

**SECTION-I****BHARAT SANCHAR NIGAM LIMITED**

(A Govt. of India Enterprise)

Office of the General Manager, Telecom Dist-Rourkela-769001.

**NOTICE INVITING TENDER****e-Tender for Catering & Maintenance services of IQ at Door Sanchar Bhawan of Rourkela Telecom District**

- 1 On behalf of Bharat Sanchar Nigam Limited (BSNL), e-Tender is invited on two stage bidding system from Individuals/Companies/Firms registered in India fulfilling the eligibility conditions, as per tender document.

SN	Item	Particulars
1	Tender Notice No & date	N-8/2022-23/1 Dated: 22-09-2022
2	Tender item	Catering & Maintenance services of IQ at Door Sanchar Bhawan of Rourkela Telecom District
3	Tender Document can be downloaded from date	<b>18-10-2022</b>
4	Last Date of Submission of Tender	<b>09-11-2022 up to 13:00 Hrs.</b>
5	Date & Time of Opening of Tender (Technical Bid only)	<b>10-11-2022 at 15:00 Hrs.</b>
6	Amount of Bid Security as in Section II.	The cost of EMD and cost of Tender paper can be paid through online Banking/RTGS/NEFT as per the Section-I, Para 2(b)
7	Cost of Tender Form	<b>Rs.590/-(Rupees five hundred ninety only) - Non- Refundable.</b> The payment will be accepted as mentioned in Sl. No. 6 above.

**ESTIMATED COST**

Name of the IQ.	Estimated Cost for Maintenance (For One Year)	EMD / Bid Security (Amount in Rs)	Tender paper cost (in Rs)
Door Sanchar Bhawan	300000.00	6000.00	590.00

**Note:** In case the last date of submission/opening of bid is declared to be a holiday, last date of submission / opening of bid will get shifted automatically to next working day at the same scheduled time. Any change in bid submission/ opening date due to any other unavoidable reasons will be notified through our web site and/or newspapers.

- 2(a) Tender document can be obtained by downloading it from the website [www.etenders.gov.in/eprocure/app](http://www.etenders.gov.in/eprocure/app) and [www.odisha.bsnl.co.in](http://www.odisha.bsnl.co.in).

- b) The cost of EMD and cost of Tender paper should be paid through online Banking/RTGS/NEFT as per the following details.

Name of the Bank and Branch	UNION BANK OF INDIA, KOEL NAGAR, AMBAGAN BRANCH, ROURKELA
Accounts Name	A.O(Claim), BSNL, O/o GMTD, Rourkela
Account Number	455601010032049
IFSC Code	UBIN0545562
Address of the Bank	UNION BANK OF INDIA, SECTOR-2, AMBAGAN BRANCH, ROURKELA
MICR Code	769026003
Mail Id :	gmtdrkl12@rediffmail.com
Contact No	9437577710
GSTIN No.	21AABCB5576G1ZX

The scanned copies of the e-Payment receipt towards EMD/BID security, Cost of bid document have to be uploaded in the e-tender Portal.

The MSE bidders registered with the designated MSME bodies like National Small Scale Industries Corporation etc. are exempted from payment of tender fee. However, they shall furnish a proof regarding registration with bodies under the Ministry of Micro, Small & Medium Enterprises for similar nature of services valid on the date of opening of the tender. The scope of area of the above MSE registered bidders must be for catering services. MSE bidders claiming exemptions from Tender fee & EMD as per MSME guidelines must also register their UAM on CPPP and submit proof in this regard along with their bid.

**Note:** The exemption of Tender Paper cost and EMD for MSME/NSIC category of bidders with the specific registration for example. The name of the beneficiary in case of the sole bidder or proprietary firm should either be in the name of person/Company, with which capacity she /he is participating in the tender. And in case

of the limited company, the MSME/NSIC registration must be in the name of all board of Directors of the same company. Any deviation will not be considered.

2(c) Amendments, if any, to the tender document will be notified in the above website as and when such amendments are made. It is the sole responsibility of the bidders who have downloaded the tender document from the website to keep themselves abreast of such amendments before submitting the tender document.

### **3. SCOPE, SPECIFICATION & JOB DESCRIPTIONS**

#### **I) HOUSE KEEPING AND RECEPTION**

- a) 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.
- b) 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.
- c) 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.
- d) Providing maintaining, watering manuring and trimming the pot plants if any to be done in the guest house.
- e) Performing other housekeeping 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, 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).
- f) Maintenance of A/C replacement of electrical fittings, fixtures and consumables, electrical maintenance and civil maintenance shall be done by the department. However the complaints are to be intimated by the house keeper time to time for necessary attendance.
- g) The contractor shall maintain stock of linen and other things issued to him from the BSNL. 10% less will be considered for damage per year only for breakable items. If the damage is more than this, the cost of damaged items will be recovered from the contractor considering 10% depreciation cost per year from his bill.
- h) For non breakable items those supplied by BSNL to the contractor, if damaged or lost a committee comprising AGM(HR & Admn), AO(PLG), SDE(Plg.) 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).
- i) 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 damage charges of goods provided by BSNL proportionately as per the above guidelines
- j) 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.
- k) Entertaining unauthorized persons in the IQ is not allowed.
- l) 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. He has to maintain the occupancy chart decently.

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.

The contractor should display the rate chart under the signature of the GMTD and the charges have to be collected accordingly. No deviation in this regard is allowed. If any such instances come to the notice, the contract may be terminated.

#### **II) COOKING & CATERING**

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

#### **III. The contractor must ensure supply of items as per the timing below:**

- a) Supply of tea Within 30 minutes (Approx.)

