor has to make a kit consisting of above mentioned items. This kit has to be given one at the time of arrival of guest and kit will be valid for three days, after three days it may be provided on demand. Accordingly, payment for this kit will be done on actual nos. of usages which means no. of guest arrived during that particular month plus nos. of kit provided on demand.
- 2.15 The contractor shall provide **Liquid mosquitoes destroyer machine (of All-out or Good Night brand only) in all the rooms with regular re-filling of liquid.**



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- 2.16 The contractor will ensure the proper functioning of all the electrical appliances like refrigerator, TV with remote, room heater/ blower, bath room geyser, wall clock & tea kettle etc. If any appliance in any room is not working the contractor will inform the Estate office immediately.
- 2.17 The Contractor's men shall take care of the wall calendars, clocks, etc provided in the Transit flats and other places, including changing of batteries of clocks & remotes of AC & TV as and when required. The batteries for clocks & remotes of AC & TVs shall be provided by the contractor at his own cost.
- 2.18 BHEL may ask Contractor to get the fridge repaired provided in Transit Flat, payment shall be reimbursed by BHEL (supported by supplier's bill) on submission of your bill.
- 2.19 The contractor shall check the bed sheets, blanket, towel, soap, water, functioning of TV, Refrigerators, ACs, Geysers and all the Bath Rooms fittings, bulbs etc. on daily basis and report to Estate Office.
- 2.20 Coordination with the dish cable connection provider for trouble free services. The monthly payment of cable connection in all the TVs will be paid directly by BHEL.
- 2.21 The contractor will provide room service for tea/ coffee, foods etc as per the requirement of guest.
- 2.22 The contractor shall ensure that sufficient manpower is deployed so as to maintain high standard of housekeeping.
- 2.23 All the items supplied by the company at its expense for the purpose of running the Transit Flats will be company's property for all purposes.
- 2.24 The losses due to breakage / theft / damage or loss of any such materials / equipment / fixtures / furniture or damage due to poor handling shall be recovered from the Contractor at full cost. In regards to natural wear and tear of any such item, the decision of the company shall be final and binding on the Contractor.
- 2.25 The contractor may visit the Transit flat before quoting their offer.

3. LAUNDRY SERVICES:

- 3.1 The contractor will provide all laundry services of high standards for Transit flats belongings and for the guests staying at the Transit flats.
- 3.2 Bed linen, towels, furniture upholstery, blankets, curtains shall be periodically washed and kept in clean condition for use.
- 3.3 The periodicity of washing & changing bed sheet, pillow covers, blanket covers & towels shall be daily and the periodicity of changing & washing of blankets, curtains, table covers & furniture upholstery shall be at least once in three months.
- 3.4 The charges of laundry services shall be included in the price format at Sl. No. B. No extra payment will be made for laundering of the BHEL's cloths like furniture upholstery, curtains, table cloths & blankets etc.
- 3.5 The Contractor shall provide timely & quality laundry services for the guests staying at the Transit Flats. The contractor shall charge from the guests for washing and pressing of their clothes on actual reasonable rates. The list of charges should be displayed at reception and all the rooms.

4. GENERAL ADMINISTRATION:

- 4.1 Guest occupancy Register shall be kept safely. As soon as the guest arrives in front office necessary entries are to be obtained in the Guest Register.
- 4.2 An attendance register is to be maintained for the attendance of the man force provided by the contractor.
- 4.3 Both lodging & boarding bill books are to be maintained.
- 4.4 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 BHEL. The contractor shall be fully responsible for maintaining all Company's property in its care, custody and control. In case of any shortage, the contractor is liable for replacement of the same at his cost.
- 4.5 Guest occupancy details should be maintained on the display board.
- 4.6 The Contractor shall maintain a suggestion book for daily comments of the guests staying in Transit flats. He shall also obtain the guest comments on feedback form to evaluate the services provided by the contractor on a regular basis. The format will be provided by BHEL. The complaint register/ feedback forms will be provided by contractor itself and has to be kept at reception and should be accessible to all.
- 4.7 Statements of food provided, bills received and submitted, etc. are to be maintained by the contractor.

