



निविदा आमंत्रण सूचना/ NOTICE INVITING TENDER

Sir/Madam,

Bharat Heavy Electricals Limited, (a Public Sector Enterprise) having its Corporate / Registered Office at BHEL House, Siri Fort, New Delhi-110049 invites offer in two parts viz. Techno-commercial (Part-I) and Price (Part-II) bids for “Empanelment of 3-Star or Equivalent Hotels & Resorts at Pre-Selected Tourist Locations for BHEL Holiday Home Accommodation via QCBS Methodology”.

Please submit your competitive offer for the above subject work as per the tender terms & conditions.

SCHEDULE TO TENDER

S.No	Parameter	Details
1	Tender Reference No.	AA:CC:HOHM:2026-27
2	Date of Issue of Tender:	April 08, 2026
3	Tender Title:	“Empanelment of 3-Star and above Hotels & Resorts at Pre-Selected Tourist Locations for BHEL Holiday Home Accommodation via QCBS Methodology”
4	Name of Locations where Holiday Home is to be empanelled:	Goa (5 rooms), Ooty (5 rooms), Munnar (5 rooms), Nainital (4 rooms), Shimla (4 rooms), Manali (3 rooms), Puri (3 rooms), Shillong (3 rooms). Total 32 Rooms/Day.
5	Last date/ time for receipt of tender:	April 18, 2026
6	Date/ time of opening of (Part-I):	April 18, 2026
7	Place of Submission of Tender / Bid:	Option A: Designated Secure BHEL Official Email ID (<i>Preferred for all</i>) holidayhomes@bhel.in Option B: Tender Box, Corporate Office, BHEL House, Siri fort, New Delhi-110049 (<i>Hard copy submission available for entities with Head Offices in Delhi NCR</i>)
8	Tender will be opened at:	Corporate Office, BHEL House, Siri Fort, New Delhi-110049
9	Date/Time of Conducting Reverse Auction:	Not Applicable.
10	Evaluation Methodology:	QCBS with a weightage of 30% for Quality (Technical) and 70% for Cost (Financial). Bidders must secure a minimum of 60/100 marks in Part-I to qualify for Price Bid opening. (Refer to page 19 for details)
11	EMD (₹) & Security Deposit:	Nil



12	Minimum Validity of tender offer:	120 days from the due date of submission of offer.
13	Scope of Work:	“Empanelment of 3-Star and above Hotels & Resorts for BHEL Holiday Home Accommodation”.
14	Contract Period:	01 Year
15	OPERATION PERIOD:	From the date of award of work/ contractual start to 31st January (Max 301 Operational Days annually) OR as mentioned in the LOA.
16	SERVICE BREAK for CONTRACTOR:	1st February to 5th April every year during the contract period.

**FOR ANY CLARIFICATIONS OR QUERIES RELATED TO THIS TENDER,
PLEASE CONTACT:**

Anupam Chatterjee

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(Note: Please ensure the tender reference number AA:CC:HOHM:2026-27 is mentioned in the subject line of all email correspondence).

अनुपम चटर्जी / ANUPAM CHATTERJEE
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नई दिल्ली-110049 / New Delhi-110049



TABLE OF CONTENTS

PART A: THE CORE TENDER DOCUMENT

Section / Item	Title / Description	Page No.
NIT	Notice Inviting Tender & Schedule to Tender	01
Quick Guide	Executive Summary & Quick Bidding Guide (How to Bid)	04
Section 1	Introduction & Definitions	07
Section 2	General Instructions to Bidders	08
Section 3	Scope of Work & Technical Specifications	12
Section 4	Mandatory Pre-Qualification Requirements (PQR)	16
Section 5	Evaluation Methodology (QCBS Framework & Scoring) (Includes Phase-3: On-Site Physical Verification)	21
Section 6	Commercial Terms & Conditions	25
Section 7	Service Level Agreement (SLA) & Operational Guidelines	31
Section 8	General Conditions of Contract (GCC) & Statutory Clauses	35
Section 9	Specific Penal Provisions & Guest Distress Compensation	38
Section 10	Index of Core Operational Annexures & Formats	41
Section 11	Frequently Asked Questions (FAQs) for Bidders	56
Section 12	Quick Revision Sheet & Contract Lifecycle	62

PART B: BID SUBMISSION FORMATS (THE ANNEXURES)

Section / Item	Title / Description	Page No.
Annexure - M	Self-Declaration & Compliance Sheet (To be attached as the FIRST page of the Part-I PDF)	82
Annexure - N	The Bid Compilation Checklist for Vendors (For Bidder's internal reference only)	84
Section 10	Prescribed Annexures & Formats (Core)	41
	Annexure - 1: Unconditional Acceptance & Covering Letter	44
	Annexure - 2: Comprehensive GM Affidavit	46
	Annexure - 3: Declaration of Relation in BHEL	49
	Annexure - 4: Property Showcase Photo Dossier Format	50
	Annexure - 5: Un-Priced Bid Format (Location Declaration)	52
	Annexure - 6: Price Bid Format (The Financial Quote) (Strictly to be placed in a separate, PASSWORD PROTECTED PDF)	54
Section 13	Standard BHEL Statutory Annexures	64
	Annexures A to K (Experience, Gen Info, NDA, Bank Details, etc.) – Note that Annexures I and L are intentionally deleted/ absent	66-81



EXECUTIVE SUMMARY & QUICK BIDDING GUIDE (HOW TO BID)

Welcome to the BHEL Holiday Home Empanelment Tender. We understand that hospitality properties may not be familiar with standard PSU tendering processes. Please read this 2-minute guide to ensure your bid is accepted as per our terms and conditions.

STEP 1: UNDERSTAND THE TIMELINE & TAKE-OR-PAY MODEL

- **The Standard Cycle:** BHEL's holiday home cycle runs for a continuous block of 301 days (April 6th to Jan 31st).
- **Inaugural Year Pro-Rata Rule (CRITICAL):** Because this tender is being floated in April 2026, the inaugural contract for FY 2026-27 will commence after April 6th. Therefore, for the first year, the **Take-or-Pay guarantee and all payments shall be calculated strictly on a pro-rata basis** starting from the actual date of the Letter of Award (LoA) / start of actual operations, up to January 31, 2027. Bidders cannot and shall not claim payment for the full 301 days for the inaugural year.

STEP 2: READ THE FAQs (SECTION 11) – CRITICAL Before you start compiling any documents, go straight to **Section 11: Frequently Asked Questions (FAQs)**. We know the hospitality industry operates differently from standard government procurement. Section 11 translates all the legal jargon into simple English. It is extremely helpful for understanding exactly what BHEL wants from you, simplifying the entire tender, and explaining the correct bidding process step-by-step. **Go through it very carefully.**

STEP 3: PRINT THE CHEAT SHEET Before you do anything else, go to the very end of this document and **print a physical copy of ANNEXURE - N (Bid Compilation Checklist)**. Keep it on your desk. Over 40% of hotel bids are rejected due to basic administrative errors. Tick off the boxes on Annexure N with a pen as you build your PDFs.

STEP 4: PREPARE YOUR BID IN TWO PARTS (STRICT RULE) You must submit your bid in **hard copy** OR via email as **TWO SEPARATE PDF FILES**.

METHOD A: VIA EMAIL (PREFERRED)

PDF FILE 1: TECHNO-COMMERCIAL BID (PART-I)

- Contains your PQR documents (Star rating/Reviews, FSSAI, Fire NOC, GST, etc.).
- Contains all signed Core Annexures (1 to 5) and Statutory Annexures (A to K).
- Contains your **Annexure 4 (Photo Dossier)**.
- **📧 CRITICAL EMAIL SIZE RULE (MAX 20MB):** BHEL's servers will instantly reject any email larger than 20MB. **If you are a Hotel Chain bidding for multiple properties**, or if your high-resolution photos make your PDF heavy, you **MUST**



NOT paste photos directly into the document. Instead, upload your photos to a secure cloud drive (Google Drive/OneDrive) and paste the public link inside Annexure - 4.

- **CRITICAL WARNING:** NO PRICES MENTIONED ANYWHERE IN THIS PDF.

PDF FILE 2: PRICE BID (PART-II)

- Contains ONLY Annexure - 6 (Price Bid Format).
- **CRITICAL WARNING:** This PDF file **MUST BE PASSWORD PROTECTED**. Keep the password safe with your General Manager. BHEL will ask for it only if you pass the technical round.

STEP 5: SEND THE EMAIL

- **To:** holidayhomes@bhel.in
- **Subject:** BID SUBMISSION: Holiday Home Tender - [Insert Name of Your Hotel]
- Attach the two separate PDFs (One normal, one password protected).
- **Attachments:**
 - Part_1_Technical_Bid_HotelName.pdf
 - Part_2_Price_Bid_HotelName.pdf (*Password Protected*)

METHOD B: VIA PHYSICAL HARD COPY (For Delhi NCR Based Chains) If your Office is in Delhi NCR, you may drop a physical bid in the BHEL Tender Box.

- **Envelope 1 (Part-I):** Contains all printed, signed Technical/PQR docs and Annexures. Seal it and label it "PART-I: TECHNO-COMMERCIAL".
- **Envelope 2 (Part-II):** Contains ONLY the printed Annexure - 6 (Price Bid). **MUST BE COMPLETELY SEALED**. Label it "PART-II: PRICE BID".
- **Master Envelope:** Put both Envelope 1 and 2 inside a large Master Envelope, seal it, label it with the Tender No. and your Hotel Name, and drop it in the Tender Box at BHEL House, Siri Fort, New Delhi.

CRITICAL DEADLINE WARNING: Whether submitted via email or dropped in the physical Tender Box, your bid **MUST** be received on or before 11:30 AM on **April 18, 2026**. Bids received even one minute late will be instantly rejected.

STEP 6: HOW YOU WILL BE SCORED We do not just select the cheapest hotel. We use a 100-Mark Quality Scoring System (QCBS).

- We look at your room size, bathroom fittings, lobby grandeur, and Google/TripAdvisor reviews.
- We look at what extra discounts you give BHEL guests on food and drinks (e.g., up to 18 marks for $\geq 30\%$ discount on F&B).



- You must score at least **60 out of 100 marks** on quality for us to even open your Price Bid. Provide excellent, date-stamped photos of your property in Annexure - 4 to secure high marks!



SECTION 1: INTRODUCTION & DEFINITIONS

1.1 INTRODUCTION

Bharat Heavy Electricals Limited (BHEL) is a premier Maharatna Public Sector Enterprise under the Ministry of Heavy Industries, Government of India. As part of its continuous employee welfare initiatives, BHEL Corporate Office, New Delhi, intends to empanel premium 3-Star or equivalent Hotels/Resorts across eight (08) pre-selected tourist destinations to serve as BHEL Holiday Homes for the Financial Year 2026-27.

To ensure a high-quality, safe, and premium hospitality experience for its employees and their families, BHEL has transitioned from the traditional Lowest Bidder (L1) methodology to a **Quality and Cost-Based Selection (QCBS)** process. Under this system, properties will be evaluated on a 100-Mark Quality Matrix (30% weightage) combined with their quoted financial tariffs (70% weightage).

This Notice Inviting Tender (NIT) invites formal proposals from eligible hotel owners, operators, and hospitality chains for providing accommodation on a "Fixed Commitment / Take-or-Pay" basis under the European Plan (EP - Room Only).

1.2 DEFINITIONS The following terms used in this Notice Inviting Tender (NIT) and subsequent Contract/Agreement shall have the meanings defined below, unless the context clearly indicates otherwise:

1. **"BHEL" or "The Company"** shall mean Bharat Heavy Electricals Limited, a company incorporated under the Companies Act, 1956, having its Corporate & Registered Office at BHEL House, Siri Fort, New Delhi – 110049, and includes its authorized management and representatives.
2. **"Bidder" / "Tenderer"** shall mean the legal entity (Company / LLP / Partnership Firm / Proprietorship) that legally owns, leases, or operates the hotel/resort and submits a bid in response to this NIT. (Note: Travel aggregators, Online Travel Agencies (OTAs), and commission agents are expressly excluded from this definition).
3. **"Service Provider" / "Contractor" / "Empanelled Hotel"** shall mean the successful Bidder(s) to whom the Letter of Award (LoA) is issued and with whom the final Contract/Framework Agreement is executed by BHEL.
4. **"NIT" / "Tender Document"** shall mean this complete set of bidding documents, including the Notice Inviting Tender, Scope of Work, General & Special Terms, Pre-Qualification Requirements (PQR), QCBS Matrix, and all annexed formats and subsequent corrigenda/addenda (if any).
5. **"QCBS" (Quality and Cost-Based Selection)** shall mean the procurement methodology where the final award is determined by calculating a Combined Score based on technical quality marks (30% weightage) and the quoted financial price (70% weightage).



6. **"PQR" (Pre-Qualification Requirements)** shall mean the mandatory, non-negotiable baseline criteria (legal, financial, safety, and infrastructure) that a property must clear (Pass/Fail) to qualify for the Phase-2 QCBS quality scoring.
7. **"EP Plan" (European Plan)** shall mean the tariff plan that includes strictly the Room Accommodation only. It does not include any meals (breakfast, lunch, or dinner) in the base price, though complimentary amenities may be offered as value additions.
8. **"Fixed Commitment" / "Take-or-Pay"** shall mean BHEL's contractual guarantee to pay the Service Provider for the agreed number of rooms for the entire Operational Period, irrespective of the actual physical occupancy by BHEL guests.
9. **"Operational Period"** shall mean the specific 301-day window during the year (from 6th April to 31st January) when the BHEL Holiday Home facility must remain continuously available for allotment.
10. **"Service Break"** shall mean the designated annual maintenance/break period (1st February to 5th April) during which BHEL will not require the rooms, and consequently, no payment shall be made to the Service Provider for this duration.
11. **"Blackout Dates"** shall mean a maximum of 15 specific, high-demand dates (e.g., Diwali weekend, New Year's Eve) pre-declared by the Service Provider at the time of contract signing, during which they are exempted from providing the rooms to BHEL. A declared blackout date will simultaneously apply to all rooms allotted to BHEL at that property for that specific date.
12. **"Guest" / "Allottee"** shall mean the regular employee of BHEL (and their authorized dependents) who has been issued a formal "Holiday Home Allotment Letter" by BHEL Corporate HR / Holiday Home Admin to stay at the empanelled property.

SECTION 2: GENERAL INSTRUCTIONS TO BIDDERS

Standard Operational Cycle & Inaugural Contract Duration: BHEL's standard annual Holiday Home operational cycle runs for 301 days, commencing from **April 6th to January 31st** of the subsequent year, followed by a mandatory Service Break (Feb 1st to April 5th).

- **For the Inaugural Year (FY 2026-27):** Due to the tender processing timeline, the contract shall be effective from the **actual date of operationalization / handing over of rooms** (intimated post-issue of the Letter of Award) up to **January 31, 2027**.
- **For Future / Extended Years:** If the contract is extended for subsequent years (as per the extension clause), the standard operational cycle of **April 6th to January 31st** shall strictly apply.

Note: For the inaugural year (FY 2026-27), the "Take-or-Pay" financial commitment shall be strictly calculated on a pro-rata basis starting from the actual date of operationalization.



2.1 TWO-PART BID SYSTEM Bidders are required to submit their offers strictly in a Two-Part Bid system. The bid must consist of two separate PDF documents:

- **PART-I (Techno-Commercial & Quality Bid):** This part must contain all the mandatory documents required to prove compliance with the PQR, the signed Core Annexures, the Statutory Annexures, and the Photo Dossier - for the 100-mark QCBS quality evaluation.
🔗 **FILE SIZE MANDATE:** In case sharing bid over email, to keep the file size under 20MB, bidders are **STRICTLY EXEMPTED** from printing, signing, and uploading the entire 50+ page NIT document. The physical signing and submission of **Annexure - 1 (Unconditional Acceptance)** and **Annexure - K (No Deviation)** shall legally serve as a proxy for signing the entire tender document. **Under no circumstances should the price/tariff be mentioned in Part-I.**
- **PART-II (Price Bid):** This part must contain **ONLY** the duly filled Financial Bid Format (Annexure - 6).

2.2 MODE OF SUBMISSION (EMAIL OR HARD COPY) Bidders may submit their offers via Email (Preferred) OR via Physical Hard Copy (available for hotel chains/properties with registered/head offices in Delhi NCR).

STRICT TIMELINE MANDATE: Regardless of the mode chosen, all bids **MUST** be received on or before 11:30 AM on April 18, 2026. Physical bids dropped in the Tender Box or emails received in the inbox after the exact cut-off time will be automatically rejected.

METHOD A: DIGITAL SUBMISSION (EMAIL)

- Bids must be submitted to the designated secure BHEL official email ID:
holidayhomes@bhel.in
- The subject line of the email **MUST** strictly be: **BID SUBMISSION: Holiday Home Tender (AA:CC:HOHM:2026-27) - [Insert Name of Your Hotel & Location]**
- **Submission Deadline:** All emails must be received on or before **11:30 AM on April 18, 2026**. Bids received after the cut-off time will be automatically rejected.

Email File Size Limit (Strictly 20MB) & Mandatory Cloud Links for Hotel Chains: BHEL's corporate email servers automatically reject incoming emails with attachments exceeding a total of 20MB. Bidders are strictly advised to compress their PDFs.

Because the "Property Showcase Photo Dossier" (Annexure 4) requires high-resolution images, **Hotel Chains submitting bids for multiple properties are MANDATED to use Cloud Storage links**, and single-property bidders are highly encouraged to do so, under the following strict legal conditions:



1. **Link Placement:** Do not put the link in the email body. The clickable link must be pasted securely inside the signed PDF of **Annexure - 4**.
2. **Access Rights:** The link must be set to "Public / Anyone with the link can view." It must not require an OTP or BHEL to log into an account.
3. **Anti-Tampering Clause (Strict):** The cloud folder must be finalized *before* the tender submission deadline. BHEL's Tender Opening Committee will download and digitally archive the contents of the link at the exact time of opening the Part-I bid. Any evidence that the cloud folder was modified, added to, or altered *after* the official tender submission deadline will be treated as bid tampering, resulting in the immediate rejection of the entire bid.

METHOD B: PHYSICAL HARD COPY SUBMISSION (For Delhi NCR Entities) Hotel chains or entities with a head/corporate office in Delhi NCR may choose to submit a physical hard copy of the bid.

- **Envelope 1 (Part-I: Techno-Commercial):** Must contain all printed, signed, and stamped Core and Statutory Annexures, PQR proofs, and the Photo Dossier. (*Note: If printing the photo dossier degrades the quality, bidders may include a physical USB Pen Drive containing the photos inside this envelope*). Seal this envelope and clearly label it "PART-I: TECHNO-COMMERCIAL BID - [Hotel Name]".
- **Envelope 2 (Part-II: Price Bid):** Must contain ONLY the printed, signed, and stamped Annexure-6. This envelope MUST be completely sealed. Label it "PART-II: PRICE BID - [Hotel Name]".
- **The Master Envelope:** Place Envelope 1 and Envelope 2 inside a larger Master Envelope. Seal it securely.
- **Submission:** Label the Master Envelope clearly: "BID SUBMISSION: Holiday Home Tender (AA:CC:HOHM:2026-27) - [Hotel Name]" and drop it in the Official Tender Box located at BHEL House, Siri Fort, New Delhi-110049 before the deadline.

