

# Bharat Heavy Electricals Limited

(A Govt. of India Undertaking)

Boiler Auxiliaries Plant, Ranipet 632 406, India

**HUMAN RESOURCE MANAGEMENT DEPARTMENT**

FAX : 91 - (04172) – 241102

Phone : 241118 , 284512



AN ISO 9001 COMPANY

Tender No.BHEL/BAP/GH/POL

Dated: 14/05/2013

**SCOPE OF WORK AND GENERAL TERMS & CONDITIONS**

**LIMITED TENDER FOR OUTSOURCING**  
**OF**  
**GUEST HOUSE AT BHEL RANIPET**  
**CONTENTS**

1. Scope, General Terms & Conditions, General Information (Number of Pages-15) in PDF format
2. Rate Schedule in Excel File ( Three Pages)

Last date for submission : 22/05/2013 by 15.00 hrs.

Tender Opening Date : 22/05/2013 at 15.30 hrs.

Tender Opening Venue : HRM Conference Hall  
BHEL/BAP  
Ranipet- 632 406  
Tamil Nadu

**Note:**

1. This is a Limited Tender addressed to Registered vendors of BHEL/BAP, Ranipet who have experience in similar type of work.
2. Registered vendors belonging to other units of BHEL having similar work experience can participate in the tender subject to submission of documentary evidences viz. Copy of Agreement, Performance certificate and Demand Draft payable in favour of Bharat Heavy Electricals Ltd., Ranipet-632406 payable at SBI, Mukundarayapuram, (Branch Code 7013) for an amount of Rs. 1,50,000/- (One lakh and fifty thousand only) towards Earnest Money Deposit (EMD ).
3. Other vendors will be considered for next tender subject to qualifying eligibility criteria.
4. For any clarification, please contact K.V.Gopinath, Manager/HR, Ph.04172-284022, e-mail: gopinath@bhelrpt.co.in

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FAX : 91 - (04172) – 241102 Phone : 241118 , 284512



AN ISO 9001 COMPANY

**TENDER FOR**  
**OUTSOURCING OF SERVICES FOR MAINTAINING**  
**BHEL GUEST HOUSE, RANIPET**  
**TENDER DOCUMENT**

Tender No. BHEL/BAP/GH/POL

Dated: Dated: 14/05/2013

## GENERAL TERMS & CONDITIONS

<b>Last date for submission of sealed tender</b>	<b>: 22/05/2013 by 15.00 hrs.</b>
<b>Date of opening the tender</b>	<b>: 22/05/2013 at 15.30 hrs.</b>
<b>Venue</b>	<b>: At HR conference Hall BHEL, Ranipet-632 406, Tamil Nadu.</b>

### 1. GENERAL INFORMATION

The Company is desirous of engaging an agency in maintain/managing (Labour, Material & Service) its Guest House at Ranipet. The Guest House should be managed on round-the-clock basis for a period of two years.

### **2.EARNEST MONEY DEPOSIT**

The EMD amount is Rs. 1,50,000/- (One lakh and fifty thousand only). The balance EMD amount available with us will be adjusted against EMD payable for this tender.

### **3.SECURITY DEPOSIT:**

Security Deposit shall be collected from the successful tenderer. The rate of Security Deposit will be as below:

Upto Rs. 10 lakhs	:	10%
Above Rs.10 lakhs upto Rs.50 lakhs	:	Rs. 1 lakh + 7.5% of the amount exceeding 10 lakhs
Above Rs. 50 lakhs	:	Rs. 4 lakhs+ 5% of the amount exceeding 50 lakhs

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:

- Cash ( as permissible under the Income Tax Act)
- Pay Order, Demand Draft in favour of BHEL
- Local cheques of scheduled banks, subject to realization.
- 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)
- Bank Guarantee from Scheduled Banks/ Public Financial Institutions as defined in the Companies Act. The Bank Guarantee format should have the approval of BHEL.
- Fixed Deposit Receipt issued by Scheduled Banks/ Public Financial Institutions as defined in the Companies Act. The FDR should be in the name of the Contractor,A/C BHEL, duly discharged on the back.

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- Security deposit can also be recovered at the rate of 10% from the running bills. However 50% of the Security Deposit should be paid before start of the work by the Contractor and the balance 50% will be recovered from the running bills.
- The EMD of successful tenderer can be converted and adjusted against the security deposit.
- The Security Deposit shall not carry any interest.

