



Bharat Heavy Electricals Limited (A Govt.of India Undertaking) Tiruchirappalli 620 014, India HRM –CANTEENS FAX : 91 - (0431) – 2520076 Phone : 2577064 / 2577067	 AN ISO 9001 COMPANY
TITLE Expression of Interest is invited from reputed catering agencies for supply of meals to BHEL's dining halls for their contract workmen.	Phone: +91 431 2577064/2577067 Fax : +91 431 2520076 Email : kveni @bheltry.co.in

Ref.No.BHEL:HRM:CANTEN:CATERING-ADV:2011 DT.09.11.2011
Due date for submission of Expression of Interest: on or before 21.12.2011
This is only a request for submission of Expression of Interest from vendors and neither a tender not an order.

Expressions of Interest in closed envelopes are invited from reputed vendors for the following:

The HRM-Canteens,BHEL TRICHY is Planning to enlist catering agencies for supply of meals to its contract workmen at the BHEL dining halls. Cooking Place will be provided by BHEL in its nearby Township. Catering Agencies who are capable of preparing 1500 to 2000 meals per day are requested to send their details as per the Proforma in the BHEL's Website.

BHEL's terms & conditions with requisite formats and all annexures can be downloaded from BHEL web site http://www.bhel.com or from the Government tender website http://tenders.gov.in (public sector units) Bharath Heavy Electricals Limited) under enquiry reference BHEL:HRM:CANTEN:CATERING-ADV:2011 DT.09.11.2011.	
	Yours faithfully, For Bharath Heavy Electricals Limited The Senior Manager/HR-Canteens Bldg 24, BHEL, Tiruchirapalli-620014 Ph: 0431- 2577064, Fax: 0431- 2520076 Email: kveni@bheltry.co.in

<p style="text-align: center;">Bharat Heavy Electricals Limited (A Govt.of India Undertaking) Tiruchirappalli 620 014, India <u>HRM –CANTEENS</u></p> <p>FAX : 91 - (0431) – 2520076 Phone : 2577064 / 2577067</p>	 AN ISO 9001 COMPANY
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Ref:HRM:CANT:CWM:MEALS:OS:11-13

Date: 30 /11/2011

Sub: Outsourcing Catering Services for supply of meals
to contract workmen at BHEL dining halls for two years- reg.

We are pleased to attach the detailed 10 pages documents for supply of around 1300 meals everyday to the contract workmen of BHEL at the Unit II plant, Rolled Products Stores 53 bldg., HRDC, Medical, Civil Township and CCDP Dining halls of BHEL/Tiruchy-14. The contract period for supply of the said items will be for 3 months initially and extended for another 21 months subject to continuous satisfactory performance.

The vendors are requested to go through the details carefully and thoroughly. The Vendors who are willing to execute the said catering contract can forward their letters expressing interest along with the duly filled in Pre-qualification Proforma as per the format furnished at the end of these documents and send by Register Post / Speed Post / Courier to Sr.Manager (HR- Canteens) 24 Building, HRM Department, BHEL, Trichy – 620 014 ON OR BEFORE 21.12.2011 (14-00 HRS) along with the required enclosures.

For Bharat Heavy Electricals Ltd.,

SR.MANAGER (HR-CANTEENS)
HRM, 24 BLDG.BHEL,TIRUCHY-620 014
(Phone Nos.2577064, 2577067)

Encl:a/a

**BHARAT HEAVY ELECTRICALS LIMITED
TIRUCHIRAPPALLI – 14
HRM – CANTEENS**

**SUPPLY OF MEALS AT DINING HALLS OF BHEL, TIRUCHY
GENERAL TERMS AND CONDITIONS**

I. SCOPE OF CONTRACT:

The menu as per Annexure "B" and as rostered under Annexure "C" shall be prepared at the Kitchen allotted by BHEL and transported to the Dining Halls of Unit II Plant, 53 Bldg, Rolled Product Stores, HRDC, Civil Township and CCDP dining halls at BHEL, Tiruchy campus at the Contractor's cost and served in hot condition to BHEL's contract workmen at the said Dining Hall premises. Requisite manpower along with Supervisor-In-charge is required to be arranged positively to do the serving of food at dining halls. All items will be served by obtaining necessary value of coupons or any other method authorized by BHEL from time to time.

II. FACILITIES TO BE PROVIDED FOR CATERING SERVICE.:

(a) BY BHEL:-

Free of rent building for service (Dining Hall), Furniture (Dining Tables & Chairs), Fixtures, Electricity and Water, Plates, Catteries and water jugs alone will be provided. Kitchen space will be provided at BHEL's Township premises and an amount of Rs.3000/- per month (approximately) is payable by the contractor towards the rent. The electricity and water charges are payable by the contractor. The contractor has to establish all required kitchen facilities including fuel and cooking equipments arrangements and should operate his kitchen only from this place.

