

QUALIFYING REQUIREMENTS

1. The bidder should have minimum 3 years continuous experience (out of which he should have atleast past one year continuous experience at one place) for providing satisfactory house keeping services

(a) to at least 30 hostel rooms on 24hrs basis,

(b) to office rooms/halls/conference halls etc having area at least 350 sqm,

and (c) providing satisfactory catering services for more than 100 persons

in residential training institutes (meant for Executives/ Managers) of PSUs or Government.. (Year to be counted w.r,t end date as 31.08.2008)

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

2.(a) Bidder should be financially sound having an average annual financial turnover of atleast Rs 20 lacs during the last three financial years ending 31st March 2008 and to this effect audited Profit and Loss a/c and balance sheet to be enclosed. **He should have earned profit during past two (2) years.**

2. (b) Bidder should have successfully provided the services of Housekeeping and Catering during the past seven (7) years as specified at 1.0 above against contract value of either of the following:

-- Three (3) contracts of value not less than Rs 24/- lacs, or

-- Two (2) contracts of value not less than Rs 30/- lacs, or

-- One (1) contract of value not less than Rs 48/- lacs.

(Year to be counted w.r,t end date as 31.08.2008). Bidder to enclose documentary evidences.

3. Bidder should furnish copy of

a) Income Tax return for past 2 years.

b) PAN card.

c) Service Tax registration certificate

4. Bidder should have PF and ESI registration no. and documentary evidence to this effect to be furnished.

5. Bidder should be Private Limited Company / Partner Ship firm / Proprietorship or else they should have valid Labour License no. Documentary evidence of the same should be furnished.

6. Bidder to give an undertaking that the prices being quoted by him are competitive and reasonable considering the prevalent and anticipated market conditions and shall meet the requirement of the contract quantitatively and qualitatively to the satisfaction of BHEL during the currency of the contract as per terms and conditions of the contract.

7. Bidders should be Delhi-NCR based and having their most of business (at least 90% of turn over) in this region. Bidder to furnish evidences to this effect.

8. Bidders to give undertaking that BHEL may visit their offices as well as any or all of their customer complexes to ascertain information about them as deemed fit by BHEL in respect of information provided by bidder and/or to gather about their performance, attitude, quality of service etc and that BHEL reserves the right to reject any bidder without assigning any reason thereof in case BHEL finds the information not in line with what has been provided or/and BHEL feels unsatisfied with the feedback.

Note: Documentary evidence in support of all the above said stated requirements are to be provided along with the Techno commercial Bid.(Part II).

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

INSTRUCTIONS TO BIDDERS

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

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

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

Part II: Techno Commercial offer: This envelope will contain documentary evidences in support of qualifying criteria along with checklist which has been attached with the forwarding letter of the enquiry and technical offer including signed copy of General terms and conditions, Specifications (with unpriced price format) , Instructions to Bidders and deviations if any.

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

Bidder's name/ seal, tender no. "MG/SK/PUR/007", due date and tender description should be mentioned clearly on cover of each envelope.

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

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

5.0 All the three envelopes of offer contained in a master envelope sealed and clearly mentioning enquiry no., date and enquiry description should reach this office on or before "3 PM" on scheduled tender submission date. The envelope containing EMD (Cover I of Bid) shall be opened first in presence of such bidders or their authorized representatives as may be present at 3.00 PM on the following day. The Techno - commercial offer/ Cover-II i.e., (Part-I of Bid) of only those bidders whose EMD is found compliant to enquiry terms shall be opened later on same day. Price bid (Part- II) of only those parties will be opened later who qualify in Techno-Commercial bid, intimation for which shall be sent in due course of time.

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

“Revised price Bid (Part II)
for Tender no.-----dated

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

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

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

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

Human Resource Development Institute

Bharat Heavy Electricals Limited

Plot No. 25, Sec – 16 A

NOIDA – 201301 (UP)

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

11.0 Unsolicited tender/ bids shall not be entertained.

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

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

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

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

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

- (c) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected.

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

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

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

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

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

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

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

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

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

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

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

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

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

i.	Qualifying Requirements	1 Sheet
ii.	Instructions to Bidders	8 sheets
iii.	General Terms & Conditions.	6 sheets
iv.	Specification HRDI:041-A	16 Sheets
v.	Spec.HRDI:041B	13 Sheets
vi.	Check List	2 Sheets
vii.	Price Schedule	8 Sheets

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

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

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

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

30.0 The bidder shall furnish rates/amounts for all the items as per price formats (ANN-I, I-A, II, III & IV) of the Price Schedule . For Catering Services, . lumpsum rate per person per day for the catering requirement at sl.no.1 to sl.no.5b of Ann-I of the Price Schedule shall be quoted considering for the base quantity indicated in the tender documents. The bidder is to provide break up of lumpsum rate as quoted in Ann-I against individual items listed at sl.no. 1,2, 3(i), 3(ii),4, & 5 at Ann-IA. Rates of Optional items are to be quoted in Ann-II. Bidder has to ensure that prices of these items have to be consistent and reasonable within and with relation to the lumpsum rate quoted for Ann-I. Bidder is also to furnish value of each item/ sub item of Ann-II of the Price Schedule (Optional items).

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

31.0 Bidder is to carefully note that order for catering services shall be placed on the unit rate basis (i.e. lumpsum rate per person per day for the catering services for requirement at sl.no.1 to sl.no.5b of Ann-I of the Price Schedule) and the tender shall be evaluated for 9200 quantity per year as per price schedule. However payment shall be made on the basis of rate as per actual quantity consumed which may be part or parts of the total catering requirement.

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

For housekeeping services, he has to quote a lump sum rate on monthly basis Ann-III of the price schedule considering the scope and activities of the tender document. Optional items are to be quoted on Ann-IV. Optional items and their rates/prices shall not be considered for price evaluation. Services of these items, however, may be availed of by the owner at his/his authorized representative discretion provided that these are made part of the contract.

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

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

34.0 If any bidder intends to offer any discount over and above the quoted rates as percentage or any lump sum figure against the respective two services of the

enquiry, he should submit a separate letter with reference to the type of service mentioning details of discount offered which can be clearly co-related with respect to each item of the price schedule for the respective service. In case of ambiguity, owner decision shall be final and binding. This letter shall be kept along with the Price bid offer and inside Part III envelope. No discount after price bid opening will be admissible.

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

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

(i) Total value of House keeping : Monthly Rate qtd x 24 (Ann – III)

(ii) Total value of Catering : Rate qtd per head per day x2x 9200 (Ann – I)

(iii) Total value of the contract : (i) + (ii)

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

Opening of price bid does not entitle the lowest bidder to have automatic claim for award of the contract in his favour. Owner reserves the right to place the order. Owner reserves the right to place the order for optional items.

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

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

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

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

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

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

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

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

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

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

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

46.0 The bidder shall be required to pay Earnest Money deposit for an amount of Rs.1.0 Lacs by demand draft in favour of BHEL, payable at Noida / Delhi / New Delhi, along with the bid. Bid(s) received without the Earnest Money Deposit will not be entertained. EMD of the bidder will be forfeited if after opening of the tender, the bidder revokes his bid within validity period or increases his earlier quoted rates. The Earnest Money Deposit of the unsuccessful bidder(s) will be refunded without any interest after the award of the contract. EMD of successful bidder shall be adjusted against security deposit which is liable to be forfeited if the successful bidder fails to take up the job or fails to deposit the security deposit within the permitted time. EMD/SD does not carry any interest.

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

ORDER VALUE

SD Amount(RS)

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

Above Rs. 50 Lacs : Rs. 4.00 lacs + 5% of the amount exceeding Rs.50 Lacs.

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

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

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

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

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

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

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

General Terms & Conditions

1.00 DEFINITION OF TERMS:

- 1.0.1 The expression 'Owner' occurring in the bid document shall mean Human Resource Development Institute of Bharat Heavy Electricals Limited and shall include its successor and assigns.
- 1.0.2 The expression 'Contractor' or 'Caterer' shall mean the bidder selected by the owner for the performance of the work of Catering & Housekeeping and shall include the successors and permitted assigns of the Contractor.
- 1.0.3 The 'Head of HRDI' shall mean the In charge of the Human Resource Development Institute and shall include any person acting as in charge on his behalf..
- 1.0.4 'Authorised Representative' shall mean any officer / supervisor/staff of the Institute authorised by the Head of HRDI.
- 1.0.5 The 'Work' and 'Scope' shall mean the totality of the work by expression or implication envisaged in the contract and shall include all materials equipment and labour required for commencement, performance or completion of the work incorporated in the bid document.
- 1.0.6 The HRDI shall mean Human Resource Development Institute located at Sector 16 - A, Noida (U.P)
- 1.0.7 The 'Course' shall mean training programmes / seminars / conferences etc. which will be conducted by HRDI from time to time on a residential / non-residential basis.

