



BHARAT HEAVY ELECTRICALS LIMITED
CORPORATE (HR – GAX)
BHEL HOUSE, SIRI FORT, NEW DELHI – 110049.

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e-mail: vikrantk@bhel.in

Bharat Heavy Electricals Limited
भारत हेवी इलेक्ट्रिकल्स लिमिटेड



Corporate Administration
कॉर्पोरेट प्रशासन

BHEL HOUSE, ASIAN GAMES VILLAGE COMPLEX
SIRI FORT, NEW DELHI - 110 049
Tel: -011-66337438

Open Tender enquiry

for

Rate Contract for Washing / Dry Cleaning of Office Clothes of BHEL
House, Siri Fort, AGVC Township

NIT No.- AA: GAX: 24: PR: 3106; Date: 02-08-2024

Last Date for Submission: Date: 12-08-2024 UPTO 15:00 Hrs.


02.08.2024
Prepared By
Vikrant Kumar
Sr. Manager (HR-GAX)


21/8/2024
Approved By
Habibul Rehman
DGM (HR-GAX)



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Notice Inviting Tender

NIT No: AA: GAX: 24: PR: 3106, Dated: 02-08-2024

Sealed tender is invited for the below mentioned work. Tender is invited in open bid system in a sealed envelope, submitted on or before the specified date and time (mentioned below) at the address specified in the tender document.

Sl. No.	Name of work	Contract period	Last date and time of submission of tender	Date and time of opening of Tender	Tender submission venue
1.	Rate Contract for Washing / Dry Cleaning of Office Clothes of BHEL House, Siri Fort, AGVC Township	2 Years	12-08-2024 Up to 15:00 Hrs.	12-08-2024 at 15:30 Hrs.	Tender Box at Ground Floor Rear Block Entrance Lobby, BHEL House, Siri Fort, New Delhi-110049

- For detail, refer tender documents.
- Tender documents can be downloaded from BHEL web site (www.bhel.com) or from CPP portal (<http://eprocure.gov.in>). All subsequent corrigendum/amendment shall be published only on website and not in press. Hence, bidders are advised to always be in touch with our said website until the tender is finally opened.
- Late Tender is liable for rejection.
- BHEL reserves the right to accept or reject the bid or cancel or withdraw the invitation of tender without assigning any reason whatsoever and in such case no bidder / intending bidder shall have any claim arising out of such action by BHEL.
- For Penalty refer tender documents.
- In case of any clarification the bidder can contact undersigned on Telephone No.-011-66337438 or at e-mail: vikrantk@bhel.in.


Vikrant Kumar
Sr. Manager/HR-GAX
BHEL Corp. Office
Phone: 0(+91) 11-6633-7438
Mobile: (+91) 9759669400

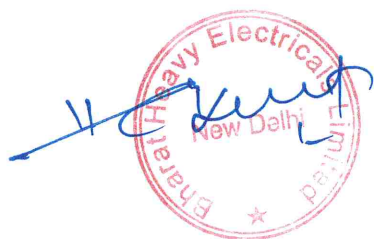


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General Conditions of Contract (GCC)


CHAPTER-1

General Instructions to Tenderer

CHAPTER-2

General Terms and Conditions



	<p align="center">BHARAT HEAVY ELECTRICALS LIMITED CORPORATE (HR – GAX) BHEL HOUSE, SIRI FORT, NEW DELHI – 110049.</p>	<p>PH: 011-66337438 e-mail: vikrantk@bhel.in</p>
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CHAPTER -1

1. GENERAL INSTRUCTION TO TENDERER

1.1. DISPATCH INSTRUCTION

- 1.1.1. All pages of the tender documents shall be duly signed, stamped and submitted along with the offer in token of complete acceptance thereof. The information furnished shall be complete by itself. The bidder is required to furnish all the details and other documents as per the tender terms & conditions.
- 1.1.2. Documents not signed & stamped by the authorized signatory of the bidder shall not be accepted and considered for evaluation of bid. Any additional documents submitted by the bidder during processing of tender or after placement of order, shall not be accepted unless it is submitted duly signed & stamped as mentioned above.
- 1.1.3. The above requirement is equally applicable even if the documents are received in soft form. In such cases, Documents / Clarifications received through e-mails should be from the registered e-mail ID of the bidder.
- 1.1.4. All documents submitted by the bidder in his submission shall be accompanied with a covering letter giving index interlinking all the documents, which shall be numbered page wise.
- 1.1.5. COMMUNICATION & CORRESPONDENCE: Bidder has to provide at least one valid email ID for fast communications. Two email IDs are desirable. All communications related to the tender shall be sent to these email IDs and hard copies will not be sent. Such communication(s) shall be deemed as delivered and final. Bidder has to regularly view their email and also remain in touch with the Notice Inviting Authority to remain updated. Non-viewing of e-mail or non-functioning of Internet & PC will not be entertained as a reason for no-response to any official communication. Two Mobile phones numbers should also be provided for communication / reminder(s). Such phones should be promptly attended. If due to any reason, bidder / authorized representative is unable to attend a call, he/she should revert to BHEL officials as soon as possible on the same day or, at the maximum, on the next working day. Any change in e-mail ID should be properly communicated in person, e-mail & hard copy. Later, during the execution of contract as well, non-response to a communication calling for action, shall be deemed to be a deliberate violation of contract condition and may invite suitable penalty for respective violation as per penalty causes.
- 1.1.6. Bidder are advised to study complete tender documents carefully. Submission of tender by any bidder shall be deemed to have been done after careful study, examination of the tender document and with the full understanding of the implications thereof. If the bidder has any doubt about the meaning of any portion of the tender specification or find discrepancies or omissions in the tender document issued or require clarification on any of the technical aspects, scope of work etc., he/she shall at once, contact the authority inviting the tender for the same, well in time (so as not to affect last date of submission) before the submission of the tender or else, BHEL's interpretation shall prevail & shall be binding on the bidder. Bidder request for clarifications shall be with reference to Section and Clause numbers given in the tender document. The specifications, terms and conditions shall be deemed to have been accepted by the bidder in his offer. Non-compliance with any of the



requirements and instructions of the tender enquiry may result in the rejection of the bid.

1.1.7. All entries in the tender documents should be in one ink. Bid should be free from correction, overwriting, using corrective fluid etc. Any interlineation, cutting, erasure or overwriting shall be valid only if they are attested under full signature(s) of person(s) signing the bid else bid shall be liable for rejection.

1.1.8. No clause of the tender document should be altered /amended /edited etc. by the bidder under any circumstances.

1.2. SUBMISSION OF BID

1.2.1. Bidder must submit their bid as per instructions in the NIT i.e. bid shall be strictly in accordance with the tender specifications.

1.2.2. Bid submitted by post shall be sent by 'REGISTERED POST / COURIER' and shall be posted with due allowance for any postal/courier delays. BHEL takes no responsibility for delay, loss or non-receipt of bid sent by post/courier. The bids received after the specified time of their submission are treated as 'Late Bid' and shall not be considered under any circumstances.

1.2.3. The Bidder shall bear all costs associated with the preparation and submission of the Bid including but not limited to Bank charges all courier charges including taxes & duties etc. incurred thereof. Further, BHEL will in no case, be responsible or liable for these costs, regardless of the outcome of the bidding process.

1.3. TENDER OPENING:

1.3.1. Tender shall be opened at BHEL House, Siri Fort, New Delhi on appointed date & time (or the extended date/ time, if any) by representatives of Contracting dept. and Finance dept. in the presence of representatives of bidder who would like to be present. The last day of submission (or the extended date of submission) and the opening date of Part-I (Techno-Commercial bid) shall be same.

1.3.2. Carrying/ use of mobile phone/ camera and any such recording device by vendors' representatives in the Tender Opening Room is prohibited.

1.3.3. **Bidding Process:** Conventional price bid i.e. sealed envelope price bid shall be considered for evaluation of lowest cost service provider.

