

	Bharat Heavy Electricals Limited (A Government of India Undertaking) BOILER AUXILIARIES PLANT RANIPET - 632 406, INDIA	Ph No: 04172-284512, 241118 E-mail: rptadmn@bhel.in
---	---	---

HRM DEPARTMENT-ADMINISTRATION

REGISTERED POST WITH ACK.DUE

<i>INVITING TENDER</i>	
Tender Notice No	977220001E, DT: 09.07.2020
Name of work	Engaging an agency to maintain/manage (Labour, Material & Service) at its Guest House at BHEL Township, Ranipet-632406, Tamil Nadu on round-the-clock basis for a period of two years.
Type of tender	Open tender (Two part bid)
Period of contract	Two Years
Earnest Money Deposit (EMD) Amount	Rs.1,96,800/-
Last date & Time for Receipt of the Tender	20.07.2020 at 15.00 Hrs.
Date of Technical bid Opening	20.07.2020 at 15.30 Hrs.
<i>(Please obtain updated information from the BHEL website about the latest applicable dates & other changes if any in the tender contents)</i>	
Date of Price Bid Opening	Bidders whose technical bids are found acceptable will be intimated separately about the status of their offers and the date of opening of Price Bid.
Address on the Sealed Tender Cover to be:	SDGM, HRM DEPARTMENT, BHARAT HEAVY ELECTRICALS LIMITED, BAP, RANIPET TAMILNADU- 632 406.
Venue of the Tender Opening	HRM Conference Hall, BAP, BHEL, Ranipet
Note:	
1. The Tender documents can be downloaded from BHEL website (http://www.bhel.com/tender/list_tender.php) and also in Central Public Procurement Portal (CPP) website: http://eprocure.gov.in/epublish/app	
2. BHEL reserves the right to accept or reject any or all tenders without assigning any reasons whatsoever.	
3. All corrigenda, addenda, amendments, clarifications etc. to tender specification will be hosted in the web pages (www.bhel.com > Tender notifications > view corrigendum) only and not in the newspapers. Bidders shall keep themselves updated with all such developments.	
BHEL reserves the right to reject any tender on the basis of unsatisfactory performance of the bidder in any ongoing job or any similar job in the past.	

SDGM/ HRM
Issuing Authority

NOTICE INVITING TENDER FOR
OUTSOURCING OF SERVICES FOR MAINTAINING/MANAGING
BHEL GUEST HOUSE, RANIPET

TENDER DOCUMENT

1.Scope of Work:

The Company is desirous of engaging an agency to maintain/manage (Labour, Material & Service) at its Guest House located at BHEL Township, Ranipet-632 406, Tamil Nadu on round-the-clock basis for a period of two years. The detailed scope of work, facilities provided by BHEL, terms and conditions etc., pertaining to this tender are furnished in this NIT under relevant heads.

2. Pre-Qualification Criteria:

2.1 The agency shall have annual average turnover of Rs. 29.52 lakhs (excl. GST) for the past three (03) preceding financial years FY2016-17, FY2017-18 & FY2018-19 .

2.2 Only those bidders who have successfully completed similar works, i.e. those who are having experience of having successfully completed (having executed work of below said amount) similar Job/ services (similar Job/ services shall mean contract for Housekeeping and Catering Services in Offices/Guest Houses/Training Institutes/ Transit Flats or Hotels etc. with any Central Govt./State Govt./PSUs/Public Limited Company/Private Limited Company/ Educational Institutions/ Universities) during last 7 years ending on **30.06.2020**. The experience should be either of the following:

2.2.a. Should have completed three similar works each costing not less than the amount of **Rs. 39.36 lakhs (excl. GST)**

OR

2.2.b. Should have completed two similar works each costing not less than the amount of **Rs. 49.20 lakhs (excl. GST)**

OR

2.2.c. Should have completed one similar work costing not less than the amount of **Rs.78.72 lakhs (excl. GST)**

2.3 The agency shall submit Self attested copies of the agreements/work orders along with performance certificate from the respective clients in their letterhead for having successfully completed the work(s) as mentioned above. The performance certificate shall have Name of Contact Person and Phone numbers.

2.4 Copies of audited P&L Account and balance sheet for the past three preceding financial years (2016-17,2017-18 and 2018-19) duly certified by a Chartered Accountant in original shall be submitted by the agency. Besides, self attested copies of Income Tax Return for the three financial years 2016-17, 2017-18 and 2018-19 should be submitted.

2.5 Self attested copies of PAN card , GST Registration, Provident Fund registration and ESI registration shall be submitted by the agency.

All the documentary evidences as stated above shall be submitted along with the Part-A of tender document, without which the tender is liable for rejection.

3. EARNEST MONEY DEPOSIT:

3.1 The quotation must be submitted together with Earnest Money Deposit (EMD) of in the form of Demand Draft (DD) drawn from any nationalized bank, in favor of "BHEL, Ranipet" payable at SBI, Mukundarayapuram Branch (Code 7013) / Pay online (<https://www.onlinesbi.com/sbicollect/icollethome.htm>) and enclose the payment details in the EMD cover/FDR receipt (validity for min three months) form scheduled bank/public financial institutions as defined in the company act (FDR

should be in the name of contractor, a/c BHEL). EMD in any other form will not be accepted. MSE (micro / small only) /NSIC vendors are exempted for remittance of EMD amount for this tender. However, they have to submit CA certificate for 2019.

3.2 BHEL has now made arrangements for payment of EMD thru' Online.

The steps to make online payment is detailed as below:

- (i) Visit <https://www.onlinesbi.com/sbicollect/icollecthome.htm>
- (ii) Click 'Proceed' button
- (iii) Select '**Tamilnadu**' in the drop down menu under 'State of Corporate/Institution *'
- (iv) Select '**PSU-PUBLIC SECTOR UNDERTAKING**' in the next drop down menu under "Type of Corporate/Institution"
- (v) Click 'Go' button
- (vi) Select '**BHEL BAP RANIPET**' in the drop down menu under "PSU-PUBLIC SECTOR UNDERTAKING"
- (vii) Click 'Submit' Button
- (viii) Select '**EMD**' in the drop down menu under 'Select Payment Category'
- (ix) Now Fill in the required details and ensure correctness of data filled. Ensure that you are entering correct enquiry/tender number and other details correctly.
- (x) Make payment for EMD as required in tender after entering the details and enclose copy of receipt along with tender documents

The above facility is in addition to the existing method of remitting by DD.

3.3 The tenderer is not entitled for any interest on the deposit or any right for award of the contract. **The deposit amount shall be forfeited if the tenderer, after submitting his tender, resiles from his offer or modifies the terms and conditions thereof or fails to enter into agreement and take up the work within one week of awarding the contract.** Earnest Money Deposit shall be returned to all un-successful tenderers only through e-mode after taking a decision on tenders. Necessary e-payment form is enclosed with this tender. This form shall be duly filled and submitted along with the offer (Original should be submitted).

3.4. **If vendor has his MSE (Micro / small only) Certificate, EMD need not be paid for this work.**

MSE CLAUSE:-MSE suppliers can avail the intended benefits only if they submit along with the offer, attested copies of either EM II certificate having deemed validity(five years from the date of issue of acknowledgement in EM-II) or valid NSIC certificate or EM-II certificate along with attested copy of a CA certificate(as below) where deemed validity of EM II certificate of five years has expired)applicable for the relevant financial year(latest audited). Date to be reckoned for determining the deemed validity will be the last date of bid opening (Part 1 in case of two part bid). Non submission of such documents will lead to consideration of their bid at par with other bidders. No benefit shall be applicable for this enquiry if any deficiency in the above required documents are not submitted before price bid opening. If the tender is to be submitted through e-procurement portal, then the above required documents are to be uploaded on the portal .Documents should be notarized or attested by a Gazetted officer.

All MSE suppliers shall continue to be in PMD with MSE status based on the EM II certificate or valid NSIC certificate.

Any new supplier will be eligible for registration with BHEL as MSE supplier provided at least any one of the following documents are submitted along with application for registration.

- a. Valid NSIC certificate or
- b. Entrepreneurs Memorandum part II(EM II) certificate (valid based on deemed validity of 5 years) or

- c. EM II certificate along with attested copy of CA certificate (as per prescribed format as below applicable for the relevant financial year (latest audited)) , where the deemed validity of EM II is over. However, credentials of all MSE suppliers will be verified before considering the intended benefits for MSE suppliers at the time of tender evaluation.

Certificate by Chartered Accountant on Letter head

This is to certify that M/s.....,

(hereinafter referred to as 'Company') having its registered office at.....

..... is registered under MSMED Act 2006,(Entrepreneur memorandum No(Part-II)..... dtd:.....

Category:.....(Micro/Small).(Copy enclosed)

Further verified from the Books of Accounts that the investment of the company as per the latest audited financial year as per MSMED Act 2006 is as follows:

1. For Manufacturing Enterprises: Investment in plant and machinery(i.e. original cost excluding land and building and the items specified by the Ministry of Small Scale Industries vide its notification No.S.O.1722(E) dated October 5, 2006:
Rs..... Lacs
2. For Service Enterprises: Investment in equipment(original cost excluding land and building and furniture, fittings and other items not directly related to the service rendered or as may be notified under the MSMED Act, 2006.
Rs..... Lacs

(Strike off whichever is not applicable)

The above investment of Rs.....Lacs is within permissible limit of Rs..... Lacs for.....Micro/Small(Strike off which is not applicable)Category under MSMED Act 2006.

