

**OPEN
TENDER FOR
CATERING AND MAINTENANCE SERVICE**

AT

INSPECTION QUARTER

DOOR SANCHAR BHAWAN, BHUBANESWAR

No : G-303/Part-I/IQ/2013-14, dt.04/06/2013

COST OF TENDER PAPER = RS.525/-

Sale of Tender Paper - From 05/06/2013 to 28/06/2013

Last Date of Submission by 13.30 hrs on 28/06/2013

Time & Date of Opening 15.30 hrs on 28/06/2013

BHARAT SANCHAR NIGAM LIMITED

NOTICE INVITING TENDER

No : G-303/Part-I/IQ/2013-14

Dated at BBSR the 04/06/2013

On behalf of the Bharat Sanchar Nigam Limited wax/cellotape sealed open tenders are invited from eligible bidders for Catering and Maintenance Services at Inspection Quarter of Bharat Sanchar Nigam Limited at Door Sanchar Bhawan, Unit-IX, Bhubaneswar. Details are given below.

Tender No.	Cost of the BID document	Estimated cost of tender	EMD	Date and Time of	
				Receipt of BID	Opening of BID
G-303/ Pt-I/IQ/ 13-14	Rs.525/- including VAT 5%	Rs.3 lakhs	Rs.7500=00	28/06/2013	28/06/2013 at
				upto 13.30 hrs	15.30 hrs

Tender papers can be had from the SDE (PR), office of the Sr. General Manager Telecom, BSNL, Door Sanchar Bhawan, Unit-9, Bhubaneswar-751022 from 05/06/2013 to 28/06/2013 on working days between 11.00 hrs to 13.00 hrs. on production of documentary proof in support of eligibility and on payment of cost of Bid document in shape of Demand Draft (Non-refundable) drawn on any Nationalized Bank of Bhubaneswar in favour of the Accounts Officer(Cash), BSNL, office of the Sr. GMTD, Bhubaneswar-751022. The tender without EMD shall not be entertained. Sealed cover containing the tender documents should be superscribed as "Tender for catering & maintenance service at Inspection quarter Door Sanchar Bhawan, Unit-IX, Bhubaneswar". The Inspection Quarter will remain open for inspection from 05/06/2013 to 28/06/2013 between 11.00 hrs to 13.00 hrs.

AGM (HR & Admn)
O/o Sr. G.M.T.D., Bhubaneswar

Signature of tenderer

SECTION I
INSTRUCTIONS TO BIDDERS

1. **INTRODUCTION**
 - **DEFINITIONS**
 - (a) “The BSNL” means the Bharat Sanchar Nigam Limited/Sr. General Manager Telecom, Bhubaneswar acting on behalf of the BSNL.
 - (b) “The Bidder” means the individual or firm who participates in this tender and submits its bid.
 - **COST OF BIDDING :**

The bidder shall bear all costs associated with the preparation and submission of the bid. The department will in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
2. **THE BID DOCUMENT :**
 - **BID DOCUMENTS :**

The Bid documents include :-

 - a) Notice Inviting Tender
 - b) Instruction to Bidders
 - c) General conditions of the contract
 - d) Schedule of works
 - e) Bid form with price schedule
 - f) Performance Security.
3. **AMENDMENT OF BID DOCUMENTS :**
 - At any time prior to the date for submission of bids, BSNL may for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the bid documents by amendments.
 - The amendments shall be notified in writing or by FAX to all prospective bidders on the address intimated at the time of purchase of bid document from BSNL and these amendments will be binding on them.
 - In order to afford prospective bidders reasonable time to which to take the amendments into account in preparing their bids, BSNL may at its discretion extend the deadline for the submission of bids suitably.
4. **BID FORM & BID PRICES**
 - The bidder shall complete the bid form.
 - The bidder shall give the total composite price inclusive of all levies & taxes, except service tax. Service tax shall be paid extra.
5. **BID SECURITY**
 - The bidder shall furnish, as part of his bid, a bid security for an amount as an EMD (Earnest money deposit) of Rs.7500/- (Rupees seven thousand five hundred) only in the form of demand draft or pay order drawn on any nationalized bank, in favour of AO(Cash), BSNL, O/o Sr. GMTD, Bhubaneswar. The tender without E.M.D. shall not be entertained.
6. **PERIOD OF CONTRACT / VALIDITY OF BIDS**
 - Period of contract is for **one year** from the date of execution of agreement. BSNL may desire extension of period of contract if necessary and it is upto the bidder grant such extension or otherwise for a period of another six month subject to availability of fund.
 - Bid shall remain valid for 120 days.
 - In exceptional circumstances, BSNL may request the bidder’s consent for an extension to the period of bid validity. The request and the responses thereto shall be made in writing.
 - The bid security of the unsuccessful bidder will be returned promptly as early as possible after finalization of tender.
 - The successful bidder’s EMD will be returned upon the bidder’s acceptance of the work order and furnishing the performance security.