(b) BY THE CONTRACTOR:-

On floating of tender, the rate quoted should be all inclusive i.e., cooking equipments, serving vessels including bain marie with hot arrangements and requisite utensils and chauffing dish / hot ranges, cost of raw materials, labour charges for cooking from the identified Kitchen and transportation to BHEL dining halls, arranging & serving charges, washing charges of all vessels used for service, cleaning of tables and dining halls, plates, catteries, water jugs, water service for users at dining tables, overhead & other administrative cost.

III. OTHER TERMS

- (a) The food items are subject to audit check at our discretion both at Supplier's kitchen and at Dining halls/ BHEL premises by BHEL authorized Canteen-Supervisor-Incharge.
- (b) In case of shortage / non-supply of food items in time or if the food items supplied are not of expected quality, the total charges on account of alternative arrangements made by us to supply lunch to our users shall be deducted from the contractor's running bill. The total food items should reach our dining halls sharp in time as given in Annexure 'B' without fail and

must be neatly arranged and kept ready for service. Timely service is very important and the Contractor shall ensure fresh and hot preparations to all users within the stipulated timings by all means.

- (c) Bills for every month shall be prepared by the contractor on the basis of the quantity supplied based on daily availing by the employees by submitting necessary value of coupons/ Pay Orders / Letters. The number availed/served / consumed will be taken for payment. All consumers should have been served with all items as per daily menu for effecting payment as per the numbers claimed. The left-over food and the Plate wastes after cleaning of Vessels should be taken back by the Contractor.
- (d) The consolidated statements and Bills shall be prepared by the Contractor on the last date of the month dining-hall wise and submitted by 1st of every succeeding month to the Dy.Manager /24Canteen for Certification and arrangements will be done by the Accounts Dept. for the payment by crossed cheque and sent to the Caterer within 45 days from the date of receipt of the bill.
- (e) The contract rate will be constant during the contract period of Two Years. No rate increase shall be accepted by BHEL whatsoever be the reasons. The quoted rate must be inclusive of all expenditures and all taxes excluding service tax. The service tax must be paid by the contractor and claimed in every bill by providing payment receipt of service tax.
- (f) The food items supplied must be of good and acceptable quality. The menu given in the order must be diligently followed (as per Annexure- C) and if any changes are to be effected it should have BHEL approval.
- (g) To justify that the Contractor has adequate experience in meeting the requirements of BHEL, the Contractor has to provide the list of customers/Industries/Institutions to whom the Contractor is rendering such services so far.
- (h) If necessary, the Contractor may visit BHEL Canteens with prior notice and seek clarification, if any, before offering the most Competitive rate for Quality food and Hygienic service.
- (i) BHEL may select more than one supplier also by counter offering the L1 rate to the other Bidder and may split and order the total quantity of meals required among the suppliers.
- (j) The L1 offerer will be decided based on the rate for each meal.
- (k) The contractor should submit the details called for under Annexure' E' along with the price bid.
- (l) There is no minimum ordered quantity. The contractor should monitor the trend and bring sufficient number of meals to be supplied for the day. The food items are subject to quality/quantity check at BHEL's discretion without any prior notice both at place of preparation and at dining halls.

IV CONTRACT PERIOD

The Contract period for the catering service will be for 3 months initially and subject to continuous satisfactory performance will be extended for another 21 months. Further extension of Contract period shall be mutually agreed. However, the contract may be terminated due to violations or Non-performance of the Contract conditions by giving one month's Notice only by BHEL.

V INSURANCE

BHEL will not be liable for any Medical attendance, injury / loss of life of the persons engaged by the contractor in the preparation, transportation of the food items to BHEL Dining Halls and service in BHEL Dining Halls as per the contract. A suitable insurance coverage for them will be arranged by the Contractor at contractor's cost.