1.4. LANGUAGE


1.4.1. The bidder shall quote the "Rate" in English language and international numerals ONLY. The "Rate" shall be entered in figures as well as in words. "Rate" shall be considered up to TWO decimal points only. Digits beyond TWO decimal points will be ignored and not rounded off. No representations on this account shall be entertained.

1.4.2. All correspondence and documents relating to the bid exchanged by the Bidder and BHEL shall be written in the English language. Any printed literature/certificate/any other document furnished by the Bidder may be in another language, provided they are accompanied by an accurate translation of



the relevant passages in the English language, in which case, for purpose of interpretation of the Bid the English translation shall prevail.

- 1.4.3. Currencies for this tender & Payment: Indian Rupees (₹) only.
- 1.4.4. Singular & Plural: Words importing the singular number shall also include the plural and vice versa, where the context requires.
- 1.4.5. Headings and Marginal Headings: The headings and marginal headings in NIT are solely for the purpose of facilitating reference and shall not be deemed to be part thereof or to be taken into consideration in the interpretation or construction thereof or the contract.
- 1.5. **PRICE DISCREPANCY / CORRECTION OF ARITHMETIC ERRORS:** Provided that the bid is substantially responsive, BHEL shall correct arithmetical errors on the following basis:
- 1.5.1. 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 the purchaser 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.
- 1.5.2. 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
- 1.5.3. 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 1.5.1 and 1.5.2 above.
- 1.5.4. 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 the purchaser i.e. BHEL, the bid is liable to be ignored.
- 1.6. **TENDER EVALUATION / EVALUATION OF BIDS:**
- 1.6.1. Tender evaluation shall be carried out on the basis of documents required and commercial terms & conditions specified in the tender documents.
- 1.6.2. If the "Rate" is not filled up in the Price-bid and is not as per the requirements of the Bidding Documents, the same shall be omitted from evaluation.
- 1.7. **VALIDITY OF OFFER & CONTRACT:**
- 1.7.1. Offers shall remain valid for 120 days' period from the due date of submission of bid (including extension, if any). In case BHEL calls for negotiations, such negotiations shall not amount to cancellation or withdrawal of the original offer which shall be binding on the bidder(s). In exceptional circumstances, prior to expiry of the original 'Bid Validity Period', BHEL may request the Bidders to extend the 'Period of Bid Validity' for a specified additional period. The request and the responses thereto shall be made in writing or by email. A Bidder may refuse the request without

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forfeiture of his EMD.

- 1.7.2 The contract will be valid for a period of two (02) years. The same may however be extended further for a period of three months/ part thereof with mutual agreement, in writing, on the same Rates, Terms and Conditions.

1.8. REJECTION OF BID

- 1.8.1 BHEL reserves the right to accept or reject any the bid with or without deviation or cancel / withdraw the invitation for bid without assigning any reason whatsoever and in such case bidder shall have no claim arising out of such action by BHEL. The acceptance of bid will rest with BHEL, not binding itself to accept the quoted rates.
- 1.8.2 BHEL also reserves the right to cancel the tender at any stage due to any administrative / internal reasons whatsoever and in such case bidder/successful bidder shall have no claim arising out of such action by BHEL.
- 1.8.3 Unsolicited bid, bid which are incomplete or not in the form specified or defective or have been materially altered or not in accordance with the tender conditions, specifications etc., are liable to be rejected.
- 1.8.4 If a bidder who is a proprietor expires after the submission of his bid or after the acceptance of his bid, BHEL may at their discretion, cancel such a bid. If a partner of a firm expires after the submission of tender or after the acceptance of the tender, BHEL may then cancel such tender at their discretion, unless the firm retains its character.
- 1.8.5 If the bidder deliberately gives wrong information in his bid, BHEL reserves the right to reject such bid at any stage or to cancel the contract if awarded and forfeit the Earnest Money/any other money due.
- 1.8.6 Canvassing in any form in connection with the bid submitted by the Bidder shall make his offer liable to rejection.
- 1.8.7 In case the Proprietor, Partner or Director of the Company/Firm submitting the tender, has any relative or relation employed in BHEL, the authority inviting the tender shall be informed of the fact along with the Offer. Failing to do so, BHEL may, at its sole discretion, reject the tender or cancel the contract.

1.9. MSE, Start-UP, MII & Splitting of Work.

a) PROVISIONS FOR MICRO AND SMALL ENTERPRISES (MSEs)

Norms for of Micro, Small and Medium Enterprises in public procurement shall be relaxed in line with policy circular no 1(2)(1)/2016-MA dated 10-03-2016 issued by Ministry of Micro, Small and Medium Enterprises & Public Procurement Policy for the Micro and Small Enterprises (MSEs) Order 2012 and subsequent amendments dated 09.11.2018, 26.06.2020 & 16.06.2021. Traders/resellers/distributors/authorized agents will not be considered for availing benefits under Public Procurement Policy for MSE, Order 2012 as per MSE guidelines issued by MoMSE. The benefits of



Public Procurement Policy shall be given to only those MSEs who are eligible as per Public Procurement Policy for MSE, Order 2012.

The relevant document(s), if submitted should be valid on the last date of bid submission including bid extension (if any).

b) PROVISIONS FOR START-UP

Norms for Start-ups in Public Procurement shall be relaxed in line with OM No. F.20-2/2014-PPD (pt.) dated 27th July'2017 and OM No. F.20/2/2014-PPD (pt.) dated 20.09.2016 issued by Ministry of Finance, Department of Expenditure along with DIPP D.O. No. 12(11)/2017-SI dated 22.06.2017, & DHI's letter no. 10(2)/2015-PE-XII dated 29.09.2020.

The relevant document(s) if submitted, should be valid on the last date of bid submission including bid extension (if any).

- c) **Preference to Make in India:** For this procurement, Public Procurement (Preference to Make in India), Order 2017 dated 15.06.2017, 28.05.2018, 29.05.2019, 04.06.2020, 16.09.2020, 06.09.2022 & DoE OM dated 23.07.2020, 18.05.2023 and subsequent Orders issued by the respective Nodal Ministry shall be applicable even if issued after issue of this NIT but before finalization of contract/ PO/ WO against this NIT. In the event of any Nodal Ministry prescribing higher or lower percentage of purchase preference and/ or local content in respect of this procurement, same shall be applicable.

{participation only from Class 1/Class 2 Local suppliers as per the Public Procurement (preference to Make-in-India) order 2017 dated 16.09.2020 (as amended and applicable time to time)}.


d) Purchase preference for MSE/PPP-MII:

The item required is divisible in nature & may be split in ratio of 60:40. Purchase preference to MSE and Class-I local supplier shall be as per the following order of priority: -

- i. If, L-1 is "MSE Class-I local supplier" –Contract with 60% quantity shall be awarded to L-1.
- ii. If, L-1 is "Non MSE Class-I local supplier" – Purchase preference i.e. 60 % is to be given to MSEs at L-1 rate, if eligible as per PPP-MSE order & balance 40 % quantity is to be awarded to L-1 bidder.
- iii. If, L-1 is "MSE but non-Class-I local supplier" – Purchase preference i.e. 60% is to be given to Class-I local supplier at L-1 rate if eligible as per PPP-MII order & balance 40% quantity is to be awarded to L-1 bidder.
- iv. If, L-1 is "Non MSE Non Class-I local supplier" – Purchase preference i.e. 25% (Rounded to next whole number) is to be given to MSEs, if eligible as per PPP-MSE order at L-1 rate. Thereafter, Purchase preference is to be given to Class-I local supplier as per PPP-MSE order for 50% of the tendered quantity minus quantity allotted to MSEs above at L-1 rate. For, the balance quantity is to be awarded to L-1 bidder. (for this scenario, bidder is advised to refer OM ref. n oF.1/4/2021-PPD dated 18-05-2023

Wherever applicable, MSE quoting the lowest price whose quoted rates fall within 15% margin shall be given the first preference to match the L1 price. Similarly, class-1 local supplier quoting the lowest price whose quoted rates fall within 20 % margin shall be given the first preference to match the L1 price.

