



### **E-Enquiry Notice**

MSETCL invites bids for following E-Enquiry through Sealed Quotation process of MSETCL in single bid system from registered contractors, agencies on MahaTransco website <http://mahatransco.in> for following works.

Sr. No.	E- Enquiry No & Description of Work	Due date & Time (Hrs) for submission & opening of E-Enquiry		
1.	Enquiry No. CELDK/ Maint/FM-45/1970 Dt: 07.11.2023			
	<b>Name of Work: Invitation of sealed quotations for Catering and Caretaking Services in Guest House for the period of One Year at MSLDC, Airoli.</b>	<b>Download/Purchase of Enquiry Documents</b> Date: From 20.11.2023 to 28.11.2023.		
	<b>Estimated Cost (Rs.)</b>	<b>Enquiry Fee</b>	<b>Closing Date (Submission)</b>	<b>Opening date if possible.</b>
	<b>Rs 2,33,348/-</b>	<b>Nil</b>	<b>28.11.2023 15.00 Hrs.</b>	<b>29.11.2023</b>

**Contact Person:** Addl.Exec.Engineer(Maint.)/Dy.EE.(Maint.) Tel. No.9320844448/9323802683  
**Office Address :** Office of the Chief Engineer State Load Dispatch Centre, Thane-Belapur Road. Post Airoli Navi Mumbai - 400708.

For further details visit our website <http://mahatransco.in>

1. The bidder should submit their bids to the office, well in advance within aforesaid date & time.
2. The Enquiry fee amount is Nil.
3. The quotation will not be accepted after due date in any circumstances.
4. MSETCL will not be responsible for non-submission of bid due to any website related problems.
5. The undersigned reserves the right to cancel the E- Enquiry at any time without assigning any reason.

Sd/-  
**(Mahesh B. Bhagwat)**  
**Chief Engineer, MSLDC,**  
**MSETCL, Airoli.**

MAHARASHTRA STATE ELECTRICITY TRANSMISSION CO. LTD.  
STATE LOAD DESPATCH CENTRE KALWA



**E- Enquiry**

E- Enquiry through Sealed Quotation for Catering and Caretaking Services in Guest House for the period of One  
Year at MSLDC, Airoli.

Sealed Quotation E-Enquiry No. CELDK/Maint/FM-45/2022-23 No 01970

07 NOV 2023

Office of the  
The Chief Engineer (LD)  
Maharashtra State Load Dispatch Centre,  
Thane –Belapur Road, P.O. Airoli,  
Navi Mumbai – 400 708



MAHARASHTRA STATE ELECTRICITY TRANSMISSION CO. LTD.

Maharashtra State Load Dispatch Centre, Airoli.

**GENERAL INSTRUCTIONS TO THE BIDDER**

Sealed Quotation E- Enquiry No. CELDK/Maint/FM-45/2022-23

No 01970

07 NOV 2023

Dear Sir,

Dear Sir, We invite quotations for Caretaking Services for Guest House in accordance with the terms and conditions detailed in the bid document. If you are interested, kindly submit your bid through Sealed quotation mode will be accepted and no other mode will be entertained.

**Enclosed:** (1) Instruction to bidder - containing General terms and conditions.

(2) Acceptance of terms & condition of E-Enquiry

3) Annexure 1

(4) Annexure 2

Thanking you,

Yours faithfully,

SD/-

Mahesh B Bhagwat  
Chief Engineer, MSLDC  
MSETCL, Airoli.

## **E-ENQUIRY FOR CATERING AND CARETAKING OF GUEST HOUSE**

Sealed Quotations are invited for Caretaking and catering services including all material in Guest House (consist of 2 rooms) at MSLDC Airoli with a high quality provisions of House Keeping, Catering, Reception, Limited Room Service and ensuring adequate Cleanliness and Hygiene of the Rooms, Kitchen, Pantry, Toilets and adjoining areas.