VI. EMPLOYEES.

- (a)** The caterer shall engage sufficient number of competent employees for running the Dining Hall services. Expenses on account of payment of salary / wages / provisions of food stuffs / food for the Contractor employees / Uniform / Personal Protective Equipments, and other benefits including statutory payments like PF, ESI, Holiday wages, Gratuity, Bonus, etc., to the employees engaged by the Contractor shall be borne by the caterers. The caterer shall have full control over his employees including the right to appoint, determine service conditions, discharge, dismiss, or otherwise terminate their services at any time. The caterer shall be solely responsible for any claim arising out of employment or termination of employment of his employees and for statutory payments.
- (b)** The caterer shall employ such personnel who are medically fit and above the age of 18 only. The company has the right to direct the caterer to remove from the premises such of his personnel who may be physically, hygienically, clinically or medically unfit.
- (c)** The caterer shall comply with the provisions of the Factories Act 1948, Contract Labour (regulation and abolition) Act 1970, ESI Act 1948, Workmen Compensation Act 1923, Employees Provident Fund and Miscellaneous Act 1952, Minimum Wages Act 1948, Payment of Wages Act 1936, Payment of Bonus Act 1965, Payment of Gratuity Act 1972, Tamil Nadu Catering Establishment Act, Tamil Nadu Industrial Establishment, (National & Festival Holidays) Act 1958 and the Rules framed thereunder or any other Laws and Rules as may be applicable from time to time in respect of the workers engaged by him. The caterer when required by the Company shall produce the registers and records for verification and comply with other directives issued by the company for compliance of the statutory provisions.
- (d)** The contractor shall arrange for issue of uniform and gloves to all his workmen. All workmen shall be issued with Dark Green colour shirt/pant and Yellow colour cap and provided with name plates with clear indication of the contract agency's name & emblem on the shirt

VII TAXES

As per Income Tax Act – Sec.194 C, while making payment to the caterers, Income tax will be deducted at source from all the Bills from the inception of the date of Contract and till the end period of Contract at the prescribed rates.

The contractor has to register with the Central Excise and get the service tax registration number which should be printed in his letter-head. When the service tax becomes payable, only on payment of service tax at the prevailing rates, the subsequent bills will be processed for payment. The service tax will be reimbursed to the contractor on production of proof for payment of the same.

The contractor should have TIN / TNGST no. under Sales Tax Act and PAN no. of Income Tax and the same should be printed/ mentioned on their Letter head while submitting quotation.

VIII EMD AMOUNT

The contractor should pay EMD as applicable under BHEL's Works Policy. For the awarded contractor, the EMD amount will be kept as Security deposit till the contract is completed.

for Bharat Heavy Electricals Ltd.,

SR.MANAGER (HR-CANTEENS)
HRM, 24 BLDG., BHEL, TRICHY – 620 014
(Phone Nos.2577064 and 2577067)

ANNEXURE 'B'**MENU DETAILS & TIMINGS**

S NO	ITEMS FOR MEALS	Indicative QTY.	TIME
1	Karnataka Ponni rice –old and super-fine variety (Minimum of 600 gms.cooked rice for each plate)	Lunch: Total-1150 Nos. Unit II, 53 Bldg RPS,,HRDC,CCDP & Civil Township dining halls	12.30 to 13.15 hrs. (LUNCH) 21.00 TO 21.30 hrs. (DINNER)
2	Sambar OR More Kulambu OR Vathal Kulambu (150 ml)		
3	Rasam (150 ml.)		
4	Kootu or poriyal (100 gms.)		
5	Curd (Not sour or watery) (150 ml.)		
6	Big size Appalam (10 inch before frying)	150 nos. at Unit II & CCDP din.halls for dinner – with the same menu items	

INGREDIENTS MATRIX FOR EACH PLATE OF MEALS:

Rice	:	Ponni rice Old fine variety
Sambar	:	For 150 ml. sambar minimum 30 gms of thoor dhal and 20 gms. of vegetable should be used.
Poriyal	:	For one meals min. 100 gms .of cooked vegetable should be issued.
Rasam	:	For 150 ml., minimum 6 grams of thoor dhal & 10 gms.of pepper,Jeeragam & Garlic should be used.
Curd	:	For each plate 150 ml. to be issued. Should be of excellent quality and should not be butter-milk.

Special conditions with respect to Menu

Quantity mentioned is only indicative of daily consumption. This is likely to vary.

The detailed menu roster for each day is attached.(Annexure C). The menu is to be followed in toto. Small changes/adjustments should be made on the request of BHEL on the same rates agreed. For ex. More kulambu to be provided in place of Puli Kulambu. Aviyal to be provided in place of koottu, .. In case such small adjustments are required for the supplier, prior approval from BHEL authorities to be obtained.

The number given is only approximately furnished. There is no minimum order quantity. The supplier should monitor the requirement for each day and decide the number for each day.

All items should be sumptuous and rich in quality. No Bengal gram flour to be used for sambar. If any item of substandard quality is served, proportionate cut will be made from contractor's bill

Minimum quantity of each item in meals to be strictly maintained. If any of the user asks for small excess quantity, supplier should provide the same without indulging into arguments.

The interaction with users should be always courteous and smooth.

Only branded sunflower oil such as, Sundrop,Fortune,Goldwinner, Ruchi,Dhara or Aachi brand should be used for cooking. Palm oil and aginamotto should not be used for any food preparation.