Or

The company has been graduated from its original category(Micro/Small)(Strike off which is not applicable) and the date of graduation of such enterprise from its original category is(dd/mm/yyyy) which is within the period of 3 years from the date of graduation of such enterprise from its original category as notified vide S.O.No.3322(E) dated 01-11-2013 published in the gazette notification dated 04-11-2013 by Ministry of MSME.

Date:

(Signature)

Name-

Membership number

Seal of Chartered Accountant

4. Security Deposit:

- 4.1. Security Deposit shall be collected from the successful tenderer. The rate of Security Deposit will be **5%** of the contract value.
- 4.2 The Security Deposit shall be remitted before start of the work by the contractor. Security Deposit may be furnished in any one of the following forms:
- a) Cash (as permissible under the Income Tax Act)
 - b) Local cheques of scheduled banks (subject to realization) /Pay Order/ Demand Draft/ Electronic Fund Transfer in favour of BHEL.
 - c) Bank Guarantee from Scheduled Banks/ Public Financial Institutions as defined in the Companies Act. The Bank Guarantee format should have the approval of BHEL.
 - d) Securities available from Post Offices such as National Saving Certificates, Kisan Vikas Patras etc., (Certificates should be held in the name of the Contractor furnishing the security and duly pledged in favour of BHEL and discharged on the back)
 - e) Fixed Deposit Receipt issued by Scheduled Banks/ Public Financial Institutions as defined in the Companies Act (FDR should be in the name of the Contractor, a/c BHEL, duly discharged on the back).
 - f) Apart from the above Security Deposit can remitted online as mentioned under cl. 3.2 (Note: BHEL will not be liable or responsible in any manner for the collection of interest or renewal of the documents or in any other matter connected therewith).
 - g) At least 50% of the required Security Deposit, including EMD, shall be remitted by the contractor before start of the work. Balance of the can be collected by BHEL by deducting 10% of the gross amount progressively from each of the running bills of the contractor till the total amount of the required Security Deposit is collected
 - h) The EMD of successful tenderer can be converted and adjusted against the security deposit.
 - i) If the value of the work done at any time exceeds the contract value, the amount of Security Deposit will be correspondingly enhanced and the additional Security Deposit shall be immediately deposited by the contractor or recovered from payment/s due to the contractor.
 - j) The Security Deposit shall not carry any interest.
- 4.3 Failure to pay the security deposit shall be treated as failure to discharge the duties under the contract and shall result in cancellation of the offer of the contract and the tenderer shall be liable to compensate BHEL for any losses incurred by BHEL. The security deposit shall be released to the contractor upon fulfilment of contract as per the terms of the contract.
- 4.4 BHEL reserves the right to appropriate any part or the whole of the amount of the security deposit without prejudice to other claims against this contractor for losses suffered by BHEL due to failures on the part of the contractor or due to termination of contract or contractor becoming disqualified because of liquidation / insolvency or change of composition. The decision of BHEL in respect of such losses, damages, charges, expenses or costs, shall be final and binding on the contractor and the decision shall not be questionable.

5. SCOPE OF WORK AND SERVICES:**FRONT OFFICE:**

- To coordinate room allocation, bookings, check-in and check-out of guests

CATERING:

- To render all Food and Beverage services at high standards
- To render special services as required by BHEL.

HOUSEKEEPING:

- To render all housekeeping services at high standards

LAUNDRY:

- To render all laundry services at high standards for guest house belongings
- To render all laundry services at high standards for staying guests

GENERAL ADMINISTRATION:

- To coordinate with respective departments of BHEL/BAP for smooth running of guesthouse.
- To maintain records as required by BHEL.

5.1 FRONT OFFICE: When the guest checks-in, the Contractor/Contractor's staff shall immediately.

5.1.1.1 Attend to him, receive him, and allot the room specified by BHEL on his name. BHEL will reserve the rooms and intimate the Contractor through Reservation slips. The contractor shall not allot rooms on his own, for any reason.

5.1.1.2. Get the guest's name entered in the Guest Register to be provided by BHEL. Walk the guest to his room carrying his baggage to his room, leave him in the room, look for his comforts, keep fresh water, etc.

5.1.1.3. Offer him tea/coffee/meal, etc. as required by him, suiting to the time, round the clock.

5.1.2. When the guest checks-out, separate bills for boarding and lodging are to be prepared and signed by the guest.

5.1.2.1 In case of paying guests, the Contractor shall collect the money from the guest and deposit the amount collected against lodging bill to BHEL cash office once in every week, while retaining the boarding bill amount for the boarding facilities provided by the contractor.

5.1.2.2. In case of Company's guests, the Contractor shall raise bill for boarding part alone and get the same signed by the guest and keep it for reimbursement from BHEL along with other bills to be submitted by the Contractor once in a month.

5.1.2.3. In case of BHEL employees on official tour, the contractor shall prepare lodging bill in triplicate as per the employee cadre. The original should be given to the employee, duplicate to BHEL (to prepare and submit consolidated statement every month) while retaining the boarding bill amount for the boarding facilities provided by the contractor.

5.1.3. Carry the guest's baggage from the room to the vehicle.

5.1.4. To ensure that the guest has not left behind in the room any of his belongings, and if found any such belongings the same shall be informed immediately to BHEL.

5.1.5. During stay, the guest's miscellaneous needs are to be attended to, like laundry needs, providing him with stay needs, etc. The charges for these services may be collected from the guest on actual basis, providing relevant bills.

5.2. CATERING

5.2.1. The Contractor shall provide the following services:

5.2.1.1. Preparation of breakfast, Lunch, Snacks and Supper, Tea and Coffee, etc., as per the menu given separately in the "PART-A (Annexure-II)". The Menu rates per portion for each menu item mentioned in Annexure-II are fixed for the entire the period of contract and provided in "PART-B (PRICE-BID) Annexure-V. The quantity of portions indicated against each menu are only indicative based on average consumption during 2019-20 and subject to vary depending upon actual requirement.

5.2.1.2. The menu may be altered for specific guests / special occasions / programs / functions as desired by BHEL, within the overall scope of the menus. For any extra items, not contemplated in the Annexure-II the Contractor may charge additionally on the mutually agreed rates.

- 5.2.1.3. The Contractor shall take orders/instructions beforehand from the staying guests regarding their food requirements. There are two types of food ordering as furnished below, which the contractor shall comply with;
- a. Booking by staying guests directly:** The contractor shall take orders directly from the staying guests in line with approved menu listed in Annexure-II. The contractor shall submit bills for these type of food services directly to the guest and collect the bill amount.
- b. BHEL Official Boarding Booking:** The contractor shall take orders from authorized BHEL representative through booking request format for it's guests/officials etc., for any official programs/ functions / special occasions. Such bookings are called "BHEL Official Boarding Booking". The contractor shall raise separate monthly consolidated official boarding bills in triplicate along with original request formats and submit the same for further processing of payments. The menu list and rates will we remain the same throughout the period of contract as furnished in Annexure-II.
- 5.2.2. The Contractor shall be responsible for procurement of raw materials and ingredients. First quality raw materials and ingredients shall be used for preparation of food and beverages. Only fresh and wholesome vegetables and fruits milk shall be used for preparation. The quality of the materials should be satisfactory to the inspecting officials of BHEL. Specification and brands of ingredients, beverages, ice creams etc., to be used are furnished in Annexure IV.
- 5.2.3. The Contractor shall store sufficient quantity of high quality ingredients in the available place in the guesthouses to ensure preparation of food items in time. The Contractor at his own risk shall make the procurement and storage.
- 5.2.4. The service timings are indicated in Annexure-II. Notwithstanding that, the contractor shall provide food services as required by company at any time.
- 5.2.5. Every food prepared shall be used for the specific service and the leftover shall not be carried to next meal service.
- 5.2.6. The Contractor shall be responsible for service of food and beverages in the Dining rooms. Room service shall be provided on special request from the staying guests.
- 5.2.7. The Contractor shall provide efficient and prompt service to all members.
- 5.2.8. The food preparation is to be done in a strict hygienic environment and matching process without any compromise. The staffs are also expected to be reporting for duty with good health and hygiene.
- 5.2.9. The Contractor shall perform the Service to the satisfaction of the Company Representative, in the event of any shortcoming is found then on instruction from Company Representative, the Contractor shall rectify the shortcoming immediately.
- 5.2.10. The Contractor shall ensure that the cooks are experienced persons, well versed in all types of Vegetarian / Non-Vegetarian food preparation as listed in Annexure-II.
- 5.2.11. **Food & Beverage Quality:** The quality food and beverage shall be hygienic, tasty and of high quality. Adequate quantity of ingredients like Ghee, Butter, Cashew, Dry Grapes etc., should be used for Pulavs, Pongal, Bissibala Bath, Paneer side dishes etc to the satisfaction of BHEL. The authorized official of BHEL/BAP, Ranipet has the right to reject any food item prepared/purchased by the contractor if the food item is not acceptable in his/her perception.