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- 4.8 The Contractor shall perform all housekeeping Job/ services 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 procedures and instructions. The Contractor shall perform the Services to the satisfaction of the guests.
- 4.9 Legal requirements relating the maintenance of the Transit flats if any will be the responsibility of the Contractor and BHEL will in no way be a party to such requirement.
- 4.10 All the stationeries, registers, bill books, pen etc. required for proper upkeep of records etc. shall be provided by the contractor

5. CATERING:

- 5.1 The Contractor will provide food for the guests as per the menu and the rates mentioned below:-

Sl.No	Description of Items in New Menu	Rates
1.	Tea	Rs 8/- per cup (excluding service tax) (Fixed)
2.	Coffee	Rs 10/- per cup (excluding service tax) (Fixed)
3.	<u>BREAKFAST</u> (A) 1) Cornflakes with Milk/ Dalia/ Oat meal 2) Puri & Alu Sabji with Achar/ Poha with chatni OR	Rs 45/- (excluding service tax) (to be quoted by bidder against this maximum ceiling limit)
	(B) 1) Cornflakes with milk / Dalia/ Oat meal 2) Plain Paranthas & Alu Sabji 3) Achar + Curd OR	
	(C) 1) (Iddly / Vada) and (Uttapam / Massala Dosa) with chutney and Samber OR	
	(D) 1) Chole Bhathura and Achar, Dalia. OR	
	(E) 1) Alu paratha with curd & Achar	
	<u>Note</u> :- 1) Bread with 25 grm. of Jam and butter to be supplied on all days. 2) 02 nos. cutlets or 2 nos. Eggs is to be supplied as an alternative of menu at A,B,C.D& E above. 3) Tea or coffee (as per requirement of guests) with breakfast to be supplied on all days. Based on past experience, the nos. of total breakfast including for official guest will be approx. 1050 nos. per month.	

4.	<p><u>LUNCH / DINNER</u></p> <ol style="list-style-type: none"> 1) Roti – Tawa 2) Rice or Jeera Rice (Good quality of Basmati Rice will be used) 3) Yellow Dal/ Dal Makhani (alternatively) 4) Vegetable with gravy / Paneer Veg 5) Seasonal Veg. - Dry 6) Curd/ Raita 7) Achar + Papad + Salad 8) Sweet – Dish (one) 9) Mouth Freshener (Sounf + Misri) <p>Note: Based on past experience, the nos. of total Lunch + Dinner including for official guest will be approx. 1500 nos. per month.</p>	<p>Rs 65/- (excluding service tax) (to be quoted by bidder against this maximum ceiling limit)</p> <p>Menu should be different on each day</p>
5.	<p><u>Miscellaneous</u></p> <ol style="list-style-type: none"> 1) Drinks <ol style="list-style-type: none"> i) Cold Drink (200ml) –Rs 10.00 ii) Branded Water bottle (250 ml)- Rs 8.00 iii) Fruit Juice (160ml) (Tetrapack) – Rs 12.00 iv) Amul Buttermilk (Tetrapack)- on M.R.P. 2) Snacks <ol style="list-style-type: none"> i) Paneer Pakodas (2 pcs)- Rs 15.00 ii) Assorted Pakodas (6 pcs) – Rs 20.00 3) Sweets – Rs 20.00 (per pc) 4) Chips - Rs 5.00 or on MRP. 5) Veg Sandwich (4 slice) – Rs 15.00 6) Eggs to order (per egg) <ol style="list-style-type: none"> i) Boiled – Rs 8.00 ii) Other – Rs 10.00 7) Milk (300 ml) – Rs 20.00 <p>Note:- other items can be added as per the direction and rates as decided by Engineer-In-Charge</p>	<p>Rates excluding service tax are mentioned along with the items. The total sum of all items is Rs 153.00 and will be appropriate in proportion of quoted rates. (for example:- if bidder quotes Rs. 51.00, then all rates will be divided by 3)</p>
6.	<p><u>Special Lunch / Dinner</u></p> <p>Starter :-</p> <ol style="list-style-type: none"> 1) Sprout with fruits 2) Mix Veg. Pakoda 3) French Fries / Moong Dal Pakoda / Wafers etc. 4) Fruit juice/ Soup <p>Menu for Luch/Dinner :-</p> <p>Rice & Roti(Good quality of Basmati Rice will be used)</p> <ol style="list-style-type: none"> 1) Dal Makhani 2) Paneer item - one 3) Vegetable with gravy - one 4) Non veg item - one 5) Seasonal Dry Veg. 6) Baked Veg. 7) Curd/ Raita 8) Achar / Papad / Salad 9) Sweet or ice-cream. 10) Mouth freshener (Sounf + Misri) <p>Note: Based on past experience, the nos. of total Special Lunch and Dinner including for official guest will be approx. 70 nos. per month.</p>	<p>Rs 250/- (excluding service tax) (to be quoted by bidder against this maximum ceiling limit)</p>