Signature of tenderer

- The bid security may be forfeited :
 - ⇒ If a bidder withdraws his bid during the period of bid validity specified by the bidder on the bid form or
 - ⇒ If the bidder does not sign the contract or not furnish performance security.

7. ELIGIBILITY CRITERIA FOR BIDDERS

- The bidder should have a valid trade license & food license from the competent authority (Attested copy to be produced).
- PAN Card No.
- Service tax registration certificate with upto date payment.
- The bidder must have at least one year experience in catering & maintenance work at Central Govt./State Govt./PSUs/Govt. guest houses etc. having minimum turn over Rs.2 lakhs or more than that. The certificate must be given by the competent authority not below the rank of DGM or equivalent in Govt./PSU/Govt. guest house.
- TOC will verify all the original documents and will certify that “verified all documents in original”.
- Contractor must have EPF ESI Registration certificate or an undertaking to submit the same at the time of agreement. Failing to submit at the time of agreement will forfeit the EMD.

8. DOCUMENTS TO BE SUBMITTED BY THE BIDDER :

The bid prepared by the bidder shall comprise the following documents.

- (a) Valid trade license and food license from the competent authority.
- (b) PAN Number.
- (c) Declaration regarding no near relative working in BSNL as per Annexure - B.
- (d) EMD of Rs.7,500/- in the form of Demand Draft drawn on any nationalized bank of Bhubaneswar in favour of AO(Cash), BSNL, O/o GMTD,BBSR
- (e) Original wax/cellotape sealed tender document with each page signed including attached papers.
- (f) Registration No. of service tax. (Xerox copy) or undertaking to submit the same.
- (g) EPF ESI payment particulars for last financial year 2012-13.

“The bid will be summarily rejected if the relevant documents (a - f) are not enclosed”

9. FORMAT AND SIGNING OF BID :

- The Bid shall be typed or printed and numbered consecutively and shall be signed by the bidder or a person or persons, duly authorized by the bidder to sign. The letter of authorization shall be indicated by written power of attorney accompanying the bid. All pages of the original bid document except for un-amended printed literature shall be signed by the person or persons signing the bid. The bids submitted shall be sealed properly.
- Bidder shall give item-wise cost both in words and figures
- The bid shall contain no inter-lineation, erasures or overwriting except as necessary to correct errors made by the bidder in which case such corrections shall be signed by the person or persons signing the bid.

10. SUBMISSION OF BIDS :

SEALING AND MARKING OF BIDS :

- The bidder shall seal the bid with his personal seal. The bids which are not sealed, will not be opened.
- The envelope shall be addressed to :
 - Shri J.K. Majhi, AGM (HR & Admn)
 - O/o Sr. G.M.T.D., Bhubaneswar-751022
- Cover shall bear the Tender Enquiry No. and the words “DO NOT OPEN BEFORE 28/06/2013 (DUE DATE)
- The envelopes shall indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared “LATE”.
- Tenders shall either be sent by registered post or delivered in person. The responsibility for ensuring that tenders are delivered in time shall rest with the bidder.
- Bids delivered in person shall be dropped in the Tender Box in chamber of AGM(HR & Admn) at 2nd floor of the Door Sanchar Bhawan, O/o the Sr. GMTD, Bhubaneswar-751022 on or before 13.30 hrs of the due date. The BSNL shall not be responsible if the bids are delivered elsewhere.
- In no case more than one bid should be put inside a cover in case more than one bid is available the bids shall be rejected.
- The tender box will open on the same day at 15.30 hrs.