- 5.2.12. **Raw material standards:** The contractor shall ensure that good quality ingredients and vegetables/fruits are always procured and used for the preparation of eatables. The Company's authorized official has the right to reject any ingredient that may be found to be substandard. All ingredients used should be free from adulteration or any foreign material. A list of branded ingredients and quality to be maintained for ingredients and prepared food and beverages are furnished in Annexure –II under clause 23.1.
- 5.2.13. On special occasions like parties to be conducted at guesthouse or in any of the company-chosen place, the Contractor shall be ready to undertake such parties. The Contractor and the Company shall work out special menu and rates for such occasions.
- 5.2.14. The contractor shall attend to any or all catering requirements whether covered contractually or otherwise, at a predetermined price laid out in the contract or mutually agreed upon thereafter.
- 5.2.15. The Contractor may inspect the kitchen equipment, crockery and cutlery, etc. available with BHEL. The Contractor is free to use any of the available facility in the guesthouse. For any additional requirement, the Contractor may bring his own equipment.
- 5.2.16. Routine cleaning and proper handling of kitchen equipment required for food production will be the contractor's responsibility.
- 5.2.17. All cooking LPG fuel costs shall be borne by the contractor. The contractor shall coordinate on ordering of refills in time.**

5.3. HOUSE KEEPING

- 5.3.1. The number of rooms available in the guesthouses and the area of lounge, dining halls, kitchen etc., are given separately. The Contractor, before submitting his offer, may visit the places for his own assessment.
- 5.3.2. The Contractor should provide all the guest amenities materials in the rooms and the cost towards this shall be borne by contractor. This includes sample soaps, shampoo sachets, tooth paste and tooth brush to be kept in the rooms. Toilets should have toilet tissue rolls, Air Fresheners etc.,
- 5.3.3. All the rooms shall be kept neat and tidy always to enable BHEL to allot the rooms at any time.
- 5.3.4. The Contractor shall make beds and clean all rooms daily. Cleaning of rooms comprise:
- 5.3.4.1. All rooms are to be cleaned with high quality disinfectants. Rooms should be dusted, swept and mopped with quality disinfectants.
- 5.3.4.2. Toilet floor, WC and Washbasin should be washed using quality detergents and disinfectants. After washing the floor should be dry mopped, the walls and other plumbing fittings should be wiped clean using necessary detergents. The WC and washbasins should be wiped with cloth so that they are completely dry. After the above activities, necessary quantity of disinfectant viz. Iteol should be poured into WC. The toilet should be clean and dry.
- 5.3.5. Ceilings, ceiling fans, windows, glasses and furniture to be cleaned periodically so that they are kept clean. .
- 5.3.6. Room fresheners/ deodorants and liquid hand wash to be made available in all the rooms, toilets, lounges and all common toilets. They may be replenished immediately whenever required.
- 5.3.7. The contractor shall maintain high standards of cleanliness and hygiene throughout the guesthouse.

- 5.3.8. The Contractor's men shall take care of the wall calendars, clocks, Remotes for ACs and TVs etc. provided in the guesthouse rooms and other places, including taking care of changing batteries whenever required.
- 5.3.9. Rooms to be checked for bed, towel, soap, water, functioning of TV, refrigerators, ACs, geysers and bath room fittings, electrical fittings etc.
- 5.3.10. On allotment, the contractor should ensure that linens in the rooms viz. Towel, bedspreads and pillow covers are clean, thoroughly washed with quality detergents, ironed and neatly laid. Linens in the continuously occupied rooms should be changed atleast in every four days with clean and laundered ones. Woolen Blanket once in every year, Table cloths once in a week and cloth napkins as per usage shall be changed with laundered ones. Notwithstanding the above, the contractor shall change the linen on the request of the guest or authorized representative of the company if the linen(s) become dirty before the stipulated time.
- 5.3.11. Dining Halls, Corridors, Lounges are to swept and mopped with disinfectants regularly so that they are maintained clean always.
- 5.3.12. Everyday night, after cooking activities, the kitchen floor should be thoroughly washed and mopped. The cooking ranges, preparation table etc., shall also be cleaned neatly.
- 5.3.13. After every service viz. Breakfast, Lunch, Evening Snacks and Dinner, kitchen floor should be swept neatly. Also, after each service, soiled vessels and utensils from kitchen, soiled table wares, Service dishes etc., from dining halls should be cleaned thoroughly with detergents and staked neatly at appropriate storing places ear marked for each item.
- 5.3.14. Waste foods and other debris collected from kitchen. Dining halls, rooms etc, shall be deposited at bins provided for that purpose.
- 5.3.15. All the necessary housekeeping materials and guest amenity materials for the performance of services shall be to the Contractor's account.

5.4. LAUNDRY

- 5.4.1. The Contractor shall ensure proper and timely laundry services for the guesthouse.
- 5.4.2. Bed linen, towels, pillow covers, napkins etc., shall be regularly washed and kept in clean condition for use.
- 5.4.3. The Contractor may bring his own washing equipment if required, and provide detergents for laundry washing.
- 5.4.4. BHEL shall provide water and electricity along with adequate space.
- 5.4.5. The expenses towards laundering services as per clause 5.4.2 shall be to the Contractor's account. However, the contractor shall charge from the guests for washing and pressing of guest's clothes at mutually agreed rates.
- 5.4.6. The horticulture department of BHEL shall take care of the flora of the guesthouse.

5.5. GENERAL ADMINISTRATION

- 5.5.1. Guest Occupancy Register provided by the BHEL shall be kept safely.
- 5.5.2. An attendance registers to be maintained for the attendance of the staff. Duty roster to be displayed prominently. A file to be maintained for preserving the room reservation slips.
- 5.5.3. Both room rent and boarding bill books are to be maintained.
- 5.5.4. Stock book is to be maintained by the Contractor to ensure the safe custody of company's properties in each room. This is subject to periodical verification by the concerned authorities of the Company. Hence, the Contractor shall assume full responsibility for maintaining all Company's property in its care, custody and control. In case of any

shortage/breakage, the Contractor is liable for replacement of the same at his cost or else BHEL will deduct the actual cost of shortage/breakage from the contractor's bill.

- 5.5.5. The Contractor shall perform all the work specified in the tender in a thorough, efficient, professional manner with due diligence and care according to industry norms and standards, in conformity with applicable local laws and regulations and Company's own procedures and instructions. The Contractor shall perform the Service to the satisfaction of the Company and if any shortcoming is found, then on instruction the Contractor shall rectify the shortcoming immediately.
- 5.5.6 The contractor shall comply with all statutory requirements/amendments issued from time to time.
- 5.5.7 Hygiene standards:** The Contractor should ensure the personnel hygiene of the workers employed by him and ensure periodical medical check up as per the norms of the Factories Act 1948.
- 5.6.1 Facility provided by the BHEL**
- 5.6.1.1. Kitchen equipment like gas stoves, empty LPG cylinders (Cost of LPG shall be borne by the contractor) grinder, refrigerators etc., and cooking vessels
- 5.6.1.2. Furnishing and Furniture in rooms, dining halls, lounges, office rooms, etc. linens for room requirements and table ware like crockery and cutlery.
- 5.6.1.3. **WATER & ELECTRICITY:** Water and electricity shall be supplied to the contractor by the department subject to the contractor and his workforce engaged against this contract may utilize the Water & Electricity provided in the Guest House free of cost.
- 5.6.1.4. One Rest Room will be provided to contractor's personnel for use during their working hours. No further accommodation will be made available and contractor staff should not stay in the guesthouse beyond their working hours.
- 5.6.2. **The Contractor is at liberty to visit the Guesthouse before submitting his offer.**
All the available capital equipment will be given as-is, where-is condition. If any specific requirement for such equipment is there from the Contractor's side, BHEL will decide on case-to-case basis.
- 5.6.3. Any loss, theft, damage or breakage of the items entrusted to the Contractor will be borne by the Contractor.
- 5.6.4. The Contractor will have full responsibility of proper upkeep, maintenance and custody of the furniture, fittings, appliances etc., handed over by the company.
- 5.6.5. All the items supplied by the company at its expense for the purpose of running Guest House will be company's property for all intents and purposes.
- 5.6.6. The losses due to breakage / theft / damage or loss of any such materials / equipment / fixtures / furniture or damage due to poor and reckless handling shall be recovered from the Contractor at full cost. In regard to natural wear and tear of any such item, the decision of the company shall be final and binding on the Contractor.
- 5.6.7 STORES & MATERIALS:**
- a) The contractor shall be provided free of cost a place in Guest House for storing the materials related to housekeeping & catering services which will be utilized against this contract only. The contractor shall at all times keep the place tidy, clean and in sanitary condition to the entire satisfaction of the Engineer In-charge.
- b) All materials like housekeeping, kitchen related grocery & other items are to be stored by the contractor only in the place to be indicated by the Engineer Incharge. In case constraint of place, the decision of Engineer Incharge is final & binding on the contractor.

- c) The safety & security of the contractor's materials will be the responsibility of contractor himself. BHEL will not provide any compensation due to theft, damage or loss of contractor's materials.
- d) The stores provided to the contractor will not be utilized as the accommodation for the workers or for any other purpose than storing the materials related to housekeeping and catering services.

