



OWNER:

THE TATA POWER COMPANY LIMITED

TITLE OF WORK TO BE AWARDED:

**CATERING, HOUSEKEEPING AND GUEST HOUSE SERVICES AT AASHIYANA
TOWNSHIP, MUNDRA GUJARAT FOR A PERIOD OF TWO YEARS**

ENQUIRY REFERENCE NO.: CC25FK122

NOTICE INVITING EXPRESSION OF INTEREST (EOI) FOR

CATERING, HOUSEKEEPING AND GUEST HOUSE SERVICES AT AASHIYANA TOWNSHIP, MUNDRA GUJARAT FOR A PERIOD OF TWO YEARS

Enquiry reference no.: CC25FK122
Title of Work: Catering, Housekeeping and Guest House Services at Aashiyana Township, Mundra Gujarat for a period of two years
Type of Bidding: E-tendering (through Ariba online portal) / Two Part (Technical and Price bids under separate envelopes)
Contact Details: All communication including EOI submission shall be addressed to following officer/s: Mr. Faizan Khatri Email: faizan.khatri@tatapower.com Copy of all communications shall be marked to (Cc): Mr. P Ramrayka / Ms. Yogita Waman Email: p.ramrayka@tatapower.com / yogita.waman@tatapower.com

The Tata Power Company Limited (“Owner”) invites Expression of Interest (EOI) from interested parties for the Two-Part e-Tendering Process of following Relevant Work Package:

Table 1

Package Description	Tender Fee	Bid Security
Catering, Housekeeping and Guest House Services at Aashiyana Township, Mundra Gujarat for a period of two years	INR 2000/- (INR Two Thousand Only) <i>To be submitted along with EOI. (Non-refundable tender participation fee)</i>	INR 2,00,000/- (INR Two Lakhs only). <i>Bid Security to be submitted as a Guarantee/ DD/ NEFT at the BID stage (and not with EOI)</i>

1. INTRODUCTION:

The Tata Power Company Limited (TPC) is among the largest private sector Power Utility companies in India with presence in Generation, Transmission and Distribution of Power through conventional and renewable sources.

The tendering/ procurement activities for this Package are being managed from Tata Power’s following office:

Smart Center of Procurement Excellence (SCOPE),

Corporate Contracts,
The Tata Power Company Limited,
2nd Floor, Sahar Receiving Station, Near Hotel Leela,
Sahar Airport Road, Andheri East, Mumbai – 400 059.
Maharashtra, India.

2. SCOPE OF WORK:

Catering, Housekeeping and Guest House Services at Ashiyana Township, Mundra Gujarat for a period of two years

Detailed Scope of Work shall be provided in the Tender / RFQ document to all potential buyers submitting the valid EOI with due tender fees.

3. TENDER FEE & TIMELINES:

a) Interested parties meeting the "Bidder Pre-Qualification Requirements" specified under point no. 4 in this document can request tender document and participate in the bidding process by submitting the Expression of Interest (EOI) Letter along with the Tender Fee Payment Details to the contact details mentioned below not later than deadline specified below. Request for extension of EOI submission date will be not entertained.

b) **Interested bidders should submit the Expression Of Interest by filling complete details in the Microsoft Forms available at: <https://forms.office.com/r/4DN1tTEw23>**

EOI / requests without complete information and communication as above within deadline shall be liable to be rejected and will not be considered further.

c) Tender Fee, as indicated in the Table1 above may be paid through **NEFT/RTGS** as per details for payment of Tender Fee given in Table2 below:

Table 2

Details for payment of Tender Fee:	
Bank details for submitting Tender fees through bank transfer / NEFT:	Beneficiary Name: The Tata Power Company Limited Bank Name: HDFC Bank A/c no: 00600110000763 IFS Code: HDFC0000060 A/c type: CC Branch Name & Address: HDFC Bank, Maneckji Wadia Building, Nanik Motwani Marg, Fort, Mumbai 400023
Deadline for tender fee payment and submission of EOI:	27th February 2025, CoB.

d) Expression of Interest letter to be submitted along with tender fee payment details should include the following details:

- A covering letter duly stamped and signed by an authorized signatory clearly indicating the Tender Reference number and your EOI to participate in the tendering process.
- Tender fee payment details / reference no (ensure that tender fee is received by us within specified deadline)
- Bidder to indicate authorized person name, contact number and e-mail id (mandatory) of the person to whom RFQ / tender and all other communications to be addressed for this tender.

e) Detailed Bid Document (also referred as RFQ) shall be issued through Tata Power e-tender portal (Ariba System) only to the parties submitting a valid EOI as per terms mentioned in this document.

