

Request for Quotation
[RFQ]
For
Hiring of Hospitality (Catering) Services &
Housekeeping Services for
SunPetro's Oil & Gas field in Gujarat

RFQ No.: SunPetro/Bhaskar/Catering Services/2020-21/SPPL-025



SUN PETROCHEMICALS PRIVATE LIMITED
(SunPetro)

17/B, Mahal Industrial Estate, Mahakali Caves Road,
Andheri (E), Mumbai – 400093, Maharashtra [INDIA]

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Sun Petrochemicals Private Limited

(SunPetro)

Commercial & Supply Chain Management

17/B, Mahal Industrial Estate, Mahakali Caves Road,
Andheri (E), Mumbai – 400093, Maharashtra [INDIA]

www.sunpetro.com/song

CIN: U24219GJ1995PTC028519

Ref No. SunPetro/Bhaskar/Catering Services/2020-21/SPPL-025

Date: 23-10-2020

REQUEST FOR QUOTATION [RFQ / TENDER]

Sub: Hiring of Hospitality (Catering) Services & Housekeeping Services for SunPetro's Oil & Gas Field in Gujarat

RFQ No.: SunPetro/Bhaskar/Catering Services/2020-21/SPPL-025

Dear Sir /Madam,

Sun Petrochemicals Private Limited (hereinafter also referred as “**SunPetro**”), is pleased to issue this RFQ to submit your offer /bid for the provision of Hospitality (Catering) & Housekeeping Services accordance with the requirements detailed herein, under **SINGLE STAGE BIDDING SYSTEM**.

Salient features of the Tender are described as follows:

- 1. Scope of Services**
As described at ANNEXURE- A
- 2. Price Schedule format**
As attached at ANNEXURE- B
- 3. Terms & Condition**
As described at ANNEXURE- C
- 4. Validity of Quotation/Bid**
120 days from due date of tender submission.
- 5. Mobilization Period**
Within 15 days or earlier as per requirement of Company.
- 6. Duration of Service**
Two years with provision of extension up to 1 year at SunPetro's discretion
- 7. Due Date & Time of Submission of Bid**
11-11-2020 at 1500hrs IST
- 8. Confirmation of Acceptance of Terms & Conditions**
Bidder to confirm acceptance of all terms & conditions of this RFQ in toto, and should submit their offer accordingly, failing which the bid shall be liable for rejection.
- 9. SUBMISSION OF BID**
Bidder is requested to submit their most competitive Bid duly signed by authorized signatory along with technical literature and Prices as per Price schedule format, indicating RFQ No. on a Sealed Cover with following label on the envelope:

To,

Office of Head-Commercial & Supply Chain Management
Sun Petrochemicals Pvt. Limited (SunPetro)
17/B, Mahal Industrial Estate, Sun House
Mahakali Caves Road Andheri (E),
Mumbai – 400093[INDIA]

Bidders are required to **Compulsorily email** the Identical Techno-Commercial Bid on or before tender closing date and time: Nihit.Jain@sunpetro.com with a “Pass Code / Password”

The passcode/password must to be sent only upon written request from SunPetro at email address Nihit.Jain@sunpetro.com failing which bid will not be considered for opening & further process.

Note: Bidder is requested to note that attachment size per email shall be less than 6MB. In case of large file size, kindly send through “share link” or send in part e-mails

10. CLOSING DATE & TIME OF SUBMISSION OF BID
11-Nov-2020, 1500 Hrs IST

For any clarification on above RFQ, kindly email within 10 days from the issuance of RFQ on Nihit.Jain@sunpetro.com with CC to Allan.Nunes@sunpetro.com

SunPetro look forward to receive your bid complete in all respect on due date and time i.e. on or before **11-Nov-2020, 1500 Hrs IST**

Regards

Nihit Jain
Head - SCM

Enclosures/attachments:
ANNEXURE-A : Scope of Work
ANNEXURE-B: Price Schedule
ANNEXURE-C: General Conditions of the Contract (GCC)

ANNEXURE-A

SCOPE OF SERVICE (SOS)

The scope of work is as follows:

AA) Hospitality Services include Catering Service in kitchen cum dining bunk house (Canteen-1), contractor canteen (canteen-2) and also for transit accommodation, Cleaning and housekeeping of these units & other specified units as per annexure-A1 for Bhaskar Field in Gujarat.

BB) Hospitality Services include Catering Service in kitchen cum dining bunk house and Cleaning & housekeeping of this units for Hazira Field in Surat Gujarat

AA) Scope of Work for Bhaskar Field:

1. SCOPE OF SERVICE INCLUDES

- Catering Service
- Housekeeping
- Laundry Service
- Specific Condition

1.1 Catering Service

- I. Food shall be Vegetarian
- II. Number of personnel taking food shall vary. Hence advance intimation shall be given to Catering manager (Chef)
- III. Nature of Service: Morning Tea, Breakfast, Lunch, Evening Tea, Dinner. Tea/coffee, refreshments to be served during meetings and on requirement by Company.
- IV. Time for above services shall be decided mutually .
- V. Menu shall be decided on weekly basis by Company and in case of any change it will be mutually agreed.