6. Personnel

6.1 The Contractor shall maintain sufficient competent experienced personnel on the job to ensure smooth operation of round the clock services as set forth in the Scope of Work and Services. This will include but not limited to:

- a. All labour necessary to maintain/manage the referred guest house in an immaculate state of cleanliness and hygiene. The contractor staff assigned to handle front office, food service and housekeeping activities should be smart looking, neatly dressed in uniform and shoes and should be experienced in related functions. The cooks should be experienced in preparation of all type of Indian food especially well versed in preparation of South Indian foods.
- b. The minimum number of staff to be provided by the contractor on all days is 16 =(14 attending duty + 02 reserve for weekly off/leave etc) as per category of employees furnished below. The payment will be made on actual attendance of the staff. Each contract personnel is eligible for statutory provisions viz. paid Weekly Off, National holidays and Earned Leave (EL) etc.,. The contractor shall roster the manpower on weekly/monthly basis well in advance in consultation with GH i/c.

6.2

Sl. No	Category	Manpower required on everyday	Total Manpower
1	Manager (Skilled category)	1	5
2	Supervisor (Skilled category)	2	
3	Cook (Skilled category)	2	
4	Asst. Cook (Unskilled category)	2	11
5	Service , Housekeeping and Cleaning Staff (Unskilled category)	9	
	Total Strength Required each day	16	16

The Contractor shall be solely responsible for providing all requirements of its personnel Including;

- 6.2.1. All statutory requirements with respect to wages, allowances, bonus, PF, ESI, Holiday wages, Gratuity etc. or any other Laws and Rules as may be applicable to the contract workmen from time to time should also be complied with by the contractor with out fail. The present **statutory wage ceiling** on which PF contribution required to be paid as per the gazette notification No.G.S.R.608(E) dated 22.08.2014 and Addl. Central P.F. Commissioner-I letter No. Co-ord/3(6)201/ Amended scheme dated:28/08/2014 is Rs. 15,000/- per month. The contractor shall produce registers and records and comply with other directions issued by the company for compliance of the statutory provisions.

6.2.2. Wages:

- 6.2.2.1.** At least, the prevailing Minimum Wages fixed by Tamil Nadu Government for employment in Engineering and Fabrication Industry for the different category of staff belonging to the contractor (category of staff to be engaged by the contractor as mentioned under cl.no. 6.1. b.) along with an additional amount as fixed by BHEL for the above category of workers (the present additional amount per month are Rs. 4,100/- for Skilled Workers and Rs. 3,200/- for Un-Skilled Workers per month should be paid over and above the referred Minimum Wage. **This additional amount fixed as above by BHEL will also attract statutory payments/deductions viz. PF, ESI, Sunday/Holiday Wages etc.,.**

6.2.2.2 Present Monthly Minimum Wages fixed by Tamil Nadu Government for employment in Engineering and Fabrication Industry for the Skilled and Unskilled category of staff , additional amount as fixed by BHEL for the above category of workers are furnished below;

Sl. no	Particulars	% on wage	Skilled Category Worker (Manager, Supervisor & Cook) (A) Rs.P	Un-Skilled Category Worker (Asst. Cook, Service, Housekeeping and Cleaning Staff) (B) Rs.P
1	TN Minimum Wage For USW per month		13414.00	12859.00
2	Additional BHEL payment as per Corporate Guide lines		4100.00	3200.00
3	Total Wages per month		17514.00	16059.00
4	PF, EDLI on Rs.15000	13	1950.00	1950.00
5	ESI on Sl.No 3	3.25	569.21	521.92
6	Bonus @8.33% on effective wage of Sl.No. 1		1117.39	1071.15
7	15 days EL amount per year for Sl No.3/2=15 days		729.75	669.13
8	Four National Holidays wages={{ sl no:3/30}*4} /12 months		194.60	178.43
9	Total wage and statutory cost per worker per month		22074.94	20449.63

6.2.2.3. **Minimum of the above indicated wages and prevailing rate of statutory deductions/payments should be paid by the contractor to the corresponding category of workers engaged by the contractor under this contract. If bidder(s) quote less than the wages or prevailing rate of statutory deductions/payments indicated above for the corresponding categories, the same will be summarily rejected.**

6.2.2.4. **Price Variation Clause for Manpower Charges:** The above are the present statutory and BHEL payment requirements. The contractor shall not pay less than the above indicated wages to different category of contract workers engaged by the contractor under this contract. In the event of any revisions in Minimum Wages fixed by Tamilnadu Government for employment in Engineering and Fabrication Industry for the Skilled and unskilled category of staff or/and additional amount as fixed by BHEL for the above category of workers, statutory rates pertaining to contractor's contribution towards PF, ESI, EDLI and Bonus, after publication of this Tender Notice and during the contract period, the contractor should pay the revised minimum wages, additional wages as fixed by BHEL and other statutory contributions to the contract workers and BHEL shall reimburse/deduct any additional/reduction in expenditure involved due to such revisions subject to the following;

6.2.2.4.1. **Case 1:** in the event of the contractor is paying only the above wages to his employees ,BHEL will reimburse/deduct corresponding increase/decrease due to such revisions to contractor . PF, ESI and EDLI will also be reimbursed by BHEL as applicable for the revised wages”

6.2.2.4.2. **Case 2:** in the event of the contractor is paying more than the wages indicated as above, and in the event of any revision in Minimum Wages fixed by Tamilnadu Government for employment in Engineering and Fabrication Industry for the different category of staff or/and additional amount as fixed by BHEL for the above category of workers , where in the revised wage (TN Minimum wage + BHEL amount) surpasses the wages already being paid by the contractor for any particular category BHEL will reimburse only the additional amount over above the wages paid by the contractor. Example for Case 2 is given below;

- Say Contractor is paying : Rs. 16,500/- as wage for X category of his worker
- Say BHEL has indicated wages for the same category of worker as 16,000/- (TN Minimum wage + BHEL additional amount)
- Say due revision in Minimum Wages fixed by Tamilnadu Government for employment in Engineering and Fabrication Industry for the different category of staff or/and additional

amount as fixed by BHEL for the above category of workers, the wage indicated by BHEL is revised to Rs. 17,000/-

- d) BHEL will increase and reimburse only Rs. 500/- (Revised BHEL wage Rs.17,000/- Contractor wage of Rs. 16,500/-) along with applicable PF, ESI and EDLI.

6.2.2.4.3. Revisions which are applicable for reimbursement/deductions to contractor by BHEL ;

- a) Minimum Wages fixed by Tamil Nadu Government for employment in Engineering and Fabrication Industry for the different category of staff viz. Skilled Worker, Semi-Skilled Worker and Un-Skilled Worker.
- b) Additional wages fixed by BHEL over and above the referred TN minimum wages. The present additional wages per month are as follows, Rs. 4,100/- for Skilled Worker and Rs. 3,200/- for Un-Skilled category.
- c) Contractor's contributions towards PF, ESI, EDLI and Bonus for the contract worker engaged by him under this contract as notified by statutory government bodies.

6.2.2.5. The bidders are advised to take care of these aspects while quoting the rates.

6.3. Collection and payment of all taxes on behalf of its employees and any other statutory requirements made by any Government authority having jurisdiction.

6.4. Prompt replacement of any personnel whose performance is unsatisfactory or whose presence regarded as detrimental to Company's interests.

6.5. All insurance and safety aspects pertaining to Contractor's employees.

6.6 The caterer shall employ such personnel who are medically fit. The company has the right to direct the caterer to remove from the premises such of his personnel who may be physically, hygienically, clinically or medically unfit.

6.7 The contractor shall make all payments due the contract workers viz. wages, bonus, overtime etc., directly to their bank account. It is the responsibility of the contractor to ensure all his workers have bank account.

6.8 The company has no responsibility whatsoever on the caterer's employees and the caterer will be solely responsible for managing his employees. In the event of any dispute between the caterer and his employees, the caterer alone will be responsible for settlement of any claim and consequences that may arise out of any such dispute, whether statutory or otherwise.

6.9 The contractor will be solely responsible for the operation/maintenance of the Company Guesthouse. The operation of the Guesthouse will be monitored by the designated officials of the Company. The contractor shall also ensure availability of a responsible person on round-the-clock basis for smooth maintenance of residential flat.

6.10 Expenses on account of payment of salary / wages / provisions of food stuffs / eatables for contractor's employees / Uniform / Personal Protective Equipments and other benefits including statutory payment to the contractor's employees shall be met by the caterers. The contractor shall have full control of his employees including the right to appoint, determine service conditions, discharge, dismiss or otherwise terminate their services at any time. The caterer shall be solely responsible for any claim arising out of employment or termination of employment of his employees and for statutory payments.