### **ELIGIBILITY CRITERIA FOR BIDDERS**

- A. Bidder should be reputed and experienced dealing firm/agency in the area of hospitality preferably in catering, guest house maintenance and caretaking in Any Govt, Private offices etc. Work completion/Performance certificate regarding the same should be submitted.
- B. Bidder should have completed work order/Work experience certificate should not be less than **Rs.81,671/-** during any one of previous 5 financial years.
- C. Bidder should have the experience of providing all round (including all aspects mentioned above) hospitality facilities on a 24x7 basis.
- D. Minimum experience in the line or similar nature of works: **5 years.**

### **OTHER CONDITIONS:**

The Contractor shall provide skilled cook and room boys round the clock (even during night). He shall provide his manpower deployment plan with the E-Enquiry document (As mentioned in Price Schedule).

### **VALIDITY OF E-ENQUIRY**

E-Enquiry shall remain valid for a period not less than 60 days after the deadline date specified for submission.

### **TASK SPECIFICATIONS & STANDARDS**

The selected bidder would be required to undertake the following tasks: -

- (a) Deploy manpower in specified areas on a 24X7 basis. Setup a reception counter at the Guest House, to cater for arrival, departure and billing etc. for Guests. Staff should be in proper uniform. Police verification (if required), of employed manpower has to be done by the contractor & copy of the same has to be submitted to the Guest House I/C.
- (b) Bidder will employ trained and qualified manpower as per the Food Safety Standards and IHM norms, for catering, receptionists, supervisors, janitors, laundry etc.
- (c) Provide all round House keeping facilities, initially in the 4 Guest Rooms with double occupants.
- (d) In addition to the upkeep of the individual rooms & toilets the selected bidder will have to maintain the dining hall, kitchen, pantry, common toilets and adjoining areas in a clean and hygienic condition.
- (e) The house keeping would also entail periodic changing of linen, towels, toilet kits, tea kits etc.
- (f) The bidder will also provide Laundry Facilities as part of House Keeping. Individual laundry requirements will be charged separately to the occupants.
- (g) The meals and tea requirements are as follows: - Bed Tea (In Room-Water boiling flask/ Kettle exists. Tea kit to be provided.) Breakfast in dining hall. Lunch in dining hall. Afternoon Tea (With Biscuits/Light Snacks). Evening Tea (In rooms-From individual tea kits). Dinner in dining hall.

(h) Menu for meals: - Indian cuisine of befitting standard. Weekly menu to be provided. Other types can be given on mutual agreement. Facilities to provide additional items an extra charge should exist. Should be ready to undertake catering services with menu during seminars/Conferences in the Campus. Facilities to provide meals to faculty or officials of MSLDC, Airoli on actual charging basis should exist. (i) The Tea Kit is to be placed in a tray with Cups/Saucer consisting of Tea, Coffee, Milk and Sugar in sachets with stirrer. Similarly the Toilet Kit should be placed in the bathroom on the shelf in a packed condition consisting of Glass Cover, Coaster, Shoe Strip, Shoe Shiner, Laundry Bag, Shampoo, Soap 20 Gm, Soap 35 Gm, Comb, Swing Kit, Shaving Kit, Morning Kit, Disposable Bags, Toilet Rolls, W/C Band, Shower Cap and Hair Oil. (j) Basic utensils, kitchen space and pantry provisions are available with MSLDC, Airoli for use by the selected bidder. (k) Normal electricity and water provision would be made by MSLDC, Airoli. The bidder will make use of the RO System and Water Coolers of MSLDC, Airoli to provide drinking water to the occupants. Bidder should have arrangement of water dispensers and big water bottles to cater for contingents.