2 CONTRACTOR'S RESPONSIBILITY

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

3 ADDRESSES OF THE CONTRACTOR HIS AUTHORISED REPRESENTATIVE

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

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

4.0.0 PERIOD OF CONTRACT

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

5.0.0 PRICE

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

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

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

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

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

6.0.0 CONTRACT TERMINATION

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

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

7.0.0 PAYMENT OF BILLS:

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

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

All payments under or in terms of the contract shall be made in Indian Currency either through e-mode or by crossed 'Account Payee' cheque as per practice of BHEL..

8.0.0 TAXES, LABOUR LAWS AND OTHER REGULATIONS

- i) The contractor shall be liable to comply with all the rules and regulations in respect of all the labour laws and statutory requirements including safety regulations which are in vogue or will become application in future.
- ii) The contractor shall accept and bear full and exclusive liability for the payment of any or all taxes etc. now in force or thereafter imposed, increased and revised from time to time by the Central or State Government or by any other authority with respect to or covered by wages, salaries, or other compensations paid or payable to persons employed by the Contractor.
- iii) The contractor shall fully comply with all the applicable laws, Rules and regulations relating to PF. Act. Including the payment of P.F. contributions. Payment of Bonus Act, Minimum Wages Act, Workmen's Compensation Act, ESI, C.L.(R&A) Act, Migrant Labour Act, Essential Commodities Act and / or such other Acts or Laws, regulations passed by the Central, State, Municipal and Local Government agency

or authority, including T.D.S. as per I.T Act, applicable from time to time.

- iv) The contractor shall be responsible for proper maintenance of all Registers, Records and Accounts so far as these relate to the compliance of any statutory provisions / obligations. The contractor shall be responsible for maintaining records pertaining to payment of Wages Act and also for depositing the P.F. contributions, if required, with authorities concerned.
- v) The contractor shall bind himself / his executors, administrators and shall indemnify and hold harmless the Owner, in respect of this contract, including all of its claims, damages, proceedings, costs, charges and / or any expenses whatsoever which may be imposed, enforced or brought against the Owner or any of its members, officers, employees for reasons of or consequent upon any breach or default on the part of the contract in respect of violation of any of the provisions of Law / Act Rules or regulations having the force of a law or if any award of decision by any competent tribunal ,court or authority in respect of the workmen or any one employed / engaged by the contractor / sub contractor in connection with this contract. Such indemnity bond has to be furnished / executed on a non - judicial stamp paper worth Rs. 10.00. The cost of such stamp paper, demy paper etc. shall be borne by the Contractor.
- vi) The Contractor shall be responsible for all the claims of his employees and the employees of the contractor shall not make any claim whatsoever against the Owner.
- vii) The Owner shall have absolute right to test, interview, otherwise assess or determine the quality of contractors employees / workers deployed in its premises with regard to capability etc. so as to ensure that such employees / workers are competent , qualified or otherwise suitable for efficiently and safety performing the work covered by the contract. Any employee / worker rejected / not authorised by the Owner shall not be covered by the Contract.
- viii) The Contractor shall engage fully trained and adequately experienced Staff, who are medically fit. They should be free from infectious diseases. The Contractor shall get his employees medically examined once in 6 months and obtain fitness certificates or as instructed by the owner.
- ix) The contractor shall obtain insurance policy of adequate value in respect of his workmen to be engaged for the work towards meeting the liability of compensation arising out of injury / disablement at work.
- x) Under no circumstances the contractor shall employ child labour in any of the operations and comply with the provisions of law/Act/Rules or regulations in this regard.

9.0.0 MISCONDUCT:

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

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

10.0.0 CLAIMS BY THE CONTRACTOR:

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

11.0.0 REJECTION OF BID(S)

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

12.0.0 CONTRACTOR PERSONNEL REQUIREMENT

The contractor shall employ one supervisor to look after both catering and housekeeping services. The supervisor should preferably have diploma in Hotel Management or have adequate knowledge and working experience in this field. The supervisor shall be conversant with English and he shall

be considered as local representative of the contractor. He will be responsible for managing both the services in tandem and to the satisfaction of the owner.

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

13.0.0 CONSTRUCTION OF CONTRACT

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

14.0.0 ARBITRATION

All disputes between the parties to the contract arising out of or in relation to the contract, other than those for which the decision of the owner or any other person is by the contract expressed to be final and conclusive, shall after written , notice by either party to the contract to the other party, be referred to sole arbitration of the Head - HRDI or his nominee. The arbitration shall be conducted in accordance with the provisions of the Arbitration and reconciliation Act, 1996. The parties to the contract understand and agree that it will have no objection if the Head HRDI or the person nominated as Arbitrator had earlier in his official capacity to deal directly or indirectly with the matters to which the contract relates or that in the course of his duties had expressed views on all or any of the matters in dispute or difference. The award of the Arbitrator shall be final and binding on the parties to this contract in the event of the Arbitrator dying, neglecting or refusing to act or resigning or being unable to act for any reason or his award being set aside by the Court for any reason, it shall be lawful for the Head HRDI or his successor, as the case may be, either to act himself as the Arbitrator or to appoint another Arbitrator in place of the outgoing Arbitrator in the manner aforesaid. The arbitrator may from time to time, with the consent of both the parties to the contract , enlarge the time for making the award. Work under the contract shall be continued during the arbitration proceedings. The venue of the arbitration shall be the place from which the contract is issued or such other place as the Arbitrator at his discretion may determine. The language of proceedings shall be in English. The law governing the substantive issues between the parties shall be the laws of India.

Specification No. HRDI : 041-A (Catering Services)

1.0.0 SCOPE OF WORK FOR - CATERING SERVICES:

The scope of work covered under this specification shall include Catering of tea, coffee, cold drinks, snacks, breakfast, lunch, dinner etc. as specified in the specification or as per instructions time to time.

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

- i) Serving bed tea / coffee in the residential rooms
- ii) Serving breakfast in the dining hall
- iii) Serving tea / coffee, cold drinks, cookies and snacks during tea breaks, in the dining hall / conference hall syndicate room as the case may be.
- iv) Serving lunch and dinner in the dining hall.
- v) Breakfast, tea, lunch, dinner etc. may also have to be served to the visiting faculty in their rooms, unless otherwise directed..
- vi) In case a participant / faculty falls sick, the caterer shall arrange to serve food to him in their hostel room. Special food as per requirements will be served to the sick person.
- vii) The contractor shall provide and maintain adequate staff at all the times round the clock as per actual requirement for rendering the service smoothly.
- viii) The contractor should maintain adequate no. of cooking staff as well as servicing staff and ensure that cooking staff is not used as serving staff and vice-a versa.
- ix) During the programme period, one servicing staff shall exclusively be earmarked for each conference hall who will be specifically attending to the conference hall full time.

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

Bed tea will be served in thermos flask with milk and sugar in separate containers along with tea spoon. Tea will be served in cup and saucer with tea spoon.

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

The contractor shall engage only such persons who are medically fit and free from all communicable , contagious, infectious and other diseases and are disciplined. The contractor shall not employ any person below 18 years of age. If any of the contractor staff is found to be suffering from such disease of (s)he commits any misconduct or misbehavior, the contractor shall remove and immediately replace such staff without questioning the decision of owner or his authorized representative.

It shall be the duty and responsibility of the contractor to ensure that persons engaged by him for the said services donot have criminal background. The contractor shall get the police verification done of these persons and produce the record to the owner as and when demanded.