Signature of tenderer

11. The Bidder is expected to examine all instructions, forms, terms and specification in the Bid Documents. Failure to furnish all information required as per the bid documents or submission of bids not substantially responsive to bid documents in every respect will be treated at the bidder's risk and shall result in rejection of the bid.
12. **BID OPENING :**
- **OPENING OF BIDS :**
 - ⇒ The BSNL shall open bids in the presence of bidder or his authorized representative. The bidders representatives who are present shall sign a attendance register.
 - ⇒ One representative for any bidder shall be permitted to attend the bid opening.
 - ⇒ The bidder's names, Bid prices, modification, bid withdrawals and such other details as BSNL at its discretion may consider appropriate will be announced at the opening.
13. **CLARIFICATION OF BIDS :**
To assist in the examination, evaluation and comparison of bids, the department may, at its discretion, ask the bidder for the clarification of its bid. The request for clarification and the response shall be in writing. However, no post bid clarification at the initiative of the bidder shall be entertained.
14. **PRELIMINARY EVALUATION :**
- BSNL shall evaluate the bids to determine whether they are complete, whether any computational errors have made, whether required securities have been furnished. Whether the documents have been properly signed and whether the bids are generally in order.
 - Arithmetical errors shall be rectified on the following basis. If there is a discrepancy between the words & figures the amount in words shall prevail if the bidder does not accept the correction of the errors his bid shall be rejected.
 - Prior to the detailed evaluation, the department will determine the substantial responsiveness of each bid to the bid documents. For purpose of these clauses a substantially responsive bid is one which conforms to all the terms and conditions of the bid documents without material deviations. The department's determination of bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.
 - A bid, determined as substantially non-responsive will be rejected by BSNL and shall not subsequent to the bid opening be made responsive by the bidder by correction of the non-conformity.
15. **EVALUATION & COMPARISON OF SUBSTANTIALLY RESPONSIVE BIDS :**
The department shall evaluate basing only on quoted price at Annexure-A.
16. **POST TENDER OFFER AND/OR CONTACTING THE DEPARTMENT**
- No post tender offer by any bidder will be entertained.
 - No bidder shall try to influence the department on any matter relating to its bid from the time of bid opening till the time the contract is awarded.
 - Any effort by a bidder to influence the department in the department's bid evaluation, bid comparison or contract award decisions shall result in the rejection of the bid.
17. **AWARD OF CONTRACT :**
- The department shall consider issue of orders for execution of the work on those bidders whose offers have been found technically & financially acceptable.
 - The department reserves the right to award the work to one or more than one contractors at the approved rate.

Signature of tenderer

18. **BSNL's RIGHT TO ACCEPT ANY BID & TO REJECT ANY OR ALL BIDS :**
- The department reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds for the department's action.
 - Conditional bid will be rejected by the department.
19. **SIGNING OF CONTRACT :**
- The issue of work order shall constitute the award of contract on the bidder.
 - Upon the successful bidder furnishing performance security, the department shall discharge its bid security.
20. **ANNULMENT OF AWARD :**
- Failure of the successful bidder to sign the Agreement for execution of the work shall constitute sufficient ground for the annulment of the award and forfeiture of the bid security in which event the department may make the award to any other bidder at the discretion of the department or call for new bids.