6.11 Contractor has to make the payment to their respective workforce latest by **7th day of every calendar month by way of direct transfer by NEFT/RTGS** in the respective account of contract worker. The contractor will also issue a salary slip to each of the workforce deployed against this contract. Contractor has to also ensure timely deposit of PF and ESI as per the provisions of the act. The contractor shall mandatorily ensure to comply with the following statutory documents while submitting the bills :-

- 1) Attendance Register
- 2) Wage Register

- 3) Wage slips for the month were given to the workers and bank statement as evidence for such payments.
 - 4) Photo ID cards were given to all workers
 - 5) All workers working under this contract got ESI Smart Card
 - 6) Maintaining Register of workmen employed by contractor – Form XIII
 - 7) Employment cards - Form XIV were given to all workers.
 - 8) Forms V, VI-A, VI-B given to BHEL (applicable only commencement/completion of contract period).
 - 9) PF form – 13 (applicable only while obtaining NOC / Last bill).
 - 10) One-month notice to be issued to workers before completion of contract period/one month salary to be paid.
 - 11) Register of overtime / deduction / fines / advance maintained.
 - 12) PF, ESI Challan with name list and online verification completed.
- 6.12 The contractor shall fully indemnified BHEL for any default or non observance by the contractor or any of his representatives of any of the statutory provisions, enactments and the rules framed there under. Even though the contractor shall be solely liable for settlement of any claim made by any persons due to the non observance by the contractor of any of the provisions otherwise of the enactments cited BHEL reserves its rights to settle directly any amount due by the contractor as mentioned above and to recover such amounts from any of the amounts payable by the BHEL to the caterer or in the absence of the same as debt due to BHEL by the contractor.
- 6.13 The contractor shall, whenever required by the company or Govt. officials authorized under the statutes, produce for inspection, all forms, registers and other records required to be maintained under various statutes.
- 6.14 The contractor shall produce documentary evidence in proof of effecting the said statutory payments. Non-observance of the provisions will be construed as default by the contractor.
- 6.15 The contractor shall comply with all operational rules and regulations including security rules framed by the company and made applicable to the whole or part of the referred premises, wherein the contractor or his employees happens to be operating / working. In the event of any of the contractor's employees violating the said rules and regulations or in any way becoming objectionable to the company, the contractor shall remove forthwith-such employees from the referred premises.
- 6.16 **WORKMEN COMPENSATION/ INSURANCE POLICY :**
BHEL shall recover the amount of compensation paid to victim(s) by BHEL towards loss of life/ permanent disability due to an accident which is attributable to the negligence of contractor, agency or firm or any of its employees as detailed below.
- a) **Victim:** Any person who suffers permanent disablement or dies in an accident as defined below.
 - b) **Accident:** Any death or permanent disability resulting solely and directly from any unintended and unforeseen injurious occurrence caused during the manufacturing/ operation and works incidental thereto at BHEL factories/ offices and precincts thereof, project execution, erection and commissioning, services, repairs and maintenance, trouble shooting, serving, overhaul, renovation and retrofitting, trial operation, performance guarantee testing undertaken by the company or during any works / during working at BHEL Units/ Offices/ townships and premises/ Project Sites.
 - c) Compensation in respect of each of the victims:
 - (i) In the event of death or permanent disability resulting from loss of both limbs:
IRS. 10,00,000/- (IRS. Ten Lakhs)
 - (ii) In the event of other permanent disability: Rs. 7,00,000/- (Rs. Seven Lakhs)

- d) **Permanent Disablement:** A disablement that is classified as a permanent total disablement under the proviso to Section 2 (I) of the Employee's Compensation Act, 1923.,,
- 6.17. **The contractor should arrange WORKMEN COMPENSATION/ INSURANCE POLICY covered for all his/her workmen. A copy of the policy has to be submitted before commencement of work.**

7. PERIOD OF CONTRACT

- 7.1 The successful contractor shall commence from date of awarding the contract or as decided by BHEL and shall remain in force for a period of **TWO YEARS from the date of commencement.**
- 7.2 Initially the contract will be awarded for a period of six months. Based on the satisfactory performance, the contract will be extended for the remaining period of one year and six months on the same rates, terms and conditions.
- 7.3 Either party shall be at liberty to terminate the agreement by giving three clear calendar months notice in writing.

8. RISK CLAUSE

L.D. FOR BAD QUALITY OF SERVICES/ PENALTY CLAUSES:

a) DELAY IN DISBURSEMENT OF MONTHLY WAGES:

No excuse (whatsoever reason may be) on this account i.e. "delaying disbursement of monthly wages" will be entertained by BHEL during the entire contract period. If BHEL becomes aware of any delays in making wage/ salary payments by Contractor to its workforce, BHEL may consider to terminate the contract. Apart from this, BHEL reserves the right to impose fine @ 0.5% of the monthly wage bill for each day of delay. However, the fine will not exceed 10% of the monthly wage bill amount. BHEL's decision in this regard shall be final & binding in this regard.

- b) **INFERIOR QUALITY OF FOOD:** BHEL reserves the right to inspect the quality of cooked food every day prior to its distribution. In case BHEL finds the quality of food as unsatisfactory the contractor will be penalized a maximum of 10% of the actual payment of that day on pro-rata basis. If any complaint regarding the quality of food is received from the Guests, BHEL would inspect the same, in such cases, the decision of BHEL shall be fixed and binding.

- c) **LACK OF HYGIENE:** In the event of any lapse in the standards of hygiene while cooking, distribution of food or any other canteen/ pantry services, the contractor would be penalized a maximum of 10% of that Day's cost on pro-rata basis. The standards of hygiene would include personal hygiene and cleanliness of staff, equipment, trolleys, plates/ thalis etc. and the standards would be judged by the BHEL officer-in-charge. The decision of BHEL shall be fixed and binding in such cases.

- d) **MISCONDUCT/ MISBEHAVIOUR OF THE WORKFORCE:** The contractor shall insure that the workforce deployed by him under the contract shouldn't commit any misconduct/ misbehaviour {(use of abusive language, chewing of tobacco, smoking/ drinking (alcoholic beverages) while on duty, eve-teasing, physical assault of any kind etc.)) in BHEL premises. In case of any misconduct/ misbehaviour reported then the contractor shall take suitable action including replacement of such workforce within 02 working days. However, depending on the severity of the offence, BHEL may take legal action against such misconduct/ misbehaviour.

- e) The contractor shall be fully responsible for any damage caused to the property of BHEL by the workforce deployed under the contract at BHEL premises and BHEL will deduct suitable amount from the bills to him or recover the same from the security deposit.

- f) **NON-SATISFACTORY PERFORMANCE OF WORKFORCE/ DEFICIENT SERVICES:** The deficiency in the services pointed out by BHEL on the part of any of the workforce rectified at any point of services within 02 working days, then the contractor will be liable for a penalty of Rs 1000/- per case/ activity/ service and same shall be recovered by the BHEL from the monthly bills of the

contractor. If such deficiency continues more than 10 days, then BHEL may terminate the contract without any further notice. In such an event the Security Deposit of the contractor shall be liable to be forfeited. Further in the event, BHEL has to arrange its services through alternate arrangement because of aforesaid deficiency in the services by the contractor, the expense incurred by BHEL for such arrangement shall be recovered from the Contractor's pending bills.

9. EVALUATION OF PRE-QUALIFICATION CRITERIA:

Tenderers who found to meet all the Pre-qualification criteria mentioned in [clause.2](#) will be considered as qualified tenderers and only such tenderers will be intimated to attend the tender opening of Part 'B' – price bid at a date to be notified separately.

10. EVALUATION OF PRICE BID- PART 'B' AND FINALIZATION OF AWARD:

The criteria of evaluation of techno-commercial bids shall be on the basis of documents submitted by the tenderers. BHEL may finalize successful tenderer by opening of sealed price bid only. Date of opening of sealed Price Bid will be intimated, by post or e-mail separately to the tenderers who qualify in the Techno-Commercial bid. The decision of BHEL will be final in this regard. The evaluation of price bid will be on total cost to 'BHEL' (ie. **Column 'D6' The Total Rate Quoted for 24 months + Amount of GST arrived for 24 months in columns D7 and D8**). Evaluation of Price Bid will be done on overall L-1 rate inclusive all including GST.

In the event of Sealed Price Bid opening and if more than one bidder having identical lowest amount at Sl. No. 21 of Price Bid and there is a tie amongst the bidders, the respective bidders would be asked to submit their revised rates. This process would continue till the distinct L1 rates is arrived. The award of contract will be considered for the L1 bidder only. On acceptance, the L1 bidder should execute an agreement on prescribed format.

11. VALIDITY OF RATES:

The rental rates quoted should be valid for 90 days initially from the date of opening of the technical bid. All the rates, except Fixed Manpower Charges, as agreed upon mutually should be firm and valid for two years from the date of commencement of the contract. The Fixed Manpower charges is subject to revision as mentioned under [clause 6.2.2.4](#).

12. PAYMENT TERMS:

- a) The contractor shall raise and submit the bill in triplicate on BHEL at the end of every month for material & services part as detailed in price bid for the respective month and for labour part on the basis of actual attendance of the workforce deployed by contractor.
- b) The contractor shall raise the bill on BHEL at the end of every month for the catering services (i.e. charges of lunch, dinner, breakfast, special lunch/ dinner& miscellaneous items to the official guests at the rates quoted in part 'D' of Price Format).
- c) The contractor shall claim the charges for the catering services (i.e. charges of lunch, dinner & breakfast at the rates quoted in part 'D' of Price Format) provided to the guests other than official guests directly from the occupants.
- d) Bills raised by the Contractor shall be certified by the official in-charge of BHEL and the payments will be made within 45 days from the date of receipt of GST complaint Tax invoice having no discrepancy and other relevant documents.
- e) The contractor shall not be entitled to any interest with respect to any money which may be due to him from BHEL.
- f) The quoted rates will remain firm during the contract period except VDA and taxes as applicable by the Government against documentary evidence.