4. BIDDER PRE-QUALIFICATION REQUIREMENTS:

Interested parties to note that Bidder shall be required to fulfill the following bidder pre-qualification requirement / criteria to qualify for the subject work. Bidder will be required to submit relevant supporting documents to demonstrate their qualification during the bid submission stage against Tender document / RFQ and bidders not found meeting the pre-qualification requirements given below will be disqualified from the tender.

4.1 TECHNICAL REQUIREMENT:

1. The Bidder / Tenderer should have successfully rendered Canteen and Facility Management Services at large industrial / township establishments. Bidder should have executed similar services having annual contract value of Rs. 50 lakhs or above in last three years. **(Attach certificates / related supporting documents prescribing details of PO numbers mentioning start date and end date and value of yearly PO)**
2. The Bidder / Tenderer shall submit the documents in supporting of the qualification criteria along with the Bid Document including Certificate of completion of work, reference list with contract details, list of clients and orders executed in last three years **(Attach Certificate of Experience and Satisfactory Completion of work awarded from concerned Establishments / Companies during previous 3 financial period)**

It may be noted that the above requirements are minimum qualification criteria. However, Tata Power reserves its right to further assess the capabilities of the parties and reserves its rights to further shortlist, accept or reject any party without assigning any reason.

FINANCIAL REQUIREMENT:

Bidder / Tenderer should have minimum Average Annual Turn-over of Rs. 3 Crore (Indian Rupees Three Crore) during the last three financial years (**Attach CA Certified P&L statement with UDIN Number**)

It may be noted that the above requirements are minimum qualification criteria. However, Tata Power reserves its right to further assess the capabilities of the parties and reserves its rights to further shortlist, accept or reject any party without assigning any reason. The tender may be split in more than one parties at the discretion of Owner. Consortiums are not permitted and bidder shall have to meet the PQR in individual entity basis only.

5. BID SECURITY / EMD:

Interested parties to note that Bidder will be required to furnish a Bid Security along with their Bid, in the format prescribed in Bid Document **in the form of Bank Guarantee or through RTGS or Demand Draft**, for an amount as defined in the covering page of this notice document. Bids not accompanied by an acceptable Bid Security shall be rejected by the Owner as being non-responsive and returned to the bidder without being opened.

Interested parties to note that Bid Security is not required with the EOI and it is required to be submitted with the Bid only during Bid Submission stage once RFQ is released to the interested parties that have submitted a valid EOI.

6. BIDDING PROCESS:

Detailed Bid Document (also referred as RFQ) shall be issued through Tata Power e-tender portal (Ariba System) only to the parties that submitted a valid EOI as per terms mentioned in this document.

Bidder to note that commercials for subject tender may be conducted through e-auction. Detailed bidding and auction process shall be detailed in the RFQ / tender document.

SCOPE OF WORK FOR FACILITY MANAGEMENT AT AASHIYANA TOWNSHIP

For Aashiyana Township

Area of Work	Works	Remarks
Guest House (24 rooms), Dining Room including toilets and surrounding areas	<ul style="list-style-type: none"> • Cafeteria Management • Guest House Management on 24 hrs basis (Reception) • Housekeeping 	Cafeteria Management includes food arrangement on ala carte basis for employees & families. Infrastructure of Kitchen is being provided by TPCL. Toiletries to be provided by the service provider with good branding, details as per point number A1.
Bachelor Accommodation (55 flats) including toilets	Housekeeping & bed making on daily basis including surrounding area	
Director's Bungalow including toilets	Housekeeping on daily basis including surrounding area	
Guest House at B09-A1, B08-A1 including toilets	Housekeeping on daily basis including surrounding area	
Calrox School + toilets	Housekeeping on daily basis including surrounding area	
Multipurpose Hall, Swimming Pool, Gym, Banquet Hall, TT Hall, Library + toilets	Housekeeping on daily basis including surrounding area	
Basketball Court, Lawn Tennis Court, Volleyball Court, Cricket Stadium, Box Cricket + toilets	Housekeeping on twice in a week basis including surrounding area & Toilet on daily basis.	
Security Control Room, Security Main Gate & Security Post near Gate number 2 + toilets	Housekeeping on daily basis including surrounding area	
Shopping Complex + toilets	Housekeeping on daily basis including surrounding area	
Common Toilets (6) in Clusters (Men & Women toilets)	Housekeeping on Weekly basis including surrounding area	
Maintenance Office + toilet	Housekeeping on daily basis including surrounding area	
Ladies Club (1 flat) C1-B1	Housekeeping on daily basis including surrounding area	
Guest house ground lawn area	Housekeeping on weekly basis including surrounding area	
Laundry Management	For entire Aashiyana Township (residents/ visitors) on chargeable basis directly from users, rates to be decide mutually during negotiation of	Infrastructure like washing machines, electricity, water, laundry space is to be provided by the organization free of cost

DETAILED SCOPE OF WORK

	tender which will remain fixed for entire contracts.	
Parking shed cleaning for all clusters. (Once in year)	Housekeeping services	
IT rooms & Electrical Panel rooms cleaning of all clusters twice in year	Housekeeping services	
Vacant house cleaning (80 to 85) four time in year	Housekeeping services	

Trained resources to provide quality services as per area of work mentioned above.