2.3 STRICT PASSWORD PROTECTION FOR PRICE BID (PART-II) for bids over email only To maintain the absolute sanctity of the bidding process:

1. The PDF file containing the Price Bid (Part-II) **MUST BE PASSWORD PROTECTED**.
2. Bidders must **NOT** share or mention the password in the email body or in any document within Part-I.
3. The password must be kept securely by the General Manager / Authorized Signatory of the bidding property.
4. BHEL will officially contact the authorized representative of only those properties that successfully clear the PQR and secure the minimum qualifying marks (60/100) in the Phase-2 QCBS Technical Evaluation, requesting them to share the password for opening the Price Bid.



5. If a Price Bid PDF is found to be open/unprotected at the time of initial bid receipt, the entire bid shall be summarily rejected.

2.4 EARNEST MONEY DEPOSIT (EMD) & SECURITY DEPOSIT (SD) As this contract is executed on a "Fixed Commitment / Take-or-Pay" basis where BHEL is acquiring rooms for its employees, the requirement for submission of EMD and Security Deposit by the bidding hotels has been **waived off / is NIL**.

2.5 VALIDITY OF OFFER The offer submitted by the bidder shall remain valid for acceptance for a minimum period of **120 days** from the date of opening of the Techno-Commercial Bid (Part-I).

2.6 GROUNDS FOR DISQUALIFICATION / REJECTION BHEL reserves the right to summarily reject any bid under the following circumstances:

1. **Price Disclosure:** Any indication or mention of the financial quote/room rates in the Part-I (Techno-Commercial) document.
2. **Unprotected Price Bid:** Submission of the Part-II document without PDF password protection.
3. **Incomplete Documentation:** Failure to submit mandatory PQR evidence (e.g., Fire NOC, FSSAI, Star Classification proof).
4. **Poor Quality Evidence:** Submission of blurred, unidentifiable, or heavily manipulated (AI-generated) photographs in the Property Showcase Photo Dossier, rendering quality scoring impossible.
5. **Misrepresentation:** If it is found at any stage (during evaluation or post-award) that the bidder has submitted false documents, manipulated ratings, or made false claims regarding amenities. Such actions will also lead to blacklisting.
6. **Failure of Physical Verification:** If a BHEL inspection team visits the property during the evaluation process and finds the physical facts on the ground (room size, cleanliness, safety equipment, or amenities) to be completely different from the photographs and affidavits submitted in Part-I, the bid will be summarily rejected for misrepresentation.

2.7 BHEL'S RIGHTS

1. BHEL reserves the right to accept or reject any or all bids, or to cancel/annul the entire bidding process at any time prior to the award of the contract, without assigning any reason and without incurring any liability to the affected bidders.
2. BHEL reserves the right to physically inspect the property during the evaluation phase to verify the claims made in the bid documents and the photo dossier.



SECTION 3: SCOPE OF WORK & TECHNICAL SPECIFICATIONS

3.1 OVERVIEW OF REQUIREMENT BHEL requires the empanelment of premium 3-Star (and above) properties to function as dedicated Holiday Homes for its employees. The total requirement is **32 Rooms per day** distributed across the following 8 predefined locations:

- **Goa:** 05 Rooms
- **Ooty:** 05 Rooms
- **Munnar:** 05 Rooms
- **Nainital:** 04 Rooms
- **Shimla:** 04 Rooms
- **Manali:** 03 Rooms
- **Puri:** 03 Rooms
- **Shillong:** 03 Rooms

3.2 CONTRACTUAL MODEL & TENURE

1. **The "Take-or-Pay" Guarantee:** The contract will be executed on a "Fixed Commitment" basis. BHEL guarantees the payment for the allotted number of rooms for the entire Operational Period, irrespective of the actual daily physical occupancy.
2. **Tariff Plan:** The rates must be quoted strictly on an **EP (European Plan - Room Only)** basis.
3. **Operational Period:** The rooms must remain continuously available to BHEL for **301 days annually (From 6th April to 31st January)** OR from the date of award of work, whichever is later.
4. **Service Break:** BHEL will not require the rooms during the annual Service Break period from **1st February to 5th April**. No payment shall be made for this duration, and the hotel is free to sell these rooms to the open market.
5. **INAUGURAL YEAR PRO-RATA PAYMENT APPLICABILITY :** While the standard annual operational cycle is defined as 301 days, the contract for the inaugural year (FY 2026-27) will inherently be shorter due to the tender processing timeline. BHEL's "Take-or-Pay" financial commitment for FY 2026-27 will only be applicable strictly on a **pro-rata basis** from the actual date of the Letter of Award (LoA) / mutually agreed date of operationalization, up to January 31, 2027. The Service Provider shall have no legal or financial right to claim room rent or guaranteed payments for any days prior to the actual commencement of the contract, regardless of any general mentions of "301 days" elsewhere in this tender document.

3.3 EXTENSION OF EMPANELMENT : The initial empanelment and contract shall be valid for the inaugural period (from the actual date of operationalization up to January 31, 2027).



However, in accordance with BHEL's internal policies, BHEL reserves the right to place a **Repeat Order** to extend the contract for a maximum of **01 (one) subsequent year**.

To comply with the statutory guidelines for Repeat Orders, any such extension shall be granted ensuring that **all parameters remain entirely identical** to the original award. This includes:

- 1. Same Pricing:** The exact same EP (Room Only) rates without any Price Variation Clause (PVC) or tariff escalation.
- 2. Same Duration:** The exact same number of actual operational days as executed in the inaugural contract period.
- 3. Same SLAs:** The identical terms, conditions, room inventory blocks, and QCBS service level agreements.

The placement of this Repeat Order shall be subject to the highly satisfactory performance of the Service Provider during the initial period, mutual consent, and internal budgetary approvals for the subsequent financial year.

3.4 ROOM SPECIFICATIONS & CAPACITY (BASELINE) The Service Provider must ensure that the rooms allocated to BHEL strictly meet or exceed the following technical specifications (as mandated in the PQR):

- 1. Space & Layout:** Minimum carpet area of 200 Sq. Ft. (including attached washroom). The room must comfortably accommodate a family of up to 4 Pax (2 Adults + 2 Children or 3 Adults). It must feature 1 King/Queen Bed and possess adequate floor space to place 1 Full Extra Bed/Mattress without blocking the washroom door or fire exit.
- 2. Climate Control:** 100% Air Conditioning (Split/Central) for properties in the plains/coastal areas. For hill stations, effective electric heating (Radiator/HVAC/High-quality blower) is mandatory.
- 3. In-Room Amenities:** LED TV (Min 32") with active HD DTH connection, Electric Kettle with daily replenished tea/coffee sachets, minimum 3 liters of complimentary packaged/RO drinking water daily, and a mini-refrigerator (mandatory for Goa, Puri, Munnar).
- 4. Sanitary & Washroom:** 24x7 Hot & Cold water via central boiler or individual geyser (Min 15L). Guaranteed daily provision of premium toiletries (soap/body wash, shampoo) and clean towels (Hand + Bath) for all occupants.
- 5. Housekeeping:** 24x7 Room Service, daily room cleaning, and turndown service. Bed linen must be changed every alternate day or upon the guest's request.
- 6. Child Age & Occupancy Policy:** For the purpose of this contract, a child above the age of 12 years shall be considered an adult. Since the mandatory capacity of the allotted room is up to 4 Pax (inclusive of a maximum of 3 Adults), a family comprising 2 Adults and 1 Child (>12 years) equates to 3 Adults. The Service Provider is strictly bound to



accommodate them in the single allotted room with a complimentary extra bed at **no additional cost** to BHEL or the guest.

3.5 PROPERTY INFRASTRUCTURE & SAFETY STANDARDS

1. **Statutory Compliance:** The property must possess a valid Fire NOC and an active State/Central FSSAI License for its in-house multi-cuisine restaurant.
2. **Security & Surveillance:** The property must have a secured boundary/perimeter, 24x7 manned security personnel, and an active CCTV surveillance system covering all critical public areas (lobby, corridors, parking).
3. **Emergency Medical Readiness:** The reception must maintain a fully stocked, unexpired First-Aid kit. The property must have an active, documented tie-up for a "24x7 Doctor-on-Call" service.
4. **Lift Safety:** For properties with G+2 floors or more, a valid Annual Maintenance Contract (AMC) or recent safety inspection certificate for the passenger elevators is mandatory.
5. **Power Backup:** 100% DG Power Backup with an auto-changeover mechanism is mandatory to ensure uninterrupted guest comfort.
6. **Accessibility:** Properties in hill stations (Shimla, Manali, Nainital, Shillong) must be "Drive-in" properties accessible by car. Luggage transfer assistance to the rooms is mandatory.

3.6 SERVICE LEVEL AGREEMENT (SLA) & OPERATIONAL CLAUSES

A. Blackout / Pre-Booked Dates The Service Provider is permitted to declare a maximum of **15 Blackout Days** during the 301-day Operational Period. BHEL will deduct the payment for these specific days on a pro-rata basis. The exact dates **MUST** be declared by the hotel in writing at the time of accepting the Letter of Award (LoA). Post-contract signing, no new blackout dates will be entertained.

B. Allotment & Check-In Mechanism Advance Intimation: BHEL Holiday Home Admin will share the guest's information, arrival, and departure dates with the hotel's Nodal Officer/Front Desk via official email or portal prior to check-in.

The Allotment Letter & Verification: The BHEL guest will arrive at the property carrying a standardized "Holiday Home Allotment Letter" (Hard copy or Digital PDF) issued by BHEL. The hotel front desk must honour this reservation immediately upon cross-checking the BHEL intimation email and verifying the primary guest's official BHEL Employee ID Card.

C. Mandatory Digital Payment Infrastructure



- **Acceptance of Digital Modes:** To ensure a seamless, transparent, and hassle-free check-out experience for BHEL employees and their dependents, the Service Provider must maintain fully operational infrastructure to accept digital payments at the front desk and in-house dining facilities. This includes active UPI (Unified Payments Interface) QR codes and EDC/POS machines for all major Credit and Debit Cards (RuPay, Visa, Mastercard).
- **Settlement of Auxiliary Expenses:** While the base room tariff (EP Plan) is guaranteed and settled directly by BHEL Corporate, all personal or auxiliary expenses incurred by the guest (e.g., F&B consumption, laundry, chargeable transport) must be billable via these digital modes.
- **Zero Surcharge & Compliance:** The Service Provider shall not levy any additional surcharge, convenience fee, or machine-swiping charge on the guest for utilizing digital or card payment methods. Demanding strictly cash payments or claiming continuous "network issues" with card machines will be treated as a deficiency of service.

D. Mandatory Guest Feedback & Invoice Processing

- **Check-Out Compliance:** It shall be the strict responsibility of the hotel's front desk management to ensure that every BHEL employee physically fills out and signs the standardized "BHEL Guest Experience & Feedback Form" at the time of check-out.
- **Pre-Requisite for Billing:** The Service Provider must enclose the original hard copies (or legible scanned PDFs) of all guest feedback forms corresponding to the specific billing period along with their monthly invoice.
- **Penalty for Non-Compliance:** Submission of the guest feedback forms is a mandatory condition precedent for the release of payment. Any monthly invoice submitted without the corresponding feedback forms for the billed room-nights will be deemed incomplete and summarily returned unprocessed.

E. Travel Assistance & Local Transport: The Service Provider is not obligated to provide complimentary airport/railway station transfers unless explicitly offered as a value addition. However, the hotel front desk must provide prompt assistance in arranging local, commercially licensed transport (taxi/cabs) for BHEL guests upon request. The hotel shall ensure that the transport operators do not overcharge BHEL guests. Any transport arranged by the hotel must be billable via digital modes (UPI/Cards). The hotel cannot mandate that the guest exclusively uses the hotel's internal transport fleet.



SECTION 4: MANDATORY PRE-QUALIFICATION REQUIREMENTS (PQR)

4.1 THE SCRUTINY FOR ELIMINATION (PHASE-1 EVALUATION)

Before any property is evaluated for its aesthetics or luxury under the QCBS methodology, it must unequivocally pass the mandatory Pre-Qualification Requirements (PQR).

- This is a strict "**Pass/Fail**" compliance check.
- Properties failing to provide documentary evidence for these absolute minimums in their Part-I bid will be instantly disqualified and will not proceed to the Phase-2 QCBS Technical Quality Scoring.
- **Important Note:** Due to the specialized nature of the hospitality, safety, and employee welfare services required, **no exemption** shall be given to Micro and Small Enterprises (MSEs) or Start-Ups against these basic Eligibility Criteria.

4.2 GENERAL & FINANCIAL PQR (BIDDER LEVEL)

S.No	Parameter	Minimum Requirement	Mandatory Proof to be Uploaded in Part-I
A	Legal Status of Bidder	Bidder must be a Company / LLP / Partnership Firm / Proprietorship that legally operates the hotel. (Aggregators, OTAs, or Commission Agents without operational control are strictly excluded).	Certificate of Incorporation / Copy of Partnership Deed / Operation or Valid Lease Deed WITH latest GST Certificate.
B	Corporate B2B Experience	The Service Provider must possess a proven track record of managing long-term corporate tie-ups, B2B institutional bookings, OR functioning as a designated Holiday Home / Transit Guest House for recognized PSUs, Banks, MNCs, listed companies, or Govt. Departments. Strict Qualification Rules: 1. Minimum Duration: The	Must upload TWO distinct documents: 1. The Base Document: Copy of the formal Contract, LoA, or MoU clearly showing the client name, minimum 6-month duration, and an award date on or before March 31, 2026. --- AND ---



		contract must have a stipulated duration of at least 6 continuous months . (One-off group bookings, MICE events, or 2-day conferences are invalid and will be rejected). 2. Cut-Off Date: The formal date of award (Contract/LoA signing date) must be strictly on or before March 31, 2026 .	2. Proof of Execution (Any ONE of the following): • Option A (Completed Contracts): Formal Performance or Completion Certificate. • Option B (Completed Contracts): Copy of the final processed invoice OR a formal booking email prior to expiry. • Option C (Running Contracts): A recent processed monthly invoice OR a formal booking email. (<i>Crucial: This invoice/email MUST be dated on or before March 31, 2026</i>).
C	Financial Turnover (Lodging Specific)	The average annual turnover of the bidder for the last 3 Financial Years must be at least ₹25.00 Lakhs multiplied by the total number of locations/properties quoted . Crucially, this required minimum amount must be generated exclusively from the lodging/accommodation business (revenue from catering, banquets, F&B, or other services must be excluded).	A specific CA (Chartered Accountant) Certificate bearing a valid UDIN (Unique Document Identification Number) clearly declaring the average annual turnover for the last 3 financial years AND explicitly certifying that the required baseline amount (₹25L × number of quoted locations) has been realized through the lodging business.

4.3 PROPERTY & INFRASTRUCTURE PQR (HOTEL LEVEL)

S.No	Parameter	Minimum Requirement	Mandatory Proof to be Uploaded in Part-I
A	Star Classification / Quality Rating	Property must be 3-Star (or above) classified by Ministry of Tourism (HRACC) OR must hold a valid	Copy of HRACC Certificate OR clear screenshot of the TripAdvisor/Google Review page link, along with a GM Declaration of the property operating at par with 3-Star standards.



		TripAdvisor Rating / Google Review Rating of 4.0+ (with a minimum of 400 reviews) as on the date of tender opening.	
B	Legal Commercial Status	Property must be a Commercial Hotel/Resort. Homestays / Guest Houses / Airbnb are NOT eligible.	Valid GST Registration Certificate explicitly showing the "Hotel Accommodation" service code.
C	Property Address Verification	The bidder must submit valid documentary proof establishing the exact physical location and address of the quoted hotel/resort. The address on this document must match the address quoted in the bid.	Copy of any ONE of the following: 1. Valid GST Certificate (Explicitly showing the hotel's address as a place of business). 2. Valid Trade License / Police NOC issued for the hotel. 3. Registered Lease/Rent Agreement. 4. Recent Utility Bill (Electricity/Water/Landline/Broadband) or Property Tax Receipt mentioning the address
D	Minimum Room Size	The proposed room category must have a minimum floor area of 200 Sq. Ft. (inclusive of the washroom) to safely and comfortably accommodate the mandated 4-pax capacity and the extra bed without blocking fire-escape routes.	Self-Declaration: The bidder must declare and legally commit to this specific room size within Annexure - 2 (GM Affidavit).
E	Mandatory Inventory Commitment	The Service Provider must strictly commit to providing the exact designated block of rooms required for	Self-Declaration: The bidder must legally commit to providing the exact required number of rooms for their quoted location via the undertaking



		their specific location on a Take-or-Pay basis for the entire contract period. Required Blocks: <ul style="list-style-type: none">• Goa, Ooty, Munnar: 5 Rooms• Nainital, Shimla: 4 Rooms• Manali, Puri, Shillong: 3 Rooms <p><i>(Note: Partial bids—e.g., offering 3 rooms in Goa instead of the mandated 5—are strictly prohibited and will result in outright technical rejection).</i></p>	in Annexure - 2 (General Manager / Operations Manager Affidavit).
F	Food Safety & Dining	In-house Kitchen with a Multi-Cuisine Restaurant is mandatory (Operational 7:00 AM - 11:00 PM).	Valid FSSAI License (State/Central) for the specific property address.
G	Fire Safety	The property must possess a valid Fire No-Objection Certificate (NOC).	Valid Fire NOC issued by the competent local state/municipal authority.
H	Inventory Size	Minimum 20 Operational Rooms in the property.	Self-Declaration on Company Letterhead + Fire NOC showing the approved room count.
I	Power Backup	100% DG Backup with Auto-Changeover.	Self-Declaration by the General Manager.
J	Lift / Elevator Safety	Mandatory if the property has G±2 Floors or above/ below.	License to Work a Lift with an active AMC OR a Declaration that the property is G±1 only.



K	Physical Security & Surveillance	The property must possess a clearly defined and secured perimeter (boundary wall or structural fencing) with a controlled main entrance. Must be manned 24x7 by dedicated security personnel. Operational CCTV surveillance must cover all public areas.	A self-declaration on the company letterhead signed by the GM confirming 24x7 manned security and CCTV coverage.
L	Emergency Medical Readiness	Must maintain a fully stocked, unexpired First-Aid kit at the reception. Must have a documented arrangement or immediate access to a "24x7 Doctor-on-Call" service.	Written declaration by GM of the Doctor-on-Call facility along with the contact details of the designated medical practitioner/clinic.

4.4 ROOM SPECIFICATIONS & AMENITIES PQR

(Bidders must submit High-Resolution Date-Stamped Photographs for these criteria in their "Property Showcase Photo Dossier" as per Annexure 4).