- 1.1.0** Besides the regular planned programmes, the owner may permit other agencies to run their own programmes in the building or HRDI might conduct courses for other agencies as well. Caterer shall arrange above mentioned catering services during such periods also. In such cases, rates as approved for HRDI shall be applicable.
- 1.2.0** Period of Jan – March is a lean period for programmes when no. of programmes per month are fewer compared to rest of the year. Contractor is advised to get appraised on this account and quote price accordingly. Any claim later in this regard by the contractor shall not be entertained and the contractor shall have to render services at quoted /agreed rates as per contract.
- 1.3.0** The participants of a programme normally start arriving from afternoon of the day prior to the programme start day and they stay upto afternoon of the next day on which programme ends. During these periods, even though the no. of participants may be fewer than the batch size, the quality and quantity of catering services shall be the same as stipulated in the contract and no deviation or price compensation on any reason whatsoever will be admitted.

1.4.0 For satisfactory services, the Contractor shall continuously maintain suitable manpower strength consisting of cook, kitchen assistant, kitchen safaiwala, serving staff, programme boys etc. and which the contract may supplement at times without extra cost to the owner as required to cope up with the requirement as arisen for satisfactory services to the owner. The serving staff will attend to the conference hall/ meeting venues, provide bed tea in the hostel rooms and also render services at Service Counter in the dinning hall and cleaning of dinning table along with upkeep of dinning hall. Floor cleaning of dining hall and dusting of furniture shall be the responsibility of kitchen safaiwala staff of the contractor. Prog.boys will be allocated to perform programme oriented service jobs for each conference hall independently, and if necessary will be required to go to site during outbound visit and render his service there too.

1.5.0 TIMINGS:

Normally, the service timings shall be as specified below:

Bed tea between 5.00 to 7.00 AM

Breakfast between 7.45 to 8.45 AM

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

Lunch between 1.00 to 2.30 PM

Dinner between 8.30 to 10.00 PM.

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

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

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

1.6.0 PROVISION OF STITCHED UNIFORM BY BIDDER

All the workmen engaged by the Bidder shall be provided with uniforms at the cost of contractor as specified below. The colour scheme of uniform will be separate for different categories of staff. Uniform shall display logo of the contractor in suitable contrasting colour.

For Summer

<p>1. Kitchen staff(working in the kitchen, on mobile service at pantry / hostel block/ offices etc.)</p> <p>i) Cook</p> <p>ii) Kitchen assistant</p>	<p>White Cotton jacket or stitched shirt and cotton stitched trousers, scarf, chef hat(white), black shoes & socks, apron.</p> <p>Terrycot stitched uniforms of good quality. black shoes and socks, apron.</p>
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iii) Kitchen Safaiwala	Terrycot stitched uniforms of good quality and Jackets(brown). Rubber shoes and socks, apron and cap.
2. Servicing staff & Programme Boy	Terrycot stiched shirt and trousers of good quality, black shoes and socks
3. Management / Supervisors	Terrycot stiched shirt and trousers of good quality, black shoes and socks

For Winter (for all above categories) (Additionally)

1.Close necked coat or pullover

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

1.7.0 MATERIALS:

The contractor shall provide all raw materials and foodstuffs wholesome and of good quality and conform to specifications as given below towards satisfactory catering services . Storage of these items shall be done in such way that freshness or hygienic value is preserved taking suitable care of vegetables and other perishable items. Any variation in specification will require prior approval of owner in writing.

Pulses	- Agmark Product
Flour (whole wheat) -	DFM/ Hissar (stag) or Equivalent Agmark Product
Besan/Maida/Suji -	Agmark/FPO)
Rice	-Basmati of KRPL –India or equivalent
	Agmark
	Satnam Overseas(Kohinoor)
Spices (Whole or Ground)	- MDH/Catch or Equivalent Agmark
Tea Bags	- Taj Mahal / Tetley/Nestea/Twining
Sugar	- Cubes
Coffee	- Nescafe / Bru
Cooking Oil	- PFA approved oil (1). Kundan oil from KRBL(2).
	Soyam Oil from Ruchi Soya Ind. Ltd. (3) Dhara Health/Fortune/Nature Fresh Soya Oil or Equivalent Agmark Product
Ice Cream	- Mother Dairy / Kwality/ Walls/Nirulas
Sweets	- Nathu's/Aggarwal (Sec-18,Noida/Haldiram
Pickles/Sauces/Ketchup	-Nafed/Noga/Maggi/Kissan/ Druks/Priya/Nilons
Milk(Standard/Toned)	-DMS/Mother Dairy/ VITA/Parag/Paras/ Amul
Bread (Standard/Brown)	- Modern/Bakemans/Britania/Harvest (Brown /Standard)
Biscuits	- Britania,Parle,Sunfeast, (Sweet,Salted,Cream)
Crockery	- (Hotelchina) UPC/BHARAT/SEASHELL (To be approved by owner)
Cutlery	- Stainless Steel (Standard Quality))

Tumblers	-	Yera
Napkins	-	Wintex/Deepee
Cornflakes	-	Mohans/Champion/Goldcrunch/Savour
Papad	-	Lijjat
Butter	-	Vijaya, Amul, Amul light (Amul light & Amul/Vijaya to be served as
		per
		participants demand)
Jam	-	Kissan, Noga, Druk

Items like pulses, spices etc., which are not branded, should be of good quality. Contractor shall ensure supply of **fresh seasonal vegetables and fresh Non-vegetarian materials without ice packing** on daily basis for same day consumption. Under no circumstances, the unused non-vegetarian materials shall be used next day . **Vegetables will be supplied only during the office working hour of HRDI and Non vegetarian items between 9.30-10.30 a.m. of the day for same day consumption excepting for proportionate requirement of Monday.**

Vegetables and Non vegetable items found not fresh shall not be used and shall be promptly removed from the designated place of storage or usage.

The safaiwalla group of catering staff shall make regular and quick disposal of vegetable peels, bones of fish/mutton/chicken, stale food and leftovers and other garbage and papers etc. The contractor shall provide and maintain suitable inventory of cleaning items like duster, steel wool, scrubber, soap/detergent etc so as to have clean dining hall, counters, kitchen, utensils and the entire pantry area. The contractor shall keep the storage area clean, too.

Contractors shall ensure and take full care that no perishable item beyond prescribed period are used / served.

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

The contractor shall provide pepper (powdered) and salt filled good looking dispenser sets on each dining table and shall maintain them in clean condition.

The contractor shall provide and maintain suitable inventory of good quality good looking crockery & cutlery items besides all types of kitchen utensils including but not limited to cup, saucers, tea spoon, full plate, quarter plate, soup bowl, soup spoon, table spoon, fork, knife, Thermos flask (separately for water and bed tea), Coaster, Napkin filled napkin stand , Water jug, Tumbler, Table mat ,tooth pick etc which are required for and in relation to rendering of quality catering services to the

satisfaction of the owner. He shall always promptly replace such items as and when required so that no inconvenience is experienced.

1.8.0 CONDITIONS OF WORK

- i) Work shall be carried out by the contractor as per the conditions of the contract
- ii) Cooking shall be done in the kitchen provided by the Owner
- iii) Materials used for preparation of food items shall be of the best quality and cooking shall conform to the best standards and hygiene.
- iv) The contractor shall engage well-trained supervisors /Cooks/Kitchen Assistant/Kitchen Safaiwalla/ Serving Staff/ Prog Boy . Contractor shall ensure that none of his employee's shall be on duty without proper uniform displaying identity card.
- v) Efficiency, promptness, quality service, good behaviour and politeness of the Contractor and his workmen along with catering for adequate quantity with acceptable quality while maintaining cleanliness are the essence of the contract.
- vi) The contractor shall furnish the category wise details of his persons along with photograph as per Annexure - D, to the Owner for his consent before they are brought into the HRDI premises for providing various services. The owner or his authorised representative reserve the right to refuse admission to one or more of the Contractor's men, if their conduct or efficiency is found to be unacceptable. The decision of the Owner or his authorised representative in this matter shall be final. The contractor shall provide identity cards, to his workers once they are allowed to be engaged by the Owner which will be displayed by them on their uniform while on duty.
- vii) Without prior knowledge of the Owner, the contractor shall not engage or change any person for any job within the HRDI premises. In case the contractors decide to change one or more of his office men this shall be brought in writing to the notice of the owner and got approved before such substitution is given effect to.
- viii) The contractor's men shall not hang around in the HRDI premises and also not normally move out of their specified areas.
- ix) The contractors men shall not bring any guests/outsideers in the HRDI premises.
- x) The Contractor shall ensure proper cleanliness of the Dining Hall, Pantry and Kitchen, including regular sweeping / mopping of the floors with disinfectants, dusting of the furniture, walls etc., regular and quick disposal of vegetable peels, bones of fish/mutton/chicken leftovers and other garbage and papers etc.