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 refunded within a reasonable time after the date of expiry of the contract subject to the contractor carrying out all obligations / operations as required under the contract.

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.

**GENERAL CONDITIONS.**

**4 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.

**4. FRONT OFFICE**

- 4.1. When the guest checks-in, the Contractor/Contactor's staff shall immediately.
  - 4.1.1. 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.
  - 4.1.2. 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.
  - 4.1.3. Offer him tea/coffee/meal, etc. as required by him, suiting to the time, round the clock.

- 4.2. When the guest checks-out, separate bills for boarding and lodging are to be prepared and signed by the guest.
  - 4.2.1 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.
  - 4.2.2. 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.
  - 4.2.3. 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.
- 4.3. Carry the guest's baggage from the room to the vehicle.
- 4.4. 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.
- 4.5. 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.
- 4.6. To order for newspapers and magazines as advised by BHEL, coordinating with the newspaper agents, and paying for the bills in the end of the month. This will be reimbursed by BHEL along with the Contractor's bill, but to be submitted with relevant suppliers' bills.

## **5. CATERING**

- 5.1. The Contractor shall provide the following services:
  - 5.1.1. Preparation of breakfast, Lunch, Snacks and supper, tea and coffee, etc., as per the menu given separately in the Annexure-1 of Rate bid in Part-B.
  - 5.1.2. The menu may be altered for specific guests / special occasions / programmes / functions as desired by BHEL, within the overall scope of the menus. For any extra items, not contemplated in the Annexure I the Contractor may charge additionally on the mutually agreed rates.
  - 5.1.3. The Contractor shall take orders/instructions beforehand from the staying guests regarding their food requirements. The departments of BHEL will also place separate order on the Contractor for any official programmes/ functions / special occasions.
- 5.2. The Contractor shall be responsible for procurement of raw materials and ingredients. First quality raw materials and ingredients shall be used in the preparation of food and beverages. Fresh vegetables and milk, standard beverages shall be used. The quality of the materials should be satisfactory to the inspecting officials of BHEL.
- 5.3. 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.
- 5.4. The timings for services shall be as informed by the Company.

- 5.5. Every food prepared shall be used for the specific service and the left-over shall not be carried to next meal service.
- 5.6. 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.
- 5.7. The Contractor shall provide efficient and prompt service to all members.
- 5.8. 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.
- 5.9. 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.
- 5.10. The Contractor shall ensure that the cooks are experienced persons, well versed in all types of Vegetarian / Non-Vegetarian food preparation.
- 5.11. 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.
- 5.12. 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.
- 5.13. 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.
- 5.14. Routine cleaning and proper handling of kitchen equipment required for food production will be the contractor's responsibility.
- 5.15. All cooking LPG fuel costs shall be borne by the contractor. The contractor shall coordinate on ordering of refills in time.**

#### **6.HOUSE KEEPING**

- 6.1. 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.
- 6.2. 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, tooth brush, coconut oil sachet, talcum powder sachet, mosquito repellents, and comb to be kept in the rooms. Toilets should have toilet tissue rolls, Air Fresheners etc.,
- 6.3. All the rooms shall be kept neat and tidy always to enable BHEL to allot the rooms at any time.
- 6.4. The Contractor shall make beds and clean all rooms daily. Cleaning of rooms comprise:
  - 6.4.1. All rooms are to be cleaned with high quality disinfectants. Rooms should be dusted, swept and mopped with quality disinfectants.
  - 6.4.2. 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.
- 6.5. Ceilings, ceiling fans, windows, glasses and furniture to be cleaned periodically so that they are kept clean.