1.2 Housekeeping (Canteen Bunk house, Contractor canteen, office, warehouse Accommodation Bunk house & others as per list)

- I. Cleaning, sweeping, moping and wiping of all floors on daily basis.
- II. Cleaning of venetian blinds, curtains, chairs & all other furniture with wet/dry cloth/ feather brush and duster on condition basis as per Company's instruction.
- III. Cleaning & activity shall be completed before 8.00 am or as mutually agreed.
- IV. Cleaning of windows and window sills of all bunk houses is to be done regularly. Naphthalene balls, air purifier and liquid soap and paper rolls are to be put.
- V. Collection of waste paper from rooms, waste paper baskets, lobbies and putting in bags at the specified location
- VI. Removal of cobwebs/honey webs from the office bunkhouses and its Premises
- VII. Housekeeping of plant and concrete area as per attached list
- VIII. WASTE DISPOSAL MANAGEMENT

- It shall be the responsibility of the contractor to dispose of garbage, accumulated during the operation of this contract at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum.
- The Contractor will ensure collection of dry and wet garbage in the earmarked area. The Contractor will also ensure segregation of bio degradable and non-bio degradable garbage.
- Finally, the Contractor will arrange for disposal of garbage.
- Incinerator may be provided by the Company

VIII. MAINTENANCE

- Minor Repairs & maintenance of bunk houses will be attended by contractor in consultation of SunPetro officer-in-charge on day-to-day basis, if any. Any major repair will be done by SunPetro.

- The contractor at his own cost will do repairs/ maintenance of all his equipment and Co-ordination with outside agency for major jobs and repairs, if any, in consultation with company representative.
- Site is dusty & corrosive atmosphere. Every Sunday, outside surface of Bunk-house to be cleaned by water jetting.

1.3 Laundry Service

- Proper upkeep and maintenance of all linen items of the Bunk House i.e. woollen blankets, bed sheets, towels, pillow covers, napkins, curtains etc. shall be in the scope of contractor.
- Regularly used items like bed sheets towels, pillow covers should be changed as and when required. Daily basis or on condition base as per company's instruction
- The Laundry services for company items to be done. Washing machine & dryer will be provided at Site.
- This Service will be limited to numbers of person staying at site.

1.4 Other Condition

A. Contractor Personnel

- Contractor in deployed staff will designate one person as supervisor, who shall be responsible and answerable for all activities.
- Experienced and trained cook, helper, cleaner for day today activity.
- Proper registers/records for the jobs carried out on daily, weekly, fortnightly and monthly basis will be maintained by the Supervisor of the contractor and will be countersigned by the Company representative at regular intervals and finally at the end of each month
- The staff deployed shall be trained in House Keeping Services, bear good conduct and shall be physically fit and legally eligible for the job. Health check-up of the staff shall be carried out by the contractor on yearly basis & copy of health check-up certificate shall be handed over to local location head. Oxygen saturation meter, thermal check-up meter, etc company will provide to be checked by Contractor Representative.
- The contractor must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract. The successful contractor shall engage only such workers whose credentials have been thoroughly verified, including character and police verification and other formalities and copy of the same shall be submitted
- Master cook should be physically fit, well trained, well behaved and minimum 5 years cooking experience in preparation of vegetarian dishes.
- Contractor's personnel to wear their company uniform during working hours. Uniform should be neat & clean.
- Contractor to provide proper PPE to their personnel for work.
- Contractor will arrange proper replacement during absence of their personnel.
- As per DGMS' recommendation, "Employees engaged in food handling and preparation and handling of stemming material activities should undergo routine stool examination once in an every six months and sputum for AFB and chest radiograph once in a year."
- Contractor shall provide Prior intimation with PCC, Medical certificate and ID proof of the staff to be deployed at site for further approval. Only approved staff shall be allowed to work in the canteen.
- Etiquette and manners – Be polite to Employees / Guests Service with a smile Good posture.
- Manpower deployed for housekeeping will be exclusive and shall not be used for catering services. Washroom cleaner also to be exclusive person.

B. Cooking Items, Utensil, Tumblers

All items required like utensils, Refrigerator, Oven, hot plate, washing machine and stove, Oxygen saturation meter, thermal check-up meter, dryer etc as per requirement will be provided by Company free of cost as per contractor's list.

C. Cooking medium

Electric Cooking Range shall be medium for Cooking. Company shall provide Cooking range.

D. Transportation

SunPetro will be provided transport for the movements of staff & material to carry out local purchase, conveyance, repairs and maintenance of any catering related utensils or equipment.

E. Consumable & Grocery

All consumable/grocery materials for food & housekeeping or any other items purchased by Contractor on order of company will be procured by Contractor on weekly basis from reputed shop and will be billed to company with 10% service charge. These items will be normally arranged by the Supervisor. Contractor will have to produce bills at the time of claim, if any discrepancy found it may lead to deduction/warning/termination of the contract.