- xi) **Having got the contract, the contractor shall get the menu approved for all the seven days specifying the items to be served for breakfast, lunch, dinner etc. on each day and shall comply fully with menu defined in the tender . This will be done out of the items and requirement of the menu as specified in this tender document. In case, the Owner or his authorised representative require any subsequent change, it shall be complied with. The daily menu shall be prominently displayed in the dining hall for information to all guests.**
- xii) HRDI will not be responsible for salaries/wages, etc. payable by contractor to his employee and they will not be treated as BHEL employees.
- xiii) Contractor shall not undertake any alteration / addition in the premises provided by the owner.
- xiv) Contractor shall not take out any material / equipment out of Owner's premises without prior written approval by the Owner or its Authorised Representative. Even in case of taking out any equipment for repairs, whether belonging to the Contractor or provided by the Owner , prior approval from the Owner or his Authorised Representative would be necessary.
- xv) Contractor shall provide services of one full time prog boy for every conference/lecture/programme organised at the Institute which has maximum requirement of 4 such persons at a time if all the halls in the Institute are concurrently booked. **He will be associated with programme exclusively and shall not be used for any other purpose during the programme days.**
- xvi) The contractor shall be responsible for safety and security of all equipments, fittings, gadgets, personal belongings of participants/guests. Any loss / damage due to negligence on part of the contractor shall be to his account.
- xvii) **The contractor shall personally visit atleast once a fortnight or/and as many times required to HRDI and meet authorized BHEL persons to apprise of the services or obtain feed back on the services being provided so that complaints, if any, are promptly attended to the satisfaction of HRDI.**

1.9.0 **INTIMATION TO CONTRACTOR REGARDING REQUIREMENT**

The Owner shall inform the Contractor of his requirements twenty-four hours in advance for the scheduled courses and in urgent and exceptional cases, two hours in advance. However, payment would be subject to actual no. meals consumed / served.

1.10.0 INSPECTION AND TESTING BY THE OWNER

The Owner reserves the right at all times, at the risk & cost of the Contractor, to inspect and or / test by himself or through any of his representatives or an independent agency the premises held by the Contractor and raw materials, in process materials and food-stuffs stored and served.

If any material, item or component intended to be used for the services is found substandard, not satisfactory or non conforming to the specifications of BHEL, the contractor shall remove such material forthwith from place of storage or usage **and shall take prompt appropriate action in terms of the contract such that affected services are not disturbed. If the contractor fails to arrange/replace, the same shall be done by owner at the risk and cost of the contractor** The decision of the Owner or his authorised representative shall be final and binding.

The contractor shall ensure that all the items of catering services including vegetables and non-vegetables shall be got checked with HRDI representative before these are taken to stores/kitchen.

HRDI reserves the right to reject and throw away immediately non-inspected items / sub standard items without assigning any reason thereof at risk and cost of the contractor.

1.11.0 DEFAULT DEDUCTIONS FROM CONTRACTOR'S BILLS

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

In case the Contractor fails in his contractual obligations at any time for any reason whatsoever including his own labour problem, he shall be liable for penalty to the extent as the Owner deems fit as well as to compensate for the excess expenditure incurred by the Owner, by way of providing catering services for training programmes from any other source, which will be done at the cost, risk, expenses and responsibility of the Contractor. The above will be without any prejudice to any other action, which the Owner may take.

If the above or any failure on the part of the contractor necessitates, shifting the venue of the training programme from HRDI to any other place, the Owner shall be entitled to get the services done at the shifted venue at the cost, risk and responsibility of the contractor notwithstanding anything in this respect contained in the contract and without any prejudice to the other action the Owner may take including imposing penalty or termination of contract.

For any deficiency in catering services, the contractor shall be verbally informed firstly to take corrective remedial measure. The contractor shall have to make the correction immediately. In case he takes appropriate action to the satisfaction of the owner or his authorized representative, the case shall be deemed as closed. Under exceptional circumstances, if waiver is accorded by the owner against a particular default, the same shall neither be taken as precedence in future nor the same can be construed as automatic waiver of any other default.

If the contractor fails to take corrective action to the satisfaction of owner or his authorized representative, owner reserves the right to take any &/or all of the following action(s).

- (a) Issue warning letter for the default
- (b) Levy penalty of Rs 1000/- (Rupees One Thousand) per default
- (c) Levy penalty of Rs 2000/- (Rupees Two thousand) per default, if same default is repeated for third time.

If it is found that default(s) are of permanent nature/recurring or the contractor backs out before the completion period of the contract, owner or his authorized representative reserves the right to take any and/or of the following action(s):

- a) Termination of the contract and forfeiture of Security deposit
- b) Putting the party on hold for business or blacklisting the party from future business.

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

The contractor may note that penalty is a deterrent against non performance and the intent of the contract is to have satisfactory services from the contractor as per terms of the contract.

1.12.0 SCHEDULE OF RATES

The schedule of rates shall be deemed to include and cover all costs, expenses, liabilities and salaries of every nature and description whatsoever and all risks whatsoever (foreseen or unforeseen) to be taken or which may occur in relation to the execution of the work, like the cost of purchase of raw-materials, transportation, labour cost, cooking, cost of equipment, cooking utensils, crockery, cutlery etc and maintenance of specified premises as mentioned in the bid document.

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

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

1.13.0 QUANTUM OF WORK

The quantities given in the "Schedule of Rates" - "Price Bid" are approximate and may vary in the course of execution. The bidder is, therefore, advised to quote very carefully. No claim for compensation from the contractor shall be entertained due to any variation in the quantities of the various item(s) or work or deletion of any items(s) of work. Payments shall be made for actual quantities consumed and verified by owners representatives.

1.14.0 SERVICE FOR SPECIAL OCCASSIONS ETC.

At any time during the existence of the contract, the owner reserves the right to utilize the services of the contractor for any special parties or otherwise, the contractor shall arrange the same. The rates shall be mutually agreed upon in case any item is outside the rates of the items already agreed to.

Similarly, in case the Owner desires to include any new item in the contract for catering, this will be negotiated with the contractor. The final decision will rest with the owner.

1.15.0 SPECIAL INSTRUCTIONS TO BIDDERS:

The schedule of rates includes items comprising sub items. Rates are to be quoted for each item separately including the sub items written both in words and figures. As indicated in the schedule of rates the grand total of the bid at the end of the schedule of rates also shall be written both in words and figures. No overwriting shall be allowed. The bidders shall sign each page of the bid document including the schedule of rates and the rates in annexure 1 and terms and conditions, specifications as their acceptance.

All disputes shall be subject to Delhi State jurisdiction.

1.16.0 SPECIFIC TERMS AND CONDITONS:

1.16.1 In matters of dispute regarding the quality of catering services, quality of food- stuffs, raw materials & in - process food; utilization of the premises, cleanliness and of the facilities made available by HRDI or any other matter related to these services, the decision of the Owner or his authorized representative shall be final and binding.

1.16.2 The contractor shall give vacant possession of the premises and return all furniture, fixtures, equipment, and make good all the inventory items etc in good condition after the contractual period is over or if the contract is terminated in midcourse. Handing over the vacant possession of the premises and equipment etc. shall be effected within 4 days of the

completion of the period of the contract or termination of the contract whichever is earlier. If the contractor fails to do so, the Owner will be free to take possession of the premises by opening lock (s) if necessary, and make an inventory of all the furniture, material and equipment and will be free to deduct from the Contractor's pending bill (s), security deposit, any amount which falls short of the replacement cost of the material / equipment, furniture, etc. given to the contractor by the Owner.

1.17.0 POWER, WATER & OTHER FACILITIES:

1.17.1 The owner shall provide power and water supply at limited points free of charge. Contractor shall take suitable steps for further distribution, if any, and ensure no wastage of any kind. He will not use electricity as fuel. Bidders are advised to physically check the location of such points before filling the bid.

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

1.17.2 Besides the existing infrastructure and facilities available at owner's premises consisting of the followings

- i) Kitchen with pantry and storage space for raw materials
- ii) Dining Hall with dining tables, chairs, sofa , counter & Spilt A/Cs
- iii) Cooking range with two burners: Two nos
- iv) Cooking range with four burners: One no.
- v) Dosa plate: One no
- vi) Aluminum rack: Two nos.
- vii) Worktable: one no
- viii) Dish landing table: One no.
- ix) Service trolley: Three nos.
- x) 4-door Fridge - One no.
- xi) Small Refrigerator: One no.