**SCOPE OF WORK:**

1. Comprehensive overall work of guest house upkeep & maintenance on MSLDC Guest House for period of 12 months consisting of following nature of work: a. Up-keeping of Guest House. b. Bed Making in the Rooms. c. Daily Cleaning/Moping (Dry & Wet moping) of rooms, Foyers etc. d. Washing of Bed sheet, Pillow covers, Towel etc. e. Monthly washing of curtains. f. Supervision over the premises cleaning of the Guest House. g. Cleaning of sofa set, carpets (once in fortnight) with vacuum cleaner/brushing. h. Maintenance of the accounts. i. Reporting non-functioning of Geysers, Refrigerator, AC units, Electrical appliances etc. to the Guest House In charge.
2. Cleaning of the entire premises & the Guest House, including the outside area i.e. Garden, Back Portion and Garage.
3. Up keeping of the kitchen and drawing room.
4. Regular cleaning/dusting of furniture
5. Catering services including morning tea, breakfast, lunch, evening snacks & dinner, Services as indicated in (if required).
6. Sanitary materials, such as washing/bathing soap, phenyl, washing powder, mosquito coils, soaps, toiletries, ironing of bed sheets, pillow covers etc. shall be supplied/arranged by the contractor. The materials used shall be of standard make.
7. All grocery items to be used should be of best quality as approved by the guest house committee.
8. Any malfunctioning of the equipment's provided by the MSLDC Airoli shall be maintained properly, any repairs required during the period of the contract will be responsibility of the contractor.
9. All Air Conditioners/Water Coolers shall be looked properly; any malfunction will be reported promptly to concerned authorities.
10. Kitchen implements, such as mixer grinder food processor, juicer, kitchen Utensils, cutlery etc. to be provided by the contractor, shall be of better quality.

11. Water cooler, refrigerator, fee electricity and space shall be provided by the MSLDC Airoli. Similarly, mattresses, bed sheets, blankets, etc. shall be provided by the Contractor.
12. Crockery for routine services shall be arranged by the contractor.
13. The contractor shall be fully responsible for the service conditions of the workers engaged by him for their disbursement of payment, Provident fund, ESI, workmen compensation Act. Minimum Wages Act 1948 and all statutory liabilities as per labour law etc. The MSLDC Airoli shall not be bound to defend any claims brought under the workman's Compensation Act or any other Labour Laws in force, even because of any negligence on the part of the contractor or by the workers engaged by him.
14. It will be the duty of the contractor to assist the Guest House In-charge in regularly monitoring the maintenance & upkeep of the guest house, as detailed above.

**E-ENQUIRY PROCESS AND INSTRUCTIONS:**

1. Reputed firms/agencies experienced in running and day to day functional management of Guest Houses in all round hospitality departments including catering and caretaking may apply.
2. For clarifications if any, please mail to [sescada8000@mahatransco.in](mailto:sescada8000@mahatransco.in) or [adeemaint8000@mahatransco.in](mailto:adeemaint8000@mahatransco.in)
3. Please go through the instruction contained in this document carefully for bidding instructions.  
The bid should remain valid for a period of 60 days from the date of opening. In case your offer has a different validity period that should be clearly mentioned in the quotation. Validity period may also be extended without change in bid prices, if required on mutually agreed basis only.
4. Submission of bids: Bidders have to submit their bid through Sealed Quotation basis only in MSLDC office .
5. The bidders should quote their offer/rates in clear terms without ambiguity.
6. The rates should be quoted both in figures and words and legibly written without any over-writings. In case of any correction, the same must be attested by the bidder with full signature. However, no over-writing is permissible.
7. In case of any discrepancy between the rates in figures and that in words, the rate in words will be accepted as correct.
8. Each bidder shall submit only one bid. A bidder, who submits more than one bid, shall be disqualified and considered non-responsive.
9. The bidder has to sign and submit the acceptance of E-Enquiry terms as per Annexure-I& II compulsorily.
10. The Bidder shall indicate unit prices in the prescribed format only.
11. The bid security of unsuccessful Bidder will be discharged /returned as promptly as possible but not later than 30 days after the expiration of the period of bid validity or placement of order whichever is later.
12. The successful Bidder's bid security will be discharged normally with in 30 days after the Completion supply order.
13. The complete E-Enquiry can be viewed and downloaded only from the Website [www.mahatransco.in](http://www.mahatransco.in) during the E-Enquiry sale period.

14. The bidder needs to submit the following documents through sealed quotation (clear and visibly scanned) along with the Acceptance as per Annexure-I to confirm their eligibility in this part:

**i. Proof of establishment of Firm.**

**iii. PAN Card.**

**iv. Experience cum Detailed Work order Certificate.**

**v. Food Safety License from FSSAI.**

15. Any disputes arising out of this enquiry shall be dealt in the Thane/Mumbai jurisdiction.

16. Award of Contract will be decided on the basis of lowest total sum of price of Annexure 1& Annexure 2 of after verifying/qualifying all the eligibility criteria.