It is also proposed to store items like ice cream, chocolate bar, dry snacks, biscuits etc as per taste and requirement of user for direct sale on MRP.

F. Working Days & Holidays

All housekeeping & catering services related manpower engaged through contractor will work as per the site schedule (365 days per year). **Normal working / Serving Hours will be between 06:30 am to 09:30 pm.** As site is functional on Holidays and Saturday & Sundays, the work duty of contractor staff should be allocated keeping in view weekly off for each as per labour law. **Contractor to consider above requirements as per labour law and quote rate accordingly.**

G. Penalty & Performance measurement system

In case of registering any lapse in services in terms of food quality, quantity, cleanliness & tidiness of the premises, behaviour of crew members for three times in a month inspite of warning / necessary action is not taken by Contractor, SunPetro will have a right to levy penalty of 10% on prevailing month's bill. Repeated lapse may lead to necessary action from Company including termination of Contract. Any manpower Terminated due to bad performance to be replaced within 7 days' time.

Contractor's Performance will be measured as per Performance Measurement System as attached at Annexure – 3

Contractor will be required to conduct surprise inspections at the respective sites at regular intervals for the food quality, cleaning & various other factors at cost of Contractor & to be considered in quote.

H. Location:

The location for provision of services are at SunPetro's Oil & Gas field in Gujarat. Initially the work will be awarded for Bhaskar (CB-ONN-2003/1) Field in Khambhat, Gujarat and may also avail the services for Hazira Field, Gujarat, if required. However, SunPetro may extend the services for other fields operated by SunPetro in Gujarat.

I. Boarding & Lodging for Contractor Staff

SunPetro will arrange for Boarding & Lodging of essential staff /manpower engaged for catering through the contractor at the site.

Annexure-A1

Details of Units for House keeping

A: Units

SN	Unit description and Size	Floor Area ftxft	Floor Area M2	Remark
1	Security Cabin at L1 gate	6ftx6 ft	3.3	Existing
2	Dining/ pantry Bunk at CPF (Canteen11)	40ftx10 ft	37.2	Existing
3	Office Bunk at CPF	40ftx20 ft	74.3	Existing
4	Accommodation bunk with attached washroom	20ftx10 ft	18.6	Existing
5	Washroom at CPF office area	12ftx8 ft	8.9	Existing
6	VIP washroom at CPF office area	8ftx5ft	3.7	Existing
7	Wash room at L1	8ftx5ft	3.7	Expected with in 1 month
8	Canteen -2 bunk house	30ftx10 ft	27.9	Expected with in 1 month
9	Washroom at CPF office gate	8ftx5ft	3.7	Expected with in 1 month
10	Dispensary at CPF	10ftx10ft	9.29	Expected with in 3 month time
11	Warehouse consisting of Training Centre , technology centre & Office	80ftx110ft	217	
12	Control room Bunk house at CPF	*40 ftx20 ft	74.3	
13	Visitor/Driver Bunk at CPF	*10ftx10ft	9.29	
14	Electrical Panel Bunk	*40 ftx20 ft	74.3	
	Total		900 m2 approx	

B. Outdoor Area for Housekeeping

SN	Unit description and Size	Floor Area ftxft	Floor Area M2	Remark
1	Pavement, concrete, outside unit area	-	*3000	Expected in 3-6 month

*Approximate measurement

Note:

1. This list is indicative, more unit can be added as per requirement
2. Housekeeping of whole unit is to be considered as per scope, however payment will be done on floor area basis
3. Payment for housekeeping will be done from the date of starting of housekeeping of respective unit
4. Payment for housekeeping will be done if work is done satisfactorily in all respect.
5. Staff deployed for canteen units can also do housekeeping of canteen only
6. Manpower deployed for housekeeping of other units will be exclusive and shall not be used for catering services

BB) Scope of Work for Hazira Field, Surat

The scope of work for Catering Service in kitchen cum dining bunk house. Cleaning and housekeeping of this unit.

1. SCOPE OF SERVICE INCLUDES

Catering Service
Housekeeping
Specific Condition

1.1 Catering Service

- i. Food shall be Vegetarian
- ii. Number of personnel taking food shall vary. Advance intimation shall be given to Catering manager (Chef) for number as per mutual agreement.
- iii. Nature of Service: Morning Tea, Breakfast, Lunch, Evening Tea, Snacks, Dinner, Tea/coffee, refreshments to be served during meetings and on requirement by Company.
- iv. Time for above services shall be mutually decided.
- v. Menu shall be decided on weekly basis by Company and in case of any change it will be mutually agreed.
- vi. Responsibilities include not only providing and preparing food but also serving it and cleaning up afterwards.
- vii. Vegetables/curry/dal to be cooked in home style only