All the necessary equipments and facilities including but not limited to cooking vessels, grinder, juicer, mixer, toaster, hot case, gas cylinders and their filling/refilling, crockery, cutlery, thermos flasks, etc shall be arranged, provided and continuously maintained by the contractor throughout the currency of the contract, The above said items/equipments will be available to the contractor free of charge on loan basis for the tenure of the contract: The bidders are advised to visit the premises and take stock of the situation before submitting their quotation. The exact inventory of the items shall, however, be got recorded by the owner at the time of taking over.

Any additional facility/equipment which owner may like to add during the currency of the contract shall also be made available to the contractor similar lines.

The contractor shall maintain them in good condition and repairs of any material / equipment (on account of normal wear and tear or mishandling) required during the contract period for day-to-day working (excluding faults arising due to life cessation) shall be arranged by him at his own cost.

The contractor shall also provide and maintain suitable bainmarie equipment in the dining hall for keeping the ready foodstuff at suitable temperature. The equipment should separate vegetarian and non vegetarian items suitably.

The contractor shall provide gas fuel and shall ensure uninterrupted supply such that not even a single service of catering is affected. The contractor shall maintain the burners and cooking range along with its accessories including pipes etc always in working condition and repair/replacements of accessories shall be the responsibility of the contractor at his cost.

Good quality table linen/table sheet cloth napkin (duly washed and pressed) shall be provided by the contractor on the dinning table and the same shall be changed daily.

- 1.17.3 It shall be obligatory on the part of the contractor to maintain all equipments and items supplied by the owner as mentioned in paras above and also keep the premises neat and tidy and free from any damage. For any breakage, thefts, loss or damages to the premises, fittings, fixtures and equipments, recovery at market rate shall be affected from the Contractor's bills and materials / items replaced at his cost.
- 1.17.4 The contractor shall be responsible for and proper utilisation of the facilities like equipment, water, electricity or anything else provided by the Owner, without any manner of abuse or excess use.
- 1.17.5 Any misuse of the premises, equipment or facilities extended to the contractor by the Owner will attract penalties as may be decided by the Owner including termination of the contract. The amount of such penalties shall be decided by the Owner or his authorized representative whose decision shall be final and binding. The amount of such fines / penalties shall be recovered / deducted from the contractor's bills / security deposit.

MENU

(Specification - 041A)

Sl No	Item Description
1	<p>BED TEA (equivalent to two cups) (200 ml per cup) Tea bags / coffee powder with dairy whitener pouch/ lemon and two sugar cubes / sugar pouch per cup and hot water in thermos flask with a two pc packet of Parle G biscuits</p>
2	<p>BREAK FAST (BUFFET) Consisting of i) Cornflakes /Porridge with hot/ cold milk & sugar ii) Slices of full sized Bread/Toast with butter and Jam iii) Boiled eggs / Omelette or Veg.Cutlet / cheese cutlet & Sauce iv) Any one combination from the followings: Medium size Puri-sabji/Stuffed Paratha(Aloo or seasonal vegetables) -curd/ Plain Paratha - Sabji or butter/masala or sada Dosa/Iddly/Vada/Upma / Onion Uthapam with Coconut Chutney and Sambar /Chole-Bhature/ Pav bhaji (Paratha size : Normal Tanduri Roti Size) v) Tea/Coffee (Ready made)(200 ml) vi) Tetrapack of Juice (Real)(250ml)(apple/pineapple/orange) vii) Pickles</p>
3a	<p>MID SESSION SERVICE (11.15 am & 03.30 pm) Tea bags / coffee powder with milk /lemon and sugar cubes/pouch one cup (200 ml.) with hot water in cup and biscuits / cookies -sweet & salted both (2 nos each) or mixture (namkeen) or mathari 02 pcs or chips</p>
3b	<p>EVENING TEA (05:30 pm) Tea bags / coffee powder with milk /lemon and sugar cubes/pouch one cup (200 ml.) with hot water in cup and with samosa /sandwich-- (two pcs)/pakora-- one plate and chutney/sauce</p>
4	<p>Lunch (Buffet) a) i) Soup(150 ml) (Sweet corn/tomato/vegetables/green peas/palak/almond/onion/Lintell/Mustard) ii) plain rice / pulao-- mutter or vegetable/fried rice/lemon rice/zira rice/paneer rice or vegetable chowmin/ veg noddles iii) Chapati / tandoor roti /butter nan/missi roti /lachha paratha/roomali roti iv) Dal-Arhar, Chana, Malka, Moongi, Lobia, Masoor, Rajma,Chole,Kadhi-Vada v) Two Vegetable dishes out of which one will be paneer dish on alternate day (Paneer Dish - Malai Kofta /Palak paneer/chilly paneer/Kadai Paneer/Matar Paneer/Shahi Paneer etc vi)Boiled / Baked Vegetables</p>

- (Seasonal vegetables: Bhindi/Cauliflower/Tinda/Sinla mirch/Ghiya Methi/Karela/Cabbage/Palak/Lockey/Pumpkin/ Peas/ Parmal/ etc.)
- vii) Sambar/Rasam
- viii)Chicken/fish/mutton
- (Chicken Curry/ Kawab Masala/Fish fry/ Egg Curry/ chilly Chicken/ Mutton Roganjosh /fish etc.)
- ix).Salad
- (Kheera/Kaadi/gajar/muli/tomato/chukander/onion/lemon/ green chili) or sprouted salad/ rajma or lobia salad/ curd onion salad)
- x)Pickles
- xi)Plain dahi / Dahi Vada / raita(Bundi/kheera/bathua/palak)
- xii) Papad(punjabi masala)

b) Dessert consisting of

- i) Two pieces sweets such as of gulabjamun/ Rasmalai /rasgulla/Kalakand (100 gm) or Jalebi/Milk Semia/Kheer/Halwa(suji/Moong) or ice cream -2 scoops (100 ml) or Fruit salad with cream(100 gm)
- (Ice cream :Kwality/Walls/Milk Food/Vadilall)**
- (flavour: Strawberry/Vanilla/ Two in one/ Butter Scotch)**
- ii) Fresh seasonal fruits
- iii) Sounf and Mishri

5 Dinner (Buffet)

a) I) Soup(150 ml)

- (Sweet corn/tomato/vegetables/green peas/palak/almond/onion/Lintel/Muctator)
- ii) plain rice / pulao-- mutter or vegetable/fried rice/lemon rice/zira rice/paneer rice
- or vegetable chowmin/ veg nuddles
- iii) Chapati / tandoor roti /butter nan/missi roti /lachha paratha/roomali roti
- iv) Dal-Arhar, Chana, Malka, Moongi, Lobia, Masoor, Rajma,Chole,Kadhi-Vada
- v) Two **Vegetable dishes** out of which **one will be paneer dish on alternate day**
- (Paneer Dish - Malai Kofta /Palak paneer/chilly paneer/Kadai Paneer/Matar Paneer/Shahi Paneer etc
- vi)Boiled / Baked Vegetbles
- (Seasonal vegetables: Bhindi/Cauliflower/Tinda/Sinla mirch/Ghiya Methi/Karela/Cabbage/Palak/Lockey/Pumpkin/ Peas/ Parmal/ etc.)
- vii) Sambar/Rasam
- viii)Chicken/fish/mutton
- (Chicken Curry/ Kawab Masala/Fish fry/ Egg Curry/ chilly Chicken/ Mutton Roganjosh /fish etc.)
- ix).Salad
- (Kheera/Kaadi/gajar/muli/tomato/chukander/onion/lemon/ green chili) or sprouted salad/ rajma or lobia salad/ curd onion salad)
- x)Pickles
- xi)Plain dahi / Dahi Vada / raita(Bundi/kheera/bathua/palak)
- xii) Papad(punjabi masala)

b) Dessert consisting of

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

(Ice cream :Kwality/Walls/Milk Food/Vadilall)
(flavour: Strawberry/Vanilla/ Two in one/ Butter Scotch)

ii) Fresh seasonal fruits

iii) Sounf and Mishri

- NOTE:
1. **Soup to be served for VIPs at table**
 2. **Item of dessert & seasonal fruits to be changed in lunch and dinner on daily basis.**
 3. **Sambhar /Rasam to be changed in lunch and dinner on daily basis.**
 4. **Rasam is not substitute for soup. Soup and Rasam are two different items.**
 5. **Different Non veg items and their different preparation in lunch and dinner.**
(A few illustrative items have been listed above. The successful bidder may suggest equivalent alternatives)
 6. **Snack combination to be changed during forenoon and post lunch mid session.**