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- 6.6. Room fresheners and deodorants to be made available in all the rooms, toilets, lounges and all common toilets. They may be replenished immediately whenever required.
- 6.7. The contractor shall maintain high standards of cleanliness and hygiene throughout the guesthouse.
- 6.8. 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.
- 6.9. Rooms to be checked for bed, towel, soap, water, functioning of TV, refrigerators, ACs, geysers and bath room fittings, electrical fittings etc.
- 6.10. 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 occupied rooms should be changed in every alternate days with clean and laundered ones. However, Towel should be changed daily with laundered ones in the occupied room. Woolen Blanket once in six months, Table cloths twice in a week and cloth napkins as per usage shall be changed with laundered ones.
- 6.11. Dining Halls, Corridors, Lounges are to swept and mopped with disinfectants regularly so that they are maintained clean always.
- 6.12. 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.
- 6.13. 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.
- 6.14. Waste foods and other debris collected from kitchen. Dinning halls, rooms etc, shall be deposited at bins provided for that purpose.
- 6.15. All the necessary housekeeping materials and guest amenity materials for the performance of services shall be to the Contractor's account.

**7.LAUNDRY**

- 7.1. The Contractor shall ensure proper and timely laundry services for the guesthouse.
- 7.2. Bed linen, towels, pillow covers, napkins etc., shall be regularly washed and kept in clean condition for use.
- 7.3. The Contractor may bring his own washing equipment if required, and provide detergents for laundry washing.
- 7.4. BHEL shall provide water and electricity along with adequate space.
- 7.5. The expenses towards laundering services as per clause 7.2 shall be to the Contractor's account. However, the contractor shall charge from the guests for washing and pressing of guests clothes at mutually agreed rates.
- 7.6. The horticulture department of BHEL shall take care of the flora of the guesthouse.

**8. GENERAL ADMINISTRATION**

- 8.1. Guest Occupancy Register provided by the BHEL shall be kept safely.
- 8.2. 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.
- 8.3. Both room rent and boarding bill books are to be maintained.
- 8.4. 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.

- 8.5. 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.
- 8.6 The contractor shall comply with all statutory requirements/amendments issued from time to time including License issued by FSSAI.
- 8.7 Raw material standards:** The contractor shall ensure that good quality ingredients and vegetables/fruits are always procured and used for the preparation of eatables. For all food preparation, double refined cholesterol free and agmark oil is to be used. 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.
- 8.8 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.
- 8.9.1 Facility provided by the BHEL**
- 8.9.1.1. Kitchen equipment like gas stoves, empty LPG cylinders (Cost of LPG shall be borne by the contractor) grinder, refrigerators, etc.,
- 8.9.1.2. Furnishing and Furniture in rooms, dining halls, lounges, office rooms, etc. Clean washed linens for room requirements.
- 8.9.1.3. Electricity and Water.
- 8.9.1.4. 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.
- 8.9.2. **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.
- 8.9.3. Any loss, theft, damage or breakage of the items entrusted to the Contractor will be borne by the Contractor.
- 8.9.4. The Contractor will have full responsibility of proper upkeep, maintenance and custody of the furniture, fittings, appliances etc, handed over by the company.
- 8.9.5. 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.
- 8.9.6. 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.

## **9. PERSONNEL**

- 9.1. The Contractor shall maintain sufficient Qualified/Trained competent catering Personnel on the job to ensure smooth operation of the services as set forth in the Scope of Work and services. This will include but not limited to:

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- 9.1.1 All labour necessary to prepare and serve all food & beverage of different cuisines including continental and to maintain the guesthouse rooms, kitchen, dining halls, corridor, lounge etc., in an immaculate state of cleanliness and hygiene.
- 9.1.2. All necessary Management, supervisory and clerical personnel required as per the scope of work.
- 9.1.3. However, a minimum Man Power Strength as indicated below should be maintained on each day

Sl.No	Category	Manpower Required
1	Manager	1
2	Supervisor	2
3	Cook	2
4	Assistant .Cook	2
5	Service & Housekeeping Staff	6
6	Cleaning Staff	3
	<b>Total Strength Required each day</b>	<b>16</b>