1.2 Housekeeping of Units (Canteen Bunk house & others as per Annexure-)

- i. Cleaning, sweeping, moping and wiping of all floors on daily basis.
 - ii. Cleaning of venetian blinds, curtains, chairs & all other furniture with wet/dry cloth/ feather brush and duster on condition basis as per Company's instruction.
 - iii. Cleaning & activity shall be completed before 8.00 am or as mutually agreed.
 - iv. Cleaning of windows and window sills of all bunk houses is to be done regularly. Naphthalene balls, air purifier and liquid soap and paper rolls are to be put
 - v. Collection of waste paper from rooms, waste paper baskets, lobbies and putting in bags at the specified location
 - vi. Removal of cobwebs/honey webs from the office bunkhouses and its Premises
- Wet cleaning is to be done if required
 - Cleaning & activity shall be completed before 8.00 am or as mutually agreed.
 - All item required for cleaning will be provided by company

Waste Disposal Management

- It shall be the responsibility of the contractor to dispose of garbage, accumulated during the operation of this contract at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum.
- The Contractor will ensure collection of dry and wet garbage in the earmarked area. The Contractor will also ensure segregation of bio degradable and non-bio degradable garbage.
- Finally, the Contractor will arrange for disposal of garbage.
- Incinerator shall be provided by the Company

1.4 Maintenance

- Minor Repairs & maintenance of bunk houses will be attended by contractor in consultation of SunPetro officer-in-charge on day-to-day basis, if any. Any major repair will be done by SunPetro.
- The contractor at his own cost will do repairs/ maintenance of all his equipment and Co-ordination with outside agency for major jobs and repairs, if any in consultation with company representative.
- Site has dusty & Corrosive atmosphere. Every Sunday, outside surface of Bunk-house to be cleaned by water jetting.

1.5 Other Condition

A. Contractor Personnel

- Contractor in deployed staff will designate one person as **supervisor**, who shall be responsible and answerable for all activities.
- Experienced and trained cook, helper, cleaner for day today activity.
- Proper registers/records for the jobs carried out on daily, weekly, fortnightly and monthly basis will be maintained by the Supervisor of the contractor and will be countersigned by the Company representative at regular intervals and finally at the end of each month
- The staff deployed shall be trained in House Keeping Services, bear good conduct and shall be physically fit and legally eligible for the job. Health check-up of the staff shall be carried out by the contractor on yearly basis & copy of health check-up certificate shall be handed over to local location head. Oxygen saturation meter, thermal check-up meter, etc... company will provide to be checked by Contractor Representative.
- Clean habits (avoid smoking, chewing tobacco, betel nut / pan, etc.) while on duty Wear Clean Uniform.
- Monthly personal Hygiene inspection of the staff will be planned by the SunPetro representative and report of the same will be submitted.
- The contractor must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract. The successful contractor shall engage only such workers whose credentials have been thoroughly verified, including character and police verification and other formalities and copy of the same shall be submitted
- Master cook should be physically fit, well trained, well behaved and minimum 5 years cooking experience in preparation of vegetarian dishes.
- Contractor's personnel to wear their company uniform during working hours. Uniform should be neat and clean.
- Contractor to provide proper PPE (serving gloves, Apron and head-caps) to their personnel for work.
- Contractor will arrange proper replacement during absence of their personnel.
- As per DGMS' recommendation, "Employees engaged in food handling and preparation and handling of stemming material activities should undergo routine stool examination once in an every six months and sputum for AFB and chest radiograph once in a year."
- Contractor shall provide Prior intimation with PCC, Medical certificate and ID proof of the staff to be deployed at site for further approval. Only approved staff shall be allowed to work in the canteen.
- Etiquette and manners – Be polite to Employees / Guests Service with a smile Good posture.
- Manpower deployed for housekeeping will be exclusive and shall not be used for catering services. Washroom cleaner also to be exclusive person.

B. Cooking Items, Utensil, Tumblers

All items required like utensils, Refrigerator, Oven, hot plate, washing machine, dryer, stove, Oxygen saturation meter, thermal check-up meter, etc will be provided by Company free of cost as per contractor's list.

C. Cooking medium

Electric Cooking Range shall be medium for Cooking. Company shall provide Cooking range.

D. Transportation

SunPetro will be provided transport for the movements of staff & material to carry out local purchase, conveyance, repairs and maintenance of any catering related utensils or equipment.

E. Consumable & Grocery

All consumable/grocery materials for food & housekeeping or any other items purchased by Contractor on order of company will be procured by Contractor on weekly basis from reputed shop and will be billed to company with 10% service charge. These items will be normally arranged by the Supervisor. Contractor will have to produce bills at the time of claim, if any discrepancy found it may lead to deduction/warning/termination of the contract.

F. Working Days & Holidays

All housekeeping & catering services related manpower engaged through contractor will work as per the site schedule (365 days per year). Normal working / Serving Hours will be between 07:00 am to 09:00 pm. As site is functional on Holidays and Saturday & Sundays, the work duty of contractor staff should be allocated keeping in view weekly off for each as per labour law. Contractor to consider above requirements as per labour law and quote rate accordingly.

G. Penalty & Performance measurement system

In case of registering any lapse in services in terms of food quality, quantity, cleanliness & tidiness of the premises, behaviour of crew members for three times in a month inspite of warning / necessary action is not taken by Contractor, SunPetro will have a right to levy penalty of 10% on prevailing month's bill. Repeated lapse may lead to necessary action from Company including termination of Contract.