SECTION II

GENERAL TERMS AND CONDITIONS OF CONTRACT

1. The contract shall be for one year from the date of signing the contract/agreement.
2. The contract is revocable by giving one month notice to the Agency by the BSNL if the said service provided is not satisfactory, in which case the decision of the telecom Authority shall be final and binding.
3. Failure to provide service will lead to full or partial forfeiture of monthly bills as well as security deposit and in that case the decision of the Sr. GMTD, BBSR shall be final. For absence/misbehavior/service complaints a minimum of 5% to 10% of monthly charge are recoverable from monthly bills/charges. For misutilisation of I/Q assets in the Rooms, sleeping on sofa, allowing unknown/unauthorized persons to I/Q will attract Rs.100/- (min) deduction in each case and the above recoveries are applicable in the bill of same month.
4. The contractor shall be liable to provide smooth & satisfactory house keeping, cooking and catering services as per the schedule of works.
5. The approved contractor shall be liable for all fittings/features and inventories (AC unit, Cutlery, Cooking and Catering utensils, refrigerator, sofa sets and all other linens etc.) of the inspection quarters. He has to ensure that none of his staff misuses/utilizes the facilities provided for the guests.
6. All the instructions given to the contractor from time to time by the Telecom Department shall be binding on the contractor.
7. The rent chart for the room rent/AC charges shall be provided by the department. The collection of room rent & remittance to the officer-in-charge shall be done on weekly basis by the contractor.
8. The department does not in any way take the responsibility for any future absorption or paying compensation or any other benefit to the employees of the contractor.
9. The menu with the approved rate chart duly typed will be provided in each suite (after verification & signature by the Telecom Authority) by the agency.
10. In the matter of any dispute arising out of the contract, the decision of the Sr. General Manager Telecom District, BBSR will be final and binding on the contractor.
11. The contractor shall maintain stock of linen and other things issued to him from the BSNL. 10% less will be considered for damamage per year only for breakable items. If the damamage is more than this, the cost of damaged items will be recovered from the contractor considering 10% depreciation cost per year.

Signature of tenderer

13. For non breakable items those supplied by BSNL to the contractor, if damaged or lost a committee comprising AGM(HR & Admn), AO(PLG), SDE(PR) will decide the amount that to be recovered from the contractor after verification of stock register at the end of the year (counted from date of signing of agreement).
14. If the contractor discontinues himself or is told to discontinue due to unsatisfactory performance during any other time of the contract period he has to pay damamage charges of goods provided by BSNL proportionately as per the above guidelines (Sl.No.13 & Sl.No.14).

SECURITY DEPOSIT / AND PERFORMANCE BANK GUARANTEE :

1. Security Deposit:- The successful bidder shall submit a Bank Guarantee from scheduled Bank 10% of the estimated cost before taking over work of the inspection quarters.
2. Correspondence Address of Contractor and Bank Current A/C Number are to be informed separately.
3. The bill should be submitted by the contractor along with the following details in duplicate (1) Receipt of laundry charges (2) Proof of claiming consumables etc. (3) Receipt of cable T.V. charges (4) Receipt & News Paper charges. (5) A copy of complaint/suggestion register of that month.
The controlling authority is to verify the correctness of the bill as per the agreed and approved rates and the calculation thereof. The controlling authority is to give a certificate to this effect that the service provided by the contractor during the month of billing is satisfactory and no complaint has so far been received.
4. The controlling authority has to forward the bill in triplicate along with his certificate to the competent authority for necessary pass order and effecting payment.
5. Payment shall be made by the A/C Payee Cheque drawn on SBI, Bhubaneswar.
6. No advance payment is admissible.
7. The security deposit of the approved contractor will be forfeited if the contractor discontinues himself during contract period.

SECTION III
SCHEDULE OF WORKS

- 1) **HOUSE KEEPING AND RECEPTION :**
 - (I) Receiving guest in a dignified manner by waiting for the guests round the clock, checking him in as per reservation memo issued by the department. (The Telephone confirmation from the Telecom Authority against vacant suits if any) and after completion of reservation to check him out in a dignified manner. Entries and signatures in the register are to be obtained as per departmental rules.
 - (II) Setting bed, cleaning suits, toilet, replacing soap, cleaning toilet equipment, changing linen, and making room tip top in all respects immediately after departure of guests to receive the new guest. Doing these jobs daily if occupancy is for more than a day, providing odonil in the toilets and Cup Boards, Room fresheners, mosquito mats free of cost as per requirements.
 - (III) Polishing and dusting doors, windows, furniture, all the equipment in guest house, taking all the linens to laundry and getting it back as and when required, maintaining all equipment in kitchen, lounge and suits(regular maintenance only) in excellent condition.
 - (IV) Providing maintaining, watering manuring and trimming the pot plants if any to be done in the guest house.