Attention:

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

MENU – OPTIONAL ITEMS

sl no	Item Description	Qty
1	TEA	
a.	Tea per cup(200 ml) Tea with tea bags with dairy whitner pouch/ lemon and sugar cubes/sugar pouch & hot water in cup	One cup
b	Pot services (350ml) Two cups in tea set wit teabags and dairy white pouch /lemon and sugar cubes/sugar pouch and hot water in pot	one pot
2	COFFEE (Bru/ Nescafe)	
a	Coffee per cup (200 ml) Coffee powder with dairy whitner pouch/ lemon and sugar cubes/sugar pouch & hot water in cup	One cup
b	Pot Services (350ml) Coffee powder with dairy whitner pouch/ lemon and sugar cubes/sugar pouch & hot water in pot	one pot
3	COLD DRINKS	
	a.Mineral Water(1000 ml)	one bottle
	b.Mineral Water(500 ml) (b&C:Aqua fina/ Bisleri/Kinlay)	one bottle
	c.Lassi (sweet)*(250 ml)	one pack
	d.Chanch (salty)*(250ml)	one pack
	e.Appy (250 ml)	one pack
	f.Lemon water packed(250ml)	one pack
	g.Mango**(250 ml)	one pack

*(Amul, Verka) **(Verka, pepsi)

Note:

1. Price of items at sl.no.3 may be quoted in terms of percentage of MRP.
2. Any new drink /new brand which may be added during currency of the contract will Be priced as per % of MRP.

SPECIFICATION NO. HRDI 41 B (HOUSE KEEPING)

1.0 0 SCOPE OF WORK FOR HOUSEKEEPING AND ROOM SERVICE:

- (I) Details of premises for housekeeping are given at Annexure –A to this Bid. Tenderers are advised to visit the areas before filling in the tender.
- (II) The nature of jobs to be carried out and frequencies shall be as listed at Annexure –B.
- (III) All housekeeping jobs shall be carried out as per the requirement of the owner by professionally experienced persons who are well versed in such jobs. Successful bidder shall submit list of their persons as per annexure D prior to start of work.

The Contractor shall render himself to regular quarterly inventory inspections of all material / items supplied by the owner. He shall have to make up for any loss of such items at market rates. This shall also cover any other damages that may be due to his/her employees' negligence.

The contractor shall maintain two separate crews – one for housekeeping/room attendance and the other for cleaning/toilet services. **The room attendant will be responsible for dusting and cleaning of furniture, wardrobes etc., making the bed and cleaning of flask, tumbler, coaster etc. He will also provide and maintain water in the flasks in the hostel rooms. Sweeper will be responsible for cleaning the toilets of the hostel rooms & office as well as sweeping and mopping of floors and other areas identified at Annexure A of this specification.**

- 1.0.0** The contractor will ensure that housekeeping staff/room attendant are not used as cleaning staff and vice versa. **For satisfactory services, the Contractor shall continuously maintain suitable manpower strength consisting of room attendant, sweeper , main gate receptionist and supervisor cum hostel receptionist etc. and which the contract may supplement at times without extra cost to the owner as required to cope up with the requirement as arisen for satisfactory services to the owner.**

1.1 TIMINGS:

Attending to rooms and room service shall be round the clock. The sweeping, cleaning and mopping work shall be done before 8.00AM every day and after working hours of HRDI. Occupied Hostel rooms however will

be cleaned after 9.00AM (in the forenoon) when the occupants leave the rooms and before 5.30PM (in the afternoon) before participants enter into the rooms. Additional cleaning as when required shall be done by the contractor.

1.2 PROVISION OF STITCHED UNIFORMS BY BIDDER:

All the workmen engaged by Bidder shall be provided with uniforms at the cost of the contractor as specified below. The colour scheme of uniform will be different from the catering staff .

For Summer :

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

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

Close necked coat or pull over of good quality.

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

1.3 MATERIALS:

All consumable material used for day-to-day housekeeping work shall be as given in Annexure –C.

1.4 CONDITIONS OF WORK:

- (I) Work shall be carried out by the contractor as per the conditions of the contract.
- (II) The contractor shall engage well-trained supervisors/House Keepers/Room Attendants and Sweepers . The contractor shall ensure that not even one of his employee is without the proper uniform while on duty displaying identity card.
- (III) The receptionist should be full conversant with English and should have working knowledge of PC.
- (IV) Efficiency, promptness, quality service, good behaviour and politeness of the Contractor and his staff along with upkeep and cleanliness are the essence of the contract.

- (V) The contractor shall furnish in writing the details of his personnel (on Annexure-D) along with photograph to the Owner for his consent before they are brought into the HRDI premises for providing various services. The owner or his authorized representative reserves the right to refuse admission to one or more of the Contractor's men if their conduct or efficiency are found to be unacceptable. The decision of the Owner or his authorised representative in this matter shall be final. Identity cards shall be provided by the contractor to his workers once they are allowed to be engaged by the Owner which will be displayed on their uniform while on duty.

The contractor shall engage only such persons who are medically fit and free from all communicable, contagious, infectious and other diseases and are disciplined. The contractor shall not employ any person below the age of 18 years. If any of the contractor staff is found to be suffering from such disease or he commits any misconduct or misbehavior, the contractor shall remove and immediately replace such staff without questioning the decision of the owner or his authorized representative.

It shall be the duty and responsibility of the contractor to ensure that persons engaged by him for the said service donot have criminal background. The contractor shall get the police verification done of these persons and produce the record to the owner as and when demanded.

- (VI) Without the prior knowledge of the Owner, the contractor shall not engage any person for any job within the HRDI premises. In case the Contractor decides to change one or more of his men, this shall be brought in writing to the notice of the Owner, and got consented before such substitution is given effect to.
- (VII) The contractor's men shall not loiter in the HRDI premises and also not normally move out of their specified areas. Persons other than those who are required to work or visit the specified premises shall not be allowed into such places.
- (VIII) The contractor's men shall not indulge in entertaining their guests/outsideers in the HRDI premises.
- (IX)** The Contractor shall ensure proper cleanliness of the Admn. Block. Hotel Block. Academic Block, Galleries, Passages, Lounges, all Roof terraces and solar panels etc. and regular sweeping / mopping of the floor with disinfectants, dusting of the furniture etc.,
- (X) The contractor shall arrange laundry service for the participants at the rates mentioned in the schedule of rates. Services should be for 24 hours and prompt. The contractor will charge directly from the

participants before their departure/check-out and no claim in this regard shall be entertained by owner.

- (XI) The supervisor cum receptionist shall provide services required in the hostel block which would take care of room reservations, check-in, check-out and also have total control of all housekeeping activities as mentioned in **Annexure –B**. This shall also include maintaining a complete record of owner's materials/equipments and items that are under his control. The contractor shall organize the total working system in consultation with the Owner.
- (XII) The contractor shall provide Receptionist at the Main Reception during the day(9.30 am – 5.30 pm) , and the supervisor cum receptionist for Hostel should be available round the clock- Suitable Male/Female Receptionist may be deployed. However, no female shall be employed from 1800 hrs. of the day to 0800hrs. of next day. The receptionist at main reception shall be required to maintain details of all the programme/ courses being conducted at HRDI and regulate/ direct all visitors accordingly.
- (XIII) HDRI, will not be responsible for salaries/wages, etc. payable by contractor to his employees and they will not be treated as BHEL employees. However, the proof of payment to his workers employed against this contract will be made available to BHEL every month.
- (XIV) Contractor shall not undertake any alteration/addition in the premises provided by the owner.
- (XV) Contractor shall not take out any material/equipment out of Owner's premises without prior written approval by the Owner or its Authorised Representative. Even in case of taking out any equipment for repairs, whether belonging to the Contractor or provided by the Owner, prior approval from the Owner or his Authorised Representative would be necessary.
- (XVI) All cleaning equipments required shall be arranged by contractor at his costs.
- (XVII) Contractor shall be responsible for day to day maintenance/repair of fixtures like mirror, sanitary paper roll stand, liquid soap dispenser, towel rail fixture/fittings, venetian blinds, curtain fixtures, door closures, locks of doors and furniture's etc. provided in the hostel and office block.
- (XVIII) Contractor shall be responsible for the safety and security of all equipments, fittings, gadgets, personal belongings of the participants/guests. Any loss/damage due to negligence on part of the contractor shall be to his account.