Uniform & safety PPEs in the scope of the service provider.

All personnel to be deployed are to be approved by TPCL ES&A Department.

Scope of work for Housekeeping

Service Provider's Scope

Housekeeping includes daily sweeping and mopping on the floor/terrace/staircase and gallery of the 'area of work'.

Changing the bed sheets every alternate day and changing of towel on every three days for bachelor accommodation and for guest houses or as when required basis, making of bed, cleaning of the toilets/bathroom & accessories, cleaning/dusting of tables, chairs, cupboard, railing, window pan, kitchen area, on daily basis.

Blankets needs to be washed twice a year in-house. All Linen items including towels will be provided by the company. However, washing, ironing and accessories are in the scope of the service provider.

All chemicals to be used should be certified for 'Green Building'.

1. Housekeeping activities of the Club House which includes Multipurpose hall, Multipurpose hall kitchen and surrounding facilities VIP dining area, Library, TT hall, Lawn Tennis court, Swimming pool area, Basket Ball area, Pavilion of Stadium and volleyball, Basket Ball court and the surrounding area, also have to be coordinate with ES&A Dept. for run the Open movie theater and set up of sitting arrangement like Chairs, dustbin Table & other arrangement at movie time. Mirrors of the Gym, cleaning of the equipment and ensuring that they are free of any dirt and reorganize the Gym at any point of time on daily basis. There are two separate WC and Bathrooms are available for Men & Women that should be cleaned properly and should be keep hygiene. Floor mats should be cleaned on regular basis to avoid any mishap. Dettol liquid shop should be available all the times. Cleaning of windows, Glass, railing, and window curtain and proper fixing. Waste bin liner should in place and replace on regular basis.
2. For common usage 6 WC and urinal for Men & Women are available at Township these should be cleaned on daily basis (urinal screen should be change within 15 days) as per our standard.

DETAILED SCOPE OF WORK

3. To look after VVIP Guest House where supervisor will look after the housekeeping and caretaking of the 4 rooms VVIP guest house and in addition supervise housekeeping and caretaking of the Directors Bungalow and the surrounding area.
4. Adequate manpower to take care of Bungalow complex smart stewards and well-trained cook to handle VIP Visits and the GH canteen and all. The team should be smart enough to handle Hi profile visit.
5. Chef (Multi Cuisine) for taking care of VVIP guests and should be able to take care of their varied requirements.
6. To provide workforce for housekeeping services for any festival at Aashiyana Township.
7. One-time cleaning for new house allotment to new Joinee / transfer employees will be in the scope of service provider as and when required.
8. Generally, the workforce should be available for any housekeeping services which may be required for new houses or anytime required at the township.
9. Maintaining the daily MIS of the amenities of the Aaksah Ganga, Aashiyana Guest House, Bachelor accommodation, Club House, library, and cafeteria.
10. Management of complaint cell - One person should be dedicated to handle complaint cell
11. Providing Catering services for small and large functions as & when required on mutually agreed rates.
12. Able to provide tea/coffee, other hot or cold beverages at any time during the day along with snacks at the CAFETERIA & GH & Directors Bungalow.
13. Guest House management - Manage Guest House bookings and maintain the reception – front office **24x7 basis** (trained & Smart personnel)
14. Daily sweeping and mopping Club House Area; Gymnasium, including the Mirrors of the Gym, cleaning of the equipment and ensuring that they are free of any dirt and organized.
15. Maintaining of Club house which includes Library, Gym, and Open Theater. Badminton court, Basket & Volleyball court, TT Hall, Pavilion area of Stadium, Swimming pool area, New cafeteria, VIP Dinning Hall and the common areas of Club House (Adequate manpower required).
16. Unit Manager should be from hospitality management background and smart enough to handle situations at Township.
17. Housekeeping team should be ready at any time to handle the Festival activity.
18. Housekeeping of Calorx School Building and the surrounding area