Any manpower Terminated due to bad performance to be replaced within 7 days' time.

Contractor's Performance will be measured as per Performance Measurement System as attached at Annexure - 3

Contractor will be required to conduct surprise inspections at the respective sites at regular intervals for the food quality, cleaning & various other factors at cost of Contractor.

H. Location:

The location for provision of services are at SunPetro's Oil & Gas field in Hazira Surat, Gujarat., however SunPetro may extend the services for other fields operated by SunPetro in Gujarat.

I. Boarding & Lodging for Contractor Staff

SunPetro will arrange for Boarding & Lodging of essential staff /manpower engaged in catering through the contractor at the site.

Special Term & Condition (Applicable for Both the Fields)

- a) Prior approval of the SunPetro shall be necessary for introduction or deletion of any new item on the Menu. VIP visit Menu shall be provided well in advance.
- b) Each item shall be of the approved quality. The Contractor shall also stock branded and / or proprietary food items and beverages for sale at the Canteens.
- c) Pre-packed products i.e. biscuits, wafers, etc. shall be available at all times in sufficient quantities as per requirement.
- d) The Canteen is on self-service basis. However, the Contractor shall arrange to serve the food at the counters and also provide staff to clean counters, vessels and other miscellaneous tasks.
- e) SunPetro shall have the right to inspect the quality of the food being served at the Canteens on the basis of hygiene, taste, nutrition, contents and as per contract terms.
- f) In case of emergencies or extreme climatic conditions, contractor should stock the required provisions for catering & housekeeping services for a minimum of 2 week time.
- g) The Contractor shall ensure due legal compliance in respect of all relevant acts in vogue including court not limited to minimum Wages Act, Workman Compensation Act, PF Act, Gratuity Act, Bonus Act, Profession Tax Act and workmen compensation Act, ESI, child labour, interstate migrant acts, any other act as and when applicable by central / state govt and also as applicable for SunPetro.
- h) Contractor shall take material in/out as per Sun Petro policy, duly signed by SunPetro in-charge.
- i) Leftover of cooked vegetables, meals or wet snacks shall not be served in next service and disposed off as per SunPetro procedure.
- j) In case of food poisoning, all expense shall be borne by Contractor for medical treatment and related claims by the effected persons apart of other appropriate actions.
- k) Contractor, in consultation with Administration In-charge of SunPetro sites, shall provide decorations and other auxiliaries on festivals, special occasions etc.
- l) All monthly invoices to be submitted to Incharge of plant for authorization/ certification.

Bid Evaluation Criteria

1. 2 years' experience in hospitality domain including Catering Services during last 8 years. Contractors worked for any other Public or Private Oil & Gas Company & in field / Industrial canteen will be preferred. Contractor to provide copy of PO for the same.
2. Bidder with ISO 9001 will be preferred
3. Annual Work Order value for at least 1 PO during last 3 year for any single facility should be more than Rs. 10Lakh

ANNEXURE-B

PRICE SCHEDULE – Bhaskar Field

A) Bidder to quote Lump sum rate for provision of Hospitality Catering Services in the below table.

No	Item Description	No	Cost/month (INR)
1	Provision of Hospitality Catering Services (Including Canteen-1 & Canteen-2)	Lump Sum	
	a) Master cook /chef for cooking of vegetarian breakfast, lunch, snacks & dinner as per mutually agreed Menu – 2 Nos.		
	b) Helper for cooking assistance - 2 Nos. c) Cleaner for housekeeping - 2 Nos.		
Total Cost per year			

B) Additionally bidder is required to quote in below table for provision of manpower for additional requirement, if any by Company.

No	Item Description	No	Cost/month (INR)
1	Master cook /chef for cooking of vegetarian breakfast, lunch, snacks & dinner as per mutually agreed Menu	1	
2	Helper for cooking assistance	1	
3	Cleaner for housekeeping	1	

Note for Table A & B:

- a. The quantities mentioned above in Table A is for evaluation purpose, however actual no. will be finalized based on requirement.
- b. The above quoted rates includes all cost towards contractor personnel cost, transportation (to & fro to site), Mediclaim, insurance etc.
- c. All items required like utensils, Refrigerator, Oven, hot plate and gas stove etc will be provided by Company free of cost as per contractor's list.
- d. All consumable/grocery materials for food & housekeeping will be procured by Contractor on weekly basis and will be billed to company with 10% service charge. These items will be normally arranged by the Supervisor.
- e. Contractor shall arrange facilities for about 20 (Twenty) persons at a time in a day in Canteen -1 i.e. total 60 Servings (Sixty) (Breakfast + Lunch + Dinner = 60 Nos / day maximum) barring exceptional circumstances.
- f. Contractor shall arrange facilities for about 30 (Thirty) persons at a time in a day in Canteen -2 i.e. total 60 Servings (Sixty) (20 Breakfast +30 Lunch + 10 Dinner = 60 Nos / day maximum) barring exceptional circumstances.
- f. SunPetro reserves right to increase / decrease manpower as per requirement. In case of reducing of manpower from Table A, bidder to quote the prices as below that would be applicable for reduction against each person in case manpower is decreased.

