



Bharat Heavy Electricals Limited
(A Govt. of India Undertaking)
Tiruchirappalli 620 014, India
HRM –CANTEENS

TITLE Quotations are invited from reputed agencies for executing the Canteen Cleaning and other services at various canteens and peripheral dining halls of BHEL, Tiruchy.	Phone: +91 431 2577064/2577067 Fax : +91 431 2520076 Email : kveni@bheltry.co.in
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Ref.No. : Ref. Ref: No: HRM:CANT: CLG-OS-:2012-13 Dt. 28-03-2012
Due date for submission of Quotation: on or before 20.04.2012
This is tender for submission of Technical as well as Price Bids for executing Canteen Cleaning services at BHEL Canteens.

Quotations in closed envelopes are invited from reputed vendors for the following:

BHEL, HRM, Canteens, Tiruchy Unit is outsourcing the Canteen Cleaning and other services for a period of one year from 16.05.2012. Agencies who are willing to carry out the said work at BHEL Canteens and Peripheral dining halls are requested to send their technical and Price Bids as per the details furnished in the tender documents hosted in BHEL Website.

BHEL's terms & conditions with requisite formats and all annexures can be downloaded from BHEL web site http://www.bhel.com or from the Government tender website http://tenders.gov.in (public sector units) Bharath Heavy Electricals Limited) under enquiry No: HRM:CANT: CLG-OS-:2012-13 Dt. 28-03-2012	
	Yours faithfully, For Bharath Heavy Electricals Limited The Senior Manager/HR-Canteens Bldg 24, BHEL, Tiruchirappalli-620014 Ph: 0431- 2577064, Fax: 0431- 2520076 Email: kveni@bheltry.co.in

Bharat Heavy Electricals Limited

(A Govt.of India Undertaking)

High Pressure Boiler Plant, Tiruchirappalli 620 014, India

HRM – CANTEENS

FAX : 91 - (0431) – 2520076

Phone : 2577650/2577064 / 2577067



AN ISO 9001 COMPANY

No.BHEL:HRM:CANT:CLG OS:.2012-13

Date: 05.04.2012

Sub: Tender documents for Outsourcing of Cleaning and other services in four major Canteens of BHEL and peripheral Dining Halls for a period of one year from 16.05.2012 to 15.05.2013 – Reg.

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We are pleased to attach the detailed 7 pages Tender documents (Tender No: BHEL:HRM:CANT:CLG.OS.2012-13 dated 05.04..2012) for Outsourcing the Cleaning Services of BHEL Canteens and dining halls, Organic Waste Converter Machine operations, tea distribution and other services in four major Canteens of BHEL Tiruchirappalli – 620 014 for a period of one year from **16.05.2012 to 15.05.2013**.

The Contract period for the cleaning and other services in the BHEL Canteens will be for 3 months initially and subject to continuous satisfactory performance, the period will be extended for another 9 months in each of the four BHEL Canteens and peripheral Dining Halls.

Interested vendors are requested to go through the Tender documents carefully and thoroughly. The duly filled in Pre-qualification Bid and Rate Bid in **two different covers neatly wax sealed with suitable superscription on the top of wax sealed Covers as “Pre Qualification Bid-EMD ENCLOSED” and as “Rate Bid”** may be finally placed in another common Cover and sent by Register post / Speed Post / Courier to **Sr.Manager (HR-Canteens), 24 Building, HRM Department, BHEL Trichy – 620 014** **ON OR BEFORE 20.04.12 at 2.00 PM (14-00 HRS)** along with the required enclosures.

**The pre- qualification bid will be opened on 20.04.12 at 14-30 Hrs.** in the presence of all tenderers who respond to this tender. The date and Time for **Rate Bid Opening of those who are successful in the Technical Bid will be intimated.**

Enc: A/a.

for Bharat Heavy Electricals Ltd.,

Sr.Manager (HR- CANTEENS)

Phone : 2577067 / 2577064

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**BHEL:HRM:CANTEENS:TRICHY – 620 014.**

**NO: BHE:HRM:CANT:CLG-OS.2012-13**

**DT:05.04.2012**

**TENDER TO BE SUBMITTED IN 2 PART BID FOR OUTSOURCING OF CANTEEN CLEANING , OWC OPERATION, TEA DISTRIBUTION AND OTHER SERVICES IN FOUR MAJOR CANTEENS OF BHEL AND PEIPHERAL DINING HALLS FOR A PERIOD OF ONE YEAR FROM 16.05.2012 TO 15.05.2013.**

**TENDER DOCUMENTS**

**I. SCOPE OF WORK.**

The works Contract pertains to Cleaning, Washing and other incidental services in different shifts in the four Main Canteens of BHEL throughout the year (19, 58, 24 and 18 canteens ) and peripheral areas , Organic Waste Converter Machine operations and tea distribution at required areas.