DETAILED SCOPE OF WORK

19. Washing and mopping of floors inside and outside of the rooms on daily basis with appropriate chemicals and water solution is to be done.
 20. Cleaning of waste bin, wash basins, mirrors, bathroom, walls, WC in bathroom, fixtures, windowpanes, buckets, mugs, tumblers, jugs, bed side table, Almirah, TV AC, Geyser and other utensils with appropriate chemicals. (as suitable), to keep them in clean and hygienic condition. Dust bin cover should be used in all conditions.
 21. Regular provisions to be made in each room of the visiting Guest by the service provider as detailed below:
 - Toilet paper, soap (Lux/Dove), shampoo (Head & Shoulder small) Premium Soft Tissue packet should be kept in All rooms of GH, VVIP area and Akash Ganga VIP dining Hall - same as above.
 - For Akash Ganga Bungalow (Premium- Dental kit, Shaving kit, Bathing Kit (shower cap, hair comb, shampoo, soap, Moisturizer, loofah))
 - Odonil, naphthalene balls (White Cube only), liquid soap (Dettol, Lifebuoy & Palmolive), Premium napkin, (Grooming kit) all – out liquid/good night mat with machine (Good Night), candle, match box etc. are to be provided by the Service Provider at his own cost for use in Guest Room of Aashiyana .
 - For all urinals to be use Urinal Screen which is mandatory.
 - Branding should be done by service provider for Cafeteria. Akash Ganga & Aashiyana GH
 - **Jet Spray machine, industrial, Vacuum Cleaner and Hot n dry Floor Cleaner machine** is in the scope of Service provider (mandatory equipment – should be available in running conditions all the time)
 - Replace pencil cell of all remotes of for all GHs and bachelor accommodation, Club House, Common areas which is in service provider scope.
1. Maintaining proper layout of furniture and fixtures at Aashiyana Township.
 2. Maintaining of good look and upkeep of all rooms including common facility and open area in and around the building throughout the period of contract.
 3. Record keeping of all furniture/fixtures, provided in Aashiyana and checking in/out of visitors/guests with all the necessary details
 4. Daily cleaning check list to be maintained for all the areas and submitted along with the monthly invoices or as when required which should be followed strictly

R1	Bathroom cleaner cum Sanitizer
R2	Hygienic Hard Surface Cleaner (All-purpose cleaning agent)
R3	Glass and Mirror Cleaner
R4	Furniture Polish
R5	Air Freshener
R6	Toilet Bowl Cleaner
R7	Floor Cleaner
R8	Descaler Yellow liquid
D7	Cleaning of steel items
Leneo	Wooden Polish

DETAILED SCOPE OF WORK

R9	Acidic Bathroom Cleaner
D9	Heavy-duty degreaser for the cleaning of ovens and grills.
Dettol	Handwash

Exception

Lawn will be taken care by TPCL horticulture service provider.

All linen items will be supplied by TPCL at the beginning of the contract and the same needs to be returned after completion of contract in as is condition, except normal wear and tear. For missing/lost items recovery will be made as per actual costs of the item.

Laundry Services

Vendor's Scope

1. Laundry services for Guest Houses, Bachelors, and Residents of Aashiyana.
2. Laundry charges (washing and ironing) shall be Rs 5 per cloth for all sort of garments. Only for Ironing, charges shall be Rs 3 per cloth. The Laundry rates shall remain firm for a period of 03 years.

Arrangement are to be made for washing/dry cleaning and ironing of all kinds of linen materials such as bed covers, bed sheets, curtains, sofa covers, pillow covers, towels, blankets etc, The above materials shall be changed after each change of occupancy or three days of continuous of occupancy, whichever is lower. Laundry sheet should be used for proper tracking of laundry items. Laundry reports also have to produce with Monthly invoices.

The service provider shall also provide laundry services for the daily clothes of permanent occupants / visiting guests of the Aashiyana / Aakash Ganga, which shall be paid by the occupant at mutually agreed rates.

Exception

Washing machine, Water, Electricity & space.

Catering Services

1. The Service Provider shall provide, breakfast (unlimited) with tea, lunch, dinner, evening tea etc to the occupants at Aashiyana Guest House as per the menu decided by the committee at the mutually agreed rates. The party shall not charge more than the agreed rates from the guest. The bed tea (110 ml) shall be served to all the occupants by the Service Provider at his own cost. Fix timing for serving morning tea, breakfast, dinner etc. shall be decided by the Management and Service Provider shall adhere to these stipulated timing.
2. The food should be prepared under hygienic conditions and good quality raw material must be used which are approved by Management only, as pe list attached.