- Room Area:** Minimum 200 Sq. Ft. (Carpet Area including Bath) for BHEL allotted rooms.
- Family Layout:** Room must accommodate 2 Adults + 2 Children or 3 Adults. Layout: 1 King/Queen Bed + Adequate floor space for 1 Full Extra Bed/Mattress with bedding. Rooms where an extra bed blocks the bathroom access or fire exit are strictly not acceptable.
- Climate Control:** 100% AC (Split/Central) for Plains/Coastal. Electric Heating (Radiator/HVAC/high-quality blower) for Hills.
- Hygiene/Flooring:** Vitrified Tiles / Wooden Flooring / Carpet / Marble / Stone. Cement, mosaic, or broken flooring is strictly not acceptable.
- Entertainment:** LED TV (Min 32") with active HD DTH Setup Box/OTT subscriptions/smart TV setup in every offered room.



6. **Internet Connectivity:** Guaranteed 24x7 complimentary high-speed Wi-Fi internet access must be available within all specific rooms designated for BHEL guests, providing adequate bandwidth to support standard corporate communications and browsing without additional data limits or access charges.
7. **Toiletries:** Guaranteed daily provision of Soap/Body Wash, Shampoo, and Clean Towels for all pax. "Soap chips" or substandard unbranded toiletries are not acceptable.
8. **In-Room Refreshments:** Electric Kettle with Tray Set is mandatory. Daily replenishment of Tea/Coffee sachets. Minimum 3 litres of Packaged/refillable RO Drinking Water per day (Complimentary). **Mini refrigerator is mandatory in Goa, Puri, and Munnar.**
9. **Hot Water:** 24x7 Hot Water via Central Boiler or Individual Geyser (Min 15L).

4.5 PARKING & LOCATION-SPECIFIC PQR

1. **Parking Capacity, Location & Valet:** Minimum 30% Parking Ratio of the total room inventory (OR minimum 1 slot per room blocked for BHEL). **The property must also provide complimentary valet parking services for BHEL guests.**
2. **Coastal Specific (Goa / Puri):** Safe Beach Access OR clear proximity to tourist hubs.
3. **Hill Station Specific (Shimla / Manali / Nainital / Shillong):** Must be a Drive-in Property (Accessible directly by Car). The hotel must provide a luggage transfer facility/assistance to the rooms.

SECTION 5: EVALUATION METHODOLOGY (QCBS FRAMEWORK & SCORING)

5.1 OVERVIEW OF QCBS METHODOLOGY

This tender will be evaluated on a **Quality and Cost-Based Selection (QCBS)** methodology.

Under this framework, the traditional L1 (Lowest Bidder) system is replaced by a Combined Scoring system. Bids will be ranked based on a weighted combination of their Technical Quality Score and their Financial Cost Score.

- **Weightage for Technical Quality (ST): 30%**
- **Weightage for Financial Cost (SF): 70%**



5.2 PHASE-2: TECHNICAL QUALITY EVALUATION (THE 100-MARK MATRIX)

Properties that successfully pass the mandatory Phase-1 PQR will be subjected to a rigorous Technical Quality Evaluation by the BHEL Apex Level Committee. Marks will be awarded strictly based on the documentary evidence, photographs, and declarations submitted in **Part-I (Techno-Commercial Bid)**.

The maximum achievable Technical Score (ST) is 100 Marks, distributed as follows:

A. Institutional Scale & B2B Track Record (Max 15 Marks)

- **Brand Footprint:** Pan-India Chain (≥ 10 properties): **6 Marks** | Regional Chain (4 to 9 properties): **3 Marks** | 3 properties: **0 Marks**.
- **Corporate B2B Experience:** Active tie-ups with ≥ 3 Govt/PSU/MNCs/Listed Companies: **6 Marks** | Tie-ups with 1-2 Govt/PSU/MNCs/Listed Companies: **3 Marks**.
- **Longevity:** ≥ 10 Years in continuous B2B/corporate hospitality operation: **3 Marks**.

B. Spatial Comfort & Room Capacity (Max 15 Marks) *(Applicable to the specific rooms proposed to be allotted to BHEL)*

- Carpet Area ≥ 350 sq. ft.: **15 Marks**
- Carpet Area 300 - 349 sq. ft.: **12 Marks**
- Carpet Area 250 - 299 sq. ft.: **7 Marks**
- Carpet Area 200 - 249 sq. ft.: **2 Marks** *(Note: Below 200 sq. ft. is automatically disqualified in PQR).*

C. Property Aesthetics, Interiors & Sanitary Standards (Max 15 Marks)

- **Room & Washroom Interiors:** Premium Flooring & Aesthetic Lighting: **4 Marks** | Glass shower enclosure/bathtub & premium vanity counter: **3 Marks**.
- **Sanitary & Linen Standards:** Guaranteed provision of premium toiletries, extra towels, and extra bed linen for ALL occupants (3-4 pax) daily at no extra charge: **5 Marks**.
- **Common Area (Lobby):** Property possesses a dedicated reception lobby of ≥ 500 Sq. Ft., featuring premium sofa seating for a minimum of 10 Pax, attached public washrooms, and climate control: **2 Marks**.
- **Common Area (Greenery):** Property additionally features a maintained open green lawn/garden of ≥ 500 Sq. Ft. (or equivalent indoor vertical landscaping/atrium for space-starved hill stations): **1 Mark**.

D. Deployment Location & Premium Views (Max 12 Marks)



- **Proximity to Prime Hub:** Distance to City Centre/Mall Road/Beach is ≤ 2.0 km (or direct beachfront): **7 Marks** | Distance 2.1 to 5.0 km: **5 Marks** | Distance 5.1 to 8.0 km: **3 Marks**.
- **Premium View:** Guaranteed Beach/Valley/Lake view directly from the BHEL allotted rooms: **5 Marks**.

E. In-House Amenities & Recreation (Max 10 Marks)

- **Recreation Base:** Operational Swimming Pool (with separate kids' pool/section) **OR** Dedicated Indoor Recreation/Games Room (equipped with Billiards, Table Tennis, etc. - applicable for hill stations where outdoor pools are unfeasible): **3 Marks**.
- **Kids Play Area:** Dedicated Kids Play Area with installed equipment: **2 Marks**.
- **Fitness:** Gymnasium / Fitness Centre: **2 Marks**.
- **Wellness:** In-house Spa / Wellness centre: **3 Marks**.

F. Value Additions & F&B Offers (Max 18 Marks)

- **Complimentary Offers:** Welcome drinks AND in-room fruit basket/cookies/hamper upon arrival for all occupants: **5 Marks** | Only welcome drinks: **2 Marks**.
- **Guaranteed F&B Discounts:** Flat, unconditional discount of $\geq 30\%$ on all Buffet/A-la-carte Meals and Bar consumption for BHEL guests: **13 Marks** | Flat discount of 25% to 29%: **8 Marks** | Flat discount of 20% to 24%: **3 Marks** | Flat discount of 19% or below: **0 Marks**

G. Public Reputation & Guest Satisfaction (Max 15 Marks)

(Scored via Combined Average Rating from Google + TripAdvisor. Property must have ≥ 200 reviews to be considered for these points).

- Average Rating ≥ 4.8 : **15 Marks**
- Average Rating 4.4 to 4.7: **10 Marks**
- Average Rating 4.0 to 4.3: **5 Marks**

5.3 THE QUALIFYING THRESHOLD (THE 60-MARK RULE)

After evaluating the submitted evidence against the 100-Mark matrix above, the Apex Level Committee will finalize the Technical Score (ST) for each property.

- Only properties securing a **minimum qualifying mark of 60 out of 100** (ST ≥ 60) will be declared "Technically Qualified".



- If a property scores 59 or below, it will be technically rejected, and its Part-II Price Bid will NOT be opened.
- BHEL will contact only the Technically Qualified bidders to request the password to open their Part-II Price Bid PDFs.

5.4 PHASE-3: ON-SITE PHYSICAL VERIFICATION

1. **The Right to Inspect:** Before finalizing the Technical Scores (ST) or opening the Price Bids, the BHEL Apex Level Committee or the Cross-Functional Team (CFT) reserves the right to depute its official representatives to physically inspect the premises of the bidding properties. This inspection may be conducted unannounced or with minimal prior notice.
2. **Scope of Verification:** The visiting committee will cross-check the actual ground reality of the property against the claims made in the submitted PQR documents, the Comprehensive GM Affidavit, and the "Property Showcase Photo Dossier."
3. **Technical Dismissal (Zero Tolerance):** If during the physical verification, any material discrepancies, misrepresentations, or false claims are discovered (e.g., the actual room size is visibly smaller than claimed, the "premium view" is blocked, the swimming pool is non-functional, or hygiene standards are visibly poor), BHEL reserves the absolute right to **technically dismiss** the bid immediately. In such cases, the property will be assigned a score of "Zero" or disqualified, and its Price Bid (Part-II) shall not be opened, irrespective of how pristine the submitted documentary evidence appeared.
4. **Facilitation:** The bidder's management must fully cooperate with the BHEL inspecting team and provide unrestricted access to the proposed BHEL-allocated rooms, kitchens, and safety infrastructure.

5.5 PHASE-3: FINANCIAL EVALUATION (COST SCORE)

Once the Part-II Price Bids of the qualified bidders are opened, the Financial Evaluation will be conducted strictly on the **EP (European Plan - Room Only)** rates quoted.

The Cost Score (SF) will be calculated proportionally. The bidder quoting the lowest financial price (F_m) will be awarded the maximum Cost Score of 100 points. All other bidders will be scored inversely proportional to the lowest bid using the following formula:

$$SF = 100 \times (F_m/F)$$



(Where SF is the Financial Score, F_m is the lowest price quoted among all qualified bidders, and F is the price quoted by the specific proposal under consideration).

5.6 PHASE-4: QCBS COMPUTATION AND FINAL AWARD (H1)

The Final Combined Score (S) for each property will be calculated by applying the mandated 30:70 weightage to their respective Technical and Financial scores.

The formula for the Combined Score is:

$$S = (ST \times 0.30) + (SF \times 0.70)$$

Award of Contract: The property achieving the **Highest Combined Score (H1)** for a particular location will be declared the successful Service Provider. BHEL will subsequently issue the Letter of Award (LoA) and execute the empanelment framework agreement with the respective H1 bidder for that location. (Note: Reverse Auction is not applicable in this tender).

SECTION 6: COMMERCIAL TERMS & CONDITIONS

6.1 BILLING AND PAYMENT CYCLE

- Take-or-Pay Guarantee:** BHEL shall pay the Service Provider the contracted fixed amount for the allocated number of rooms per day on a monthly basis, regardless of actual physical occupancy, for the duration of the 301-day Operational Period.
- Monthly Invoicing:** The Service Provider must raise and submit the invoice on a monthly basis. The invoice for the period of every calendar month must reach the designated BHEL office by the 1st week of the following month (e.g., the invoice for the month of April must reach BHEL by the first week of May).
- Payment Terms:** 100% payment of the admitted invoice amount will be released via NEFT/RTGS by BHEL Corporate Finance within **30 Days** from the date of receipt of the complete and verified invoice, subject to the deduction of applicable TDS (Tax Deducted at Source) as per the Income Tax Act and GST provisions.
- Credit Period & Payment Cycle:** BHEL shall operate on a strictly 30-day credit period. The payment against the admitted and undisputed monthly invoice shall be released electronically to the Service Provider's designated bank account within **thirty (30) days from the date of receipt of the invoice**, complete in all respects along with the requisite supporting documentation.



Important Note on Inaugural Billing: For the first financial year (2026-27), the total maximum billing ceiling **will not be 301 days**. Invoices for the first month of operation shall be generated strictly on a pro-rata basis calculated from the actual date the contract was operationalized.

6.2 MANDATORY GUEST FEEDBACK & INVOICE PROCESSING (As mandated by the BHEL Apex Level Committee to ensure service quality)

- 1. Mandatory Check-Out Compliance:** It shall be the strict responsibility of the Service Provider's front desk management to ensure that every BHEL employee (guest) physically fills out and signs the standardized "**BHEL Guest Experience & Feedback Form**" at the time of check-out. The check-out procedure shall not be deemed complete until this form is duly filled, signed, and collected.
- 2. Pre-Requisite for Billing:** As this is a Take-or-Pay contract, the monthly invoice shall be processed based on the fixed room inventory. However, for all room-nights that were *actually occupied* by BHEL guests, the Service Provider must mandatorily enclose the physical hard copies (or legible scanned PDFs) of the guest feedback forms filled out at check-out. (Note: If BHEL transitions to a centralized online/system-based feedback mechanism at a later date, the requirement for submitting physical forms with the invoice will be formally modified).
- 3. Penalty for Non-Compliance:** Submission of the guest feedback forms is a mandatory condition precedent for the release of payment. Any monthly invoice submitted without the corresponding guest feedback forms for the billed room-nights will be deemed incomplete. Such invoices shall be summarily returned to the vendor unprocessed. BHEL shall not be liable for any payment delays or disputes arising from the hotel's failure to collect and submit these mandatory feedback forms.
- 4. Negative Guest Feedback & SLA Enforcement:** If the mandatory guest feedback forms highlight recurring or severe service deficiencies - such as substandard hygiene, safety hazards, or the denial of contracted QCBS amenities (e.g., refusing complimentary extra beds or levying unauthorized charges for value additions) - BHEL shall take immediate cognizance. In such events, BHEL reserves the absolute right to unilaterally withhold proportional payments from the monthly invoice, impose the specific financial penalties outlined in Section 9, and issue a formal show-cause notice for breach of contract. Repeated negative feedback shall be construed as a systemic failure of the SLA, rendering the contract liable for immediate termination.
- 5. Standard Operating Procedure for Invoicing & DSC Preference:** The detailed procedural mechanism, formats, and portals for submitting monthly invoices and supporting documentation will be finalized and communicated to the successful bidder during the Award of Work (Letter of Award). To facilitate a seamless, paperless, and expedited payment cycle, it is highly preferred that the Service Provider's authorized signatory possesses a valid **Class 3 Digital Signature Certificate (DSC)** to digitally sign the submitted invoices.



6.3 PRO-RATA DEDUCTIONS (BLACKOUT DATES, SERVICE BREAK & FORCE MAJEURE)

1. **Service Break:** No payment shall be made for the designated Service Break period (1st February to 5th April).
2. **Blackout Dates:** The Service Provider is entitled to a maximum of 15 pre-declared Blackout Dates **per location** annually (which must be declared at the time of LoA acceptance). As defined, a declared blackout date shall uniformly apply to all BHEL-allotted rooms at that specific property. BHEL will deduct the payment for these specific days on a pro-rata basis from the respective month's invoice.
3. **Force Majeure / Non-Operational Dates:** In the event that the property becomes unoperational or the allotted rooms are rendered unavailable to BHEL guests due to recognized Force Majeure conditions (as defined in Section 8.3), BHEL shall deduct the payment for those specific non-available days on a pro-rata basis.
4. **Total Admitted Monthly Amount** = (Agreed Daily EP Tariff × Total No. of BHEL Rooms at Location) × [(Total **Active Operational Days** in the Billing Month) – (Declared Blackout Days in that Month) – (Non-Operational Days due to Force Majeure in that Month)]

(Clarification: For the first month of contract commencement, the "Total Active Operational Days" will be calculated from the exact date of handover to the last day of that specific month).

6.4 TAXES AND DUTIES

1. The EP (European Plan - Room Only) rates quoted by the bidder in the Price Bid (Part-II) must be strictly **inclusive of all applicable taxes, including GST**.
2. Any statutory variation (increase or decrease) in the rate of GST during the contract period will be paid or deducted by BHEL as per actuals, subject to the submission of documentary evidence by the Service Provider.
3. **GST Compliant Invoicing:** The Service Provider shall submit a valid, GST-compliant tax invoice containing all the particulars as stipulated under the Invoice Rules of the GST Law. *While Input Tax Credit (ITC) is not applicable/available to BHEL for hospitality services billed under the 5% GST slab*, the submission of a legally compliant B2B tax invoice remains a mandatory prerequisite for the release of payment. The invoice must prominently affix the GSTIN of BHEL Corporate Office.
4. **GSTR Reflection for Payment Release:** The GST component of the invoice amount shall be released only after confirmation from the GST portal that such invoice has been declared in the GSTR-1 return filed by the Service Provider, is available in the GSTR-2B of BHEL within the stipulated time for the relevant period, and the tax amount thereon has been paid by the Service Provider to the Government within the stipulated time period as per GST Law.



5. **Tax Deduction at Source (Income Tax & GST TDS):** Payment to the Service Provider shall be subjected to statutory deductions as per the prevailing rules:

- **Income Tax TDS:** Shall be deducted from the invoice amount as per the applicable provisions of the Income Tax Act, 1961.
- **GST TDS:** As BHEL is a Public Sector Undertaking (PSU), **GST TDS @ 2%** (1% CGST + 1% SGST, or 2% IGST) shall be mandatorily deducted from the payment made to the Service Provider.
- BHEL shall routinely file the necessary returns and issue the requisite TDS certificates (including Form GSTR-7A for GST TDS) to the Service Provider within the stipulated timelines to enable them to claim the corresponding tax credits in their electronic cash ledger.

6. **Statutory Variations in Taxes:** Any statutory changes in taxes and duties as and when made applicable by the Government shall become applicable against documentary evidence. However, no increase in price on account of a statutory increase in the rate of GST taking place during any extended contract period or period of service deficiency shall be admissible. Nevertheless, BHEL shall be entitled to the benefit of any decrease in price on account of a reduction in GST taking place at any time during the contract.

7. **Statutory Tax Compliance & Indemnity:** Although Input Tax Credit (ITC) is not applicable for services billed under the 5% GST slab, the Service Provider remains strictly obligated to deposit the collected GST with the Government and accurately file all requisite returns within the statutory timelines.

In the event any tax demand, penalty, interest, or liability is imposed on or recovered from BHEL by the statutory authorities on account of the Service Provider's non-compliance, default in tax payment, or omission in filings, the Service Provider shall completely indemnify BHEL. BHEL shall have the absolute right to recover such financial losses from any pending payments due to the Service Provider, the Security Deposit, or through any other legal recourse.

Furthermore, if any additional tax, interest, or penalty is demanded directly from the Service Provider by tax authorities due to the Service Provider's suppression of facts, fraud, or willful misstatement while submitting the bid or executing the contract, it shall be borne solely by the Service Provider. Such liabilities cannot be passed on to BHEL through debit notes, supplementary invoices, or any price escalation.

8. **GST on Penalties & Liquidated Damages:** As per the prevailing CBIC guidelines (Circular No. 178/10/2022-GST), Liquidated Damages (LD) and financial penalties levied for breach of contract terms, service deficiencies, or operational failures are compensatory in nature and do not constitute a taxable supply of service. Therefore, penalties deducted by BHEL under Section 9 (Specific Penal Provisions) shall be recovered on the base amount **without the levy of GST.**



(Note: However, in the event of any future statutory amendments by the GST Council or Government of India that reclassify such penalties as taxable supplies, the applicable statutory GST shall concurrently become recoverable from the Service Provider's invoice).