The details of works involved are Cleaning of soiled plates & other utensils, Cleaning of equipments, walls, floors and all Dining Halls, canteen surrounding cleaning, distribution of tea at various tea points, Operation of organic waste converter machine, and also other incidental work that are required in the respective Canteens and Dining Hall services.

**II. TERMS AND CONDITIONS :**

- ( a ) The rate quoted should be inclusive of all taxes etc. for the work indicated under scope of work mentioned above.
- (b) The outsourcing rate for Cleaning, Washing, OWC operations, tea distribution and incidental services are to be calculated as Works Contract and manpower deployed accordingly for the scope of above said work. **The contractor shall pay a minimum additional amount of Rs.2000/- per month to each workman employed by him for this work, over and above the minimum wages payable as per Minimum Wages Act as amended from time to time. The additional payment of Rs.2000/- will also attract all statutory payments such as PF, ESI, etc.**
- ( c ) The Canteen wise bills for every month shall be prepared by the Contractor on the basis of the Works contract related to manpower and submitted to the Canteen Head for verification and a Canteen wise register should be maintained by him for this purpose.
- ( d ) Dining Hall wise consolidated statements and Bills shall be preferred by the Contractor on the last date of the month and submitted by 1<sup>st</sup> of every succeeding month to the Canteen Heads for Certification and arrangements will be done by the Canteen Accounts for payment by Finance department to the Contractor within 45 days from the date of receipt of the bill.
- ( e ) The Works Contract rate per Canteen will be constant during the contract period of one Year.
- ( f ) To justify that the Contractor has adequate experience in taking up the contract of BHEL Canteens, the Contractor has to provide the list of customers / Industries / Institutions to whom the Contractor has rendered similar services so far.( Please attach the copy of Work Orders received from the Industries / Institutions etc. for similar work)

- ( g ) If necessary, the Contractor may visit BHEL Canteens / Dining Halls with prior notice and seek clarification, if any, before offering the most Competitive rate for taking up the works contract of Cleaning, Washing and other services for maintaining quality and Hygienic standards.
- ( h ) In case the lowest offer of rate for this Works contract does not meet BHEL scope of work given in the tender, BHEL reserves the right not to consider the same.
- ( i ) BHEL reserves the right to negotiate or re-float the tender opened if the L1 rate of the works contract is not the lowest acceptable value to BHEL inter-alia other reasons.
- ( j ) BHEL reserves the right to negotiate the L1 rate and counter offer to others to have more than one Contractor for the Works Contract to ensure undisrupted and quality Canteen services.

### **III. CONTRACT PERIOD**

The Contract period will be initially for 3 months on trial basis and subject to continuous satisfactory performance will be extended for another 9 months in each Canteen. Further extension of one year Contract period shall be mutually agreed. However, the contract may be terminated due to violations or non-performance of the Contract conditions by giving one month's notice only by BHEL, HRM Canteens. Security deposit as applicable under BHEL Works Policy (10% of the contract value) will have to be paid before the commencement of work. The refund of Security deposit will be made at the end of contract after deduction of recoveries, if any, and submission of no due certificate from the contractor. **The EMD for the said work is Rs.2,00,000/- and it should be furnished in the form of DD in favour of BHEL/Trichy-620 014. Offers without EMD will be rejected.**

### **IV. INSURANCE**

BHEL will not be liable for any Medical attendance, injury / loss of life of the persons engaged by the contractor during the process of their said contract work services in BHEL . A suitable insurance coverage for them will be arranged by the Contractor at contractor's cost.