ANNEXURE-C

SUPPLY OF MEALS BY CONTRACTOR TO UNIT – II, RPS, 53 BLDG, HRDC, CIVIL TOWNSHIP & CCDP DINING HALLS- ROSTER OF MENU

SERVICE TIMING

	12.30 PM			09.00 PM	
	LUNCH			DINNER	

ROSTER OF MENU

DAY	LUNCH	DINNER
MONDAY	RICE,BRINJAL SAMBAR,RASAM,CURD CABBAGE PORIYAL,APPALAM & PICKLES	RICE,BRINJAL SAMBAR,RASAM,CURD CABBAGE PORIYAL,APPALAM , PICKLES
TUSEDAY	RICE,RADDISH SAMBAR,RASAM,CURD GREENS KOOTU,APPALAM & PICKLES	RICE,RADDISH SAMBAR,RASAM,CURD CARROT PORIYAL,APPALAM , PICKLES
WEDNESDAY	RICE,BRINJAL PULI KULAMBU ,RASAM, CURD, BEETROOT PORIYAL, APPALAM & PICKLES	RICE,BRINJAL PULI KUAMBU , RASAM, CURD, BEETROOT PORIYAL, APPALAM & PICKLES
THURSDAY	RICE, BITTERGUARD SAMBAR,RASAM, CURD,TOMATO KOOTU,APPALAM & PICKLES	RICE,BITTERGUARD SAMBAR,RASAM, CURD,TOMATO KOOTU,APPALAM , PICKLES
FRIDAY	RICE,BUTTERMILK KULAMBU,RASAM, CURD, POTATO KARAKARI ,APPALAM & DHALL THUVAIYAL	RICE,BUTTERMILK KULAMBU,RASAM, CURD, POTATO KARAKARI ,APPALAM & DHALL THUVAIYAL
SATURDAY	RICE,DRUMSTICK SAMBAR,RASAM,CURD AVIAL &APPALAM ,	RICE,DRUMSTICK SAMBAR,RASAM,CURD AVIAL, ,APPALAM ,

	PICKLES	PICKLES
SUNDAY	RICE, LADIESFINGER SAMBAR,RASAM, CURD, SNAKE GUARD KOOTU, APPALAM & PICKLES	RICE, LADIESFINGER SAMBAR,RASAM, CURD, SNAKE GUARD KOOTU, APPALAM ,PICKLES

ANNEXURE 'D'

BHEL : HRM: CANTEENS:TRICHY –14

**AGENCY DETAILS FORMAT FOR SUPPLY OF MEALS TO CONTRACT WORKMEN
AT UNIT II, BLDG.53 , RPS ,HRDC,CIVIL TOWNSHIP & CCDP DINING HALLS**

NAME OF CATERING AGENCY.		
IT PAN NO. P.F. CODE NO. ESI CODE NO. CST NO. TNGST/TIN. NO. SERVICE TAX REGISTRATION NO.		
SL.NO.	CRITERIA	Data of the caterer to be furnished.
1	Limited Company Or Private ownership	
2	Head Office Name & address	
3	Name and Address of Branch Office if any	
4	Brand Name of raw materials used in food preparation. Brand name of Rice used Brand name of Edible Oil used Brand name of Dhalls & Pulses Place of Vegetables Purchased	
5	Hygienic Status: Name of the Pest Control used Other measures taken to maintain the upkeep kitchen/surroundings. (HSE/OHSAS Audit report if any – copies to be attached)	
6	Catering capacity and experience in preparing food in various locations put together. No. of Breakfast per day. No. of Lunch per day. No. of Dinner per day. (Copies of contract letters to be attached)	

7	<p>Details of Industrial Canteens Catering.</p> <p>To whom the services are rendered at present - with address and Phone Nos. and Menu details.</p> <p>(Enclose copies of the Major Catering and orders being operated especially in operations at present)</p>	
8	Availability of Vehicles for Transportation of Catering & other services in time.	
9	Fuel used for Cooking in the Kitchen	
10	<p>Name of other equipments used like:</p> <p style="text-align: right;">Bainmarie, Salamander, Chef-in-dish and Micro oven etc.</p>	
11	<p>Communication facility like:</p> <p style="text-align: right;">Fax No. E-mail ID Telephone No. Mobile Phone No.</p>	
12	Implementation of Corporate HRD & Quality measures in catering if any (certificate to be enclosed)	
13	<p>No. of permanent & professionally qualified employees on roll with Details of qualifications.</p> <p style="text-align: right;">Manager Cook Bearer Other personnel</p>	

14	Ownership Details: Owner Partner Ltd. Company (Certificate to be attached)	

15	Total years of Experience in undertaking the catering services (Proof to be given)	
16	I.T. SARAL form copy.	
17	Name of Industries / Institutions in Tamilnadu and other states where the catering services are being operated.	
18	Facility expected from BHEL	

Place:
Date:

SIGNATURE OF THE AGENCY
(NAME & ADDRESS WITH SEAL)