- e) Traders are excluded from the preview of Public Procurement Policy.

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f) For applicability of MSE and Start-up clauses (if any), the documents valid as on the date of Part-I bid opening (including extension) shall be considered.

- i) MSEs shall be exempted from payment of earnest money at the time of tender submission. However, there is no exemption of security deposit submission (if any).
- ii) Participating MSEs quoting price within price band of L1+15 % shall be considered for award of work by bringing down their price to L1 price in a situation where L1 price is from someone other than MSE. In case of more than one such MSE, MSE with lowest price shall be given the first option to match the L1 price. However, MSEs owned by the Scheduled Caste or the Scheduled Tribe entrepreneurs shall be given the preference for matching the L1 price irrespective of their standing in comparative statement of MSE bidders within price band of L1+15 %.

Please Note, this clause must be read along with the Splitting clause mentioned below.

g) **Splitting of Contract**

For operational convenience and speedy resolution of complaints, it is intended to distribute the tendered work amongst maximum of 02 qualified bidders by splitting the work in the ratio 60:40 at overall L-1 rate in order of their relative positions. For doing this, all qualified vendors shall be counter offered L-1 rate in order of their relative positions (L2, L3, L4.....) for their acceptance. First 02 qualified bidders inclusive of L-1 bidder, in order of their relative positions, who have accepted counter offer as above; shall be awarded the work in the ratio specified as above.

Splitting of work amongst 02 qualified bidders is based on the presumption that there are equal to or more than 03 qualified responses and at least one qualified bidder (other than L-1 bidder) has given their acceptance to work at L-1 rate.

The department at its discretion may allocate the total work (100%) to L-1 bidder if there are only two qualified responses or no qualified bidder other than L-1 bidder himself gives acceptance to work on L-1 rate.

However, sharing of business volume of the empaneled parties will depend on factors like suitability, availability, quality, performance, etc. and convenience of the users. Therefore, the business volume to be apportioned to each party is indicative only.





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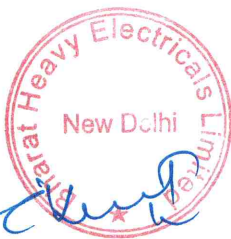
- 1.10. **Security Deposit:** The security deposit shall be 5% of the total contract value. The vendor must deposit the required amount of security within 15 days from the date of issue of order. EMD of the successful tenderer shall be converted and adjusted towards the required amount of Security Deposit. The balance amount of security deposit will be collected in the following form.

- (i) Cash (as permissible under the extant Income Tax Act)
- (ii) Local cheques of Scheduled Banks (subject to realization)/ Pay Order/ Demand Draft/ Electronic Fund Transfer in favour of BHEL
- (iii) Bank Guarantee from Scheduled Banks/ Public Financial Institutions as defined in the Companies Act. The Bank Guarantee format should have the approval of BHEL
- (iv) 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)
- (v) Securities available from Indian Post offices such as National Savings Certificates, Kisan Vikas Patras etc. (held in the name of Contractor furnishing the security and duly endorsed/ hypothecated/ pledged, as applicable, in favour of BHEL)
- (vi) Insurance Surety Bonds

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.

At least 50% of the required Security Deposit, including the EMD (if any), should be collected before start of the work. Balance of the Security Deposit can be collected 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.

- 1.11. **RETURN OF SECURITY DEPOSIT:** Security Deposit shall be refunded/released to the Contractor only after successful completion of Rate Contract & complying all the contractual obligations as mentioned in the contract.





CHAPTER-2

2.1 POWER OF ATTORNEY:

- 2.1.1 In case of a Single Bidder, Power of Attorney issued by the Board of Directors/ CEO /Chairman/ MD / Company Secretary of the Bidder/ all partners is to be submitted
- 2.1.2 In case of Partnership firm/any person authorized in terms of Deed of LLP/Proprietor in favour of the authorized employee(s) of the Bidder, in respect of the particular tender for signing the Bid and all subsequent communications, agreements, documents etc. pertaining to the tender and to act and take any and all decision on behalf of the Bidder, is to be submitted.
- 2.2 The offers of the bidder who are under suspension and also the offers of the bidder, who engage the services of the banned firms, shall be rejected. The list of banned firms is available on BHEL website www.bhel.com.

Integrity commitment, performance of the contract and punitive action thereof:

COMMITMENT BY BHEL: BHEL commits to take all measures necessary to prevent corruption in connection with the tender process and execution of the contract. BHEL will during the tender process treat all Bidder(s) in a transparent and fair manner, and with equity.


COMMITMENT BY BIDDER/ SUPPLIER/ CONTRACTOR: The bidder/ supplier/ contractor commit to take all measures to prevent corruption and will not directly or indirectly influence any decision or benefit which he is not legally entitled to nor will act or omit in any manner which tantamount to an offence punishable under any provision of the Indian Penal Code, 1860 or any other law in force in India.

The bidder/ supplier/ contractor will, when presenting his bid, disclose any and all payments he has made, and is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract and shall adhere to relevant guidelines issued from time to time by Govt. of India/ BHEL.

The bidder/ supplier/ contractor will perform/ execute the contract as per the contract terms & conditions and will not default without any reasonable cause, which causes loss of business/ money/ reputation, to BHEL.

If any bidder/ supplier/ contractor during pre-tendering/ tendering/ post tendering/ award/ execution/ post-execution stage indulges in mal-practices, cheating, bribery, fraud or and other misconduct or formation of cartel so as to influence the bidding process or influence the price or acts or omits in any manner which tantamount to an offence punishable under any provision of the Indian Penal Code, 1860 or any other law in force in India, then, action may be taken against such bidder/ supplier/ contractor as per extant guidelines of the company available on <http://www.bhel.com> and/or under applicable legal provisions".

- 2.3 The Bidder(s) 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 of BHEL Management about any fraud or suspected fraud as soon as it comes to their notice.

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2.4 BREACH OF CONTRACT, REMEDIES AND TERMINATION:

Definition of Breach of Contract

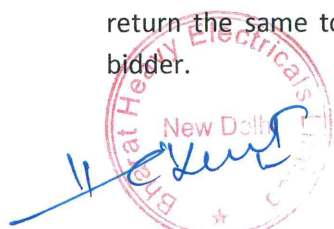
- a) Contractor/ supplier's poor progress of the work vis-à-vis execution timeline as stipulated in the Contract, backlog attributable to contractor/ supplier including unexecuted portion of work/ supply does not appear to be executable within balance available period (#) considering its performance of execution.
- b) Withdrawal from or abandonment of the work by contractor before completion of the work as per contract.
- c) Non-completion of work/ Non-supply by the Contractor/ supplier within scheduled completion/delivery period as per Contract or as extended from time to time, for the reasons attributable to the contractor/ supplier.
- d) Termination of Contract on account of any other reason (s) attributable to Contractor/ Supplier. If at any time the service provider defaults in proceeding with the work with due diligence and continues to do so or commit any default in complying any of the tender terms and conditions even after the notice in writing is given, BHEL may, without prejudice to any other right to remedy which shall have accrued or shall accrue thereafter to BHEL, to terminate the contract by giving 15 days' notice in writing. The notice will be deemed to have been served as and when sent to the address given in the tender.
- e) Assignment, transfer, subletting of Contract without BHEL's written permission resulting in termination of Contract or part thereof by BHEL. The Contractor is solely responsible to BHEL for the work awarded to him.
- f) Non-compliance to any contractual condition or any other default attributable to Contractor/ Supplier.

Recovery in case of Breach of Contract

In case of breach of contract, 10% of the contract value shall be recovered from the contractor. The recovery shall be made from Security Deposit (if any)/ Retention Money (if any)/ available bills in the unit pacing P.O. In case 10% amount is not recovered from these instruments the balance amount shall be recovered from the bills available in any of the BHEL unit(s)/Division(s).