DETAILED SCOPE OF WORK

3. The preparation of food will be done based on the number of occupants present in the Aashiyana. If any of the occupants does not want to have his dinner/breakfast, he shall inform the canteen supervisor well in advance.

TPCL will not accept any claim for any wastage in catering service. All materials including cooking gas etc. must be arranged by the Service Provider at his own cost. Repairing & Maintenance of kitchen equipment will be in the scope of service provider only. And they must hand over the same on same conditions after the contract period.

4. For late night work schedules the canteen supervisor will be informed accordingly and the dinner will be packed in the hot case and kept in the respective rooms.
5. Home delivery to be provided to all residence of Aashiyana Township on order basis.
6. Catering services for bachelors in Aashiyana cafeteria. VVIP dining area (New Cafeteria) & Directors Bungalow.
7. Catering services for small and large events, as & when required for residents and official.
8. To provide tea/coffee (110ml), other hot or cold beverages at any time during the day along with small snacks at the CAFETERIA.
9. Manage Aashiyana Guest House (23 room & One VIP Dining room at Ground Floor Room No - 112) bookings and maintain the reception – front office (24X7).
10. Experienced Front Office executive required. – Management has right to change any point of time.
11. Proper packing and branding should be done for amenities - AASHIYANA GUEST HOUSE, BUNGALOW COMPLEX and Room No 112 (Meeting room).

Aashiyana GH Reception:

- 1 The reception will be managed by the service provider 24X7 at the Aashiyana Guest House and following functions will be performed:
- 2 Only digital payment should be accepted; vendor has to setup Sodexo, BHIM, Paytm, Swipe machine to get payment from individuals.
- 3 The reception will be responsible for restricting entry of unauthorized persons and to be informed to ES&A Dept.
- 4 The Service Provider shall provide Laptop, computer with a printer facility and will only generate printed bills through **POS** only
- 5 Coordination with residents for update of any information about the facilities over phone/ SMS (Separate common Mobile nos is in the service provider scope)

DETAILED SCOPE OF WORK

- 6 Reception will receive the employees/ Guest when they arrive to the Aashiyana / Aakash Ganga.
- 7 All guests will be escorted to the respective room as allotted by ES&A Dept.
- 8 Receptionist will make the entry in the occupation register duly signed by the visiting employee /guest while they arrived.
- 9 Feedback/ suggestions needs to be taken from all the occupants of guest house.
- 10 Will hand over the key of the room and inform about the inventory in the room duly acknowledged by the employee and take signature on the inventory list and have to ensure the proper inventory and return of key if they fail to do has to be informed ES&A Dept. immediately; and the loss will be recovered from service provider. Service provider must be arranged the same without any delayed.
- 11 Will hand over all the keys of cupboard to the employee. All keys details should be done in excel sheet and must be maintained register for handover of keys with (serial nos) and returned, if any keys found missing that would be charged to Service provider.
- 12 Upkeep & good housekeeping of the room complete in all respect needs to be done well in advance.
- 13 To collect letters/documents from courier or postman for the concerned officer and must update and deliver the same to them at their residents without any delayed must maintained excel sheet as well as hard copy register for the same.
- 14 Reception will only give the room earmarked and informed by the administration for guests. Changing of rooms shall only be done with the concurrence of ES&A Dept.
- 15 In case of non-availability of the guest room the reception will inform the administration department at the time of booking.
- 16 Bell boys needs to be instructed to carry the luggage of the guests while checking in and out and must follow religiously.
- 17 The staff employed shall be trained, well-disciplined and well behaved; management has the rights to remove for poor performance.
- 18 The persons manning the reception must be competent in computer operation and fluent of **English and Hindi languages.**
- 19 Round the clock vigil is to be maintained by your supervisor in the Aashiyana Guest House.
- 20 Arranging room boys for works including carrying, loading and unloading of luggage of visitors/guests to and from the rooms.
- 21 Breakages report to be maintained and send to the Admin department weekly basis also must maintain excel sheet.
- 22 Occupancy report to be maintained and must be send on daily basis to the ES&A Dept.

DETAILED SCOPE OF WORK

- 23 To coordinate with complaint cell for any type of repair and maintenance of Civil, electrical & plumbing work as & when required and must ensure proper maintenance of those areas if the work has not complete within 12 HRS.
- 24 Service provider has to maintain library properly with records of all the available books, daily books issue and receipt register, follow up with user to returns books after mentioned due dates. Librarian should be available for 09:00AM to 12:00AM and 04:00PM to 09:00PM at Library.

DETAILED SCOPE OF CATERING SERVICES AT AASHIYANA

The contract shall be provided as a service-based contract where in the Service Provider must provide unlimited breakfast/lunch/Dinner/Snacks/ tea & coffee (120ml); the Service Provider must provide following services.