Signature of tenderer

- (V) Performing other house keeping functions for smooth running of guest house in excellent conditions at par with a Star Hotel as per direction of authority. He has to supply liquid soap, toilet paper, shoe polish, air purifier in toilet, and lighting room, two news papers in the lounge (One English, one local language to be paid extra). Battery for wall clock, etc. Shampooing carpet every 45 days to maintain the same stain free and odour free. In case of any moth presence, necessary disinfectants are to be used as per manufacturer's manual. (No extra charges will be paid to the agency if the number of suits increases with the same floor area).
- (VI) Maintenance of A/C replacement of electrical fittings, fixtures and consumables, electrical maintenance and civil maintenance shall be done by the department. However the complaint are to be intimated by the house keeper time to time for necessary attendance.
- (VII) The contractor shall maintain stock of linen and other things issued to him from the BSNL. 10% less will be considered for damarage per year only for breakable items. If the damarage is more than this, the cost of damaged items will be recovered from the contractor considering 10% depreciation cost per year from his bill.
- (VIII) For non breakable items those supplied by BSNL to the contractor, if damaged or lost a committee comprising AGM(HR & Admn), AO(PLG), SDE(PR) will decide the amount that to be recovered from the contractor after verification & stock register at the end of the year (counted from date of signing of agreement).
- (IX) If the contractor discontinues himself or is told to discontinue due to unsatisfactory performance during any other time of the contract period he has to pay damarage charges of goods provided by BSNL proportionately as per the above guidelines (Page No-8, Sl.No.13 & Sl.No.14).
- (X) The material as is where it is will be handed over to the agency. If any items/utensils are required those are to be managed by the Agency on his own without any extra expenditure to the department.
- (XI) Entertaining unauthorized persons in the IQ is not allowed.
- (XII) For Night staff staying and storing of grocery a room with attached bath will be provided to the agency free of cost. Taking rest in IQ or lounge is prohibited.
- (XIV) He has to maintain the occupancy chart decently.
- (XV) The contractor has to maintain a complaints/suggestions/book. This should be available at a prominent place. He should produce the book along with bill for verification.
- (XVI) The contractor should display the rate chart under the signature of the Sr. GMTD and the charges have to be collected accordingly. No deviation in this regard is allowed. If any such instances comes to the notice, the contract may be terminated.

2.

COOKING AND CATERING :

- (I) Supplying food and beverage for breakfast, lunch, snacks and dishes as per al-a-carte, de-hotel menu to be prescribed as an agreed rate and catering in a dignified table manner, maintaining over all hygienic conditions of kitchen and dining.
- (II) The food charges/beverage charges etc. should be collected directly by the agency as per the prescribed rate (which inclusive of all taxes etc.)
- (III) Maintaining good decorum, hospitality is the prime responsibility of the contractor.
- (IV) The items mentioned above are only indicative and not exhaustive.

3.

The contractor must ensure supply of items as per the timing below :

- (a) Supply of tea Within 15 minutes(Approx.)
- (b) Supply of Breakfast Within 30 minutes(Approx.)
- (c) Supply of lunch/Dinner Within 60 minutes(Approx)

Signature of tenderer

ITEMS TO BE SUPPLIED BY BSNL

- | | | |
|------|--|-------------|
| I) | Utensils/Corckeries (as per stock register) | |
| II) | All room furnishing, electrical fittings, AC, wooden furniture, Table lamps and Telephone instruments. | |
| III) | Gas Stoves (Two burners) with cylinder : 2 nos.(HP) (Refilling cost to be borne by the contractor). | |
| IV) | Refrigerator 230 Lit. 1 No. & 100 Lit. 2 nos. | |
| V) | Vacuum cleaner : | 1 (one) No. |
| VI) | Philips 3 jar Mixi : | 1 (one) No. |

DETAILED SPECIFICATION OF I/Q

	<u>DSB, BBSR</u>
No. of Suites	9 (Nine)
Total Carpet area of Suites	2615.2 Sqft.
Area of Drawing Room(Lounge)	754.1 sqft.
Area of Dining Kitchen	611.2 sqft.
No. of Toilets	7 (Seven)

Signature of the tenderer

ANNEXURE - A**PRICES QUOTED**

Expenses on catering, house keeping, cleaning with supply of cleaning materials/consumables and attending to guest in the Inspection quarter consisting of suites, lounge, kitchen room, dining space, corridor etc. (As detailed in Page No-11)