Further, levy of liquidated damages, debarment, termination, de-scoping, short-closure etc., shall be applied as per provisions of contract

- 2.5 The bid submitted by bidder(s) shall become the property of BHEL who shall be under no obligation to return the same to the bidder. However unopened price bid and late bid shall be returned to the bidder.





- 2.6 BHEL shall not be responsible for any expense incurred by bidder in connection with the preparation & delivery of their bid, site visit, participating in the discussion and other expenses incurred during the bidding process.
- 2.7 The tender schedule and the tender shall be deemed to form an integral part of the contract to be entered into for this work. All the terms & conditions mentioned in this tender document shall form a part of the Contract-Agreement, which shall be executed between the successful bidder and BHEL.
- 2.8 The Contractor will be responsible for the quality of the job and will immediately rectify the deficiency pointed out in the job performed.
- 2.9 **SUBLETING:** The Contractor should not sub-contract part or complete work detailed in the tender specification undertaken by him without written permission of BHEL. The Contractor is solely responsible to BHEL for the work awarded to him.
- 2.10 **INCIDENTS RESULTING IN TERMINATION OF CONTRACT:** Following incidents will be considered as reason for both; imposition of penalties being in the nature of liquidated damages for breach of contract and may also attract termination of contract prior to its conclusion and the completion of the services assignment as the case may be.

S. No.	INCIDENT
a.	In the event of external factors (like natural disasters) which are beyond the control of the Contractor or BHEL.
b.	BHEL reserves the right to terminate by prior written notice, the whole or part of the contract. The notice of termination shall specify that termination be for BHEL's convenience, the extent to which performance of work under the contract is terminated and the date on which such termination becomes effective.
c.	In the event of Failure/inability of one party or the other.
d.	Without prejudice to any of the rights or remedies under this contract, if the contractor dies, the accepting officer shall have the option of terminating the contract without compensation to the contractor's authorized survivors.
e.	In the event of cancellation of any of the licenses or statutory permissions required for carrying out the services.
f.	In case, the personnel deployed by the Contractor found to have indulged in any criminal activity in BHEL premises.
g.	In case of any misrepresentation while claiming the payment.
h.	In case of non-compliance of any statutory obligations (as stated in this tender document) by the Contractor during the execution of Contract, may results into termination of Contract. In addition to the above, the Contractor shall also be liable for the penalties provided under the respective statute.
i.	In case of repeated violation of any of the terms of the agreement despite giving warnings on different occasions.
j.	If the Contractor fails to deliver any or all of the services within the time period(s) specified in the Contract, or any extension thereof granted by BHEL;
k.	If Contractor fails to perform any other obligation under the Contract;



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The penalties, in any case shall not exceed 10% of the total contract value and shall be recoverable from RA bills. Notwithstanding above, BHEL reserves the right to terminate the contract

- 2.11.1 The grounds mentioned herein (above) are not exhaustive but merely illustrative. BHEL reserves its rights to terminate the Contract (in whole or in part) at any time in the event the Contractor has contravened any provision of the Contract or any other legal requirement or due to repeated/habitual non-adherence to the qualitative, quantitative and time requirements stipulated in the Contract after giving a notice of 30 days for rectification of the same. If the Contractor has not rectified/ corrected the deficiencies stated in the written notice issued by BHEL, within the period of 30 days from the date of issue of notice, then the Contract may be terminated by BHEL by giving a written communication to the Contractor.
- 2.11.2 In the event of the termination of the Contract for any reason whatsoever, BHEL's liability shall only extend to making payment to the Contractor of the Contract Price accruing (prorated, if necessary) up to the date of termination for actual services rendered by the Contractor after making all deductions that BHEL is entitled to make pursuant to provisions of this Contract. BHEL shall not have any liability to pay to the Contractor any compensation or reimburse any costs incurred by the Contractor and the Contractor hereby waives any claim for compensation for losses/damages and/or reimbursement of costs.
- 2.12 **RECOVERY FROM CONTRACTOR:** Whenever under the contract, any sum of money shall be recoverable from or payable by the contractor, the same may be deducted from any sum then due or which at any time thereafter may become due to the contractor under the contract or under any other contract with BHEL or from his security deposit, or the contractor shall pay the claim on demand without any terms & conditions.
- 2.13 **SECURITY OF CONFIDENTIAL INFORMATION:** The bidder(s)/contractor agree & acknowledge that in the course of their discussions and interaction, BHEL may disclose information of confidential proprietary nature relating to its business, products, know-how, technology, customers, employees and financial to the bidder(s)/contractor. Such information shall be considered as confidential. The contractor agrees to keep it confidential & secret at all times and not directly or indirectly disclose to any party other than its employees and authorized personnel's strictly on a need know basis, without the prior written permission of BHEL.

SETTLEMENT OF DISPUTES:

- 2.14 **CONCILIATION:** If at any time (whether before, during or after the arbitral or judicial proceedings), any Disputes (which term shall mean and include any dispute, difference, question or disagreement arising in connection with construction, meaning, operation, execution, effect, interpretation or breach of the Contract, which the Parties are unable to settle mutually, arise inter-se the Parties, the same may be referred by either Party to Conciliation to be conducted through Independent Experts Committee (IEC) to be appointed by competent authority from the BHEL Panel of Conciliators.

The proceedings of Conciliation shall broadly be governed by Part-III of the Arbitration & Conciliation Act, 1996 or any statutory modification thereof and as provided in the BHEL Conciliation Scheme as applicable from time to time.



2.15 ARBITRATION:

- 2.15.1 Except as provided elsewhere in this contract, in case amicable settlement is not reached between the parties, in respect of any dispute or difference; arising out of the formation, breach termination, validity of execution of the Contract; or, the respective rights and liabilities of the parties; or, in relation to interpretation of any provision of the Contract; or in any manner touching upon the contract, then, either party may, by a notice in writing to the other party refer such dispute or difference to the sole arbitration of an arbitrator appointed by Head of the BHEL Unit/Region/Division issuing the Contract.

The Arbitrator shall pass a reasoned award and the award of the Arbitrator shall be final and binding upon the Parties.

Subject as aforesaid, the provisions of Arbitration and Conciliation Act 1996 (India) or statutory modifications or re-enactments thereof and the rules made thereunder and for the time being in force shall apply to the arbitration proceedings under this clause. The seat of arbitration shall be at New Delhi.

The cost of arbitration shall be borne as per the award of the Arbitrator.


Subject to the arbitration in terms of Clause above, the Courts at New Delhi shall have exclusive jurisdiction over any matter arising out of or in connection with this contract.

Notwithstanding the existence or any dispute or differences and /or reference for the arbitration, the Contractor shall proceed with and continue without hindrance the performance of its obligations under this contract with due diligence and expedition in a professional manner except where the Contract has been terminated by either party in terms of this Contract.

- 2.15.2 In case of order/contract on Public Sector Enterprises (PSE) or a Govt. Deptt., the following clause shall be applicable: -

In the event of any dispute or difference relating to the interpretation and application of the provisions of the Contract, such dispute or difference shall be referred to by either party for arbitration to the sole arbitrator in the department of public enterprises to be nominated by the secretary to the Government of India in-charge of the Department of Public Enterprises. Arbitration and Conciliation Act 1996 shall not be applicable to arbitration under this clause. The award of the arbitrator shall be binding upon the parties to the dispute, provided, however, any party aggrieved by such award may make a further reference for setting aside or revision of the award to the Law secretary, Deptt. Of Legal Affairs, Ministry of Law & Justice, Government of India. Upon such reference the dispute shall be decided by the Law Secretary or the Special Secretary or Additional Secretary when so authorized by the Law Secretary, whose decision shall bind the parties hereto finally and conclusively. The parties in the dispute will bear equally the cost of arbitration as intimated by the arbitrator.