1. Trained resources which can provide quality services Inclusive of Chef, cooks, asst Cook, helpers, and people on general services keeping in mind the total strength of employees to be catered for.
2. The Chef & cooks shall be trained in Indian, Chinese, Continental, Mughlai and Tandoor submission of relevant documents of their training certification is mandatory for the assessment of their expertise.
3. **The head Chef** should have a minimum experience of 7 years of working in the canteen of a reputed organization.
4. **Assistant cooks** shall be in tandem with the specs of the head cook (Minimum 5 years of experience).
5. The resources shall be fully trained in manners and etiquettes shall always be well dressed (Uniform), presentable, have a pleasant approach and trained for service industry.
6. Guest House Kitchen hygiene needs to be maintained to the highest standards with regular medical checks of all resources cooking and serving staff to wear caps and hand gloves while serving.
7. **Tandoor** items must be provided for party and for residents on regular basis - Tandoor (Bhatti) is in the scope of service provider. (Residents will be settling the amount for Tandoor items)

WORK SPECIFICATION-

8. Breakfast to be provided on everyday as per the menu decided by the management
9. The breakfast should be ready by 07:15 HRS.
10. Dining hall and Kitchen to be cleaned minimum thrice every day and laid out half an hour before the mealtime
11. Water bottles and glasses and other amenities to be placed on every table along with salt and pepper holders.
12. Layout will be as per the specification of the management
13. Menu will be decided by the management only.

DETAILED SCOPE OF WORK

14. The menu for lunch/dinner (unlimited) 01 soup, 01 salad, pappad, pickle, 01 dry and 01 gravy sabji (01 seasonal vegetable), 01 dal, roti, rice, 01 type of sweet and curd or butter milk (220ml). Detailed menu for the dinner/lunch shall be decided TPCL ES&A only.
15. Breakfast (unlimited) will be provided as per the menu decided by TPCL.
16. Tea/coffee (110ml) will be served to all people in their rooms as when required.
17. All cutlery, crockery, glasses, water bottles etc. shall be provided by TPCL

UPKEEP OF THE CANTEEN -

1. Kitchen Hygiene should be maintained and recorded on daily basis.
2. All safety precaution should be taken care while cooking; proper uniform with hand gloves, hair cap and proper uniform must be used.
3. Kitchen will be kept neat and clean at all the time and maintained daily cleaning checklist,
4. Disinfectants and floor cleaning agents of good quality ISI certified will be provided by the Service Provider as per mentioned by ES&A Dept.
5. Kitchen will be washed thrice every day to keep it neat and clean.
6. Raw material will be kept in the stores and will be properly stored.
7. The Service Provider will ensure the serviceability of all kitchen equipment and other support equipment provided by company like fly catchers etc. all such repairs will be in the scope of the Service Provider,
8. The cutlery and crockery provided will be kept safely any breakages will be reported on same day and they will be produced physically for verification by admin department
9. All damages will be recorded in a register which will be signed by ES&A Dept. Also must maintain excel sheet and submit with invoice.
10. Any loss due to thefts will be the responsibility of the Service Provider and he is supposed to make it up on their own expense.
11. All doors, windows, glass panes windowpanes, tables and chairs will be cleaned regularly and kept clean all the time.
12. All utensils needed for the day will be kept thoroughly clean,
13. Stocks will be maintained properly for all the supplies.
14. Vegetables to be used should be fresh and of good quality.
15. Vegetables should be sanitized with Suma tab before using.
16. After every use, the facility is closed for an hour for cleaning, deep cleaning done at night.
17. Sanitizing involves killing bacteria using food grade chemicals
18. All surfaces that come into contact with food must be sanitized
19. Copy of the cleaning schedule for easy reference must be displayed.
20. Checklist to Maintain Hygiene Standards in Restaurants
21. Equipment like Range, Oven, Deep-fryer, Freezer, Bain Marie, food pan and others shall be sterilized at least thrice a week.
22. Frequently used kitchen items such as cutting boards, blenders, grills, and countertops should also be sterilized daily.
23. Sanitize the surface areas, such as bar tops, tabletops and chairs with which customer's come in direct contact with thoroughly at least twice a day.
24. The floor near entrances and the exits of the restaurant shall be cleaned on daily basis.
25. Food production personnel to be properly attired in clean protective clothing, hair covering, footwear, gloves, facial mask, etc.; frequent use of disinfection and hand

DETAILED SCOPE OF WORK

- washing facilities by food production staff; not allowing unhygienic practices like eating, smoking, spitting, etc. in the food preparation premises
26. Admin dept will cross check about the quality of material; if any substandard quality found which will lead to penalty.