- 9.2. The Contractor shall be solely responsible for providing all requirements of his personnel, including
- 9.2.1. Payment of wages and all allowances to it's employee. A minimum salary as mentioned as mentioned below should be ensured.
- The practice in BHEL is, which is a mandatory one, that the lowest category of staff belonging to tenderer in the above mentioned category of staff should be paid at least the prevailing Minimum Wages fixed by Tamilnadu Government for employment in Engineering and Fabrication Industry for Unskilled Workers and an additional amount of Rs. 2,000/- per month over and above the referred Minimum Wage. This additional amount will be part of wage and will attract statutory payments/deductions viz. PF, EDLI, ESI, Overtime (if any) ,Bonus etc., In the event of revision in the referred Minimum Wage by State Government , the tenderer should pay the revised minimum wage + the additional amount of Rs. 2000/- as wage to the lowest category of staff belonging to the tenderer. Any additional expenditure towards Revision of Minimum wage shall be borne by the successful tenderer and BHEL will not bear this additional expenditure throughout the pendency of the agreement.**
- 9.2.2. Collection and payment of all taxes on behalf of his employees and any other statutory requirements such as PF, ESI, Bonus etc., made by any Government Authority having jurisdiction.
- 9.2.3. Prompt replacement of any personnel whose performance is unsatisfactory or whose presence is considered as detrimental to Company's interests
- 9.2.4. All insurance and safety aspects pertaining to Contractor's employees are the contractor's liability.

- 9.2.5. The personnel employed by the Contractor shall be healthy in all respects and shall produce medical certificates to substantiate the same as required by the Company/Company's medical officer. Medical check-up shall be done once in six months. BHEL is at liberty to subject any personnel employed by the contractor to medical check up by BHEL doctor / any other authorized doctor at any time.
- 9.3 The Contractor shall ensure that all his employees turn out in clean, appropriate uniforms and shoes, at all times on duty. The Contractor shall provide the necessary uniforms.
- 9.3.1. The company has no responsibility whatsoever on the Contractor's employees and the Contractor will be solely responsible for managing his employees. In the event of any dispute between the Contractor and his employees, the Contractor alone will be responsible for settlement of any claim and consequences that may arise out of any such dispute, whether statutory or otherwise.
- 9.3.2. The Contractor will be solely responsible for the operation of the guesthouse referred under scope of work. The operation of the guesthouse will be monitored by the designated officials of the company. The Contractor will also ensure availability of a responsible person on round-the-clock for contact by the designated officials of the company.
- 9.3.3. 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 payments like PF, ESI, Paid weekly offs, Holiday wages, Gratuity, Bonus, etc., to the contractor's employees shall be met by the Contractors. 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 Contractor shall be solely responsible for any claim arising out of employment or termination of employment of his employees and for statutory payments.
- 9.3.4. The Contractor shall comply with the provisions of the Factories Act 1948, contract labour ( regulation and abolition) Act 1970, ESI Act 1948, Workmen's Compensation Act 1923, Employees Provident Fund and Miscellaneous Provisions Act 1952, Minimum Wages Act 1948, Payment of Wages Act 1936, Payment of Bonus Act 1965, Payment of Gratuity Act 1972, Catering Establishment Act, Industrial Establishment, (National & Festival Holidays) Act 1958 or any other Laws and Rules as may be applicable to the contract workmen from time to time. The Contractor shall produce registers and records and comply with other directions issued by the company for compliance of the statutory provisions.
- 9.3.6 The Contractor shall fully indemnify BHEL for any default or non observance by the Contractor or any of his representatives of any of the provisions of the above mentioned 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 Contractor or in the absence of the same as debt due to BHEL by the Contractor.

- 9.3.7. 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.
- 9.3.8 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 to make such payment, and payment of his bill will be withheld.
- 9.3.9 The company will not make any separate payment towards the expenses incurred by the Contractor for complying with the above or any of the statutory provisions regarding their employees.
- 9.3.10. 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 premises, wherein the Contractor or his employees happen 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 company's premises and indemnify BHEL for any loss on such violation of the rules and regulations.

**10. PERIOD OF CONTRACT**

- 10.1. The contract shall commence from date of awarding the contract or at a later date as decided by BHEL and shall remain in force for a period of **Two years**.
- 10.2. The company reserves the right to extend the period of contract for a further period of up to one year on terms mutually agreed upon.
- 10.3. BHEL shall have the right to terminate the agreement for convenience without any liability whatsoever by giving one month's written notice.

**11. Risk clause.**

- 11.1. Notwithstanding anything contained in any other clause, BHEL reserves the right to terminate the contract forthwith due to any failure on the part of the Contractor in discharging his obligations under the contract or in the event of his becoming insolvent or going into liquidation. The decision of the BHEL about the failure on the part of the Contractor shall be final and binding on the Contractor.
- 11.2. If there is any stoppage of service in any area referred under scope of the contract due to any reason, the Contractor is liable for penalty action as desired by BHEL.
- 11.3. In the event of any failure on the part of the Contractor, BHEL shall have the right without any prejudice to get the work done through any other alternate agency at the risk and cost of the Contractor. The additional cost, loss, if any incurred by BHEL will be recovered from the Contractor.