7.	<p><u>LUNCH / TEA / COFFEE FOR CONFERENCE HALL</u></p> <p>A) Morning Tea/ cold drink with Biscuits (to be provided in the conference hall)</p> <p>B) Evening Tea with snacks (2 pieces) to be provided in the conference hall)</p> <p>C) Lunch Buffet system at Dining hall</p> <p>Menu will be as follows:</p> <ol style="list-style-type: none"> 1. Soup 2. Rice (Good quality of Basmati Rice will be used) 3. Roti 4. Dal 5. One paneer item 6. One seasonal vegetable. 7. One non-veg. Item 8. Curd item 9. Achar / papad / salad 10. Sweet or cut fruit 11. Mouth freshener. <p>Note: Based on past experience, the nos. of conferences will be approx. 17 nos. per month.</p>	<p>Rs 250/- (excluding service tax) (to be quoted by bidder against this maximum ceiling limit)</p>
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- 5.2 The menu of above items along with the rates must be displayed in all rooms on a laminated paper.
- 5.3 Raw material like refined oil, Masalas, Dals will have to be procured of excellent quality bearing Agmark / ISI mark.
- 5.4 The rice will have to be of good quality Basmati only.
- 5.5 The Atta (i.e. Flour)/ Maida/ Besan shall be used of ITC/ Shakti Bhog/ Annapurna/ Aashirwad brand only.
- 5.6 Milk & milk products shall be used of **Mother Dairy or Amul brand only.**
- 5.7 **The contractor has to provide hot water cattle (Philips/ Bajaj/ Recold make for min 1.5 cup) for all 47 rooms.**
- 5.8 **The contractor has to provide two new bread toaster (for four slice, Philips make) at the time of breakfast at the counter.**
- 5.9 **The contractor also has to provide a deep freezer of min 400 liter storage capacity to store perishable food items.**
- 5.10 **The contractor has to provide the sufficient mineral drinking water in dinning hall, conferences and all 47 rooms during occupancy and the same water will be used for cooking of all meals. The water has to be as per relavant Indian standard (IS code- 10500).**
- 5.11 **Professional waiters & cooks** shall be deployed in dining hall / kitchen for service of food to the guests. The waiters & cook should be neat & clean duly shaved on daily basis, trimmed nails and dressed up with proper uniform with their name plates and caps. They shall wear neat & clean hand gloves / apron during their duty.
- 5.12 Medical checkup of all the work men including cooks, waiters, cleaners etc. Shall be done in every three months from a reputed hospital and the medical certificates issued from the hospital shall be deposited in Estate office.
- 5.13 The connection for PNG (Piped Natural Gas) will be in the name of BHEL but billing of gas consumption shall be the responsibility of contractor on its own cost.
- 5.14 BHEL representative will check & verify the quality of items being used & cleanliness on surveillances checking.
- 5.15 The contractor will collect the charges of breakfast, lunch, dinner, tea or coffee directly from the guests as per the rate quoted by bidder in Sl. No. D of Price Format.
- 5.16 The charges for the food provided to company guests will be paid by BHEL to the contractor for which he will have to raise separate bill on monthly basis as per the rate fixed by BHEL.



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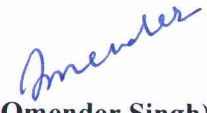
- 5.17 The charges for the special lunch, dinner, tea / coffee (Sl.No. 4 & 5) will be reimbursed by BHEL to the contractor for which he will have to raise separate bill on monthly basis at the rates quoted at Sl. No. D of price format.
- 5.18 In view of above services, the following list of items to be provided by contractor at his own cost for the entire period of contract: -

Sl. No.	Items
1	Flower bouquet with flower pots in Rooms of GM and above lever guests
2	Vacuum Cleaner
3	Batteries for clocks and remotes of ACs and TVs
4	Hot water cattle (1.5 cup) for 47 rooms
5	Bread Toaster – 2 nos.
6	Deep freezer of minimum 400 liter – 1 no.
7	Mineral water for drinking and cooking purposes

- 5.19 After successful completion of contract period, the contractor will remove the equipment/ materials from the premises at his own risk and cost after due permission from BHEL.

Note: The job/ services as per above scope of services are required round the clock in all seven days.

For & on behalf of "BHEL"


(Omender Singh)
Sr. Engineer (HR-TAX)


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