6.5 PRICE FIRMNESS The contracted EP room tariff and the percentage of F&B discounts (as committed in the QCBS matrix) shall remain completely **FIRM and FIXED** for the entire duration of the one-year contract. No requests for price escalation due to inflation, seasonal peaks, or increased operational costs will be entertained during the contract tenure.

6.6 BREACH OF CONTRACT & TERMINATION

6.6.1 Circumstances Constituting Breach of Contract BHEL reserves the right to terminate the empanelment contract without any financial liability to BHEL if the Service Provider defaults on any of the following terms, which shall be considered as a material breach of contract:

1. **Denial of Check-in & Abandonment:** Refusing accommodation to a BHEL employee holding a valid allotment letter, or the withdrawal/abandonment of the contracted room inventory before the completion of the contract period.
2. **Substandard Allocation (Non-Compliance):** Repeatedly allotting rooms to BHEL guests that are inferior in size, view, or amenities compared to the benchmark showcased in the Phase-1 PQR and Phase-2 QCBS Photo Dossier.
3. **Financial Misconduct:** Forcing BHEL guests to pay cash by falsely claiming "network issues" with digital payment machines, or passing on credit card MDR surcharges to the guest in violation of RBI guidelines and the SLA.
4. **Safety & Statutory Lapses:** Expiry, suspension, or cancellation of the property's Fire NOC, FSSAI License, or Lift AMC during the contract period.
5. **Unauthorized Subletting:** Assignment, transfer, or subletting of the BHEL contract (or relocating BHEL guests to a different/partner property) without BHEL's prior written permission. The Service Provider is solely responsible to BHEL for the execution of the contract at the quoted premises.
6. **General Default:** Any other non-compliance to contractual conditions or default attributable to the Service Provider.

6.6.2 Termination Procedure & Notice Period If at any time the Service Provider defaults in proceeding with the work with due diligence, or commits any default in complying with any of the tender terms and conditions, BHEL may issue a written notice. If the default continues even after the notice in writing is given, BHEL may, without prejudice to any other right or remedy which shall have accrued to BHEL, terminate the contract by giving a **15-day notice in writing**. The notice will be deemed to have been served as and when sent to the official email/address given in the tender.



6.6.3 Recovery & Consequences of Breach In the event of termination due to breach, BHEL reserves the right to recover applicable damages and SLA penalties (as defined in Section 9) from the available/pending bills in the unit placing the order. If the amount is not fully recovered from these instruments, the balance amount shall be recovered from the bills available in any of the other BHEL unit(s)/Division(s). Further, debarment, de-scoping, or short-closure shall be applied as per the provisions of the contract.

6.7 BANNED FIRMS & SUSPENSION OF BUSINESS DEALINGS

The offers of bidders who are under suspension, as well as the offers of bidders who engage the services of banned firms, shall be outrightly rejected. The updated list of banned firms is available on the BHEL Corporate website (www.bhel.com).

6.8 INTEGRITY COMMITMENT & FRAUD PREVENTION POLICY

- **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 Bidders in a transparent, fair, and equitable manner.
- **Commitment by Bidder/Service Provider:** The bidder commits to take all measures to prevent corruption and will not directly or indirectly influence any decision or benefit which they are not legally entitled to, nor act or omit in any manner which is tantamount to an offence punishable under any provision of the Indian Penal Code, 1860, or any other law in force in India.
- **Disclosure:** The bidder will, when presenting the bid, disclose any and all payments made, committed to, or intended to be made to agents, brokers, or any other intermediaries in connection with the award of the contract.
- **Malpractices & Consequences:** If any bidder/service provider during pre-tendering, tendering, award, or execution stages indulges in malpractices, cheating, bribery, fraud, or the formation of a cartel to influence the bidding process or price, action shall be taken against such bidder as per the extant guidelines of the company available on www.bhel.com and/or under applicable legal provisions.
- **Adherence to Fraud Prevention Policy:** The Bidder(s) along with its associates, collaborators, sub-contractors, or consultants shall strictly adhere to the BHEL Fraud Prevention Policy displayed on the BHEL website and shall immediately bring to the notice of BHEL Management any fraud or suspected fraud as soon as it comes to their notice.

6.9 DISPUTE RESOLUTION & ARBITRATION Except as provided elsewhere in this contract, in case an 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, either party may, by a notice in writing to the other party, refer such dispute to the



sole arbitration of an arbitrator appointed by the Head of the BHEL Unit/Division issuing the Contract.

The Arbitrator shall pass a reasoned award and the award shall be final and binding upon the Parties. The provisions of the Arbitration and Conciliation Act 1996 (India) or statutory modifications thereof shall apply.

The seat of arbitration shall be at New Delhi. The cost of arbitration shall be borne as per the award of the Arbitrator. The Courts at New Delhi shall have exclusive jurisdiction over any matter arising out of or in connection with this contract.

SECTION 7: SERVICE LEVEL AGREEMENT (SLA) & OPERATIONAL GUIDELINES

7.1 GUEST CHECK-IN & ALLOTMENT PROTOCOL

- 1. Advance Intimation:** BHEL Holiday Home Admin will share the guest's information, arrival, and departure dates with the hotel's Nodal Officer/Front Desk via official email or portal prior to check-in.
- 2. The Allotment Letter & Verification:** The BHEL guest will arrive at the property carrying a standardized "Holiday Home Allotment Letter" (Hard copy or Digital PDF) issued by BHEL. The hotel front desk must honour this reservation immediately upon cross-checking the BHEL intimation email and verifying the primary guest's official BHEL Employee ID Card.
- 3. Guaranteed Check-in:** Refusal of entry to a guest holding a valid allotment letter on grounds of "overbooking," "tariff disputes," or "non-receipt of advance" is strictly prohibited and will be treated as a breach of contract, liable for immediate penalty and potential termination.
- 4. Standard Check-in/Check-out Times:** The property shall observe standard hotel check-in and check-out timings. However, requests for early check-in or late check-out (up to 2 hours) should be accommodated subject to room availability, without any extra charge to the guest.
- 5. Luggage Hold & Washroom Facility:** In cases where early check-in or late check-out cannot be accommodated due to room unavailability, the hotel is strictly mandated to provide a secure luggage hold-up facility and provide the guests with access to clean public washrooms to freshen up comfortably.
- 6. Mandatory 'No-Show' Reporting:** If a BHEL guest fails to arrive on their scheduled check-in date, the hotel's Front Desk / Nodal Officer MUST officially report the 'No-Show' to BHEL via the portal or email within **24 hours**. This is critical for BHEL's internal penalty recoveries.

7.2 DELIVERY OF CONTRACTED AMENITIES (THE QUALITY GUARANTEE) The Service Provider is legally bound to deliver all amenities, services, and value additions exactly as declared in their Part-I Technical Bid and scored in the QCBS matrix.



1. **Room Allocation:** BHEL guests must be allotted the exact category of rooms showcased in the 'Property Showcase Photo Dossier'. Downgrading guests to smaller, standard, or non-view rooms is a violation of the SLA.
2. **Occupancy & Extra Beds:** The allotted room must comfortably accommodate up to 4 Pax (as defined in the PQR). The provision of a full extra bed/mattress with fresh linen for the 3rd and 4th occupant must be executed seamlessly upon request, without any additional charge to BHEL or the guest.
3. **F&B Discounts & Welcome Offers:** The contracted F&B discount percentage (e.g., Flat 30% off) must be automatically applied to the guest's food and beverage bills. Welcome drinks and in-room hamper (if scored under QCBS Category F) must be provided unconditionally upon arrival.
4. **Service Charge Waiver:** In addition to the contracted flat F&B discount, the Service Provider is mandated to unconditionally **waive off any discretionary 'Service Charge'** on F&B or other auxiliary services billed to the BHEL guest.

7.3 MANDATORY DIGITAL PAYMENT INFRASTRUCTURE

1. **Zero Cash Dependency:** To ensure a seamless check-out experience, the property must maintain fully operational infrastructure to accept digital payments at the front desk and dining facilities, including active UPI QR codes and EDC/POS machines for Credit/Debit Cards.
2. **Zero Surcharge Rule:** The Service Provider shall not levy any additional surcharge, convenience fee, or machine-swiping charge (MDR) on the BHEL guest for utilizing digital or card payment methods, in strict compliance with extant RBI regulations.
3. **SLA Violation:** Claiming continuous "network issues" with card machines, demanding strictly cash payments, or refusing to accept UPI for auxiliary billing (F&B, laundry, transport) will be treated as a major deficiency of service.

7.4 MANDATORY GUEST FEEDBACK PROTOCOL

1. **Check-out Requirement:** The hotel front desk must ensure that every BHEL guest physically fills out, signs, and submits the standardized "**BHEL Guest Experience & Feedback Form**" before leaving the premises.
2. **Link to Payment:** The Service Provider is solely responsible for collecting these forms. As detailed in the Commercial Terms, original or legible scanned copies of these feedback forms must accompany the monthly invoice. Invoices submitted without the corresponding feedback forms will be rejected.
3. **Guest Feedback Mechanism:** At present, it is mandatory for the Service Provider to collect a physical Guest Feedback Form, duly filled and signed by the BHEL guest at the time of check-out. However, BHEL is actively exploring the implementation of an online, digital, or system-based feedback mechanism. The decision to transition to a



digital format, along with the detailed process, will be finalized and communicated at a later stage during the contract execution.

7.5 BLACKOUT DATES & SERVICE BREAK MANAGEMENT

- 1. Declaration of Blackout Dates:** The Service Provider is entitled to a maximum of 15 Blackout Days during the 301-day Operational Period (April 6th to Jan 31st). The exact calendar dates for these 15 days must be submitted in writing concurrently with the acceptance of the Letter of Award (LoA). For absolute clarity, any declared blackout date shall be uniformly applicable to the entire BHEL room inventory at that specific property. Partial blackouts (e.g., *blacking out 2 rooms while keeping 3 available*) are not permitted.
- 2. Freezing of Dates:** Once the 15 blackout dates are declared and accepted by BHEL, they are frozen. The hotel cannot unilaterally change these dates or declare new blackout periods during the contract tenure.
- 3. Service Break:** During the annual Service Break (1st February to 5th April), BHEL will not issue any allotment letters. The hotel is free to sell the BHEL-designated rooms in the open market. No billing shall be generated for BHEL during this period.

7.6 GRIEVANCE REDRESSAL & NODAL OFFICER

- 1. Dedicated SPOC:** The Service Provider must appoint a dedicated Nodal Officer (preferably the Front Office Manager or General Manager) who will act as the Single Point of Contact (SPOC) for BHEL Holiday Home Admin.
- 2. Immediate Escalation:** In the event a guest faces issues regarding room quality, hygiene, denial of contracted discounts, or payment disputes at the time of check-out, the issue must be resolved locally by the Nodal Officer within 2 hours.
- 3. BHEL Spot Checks:** BHEL reserves the right to conduct unannounced physical spot-checks of the empanelled property. If the property is found lacking in the mandatory PQR criteria (e.g., expired Fire NOC, non-functional lifts, unhygienic kitchens) or failing to provide QCBS-scored amenities, BHEL may initiate penal action, including proportional payment deduction or contract termination.

7.7 GUEST MISCONDUCT & SETTLEMENT OF PERSONAL EXTRAS

While BHEL expects the highest standard of service from the property, the Service Provider is simultaneously protected against unreasonable demands, misconduct, or non-payment of personal dues by any BHEL guest.

- 1. Settlement of Personal Bills (F&B, Laundry, etc.):** The EP room tariff and contracted taxes are settled directly by BHEL Corporate. However, all personal extras (room service, laundry, extra meals, etc.) must be settled directly by the guest at check-out. If a



- guest refuses to pay their personal bill, the front desk must not engage in an altercation. The hotel's Nodal Officer must immediately email the unpaid bill signed by the guest (or noting the refusal to sign) to the BHEL Holiday Home Admin within 24 hours. BHEL will recover the due amount directly from the employee's salary and reimburse the hotel.
2. **Protection Against Coercion / Unfair Feedback:** If a guest makes demands outside the scope of this contract (e.g., demanding free alcohol, unauthorized upgrades) or attempts to blackmail the hotel staff with threats of writing a negative "Guest Feedback Form," the hotel management must immediately escalate the matter to the BHEL Nodal Officer/Admin via email.
 3. **Fact-Finding & Exemption:** Upon receiving such a complaint from the hotel, BHEL Corporate HR/Admin will initiate an internal inquiry. If the guest is found to be at fault, BHEL will initiate internal disciplinary action against the employee. Furthermore, any negative feedback submitted by the said guest will be voided and shall not be used by BHEL to levy any service deficiency penalties against the Service Provider.



SECTION 8: GENERAL CONDITIONS OF CONTRACT (GCC) & STATUTORY CLAUSES

8.1 STATUTORY COMPLIANCE & LABOUR LAWS

- 1. Independent Contractor Status:** The Service Provider shall operate as an independent entity. No principal-agent, master-servant, or employer-employee relationship exists between BHEL and the Service Provider's staff. BHEL shall not be recognized as the "Principal Employer" for any staff deployed by the hotel.
- 2. Adherence to Laws:** The Service Provider shall be solely responsible for strict compliance with all applicable local, state, and central laws, including but not limited to the Shops and Establishments Act, Minimum Wages Act, Employees' Provident Funds & Miscellaneous Provisions Act (EPF), Employees' State Insurance Act (ESI), and Workmen's Compensation Act.
- 3. Statutory Dues:** BHEL shall bear no liability regarding the payment of wages, statutory dues, or benefits to the hotel's personnel. Any default in statutory compliance that leads to legal or financial implications for BHEL shall be recovered from the Service Provider's pending invoices or security deposit (if applicable).

8.2 INDEMNITY & LIMITATION OF LIABILITY

- 1. Indemnification by Service Provider:** The Service Provider shall indemnify, defend, and hold BHEL and its employees harmless against all claims, demands, damages, costs, and expenses arising out of:
 - Any injury, illness, or death of a BHEL guest resulting from food poisoning, structural failure, fire, or negligence by the hotel staff.
 - Any loss or damage to the guest's belongings/vehicles within the hotel premises due to lack of security.
 - Any violation of statutory laws, intellectual property rights, or licensing requirements by the hotel.
- 2. Guest Conduct:** While BHEL will instruct its employees to adhere to the property's house rules, BHEL Corporate shall not be held financially or legally liable for any willful damage to hotel property caused by an individual guest. The hotel is advised to handle minor incidents directly with the guest. However, in cases of property damage, proxy check-ins, sneaking in extra unpaid guests, or severe misbehaviour, the Hotel General Manager is authorized to file an official '**Incident Report**' to the BHEL HR Nodal Officer within **24 hours** of the incident. The hotel must support their grievance with concrete evidence, such as signed incident logs, photographs of property damage, or **CCTV footage (if available)**

8.3 FORCE MAJEURE



1. **Definition:** Force Majeure is defined as any event beyond the reasonable control of either party that severely hinders or prevents the performance of the contract, including but not limited to Acts of God (earthquakes, severe floods, landslides), acts of war, terrorism, state-mandated lockdowns, or statutory travel bans (e.g., pandemic restrictions).
2. **Impact on "Take-or-Pay":** In the event of a recognized Force Majeure condition where the property becomes physically inaccessible (e.g., roads washed away in hill stations) or is legally ordered to shut down by the Government, the "Fixed Commitment / Take-or-Pay" clause shall remain suspended for that specific duration. BHEL will not be liable to pay the fixed room tariff for the days the property is non-operational or inaccessible.
3. **Notification:** The affected party must notify the other party in writing within 48 hours of the occurrence of a Force Majeure event, providing adequate proof from local authorities.

8.4 CONFIDENTIALITY & DATA PRIVACY

1. **Protection of Guest Data:** The Service Provider shall strictly maintain the confidentiality of all BHEL employee data (names, employee IDs, phone numbers, family details, and travel itineraries) collected during the check-in process.
2. **Prohibition of Misuse:** The Service Provider is explicitly forbidden from sharing, selling, or using this data for third-party marketing, spamming, or any commercial purpose outside the execution of this contract. Any breach of data privacy will be viewed seriously and may lead to immediate termination of the contract and legal action.

8.5 SUB-CONTRACTING & ASSIGNMENT The Service Provider shall not sub-contract, sub-lease, or assign the BHEL Holiday Home contract to any third party, aggregator, or commission agent. The empanelment is strictly non-transferable. If the property undergoes a change in ownership or management during the contract tenure, the Service Provider must notify BHEL in writing at least 30 days in advance. BHEL reserves the right to either continue the contract with the new management or terminate it without penalty.

8.6 BHEL FRAUD PREVENTION POLICY The Bidder/Service Provider along with its associates, sub-contractors, or consultants shall strictly adhere to the BHEL Fraud Prevention Policy displayed on the BHEL website (www.bhel.com) and shall immediately apprise BHEL about any fraud or suspected fraud as soon as it comes to their notice.

8.7 SUSPENSION OF BUSINESS DEALINGS (BLACKLISTING) BHEL reserves the right to act against contractors who either fail to perform or indulge in malpractices, by suspending business dealings with them in line with BHEL guidelines. Grounds for suspension include, but are not limited to:

- Submission of forged documents (e.g., fake Fire NOC, manipulated GST, or fake TripAdvisor ratings).



- Willful and repeated denial of check-in to BHEL employees holding valid allotment letters.
- Coercing guests into paying cash to evade taxes or demanding illegal surcharges.

8.8 INTEGRITY PACT & ETHICAL CONDUCT

- **Commitment to Transparency:** BHEL is committed to ensuring the highest standards of transparency, fairness, and ethical practices in its procurement processes. Neither BHEL nor the Service Provider shall engage in any corrupt, fraudulent, coercive, or collusive practices.
- **Applicability & Threshold:** In compliance with Central Vigilance Commission (CVC) guidelines, if the total *annualized* estimated value of your empanelment contract (calculated as: *quoted EP rate* × *total allotted rooms* × *301 days*) equals or exceeds **₹2 Crores**, the Integrity Pact becomes a mandatory and integral part of this contract, regardless of the pro-rata payment applied in the inaugural year.
- **Submission Requirement:** Bidders meeting this financial threshold are strictly required to submit the duly signed and stamped **Annexure - C (Integrity Pact)** along with their Part-I Techno-Commercial Bid. Failure to submit this document (when applicable by value) will lead to the outright technical rejection of the bid.
- **Independent Oversight & Breach of Pact:** BHEL utilizes Independent External Monitors (IEMs) to oversee compliance. Any violation of the Integrity Pact during the bidding process or contract execution—such as offering bribes, cartelization, or attempting to improperly influence the evaluation—shall constitute a material breach. This will result in the immediate termination of the contract, recovery of financial losses from pending invoices, and the blacklisting of the Service Provider on BHEL and Government of India portals.