(Rate to be quoted in Rupees in figures & words per calendar month)

Sl.	Description	Quoted Rate
1	House Keeping & reception	
2	Cooking & Catering	
ALL Total		

Signature of the tenderer

ANNEXURE - B

DECLARATION

I, S/o / Daughter of Sri
..... here by declare that none of my relative is/are employed
in BSNL unit. In case at any stage, it is found that the information given by me is
false/incorrect, BSNL shall have the absolute right to take any action as deemed fit without
any prior intimation to me.

Signature of the tenderer

FOOD CHARGES

- A)
- | | | |
|------|------------------------------|-----------------------------|
| i. | Tea (per cup of 150ml.) | : Rs.3/- per cup of 150ml. |
| ii. | Coffee (per cup of 150ml.) | : Rs.5/- per cup of 150ml. |
| iii. | Milk (per cup of 150ml.) | : Rs.8/- per cup of 150ml. |
| iv. | Bournvita(per cup of 150ml.) | : Rs.10/- per cup of 150ml. |
| v. | Cold Drinks(each) | : Rs.(Printed price) each |
- B)
- | | | |
|-------|---|----------------------|
| i. | Bread 4 pieces
(with Butter, Jam or Ketchup) | : Rs.12/- |
| ii. | Omelette Single | : Rs.8/- |
| | Double | : Rs.16/- |
| iii. | Puri(4 nos. & Curry) | : Rs.16/- |
| iv. | Idli(2 pcs.) & Sambhar | : Rs.8/- |
| v. | Paratha(2 nos.) & Curry or curd | : Rs.15/- |
| vi. | Dosa with Sambhar & chatni | |
| | - Plain | : Rs.13/- |
| | - Onion | : Rs.15/- |
| | - Masala | : Rs.18/- per plate. |
| vii. | Vada/Samosa/Alu Chop(2 pcs) | : Rs.10/- |
| viii. | Pakoda with Ketchup(150gm) | : Rs.12/- |
| ix. | Fried Ground Nut(100gm) | : Rs.7/- per plate. |
| x. | Fried Kaju(100 gm) | : Rs.50/- per plate |
| xi. | Fruit Basket | : Rs.50/- per each |
- C)
- | | | |
|------|----------------------------------|-----------|
| i. | One Vegetable Thali(Rice & Roti) | : Rs.40/- |
| ii. | Special Vegetable Thali | : Rs.60/- |
| iii. | Non-Vegetable Thali | : Rs.70/- |
| iv. | Special Non-Vegetable Thali | : Rs.80/- |

NOTE : Each Vegetable Thali contains limited Rice, Roti, Dal with Fried Curry, Curry, Papad and Salad or Dahi/Curd as prescribed.
Special vegetable Thali - Besides normal vegetable Thali this will contain one of the following.

1) Mutter Panir 2) Musroom capsicum 3) Aloo mutter.

Non-Vegetable Thali – Besides normal vegetable Thali this will contain 2 pcs fish.

Special Non-Vegetable Thali – Besides Non-vegetable Thali this will contain limited quantity of chicken.

D) Charges for other items/Dishes/Ice creams/Deserts (Separate detailed typed sheet to be enclosed).

- E) **Laundry Charges.**
- | | | |
|--|--------|---|
| a. Blankets (Dry Cleaning) | Single | : Rs.50/- per piece |
| | Double | : Rs.50/- per piece |
| b. Bed covers | | : Rs.10/- single per piece
Rs.12/- double per piece |
| c. Bed sheets with ironing | | : Rs.8/- single per piece
Rs.10/- double per piece |
| d. Towels with ironing | | : Rs.10/- per piece (big)
: Rs.5/- per piece (small) |
| e. Pillow cover with ironing | | : Rs.3/- per piece |
| f. Curtain piece/sofa cover with ironing | | : Rs.8/- per piece |
| g. Mosquito nets | | : Rs.15/- per piece |
| h. Blanket cover with ironing | | : Rs.10/- per piece |

Signature of the tenderer

***** End of Tender document *****