- 2.16 **APPLICABLE LAWS AND JURISDICTION OF COURTS:** Indian laws both substantive and procedural, for the time being in force, including modifications thereto, shall govern the Contract including Arbitration

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proceedings. Notwithstanding any other court or courts having jurisdiction to decide the question(s) forming the subject matter of the reference if the same had been the subject matter of a suit, any and all actions and proceedings arising out of or relative to the contract shall lie only in the court of competent civil jurisdiction in this behalf at **DELHI** and only the said Court(s) shall have jurisdiction to entertain and try any such action(s) and/or proceeding(s) to the exclusion of all other Courts.

- 2.17 **FORCE MAJEURE:** A Force Majeure (FM) means extraordinary events or circumstance beyond human control such as an event described as an Act of God (like a natural calamity) or events such as war, strike, riots, crimes (but not including negligence or wrong-doing, predictable/seasonal rain and any other events specifically excluded in the clause). An FM clause in the contract frees both parties from contractual liability or obligation when prevented by such events from fulfilling their obligations under the contract. An FM clause does not excuse a party's non-performance entirely, but only suspends it for the duration of the FM. The firm has to give notice of FM as soon as it occurs and it cannot be claimed ex-post facto. There may be a FM situation affecting the purchase organization only. In such a situation, the purchase organization is to communicate with the supplier along similar lines as above for further necessary action. If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of FM for a period exceeding 90 (Ninety) days, either party may at its option terminate the contract without any financial repercussion on either side.

Notwithstanding the punitive provisions contained in the contract for delay or breach of contract, the supplier would not be liable for imposition of any such sanction so long as the delay and/or failure of the supplier in fulfilling its obligations under the contract is the result of an event covered in the FM clause.

- 2.18 **DEVIATIONS:** Deviations, if any, may be indicated in format enclosed (Annexure-B). BHEL will consider the deviations if the same are declared in the specified deviation format, or else it will be considered that there is no deviation taken. Deviation mentioned elsewhere in the offer shall not be considered. BHEL reserves the right to accept or reject the deviation sought. Bidder may note that Bid shall be in full compliance to the requirements of Bidding Document, failing which bid shall be considered as non-responsive and may be liable for rejection.
- 2.19 In the event of any conflict between requirement of any clause of this specification/ documents/drawings/data sheets etc. or requirements of different codes/standards specified, the same to be brought to the knowledge of BHEL in writing for clarification before due date of seeking clarification (whichever is applicable), otherwise, interpretation by BHEL shall prevail. Any typing error/missing pages/ other clerical errors in the tender documents, noticed must be pointed out before pre-bid meeting/submission of offer, else BHEL's interpretation shall prevail. In this regard decision of BHEL shall be final and binding.
- 2.20 **BHEL reserves the right to cross-check / verify the genuineness of the documents submitted along with the offer by the bidder. At any stage, BHEL may also ask for original documents and bidder / contractor has to submit the same. If at any stage, the document(s) submitted by bidder / contractor is/are found incorrect/ false, the necessary action will be taken by BHEL against the bidder/contractor as per extant guidelines / policies / terms & conditions of this tender.**
- 2.21 In the event of any conflict between requirement of any clause of this specification/ documents/drawings/data sheets etc. or requirements of different codes/standards specified, the



same to be brought to the knowledge of BHEL in writing for clarification before due date of seeking clarification (whichever is applicable), otherwise, interpretation by BHEL shall prevail. Any typing error/missing pages/ other clerical errors in the tender documents, noticed must be pointed out before pre-bid meeting/submission of offer, else BHEL's interpretation shall prevail. In this regard decision of BHEL shall be final and binding.

- 2.22 Unless specifically mentioned otherwise, bidder's quoted price shall have deemed to be in compliance with tender.
- 2.23 **BHEL reserves the right to cross-check / verify the genuineness of the documents submitted along with the offer by the bidder. At any stage, BHEL may also ask for original documents and bidder / contractor has to submit the same. If at any stage, the document(s) submitted by bidder / contractor is/are found incorrect/ false, the necessary action will be taken by BHEL against the bidder/contractor as per extant guidelines / policies / terms & conditions of this tender.**
- 2.24 **No Claim Certificate:** The Contractor shall not, be entitled to make any claim, whatsoever, against BHEL under or by virtue of or arising out of this contract nor shall BHEL entertain or consider any such claim after Contractor shall have signed a "no claim certificate as per BHEL prescribed format in favor of BHEL after the works are finally accepted or finalization of contract.
- 2.25 The performance of the services will be continuously evaluated by the designated committee/user groups nominated by BHEL.
- 2.26 **Liaisoning with local and state authorities:** Contractor will co-ordinate with state and local authorities for the work being done by it, as needed.
- 2.27 **Due Diligence:** The Bidder is expected to examine all instructions, forms, terms & specifications in the bidding document. Failure to furnish all information required by the bidding document or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.
- 2.28 **BANK GUARANTEE**
Whenever Bank Guarantees are to be furnished/submitted (in the format provided by BHEL) by the contractor, the following shall be complied with:
- i) Bank Guarantees shall be from Scheduled Banks / Public Financial Institutions as defined in the Companies Act.
 - ii) The Bank Guarantees shall be as per prescribed formats.
 - iii) It is the responsibility of the bidder to get the Bank Guarantees revalidated/extended for the required period (subject to a minimum period of six months), as per the advice of BHEL Project Manager. BHEL shall not be liable for issue of any reminders regarding expiry of the Bank Guarantees.
 - iv) In case extension/further extensions of any Bank Guarantees are not required, the bidders shall ensure that the same is explicitly endorsed by the Project Manager and submitted to the Regional HQ issuing the LOI/LOA.



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- v) In case the Bank Guarantees are not extended before the expiry date, BHEL reserves the right to invoke the same by informing the concerned Bank in writing, without any advance notice/communication to the concerned bidder.
- vi) Bidder to note that any corrections to Bank Guarantees shall be done by the issuing Bank, only through an amendment in an appropriate non-judicial stamp paper.
- vii) The Original Bank Guarantee shall be sent directly by the Bank to BHEL under Registered Post (Acknowledgement Due), addressed to the Subcontracting Department of the respective Region.

2.29 OTHER ISSUES

- 2.29.1 Value of Non judicial Stamp Paper for Bank Guarantees and for Contract Agreement shall be not less than Rs 100/- unless otherwise required under relevant statutes.
- 2.29.2 Letter of Intent (LOI) shall be placed to the successful contractor before Contract Agreement. The Security Deposit amount shall be specified in the LOI, which has to be deposited to BHEL by the successful contractor before Contract Agreement.
- 2.29.3 In case of any conflict between the General Conditions of Contract and Special Conditions of Contract, provisions contained in the Special Conditions of Contract shall prevail.
- 2.29.4 Unless otherwise specified in NIT, offers from consortium / JVs shall not be considered.
- 2.29.5 E- invoicing shall be applicable as per direction/norms of government.
- 2.29.6 This contract will be valid initially for two years from the date mentioned in the award of work. However, BHEL reserves the right to terminate the contract at any time in-between by giving one month's written notice to the contractor without assigning any reason, for which the supplier will not have any claim whatsoever.