**Note: The rates of items mentioned in Annexure-2 are the maximum permissible rates. The bidder may Quote rates of Annexure 2 items lower than the indicated rates without compromising the quality of the items.**

17. If in case any other food item required apart from the Catering Menu, then the Price of the same will be decided by the Committee/Competent Authority.

18. No bidder shall contact the MSLDC, Airoli on any matter relating to its bid, from the time of bid opening till the contract is awarded.

19. Any effort by a bidder to influence the MSLDC, Airoli in the bid evaluation, bid comparison or contract award decisions may result in rejection of the bidders bid.

20. The notification of award will constitute the formation of the contract.

21. The Sealed Quotation submitted beyond the date and time fixed shall be summarily rejected.

22. MSLDC,Airoli,reserves the right either to accept or reject any or all the E-Enquiry at any time prior to award of contract.

#### **TERMS AND CONDITIONS**

1. MSLDC Airoli will provide the selected bidder the guest house in operational condition with furniture, fixtures and equipments.

2. The Bidder should utilize the property only for the purpose of hospitality project and not for any other purpose unless authorized by MSLDC, Airoli. No addition, alterations and modifications to the existing building shall be made without the consent of Guest House In charge/Registrar, MSLDC, Airoli.

3. The Bidder should take over the task within one week of the award of the contract, failing which MSLDC Airoli reserves the right to cancel the contract and forfeit the SD amount.

4. **Before** starting the work the agency will have to arrange 5% of the order value within 15 days from receipt of the order in form of Bank guarantee/Fixed deposit receipt(F.D.R) of any schedule bank in prescribed Performa. The Bank guarantee/F.D.R shall be kept valid till the expiry of the guarantee period(one year).No interest will be payable by MSETCL to the agency on the security deposit in whatever form and period it is held by MSETCL.

5. All licenses approvals, NOCs and statutory requirements/Obligation including payment of taxes etc. will be the responsibility of the Bidder. MSLDC Airoli will assist in obtaining permissions etc wherever applicable.

6. The initial contract will be for 12 month only , which can be extended with mutual agreement another 6 month (if possible). Either party reserves the right to terminate the contract by giving 30 days written notice.

7. In the event of any dispute or difference between the parties, the dispute will be referred to the Director, MSLDC Airoli who shall be the sole Arbitrator, and whose decision shall be final and binding on both sides. The jurisdiction of court of Law will be of Thane/Mumbai in case of any dispute.
8. The Bidder will confine his activity and manpower only within the specified area provided to him by MSLDC, R and will not exercise any right on property within the campus.
9. The service provider shall be liable for all kinds of dues payable in respect of all personnel provided under the contract and MSLDC Airoli will not be liable of any dues for availing the services of the personnel.
10. The Standard of all around services of hospitality including catering, cleaning and janitor services, limited room service, laundry, upkeep and caretaking aspects of the complexes and surroundings, shall always be kept to the satisfaction of the authorized representative of MSLDC, Airoli, whose decision would be final and binding on the Bidder. A complaint register would be maintained by Bidder and put up for perusal of Guest House In-charge, of MSLDC Airoli on daily basis.
11. The Bidder or his representative shall supervise the job of the personnel deployed regularly and shall be responsible for the good conduct and behavior of its manpower deployed at the premises of MSLDC Airoli. The Bidder's manpower shall be restricted to the allotted areas in the campus and not violate the open space/other areas.
12. No unlawful activities like betting, gambling, etc. shall be allowed inside the guest house.
13. The Rate should be negotiable on food items at the time of E-Enquiry finalization (If required)
14. Anti Government activities shall not be allowed inside the premises. In case the Bidder commits breach of any of the terms and conditions and stipulation herein contained on the part of the Bidder to be observed and performed, then in such cases MSLDC Airoli shall be at liberty to give a notice in writing to the Bidder to set right or rectify the breach or omission of any of the terms, conditions and stipulations of this agreement and in case of non compliance on the part of Bidder within 30 days of the receipt of such notice, this agreement at the option of MSLDC, Airoli may be terminated and upon such termination this agreement shall become null and void and all the rights of the Bidder herein shall immediately cease and determine. The agreement may also be terminated for any criminal acts on the part of the Bidder which need not be referred to arbitration.
15. The Bidder should cover his establishment under EPF and Miscellaneous Provision Act, ESI Act and other industrial legislations without fail.
16. MSLDC Airoli shall have the right to re-enter the premises and terminate the franchise agreement, in case of default or any type of malpractice noticed on the part of the Bidder.
17. TDS will be deducted as applicable.
18. The Bidder should take possession of all the movable articles belonging to him at the time of handing over the unit to the MSLDC Airoli failing which the properties will be disposed off by MSLDC, Airoli as deemed fit without further notice to Bidder.
19. MSLDC Airoli will not be vicariously liable for any act of the Bidder and the Bidder shall alone be liable for