No	Item Description	No	Cost/month (INR)
1	Master cook /chef	1	
2	Helper for cooking assistance	1	
3	Cleaner for housekeeping	1	

Special Noting's:

- i) Company does not guarantee about the number of persons using services every day, however it will be intimated well in advance as agreed mutually.
- ii) Food bill for Company / Contractor representatives as informed by company will be on company account as confirmed by office-In charge.
- iii) Quoted price is inclusive of all government taxes except GST which will be paid extra on actual
- iv) TDS, if applicable, will be deducted at the time of releasing the payment.
- v) All statutory requirements and all taxes as applicable for supplying Hospitality Services should be included in the rates by the bidder while quoting their rates

- vi) There will not be any other charges payable by SunPetro other than the rate quoted.
- vii) SunPetro reserves right to increase / decrease number of Cook / Helper & Cleaner for temporary arrangement required during the term of contract by providing 7 days' advance notice.

C) Schedule of Rate for Housekeeping

S.No.	Housekeeping area	Unit	Rate per Unit M ² Per Month (INR/M2)	Estimated area	Total amount per month
1.	CPF and L1 warehouse unit & indoor area (as given S.No. in SOW)	M ²		900	
2.	Outdoor area pavement and plant area	M ²		3000	

Note:

1. This area is indicative for evaluation purpose. Payment will be done on actual work done.
2. Housekeeping of unit is to be considered as per scope, however payment will be done on floor area basis
3. Payment for housekeeping will be done from the date of starting of housekeeping of respective unit
4. Payment for housekeeping will be done if actual work is done satisfactorily in all respect.

PRICE SCHEDULE – Hazira Field

A) Bidder to quote Lump sum rate for provision of Hospitality Catering Services in the below table.

No	Item Description	No	Cost/month (INR)
1	Provision of Hospitality Catering Services a) Master cook /chef for cooking of vegetarian breakfast, lunch, snacks & dinner as per mutually agreed Menu – 1 Nos. b) Helper for cooking assistance - 1 Nos. c) Cleaner for housekeeping - 1 Nos.	Lump Sum	
Total Cost per year			

B) Additionally bidder is required to quote in below table for provision of manpower for additional requirement, if any by Company.

No	Item Description	No	Cost/month (INR)
1	Master cook /chef for cooking of vegetarian breakfast, lunch, snacks & dinner as per mutually agreed Menu	1	
2	Helper for cooking assistance	1	
3	Cleaner for housekeeping	1	

Note for Table A & B:

- The above quoted rates includes cost towards contractor personnel cost, transportation (to & fro to site), Mediclaim, insurance etc.
- All items required like utensils, Refrigerator, Oven, hot plate and gas stove etc will be provided by Company free of cost as per contractor's list.
- All consumable/grocery materials for food & housekeeping will be procured by Contractor on weekly basis and will be billed to company with 10% service charge. These items will be normally arranged by the Supervisor.
- Contractor shall arrange facilities for about 20 (Twenty) persons at a time in a day in Canteen - 1 i.e. total 60 Servings (Sixty) (Breakfast + Lunch + Dinner = 60 Nos / day maximum) barring exceptional circumstances.
- Company does not guarantee about the number of persons using services every day, however it will be intimated well in advance as agreed mutually.
- Food bill for Company / Contractor representatives as informed by company will be on company account as confirmed by office-In charge.
- Quoted price is inclusive of all government taxes except GST which will be paid extra on actual
- TDS, if applicable, will be deducted at the time of releasing the payment.
- All statutory requirements and all taxes as applicable for supplying Hospitality Services should be included in the rates by the bidder while quoting their rates
- There will not be any other charges payable by SunPetro other than the rate quoted.
- SunPetro reserves right to increase / decrease number of Cook / Helper & Cleaner for temporary arrangement required during the term of contract by providing 7 days' advance notice.