2.30 Insurance

- 2.30.1 It is the sole responsibility of the contractor to insure his materials, equipment, workmen, etc. against accidents and injury while at work and to pay compensation, if any, to workmen as per Workmen's compensation Act. The work will be carried out in a protected area and all the rules and regulations of BHEL in the area of project which are in force from time to time will have to be followed by the contractor.
- 2.30.2 If due to negligence and or non-observation of safety and other precautions by the contractors, any accident/injury occurs to the property / manpower belong to third party, the contractor shall have to pay necessary compensation and other expense, if so decided by the appropriate authorities.
- 2.30.3 The contractor will take necessary precautions and due care to protect the material, while in his custody from any damage/ loss due to theft or otherwise till the same is taken over by BHEL. For lodging / processing of insurance claim the contractor will submit necessary documents. BHEL will recover the loss including the deductible franchise from the contractor, in case the damage / loss is due to carelessness / negligence on the part of the contractor. In case of any theft of material under contractor's custody, matter shall be reported to police by the contractor immediately and

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copy of FIR and subsequently police investigation report shall be submitted to BHEL for taking up with insurance. However, this will not relieve the contractor of his contractual obligation for the material in his custody

- 2.30.4 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: ₹10,00,000/- (Rupees Ten Lakhs).*
 - (ii) *In the event of other permanent disability: ₹7,00,000/- (Rupees 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."
- 2.30.5 **Indemnification of BHEL:** If any action in court is brought by third party against BHEL or an officer or agent of BHEL for the failure or neglect on the part of Service Provider to perform any acts, matter, covenants or things under the contract or for any damage or injury caused by the alleged omission or negligence on the part of the service provider, his agent/ representative(s) or his sub-service provider(s) or drivers, the service provider shall in all such case be responsible and indemnify and keep BHEL and/ or its representative harmless from all losses, damages, expenses or decrees arising out of such action.



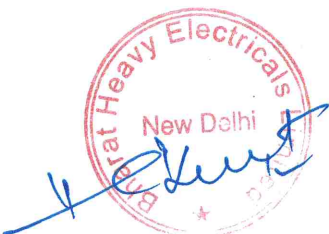



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Special Conditions of Contract (SCC)

Sl. No	Description	Annexures
1	PQR	Annexure-A
2	Scope of Work	Annexure-B
3	Commercial Terms & Conditions	Annexure-C
4	Composition of Bids	Annexure-D
5	Details of Business/Contact Details	Annexure-E
6	Acceptance Letter / Deviation Certificate	Annexure-F
7	Declaration	Annexure-G
8	NEFT Format	Annexure-H
9	Price Bid Format	Annexure-I
10	Experience Certificate	Annexure-J
11	Check list (For submission of tender)	Annexure-K



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Annexure-A

3. PRE QUALIFYING REQUIREMENTS (PQR)


- 3.1. The bidder should have PAN (Permanent Account number).
- 3.2. Participant Eligibility Criteria.
 - 3.2.1. The bidder's average annual financial turnover during the last three financial years ending 31st March '23 should be at least Rs 91,000.00
 - 3.2.2. The experience of having successfully completed or currently executing similar Job/ services during last 7 years ending last day of month previous to the one in which tender is invited, should be either of the following: -
 - a) The bidder should have executed (or billed in case of currently executing order) three similar jobs / services with value not less than Rs 2,42,617.00 (excl. taxes) each.
Or
 - b) The bidder should have executed (or billed in case of currently executing order) two similar jobs / services with average annual value not less than Rs 3,03,271.00 (excl. taxes) each.
Or
 - c) The bidder should have executed (or billed in case of currently executing order) one similar job / service with average annual value not less than Rs 4,85,234.00 (excl. taxes)
- 3.3. The bidder should have their establishment in 10 km radius of BHEL House, Siri Fort, New Delhi 110049.

Please note:

- Similar work here shall be related/refer to 'jobs/services' of Washing/Dry-cleaning of clothes, fabrics in Hotels/Guest houses/Transit flats etc. with any Central Govt. / State Govt. / PSU / Public Limited Company / Private Limited Company/Autonomous Authorities.
- Exemption to verified MSE w.r.t year of EMD, experience and turnover.
- Exemption to verified startups w.r.t year of EMD, experience and turnover.

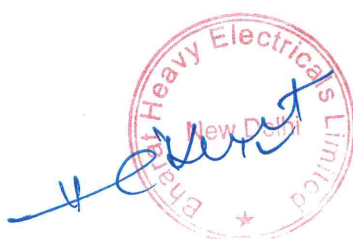
4. DOCUMENTS REQUIRED IN SUPPORT OF PRE-QUALIFYING REQUIREMENT:

- 4.1. Copy of PAN card to be submitted by the bidder.
- 4.2. Certified copy of Audited profits & loss account statements of last three financial years i.e. FY 2020-21, 2021-22 & 2022-23. A CA certificate duly signed and stamped indicating the total turnover of the bidder for indicated period above i.e. FY 2020-21, 2021-22 & 2022-23 shall also be acceptable.
- 4.3. To establish the required experience, the bidder shall submit Work orders/Contract Agreement & supporting work experience certificates from their clients as proof against PQR. It is important to highlight that to establish completion of work & value of work, the bidder shall submit both W.O & completion certificate of their experience. In case, the bidder has any running contract which meets the criteria of PQR, the bidder shall provide a letter from their respective client citing the experience & value of the work till last 7 years ending last day of month previous to the one in which tender is invited.

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- 4.4. The bidder shall submit copy of address proof (Electricity bill/Tel. Bill/Certificate of incorporation/ITR/any other similar proof issued by competent authority) to certify establishment in 10 Km from BHEL House, New Delhi-49
- 4.5. In case the bidder is seeking exemption as verified MSE, the bidder shall produce a valid MSE certificate issued by the competent authority which should be valid on the last date of bid submission including bid extension (if any).
- 4.6. In case the bidder is seeking exemption as verified Start-up, the bidder shall produce a valid Startup certificate issued by the competent authority which should be valid on the last date of bid submission including bid extension (if any).

(All the submitted documents shall be duly signed and stamped)



Annexure-B

Scope of Work/ Specifications

5. SCOPE OF WORK:

BHEL requires following item to be washed/dry cleaned over a period of 24 months with indicated approximate quantity.

S No.	Description of Items	Mode of Cleaning	UoM	Total Quantity for 24 months
1	Towel-Big (e.g. Car Towel, Chair Towel)	Washing	No.	23400
2	Towel-Small (e.g. Hand Towel, Napkin)	Washing	No.	4080
3	Sofa / Cushion Cover	Washing	No.	1608
4	Chair Cover	Washing	No.	22944
5	Pillow Cover	Washing	No.	3360
6	Duster	Washing	No.	5040
7	Curtain	Washing	No.	432
8	Curtain	Dry-Clean	No.	600
9	Apron	Washing	No.	120
10	Carpet	Washing	Sq. ft.	3384
11	Single Bed Sheet / Table Sheet	Washing	No.	3744
12	Double Bed Sheet	Washing	No.	96
13	Doctor's Coat	Dry-Clean	No.	240
14	Door-Mat	Dry-Clean	Sq. ft.	13440




Commercial Terms & Conditions

6. TERMS OF PAYMENTS

- 6.01 Bill (on monthly basis) complete in all respect along with all the requisite documents submitted by the Contractor to BHEL will be paid within 45 Days for MSEs, 60 days For Medium Enterprises, 90 days for Non MSME of its receipt and final acceptance of BHEL.
- 6.02 The 100% payment would be made on the basis of actual number of services provided by the contractor during the month.
- 6.03 The Contractor will have to intimate the bank account number, and other details of the bank to enable BHEL to credit the payments into the account.
- 6.04 No interest shall be payable for delay in making the payment. The Contractor shall not be entitled to any interest with respect to any money which may be due to him from BHEL.

7. TAXES & DUTIES

- 7.01 Contractor shall submit tax compliant invoice containing all the particulars as stipulated under statutory invoice rules. Payment shall be made to the contractor only after submission of the said tax compliant invoice. For contractor charging GST, the contractor shall raise GST compliant invoice affixing GSTIN of BHEL's unit availing the services enabling BHEL for GST input tax credit.
- 7.02 For contractor charging GST, BHEL reserves the right to protect its interest against any loss on account of availability of GST credit.
- 7.03 GSTIN of BHEL will be provided to the contractor along with the work order.
- 7.04 Any new/change in statutory levy as and when made applicable by the Government shall become applicable against documentary evidence.
- 7.05 Payment to the contractor 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 & GST, as amended from time to time and a certificate to this effect shall be provided to the contractor by BHEL.
- 7.06 Invoice submitted should be in the format as specified under relevant statutory laws viz. all details as mentioned in invoice rules like GSTIN registration number, invoice number, quantity, rate, value, taxes with nomenclature – CGST, SGST, IGST mentioned separately, HSN (Harmonized System of Nomenclature) Code / SAC (Services Accounting Code) Code etc.
- 7.07 For contractor charging GST, the contractor has to give an undertaking that GST as mentioned in the invoice has been/will be paid and also file returns as per respective extant rule (if applicable).
- 7.08 The contractor shall ensure strict compliance under GST Act & Rules so that input tax credit is available to BHEL. In case of any loss to BHEL on account of non-compliance by vendor, the same shall be to

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vendor's account. BHEL has the right to take necessary steps to protect its interest at the time of release of payment.