violation of any law of the land. On the expiry of the contract the Bidder shall handover all articles which were entrusted in good conditions as per stock register. MSLDC Airoli shall reserve the right to renew or otherwise, the contract after expiry of contract.

20. The option to enhance/change the scope/terms and conditions of the contract with mutual agreement exists.

Following Items will be provided by MSLDC, Airoli

1. Furniture to all rooms
2. TV & AC to all rooms.
3. Kitchen Utensils.
4. Common Refrigerator for room and Kitchen
5. Water cooler & Water Purifier.
6. Beds and bed sheet & Pillow and curtain.
7. Electric stove
8. Geyser in both washroom

**NOTE: All Alcohol Activities is prohibited in Guest House.**

**Yours faithfully,**

**SD/-**

**Mahesh B Bhagwat  
Chief Engineer, MSLDC  
MSETCL, Airoli.**

**Acceptance of terms & conditions of Sealed Quotation E-Enquiry (Must be on Letter Head)**

To,  
The Chief Engineer ,  
MSLDC, Airoli.

Subject: Acceptance of Terms & conditions of E-Enquiry.

E-Enquiry ref. No.: **Enquiry No. CELDK/Maint/FM-45/2022-23/ 1970 Dt: 07.11.2023**

Dear Sir,

1. I/We have downloaded/obtained the E-Enquiry document(s) for the above mentioned enquiry no. from the [www. mahatransco.in](http://www.mahatransco.in)
2. I/We hereby certify that I/we have read entire terms & conditions of the E-Enquiry documents from Page **01 to 12** (including all documents like annexure, schedules etc.) which form part of the E-Enquiry document and I/we shall be abide by the terms & conditions/clauses contained therein.
3. The corrigendum(s) issued from time to time by MSLDC Airoli to have also been taken into consideration, while submitting this acceptance letter.
4. I/We hereby unconditionally accept the E-Enquiry conditions of above mentioned document(s)/corrigendum(s) in totality/entirely.
5. In case any provisions of this E-Enquiry are found violated, MSLDC Airoli shall be at liberty to reject this bid and we shall not have any claim/right against MSLDC Airoli in satisfaction of this condition.
6. I/We confirm that we or our proprietor/Director/Partner have not been blacklisted or debarred or declared ineligible for corrupt/fraudulent practices either indefinitely or for a particular period of time by any Government or other agency. I/we further declare that no criminal case is registered on pending against the firm/company or its owner/partners/directors anywhere in India. Also there are no contractual restrictions or legal disqualifications or other obligations which prohibit the applicant from entering into Sealed Quotation E-Enquiry process.

(Seal & Signature of the bidder)

**MAHARASHTRA STATE ELECTRICITY TRANSMISSION CO., LTD.**  
**Maharashtra STATE LOAD DISPATCH CENTRE AIROLI.**  
**ANNEXURE –‘1’**

Name of Work :- Annual contract of running Guest House for the year 2023-24 at MSLDC Airoli.