13. TAXES AND DUTIES:

- a) Price shall be all inclusive, except GST. The amount towards GST shall be indicated separately as specified in the price format.

- b) To enable BHEL to avail GST Input Tax Credit (ITC), vendor shall submit GST Complaint Tax Invoice containing all the particulars as stipulated under Invoice Rules of CGST Rules, 2017 as amended from time to time. Such invoice shall be submitted within prescribed time limit to BAP Ranipet, Tamilnadu-632406.
- c) Vendor shall ensure strict compliance under GST Act & Rules so that Input Tax Credit is available to BHEL.
- d) In case of any loss to BHEL on account of non-compliance by vendor, the same shall be to vendor's account. BHEL has a right to take necessary steps to protect its interest at the time Of release of payment,
- e) Any Statutory Changes as and when made applicable by the Government shall become applicable against documentary evidence.
- f) While making the payment, statutory deductions as applicable, shall be made by BHEL. Payment to the vendor will be subjected to TDS as per rules in force from time to time. The Tax Deduction at Source (TDS) shall be done as per the provisions of Income Tax Act and GST as applicable, as amended from time to time and a certificate to this effect shall be provided to the vendor by BHEL.
- g) The bidders are required to furnish the rate of applicable GST for the following category of services quoted by them in the Price Bid- Part 'B' (Only the rate ie. the % shall be furnished) in column 'C' below;

Sl.No (A)	Category Of Services (B)	Rate of GST (C)
1	GST for Manpower Charges (Sl.No. 1 of the Price Bid)	CGST : _____% SGST : _____% ===== Total GST : _____%
2	GST for Food and Beverage charges (Service of Food items as per the menu) per month (Sl.No. 5 of the Price Bid)	CGST : _____% SGST : _____% ===== Total GST : _____%

14. ARBITRATION

Disputes, if any arising out of or in connection with this contract shall be resolved mutually, at the very first instant. In the event parties fail to amicably resolve the dispute within a period of 30 days of being communicated in writing by one party to the other, the same shall be referred to arbitration under the Indian Arbitration and conciliation Act, 1996 to be held at Ranipet. The unit head of BHEL/BAP, Ranipet or his nominee shall be the sole arbitrator. The decision of the sole Arbitrator shall be final and binding on both the parties hereto.

15. Jurisdiction & Governing Laws: In case of any suit or other legal proceedings arising under this contract, the courts at Ranipet, Vellore District, Tamilnadu alone shall have the exclusive jurisdiction. This contract will be governed in all respects by Indian Laws.

16. SUBLETTING

The contractor shall not sublet, transfer or assign the contract or any part thereof without the previous written approval of the company to any other person/company/ organization.

17. Discrepancy in "words " & " Figures "

a) If, in the price structure quoted for the required goods/services/works, there is discrepancy between the unit price and the total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price corrected accordingly, unless in the

opinion of BHEL there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price corrected accordingly.

- b) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- c) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject of (a) and (b) above.
- d) If there is such discrepancy in an offer, the same shall be conveyed to the bidder with target date up to which the bidder has to send his acceptance on the above lines and if the bidder does not agree to the decision of BHEL, the bid is liable to be ignored.

18. a. Suspension of Business dealings:

The bidder along with its associate / collaborators / sub-vendors / consultants / service providers shall strictly adhere to “Guidelines for Suspension of Business Dealings with Suppliers/ Contractors” AA/MM/SB/01 Rev: 02, Dt.22.07.2016 displayed on BHEL website <http://www.bhel.com>.
(http://www.bhel.com/vender_registration/pdf/Suspension_guidelines_adbridged.pdf)

18.b. Treatment of Banned / Under-performing Vendors:

Any supplier who has been put on “Hold” or “Banned” from having business dealings with BHEL, Ranipet or any other unit of BHEL shall not submit their offer against this tender. If any such offers are received they would be summarily rejected and sent back. During the processing of tender, if any unit of BHEL puts a supplier on “Ban” then further processing of the offer will not be taken up and in case an order is placed, BHEL, Ranipet may resort at their discretion to cancel the contract either fully or partially.

18.c. Fraud Prevention Policy:

The Bidder along with its associate/ collaborators/ sub-contractors/ sub-vendors/ consultants/ service providers shall strictly adhere to BHEL Fraud Prevention Policy displayed on BHEL website <http://www.bhel.com> and shall immediately bring to the notice.

19. COMPOSITION OF BIDS AND HOW TO QUOTE:

Tender documents consist of Part ‘A’ and Part ‘B’ as detailed below:

Part ‘A’ : Pre-qualification bid (Technical Bid) except price

All the tender documents from pages **1 to 28** duly filled up wherever indicated and signed on all pages with Official seal, date and duly filled in EFT format in original along with DD or online SBI connect payment receipt for an amount of **Rs.1,96,800/- towards EMD. Tender without EMD / without MSE valid certificate(as per MSE Clause listed in point no.3.4) will be summarily rejected.**

Part ‘B’: Price bid. Pages **29 to 32.** Duly filled in and signed with Official seal.

19.1. Part ‘A’ must be duly completed and sealed along with **Earnest Money Deposit (EMD) in a separate envelope** super scribed **“977220001E - Part ‘A’ : Pre-qualification Bid”** for **Outsourcing Guesthouse at BAP, Ranipet. Covers containing EMD / MSE valid certificate (as per MSE Clause listed in point no.36), alone shall be opened first. Tenders received without earnest money deposit in full or part, in the form prescribed shall be summarily rejected.**

19.2. The tenderer shall expressly accept all the terms and conditions of the tender (**Annexure-III**). Alternatively, the tenderer should list deviations from the terms and conditions given in the tender documents (**Annexure –IV**). The tender which does not comply with BHEL’s terms and conditions may be rejected as Non-Responsive.

19.3. Part ‘B’ along with **Annexure-V , Annexure-VI(A) and Annexure-VI(B)** must be duly completed, signed with official seal & date and sealed in a separate envelope super scribing **“Tender No.**

BHEL/BAP/HR/GH:2020 - Part 'B' - Price bid for Outsourcing Guesthouse at BAP, Ranipet. The Price bid should not carry any conditions and commercial terms.

- 19.4. Part 'B' - price bids will be opened only in respect of those tenderers who are qualified in the pre-qualification bid.
- 19.5. While quoting the rates, the tenderers are advised to take in to account all the requirements mentioned under sl. No. 6 (Personnel) for arriving at Fixed Man power cost. The rates/prices and applicable GST which should be quoted separately. The tenderers are advised to ensure that they quote applicable GST for 1. Manpower Charges and 2. Food & Beverage Services separately in the columns provided in the Price Bid(Part-B) as well as in clause **13(g) of Part-A.**
- 19.6. The tenderer should submit the tender documents intact without detaching any page or pages.
- 19.7. Name of the tenderer should be written on the sealed envelope.
- 19.8. Tender documents consisting of Part 'A' & 'B' are to be duly sealed in **two separate inner covers.** The two inner covers should be sent in a sealed outer cover super scribing as "**Tender for Outsourcing of Guesthouse at BAP, Ranipet – 977220001E** " to the SR.DGM / HR-GAX, BHEL/BAP, Ranipet-632 406 so as to reach him on or before 15.00 hrs on 20/07/2020.
- 19.9. Part 'A' of tender form will be opened at **15.30 hours the same day (20/07/2020)** in the presence of tenderers / representatives who chose to present for the tender opening. Tenderers will be evaluated further and tenderers who are found to meet the pre qualification criteria will be intimated to attend the tender opening of Part 'B' – price bid at a date to be notified separately. Part 'B' will be opened at the specified date in the presence of the tenderers / representatives who are notified and chose to attend the tender opening.
- 19.10.** The quotations may be sent either by register post or may be deposited in the tender box kept in the office of **SR.DGM -HR/GAX of BHEL, Ranipet- 632406 on or before 20/07/2020 at 15.00 hrs. Postal delay will not be entertained.**
- 19.11.** The bidders who want to submit their offer by email, they can submit their offer (containing all the duly filled and signed tender documents with necessary supporting documents including price bid and EMD (through SBI Collect) or valid MSE Certificate with CA certificate (as per NIT pg. no. 3) by mentioning tender description and tender no. in the mail subject to rpthr@bhel.in before tender submission due date & time.
- 19.12. For further details if any required, you may please contact the **SR.DGM – HR/GAX** Bharat Heavy Electricals Ltd., Ranipet – 632 406 in person or through telephone (04172-241118 / 284512).
- 19.13.** BHEL reserves the right to assess the capacity and capability of the parties for pre-qualification. The company also reserves the right to accept or reject any or all the tenders or any part thereof at any stage of process. The company has no obligation to accept the lowest tender. BHEL's decision in this regard shall be final and binding.
-

20. 'PART-A' --PREQUALIFICATION BID

Sl no	Details	Remarks (to be filled by the tenderer for all enquiries). Any partly filling may lead to rejection at the discretion of BHEL
1	Name & Address of the Tenderer along with Contact Land Line/Mobile Numbers.	
2	Whether Individual or Company or Partnership Firm or proprietorship?	
3	Experience. The self-attested copies of the agreements/ work orders executed for similar works shall be enclosed along with Performance Certificates for having successfully completed the referred works.	
4	Clients list to be enclosed (The contact persons of tenderer's clients address, phone, email shall be enclosed.)	
5	Provident Fund Code number of the tenderer along with self-attested copy of registration certificate . If not submitted along with Pre-Qualification –Part 'A' bid, the bidder shall give undertaking to BHEL that the same will be submitted by him before the award of the work	
6	ESI Code number of the tenderer along with self-attested copy of registration certificate. If not submitted along with Pre-Qualification – Part 'A' bid, the bidder shall give undertaking to BHEL that the same will be submitted by him before the award of the work.	