8. PVC & ORC as well as Bonus for early completion (Bonus Clause) are not applicable. All the payment shall be made against submission of bills and verification by BHEL.

9. BHEL reserves the right to reject any or all quotations without assigning any reason(s), whatsoever. Quotation of the parties which have been black-listed/ debarred/ banned by PSUs/ kept on hold by any office of Delhi-based divisions of BHEL during the last three years will be rejected. Incomplete bids, in any term, are liable to be rejected.

10. TAX DEDUCTION AT SOURCE:

Tax shall be deducted at source (TDS) from the running bill as per extant Income Tax Rules and other statutory requirements.

11. EVALUATION CRITERIA

a) Bidder shall quote their prices in the prescribed format only i.e. Price Bid (Annexure-I) enclosed for items given therein. Price quoted in any other format shall not be considered for evaluation.

b) Evaluation shall be done on the basis of figure arrived at sl. no C-1 i.e. "Total cost (Rs.) excluding GST for a period of 24 months" based on rates quoted by bidder.

c) In the course of evaluation, if more than one bidder happens to occupy L-1 status, effective L-1 will be decided by soliciting discounts from the respective L-1 bidders. In case more than one bidder happens to occupy the L-1 status even after soliciting discounts, the L-1 bidder shall be decided by a toss / draw of lots, in the presence of the respective L-1 bidder(s) or their representative(s). Ranking will be done accordingly. BHEL's decision in such situations shall be final and binding.

d) **DISCREPANCIES & ADJUSTMENT OF ERRORS:**

Price to be given in words as well as in figures without any correction / overwriting. Care should be taken to ensure that the amount in words and figures match with each other. In case of any mismatch between the prices quoted in figures and words, higher of the two will be considered for evaluation and lower of the two will be considered for placement of the order and no objection would be entertained by BHEL in this regard. Similarly, if there is an error in calculation, the calculation shall be corrected by BHEL. In such a case (i.e. in case of calculation error in the amount quoted by the bidder and corrected by BHEL), higher of the two will be considered for evaluation and lower will be considered for placement of the order and no objection would be entertained by BHEL in this regard.

12. LD & Penalty

12.1 **PENALTY CLAUSES:** The penalties imposed for violation of service agreement clauses shall be notified by BHEL as per the terms indicated. The Contractor shall be given 3 days to respond to the levying of penalties and submit representations if any. The representations shall be suitably considered by BHEL and decision taken shall be final and binding. The penalties imposed shall be deductible from payments due to the Contractor and/or from the Security Deposit. *In the event the payments due to the Contractor and the security deposit available with BHEL falls short of the total penalty recoverable from*



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the Contractor whether on account of the quantum of loss caused by the workmen of the Contractor or otherwise, the Contractor shall, on first written demand by BHEL pay to BHEL without demur or dispute the said sum as per BHEL's demand notwithstanding the pendency of any investigation/inquiry/legal proceedings whatsoever before any Court/Tribunal/Authority etc. The amount of loss determined by BHEL shall be final and binding on the Contractor.

12.2 LD/PENALTY FOR DELAY

- 12.2.1 The successful bidder shall collect the clothes from the individual seats in our office on the last working day of the week and return the same after proper washing / dry cleaning as the case may be, on the first working day of the week. In the event of delay in delivering the washed items on the first working day of the week, BHEL reserves the right to impose the penalty @ ` 100/- per day of delay. In case of damage / loss of any item(s) plus 10% of the purchase price. However, in case, the delay has been caused due to reasons beyond bidder's control viz. incessant rain, damp weather etc. BHEL will consider waiver of the said penalty charges. The washing shall be of good quality and to the entire satisfaction of user.
- 12.2.2 Provided the quality of work is not satisfactory, BHEL reserves the right to impose the penalty up to maximum 10 % of the contract value. In any case, penal amount shall not exceed 10% of the contract value
- 12.2.3 In case of LD/Penalty recovery, the applicable GST shall be recovered from the service provider.
- 12.2.4 The above clauses are not exhaustive but merely illustrative. BHEL reserves its rights to terminate the Contract at any time in the event the Contractor has contravened any provision of the Contract or any other legal requirement or due to repeated/habitual non-adherence to the qualitative, quantitative and time requirements stipulated in the Contract after giving a notice of 30 days for rectification of the same. If the Contractor has not rectified/ corrected the deficiencies stated in the written notice issued by BHEL, within the period of 30 days from the date of issue of notice, then the Contract may be terminated by BHEL by giving a written communication to the Contractor.
- 12.2.5 In the event of the termination of the Contract for any reason whatsoever, BHEL's liability shall only extend to making payment to the Contractor of the Contract Price accruing (prorated, if necessary) up to the date of termination for actual services rendered by the Contractor after making all deductions that BHEL is entitled to make pursuant to provisions of this Contract. BHEL shall not have any liability to pay to the Contractor any compensation or reimburse any costs incurred by the Contractor and the Contractor hereby waives any claim for compensation for losses/damages and/or reimbursement of costs.
- 12.2.6 All amounts including the losses / damages / penalties / compensations etc., resulting from non-compliance with the terms of Contract, payable by the Contractor to BHEL under the Terms of the Contract will be recovered from the outstanding payments to Contractor either under this Contract or any other Contracts or from Security Deposit or from both. In case this amount is insufficient for such recoveries, the Contractor shall make good the balance amount by actual payment. In addition, BHEL will recover the said amounts through its sister concerns, from the payments due to the Contractor in any of the Units of BHEL located in any part of India.



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CORPORATE (HR – GAX)
BHEL HOUSE, SIRI FORT, NEW DELHI – 110049.

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Annexure-D

COMPOSITION OF BIDS

13. Bidders are requested to quote in two parts as given below. However, for quotation submitted in single bid against our requirement of two-part bid will be considered only if the bid is techno-commercially accepted without seeking any clarifications/ missing documents from the bidder. Otherwise, the bid is liable to be rejected.

Bids shall be dropped in Tender Box located near to security office at Reception, BHEL House, Siri Fort, New Delhi-110049 latest by 15:00 hrs on or before the due date, in two parts as given below.

a. Part-I (Techno-Commercial Bids)

- i) The Part-I bid shall contain all details and documents required in the tender document along with EMD except price bid.

b. Part-II (Price Bid)


Part-II bid shall comprise of Price Format (**Annexure-I**) ONLY, duly filled, as per the enclosed instructions/ details.

c. Process of Submission:

- i. The bidder shall put all the document of Technical Bid in an envelope and the envelope should clearly be superscripted as "Technical Bid" along with the tender reference number & name of the bidder.
- ii. The Price Bid of the tender shall be put in another sealed envelope & the envelope should clearly be superscripted as "Price Bid" along with the tender reference number & name of the bidder.
- iii. Both the aforesaid envelopes with technical bid & price bid shall be put into a bigger sealed envelope & the envelope should clearly be superscripted as "Tender Description" along with the tender reference number & name of the bidder.

Note: "Bidder must note that the bid should be submitted as per the details given at Annexure D (Composition of Bids). Price to be filled-in strictly as per the Price Bid Format (Annexure-I). Failing to do so shall lead to rejection of Bid."