### **V. EMPLOYEES.**

- ( a ) The contractor shall engage sufficient number of competent employees (say at least 30 persons each for 19, 58 canteens, 73 persons for 24 canteen & its peripheral dining halls including Unit II Canteen and 15 persons for 18 {SSTP} Canteen which is indicative of the quantum of job) for each Canteen. The employees of the Contractor must be above the age of 18 years and wear while on duty an acceptable uniform & sandak provided by the Contractor to carry out the works contract of cleaning, washing, and other services of BHEL Canteens, and supervision thereof. Expenses on account of payment of salary / wages / provisions of food stuffs / food for the Contractor employees / Uniform / Personal Protective Equipments, and other benefits including statutory payments like PF, ESI, Holiday wages, Gratuity, Bonus, etc., to the employees engaged by the Contractor shall be borne by the Contractor. The contractor shall have full control over his employees including the right to appoint, determine service conditions, discipline, discharge, dismissal etc. The contractor shall be solely responsible for any claim arising out of employment or termination of employment of his employees and for statutory payments. The contractor should observe BHEL security and safety regulation. Contractor should ensure that workmen follow safety rules & regulations as per BHEL's Safety rules & regulations.
- ( b ) The contractor shall employ such personnel who are medically fit. The company has right to direct the Contractor to remove from the premises such of his personnel who may be physically, hygienically, clinically or medically unfit.

- (c) The contractor shall comply with the provisions of the Factories Act 1948, Contract labour (regulation and abolition) Act 1970, ESI Act 1948, Workmen Compensation Act 1923, Employees Provident Fund and Miscellaneous Act 1952, Minimum Wages Act 1948, Payment of Wages Act 1936, Payment of Bonus Act 1965, Payment of Gratuity Act 1972, Service Tax Rules, Tamil Nadu Catering Establishment Act, Tamil Nadu Industrial Establishment, (National & Festival Holidays) Act 1958 and the Rules framed thereunder or any other Laws and Rules as may be applicable from time to time in respect of the workers engaged by him. The contractor, when required by BHEL, shall produce the registers and records for verification and comply with other directions issued by the company for compliance of the statutory provisions.
- (d) The last date and time for receipt of the Cleaning Contract tender (in 2 part bid namely Pre Evaluation Bid and Rate Bid in two different covers neatly wax sealed with suitable superscription on the top of wax sealed Covers) at the office of undersigned (address furnished below) is on or before **14.00 Hrs. of 20.04.2012.**

**Date and Time for Pre Evaluation Bid opening is 14.30 Hrs. on 20.04.2012.  
(REFER ANNEXURE – 'A')**

**Date and Time for Rate Bid Opening of those who are successful in the Technical Bid will be intimated.(REFER ANNEXURE – 'B')**

The technical bids of the Contractors will be evaluated first and such of those Contractors who are found suitable in Technical Bid alone will be considered for their rate bid opening. Accordingly only the successful Contractors will be called to attend the **Rate Bid opening.**

for Bharat Heavy Electricals Ltd.,

Sr.Manager (HR-Canteens)  
Phone : 2577067 / 2577064

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**Bharat Heavy Electricals Ltd**  
**Tiruchirapalli – 620 014**  
**HRM CANTEENS**  
**PART 'A' - PRE-QUALIFICATION BID**

**CONTRACTOR ASSESSMENT FORMAT FOR OUTSOURCING THE WORKS CONTRACT FOR CLEANING AND OTHER SERVICES IN BHEL CANTEENS TRICHY. ( SUPERSCRIBING ON THE COVER AS 'PRE QUALIFICATION BID FOR CLEANING CONTRACT-EMD ENCLOSED')**

|                                                 |                                                                                                                                                                                                                                   |                                            |
|-------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|
| <b>NAME OF THE CLEANING CONTRACT SERVICES:-</b> |                                                                                                                                                                                                                                   |                                            |
| IT PAN NO.                                      |                                                                                                                                                                                                                                   |                                            |
| P.F. CODE NO.                                   |                                                                                                                                                                                                                                   |                                            |
| ESI CODE NO.                                    |                                                                                                                                                                                                                                   |                                            |
| CST NO.                                         |                                                                                                                                                                                                                                   |                                            |
| TIN/TNGST. NO.                                  |                                                                                                                                                                                                                                   |                                            |
| SERVICE TAX REGISTRATION NO.                    |                                                                                                                                                                                                                                   |                                            |
| <b>SL.NO.</b>                                   | <b>CRITERIA</b>                                                                                                                                                                                                                   | <b>DATA OF THE AGENCY TO BE FURNISHED.</b> |
| 1                                               | Limited Company OR Private Ownership                                                                                                                                                                                              |                                            |
| 2                                               | Head Office Name & address                                                                                                                                                                                                        |                                            |
| 3                                               | Name and Address of contract, if any, in BHEL, Trichy.                                                                                                                                                                            |                                            |
| 4                                               | Contract Capacity & Experience in providing Labour Contract per day. (Copies of Contract letters should be attached)                                                                                                              |                                            |
| 5                                               | Details of Cleaning Contract being executed at present, i.e., firms to whom services are rendered at present - with address, Phone Nos. and Work details (Enclose copies of the Major Contract orders being operated at present ) |                                            |
| 6                                               | Availability of Vehicles for Transportation of labourers for Cleaning services in time                                                                                                                                            |                                            |
| 7.                                              | Communication facility like<br>Fax No.<br>E-mail ID<br>Telephone No.<br>Mobile No                                                                                                                                                 |                                            |