8.9 CORPORATE COMPENSATION FOR ACCIDENTS / DISABILITY In addition to the indemnities provided in Clause 8.2 and 9.7, 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 the Service Provider, agency, or firm, or any of its employees as detailed below:

- **In the event of death or permanent disability resulting from loss of both limbs:** ₹10,00,000/- (Rupees Ten Lakhs).
- **In the event of other permanent disability:** ₹7,00,000/- (Rupees Seven Lakhs). (*Note: "Permanent Disablement" implies a disablement classified as permanent total disablement under the proviso to Section 2(I) of the Employee's Compensation Act, 1923.*)



SECTION 9: SPECIFIC PENAL PROVISIONS & GUEST DISTRESS COMPENSATION

9.1 RATIONALE & MECHANISM

BHEL is entering into this "Fixed Commitment / Take-or-Pay" contract to guarantee a premium, hassle-free welfare experience for its employees, not merely to secure inventory. Therefore, any deficiency in service, particularly those causing distress to the guest or deviating from the promised QCBS parameters, will attract immediate financial penalties. Penalties shall be recovered directly by deducting the stipulated amount from the Service Provider's subsequent monthly invoice.

PENALTY & DEFICIENCY MATRIX

Clause	Nature of Breach / Deficiency	Description of Violation	Penalty & Corrective Action
9.2	Fundamental Breach: Denial of Accommodation (Overbooking)	Denying check-in to a guest holding a valid Corporate Allotment Letter due to overbooking, negligence, or unauthorized commercial selling of BHEL's inventory.	1. Service Provider must relocate the guest to an equal/higher Star property within 5 km at their own cost (including transport). 2. If relocation fails: Deduction of 300% (3 times) the per-day EP room tariff per day denied, plus non-payment of the base tariff for those days.
9.3	Deficiency 1: Downgrading of Room Category	Allotting a substandard, smaller, non-view, or basement room to a BHEL guest instead of the contracted premium room category showcased in the QCBS dossier.	Deduction of 50% of the per-day EP room tariff for the entire duration of that specific guest's stay (validated via Guest Feedback Form and photos).



9.4	Deficiency 2: Denial of QCBS Value Additions	Refusing contracted F&B discounts (e.g., $\geq 30\%$), refusing to waive discretionary F&B Service Charges, or charging for complimentary extra beds.	<ol style="list-style-type: none">1. Reimbursement of the actual disputed amount to the aggrieved guest.2. Flat penalty of ₹2,000 per incident deducted from the monthly invoice.
9.5	Deficiency 3: Digital Payment & Surcharge Violations	Forcing cash settlements for auxiliary bills by claiming card machines are "out of order," or levying a 1% - 3% MDR surcharge on credit cards.	<ol style="list-style-type: none">1. Surcharge refunded to the guest.2. First Instance: Formal written warning.3. Second Instance: Flat penalty of ₹5,000 per transaction.
9.6	Deficiency 4: Hygiene, Utility & Safety Failures	Non-functioning AC/heaters, lack of 24x7 hot water, unclean bed linen, or non-functional elevators (in G+2 properties) causing guest discomfort.	If not rectified within 4 hours of the complaint: Deduction of 25% of the per-day EP room tariff for the affected room for each day the utility remains non-functional.
9.7	Severe Breach: Guest Distress, Injury & Indemnity This absolute indemnity obligation extends fully and unconditionally to any injuries, health hazards, or distress occurring at any alternative accommodation provided by the Service Provider under the relocation mandate of Clause 9.2.	Guest experiences distress, injury, or health hazards due to hotel negligence (e.g., food poisoning, faulty infrastructure, staff misbehaviour).	<ol style="list-style-type: none">1. Mandatory cooperation in BHEL fact-finding inquiry.2. Flat punitive penalty of ₹25,000 per incident for gross negligence.

Illustrative Example for Clause 9.4 (Penalty Calculation):

- **The Scenario:** A property committed to a 30% F&B discount and free extra beds. A BHEL guest orders dinner (base bill: ₹3,000) and requests an extra bed.



- **The Violation:** The hotel refuses the ₹900 discount and charges ₹1,000 for the extra bed. The guest is forced to pay this unauthorized ₹1,900.
- **The Penalty Action:** BHEL reimburses ₹1,900 to the guest. BHEL then deducts **₹3,900** from the hotel's next invoice (₹1,900 disputed amount + ₹2,000 flat penalty).

Extended Liability During Relocation (extension to Clause 9.2): BHEL holds no privity of contract with the alternative property. Therefore, if a guest is relocated, the alternative accommodation shall be legally deemed as an extension of the Service Provider's own premises. The contracted Service Provider shall remain **100% vicariously liable** for the safety, security, and well-being of the BHEL guest during their stay at the alternative property. Any deficiency, injury, or distress occurring at the alternative property shall be treated mathematically and legally as if it occurred at the Service Provider's own property.

9.8 GENERAL TERMINATION CLAUSE FOR REPEATED FAILURES

While specific financial deductions are outlined above for individual deficiencies, BHEL strictly monitors the cumulative service quality. **Multiple or repeated instances of failure** across any of the above parameters (e.g., more than two severe breaches in a year, or chronic utility failures) shall be deemed a systemic failure of the Service Level Agreement (SLA). In such events, BHEL reserves the absolute right to initiate immediate termination of the contract and recommend the Service Provider for blacklisting across government portals.



SECTION 10: INDEX OF CORE OPERATIONAL ANNEXURES & FORMATS

To ensure absolute clarity and prevent accidental disqualifications, below is the master index of the **Core Operational Annexures (Annexure 1 to 6)** required for this tender.

(Note: For a step-by-step checklist on how to compile these files into the correct PDFs, please print and refer strictly to **Annexure N** at the end of this document).

Annexure Ref.	Title of the Document	Purpose & Bidding Instruction	Mandatory?
Annexure - 1	Unconditional Acceptance & Covering Letter	Accepts the pro-rata Take-or-Pay terms. Acts as a legal proxy for signing the entire 50-page NIT document to save file size.	Yes (One per Hotel Chain)
Annexure - 2	Comprehensive GM Affidavit	Sworn declaration of safety, infrastructure, and SLA amenities (e.g., Lift AMC, Power Backup, 4-Pax capacity).	Yes (Submit a separate copy for EACH property quoted)
Annexure - 3	Declaration of Relation in BHEL	Declares if owners, partners, or directors have any relatives currently employed in BHEL.	Yes (One per Hotel Chain)
Annexure - 4	Property Showcase Photo Dossier	Photographic evidence for 100-Mark QCBS scoring. Cloud links are mandated for chains or heavy files.	Yes (Submit a separate copy for EACH property quoted)
Annexure - 5	Un-Priced Bid Format	Declares which locations are "QUOTED". 🔒 Strictly NO PRICES to be mentioned here.	Yes (One per Hotel Chain)
Annexure - 6	The Price Bid Format	Your quoted financial tariff (EP Plan). 🔒 Must be placed in a separate, PASSWORD PROTECTED PDF.	Yes (Submit a separate copy for EACH property quoted)

WHERE DO THESE GO? (STRICT ENVELOPING RULE)

FILE 1: PART-I (TECHNO-COMMERCIAL BID PDF)

- Must contain **Annexures 1, 2, 3, 4, and 5** (along with all Section 13 Statutory Proofs).



- Do NOT put a password on this file. Do NOT mention any prices in this file.

FILE 2: PART-II (PRICE BID PDF)

- Must contain **ONLY Annexure - 6**.
- This specific PDF file **MUST BE PASSWORD PROTECTED**. Do not share the password in the email.

10.2 INDEX OF MANDATORY STATUTORY & PQR PROOFS (EXTERNAL DOCUMENTS)

In addition to the BHEL Annexures listed above, bidders must scan and attach the following external statutory documents in their **File 1 (Part-I Techno-Commercial Bid)** to prove compliance with the mandatory Pre-Qualification Requirements (PQR).

(Failure to attach any of these valid, unexpired proofs will result in the immediate technical disqualification of the bid).

S.No.	Name of Statutory / PQR Proof	Purpose & Strict Requirements	Mandatory?
1.	GST Registration Certificate	To prove legal commercial status. The certificate must explicitly reflect the "Hotel Accommodation" service code.	Yes (Submit per Property)
2.	Valid FSSAI License	To prove food safety compliance. Must be active (unexpired) and issued for the specific property's in-house kitchen/restaurant.	Yes (Submit per Property)
3.	Valid Fire NOC	To prove life-safety compliance. Must be an active No-Objection Certificate issued by the competent local/state fire authority.	Yes (Submit per Property)
4.	Star Classification / Quality Proof	A copy of your HRACC 3-Star (or above) Certificate OR a clear screenshot showing a TripAdvisor/Google Review rating of 4.0+ (with min. 400 reviews).	Yes (Submit per Property)
5.	Financial Turnover Proof	A specific CA (Chartered Accountant) Certificate bearing a verifiable UDIN . It must certify that the average annual turnover from <i>lodging business</i> for the last 3 FYs is at least ₹30 Lakhs (multiplied by the number of locations quoted).	Yes (Submit per Hotel Chain)



6.	Corporate B2B Experience Proof	1. Copy of a formal Contract/ LoA with a recognized Corporate/ PSU/ Govt entity or any listed company. 2. Proof of execution (Completion Certificate, latest booking email, or recent processed invoice).	Yes (At least One per Hotel Chain)
7.	Lift AMC / Safety Certificate	Annual Maintenance Contract for passenger elevators.	Conditional (Mandatory ONLY if the property has G+2 floors or more)
8.	Property Address Proof	To verify the physical existence and exact address of the hotel. Must be a clear copy of a recent Utility Bill (Electricity/Water/Landline), Property Tax Receipt, or Registered Lease Agreement.	(Submit per Property)

FINAL REMINDER FOR PDF COMPILATION (FILE 1):

Your **File 1 (Part-I)** PDF must contain:

1. Annexure - M : Self-declaration & Compliance Sheet +
2. The Core Annexures (Table 10.1) +
3. These Statutory PQR Proofs (Table 10.2) +
4. The Section 13 Compliance Annexures (A to K). Please Note that Annexures I and L are intentionally absent

Combine all of these into ONE single PDF. Do NOT exceed 20MB. Use cloud links for photos if necessary.



ANNEXURE - 1: UNCONDITIONAL ACCEPTANCE & COVERING LETTER

(To be printed on the Official Company/Hotel Letterhead)

(Place in PART-I)

To,

Sr. Manager (Corporate Communication)
Bharat Heavy Electricals Limited,
BHEL House,
Siri Fort, New Delhi - 110049

Subject: Unconditional Acceptance of Tender Terms & Conditions (Tender Ref: AA:CC:HOHM:2026-27 dated April 08, 2026).

DETAILS OF PROPERTIES OFFERED IN THIS BID:

(Note for Bidders: If you are a hotel chain bidding for multiple locations, please list ALL your offered properties in the table below. You only need to submit ONE Master Annexure-1 covering all properties).

S.No.	BHEL Target Location (eg. Goa/ Naintal, etc)	Exact Name of the Bidding Hotel / Resort
1.		
2.		
3.		
(Add or delete rows as necessary)		

Dear Sir/Madam,

Having carefully read/ examined the complete Tender Document (NIT), including the Pre-Qualification Requirements (PQR), the QCBS Evaluation Methodology, and the Commercial Terms & Conditions, we hereby offer our property for empanelment as a BHEL Holiday Home.



I/We hereby unconditionally accept and legally bind ourselves to all the General Conditions of Contract (GCC), Special Conditions of Contract (SCC), SLAs, and penalty matrices mentioned in the tender document for **all the properties listed in the table above.**

- **"Take-or-Pay" Acceptance (Pro-Rata Clause):** We unconditionally accept the "Fixed Commitment / Take-or-Pay" model for the Operational Period (up to 301 days, from April 6 to Jan 31). We explicitly agree that for the inaugural year (FY 2026-27), the guaranteed payment shall be calculated strictly on a pro-rata basis starting from the actual date of award of work / handover of rooms to BHEL.
- **Price Bid Sanctity:** We confirm that we have NOT mentioned our room tariff or financial quote anywhere in this Part-I Techno-Commercial Bid. We have submitted the financial quote strictly in **Annexure - 6**, which is password protected in a separate PDF file.
- **Physical Verification Consent:** We understand that BHEL may conduct unannounced physical spot-checks of our property. If any claims made in our bid or photo dossier are found to be false or misrepresented during this check, we accept that our bid will be instantly technically dismissed.
- **Acceptance of Pro-Rata Clause:** We acknowledge and agree that for the inaugural year (FY 2026-27), all "Take-or-Pay" guarantees and payments will be calculated strictly on a pro-rata basis from the actual date of contract operationalization up to January 31, 2027, and we waive any claim to demand payment for a full 301-day cycle for this first year.
- **No Deviation:** We confirm that we have not taken any deviation from the terms and conditions of this tender.
- **Legal Proxy for Full Signature:** We understand that to prevent email bounce-backs due to large file sizes, BHEL has exempted the physical signing and uploading of the entire blank NIT document. We hereby legally declare that our signature on this single Annexure-1 constitutes our absolute, irrevocable agreement to every clause, penalty, SLA, and condition written in the original NIT document (AA:CC:HOHM:2026-27), exactly as if we had physically signed and stamped every single page.
- I/We note that the Earnest Money Deposit (EMD) and Security Deposit have been waived for this tender as per BHEL's directives.

Authorized Signature: _____

Name: _____

Designation: _____

Date & Company Seal: _____



ANNEXURE - 2: COMPREHENSIVE GM AFFIDAVIT

(To be printed on Official Company/Hotel Letterhead)

(Place in PART-I)

I, [Name of GM/Authorized Signatory], Designation [_____] of [Name of Property], hereby solemnly declare and guarantee the following to BHEL for the entire contract duration:

A. Mandatory PQR Declarations (Pass/Fail):

- **Inventory:** The property possesses a total of _____ operational commercial rooms.
- **Standards:** The property operates at par with 3-Star (or above) standards.
- **Power Backup:** The property maintains 100% DG Power Backup with an auto-changeover mechanism.
- **Safety:** The property maintains 24x7 manned security, active CCTV in public areas, a fully stocked First-Aid kit at the reception, and an active "Doctor-on-Call" arrangement with Dr. [Name/Clinic] at Ph: [Number].
- **Strict Inventory & Block Allotment Guarantee:** I/We legally declare and undertake to dedicate the exact designated number of rooms mandated by BHEL for our quoted location (e.g., 5 rooms in Goa/Ooty/Munnar) for the entire standard continuous 301-day contract period (**on a strict pro-rata basis from the actual date of award for the inaugural FY 2026-27**). We fully understand that partial inventory offerings are not permitted. We guarantee that this dedicated block of rooms will remain exclusively available for BHEL allotments and will not be sold to the general public or other corporate clients under any circumstances during the contracted period.
- **Lift Safety:** The property has an active Annual Maintenance Contract (AMC) for its passenger elevators. (*Strike out if the property is only Ground or G+1*).
- **Internet Connectivity:** We guarantee the availability of 24x7 complimentary high-speed Wi-Fi internet access, with adequate bandwidth, in all specific rooms designated for BHEL guests, without any additional data limits or access charges.
- **Parking Facility:** We guarantee the availability of dedicated, safe, and complimentary parking space within the property premises (or secured valet parking) for the vehicles of arriving BHEL guests.
- **Room Size & Inventory:** We certify that all specific rooms allocated to BHEL under this fixed-commitment contract meet or exceed the minimum floor area requirement of 200 sq. ft. (including the attached bathroom).



- **Power & Water Supply:** We guarantee the provision of 24x7 uninterrupted power supply backed by a 100% DG (Diesel Generator) setup, along with 24x7 running hot and cold water in all BHEL designated rooms.
- **Security & Safety:** We confirm that the property is equipped with 24x7 physical security personnel and active CCTV surveillance in all common areas, corridors, and entry/exit points.
- **Hygiene & Maintenance:** We undertake that the designated rooms will receive daily housekeeping, regular pest control, and daily changes of fresh linen/towels as per standard 3-star hospitality norms.
- **In-Room Refreshments:** We guarantee the daily provision of complimentary packaged drinking water/ refilled RO drinking water and an operational electric kettle with adequate daily replenishments of tea, coffee, milk powder, and sugar sachets in all rooms designated for BHEL guests.
- **Mini-Refrigerator:** We certify that all specific rooms allotted to BHEL under this contract are equipped with a fully functional, well-maintained, and hygienic in-room mini-refrigerator (mandatory for Goa, Puri and Munnar)

B. QCBS SLA Commitments (For Marking):

- **Room Size Guarantee:** I/We legally declare that the specific room category offered to BHEL in this tender has a minimum physical footprint of _____ Sq. Ft. (*Must be 200 Sq. Ft. or above, inclusive of washroom*). We confirm this size comfortably accommodates the mandated 4-pax capacity and the complimentary extra bed.
- **Room View Guarantee:** I/We declare that the exact room category quoted and photographed for this bid offers a **[Insert View Type, e.g., Valley View, Sea View, Pool View, City View]:** _____. We legally commit that all BHEL guests will be allocated rooms with this specific view or higher. BHEL guests will *never* be downgraded to lower-tier, windowless, or obstructed-view rooms.
- **Sanitary & Linen Guarantee:** We guarantee the daily provision of premium toiletries, extra towels, and extra bed linen for ALL occupants (up to 4 pax) in the allotted room at **NO EXTRA CHARGE**.
- **F&B Discount:** We guarantee a flat, unconditional discount of **[Insert %]** on all Buffet/A-la-carte Meals and Bar consumption for BHEL guests.
- **Digital Payments:** We possess active digital payment infrastructure (UPI, Credit/Debit cards) and will accept settlements for all auxiliary guest expenses with **Zero Surcharge**.

C. Voluntary Auxiliary Discounts (Non-QCBS / Outside Evaluation Scope): We recognize that BHEL guests and their families may utilize additional premium facilities during their stay.

Page 47 of 86

अनुपम चटर्जी / ANUPAM CHATTERJEE
वरिष्ठ प्रबंधक / Senior Manager
कॉर्पोरेट संचार / Corporate Communication
भारत हेवी इलेक्ट्रिकल्स लिमिटेड / Bharat Heavy Electricals Limited
बी.एच.ई.एल हाउस, सीरी फोर्ट / BHEL House, Siri Fort
नई दिल्ली-110049 / New Delhi-110049



While we understand that these specific discounts are outside the scope of the tender's QCBS evaluation matrix and will not be scored, we voluntarily commit to offering the following flat discounts on our published rates to BHEL guests:

- **Spa, Wellness & Massages:** We guarantee a flat discount of **[Insert %]** on all chargeable spa and wellness therapies.
- **Paid Recreation & Games:** We guarantee a flat discount of **[Insert %]** on all chargeable in-house recreational activities, adventure sports, and gaming facilities.
- **Laundry & Dry-Cleaning:** We guarantee a flat discount of **[Insert %]** on all laundry and dry-cleaning services.
- **Other Resort Features:** We guarantee a flat discount of **[Insert %]** on the following additional chargeable amenities (*Please specify, e.g., salon, local sightseeing desk*):
_____.