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Annexure-E

Contact Details

1	Name of the firm's Authorized Representative	
2	Name of Firm	
3	Status of Firm (whether HUF, individual etc.)	
4	Address for communication	
5	Registered Office, if any :	
6	Telephone No. (Office) (Res) (Mobile) (Fax) (e-mail address) (Website address, if any)	
7	Name of proprietor / partner	
8	Date/ year of commencement of Business	
9	Service Tax – Registration No.	
10	GSTIN	
11	PAN	
12	Any other information	

Signature
With name, Designation & seal of the firm



	<p align="center">BHARAT HEAVY ELECTRICALS LIMITED CORPORATE (HR – GAX) BHEL HOUSE, SIRI FORT, NEW DELHI – 110049.</p>	<p>PH: 011-66337438 e-mail: vikrantk@bhel.in</p>
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Annexure-F

ACCEPTANCE LETTER / DEVIATION CERTIFICATE

Notwithstanding anything mentioned in our bid, we hereby accept all terms and conditions of the above tender.

Or

We hereby accept all terms and conditions of the above tender except the followings:
(Give reference to clause nos. of Terms & Conditions which are not acceptable)

- 1.
- 2.
- 3.
- 4.


Note:

Deviations may or may not be accepted by BHEL.

"I _____ hereby certify that except the deviations mentioned above, we do not have any other deviations to the tender no. **AA: GAX:24: PR: 3106, Dated: 02-08-2024**. Deviations if any, mentioned elsewhere in our bid (whether Techno-commercial bid of Price bid) may be treated as null and void by BHEL.

Signature
With name, Designation & seal of the firm



	<p align="center">BHARAT HEAVY ELECTRICALS LIMITED CORPORATE (HR – GAX) BHEL HOUSE, SIRI FORT, NEW DELHI – 110049.</p>	<p>PH: 011-66337438 e-mail: vikrantk@bhel.in</p>
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Annexure-G

DECLARATION

I/ We hereby declare that I/ we have not been banned or de-listed by any PSU/ Government Department/ Financial Institution/ Court and no case is pending with the police/ court of law against our firm/ partner or the company.

Signature
With name, Designation & seal of the firm



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Annexure-H

NEFT Format

Beneficiary Name	
Beneficiary Bank Name	
Beneficiary Bank address	
IFSC CODE of the bank	
Beneficiary Account Number	
Email ID	
PAN	

Enclosed: A photocopy/ cancelled copy of one leaf from my cheque book for the codes required above.

I hereby confirm that the above-mentioned particulars are in order. To facilitate NEFT credits, I will inform BHEL in case of any changes in the Bank Particulars at a future date.

Thanking you,

Yours sincerely.

Signature:

Name:

Designation:

Company Seal:

Date:



Annexure-I

PRICE BID FORMAT

Estimate

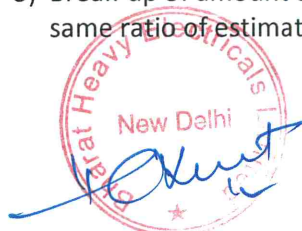
S No.	Description of Items	Mode of Cleaning	UoM	Total Qty. for 24 months	Rate	Amount
1	Towel-Big (e.g. Car Towel, Chair Towel)	Washing	No.	23400	9.87	230,958.00
2	Towel-Small (e.g. Hand Towel, Napkin)	Washing	No.	4080	1.70	6,936.00
3	Sofa / Cushion Cover	Washing	No.	1608	6.00	9,648.00
4	Chair Cover	Washing	No.	22944	6.00	137,664.00
5	Pillow Cover	Washing	No.	3360	4.30	14,448.00
6	Duster	Washing	No.	5040	1.71	8,618.40
7	Curtain	Washing	No.	432	17.17	7,417.44
8	Curtain	Dry-Clean	No.	600	17.17	10,302.00
9	Apron	Washing	No.	120	1.69	202.80
10	Carpet	Washing	Sq. ft.	3384	8.58	29,034.72
11	Single Bed Sheet / Table Sheet	Washing	No.	3744	8.58	32,123.52
12	Double Bed Sheet	Washing	No.	96	12.86	1,234.56
13	Doctor's Coat	Dry-Clean	No.	240	11.00	2,640.00
14	Door-Mat	Dry-Clean	Sq. ft.	13440	8.58	115,315.20
15	Sub-Total excluding GST					606,542.64

Table A


S No.	Description of Items	Amount (excluding GST)	
		In figures	In words
A	B	C	D
1	Washing/Dry-cleaning for complete Scope of Work for a period of 24 months		
2	Applicable GST on Washing		
3	Applicable GST on Dry-Cleaning		

Note:

- 1) The bidder shall quote amount excluding GST in Table A of Annexure-I for complete scope of work for 24-month time period.
- 2) Evaluation: Evaluation shall be on the basis of lowest amount arrived on Sl. C-1 i.e. Amount (excluding GST).
- 3) Break-up of amount quoted: The rate for individual line item shall be arrived on proportionate basis in the same ratio of estimate above.



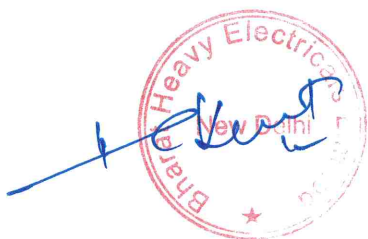
Signature
With name, Designation & seal of the firm

	BHARAT HEAVY ELECTRICALS LIMITED CORPORATE (HR – GAX) BHEL HOUSE, SIRI FORT, NEW DELHI – 110049.	PH: 011-66337438 e-mail: vikrantk@bhel.in
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Annexure-J

EXPERIENCE CERTIFICATE

1	Name & Contact Details of Agency	
2	Name & Contact Details of the Client	
3	Details of Services Provided	
4	Work Order no./ Agreement no. and Date (copy to be attached)	
5	Is there any non-disclosure agreement of work Order	YES/ NO
6	Start & End Date of Contract (In line with timeline indicated in PQR section)	
7	Gross amount of work completed (or done till date)	
8	Name & Contact details of Authority under whom works performed	
9	Overall Quality of Service	Outstanding/ Very Good/ Good/ Poor



Signature
With name, Designation & seal of the firm

	BHARAT HEAVY ELECTRICALS LIMITED CORPORATE (HR – GAX) BHEL HOUSE, SIRI FORT, NEW DELHI – 110049.	PH: 011-66337438 e-mail: vikrantk@bhel.in
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Annexure-K

Make in India Certificate

(to be submitted on the letter head of manufacturer/service provider)

In line with Government Public Procurement (Preference to Make in India), Order 2017, P-45021/2/2017-PP (BE-II) dated 16.09.2020 and subsequent clarification No P-45021/102/2019-BE-II-Part(1) (E-50310) dated 04.03.2021, we hereby certify that we M/s _____, are local supplier meeting the requirement of minimum local content _____ (in %) as defined in above order for the material against Enquiry No. _____.


Details of location at which local value addition will be made is as follows:
 _____ (Place).

We also understand, false declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.

The above declaration does not include services such as transportation, insurance, installation, commissioning, training and after sales service support like AMC/CMC etc as local value addition.

Signature
 With name, Designation & seal of the firm



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ANNEXURE-L

CHECK-LIST

SUMMARY OF COMPLIANCE TO REQUIREMENT OF TENDER

S. No.	Description of requirement	Yes / No /NA	Page Nos.
1	PQR Annexure – A.		
2	Technical terms & Conditions Annexure – B.		
3	Commercial Terms & Conditions Annexure – C.		
4	Composition of Bids Annexure – D		
5	Details of Business Annexure – E		
6	Acceptance letter / Deviation Certificate Annexure – F		
7	Declaration Annexure – G		
8	NEFT Format Annexure – H		
9	Price Bid Format Annexure – I		
10	Experience Certificate Annexure – J		
11	Make in India Certificate Annexure – K		
12	Check List – For submission of tender Annexure – L		

Signature
With name, Designation & seal of the firm