|    |                                                                                                                                                                      |  |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| 8  | No. of Permanent and Professionally Qualified Employees on roll with details of qualifications.<br>Supervisor<br>Cleaning Personnel                                  |  |
| 09 | Total years of experience in undertaking the Cleaning Contract (Proof to be given)                                                                                   |  |
| 10 | Whether IT/ SARAL form copy enclosed                                                                                                                                 |  |
| 11 | Whether Uniform is provided by the contractor to his workmen. If so, colour of the uniform                                                                           |  |
| 12 | Whether the Contract Labourers are medically fit to work in the Canteens? If so medical certificates to be produced on demand.                                       |  |
| 13 | Whether the quotations are submitted in two parts separately<br>Part A (Pre-Qualification bid) & Part B (Price Bid)                                                  |  |
| 14 | (a) Whether the agency / contractor possesses the contractor licence?<br>(b) Whether the agency / contractor is registered with BHEL? If so furnish the contract No. |  |
| 15 | Others, if any to the credit of the contractor                                                                                                                       |  |
| 16 | DD for EMD<br>(Enclosed/Not enclosed)                                                                                                                                |  |
| 17 | DD Value, No and date                                                                                                                                                |  |

Note: Fill up all columns. Write "Nil" if not available

Place:

Date.

SIGNATURE OF THE AGENCY  
(NAME & ADDRESS WITH SEAL)

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**ANNEXURE – ‘B’**  
**Bharat Heavy Electricals Ltd**  
**Tiruchirapalli – 620 014**  
**HRM CANTEENS**  
**PART ‘B’ - PRICE BID**

**RATE BID FORMAT FOR WORKS CONTRACT FOR CLEANING AND OTHER SERVICES IN**  
**BHEL CANTEENS**

**( TO BE FILLED AND SENT OR SUBMITTED ON OR BEFORE. 20.04.2012 AT 14.00 HRS. SUPERSCRIBING ON THE COVER AS ‘RATE BID FOR CLEANING CONTRACT’)**

We, the quoting Contractor accept all the general terms and conditions as listed above in the tender Documents, and there is no deviation in the tender clauses and scope of work.

The single works Contract RATE as per the Scope of Work furnished in the Works Contract Tender for Cleaning and washing services inclusive of all charges, Uniform and all other applicable Taxes for all the workmen for four Canteens is as stated below :

Total rate per month for the cleaning contract specified for four Major Canteens of BHEL namely 19, 58, 24 (including peripheral dining halls) & 18 Canteens as per the scope of work mentioned in the tender will be as under:

01) For Canteen in **19 Bldg.** Rs. (in figures) ----- and  
Rupees (in words) -----  
-----)

02) For Canteen in **58 Bldg.** Rs. (in figures) ----- and  
Rupees (in words) -----  
-----).

03) For Canteen in **24 Bldg. & its Peripheral dining halls** Rs. (in figures)  
----- and Rupees (in words) ----- )

04) For Canteen in **18 Bldg.** Rs. (in figures) ----- and  
Rupees (in words) -----  
-----).

**Note:** Service Tax as applicable will be remitted & claimed in the monthly cleaning contract Bill.

Signature of the Contractor with Date and Seal

Address :

Phone No. :

Cell Phone No. :

Email / Fax :

**Note:**

- To be sent in a wax sealed cover by Speed post / Courier / Registered post well in advance to reach the below mentioned address on or before **20.04.2012** at 14.00 Hrs.
- Please indicate as “**Quotation for Cleaning & Other services in BHEL Canteens**” on the envelop.
- One contractor can apply for one or more canteens. BHEL reserves the right to limit the number of contracts i.r.o. a contractor.

To:

Sr.Manager (HR-CANTEENS)  
HRM, 24 BLDG.,  
Bharat Heavy Electricals Ltd,  
TRICHY – 620 014  
(Phone Nos. 2577064 and 2577067)