OTHER TERMS AND CONDITIONS

27. TPCL will provide necessary items like linen, utensils, kitchen equipment, crockery cutlery and furniture at its sole discretion and for this Service Provider shall keep the proper account and safe custody of the items/equipment and hand over the same to TPCL on the expiry of the contract period in as it is condition except normal wear and tear. All other material required for cleaning, proper housekeeping and upkeep as per the scope of work above is in the scope of the vendor.
28. In the event of any breakage/damage, misplacement, pilferage/theft of any item/equipment, the Service Provider shall be responsible to repair/replace the same at his own cost failing which, TPCL shall be entitled to deduct from their bills, the requisite amount as decided by the officer-in-charge to make good of the loses.
29. The Service Provider shall provide uniforms and safety PPEs to their workmen and no payment shall be admissible on this account.
30. Chemical consumption report along with monthly in an out HK material details needs to be submitted along with invoices for cross checking.
31. For smooth carrying out of the work as specified, the Service Provider shall ensure presence of reasonable resources.
32. Supervisor and above level positioned shall be approved by ES&A Dept. Only.
33. Accommodation for staff of service provider would be provided by TPCL at Aashiyana as per "as-is basis". If extra accommodation is required, it needs to be arranged by Service provider at its own costs outside Aashiyana.
34. The brands used for wheat flour, oil, rice and tea shall be fixed. Wheat flour shall be any one out of Aashirwad, Annapurna and. Sunflower Oil of Fortune make shall only be used. Tea/coffee shall be prepared from fresh milk only. No colors in food. Make of another Ingredient shall be as per the below mentioned annexure-A.
35. Blanket shall be washed as per the defined frequency. If water washed than shall be included in vendor's scope and if dry cleaned money shall be reimbursed to vendor at actual.
36. All the Raw materials to be used in the food preparation shall be as per the list already provided by M/s TPCL along with the enquiry.
37. Breakages report to be maintained and send to the ES&A Dept. weekly basis deviation will be penalized. Vendor must replenish the same.
38. Daily cleaning check list to be maintained for all the areas and submitted along with the monthly invoices or as when required,
39. Daily sales to be maintained and must share on daily basis.
40. Occupancy report of GHs to be maintained and must send on daily basis to the ES&A
41. Asset- Inventory - management. must submit the inventory report on weekly basis through mail and as & when required by ES&A Dept.

DETAILED SCOPE OF WORK

Sr. No.	Manpower Category	No. of Persons
1	Manager	1
2	Assistant Manager	1
3	Complaint Cell Supervisor	1
4	Reception Supervisor	3
5	Store Supervisor	1
6	F&B Supervisor-Managing Canteen counter	1
7	Head Chef / Cook- Sujit Boro	1
8	Assistant Cook -	1
9	Kitchen Helper - Roti maker	2
10	Kitchen Helper - Food preparation	2
11	Chief Mundra Guest House cook	1
12	Chief Mundra Guest House Steward	1
13	Housekeeper	24
14	Housekeeper Supervisor	2
15	Steward for Food serving	7
16	Utility	2
17	Librarian	1
		52

Penalty Clauses: --

1. A factor to be derived on monthly basis on the performance of the job done.
2. Payment will be done on the basis of that factor as per annexure of [service deliverable](#).

Annexure-A		
Sr. No	Item Name	BRAND/ITEM SPECIFICATION
1	Ajwain	J.K. / MDH
2	Anni Seed Big/ Sof	J.K.
3	Anni Seed Fine / Sof	J.K.
4	Corn flour	BROWN & POLSON
5	Atta Branded	SHAKTIBHOG / ASHIRWAD / PILLSBERRY
6	Brown Sugar Sachet	MAWANA / TRUST
7	Baby Corn	KYTE'S