'PART-A' --PREQUALIFICATION BID

7	Self attested copies of Income-Tax Returns for the preceding three years have to be enclosed (2016-17, 2017-18 and 2018-19).			
8	Copies of audited P&L accounts and Balance sheet of the last three preceding years duly certified a Chartered Accountant in original should be enclosed (2016-17, 2017-18 and 2018-19).			
9	DD No., Date, Name of the Bank and amount towards Earnest Money Deposit or Online SBI connect payment receipt.			
10	Self-attested copy of GST Registration should be enclosed.			
11	PAN number to be furnished and self attested copy of PAN card should be enclosed.			
12	Please indicate whether the wages quoted for different category of contract staff in the Price Bid (Part-B) are not less than the wages provided under clause 6.2.2.2 . and the number of different category of personnel are not less than the numbers indicated under clause 6.1.b . In the event of bidder quotes less wages and less manpower as indicated in the above referred clauses, the bid will be rejected summarily.	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="text-align: center;">YES</td> <td style="text-align: center;">NO</td> </tr> </table> <p style="text-align: center;">Please tick the appropriate column</p>	YES	NO
YES	NO			

21. DECLARATION

I / We hereby declare that I / We have not been banned and de-listed by any Government department / PSU/Financial Institution / Court.

Further I/We hereby declare that details furnished above by me/us are true to the best of my knowledge and if found incorrect the tender will likely to be rejected at the discretion of BHEL.

Signature

(Name & Address of the Tenderer with Official Seal)

Place:

Date:

22. Location and Details of the Guest House

Address & the location	:	BHEL Guest House BHEL Township RANIPET- 620 406 Phone: 04172 – 284737, 241118
Number of rooms	:	8 – Double rooms (A/c) 9 – Single Room (A/c) Suite – 4 Deluxe rooms - 2

(Total number of rooms is 23 -- Ground floor - 09 rooms and First floor -- 14 rooms)

Number of beds	:	37 beds
Dining halls	:	Three dining hall (Air conditioned)
Kitchen	:	One

Previous Year occupancy rate (2014)

Percentage of Occupancy	:	50.5%
-------------------------	---	--------------

23. MENU ITEMS & TENTATIVE QUANTITY REQUIRED PER MONTH

Items, measures for each menu and tentative quantity of portions required per month for each item are indicated below. The rates for each item is fixed for the entire contract period of two months and provided in “PART-B (PRICE-BID). The tentative quantity of portions provided in column (E) are purely indicative and subject to variation depending upon the actual requirement.

Sl. No (A)	Menu Items (B)	Service Timings (C)	Measure per Portion (D)	Tentative portions required per month. (E)
1	<u>Beverages:</u> Tea (or) Coffee (or) Milk	Any Time	One Cup measuring 180 ml.	100
2	<u>Breakfast Vegetarian:</u> 1.Idly/ Dosa / Pongal/ Rava Uppuma/ Kichadi/ Poori with Potato Masala (Any two with Sambar and Chutney) 2.Coffee/Tea/Milk	Morning, Evening & Supper	Unlimited measure per person	165
3	<u>Breakfast Vegetarian -Special:</u> 1.Idly/Rava Idly/Dosa /Rava Dosa /Masala Dosa / Uthappam / Pongal / Kichadi/ Poori with Masala etc, (Any two with variety chutney and sambar) 2.Medu Vadai- 2 Nos. with chutney/ sambar. 3. Coffee / Tea / Milk	Morning, Evening & Supper	Unlimited measure per person	22
4	<u>Vegetarian Meal - Ordinary:</u> 1. Chapatti or Poori 2. Plain Rice 3. Vegetable Curry (or) Vegetable Kootu 4. Vegetable Fry (or) Vegetable Porial (Dry) 5. Sambar(or)Dhal (or) Vathal Kulambu etc. 6. Rasam with Appalam(Pappad) 7. Curd with Pickle 8. Banana (or) Seasonal Fruit	Lunch and Supper	Unlimited measure per person	372
5	<u>Vegetarian Meal-Special:</u> 1. Soup 2. Chappathi or Poori 3.Plain rice (Superior Ponni Vareity) 4.Variety rice – One Pulav item and one South Indian variety rice items to be served 5.Deep fry vegetable poriyal 6.Koottu or Aviyal or Dhal 7.Malai Kofta, Butter Paneer Masala/ Navrathan Khorma,etc 8.Sambar / Dhall / Vattal / More kulambu 9.Rasam 10.Curd or Curd bath 11.Appalam 12.Pickle 13.Green Salad 14.Sweet 15.Banana/Seasonal fruit alternatively 16. Ice Cream – 50 ml of Approved Brand (Lunch and Supper	Unlimited measure per person	107

	Arun/Amul or any other brand approved by BHEL/BAP)			
6	Cornflakes with Milk & Sugar	Breakfast Service	One Bowl	10
7	Egg Omelet/Scrambled with Tomato Sauce	Any Time	2 Eggs	40
8	Boiled Eggs	Any Time	2 Eggs	5
9	Bread with Butter & Jam	Any Time	4 Slices	4
10	Vegetable Sandwich (Fresh Vegetables, Butter, Veg. Mayonnaise sauce or Green Chutney) with Tomato Sauce	Any Time	4 Slices	3
11	Vadai/Bonda/Bajji with Coconut Chutney	Any Time	2 Nos.	19
12	Fresh Fruit Juice(Orange/Sweet lime/Apple/Grapes/ Water Melon/Pomegranate/Pineapple)	Any Time	200 ml	12
13	Fresh Lime Juice with Sugar or Salt	Any Time	250 ml	5
14	Cut Fruit (Papaya/Apple/Mango/Pineapple/ Water Melon)	Any Time	100 gms	41

23.1 Ingredient Quality:

Only high quality ingredients, preferably of good brands, shall be used for the preparation of food and beverage. If any ingredient found to be inferior in quality in the opinion of BHEL, Ranipet or its authorized representative, the same shall not be used and the contractor shall replace the same immediately. List of brands to be used are furnished below;

Sl.No	Ingredient	Brands
01	Refined Groundnut/ Sunflower oil	Fortune, Saffola, Godrej, Sundrop
02	Ghee	Amul, Aavin, RKG
03	Butter /Cheese	Amul
04	Jam & Sauces	Kissan, Maggi
05	Bread	Hindustan Lever (Modern Bread), Nilgiris
06	Cornflakes	Kellogg's
07	Rice for Lunch/Dinner	SS Brand- Superior White Ponni Vareity
08	Basmati Rice for Pulavs	India Gate, Red Fort
09	Sweets for Lunch/Dinner	Adyar Ananda Bhavan, Bombay Ananda Bhavan

The above list is indicative and not exhaustive. The contractor shall always ensure that ingredients used are wholesome, fresh and qualitative.

24. Certificate of Acceptance
(To be attached with Part-A)

"Certified that I/we have read and understood all the terms and conditions of the Tender No. 977220001E, **Dated 09.07.2020** and that I/We.....being owner(s) of the Housing property located atdo hereby unconditionally accept all the Terms and Conditions set out in the Tender Document including the penalty clauses therein.

Date:

Signature of the Contractor

Place:

ANNEXURE -IV**25. FORMAT FOR SEEKING DEVIATION**

CLAUSE NO.	DESCRIPTION / DETAILS OF DEVIATION	REMARKS/ REASONS

Note:

1. Any deviation specified elsewhere in the tender shall not be considered.
2. In case of no deviation, "NIL" is to be indicated in this format.
3. BHEL reserves the right to reject the offer without assigning any reason.