We confirm that these voluntary discounts will be transparently and seamlessly applied to the guest's final auxiliary check-out bill (settled via digital payment) upon presentation of the BHEL Allotment Letter.

Authorized Signature & Seal: _____



ANNEXURE - 3: DECLARATION FOR RELATION IN BHEL

(To be printed on Official Company/Hotel Letterhead)

(Place in PART-I)

Subject: Declaration of Relation/Relatives in BHEL

Tender Ref No.: AA:CC:HOHM:2026-27

I/We hereby submit the following information pertaining to relation/relatives of the Proprietor/Partner(s)/Director(s)/Owners of our hotel employed in BHEL.

(Please tick [] the applicable box)

[] The Proprietor, Partner(s), Director(s), or Owners of our property **DO NOT** have any relation or relatives employed in BHEL.

OR [] The Proprietor, Partner(s), Director(s), or Owners of our property **HAVE** relation/relatives employed in BHEL, and their particulars are as below:

1. Name & Designation: _____
2. Department/Unit: _____

(Note: Concealing this information will lead to immediate contract termination and blacklisting).

Authorized Signature & Seal: _____



ANNEXURE - 4

THE PROPERTY SHOWCASE PHOTO DOSSIER

(To be signed, stamped, and placed in the PART-I Techno-Commercial Bid PDF)

Name of the Bidding Property: _____

Location Bidding For: _____

INSTRUCTIONS FOR SUBMITTING PHOTOS (EMAIL SIZE LIMIT: 20MB):

This dossier is critical. BHEL's Apex Level Committee will award up to **100 QCBS Quality Marks** based strictly on the photographic evidence provided here. All photographs must be clear, wide-angle, and **Date & Time Stamped**. Heavily edited brochure photos or AI-generated images are strictly prohibited.

Because BHEL's email servers will reject any bid exceeding 20MB, you must choose your submission method carefully:

- **OPTION A (MANDATORY FOR HOTEL CHAINS / MULTIPLE PROPERTIES): The Cloud Link Method.** Upload all required photos to a secure cloud folder (Google Drive, OneDrive, Dropbox). Paste the direct, open-access hyperlink in the box below. Do not paste photos into this document.
- **OPTION B (Only for Single Properties with highly compressed PDFs):** Digitally paste your date-stamped photographs directly into this document below this page. You must ensure your final total email size remains under 18-20MB, otherwise your bid will bounce and be disqualified.

[PASTE YOUR SECURE CLOUD DRIVE LINK HERE]

(Mandatory if bidding for multiple locations or if file size is heavy)

Link: _____

अनुपम चटर्जी / ANUPAM CHATTERJEE
वरिष्ठ प्रबंधक / Senior Manager
कॉर्पोरेट संचार / Corporate Communication
भारत हेवी इलेक्ट्रिकल्स लिमिटेड / Bharat Heavy Electricals Limited
बी.एच.ई.एल हाउस, सीरी फोर्ट / BHEL House, Siri Fort
नई दिल्ली-110049 / New Delhi-110049



(Legal Warning: The link must be set to "Public / View Only". Modifying, adding, or deleting files in this cloud folder after the official tender submission deadline is strictly prohibited. BHEL will digitally archive the contents at the time of bid opening. Any post-deadline tampering will lead to the immediate rejection of the entire bid).

REQUIRED PHOTOGRAPH CHECKLIST

(Your submission MUST include clear images of the following areas to secure QCBS marks):

1. **Exterior & Security:** Main entrance/gate showing the boundary wall, parking area, and the reception lobby showing installed CCTV cameras.
2. **The Lobby & Greenery:** A wide-angle shot of the reception/lobby showing the seating capacity, and a clear photo of the open green lawn/garden (or indoor atrium).
3. **The Proposed BHEL Room:** Wide-angle shots showing the main bed, the empty floor space where the extra bed will be placed, the flooring quality, and the in-room amenities.
4. **Premium View (If claiming QCBS marks for view):** A photo taken directly from the balcony or window of the specific proposed room showing the claimed view.
5. **Washroom:** Clear shots showing the shower area, the vanity counter, and sanitary fittings.
6. **Recreation & Dining:** Photos of the functional Swimming Pool, Gymnasium, Kids' Play Area, and the In-house Restaurant.

DECLARATION: I hereby certify that the photographs submitted (either attached or via the provided cloud link) are recent, un-manipulated, and accurately represent the current physical condition of the property. I accept that BHEL holds the absolute right to conduct an unannounced physical spot-check, and if the ground reality deviates from these photos, our bid will be instantly dismissed. I understand that any post-deadline tampering of the uploads on the link will lead to the immediate rejection of the entire bid

Authorized Signature: _____

Name of Signatory: _____

Designation & Company Seal: _____

अनुपम चटर्जी / ANUPAM CHATTERJEE
वरिष्ठ प्रबंधक / Senior Manager
कॉर्पोरेट संचार / Corporate Communication
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नई दिल्ली-110049 / New Delhi-110049



ANNEXURE - 5: UN-PRICED BID FORMAT (LOCATION DECLARATION)

(To be printed on the Official Company/Hotel Letterhead)

(Place in PART-I)

CRITICAL WARNING: DO NOT ENTER ANY TARIFFS, RATES, OR FINANCIAL AMOUNTS IN THIS FORM. MENTIONING PRICES HERE WILL LEAD TO IMMEDIATE DISQUALIFICATION OF THE ENTIRE BID.

Tender Ref No.: AA:CC:HOHM:2026-27

Name of Bidding Entity / Hotel Chain: _____

Declaration of Offered Locations:

We hereby confirm that we are submitting our technical and financial proposals for the following BHEL Holiday Home locations.

(Instructions to Bidder: Please write "**QUOTED**" against the locations you are bidding for and provide your property's name. Write "**NOT QUOTED**" against the locations you are not participating in).

S.No	BHEL Required Location	Total Rooms Required by BHEL	Name of the Specific Property Offered by Bidder	Bid Status(Write "QUOTED" or "NOT QUOTED")
1	Goa	05 Rooms		
2	Ooty	05 Rooms		
3	Munnar	05 Rooms		
4	Nainital	04 Rooms		
5	Shimla	04 Rooms		
6	Manali	03 Rooms		
7	Puri	03 Rooms		
8	Shillong	03 Rooms		



Confirmations:

1. We confirm that we have strictly adhered to the PQR and QCBS requirements for all the properties mentioned above as "QUOTED."
2. We confirm that the actual financial tariffs for the "QUOTED" locations have been filled exclusively in **Annexure - 6 (Price Bid Format)** and placed in a separate, password-protected PDF file (Part-II).

Authorized Signature: _____

Name: _____

Designation: _____

Date & Company Seal: _____



ANNEXURE - 6: PRICE BID FORMAT (THE FINANCIAL QUOTE)

CRITICAL WARNING: THIS MUST BE IN A SEPARATE PDF FILE. IT MUST BE PASSWORD PROTECTED. DO NOT PUT THIS IN PART-I.

Tender Ref No.: AA:CC:HOHM:2026-27

Name of Bidding Property: _____

Location Bidding For: _____

(Note: If a hotel chain is bidding for multiple locations, they must fill out a separate Annexure-6 for each location and combine them into the single password-protected Part-II PDF).

Financial Quote:

We hereby offer our best corporate tariff for providing accommodation to BHEL employees under the "Fixed Commitment / Take-or-Pay" model for the 301-day Operational Period.

Particulars	Rate to be Quoted in INR (₹)
Tariff per Room, Per Night on EP Plan (European Plan - Room Only). <i>(This rate must be for the specific premium room category showcased in Annexure-4, capable of accommodating up to 4 Pax with an extra bed).</i>	₹ _____ (In figures) Rupees _____ _____ (In words)
Base Rate/ Tariff	
GST/ Taxes as applicable	
Total (All inclusive price)	

Important Declarations regarding Price Bid:

- Inclusivity:** The quoted rate is strictly **INCLUSIVE** of all applicable taxes, including GST, and any local municipal taxes.
- Firm Price:** The quoted rate shall remain entirely firm and fixed for the entire duration of the one-year contract. (301 days)
- No Hidden Costs:** We confirm that no extra charges will be levied on BHEL or the guest for the provision of the extra bed/mattress, as the room capacity requirement (up to 4 pax) was mandated in the PQR.

Authorized Signature: _____



Name: _____

Designation: _____

Date & Company Seal: _____

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SECTION 11: FREQUENTLY ASKED QUESTIONS (FAQs) FOR BIDDERS

11.1 PURPOSE OF THIS SECTION We understand that the hospitality industry operates differently from standard corporate or PSU procurement. This section is designed to translate the legal and technical jargon of the NIT into simple, effective answers to ensure your bid is not rejected due to basic administrative errors. Please read this carefully before compiling your bid.

PART A: THE BUSINESS MODEL & ELIGIBILITY

Q1: What exactly is the "Take-or-Pay" or "Fixed Commitment" model?

Answer: It means guaranteed revenue for your hotel. BHEL will book the agreed number of rooms for a continuous period of 301 days (April 6th to January 31st). BHEL will pay you for these rooms every month, regardless of whether a BHEL employee actually stays in them or if the rooms remain empty.

Q2: I run a very luxurious Homestay / Airbnb / Guest House. Can I participate?

Answer: NO. The property must be a fully commercial Hotel or Resort. Your GST registration must explicitly show the "Hotel Accommodation" service code. Homestays are instantly disqualified during the Phase-1 PQR check.

Q3: My hotel is highly rated, but I do not have a formal 3-Star Certificate from the Ministry of Tourism. Am I disqualified?

Answer: NO. If you do not have a formal HRACC Star Certificate, you can still qualify if your property has a **Google Review Rating or TripAdvisor Rating of 4.0 or above** (based on a minimum of 400 reviews). You just need to provide a screenshot of the rating along with a self-declaration from your GM stating your amenities are equivalent to 3-Star standards.

Q4: I own a single, standalone hotel. I am not part of any regional or national hospitality chain. Can I still participate in this tender?

Answer: YES, absolutely. You are entirely eligible to apply for the specific location where your hotel is situated, provided you meet all the mandatory Pre-Qualification Requirements (PQR) such as having a minimum of 20 rooms, a valid Fire NOC, FSSAI license, and the required ₹30 Lakh annual turnover.

Important Note on Scoring for Standalone Properties: While you are eligible, please be aware of how the QCBS (Quality) scoring works. Under the "Brand Footprint" category (Section 5.2.A), standalone properties receive **0 marks**, whereas national chains receive 6 marks.

However, this does not disqualify you. You can still easily achieve the minimum qualifying score of 60/100 by ensuring you score maximum marks in other areas, such as providing excellent F&B discounts, showcasing large room sizes, and maintaining a high Google/TripAdvisor rating.



When filling out your Un-Priced Bid (Annexure-5), simply write "QUOTED" against your specific location, and "NOT QUOTED" against the other 7 locations.

Q5: Our hotel is located in Goa. BHEL requires 5 rooms in Goa, but we are a boutique property and can only dedicate 3 rooms to BHEL on a Take-or-Pay basis. Are we eligible to bid for just 3 rooms?

Answer: NO. Partial bids are strictly prohibited. The room requirement for each location is a fixed, indivisible block (e.g., exactly 5 rooms for Goa). To be eligible, your property must be able to commit the exact number of rooms demanded for that specific location. Any bid offering fewer rooms than the location's mandate will be instantly rejected during the technical evaluation.

PART B: HOW TO BUILD & SUBMIT THE BID (CRITICAL)

Q6: Do I have to register on a complex government e-tendering portal to submit this?

Answer: NO. To make it easy for premium hotels, the e-portal is waived. You simply need to send an email to the designated BHEL secure email ID with your bid attached as TWO separate PDF files (Part-I and Part-II).

Q7: I accidentally mentioned my room tariff (price) in my Part-I Technical Bid PDF. What happens now?

Answer: YOUR BID WILL BE INSTANTLY REJECTED. Part-I is purely for evaluating your property's quality, safety, and documents. If the BHEL evaluation committee sees a price anywhere in Part-I (or in the Un-Priced Annexure-5), your bid is thrown out immediately. Put your price **ONLY** in Annexure-6, which goes inside the Part-II PDF.

Q8: How do I submit the Price Bid (Part-II PDF) over email without exposing my rates to everyone?

Answer: You **MUST** put a **PASSWORD** on the Part-II PDF file before attaching it to the email. Do **NOT** write the password in the email body. Keep the password safe with your General Manager. If your property passes the Quality Evaluation (scores 60 or above), BHEL will formally contact you to ask for the password to open your financial bid. If you send an unprotected Price Bid PDF, you are disqualified.

Q9: We are a Hotel Chain offering properties in Goa, Shimla, and Munnar. Do we need to submit 3 separate Unconditional Acceptance Letters (Annexure 1)?

Answer: NO. For Annexure 1 (Unconditional Acceptance), you only need to submit ONE



master letter on your corporate head office letterhead. Just list all three properties in the table provided at the top of Annexure 1. *However, remember that Annexure 2 (GM Affidavit), Annexure 4 (Photo Dossier), and Annexure 6 (Price Bid) MUST be filled out separately for EACH individual property.* By making these adjustments, you allow a corporate head office in Delhi to legally sign off on the tender rules once, while still binding their specific properties in Goa, Shimla, and Munnar to the BHEL SLAs.

Q10: I represent a Hotel Chain. We want to bid for 3 different locations. Furthermore, for one of those locations (e.g., Goa), we want to offer 2 different properties. How do we fill out the Annexures?

Answer: This is perfectly allowed, but you must categorize your paperwork correctly. Let's use an example: You are bidding for Goa (Hotel A & Hotel B), Ooty (Hotel C), and Munnar (Hotel D).

1. The "Bidder-Level" Documents (Fill only ONCE): You will fill out Annexure 1, Annexure 3, and Annexure 5 only once on behalf of your parent chain. In the single **Annexure - 5 (Un-Priced Bid)**, you will declare all your intentions:

- Against Goa: Write "*QUOTED - [Name of Hotel A] AND [Name of Hotel B]*".
- Against Ooty: Write "*QUOTED - [Name of Hotel C]*".
- Against Munnar: Write "*QUOTED - [Name of Hotel D]*".
- Against all other locations: Write "*NOT QUOTED*".

2. The "Property-Level" Documents (Fill FOUR times): Since you are offering 4 distinct properties, you must provide property-specific proof for each. You must include **FOUR separate copies** of the following in your Part-I PDF:

- Annexure - 2 (GM Affidavit for Hotel A, B, C, and D).
- Annexure - 4 (Photo Dossiers for Hotel A, B, C, and D).
- The Fire NOCs, FSSAI licenses, and Star Ratings for Hotel A, B, C, and D.

3. How to fill the Price Bids (Annexure-VI) in Part-II: Since you are offering 4 distinct properties, you must fill out **FOUR (4) separate copies** of Annexure-6.

- One form for Hotel A (Goa)
- One form for Hotel B (Goa)
- One form for Hotel C (Ooty)



- One form for Hotel D (Munnar)

Once you have filled out and signed all 4 forms, **combine them into ONE single PDF file**. You will then **PASSWORD PROTECT** this single combined PDF file and attach it to your email as your "Part-II Price Bid." Do not send 4 separate password-protected files, and do not put multiple properties on a single Annexure-6 page.

Q11: We are a Hotel Chain bidding for 4 different locations. Attaching 4 separate Photo Dossiers will make our email 40MB, causing it to bounce. What is the solution?

Answer: BHEL's email limit is strictly 20MB. You **MUST NOT** attach heavy photos directly in your PDF. Instead, upload all your property photos into a clearly organized folder on Google Drive/OneDrive (e.g., Sub-folders for Goa, Ooty, Munnar). Copy the "View Only" public link to that master folder, and paste that exact link directly inside each respective Annexure - 4 form. This ensures your Part-I PDF remains extremely light (around 2-3 MB) while giving the evaluation committee full access to your high-quality photos.

Q12: Do I need to print, sign, stamp, and upload all 50+ pages of the blank NIT document in my Part-I PDF?

Answer: NO. Please **DO NOT** do this. Doing so will make your PDF unnecessarily heavy and cause your email to bounce. BHEL has modernized this process. By simply signing and submitting **Annexure - 1 (Unconditional Acceptance)** and **Annexure - K (No Deviation)**, you are legally binding yourself to the entire tender document. Only upload the requested Annexures and your supporting proofs (GST, FSSAI, Photos, etc.).

Q13: Do I need to pay an Earnest Money Deposit (EMD) or Security Deposit?

Answer: NO. BHEL has waived the EMD and Security Deposit for this tender to encourage maximum participation from premium hospitality chains.

Q14: Our Hotel Chain's Office is in Delhi NCR. Can we submit a physical hard copy instead of an email?

Answer: YES. You can submit a physical hard copy. You must print your documents and put them in two separate envelopes (Envelope 1 for Part-I Technical, and Envelope 2 for Part-II Price Bid). Seal **BOTH** envelopes, put them in a Master Envelope, and drop it in the Tender Box at BHEL House, New Delhi before the deadline. *Note: If you use the physical envelope method, you do not need to "password protect" a PDF; the physically sealed Envelope 2 acts as your security.*



PART C: PRICING & EVALUATION

Q15: What is the EP Plan? Should I include breakfast in my financial quote?

Answer: NO. EP (European Plan) strictly means "Room Only". Do not include the cost of breakfast or any other meals in your base tariff quote in Annexure-6.

Q16: If I quote the lowest price (L1), will I automatically win the contract?

Answer: NO. This tender uses QCBS (Quality and Cost-Based Selection). We care about the quality of the stay. Your technical quality (room size, lobby aesthetics, F&B discounts, reviews) accounts for 30% of your total score, and your price accounts for 70%. If your quality is poor, a slightly more expensive but highly-rated hotel will easily beat your score and win the contract.

Q17: Can I use highly edited brochure photos or Photoshop to make my rooms look bigger in the Photo Dossier?

Answer: DO NOT DO THIS. BHEL will conduct unannounced physical spot-checks of the shortlisted properties. If the inspection committee finds that the ground reality (room size, views, cleanliness) does not match your submitted photos, your property will be **technically dismissed** for misrepresentation, and your Price Bid will not be opened.

PART D: OPERATIONS & PAYMENTS

Q18: Will I get paid if I do not collect the "Guest Feedback Form"?

Answer: NO. The collection of the signed BHEL Guest Feedback Form at check-out is mandatory. You must attach these forms to your monthly invoice. An invoice without the corresponding guest feedback forms will be returned unprocessed, and your payment will be held up.

Q19: Can I charge the BHEL guest extra if there are 3 adults, or 2 adults and 2 children, in the room?

Answer: NO. As per the PQR, your quoted EP room tariff must cover the accommodation of up to 4 Pax, which includes providing one full extra bed or mattress with fresh linen at **zero additional cost**.