DETAILED SCOPE OF WORK

8	Besan Branded	ASHIRWAD/ AEROPLANE/ FORTUNE
9	Black Pepper Powder / Kali Mirch Powder	EVEREST / MDH/ CATCH
10	Butter- Chiplet Cube	AMUL / BRITANIA
11	Coconut Powder	KRISHNA / MADHAV/JK
12	Coffee Powder	NESSCOFFEE/ BRU
13	Corn Flakes	KELLOGS
14	Custard Powder	BROWN & POLSON
15	Dhaniya /Coriander Powder	EVEREST / CATCH/MDH/JK
16	Dhokla Powder	GITS
17	Dry Mango	EVEREST / MDH/ CATCH
18	Ghee	AMUL / PATANJALI/ BRITANIA
19	Gulab Jamun Powder	GITS/HALDIRAM
20	Haldi Powder/ Turmeric	EVEREST / CATCH / MDH
21	Honey	DABUR /
22	Jam Mixed fruit	KISSAN / NATURE LAND
23	Jam Pineapple	KISSAN / NATURE LAND
24	Jeera/Cumin	G.M. / JK
25	Kashmiri Mirch	EVEREST / MDH
26	Kasurimethi	EVEREST / MDH
27	Kesar/ Saffron	EVEREST / MDH
28	Maida Branded	NAVJIVAN/ ASHIRWAD
29	Maida Local	KISSAN BHOG
30	Mango Powder	EVEREST
31	Masala Biryani	EVEREST / MDH
32	Masala Chana Powder	EVEREST / MDH
33	Masala Chat	EVEREST / MDH
34	Masala Chhole	EVEREST / MDH
35	Masala Chicken	EVEREST / MDH
36	Masala Garam	EVEREST / MDH
37	Masala Kitchen King.	EVEREST / MDH
38	Masala Meat	EVEREST / MDH
39	Masala Pani Puri	EVEREST / MDH
40	Masala Paw bhaji	EVEREST / MDH
41	Masala Rajma	EVEREST / MDH
42	Masala Sabji	EVEREST / MDH
43	Masala Sambhar	EVEREST / MDH
44	Mushroom Tin	KYTE'S
45	Milk Powder	AMUL / SAGAR/ NESTLE
46	Mineral Water 1 Ltr	BISLERI / AQUAFINA/ KINLEY
47	Keora Water	DABUR
48	Namkeen Mix	HALDIRAM
49	Oil Mustard	SALONI / FORTUNE / DHARA
50	Oil Soya -1	NATUREFRESH / FORTUNE / MAHAKOSH
51	Papad Masala	LIJJAT
52	Peas frozen	VADILAL
53	Pepper White Powder	EVEREST
54	Pickle Mango/ Achar	NILONS / PRIYA

DETAILED SCOPE OF WORK

55	Rai/ Mustard Seed	J.K / G.M
56	Red Chilly Powder	EVEREST / CATCH / MDH
57	Red Chilly Powder Kashmiri	EVEREST / MDH
58	Rice-1	INDIA GATE MINI MOGRA
59	Rice-2	DUBAR / APPLE / RAINDROPS / HIMALAYA
60	Rose water/ Gulab Jal	DABUR
61	Salt Black	CATCH
62	Salt-1	TATA
63	Sauce Red Chilli	CHINGS/ KISSAN
64	Sauce Soya	CHINGS/ KISSAN
65	Sauce Tomato	KISSAN / MAGGI
66	Sause Green Chilly	CHINGS/ KISSAN
67	Soyabin Bari	NEUTRELA / FORTUNE
68	Sugar	S-30
69	Suji/ Rawa	GANESH/ SHAKTIBHOG/UTTAM
70	Tea Bag/ GREEN TEA	TAJMAHAL / TETLY/ TWININGS
71	Tea Branded-1	WAGHBAKRI/AGNI/RED LABEL/ TATA TEA GOLD/ LIPTON/ TAJMAHAL
72	Tomato Pure	KISSAN / DELMONTE
73	Vermicelli/ Semaiya	BAMBINO / NILONS
74	Wafer Chips	LAYS/ BALAJI
75	Butter	AMUL
76	Fresh Cream	AMUL
77	Paneer	AMUL
	VEGETABLE	
78	Potato	12-15 pcs. Per kg
79	Onion	12-15 pcs. Per kg
80	bittergroud / karela	12-15 pcs. Per kg
81	Brinjal	.150 gm. Each approx.
82	cabbage green	.500-.700 gm. Each approx.
83	Capsicum	12-18 pcs. Per kg approx.
84	Carrot	12-15 pcs. Per kg
85	Cucumber	5-8 pcs. Per kg approx.
86	raw papaya	3-4 pcs. Per kg approx.
87	Tomato	12-15 pcs. Per kg appx.
88	Cauliflower	Minimum 3 layers leaves .400 gm appx.
89	Louki	.500-.700 gm. Each
90	Anar	5-8 pcs. Per kg
91	Apple	6-8 pcs. Per kg
92	Banana	8-10 pcs. Per kg
93	ripe papaya	.800 gm - 1kg. Per piece
94	Pineapple	.600 - .800 gm. Per piece
95	Watermelon	2 - 3 kg. per piece
96	fish rohu	Minimum 1.5 kg. per piece
97	Chicken	.800- .900 gm. Per chicken

DETAILED SCOPE OF WORK