TERMS & CONDITIONS OF WORK ORDER

1. The above work should be carried under the supervision and direction of the person designated by the SunPetro.
2. **Scope of Service(SOS)**
As per Annexure –A attached
3. **Term of Service**
This work order is valid for a period of two years from commencement date or as indicated by company in LOI / award / Contract with the option of extension up to 1 year, completely at the discretion of the SunPetro, at the same rates, terms and conditions.
4. **Mobilisation Period**
Within 15 days or earlier from the date of issuance of LOI (Letter of Intent) from SunPetro to commence Hospitality (Catering) service as per SOS
5. **Material & Man Power**
Contractor shall maintain in stock of necessary consumables, materials, and trained manpower to perform necessary task as per the scope of work. Other terms and conditions shall be as per attached scope of work/Service and Price Schedule. All consumable materials will be procured by Contractor and will be billed to company with 10% service charge. Proper accounting will be kept by Contractor.
6. **Schedule of Rate**
The Price Schedule is attached at Annexure-B.
7. **Payment**
 - 7.1. Payment will be made on monthly basis and actual number of services availed. SunPetro will certify the satisfactory Hospitality (Catering) service for acceptable days of Hospitality service. Contractor is also required to maintain the daily log book which is required to be approved daily by SunPetro's transit accommodation in-charge.
 - 7.2. Within 15 days after submission of correctly rendered services invoices and approval of SunPetro representative.
8. **Statutory Requirement and labour law**
 - 8.1. Any of the statutory requirements shall purely be in the Contractor's account.
 - 8.2. Contractor also warrants & undertakes that he shall be responsible for the manpower deployed and for all statutory as well other legal compliance such as payment of wages, salaries, provident fund, medical, ESIC, payment of bonus, workmen compensation, insurance etc. SunPetro shall not be responsible for any default even during or either after the expiry of this Work Order.
 - 8.3. Contractor has also to secure all the insurances, Mediclaim of the Manpower deployed.
 - 8.4. Contractor will have to submit required statutory payment challan viz. PF, ESIC etc. at the time of raising monthly bill for manpower deployed at the site.
9. **Liability and Indemnity**
Contractor also undertakes to keep vigil/guard of all the SunPetro's material kept/stored on location/ Transit accommodation (outside & inside). Any theft/loss of the material/equipment/furniture /crockery /personal belongings / money / other belongings of guest /any other tangible from the Transit accommodation will purely to be in Contractor's account and recovered from them or shall be compensated by them to the SunPetro and the same must be reported to SunPetro and to the local law enforcement agency. Contractor also indemnifies SunPetro that its affiliates, directors, employees from all such incidences and shall be solely responsible.

10. Permits and Instructions

Contractor shall obtain all requisite permits and approvals under Applicable Law for the performance of the Scope of Service. In the event of Contractor receiving instructions from SunPetro to stop Services, Contractor shall comply with the same with immediate effect.

11. Applicable Law

All questions, disputes or differences arising under, out of or in connection with this Contract and the relationship of the parties hereunder shall be governed by and interpreted in accordance with the laws of India (both procedural and substantive) and parties hereby agree to submit to the jurisdiction of the Courts in Ahmedabad / Mumbai, India.

12. Confidentiality

The Contractor shall hold the information confidential and shall not divulge or disclose the information, or make the information available to any person or entity, other than its representatives and ensure that only such authorized Representatives who are expressly authorized by it to and whose duties require them to possess the Confidential Information shall have access to the Confidential Information on a need-to-know basis. In case of any breach of these terms or any act or omission by any of its authorized Representatives, then damages alone may not be an adequate remedy and that the remedies of injunction and specific performance or any other equitable relief may be imposed.

13. Termination of Work Order

- 13.1. Unless otherwise agreed by SunPetro, the work order shall be terminate upon expiry of the Term of the Service.
- 13.2. Non –mobilization of the experienced suitable Manpower along with required material to carry out the service as per SOS will lead to termination of the contract at SunPetro's discretion.
- 13.3. Non-obedience, laziness, untidiness, irregularity, unauthorized absence of the security guard will lead to termination of work order at discretion of the SunPetro.
- 13.4. However, SunPetro at its discretion may exercise its option to cancel work order/Contract any time, without assigning any reason what so ever, giving 15 days notice.
- 13.5. The Contractor shall be paid for the service successfully rendered and certified by SunPetro's Representative.

14. Non-Exclusive Work Order

This work order is non-exclusive and SunPetro reserves the right to engage other contractors to perform similar or identical work. Contractor shall afford such other contractors adequate opportunity to carry out their agreements and shall accomplish the work in cooperation with those contractors and with SunPetro.

15. Performance Bank Guarantee:

The Contractor shall furnish to SunPetro a Performance Bank Guarantee for **Rs. 50,000/-** for Bhaskar Field and **Rs. 25,000/-** for Hazira Field within 21 days of issue of the Contract/LOA/Work Order in the format as given in Attachment-1 from a scheduled Nationalised Bank in India or any of the Banks listed in Attachment-2. Such guarantee shall not be acceptable from a mere shell/investment company of such joint venture partner/collaborator. The Bidder, by furnishing the Performance Guarantee, shall guarantee the performance of the Contract and shall also guarantee that the material/equipment so supplied under the order shall be in strict conformity with the specification. If the bidder does not submit the Performance Bank Guarantee as stipulated above, SunPetro reserves the right to cancel the award of LoA /Work Order.

ANNEXURE –1

PROFORMA OF PERFORMANCE BANK GUARANTEE

TO: Sun Petrochemicals Private Limited, a Company incorporated under Company's Law 1956 and having its office at 17/B, Mahal Industrial Estate, Mahakali Caves Road, Andheri (E), Mumbai – 400093. India. (hereinafter referred to as "**Company**").

WHEREAS:

(1) By an Contract for _____ (here in after referred to as the "**Contract**") between _____ hereinafter referred to as the "**Contractor**") of the one part and Company of the other part, the Contractor agrees to perform the Work in accordance with the Contract.