Q20: We have a large wedding booked at our hotel in November. Can I refuse a BHEL guest during that time?

Answer: NO. Once you accept the contract, refusing check-in to a BHEL guest holding a valid



allotment letter is a severe breach. If you do this, you will have to relocate them to a similar or better hotel at your own cost, PLUS pay a penalty equal to 300% of the daily room tariff. *Note:* You are allowed to declare a maximum of **15 Blackout Dates** (where BHEL will not book rooms), but you **MUST** declare these dates in writing at the very beginning when signing the contract. You cannot suddenly declare a blackout date later in the year.

Q21: Can we insist the BHEL guest pays their food and laundry bills in cash?

Answer: NO. You must accept digital payments (UPI, Credit Cards, Debit Cards) at the front desk. Furthermore, you cannot illegally pass on the machine-swiping charge (MDR) to the guest. Forcing cash payments or levying card surcharges will result in financial penalties. Additionally, you must waive off any discretionary 'Service Charge' on F&B bills.

Q22: What if an employee brings a child over 12 years of age? Do we charge them for an extra room or an extra adult?

Answer: In the hospitality sector, a child above 12 is generally considered an adult. As per BHEL's PQR, your quoted EP room tariff **MUST** cover up to **3 Adults**, which includes providing one free extra bed/mattress. Therefore, if an employee arrives with their spouse and a 14-year-old child, they count as 3 Adults. This scenario is **completely covered** under your base EP tariff. You **CANNOT** charge any extra fee, nor can you force them to book a second room. *(Note: If the guest arrives with 4 Adults, they must either possess a second BHEL room allotment letter, or you may charge them your standard published rate for the 4th adult's extra bed, provided the room's floor space safely permits it).*

Q23: Are we required to provide free pick-and-drop services from the airport, railway station, or city centre?

Answer: NO. Free transportation is not mandated under the EP base plan. However, your front desk or travel desk must actively assist the BHEL guest in arranging a safe, commercial taxi upon their request. The guest will pay the taxi fare directly. You cannot force the guest to use your hotel's exclusive transport, and if they do use your in-house cab, it must be billed transparently via digital payment without any hidden "convenience" surcharges.

Q24: Are we required to provide free food or accommodation for the BHEL guest's personal car driver?

Answer: NO. The hotel is not mandated to provide free driver accommodation or meals. The BHEL guest is entirely responsible for arranging and paying for their driver's stay and food. Depending on your hotel's rules and guidelines, you may charge the guest your standard rates if they request driver facilities.



SECTION 12. QUICK REVISION SHEET & CONTRACT LIFECYCLE

This section provides a chronological summary of the entire tendering, evaluation, and operational execution process. In case of any detailed queries, the specific clauses in the preceding sections shall prevail.

12.1 THE BIDDING & EVALUATION LIFECYCLE

- **Step 1: Preparation & Compilation (Strictly 10 Days)**
 - Bidder reviews the NIT, ensures they meet the ₹25 Lakh turnover, minimum 6-month B2B experience (awarded ≤ March 31, 2026), and 200 Sq. Ft. room size requirement.
 - Bidder prepares Part-I (Technical/PQR + Photo Dossier via Cloud Link) and Part-II (Price Bid - Annexure 6).
- **Step 2: Submission (Deadline Critical) – 11:30 AM on April 18, 2026**
 - *Standard Method:* Emailed to the designated BHEL ID holidayhomes@bhel.in (Max 20MB for Part-I; Part-II MUST be a Password-Protected PDF).
 - *Delhi NCR Exception:* Head offices in NCR may drop physically sealed envelopes in the BHEL Tender Box.
- **Step 3: Phase-1 Evaluation (PQR Check)**
 - BHEL opens Part-I. Evaluates mandatory pass/fail parameters (Turnover, Address Proofs, Statutory Licenses, B2B Contracts). Bids failing PQR are immediately rejected.
- **Step 4: Phase-2 Evaluation (QCBS Scoring)**
 - PQR-qualified bids are scored out of 100 based on the SLA Photo Dossier (Premium view, room aesthetics, facilities). Must score a minimum of 60 to pass.
- **Step 5: Phase-3 Evaluation (Price Bid Opening & Award)**
 - Passwords/Sealed envelopes for Part-II are requested from Phase-2 qualified bidders only.
 - The QCBS formula is applied to the EP Rate to determine the H1 (Highest Composite Score) winner for each location.
 - Letter of Award (LoA) is issued.

12.2 THE OPERATIONAL CONTRACT LIFECYCLE

- **Step 6: Contract Formalization & Security Deposit**
 - Winning bidder completes all necessary compliances and signs the formal contract agreement.
 - If the annualized contract value is \geq ₹2 Crores, the Integrity Pact (Annexure - C) is formally activated.
- **Step 7: Inaugural Year Operations (Pro-Rata Application)**



- For FY 2026-27, the "Take-or-Pay" guaranteed billing commences strictly from the actual date of operationalization/handover of rooms and runs up to January 31, 2027.
- **Step 8: Monthly Invoicing & SLA Enforcement**
 - Rooms are booked exclusively via BHEL Allotment Letters.
 - At month-end, the hotel submits the invoice along with the mandatory Guest Feedback Forms.
 - BHEL processes the invoice, deducting standard taxes (TDS/GST) and any specific SLA Penalties (e.g., 300% for denial of check-in, 50% for downgrades) based on the feedback.
- **Step 9: Contract Extension or Expiry**
 - *Expiry*: Contract naturally concludes on January 31 of the operating cycle.
 - *Extension*: BHEL reserves the unilateral right to extend the contract as a "Repeat Order" for up to 01 subsequent year. Extensions operate on the same number of operational days on the exact **same pricing, terms, and conditions** (No PVC).
- **Step 10: Termination (In Case of Breach)**
 - If systemic faults occur (e.g., lapsed Fire NOC, persistent downgrades, financial misconduct), BHEL issues a 15-day written notice for termination and encashes the Security Deposit.



SECTION 13: INDEX OF STATUTORY & COMPLIANCE ANNEXURES

To ensure absolute clarity and prevent accidental disqualifications, below is the master index of all Statutory and Compliance Annexures required for this tender.

Where do these go? All these documents must be signed, stamped, and included exclusively in your **File 1 (Part-I Techno-Commercial Bid)**.

IMPORTANT CLARIFICATION REGARDING ANNEXURES: To streamline the bidding process and reduce redundant paperwork, BHEL has merged similar declarations.

1. **Annexure-I** has been removed; bidders must use **Core Annexure-1** (Unconditional Acceptance) instead.
2. **Annexure-L** has been removed; bidders must use **Core Annexure-3** (Declaration of Relation) instead. **Bidders are advised that the absence of these two specific pages (I and L) is intentional and shall not be considered a document deficiency.**

Annexure Ref.	Title of the Document	Purpose & Bidding Instruction	Mandatory?
Annexure - A	Experience Order Details	To declare your ongoing or past B2B corporate tie-ups. Must be supported by LoAs/ Emails/ Invoices.	Yes
Annexure - B	Bidder's General Information	Basic details of the hotel/company, contact persons, GSTIN, and registered addresses.	Yes
Annexure - C	Integrity Pact	A mandatory anti-corruption agreement required for high-value BHEL contracts (\geq ₹2 Crores).	Yes (If applicable by value)
Annexure - D	Format for Power of Attorney	Required if a Sales Manager or representative is signing the tender instead of the Owner/Director. Must be on Stamp Paper or a Board Resolution.	Yes (For Companies/Firms)
Annexure - E	Non-Disclosure Certificate	A standard legal commitment to protect BHEL employee data and corporate information.	Yes
Annexure - F	Insolvency Undertaking	A declaration that your company is not currently bankrupt or facing NCLT liquidation proceedings.	Yes
Annexure - G	Declaration Reg. Minimum Local Content	A mandatory Government of India declaration (Make in India) regarding	Yes



		the percentage of local content/services.	
Annexure - H	Bank Account Details for E-Payment	Your official bank mandate form so BHEL can process your monthly payments via NEFT/RTGS. Must be verified by your bank.	Yes
Annexure - J	Declaration of Authenticity	A legal pledge that no fake certificates or doctored photos have been uploaded in your bid.	Yes
Annexure - K	Certificate of No Deviation	A strict declaration that you accept ALL terms of the BHEL contract without adding your own conditions.	Yes
Annexure - M	Self-Declaration & Compliance Sheet	The final master sign-off sheet certifying you have read the NIT and completed all checklists.	Yes
Annexure - N	Bid Compilation Checklist	A step-by-step internal guide for your desk to help you assemble the PDFs correctly.	<i>(For Bidder's internal use)</i>

(Note: The Core Operational Annexures - Annexure 1 through 6 - are located in the earlier sections of this NIT document).

IMPORTANT NOTE REGARDING ANNEXURE - C (INTEGRITY PACT):

What is it? The Integrity Pact is a mandatory anti-corruption and vigilance agreement required by the Central Vigilance Commission (CVC) and BHEL Corporate guidelines for all high-value public procurement contracts. It ensures absolute transparency, fairness, and ethical practices between BHEL and the bidding property.

Does it apply to you? * If the total estimated value of your contract (based on your quoted rate × 32 rooms × operational days) equals or exceeds BHEL's statutory threshold for this tender (typically ₹2 Crores), the submission of this document is **strictly mandatory**.

- **Consequence of Non-Submission:** If applicable, failure to submit a duly signed and stamped Integrity Pact along with your Part-I Technical Bid will result in the **outright rejection** of your bid, regardless of your technical quality or price.

How to fill it: It must be signed on every page by the exact same Authorized Signatory who has signed the Core Annexures and holds the Power of Attorney/Board Resolution.



ANNEXURE - A

EXPERIENCE ORDER DETAILS (As per Corporate B2B Qualification Criteria)

(To be submitted to claim marks under QCBS Parameter 6.2 / 7.2: Corporate B2B Experience)

Tender Enquiry No: AA:CC:HOHM:2026-27

S.No.	Description	Project / Tie-up 1	Project / Tie-up 2	Project / Tie-up 3
1	Agreement no., date and value (Copy of contract/LOA must be enclosed)			
2	Name of the Govt./PSU/MNC client with whom corporate arrangement has been signed			
3	Complete postal address of the corporate client			
4	Date of contract validity / execution period			
5	Name and designation of the contact person of the client			
6	Phone and email address of the contact person			

Note: The Apex Committee will award QCBS marks strictly based on the verifiable documentary evidence (Contracts/LOAs) attached along with this format.

Place: _____ Signature with seal: _____

Date: _____



ANNEXURE - B

BIDDER'S GENERAL INFORMATION (To be submitted along with Part-1 Bid on Company Letterhead)

Sl. No.	Description	Details
1	Name of tendering Hotel/Company/Firm	
2	Type of firm (Proprietorship/ Partnership/ Pvt Ltd/ Public Ltd)	
3	Name of Proprietor/ Director of Company/Firm	
4	Full address of registered office with telephone no. & E-mail	
5	Full address of the operating Property (Holiday Home location) with telephone no. & E-mail	
6	Permanent Account Number (PAN)	
7	GST Registration No. (GSTIN)	
8	Name of Bidder/ Contact Person (Nodal Officer)	
9	Phone No. of Bidder / Contact Person	
10	E-mail Address of Bidder / Contact Person	
11	Name of Authorized Signatory	

Signature with Name, Designation & Seal of the firm: _____



ANNEXURE - C

INTEGRITY PACT

(Applicable as the estimated value is \geq ₹2 Crores. To be signed on all pages and submitted in Part-I)

Note on Independent External Monitors (IEMs): Following Independent External Monitors (IEMs) on the present panel have been appointed by BHEL with the approval of CVC to oversee implementation of IP in BHEL:

- Dr. Sarat Kumar Acharya, Ex-CMD, NLC (iem1@bhel.in)
- Shri R. Mukundan, IRPS (Retd.) (iem2@bhel.in)
- Shri Madan Lal Meena, IAS (Retd.) (iem3@bhel.in)

Between Bharat Heavy Electricals Ltd. (BHEL), a company registered under the Companies Act 1956 and having its registered office at "BHEL House", Siri Fort, New Delhi - 110049 (India) hereinafter referred to as "The Principal", which expression unless repugnant to the context or meaning hereof shall include its successors or assigns of the ONE PART

And _____, (description of the party along with address), hereinafter referred to as "The Bidder/ Contractor" which expression unless repugnant to the context or meaning hereof shall include its successors or assigns of the OTHER PART

Preamble The Principal intends to award, under laid-down organizational procedures, contract(s) for **Empanelment of 3-Star or Equivalent Hotels & Resorts for BHEL Holiday Homes**. The Principal values full compliance with all relevant laws of the land, rules and regulations, and the principles of economic use of resources, and of fairness and transparency in its relations with its Bidder(s)/ Contractor(s). In order to achieve these goals, the Principal will appoint panel of Independent External Monitor(s) (IEMs), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 - Commitments of the Principal The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -

1.1.1 No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

1.1.2 The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the



same information and will not provide to any Bidder(s) confidential/ additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.

1.1.3 The Principal will exclude from the process all known prejudiced persons. If the Principal obtains information on the conduct of any of its employees which is a penal offence under the Indian Penal Code 1860 and Prevention of Corruption Act 1988 or any other statutory penal enactment, or if there be a substantive suspicion in this regard, the Principal will inform its Vigilance Office and in addition can initiate disciplinary actions.

Section 2 - Commitments of the Bidder(s)/ Contractor(s) The Bidder(s)/ Contractor(s) commit himself to take all measures necessary to prevent corruption. The Bidder(s)/ Contractor(s) commits himself to observe the following principles during participation in the tender process and during the contract execution.

2.1.1 The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to the Principal or to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material, immaterial or any other benefit which he/ she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

2.1.2 The Bidder(s)/ Contractor(s) will not enter with other Bidder(s) into any illegal or undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

2.1.3 The Bidder(s)/ Contractor(s) will not commit any penal offence under the relevant Indian Penal Code (IPC) and Prevention of Corruption Act; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

2.1.4 Foreign Bidder(s)/ Contractor(s) shall disclose the name and address of agents and representatives in India and Indian Bidder(s)/ Contractor(s) to disclose their foreign principals or associates. The Bidder(s)/ Contractor(s) 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.



2.2 The Bidder(s)/ Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

2.3 The Bidder(s)/ Contractor(s) shall not approach the Courts while representing the matters to IEMs and shall await their decision in the matter.

Section 3 - Disqualification from tender process and exclusion from future contracts If the Bidder(s)/ Contractor(s), before award or during execution has committed a transgression through a violation of Section 2 above, or acts in any other manner such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/ Contractor(s) from the tender process, terminate the contract, if already awarded, exclude from future business dealings and/ or take action as per the separate "Guidelines on Banning of Business dealings with Suppliers/ Contractors", framed by the Principal.

Section 4 - Compensation for Damages If the Principal has disqualified the Bidder (s) from the tender process before award / order acceptance according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security. If the Principal is entitled to terminate the Contract according to Section 3, or terminates the Contract in application of Section 3 above, the Bidder(s)/ Contractor (s) transgression through a violation of Section 2 above shall be construed breach of contract and the Principal shall be entitled to demand and recover from the Contractor an amount equal to 5% of the contract value or the amount equivalent to Security Deposit/ Performance Bank Guarantee, whichever is higher, as damages, in addition to and without prejudice to its right to demand and recover compensation for any other loss or damages specified elsewhere in the contract.

Section 5 - Previous Transgression The Bidder declares that no previous transgressions occurred in the last 3 (three) years (to be reckoned from date of bid submission) with any other company in any country conforming to the anti-corruption approach in India that could justify his exclusion from the tender process. The date of such transgression, for the purpose of disclosure by the bidders in this regard, would be the date on which cognizance of the said transgression was taken by the competent authority. The transgression(s), for which cognizance was taken even before the said period of three years, but are pending conclusion, shall also be reported by the bidders. If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason or action can be taken as per the separate "Guidelines on Suspension of Business dealings with Suppliers/ Contractors", framed by the Principal.

Section 6 - Equal treatment of all Bidder (s)/ Contractor (s) / Sub-contractor (s) The Principal will enter into Integrity Pacts with identical conditions as this Integrity Pact with all Bidders and Contractors. In case of a joint venture, all the partners of the joint venture should sign the Integrity Pact. In case of Sub-contracting, the Principal Contractor shall be solely responsible for the adherence to the provisions of IP by the sub-contractor(s). The Principal will



disqualify from the tender process all Bidders who do not sign this Integrity Pact or violate its provisions.

Section 7 - Criminal Charges against violating Bidders/ Contractors /Subcontractors If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the Vigilance Office.

Section 8 - Independent External Monitor(s) The Principal appoints competent and credible panel of Independent External Monitor (s) (IEMs) for this Integrity Pact. The task of the IEMs is to review independently and objectively, whether and to what extent the parties comply with the obligations under this Integrity Pact on receipt of any complaint by them from the bidder(s). The IEMs are not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the CMD, BHEL. IEMs shall be provided access documents/ records pertaining the Contract, for which a complaint or issue is raised before them as and when warranted. However, the documents/records/information having National Security implications and those documents which have been classified as Secret/Top Secret are not to be disclosed. The Principal will provide to the IEMs sufficient information about all meetings among the parties related to the Contract provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the IEMs the option to participate in such meetings. The role of IEM is advisory and the advice of IEM is non-binding on the Organization. However, as IEMs are invariably persons with rich experience who have retired as senior functionaries of the government, their advice would help in proper implementation of the IP. For ensuring the desired transparency and objectivity in dealing with the complaints arising out of the tendering process, the matter should be examined by the full panel of IEMs jointly, who would look into the records, conduct an examination, and submit their joint recommendations to the Management. In case the full panel is not available due to some unavoidable reasons, the available IEM(s) will conduct examination of the complaints. Consent of the IEM(s), who may not be available, shall be taken on record. The IEMs shall examine all the representations/grievances/ complaints received by them from the bidders or their authorized representative related to any discrimination on account of lack of fair play in modes of procurement and bidding systems, tendering method, eligibility conditions, bid evaluation criteria, commercial terms & conditions, choice of technology/ specifications etc. The CMD, BHEL shall decide the compensation to be paid to the IEMs and its terms and conditions. IEMs should examine the process integrity, they are not expected to concern themselves with fixing of responsibility of officers. Complaints alleging mala fide on the part of any officer of the Principal should be looked into by the CVO of the Principal.

8.10 If the IEMs have reported to the CMD, BHEL, a substantiated suspicion of an offence under relevant Indian Penal Code / Prevention of Corruption Act, and the CMD, BHEL has not, within reasonable time, taken visible action to proceed against such offence or reported it to the



Vigilance Office, the IEMs may also transmit this information directly to the Central Vigilance Commissioner, Government of India.

8.11 After award of work, the IEMs shall look into any issue relating to execution of Contract, if specifically raised before them.

8.12 However, the IEMs may suggest systemic improvements to the management of the Principal, if considered necessary, to bring about transparency, equity and fairness in the system of procurement.