Date:

Signature of the Tenderer with Official Seal

**ACCEPTANCE FOR ELECTRONIC FUND TRANSFER / RTGS TRANSFER**

01	NAME & ADDRESS OF THE SUPPLIER / VENDOR PHONE NO. WITH STD CODE	PAN NO. <input type="text"/>
02	VENDOR CODE (as in WORK ORDER)	<input type="text"/>
03	Details of Bank Account:	
A)	NAME & ADDRESS OF THE BANK (WITH PIN CODE)	
B)	BANK TELEPHONE NUMBER (WITH STD CODE)	<input type="text"/>
C)	BANK BRANCH CODE:	<input type="text"/>
D)	MICR CODE	<input type="text"/>
E)	ACCOUNT NUMBER	<input type="text"/>
F)	TYPE OF ACCOUNT	CURRENT / OD / CASH CREDIT
G)	VENDOR NAME AS PER BANK RECORDS	
H)	BANK BRANCH RTGS IFSC CODE	<input type="text"/>
I)	BANK BRANCH NEFT IFSC CODE	<input type="text"/>
J)	VENDOR'S EMAIL ID (give two ids)	<input type="text"/> <input type="text"/>
K)	NAME OF AUTHORISED SIGNATORY	

CERTIFICATE

I / We hereby agree to receive the payments due from BHARAT HEAVY ELECTRICALS LIMITED, RANIPET by the National Electronic Funds Transfer and/or RTGS Transfer mode by credit to my / our above mentioned Bank Account. I / We also agree that payments made to the above mentioned Account is a valid discharge of the liability of Bharat Heavy Electricals Limited, Ranipet. I / we also agree to bear the applicable Bank Charges for the above mode of transfer.

AUTHORISED SIGNATORY OF VENDOR WITH SEAL

Banker's Certification

We confirm that we are enabled for receiving RTGS and NEFT credits and we further confirm that the account number of _____ (name of account holder), the signature of the authorized signatory and the MICR and IFSC codes of our Branch mentioned above are correct.

PLACE:

DATE:

(Manager / Officer's
Signature Under Bank stamp)
Authorisation No. _____

Note: This EFT Form is to be submitted duly filled in manually in all fields and duly signed by Authorised Signatory and certified by Banker.

BLANK PAGE

26. 'PART-B' –PRICE BID – RATE SCHEDULE FORMAT**Please quote your rates both in figures and words in the appropriate column****(PG. Nos. 29 to 32 to be submitted in a separate Envelope Cover 2)**

Sl.No (A)	Category of Service (B)	Rate for one month Rs. Ps. (C)	Rate for 24 months (Column 'C' x 24) Rs. Ps. (D)
1	Manpower charges (Sum of Sl.No 12 of cl. 26.2 Annexure-VI(A) + cl. 26.3 Sl.No 12 of Annexure-VI(B))		
2	Housekeeping charges for cleaning the guest house premise as defined in cl.5.3 except cl. 5.3.2.		
3	Rate for supply of Guest amenities in the rooms as per cl. 5.3.2		
4	Laundry Service charges as defined in cl. 5.4		
5	Food and Beverage charges mentioned in col. (J) of Sl.no. 17 of Price Bid Annexure-V	38,020-00 (Rs. Thirty Eight Thousand and twenty only)	9,12,480-00 (Rs Nine lakhs twelve thousand four hundred and eighty only)
6	Total Rate quoted (Sum of sl.nos. 1 to 5)		
	GST:		
7	For Sl.No. 1 CGST : % SGST : %	CGST : SGST : ===== Total :	CGST : SGST : ===== Total :
8	For Sl.No. 5 CGST : % SGST : %	CGST : SGST : ===== Total :	CGST : SGST : ===== Total :
9	Cumulative Total (Sum of Sl.Nos 6 +7 + 8)		

26.1. PART-B' –PRICE BID**Annexure –V**

Food & Beverage Rates applicable under this contract excluding GST are furnished in column(G) for each Menu items mentioned in “PART-A (ANNEXURE-II)”. The rates are firm throughout the period of contract. Tentative required number of portions for each menu are indicated in column (I) which is purely indicative and subject to vary depending upon the actual requirement. The total amount of Rs. 9,12,480-00 (Rupees nine lakhs twelve thousand four hundred and eighty only) excluding applicable GST arrived in column (J) of Sl.No.17 on estimated number of units and rates for each menu for the total period of contract (24 months) is taken commonly for evaluation purpose for all bidders as “Food and Beverage charges” .

Sl. No (E)	Menu Category (F)	Rate for one portion for Menu items Annexure-II Rs. (G)	Estimated Number of units for one month (I)	Total Rate Per menu unit for one month Rs.P (J) J= (G * I)
1	Tea/Coffee/Milk	10.00	100	1000
2	Breakfast Vegetarian	35.00	165	5775
3	Breakfast Vegetarian special	40.00	22	880
4	Vegetarian Meal- Ordinary	50.00	372	18600
5	Vegetarian Meal- Special	90.00	107	9630
6	Cornflakes with Milk	16.00	10	160
7	Egg Omelet/ Scrambled	15.00	40	600
8	Boiled Eggs	12.00	5	60
9	Bread with Butter & Jam	15.00	4	60
10	Vegetable Sandwich	25.00	3	75
11	Vadai/Bajji/Bonda	15.00	19	285
12	Fresh Fruit Juice	20.00	12	240
13	Fresh Lime Juice	8.00	5	40
15	Cut Fruit	15.00	41	615
16	Total Rate Per Month (Sum of column(J) Sl.Nos 1 to 15	--	--	38,020-00
17	Total Rate for twenty four months (J16 * 24)	--	--	9,12,480-00

26.2. PART-B' –PRICE BID**Annexure –VI(A)****Breakup Quotation for Manpower Charges- (Skilled Category)**

The breakup details of monthly rates excluding GST for skilled category of contract personnel to be deployed under this contract shall be quoted in this Annexure. Please note that the wages and statutory rates including bonus should not be less than the mentioned amount/rates under clause 6.2.2.2 for skilled category workers. The prevailing rate of statutory payments pertaining to contractor's portion viz. PF, EDLI and ESI pertaining to employer portion are furnished below.

Sl. No	Particulars	MANAGER (A) Rs.P	SUPERVISOR (B) Rs.P	COOK (C) Rs.P
1.a	Wages per month	13414.00	13414.00	13414.00
1.b	BHEL Adhoc Pay	4100.00	4100.00	4100.00
1	Wages per month including BHEL ADHOC (1a +1b)	17514.00	17514.00	17514.00
2	Contractor portion of PF @13% on sl.no. 1 (PF @ 12%, PF Administrative Charges @ 0.50% and EDLI @ 0.50% for Rs.15000/-)	1950.00	1950.00	1950.00
3	Contractor portion of ESI @ 3.25%* on Sl.No. 1	569.29	569.29	569.29
4	Bonus Percentage : 8.33 % on Sl.No. 1.a	1117.39	1117.39	1117.39
5	15 days EL amount per year for (Sl No.1/2)/12=15 days	729.75	729.75	729.75
6	Four National Holidays wages={ (sl no:1/30)*4} /12 months	194.60	194.60	194.60
7	Total cost per worker per month (Sum of columns 1 to 6)	22074.94	22074.94	22074.94
8	Service Charges per manpower per month			
9	Total manpower charges per worker per month (sum of columns 7+ 8)			
10	Number of manpower	1	2	2
11	Category wise cost per month (Multiply corresponding columns(9 x 10)			
12	Cumulative Total of Manpower charges per month (Sum of columns 11(A) +11(B)+11(C))			
13	Cumulative Total of Manpower charges for 24 months (col. 11 x 24 months)			

Any revision of rates of columns (A) to (C) of Sl. Nos. 1,2,3,4,5 &6 will be governed as per [NIT cl. 6.2.2.4](#). No revisions will be entertained for Sl.No. 8

26.3. PART-B' –PRICE BID**Annexure –VI(B)****Breakup Quotation for Manpower Charges- (Un-Skilled Category)**

The breakup details of monthly rates excluding GST for un-skilled category of contract personnel to be deployed under this contract shall be quoted in this Annexure. Please note that the wages and statutory rates including bonus should not be less than the mentioned amount/rates under clause 6.2.2.2 for un-skilled category workers. The prevailing rate of statutory payments pertaining to contractor's portion viz. PF, EDLI and ESI pertaining to employer portion are furnished below.

Sl. No	Particulars	ASST.COOK (A) Rs.P	SERVICE, CLEANING & HOUSEKEEPING STAFF (B) Rs.P
1.a	Wages per month	12859.00	12859.00
1.b	BHEL Adhoc Pay	3200.00	3200.00
1	Wages per month including BHEL ADHOC (1a +1b)	16059.00	16059.00
2	Contractor portion of PF @13% on sl.no. 1 (PF @ 12%, PF Administrative Charges @ 0.50% and EDLI @ 0.50% for Rs.15000/-)	1950.00	1950.00
3	Contractor portion of ESI @ 3.25%* on Sl.No. 1	521.92	521.92
4	Bonus Percentage : 8.33 % on Sl.No. 1.a	1071.15	1071.15
5	15 days EL amount per year for (Sl No.1/2)/12=15 days	669.13	669.13
6	Four National Holidays wages={ (sl no:1/30)*4 } /12 months	178.43	178.43
7	Total cost per worker per month (Sum of columns 1 to 6)	20449.63	20449.63
8	Service Charges per manpower per month		
9	Total manpower charges per worker per month (sum of columns 7+ 8)		
10	Number of manpower	2	9
11	Category wise cost per month (Multiply corresponding columns(9 x 10))		
12	Cumulative Total of Manpower charges per month (Sum of columns 11(A) +11(B))		
13	Cumulative Total of Manpower charges for 24 months (col. 11 x 24 months)		

Any revision of rates of columns (A) & (B) of Sl. Nos. 1,2,3,4,5 &6 will be governed as per [NIT cl. 6.2.2.4](#). No revisions will be entertained for Sl.No. 8