(2) In response to the request made by Contractor, we (Name of Banker:) _____ (hereinafter referred to as the "**Guarantor**") hereby irrevocably and unconditionally guarantee in favour of Company, the payment of amounts (without any withholding, deduction or set off) upto _____ (Rupees _____) , as guarantee for the obligations of the Contractor to perform the Work in accordance with the Contract. The sum shall become payable by us immediately on first demand by Company without proof or conditions notwithstanding any dispute or protest by the Contractor or any other third party. Multiple demands may be made in respect of our guaranteed obligations.

(3) We shall not be discharged or released from this Guarantee by any waiver, modification, Contract made between the Contractor and Company with or without our consent or by any alteration in the obligations undertaken by the Contractor or by any forbearance whether as to payment, time performance or otherwise, or by any change in name or constitution of Company or the Contractor.

(4) This Guarantee is a continuing security and, accordingly, shall remain in operation for six months after the completion / termination of the Contract.

We agree that the Guarantee is given regardless of whether or not the sum outstanding occasioned by the loss, damages costs, expenses or otherwise incurred by Company is recoverable by legal action or arbitration.

The rights under this Guarantee shall be assignable by Company to third parties, if required. This Guarantee shall be governed by and construed in accordance with the laws of India.

The Guarantee herein contained shall not be determined or affected by the liquidation or winding up, dissolution or changes or constitution or insolvency of the said Contractor but shall in all respects and for all purposes be binding and operative until payment of all money due to you in respect of such liabilities is paid.

IN WITNESS where of this Guarantee has been duly executed by GUARANTOR the _____ day of _____ 201__ or and on behalf of (_____).

Name : _____
Designation : _____
Banker's Seal : _____
Address : _____

ANNEXURE -2

LIST OF APPROVED BANKS

Guarantee issued from following banks will be accepted as PBG/SD/EMD/BID BOND

1. All Nationalised Banks including Public Sector Banks-IDBI Ltd
2. Private Sector Banks- Axis Bank, ICICI Bank and HDFC Bank
3. Commercial Banks:
 - I. Kotak Mahindra Bank
 - II. Yes Bank
 - III. RBL Bank (The Ratnakar Bank Ltd)
 - IV. IndusInd Bank
 - V. Karur Vysya Bank
 - VI. DCB Bank
 - VII. Federal Bank
 - VIII. South Indian Bank
4. Co-operative and Rural Banks:
 - I. The Kalapur commercial co-operative bank Ltd
 - II. Rajkot Nagrik Sahakari Bank Ltd
 - III. The Ahmedabad Mercantile Co-operative Bank Ltd
 - IV. The Mehsana Urban Co-operative Bank Ltd
 - V. Nutan Nagrik Sahakari Bank Ltd
 - VI. Dena Gujarat Gramin Bank

Annexure – 3

PERFORMANCE MEASUREMENT

Contractor shall be penalized / rewarded based on the performance during the operations using the following mapping parameters:

Incentive will be given if Contractor scores the marks to more than 95%. However, Penalty shall be imposed if the overall performance scoring is below 90 %. The mapping parameters are to be agreed with mutual consent of Company and Contractor post award of contract.

9.1 Performance Measurement & Monitoring

No	Performance Indicator (Monthly Average Basis)	UOM	Limiting Value	Weightage	Actual Score based on pro-rata	Score
1	Uses of proper uniform	No of Violation	0 - Violation	20 /0		
2	Waste Management as per SunPetro Policy	Y/N	Y / N	20/0		
3	Food preparation not satisfactory, if complained more than	No	0-Occurrence	20/0		
4	Hygiene and Sanitation not maintained on more than one occasion	No	0-Occurrence	20/0		
5	Compliance of Observation by Internal Inspection	%	90 to 100 %	20/0		
Total Monthly Score achieved (%)						

9.2 Incentives

- Minimum Expectation of Performance Level \geq 90 %.
- Incentive will be given if Contractor scores the marks \geq 95%.
- If the monthly performance is \geq 95% consecutively for 3 months, contractor shall be paid incentive on mutually agreed formulae to be decided on award of work.
- If the Site is free from complains for more than 150 days, contractor shall be paid incentive @ 5000 rupees / annum or on pro-rata basis if work in a year is less than 365 days.

9.3 Penalties:

- I. The Contractor shall maintain very good standard of Housekeeping. Regular Inspection shall be carried by SunPetro representative. Suitable action shall be taken by the Contractor for any observation by Sun Petro representative within 48 hour.
In the event of non-compliance for observation, Contractor shall be penalized at the rate of 500 (Five hundred rupees) per day until action is taken.
- II. Performance shall be evaluated on a Quarterly Basis. Penalty shall be imposed if the overall performance is below $<$ 90 %. In the event of performance below expectation (Expected Performance \geq 90 %),

Contractor shall be penalized Rs.5000/- for the quarter (one time)

In case of PPE/uniform non-compliance, a penalty of Rs. 200/- per person shall be levied per incident of not using proper PPE.