**12. Accounting and payment terms:**

- 12.1. The contractor should properly account for the food items served which may be counter-checked as per the systems enforced by BHEL.
- 12.2. Necessary records are to be maintained by the responsible person appointed by the Contractor which is to be audited from time to time by the BHEL officials or the auditor appointed by BHEL.

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- 12.3. The payment will be admitted and cleared for the actual number of food items served and not on the quantity prepared. The contractor is fully responsible to account for the cost of wastages of food items prepared at the guesthouse. Any wastage of food items will have to be borne by the Contractor.
- 12.4. Payment on Fixed Manpower strength will be based on the minimum manpower strength of different category of staff ( as mentioned under clause 9.1.3) provided by contractor on each and every day. Payment on fixed manpower charges will be proportionately deducted in the event of providing less manpower for that category of staff . However, additional payment will not be made in the event of contractor engages additional manpower than mentioned in the referred clause.

**13. Payment to the Contractor.**

- 13.1 The Contractor shall raise the bill on completion of every month , which should be duly certified by the official in charge and the payment shall be effected as per the existing Rules.
- 13.2 The Service Tax as applicable is payable additionally by BHEL provided the contractor produces the Service Tax part separately in the bill and also provides the Service Tax registration details and proof of payment of the previous month service Tax.

**14. TAXES:**

- 14.1 The existing Service Tax applicable for Fixed Manpower Charges, Housekeeping Services other than manpower, Laundry charges and Boarding Charges are already incorporated in the Rate Schedule (Protected Excel Sheets) for Sl.Nos 1,2,4 and 5.. However, the tenderer should quote applicable VAT for sl. No. 3 “Supply of Guest Amenities”.
- 14.2 In such cases of successful Bidder being an Individual, Sole, Proprietary ship firm, Hindu Undivided Family or Partnership firm whether registered or not, including Association of Persons, 25% of the Service Tax amount quoted in the Price Bid format will be considered for reimbursement against valid documentary evidence. For others Service Tax quoted in the Price Bid will be considered for reimbursement against valid documentary evidence.

**15. 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.**

**16. ARBITRATION :**

- i. All disputes between the parties to the agreement, arising out of or relation to the agreement, other than those for which the decision of the BHEL is by the agreement expressed to be final and conclusive shall, after written notice by either party to the agreement to the other party by referred to the sole Arbitration of Unit Head of BAP, BHEL Ranipet or any other designate nominated by the Unit Head of BAP, BHEL Ranipet.
- ii. It is a term of the contract that the party invoking arbitration shall specify the dispute or disputes to be referred to arbitration together with the amount claimed in respect of each dispute.
- iii. The venue of Arbitration shall be Ranipet, Tamil Nadu. The arbitrator may hold meetings for convenience in such a place or places discretion. The award of the Arbitrator shall be final, conclusive and binding on both the parties to the Contract.

**17. HOW TO QUOTE:**

Tender documents comprise 1. Scope of the Work , Terms & Conditions in PDF format and 2. Rate Schedule **in Protected Excel Sheet.**

17.1 The tender document can be downloaded to your computer from the following websites.

- a) [www.bhel.com](http://www.bhel.com)
- b) <http://tenders.gov.in>
- c) <http://eprocure.gov.in/cppp>

17.2 The Rate Schedule format in excel file with three parts should be downloaded on to your computer and fill in your quotes . Please quote your rate / tax in the appropriate yellow coloured cells only. The resultant calculations & totaling will be done by the excel sheet. After filling all the yellow coloured cells, take a print out along with entire PDF file.

17.3 All the pages of the tender document which includes the Scope of work , Terms & Conditions and Rate schedule should be duly signed by the tenderer affixing official seal and date.