8.13 The word 'Monitor' would include both singular and plural.

Section 9 - Pact Duration This Integrity Pact shall be operative from the date this Integrity Pact is signed by both the parties. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings. If any claim is made/ lodged during currency of this Integrity Pact, the same shall be binding and continue to be valid despite the lapse of this Pact as specified above, unless it is discharged/ determined by the CMD, BHEL.

Section 10 - Other Provisions

10.1 This Integrity Pact is subject to Indian Laws and exclusive jurisdiction shall be of the competent Courts as indicated in the Tender or Contract, as the case may be.

10.2 Changes and supplements as well as termination notices need to be made in writing.

10.3 If the Bidder(s)/ Contractor(s) is a partnership or a consortium or a joint venture, this Integrity Pact shall be signed by all partners of the partnership or joint venture or all consortium members.

10.4 Should one or several provisions of this Integrity Pact turn out to be invalid, the remainder of this Integrity Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

10.5 Only those bidders / contractors who have entered into this Integrity Pact with the Principal would be competent to participate in the bidding. In other words, entering into this Integrity Pact would be a preliminary qualification.

10.6 In the event of any dispute between the Principal and Bidder(s)/ Contractor(s) relating to the Contract, in case, both the parties are agreeable, they may try to settle dispute through Mediation before the panel of IEMs in a time bound manner. If required, the Principal may adopt any mediation rules for this purpose. However, not more than five meetings shall be held for a particular dispute resolution. The fees/expenses on dispute resolution shall be equally shared by



both the parties. In case, the dispute remains unresolved even after mediation by the panel of IEMs, either party may take further action as per the terms & conditions of the Contract.

For & On behalf of the Principal

(Office Seal) Place _____ Date Witness: _____ (Name & Address) _____

For & On behalf of the Bidder/ Contractor

(Office Seal) Place _____ Date Witness: _____ (Name & Address) _____



ANNEXURE D : FORMAT FOR POWER OF ATTORNEY

(To be executed on Non-Judicial Stamp Paper of minimum ₹100/- or as per the Stamp Act of the respective State, and duly Notarized. Applicable for Companies, LLPs, and Partnership Firms).

KNOW ALL MEN BY THESE PRESENTS, that we, M/s.

_____ [Insert Name of the Hotel/Company/Firm], a company/firm registered under the _____ Act, and having its registered office at _____ [Insert Registered Office Address], do hereby constitute, nominate, and appoint Mr./Ms. _____ [Insert Name of Authorized Signatory], son/daughter of _____, presently residing at _____, and holding the position of _____ [Insert Designation, e.g., General Manager / Director of Sales] in our organization, as our true and lawful Attorney (hereinafter referred to as the "Authorized Signatory").

We hereby authorize our said Attorney to act on our behalf in all matters related to the participation in the tender floated by **Bharat Heavy Electricals Limited (BHEL)** for the "**Empanelment of Holiday Homes (FY 2026-27)**" via Open Tender (NIT Reference No: _____).

The Authorized Signatory is fully empowered and authorized to execute the following acts:

1. To sign, execute, and submit the Techno-Commercial Bid (Part-I) and Price Bid (Part-II) and all associated documents, affidavits, and declarations.
2. To represent the company/property in all dealings, clarifications, and negotiations with BHEL.
3. To sign the Letter of Award (LoA) and the final Contract Agreement should BHEL accept our bid.
4. To generally do all such acts, deeds, and things as may be necessary or incidental for the successful submission of the bid and execution of the contract.

We hereby agree to ratify and confirm all acts, deeds, and things lawfully done or caused to be done by our said Attorney pursuant to this Power of Attorney, and that all acts, deeds, and things done by our said Attorney shall always be deemed to have been done by us and shall be fully binding upon our company/property.

IN WITNESS WHEREOF, we, M/s. _____, have executed this Power of Attorney on this _____ day of _____, 2026, at _____.

For and on behalf of [Name of the Hotel/Company/Firm]:



(Signature of the Executant - Must be a Director/Managing Partner)

Name:

Designation:

Company Seal:

Accepted by the Authorized Signatory:

(Signature of the Attorney)

Name:

Designation:

Witnesses:

1. Signature: _____ Name & Address: _____
2. Signature: _____ Name & Address: _____

[To be Attested by a NOTARY PUBLIC] (Alternatively, if the bidder is a registered Company, a certified true copy of the **Board Resolution** explicitly authorizing the individual by name and designation to sign BHEL tenders will be accepted in lieu of this Power of Attorney).



ANNEXURE - E

NON-DISCLOSURE CERTIFICATE

(To be Typed & submitted in the Letter Head of the Company/Firm of Bidder)

I/We understand that BHEL is committed to Information Security Management System as per their Information Security Policy. Hence, I/We M/s

.....
..... who are submitting offer for providing services to BHEL against Tender Enquiry No: **AA:CC:HOHM:2026-27** hereby undertake to comply with the following in line with Information Security Policy of BHEL.

1. To maintain confidentiality of guest data, documents & information which shall be used/shared during the execution of the Holiday Home Contract.
2. The documents, employee ID details, and travel information shall not be revealed to or shared with any third party, OTA, or marketing agency which shall not be in the business interest of BHEL.

(Signature, date & seal of Authorized Signatory of the bidder)

अनुपम चटर्जी / ANUPAM CHATTERJEE
वरिष्ठ प्रबंधक / Senior Manager
कॉर्पोरेट संचार / Corporate Communication
भारत हेवी इलेक्ट्रिकल्स लिमिटेड / Bharat Heavy Electricals Limited
बी.एच.ई.एल हाउस, सीरी फोर्ट / BHEL House, Siri Fort
नई दिल्ली-110049 / New Delhi-110049



ANNEXURE - F

INSOLVENCY UNDERTAKING

(To be typed and submitted in the Letter Head of the Company/Firm of Bidder)

To,

Sr. Manager (Corporate Communication)
Bharat Heavy Electricals Limited
BHEL House, Siri Fort, New Delhi-110049

**Sub: DECLARATION REGARDING INSOLVENCY/ LIQUIDATION/ BANKRUPTCY
PROCEEDINGS Ref : Tender Enquiry No : AA:CC:HOHM:2026-27**

I/We, _____ declare that,
I/We am/are not admitted under insolvency resolution process or liquidation under Insolvency
and Bankruptcy Code, 2016, as amended from time to time or under any other law as on date, by
NCLT or any adjudicating authority/authorities.

**Signature of the AUTHORISED SIGNATORY (With Name, Designation and Company
seal)**

Place: _____

Date: _____



ANNEXURE - G

DECLARATION REGARDING MINIMUM LOCAL CONTENT IN LINE WITH REVISED PUBLIC PROCUREMENT (PREFERENCE TO MAKE IN INDIA), ORDER 2017 DATED 19TH JULY, 2024 ISSUED BY DPIIT (To be typed and submitted in the Letter Head of the Entity/Firm)

To,

Sr. Manager (Corporate Communication)
Bharat Heavy Electricals Limited
BHEL House,
Siri Fort, New Delhi-110049

Sub: Declaration reg. minimum local content in line with Public Procurement (Preference to Make in India), Order 2017-Revision. Ref: Tender Enquiry No: AA:CC:HOHM:2026-27

Dear Sir, We hereby certify that the items/works/services offered by..... (specify the name of the hotel/organization here) has a local content of _____ % and this meets the local content requirement for 'Class-I local supplier' / 'Class II local supplier' ** as defined in Public Procurement (Preference to Make in India), Order 2017-Revision dated 19.07.2024 issued by DPIIT and subsequent order(s).

The details of the location(s) at which the local value addition is made are as follows:

1. _____ 2. _____
2. _____ 4. _____

Thanking you, Yours faithfully,

(Signature, Date & Seal of Authorized Signatory of the Bidder) (* - Strike out whichever is not applicable).*



ANNEXURE - H

BANK ACCOUNT DETAILS FOR E-PAYMENT (To be given on Letter head of the Company /Firm of Bidder, and ENDORSED (SIGNED & STAMPED) BY THE BANK to enable BHEL release payments through Electronic Fund Transfer)

1. **Beneficiary Name:** _____
2. **Beneficiary Account No.:** _____
3. **Bank Name & Branch:** _____
4. **City/Place:** _____
5. **9 digit MICR Code of Bank Branch:** _____
6. **IFSC Code of Bank Branch:** _____
7. **Beneficiary E-mail ID (for payment confirmation):** _____

Authorized Signatory of Bidder (With Seal): _____

Bank Verification (Signature & Seal of Bank Manager): _____

(Note: In case a Bank-endorsed certificate regarding the above has already been submitted earlier to BHEL, kindly submit a photocopy of the same).



ANNEXURE - J

DECLARATION BY AUTHORISED SIGNATORY OF BIDDER *(To be typed and submitted in the Letter Head of the Company/Firm of Bidder)*

To,
Sr. Manager (Corporate Communication)
Bharat Heavy Electricals Limited,
New Delhi-110049

Sub: Declaration by Authorised Signatory regarding Authenticity of submitted documents.
Ref: Tender Enquiry No. AA:CC:HOHM:2026-27

Dear Sir, I/We, hereby certify that all the documents submitted by us in support of possession of “Qualifying Requirements” (including HRACC classification, FSSAI, Fire NOC, and QCBS Photographic Dossiers) are true copies of the original and are fully compliant required for qualifying / applying in the bid and shall produce the original of same as and when required by Bharat Heavy Electricals Limited.

I / We hereby further confirm that no tampering is done with documents submitted in support of our qualification as bidder. I / We understand that at any stage (during the bidding process or while executing the awarded contract) if it is found that fake / false / forged bid qualifying / supporting documents / certificates/ photographs were submitted, it would lead to summarily rejection of our bid / termination of contract. BHEL shall be at liberty to initiate other appropriate actions as per the terms of the Bid / Contract and other extant policies of BHEL.

Yours faithfully,

(Signature, Date & Seal of Authorized Signatory of the Bidder)

अनुपम चटर्जी / ANUPAM CHATTERJEE
वरिष्ठ प्रबंधक / Senior Manager
कॉर्पोरेट संचार / Corporate Communication
भारत हेवी इलेक्ट्रिकल्स लिमिटेड / Bharat Heavy Electricals Limited
बी.एच.ई.एल हाउस, सीरी फोर्ट / BHEL House, Siri Fort
नई दिल्ली-110049 / New Delhi-110049



ANNEXURE - K

CERTIFICATE OF NO DEVIATION (To be Typed & submitted in the Letter Head of the Company/Firm of Bidder)

To,
Sr. Manager (Corporate Communication)
Bharat Heavy Electricals Limited,
New Delhi-110049

Subject: No Deviation Certificate Ref: Tender Enquiry No: AA:CC:HOHM:2026-27

Dear Sir,

We hereby confirm that we have not changed/ modified/materially altered any of the tender documents as downloaded from the website/ issued by BHEL and in case of such observance at any stage, it shall be treated as null and void.

We also hereby confirm that we have neither set any Terms and Conditions and nor have we taken any deviation from the Tender conditions together with other references applicable for the above referred Tender Enquiry. We further confirm our unqualified acceptance to all Terms and Conditions, and unqualified compliance to Tender Conditions, including the QCBS methodology and Fixed Commitment Payment terms.

We confirm to have submitted the offer in accordance with tender instructions and as per aforesaid references.

Thanking you,

Yours faithfully,

(Signature, date & seal of authorized representative of the bidder)

अनुपम चटर्जी / ANUPAM CHATTERJEE
वरिष्ठ प्रबंधक / Senior Manager
कॉर्पोरेट संचार / Corporate Communication
भारत हेवी इलेक्ट्रिकल्स लिमिटेड / Bharat Heavy Electricals Limited
बी.एच.ई.एल हाउस, सीरी फोर्ट / BHEL House, Siri Fort
नई दिल्ली-110049 / New Delhi-110049



ANNEXURE - M

SELF-DECLARATION & COMPLIANCE SHEET

(To be filled, signed, stamped, and attached as the FIRST document in the Part-I Techno-Commercial Bid PDF)

Name of the Bidding Property / Chain: _____

Location(s) Bidding For: _____

Instructions for the General Manager / Authorized Signatory: Please read the following compliance statements carefully. You must write "YES" in the confirmation column for each point. Marking "NO" or leaving a box blank will lead to the immediate technical disqualification of your bid.

S.No	Compliance Parameter / Requirement	Bidder's Confirmation (Write "YES")
1.	Strict Separation of Price Bid: I/We declare that NO financial prices, room tariffs, or exact monetary quotes have been mentioned anywhere in the Part-I PDF file (which includes Annexures 1 to 5 and Annexures A to K).	
2.	Password Protection: I/We declare that the financial quote (Annexure - 6) has been filled out, saved as a completely SEPARATE PDF file (Part-II), and is strictly PASSWORD PROTECTED . (If bidding for multiple properties, all Annexure 6 forms are combined into this single protected PDF).	
3.	Completion of Section 10 Annexures: I/We declare that all prescribed Core Annexures (Annexure 1: Unconditional Acceptance, Annexure 2: GM Affidavit, Annexure 3: Relation Declaration, Annexure 4: Photo Dossier, and Annexure 5: Un-priced Bid) have been duly filled, signed, stamped, and enclosed in Part-I. (For hotel chains, Annexures 2 & 4 are submitted per property).	
4.	Completion of Section 13 Annexures: I/We declare that all applicable statutory and compliance annexures (Annexures A through K) have been duly filled, signed, stamped, and enclosed in Part-I. We acknowledge that Annexure I and Annexure L have been intentionally deleted by BHEL to avoid duplication.	
5.	PQR Document Authenticity: I/We confirm that all mandatory statutory proofs (GST, FSSAI, Fire NOC, Lift AMC, Turnover	



	CA Certificate with UDIN, and corporate B2B experience) attached in this bid are valid, unexpired, and authentic.	
6.	Acceptance of 4-Pax Capacity Rule: I/We have clearly understood that our quoted EP room tariff inherently covers the accommodation of up to 4 Pax (e.g., 2 Adults + 2 Children, or 3 Adults) and includes the provision of one extra bed/mattress at zero additional cost to BHEL or the guest.	
7.	Acceptance of Physical Ground-Truthing: I/We grant BHEL the unconditional right to conduct an unannounced physical or live video inspection of our property. We accept that if our ground reality does not match the photographs submitted in Annexure 4 , our bid will be instantly dismissed.	

DECLARATION: I/We hereby declare that I/we have read the entire NIT Document (AA:CC:HOHM:2026-27), including the FAQs, and fully understand the "Fixed Commitment / Take-or-Pay" billing model (including the pro-rata billing mechanism for the delayed inaugural year) and the QCBS scoring methodology. We accept all terms unconditionally.

Authorized Signature: _____

Name of Signatory: _____

Designation: _____

Date & Company Seal: _____

अनुपम चटर्जी / ANUPAM CHATTERJEE
वरिष्ठ प्रबंधक / Senior Manager
कॉर्पोरेट संचार / Corporate Communication
भारत हेवी इलेक्ट्रिकल्स लिमिटेड / Bharat Heavy Electricals Limited
बी.एच.ई.एल हाउस, सीरी फोर्ट / BHEL House, Siri Fort
नई दिल्ली-110049 / New Delhi-110049



ANNEXURE - N

BID COMPILATION CHECKLIST FOR VENDORS

(For Internal Use by Bidders - Keep this printed on your desk while compiling the email. Do not attach this to the bid).

Note: This checklist assumes you are submitting via Email. If you are a Delhi NCR based chain submitting a Physical Hard Copy, follow the same document compilation logic, but place the Part-I and Part-II documents into two separate physically SEALED Envelopes instead of PDF files.

Did you know? Over 40% of hotel bids in PSU tenders are rejected because of simple administrative errors (like forgetting a signature or accidentally showing the price). Use this strict checklist to ensure your bid clears the first hurdle.

STEP 1: ASSEMBLE FILE 1 (PART-I TECHNO-COMMERCIAL BID)

Instructions: Scan the following documents and combine them into ONE SINGLE PDF FILE. Name this file: Part_1_Technical_Bid_[YourHotelName].pdf. Do NOT put a password on this file. NO PRICES HERE.

A. Bidder-Level Documents (Submit exactly ONE copy for the entire Hotel Chain/Entity):

- Annexure - M: Self-Declaration & Compliance Sheet (Signed & Stamped).
- Annexure - 1: Unconditional Acceptance & Covering Letter.
- Annexure - 3: Declaration of Relation in BHEL.
- Annexure - 5: Un-Priced Bid Format (Just write "QUOTED". NO PRICES HERE).
- Section 13 Annexures: Annexures A through K (Experience, Gen Info, NDA, No Deviation, Bank Details, etc., all duly signed).
- Proof of ₹30 Lakh Turnover (CA Certificate bearing a verifiable UDIN).
- Proof of Corporate B2B Experience (Contracts, Completion Certificates, or latest booking emails/invoices).

B. Property-Level Documents (Submit a separate copy for EACH specific hotel you are offering):

- Annexure - 2: Comprehensive GM Affidavit (Signed by the respective property GM).



- Annexure - 4: The Property Showcase Photo Dossier
(CRITICAL: If you are a chain offering multiple properties, or if your photos exceed 15MB, do not embed photos. Paste a Google Drive 'View Only' link inside this annexure to prevent email bounce).
- Copy of valid GST Registration (explicitly showing Hotel Accommodation).
- Copy of valid FSSAI License for the property's restaurant.
- Copy of valid Fire NOC for the specific property.
- Copy of HRACC 3-Star Certificate OR a Screenshot of TripAdvisor/Google showing a 4.0+ rating.
- Lift AMC Copy (Only if you are offering rooms on the 2nd floor or higher at this property).
- Copy of Property Address Proof (Recent Electricity/Water/Landline bill, Property Tax Receipt, or Registered Lease Agreement matching the hotel's location).

STEP 2: ASSEMBLE FILE 2 (PART-II PRICE BID) Instructions: This file is highly confidential. If you mess this up, you are disqualified.

- Fill out Annexure - 6: Price Bid Format. (Quote your EP - Room Only rate here. You must fill a separate form for each property if you are offering multiple locations).
- Sign and stamp the page(s).
- Combine and save as a completely SEPARATE PDF FILE.
Name it: Part_2_Price_Bid_[YourHotelName].pdf.
- CRITICAL:** Use a PDF software to PASSWORD PROTECT this specific file.
- Write the password down on a piece of paper and give it to your General Manager. DO NOT type the password in the email.

STEP 3: SEND THE EMAIL

- To: [Insert Designated Secure BHEL Email ID]
- Subject Line exactly as: BID SUBMISSION: Holiday Home Tender (AA:CC:HOHM:2026-27) - [Insert Name of Your Hotel & Location]



[] Attachment 1: Part_1_Technical_Bid_[YourHotelName].pdf (Normal PDF)

[] Attachment 2: Part_2_Price_Bid_[YourHotelName].pdf (Password Protected PDF)

[] Final Check: Did you accidentally type the password in the email body? If yes, delete it immediately. Hit SEND.