Sr. No.	Acitivity No.	SAC Code	Particulars of items	QTY	Unit	Rate in Rs.	Amount in Rs.
1			2	3	4	5	6
1	50014010	996311	Providing house keeping and catering services round the clock, attendant services for operation of Guest House including supply of labour, attendant, sweeper, caterer, meal server, cleaning the guest house regularly, washing and replacing the bed sheets, blankets, pillow covers, towels, napkins, curtains, carpet etc. overall watch and ward, opening and closing the main gate, operation of lighting, A.C. , fan system, water supply to guest house, keeping proper record of visitors, collection of charges and deposit to the company's office as directed by Engineer-in-charge. Note:- 1) No Material will be supplied other than cooking utensiles,dining set, Furniture, bed sheets, pillow, beds. 2) Meal and Breakfast is to provided at the rates shown in annexure 'C'	12.00	Month		
2	50018184	998533	Cleaning of Sofa with dry Vacuum applying fabric shampoo to fabric, cleaning the dirt with soft brush & wet vacuuming , etc or as directed by Engr-in-charge complete.(Rate per seat of Sofa)	30.00	EA		
3	50018185	998533	Cleaning of chair with dry Vacuum applying fabric shampoo to fabric, cleaning the the dirt with soft brush & wet vacuuming , etc or as directed by Engr-in-charge complete.	12.00	EA		
4	50018186	998533	Cleaning of Single bed mattress with dry Vacuum applying fabric shampoo to fabric, cleaning the the dirt with soft brush & wet vacuuming , etc or as directed by Engr-in-charge complete.	12.00	EA		
			Sub Total:			Rs.	
			GST @ 18% on Sr no 1 to 4				
			Grand Total				

**List of Materials to be Provided/ Replaced Monthly by Agency**

1	Broom	1	No.
2	Kharata	1	No.
3	Phenyle 500 ml	1	No.
4	Room freshner	1	No.
5	Mopper	1	No.
6	Tissue Paper (small set)	10	No.
7	Toilet& Bathroom Freshner	1	No.
8	Napthalene Balls	5	Pack
9	Pencil Cell	10	No.
10	Liquid Soap	1	Liter
11	Good Night	3	No.
12	Washing Powder	1	Kg.
13	Standard Soap	6	No.
14	Floor &Toilet Cleaner	1	No.

Yours faithfully,

**SD/-**  
**Maresh B Bhagwat**  
**Chief Engineer, MSLDC**  
**MSETCL, Airoli.**

**ANNEXURE '2'****(Rate list for the items to be served in Guest House)**

<b>Sr.No.</b>	<b>Description of item</b>	<b>Rate</b>	
1	Vegetarian Meal :	80.00	
	i		Rice
	ii		Chapattis/ Puris (3 Nos.)
	iii		Vegetables- 2 Kinds
	iv		Dal Curry
	v		Curd
	vi		Papad & Pickle
2	Special Meals : Vegetarian As above at Sr. No. 1 with one Sweet Dish	100.00	
3	Non Vegetarian Meals : Egg	120.00	
	i		Rice
	ii		Chapattis/ Puris (3 Nos.)
	iii		Egg Curry
	iv		Papad & Pickle
4	Non Vegetarian Meals : Chicken/Mutton	150.00	
	i		Rice
	ii		Chapattis/ Puris (3 Nos.)
	iii		Chicken/Mutton Curry
	iv		Papad & Pickle
	Non Vegetarian Meals : Fish	150.00	
	i		Rice
	ii		Chapattis/ Puris (3 Nos.)
	iii		Fish Curry
	iv		Papad & Pickle
Break Fast.			
i	Upama / Shira	20.00	
ii	Poha	20.00	
iii	Bread, Butter, Jam	35.00	
iv	Double omlet with bread, butter, Jam	45.00	
v	Sandwitch with bread, butter, jam	40.00	
5	Tea.	10.00	
6	Coffee.	15.00	
7	Soft drink.	As per Printed price	
8	Bisleri water bottle.	As per Printed price	

Note:- For any special items served other than above rate shall be charged  
on the basis of market rates.

**SD/-**

**Mahesh B Bhagwat**  
**Chief Engineer, MSLDC**  
**MSETCL, Airoli.**