17.4 The filled in Tender Document should be sealed in a envelope super scribing **“Tender No. BHEL/BAP/GH/POL:00 - for Guest House”** and should be addressed to **“ The Manager/HR, HRM Department, BHEL/BAP, Ranipet- 632 406, Tamil Nadu.”** so as to reach him **on or before 15.00 hrs on 22/05/2013**

17.5 The tenderer shall expressly accept all the terms and conditions of the tender. Alternatively, the tenderer should list deviations from the terms and conditions given in the tender documents separately as enclosure. The tender which does not comply with BHEL’s terms and conditions may be rejected as Non-Responsive. The scope and general terms and conditions should be attached to this with each page duly signed as a token of acceptance.

17.6 Any alteration, erasure or over-writing will render the tender invalid.

17.7 The tenderer should submit the entire tender documents intact without detaching any page or pages.

17.8 Name of the tenderer should be written on the sealed envelope.

17.9 The tender will **be opened at 15.30 hours the same day (22/05/2013)** in the presence of tenderers / representatives who chose to present for the tender opening.

17.10 The tenders may be sent either by register post or may be deposited in the tender box kept in the office of Manager / HR of BHEL, Ranipet- 632 406 from 14/05/2013 to 21/05/2013 between 9.00 AM and 4.00 PM. (on all working days) and between 9.00 AM and 3.00 PM on 22/05/2013.

17.11 For further details if any required, you may please contact the Manager / HR, Bharat Heavy Electricals Ltd., Ranipet-632 406 in person or through telephone ( **2421118 / 284022** ).

17.12 BHEL reserves the right to accept or reject any or all the tenders or any part thereof at any stage of process without assigning any reason whatsoever. The company has no obligation to accept the lowest tender. BHEL's decision in this regard shall be final and binding.

**18. VALIDITY OF RATES:**

The rates quoted should be valid for 90 days initially from the date of opening of the price bid. The rates of successful bidder should be valid for two years from the date of commencement of the contract.

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**19. GENERAL INFORMATION :****Location and Details of the Guest House**

Address & the location	:	BHEL Guest House BHEL Township RANIPET- 620 406 Phone : 04172 – 284737, 241152
Number of rooms	:	5 – Double rooms (A/c) 12 – Single Room (A/c) Suite – 4 Delux rooms - 2 Ground floor -- 09 rooms First floor -- 14 rooms
Number of beds	:	34 beds
Dining halls	:	Three dining hall ( Air conditioned)
Kitchen	:	One

**Previous Year occupancy rate (2011-2012) : 40%**

**Boarding Trend:**

The existing pattern of Boarding i.e. Catering sales in our Guesthouse per month is furnished below. This is purely indicative and subject to change depending upon the actual requirement of BHEL/BAP.

SL.No	Menu	Qty per Month
1	Tea/Coffee/Milk	458
2	Cornflake	13
3	Bread Toast with Butter & Jam	5
4	Omelet/Scrambled Eggs	13
5	Breakfast Ordinary	207
6	Breakfast Spl.	82
7	Lunch/Dinner Ordinary	296
8	Lunch/Dinner Special	320

SL.No	Menu	Qty per Month
9	Fresh Lime Juice	1
10	Vegetable Sandwich	8
11	Fresh Fruit Juice	17
12	Vegetable Soup	38
13	Curd Rice	2
14	Egg Curry	1
15	Cut Fruit	8
16	Fruit Salad	12

**20. Evaluation of Tender for Rate Schedule :**

The resultant total of column 11(c) will be taken for evaluation of rates per month. All the white coloured cells in the Rate Schedule (Excel Formats) should be filled in else the tender will be rejected summarily.

**21. IMPRTANT NOTE:**

1. Please read carefully “Scope and General Terms & Conditions” before filling up this form.
2. Complete the format in all respects with signature and seal on each page.
3. The labour cost will include the wages payable to the employees by the Contractor, and also statutory payments such as ESI, PF, Bonus, Incidentals like cost of food supplied to the workmen, uniform and all other statutory and non statutory benefits to the persons employed by him including Service Tax as mentioned under Tender clause .
4. The rate quoted for catering charges should be as per the menu. The rate for each unit of food item shall include material fuel cost and any other applicable taxes excluding Service Tax only. **The labour cost for food preparation shall be covered under fixed service charges for providing man power.**
5. The rates quoted should be valid for 90 days initially from the date of opening of the Price Bid. The rates of successful bidder should be valid for two years from the date of commencement of the contract.