(XIX) The contractor shall personally visit at least once a fortnight or/and as many times as required to HRDI and meet authorized HRDI persons to apprise of the services provided by him under the contract &/or obtain feedback on his service so that complaints ,if any are promptly attended to the satisfaction of HRDI.

(XX) In case of any water supply problem BHEL will arrange the water and the contractor will make necessary arrangements to provide 2 buckets of water in each room of the hostel block.

1.5 INSPECTION AND TESTING BY THE OWNER:

The Owner shall be entitled at all times, at the risk of the Contractor, to inspect by himself or through any of his representatives or an independent agency the status of housekeeping in the premises under by the Contractor and raw materials being used and / or stored.

If any material, item or component intended to be used for the work is found to be not in conformity with the contract, the contractor shall replace such material forthwith. The decision of the Owner or his authorised representative in this matter shall be final and binding.

1.6 DEFAULT DEDUCTIONS FROM CONTRACTOR'S BILLS:

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

In case the Contractor fails in his contractual obligations at any time for any reason whatsoever including his own labour problem, he shall be liable for penalty to the extent as the Owner deems fit as well as to compensate for the excess expenditure incurred by the Owner, by way of providing maintenance and housekeeping services from any other source, which will be done at the cost, risk, expenses and responsibility of the Contractor. The above will be without any prejudice to any other action, which the Owner may take.

If the above or any failure on the part of the contractor necessitates, shifting the venue of the training programme from HRDI to any other place, the Owner shall be entitled to get the services done at the shifted venue at the cost, risk and responsibility of the contractor notwithstanding anything in this respect contained in the contract and without any prejudice to the other action the Owner may take including imposing penalty or termination of contract.

For any deficiency in services, the contractor shall be verbally informed firstly to take corrective remedial measure. The contractor shall have to make the correction immediately. In case he takes appropriate action to the satisfaction of the owner or his authorized representative, the case shall be deemed as closed. Under exceptional circumstances , if waiver is accorded by the owner

against a particular default , the same shall neither be taken as precedence in future nor the same can be construed as automatic waiver of any other default.

If the contractor fails to take corrective action to the satisfaction of owner or his authorized representative, owner reserves the right to take any &/or all of the following action(s).

- (a) Issue warning letter for the default
- (b) Levy penalty of Rs 1000/- (Rupees One Thousand) per default
- (c) Levy penalty of Rs 2000/- (Rupees Two thousand) per default, if same default is repeated for third time.

If it is found that default(s) are of permanent nature/recurring or the contractor backs out before the completion period of the contract, owner or his authorized representative reserves the right to take any and/or of the following action(s):

- a) Termination of the contract and forfeiture of Security deposit
- b) Putting the party on hold for business or blacklisting the party from future business.

The contractor may note that penalty is a deterrent against non performance and the intent of the contract is to have satisfactory services from the contractor as per activities details laid down in the contract.

1.7 SCHEDULE OF RATES:

Bidder may note that lumpsum monthly rate may be quoted for the entire scope of work under this specification and also considering for Ann-A, B, C of this specification. The schedule of rates shall be deemed to include and cover all costs, expenses, liabilities and salaries of every nature and description whatsoever and all risks whatsoever (foreseen or unforeseen) to be taken or which may occur in relation to the execution of the work, like the cost of purchase of materials, transportation, labour cost, cost of equipment etc. and maintenance of specified premises as mentioned in the bid document.

Price schedule part of the tender document , Ann-III may be referred in this regard. Bidder is advised to note that only rates/prices of item no.1 of the annexure will be considered for price evaluation. Item no.2 of the annexure will be part of the contract but shall not be taken into consideration for evaluation .

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

1.8 QUANTUM OF WORK:

Brief Details of the premises for House Keeping and nature of the job are attached as annexure A & B to this specification. These are indicative and approximate only and may vary in the course of execution. The bidder is, therefore, advised to acquaint with the site and quote very carefully. No claim for compensation from the contractor shall be entertained due to any variation in the quantities of the various items or work or deletion of any items(s) of work.

1.9 SERVICES FOR SPECIAL OCCASSIONS, ETC:

If at any time during the existence of the contract the owner desires to utilize the services of the contractor for any special parties or otherwise, the contractor shall arrange the same at the rates to be mutually agreed upon (provided the items, are outside the rates of the items already agreed to). Similarly, in case the Owner desires to include any new item in the contract for housekeeping, this will be negotiated with the contractor. The final decision will rest with the owner.

2.0 SPECIAL INSTRUCTION TO BIDDERS:

The schedule of rates includes items comprising sub items. Rate quoted shall be for each item only (Covering the sub items) which shall be written in figures as indicated in the schedule of rates. The grand total of the bid, wherever called for, shall be written at the end of the schedule of rates both in figures and words.

All disputes shall be subject to Delhi Court jurisdiction.

2.1 SPECIFIC TERMS AND CONDITIONS:

2.1.1 In matters of dispute regarding the quality of housekeeping services, quality of material, utilization of the premises and of the facilities made available by HRDI, decision of the owner or its authorized representative shall be final and binding.

2.1.2 The contractor shall give vacant possession of the premises and return all furniture, fixtures, equipment, linen and blankets and make good all the inventory items etc. In good condition after the contractual period is over or if the contract is terminated mid-course. Handing over the vacant possession of the premises and equipment etc., shall be effected within 4 days of the completion of the period of the contract or termination of the contract whichever is earlier. If the contractor fails to do so, the Owner will be free to take possession of the premises by opening lock(s), if necessary, and made an inventory of all the furniture material and equipment and will be free to deduct from the contractor's pending bills(s), security deposit, any amount which falls short of the replacement cost of

the material/equipment , furniture , linen , blanket etc. given to the contractor by the Owner.

2.2 POWER, WATER & OTHER FACILITE:

- 2.2.1 The owner shall provide power and water supply at limited points free of charge. Contractor shall take suitable steps for further distribution, if any, and ensure no wastage of any kind. Bidders are advised to physically check the location of such points before filling the bid.

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

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

(I) *Linen Trolley : Two nos.*

- 2.2.3 The exact inventory of the items shall, be recorded by the owner at the time of handing over. Any other material / equipment including repairs required by the contractor for his day-to-day working shall be arranged and made available by him at his own cost.

- 2.2.4 It shall be obligatory on the part of the contractor to maintain all equipments and items supplied by the Owner and also keep the premises neat and tidy and free from any damage. For any breakage, thefts, loss of damages to the premises, fittings, fixtures and equipments, recovery at market rate shall be affected from the Contractor's bills and materials / items replaced at his cost.

- 2.2.5 Failure of the contractor to provide any material and facilities which are not to be provided by the Owner however, will not absolve the contractor and he shall make alternative arrangements on his own.

- 2.2.6 The contractor shall be responsible for and ensure proper utilization of the facilities like equipment, water, electricity or anything else provided by the Owner, without any manner of abuse or excess use.

- 2.2.7 Any misuse of the premises, equipment or facilities extended to the contractor by the Owner will attract penalties as may be decided by the Owner including termination of the contract. The amount of such penalties shall be decided by the owner or authorized representative and his decision shall be final and binding. The amount of such fines/penalties shall be recovered/deducted from the contractor's bills/security deposit.

- 2.2.8 The owner shall provide the storage space for keeping all the inventory items related to Housekeeping.

BRIEF DETAIL OF PREMISES FOR HOUSEKEEPING

A) ACADEMIC BLOCK:

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

B) HOSTEL BLOCK:

- (I) Single **bedded** rooms – 32 nos.
- (II) Double **bedded** rooms- 14nos.

C) ADMINISTRATIVE BLOCK:

(Including Offices of on HRDI side on all the three floors & Stores)

D) CIT BLOCK (on second floor) (includes halls and cabins)

E) CORRIDORS & STAIRCASES:

(on all the floors on HRDI side)

F) PORTICO & ROOFS

Floor in Portico area and Portico roof (inside –outside)

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

H) Lift

I) Reception Area (Ground Floor)

ANNEXURE –B
NATURE OF JOBS FOR HOUSEKEEPING AND ROOM SERVICE

SN	DESCRIPTION/NATURE OF JOB	FREQUENCY
1.	Sweeping, dusting, cleaning and wet mopping (using phenyl) of floors, corridors, hostel rooms, offices, library, bathrooms, lobbies, lounges, passages, staircases, railing , and other contiguous areas .	Twice every day (forenoon & afternoon)
2.	Dusting and cleaning of all furniture and other domestic and utility items (e.g. telephone & computers, etc.) in hostel rooms & offices including wash basin & mirrors of bathrooms	Once every day
3.	Vacuum cleaning of electronic items/equipments, upholstered furniture, pelmets etc. including furniture curtains of Dining Hall & Hostel. Contractor to provide his own heavy duty vacuum cleaners	Once in a quarter.
4.	(a) Cleaning of Hostel toilets with phenyl/disinfectant. (b) Cleaning of office toilets with Harpic/ Phenyl/disinfectant. (c) Providing & Maintaining liquid soap in all dispensers & sanitary cubes in toilets. (d) Cleaning and polishing of Brass surfaces including door locks artifacts & brass lamps etc	Once daily 04 times daily (8 am, 11a.m,1.30p.m,3.30p.m) Continuous Once a quarter
5.	(A) Providing clean washed: a) Hand towel, Bath towel, bed sheet, pillow cover, blanket cover b) Bed cover, Blanket sheet. (B) Dry-cleaning of Curtains, blanket sheet, bed cover Venetian blinds of hostel rooms C) Laying of beds in hostel rooms Note: linen & curtain items in BHEL scope. Cleaning with detergent &/or dry cleaning of above items as required & ironing thereof in contractor scope.	With check in & alternate days thereafter With check-in. Once a month. Daily (around 10 a.m)
6.	a) Providing shampoo sachet (8 ml-1 no), toilet soap- 20gm(2 nos), in hostel toilets b) Providing & maintaining toilet paper c) Thread/needle/buttons.	With check-in & every day Continuously To be maintained by the contractor always.
7.	Carrying out pest control for rodent , cockroach, lizards, etc	Once a month
8.	Providing mosquito repellent machine & maintaining with liquid in every hostel room and GM/HRDI Office , conference halls, tea room, library. The contractor shall provide spray at these location at suitable intervals to ensure mosquito free environment.	Continuous
9.	Spraying of room fresheners in all the hostel rooms, offices (including lecture halls and library and 16 AHU rooms).	Once every day
10.	A) Providing & maintaining thermos flasks for water, coasters, tumblers, waste paper basket with plastic cover in the hostel rooms & conference rooms B) Cleaning and placement of thermos flasks, coasters , tumblers, waste paper baskets in the Hostel rooms /Conference Halls C) Filling and maintaining the flask with drinking water	Continuous Once every day. Always

	D) Providing & maintaining garment hangers (Aluminium -4 nos) in the cupboards of each hostel rooms/GM-HRDI Office).	Continuous.
	Note: All materials in contractor scope.	
11.	Supplying of one English national daily newspapers as suggested / recommended by BHEL-HRDI for each participant/guest	Every day morning
12.	Disposal of garbage during the day to an identified Noida authority dumping point outside the premises. Note: Mechanical means for this purpose including transport in the contractor scope.	Once every day
13.	Making suitable arrangements for get-togethers- parties/meetings	As and when required.
14.	Cleaning internally of Glass walls/partitions/doors of accessible areas (Refer Ann-A) of Offices, Main reception, internals of rooms, toilets etc.	Once a month.
15.	Cleaning of bath room wall tiles, room walls and ceiling, ceiling fans, doors.	Once a month
16.	Lift floor	Twice daily (FN,AN)
17.	Cleaning of taps by suitable cleansing agent (Scale removing)	Once a month
18.	Shifting of furniture/equipment from one location to another inside HRDI building.	As & when required
19.	a) Cleaning & dusting of floor mats/ doormats b) washing the mats with water	Daily Alternate day or as and when required.
20.	a) Switching off TV from mains & switching off A.C from mains	As soon as participants leaves the rooms.
21.	Cleaning of Solar Panels on roof top	Once a quarter
22.	Cleaning of roof top	Once a quarter
23.	Cleaning, dusting, wet mopping of Stores	Once a month
24.	Cleaning of ceiling of hostel /office rooms (e.g. Cobweb etc.)	As & when required
25.	Stores cleaning, dusting& wet mopping	Once a month
26.	Dusting of bookshelves, racks & books in the library	Daily
27.	Cleaning of bookshelves & individual books	Once a quarter
28.	Routine repair and maintenance of plumbing in hostel rooms leakage in taps, choked drain, replacement of taps/shower etc. and sanitary fixtures (including commode seat cover). Parts/ materials in Owner scope.	As & When Basis. Emergency/Unavoidable Work to be attended immediately

Note:

- a. The above are only the minimum requirements. Contractor shall however ensure that frequency of activities are maintained in a manner as required to keep clean and hygienic environment round the clock and look after the comforts and needs of the Participants at all times.
- b. **All the consumables like those listed at Annexure- C of this specification and other consumables items cleaning items such as dusters, thread, screws, washer, safeda etc. required for housekeeping are in contractor's scope. The contractor shall provide and maintain suitable inventory of such items to have uninterrupted discharge of service.**

SPECIFICATIONS FOR MATERIALS TO BE USED IN HOUSEKEEPING

1. Phenyl : Trishul, cleanso,phenol
2. Napthalene balls : Trishul
3. Deodorant Tablets /Sticks : Odonil
4. Mosquito repellent tablets: Good-knight, Morteen,
Night Queen, All Out
5. Soap for participants : Mysore Sandal / Rexona / Hamam / Lux
6. Shampoo **sachet** for participants : Pouches of Chick, Nyle,
Clinic, Halo, **sunsilk**
7. Room Refresher : Yarlay, Paragon , Premium
8. Liquid Soap : Homocol, Femme
9. Toilet Paper Roll : Premium
10. **Brass Cleaning** : **Brasso**
11. Flask (1 litre) : Milton/Cello/Eagle

All materials listed above are in the scope of the contractor and are to be provided by him to keep the entire premises clean and hygienic round the clock. Any other materials for housekeeping not listed above but required for this service shall be in the scope of the contractor and will be provided free of charge. Such materials/items shall also be of standard makes and would be used with prior approval of owner.

Annexure –D

Details Of Employees

[illegible]

CHECK LIST

TENDER No.:	TENDER DATE:
TENDER DESCRIPTION:	
[NOTE: BIDDER IS REQUESTED TO FILL IN THE DETAILS, TICK () THE RELEVANT OPTION] AND ENCLOSE THIS CHECK LIST IN TECHNO COMMERCIAL BID (PART-II)	
1. NAME & ADDRESS OF THE BIDDER:	
2. PHONE No. (OFFICE): FAX No.: MOBILE No.: E-MAIL ADDRESS:	
3. NAME AND DESIGNATION OF THE PERSON OF THE BIDDER TO WHOM ALL REFERENCES SHALL BE MADE:	
4. EMD SUBMITTED: DD No.: DATE: NAME OF BANK: PLACE:	YES / NO
5. VALIDITY OF OFFER FOR THREE MONTHS:	YES / NO
6. EXPERIENCE CERTIFICATE ATTACHED:	YES / NO
7. COPY OF CERTIFICATE FROM CUSTOMER/ OWNER FOR SATISFACTORY SERVICES ATTACHED:	YES / NO
8. COPIES OF AUDITED PROFIT AND LOSS ACCOUNT FOR LAST THREE FINANCIAL YEARS ENDING 31.3.2008 ATTACHED:	YES / NO
9. DOCUMENTARY PROOF IN RESPECT OF THE VALUE OF CONTRACT(S) EXECUTED ATTACHED:	YES / NO
10. COPIES OF INCOME TAX RETURN FOR LAST TWO YEARS ATTACHED:	YES / NO
11. COPY OF PAN CARD ATTACHED:	YES / NO
12. COPY OF SERVICE TAX REGISTRATION ATTACHED:	YES / NO
13. PROOF OF PF REGISTRATION ATTACHED:	YES / NO
14. PROOF OF ESI REGISTRATION ATTACHED:	YES / NO

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

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

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