



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

PH: 011-66337402
FAX: 011-26493021,
e-mail: akmittal@bhel.in

TENDER NO. AA:HR:GAX:10:CN:101

Dated: 1st June, 2012

Due Date for submission of bids: 25th June, 2012 (by 15:00 Hrs.)

Subject: Notice Inviting Quotations for –

- a). Job Contract for House Keeping and Catering and associated services for AGV Transit Flats.
- b). Job Contract for Pantry Services & Associated Services in BHEL House, Siri Fort, New Delhi-49.

Dear Sir(s),

Quotations are invited, in two part bid, in a sealed cover with Enquiry No., Enquiry Date & Due Date, legibly super-scribed on it, for the Scope mentioned herewith as per the enclosed Terms & Conditions. The quotation should reach, along with this letter, in the office of the undersigned by 15:00 hrs. on OR before the due date. Part-A bids shall be opened at 15:30 hrs., in our office, on the due date of submission of offers. The tender documents consist of the following:

S.No	Description / Instructions
1.	<ol style="list-style-type: none">a) This letter (Notice Inviting Quotations)b) Technical specifications – Part-A Bid (Annexure-“A”)<ol style="list-style-type: none">A. Instructions for the biddersB. General terms & conditionsC. Special terms and conditionsD. Contractor’s obligationc) Un-Price bidsd) Detailed scope of job/services (Annexure-F1)e) Monthly consolidated wages for various category of workers (Annexure-F2)f) Draft of Declaration by Bidders (Annexure-F3)g) Draft of Acceptance letter /deviation statement (Annexure-F4)
2	<ol style="list-style-type: none">h) Technical details (Annexure-F5)i) Bidder’s details (Annexure-F6)j) Check list (Technical Bid) (Annexure-F7)k) Price Bid: Part-B Bid (Annexure-“B”) – [Un-priced bid “with quoted” to be submitted along with Part-A bid.] <p>IMPORTANT INSTRUCTIONS:</p> <ol style="list-style-type: none">1. Bidders are required go through all the above mentioned documents before submitting the bid.2. Offers should be submitted in Two Parts as described in Annexure-"A" & "B".3. The prices must be Quoted in the enclosed Price Format only.4. The offers shall remain valid for four months from the date of opening of Part-A bid and 60 days from the date of opening of Price Bids / Reverse Auction (RA).5. Price Bids opening / Participation in RA shall be for the technically & commercially acceptable bidders based upon Part-A bid evaluation.

Quotations Part-A and Part-B shall be submitted in separate sealed envelopes and the same can be put together in one sealed envelope. Part-A offers of the parties shall be opened on the **Due Date of Opening i.e. 25th June, 2012 at 15:30 Hrs, in our office** in the presence of authorized representatives of the parties. Due date for opening of Part-B offers shall be informed separately to technically and commercially acceptable bidders.

Thanking you,

Yours faithfully,
for and on behalf of B.H.E.L.

(A.K. Mittal)
Sr. Manager (HR-GAX)

Encl: as stated.



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PART ‘A’ – TECHNO- COMMERCIAL BID

A. INSTRUCTIONS FOR THE BIDDERS:

1. The offer shall be submitted as per the instructions of tender document. Only one set of tender document duly signed by authorized representative of tenderer and signed & stamped on each page shall be submitted as detailed further. Tenderer should note specifically that all pages of tender document, including the NIT page for this particular tender shall be submitted by them (after signing/ stamping on each page) as a part of their offer. Price shall not be mentioned by them anywhere in the techno-commercial portion of offer, except in the relevant price bid and submitted in separate sealed envelope. In case of any clarification, bidder may contact this office.
2. Tender documents are also available on BHEL web site i.e. **www.bhel.com** and the same can be downloaded and used as tender document for submitting the bid or e-portal.
3. All documents submitted by the Tenderer in his tender shall be accompanied with a covering letter giving index interlinking all the documents.
4. No overwriting / correction in tender documents by tenderer shall be allowed. However if correction is unavoidable, the same must be signed by authorized signatory.
5. Tender must be submitted in two parts, i.e., (i) Techno-Commercial Bid along with un-price bid and (ii) Price Bid. The tenderer must submit their tenders in three separate sealed envelopes prominently super scribed as ‘EMD Deposit’, Part – A ‘Techno- commercial bid’ and Part-B ‘Price Bid’, and the NIT No. & due date on each of the envelope. These three separate envelopes shall together be kept in fourth envelop super scribed with name of Job/ services, NIT No. & due date of opening.
6. Techno-commercial bid should contain all the documents in proof of Pre- qualifying criteria, signed tender document having NIT page, Instructions for tenderer, General conditions, Special Conditions, Contractor’s Obligations, un-price bid, Scope of Job/ services all the annexure duly filled & signed by the tenderer and the envelope containing EMD.
7. Bid without requisite earnest money will not be considered.
8. The tenderer shall submit the Bank details along with a cancelled cheque for NEFT/RTGS.
9. Price Bid should contain only the “Part-B, Price Bid Format” after quoting the rates as specified in the Price bid format.
10. Rate shall be lumpsum and inclusive of all taxes but exclusive of service tax which shall be quoted separately in same price bid format. Rates must be quoted in figures as well as in words.
11. On the date of opening of tender, only Techno-Commercial (Part-A) Bid shall be opened.
12. BHEL may finalize successful tenderer by **opening of sealed price bid** or by conducting **online Reverse Auction**. Date of opening of sealed Price Bid / conducting of online Reverse Auction will be intimated by phone, by post or e-mail separately to the Tenderers who qualify in the Techno-Commercial bid as per tender document.
13. BHEL reserves the right to accept or reject any or all offers without assigning any reason thereof. Also BHEL shall not entertain any correspondence from bidders in this matter (except for the refund of EMD).
14. In case any typing error/other clerical errors is noticed by the tenderer, in the tender documents, the same must be pointed out and got clarified before submission of offer, or else, BHEL’s interpretation shall prevail & shall be binding on the tenderer.



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15. The Tenderer should accept all terms & conditions of the tender unconditionally. Tenders with deviations from terms and conditions are likely to be rejected.
16. The bidders are advised to inspect & examine the Transit Flats in BHEL premises, BHEL Offices in Asiad i.e. place of services and obtain all the necessary information related to the scope of Job/ services/ specifications, risk & contingencies involved before submitting their offers. Any queries regarding this tender may be clarified from Sr. Manager (HR-GAX), on Telephone No. 011-66337402 / mobile No.-9810978461 or e-mail : akmittal@bhel.in
17. The tenderers or their representative may attend the opening of techno-commercial bid (Part-A) and the technically qualified tenderers or their representative may attend the opening of Price bid (Part-B).

PRE QUALIFYING CRITERIA:

- 1) EMD of Rs. 1,50,000/- only in the form of Pay Order or Demand Draft in favour of BHEL, payable at New Delhi, must be submitted in a separate envelope. Tender not accompanied with EMD/ EMD submitted in any forms other than PO & DD will not be accepted. Tender without requisite EMD will not be considered for further evaluation.
- 2) The bidder should have PAN No., Service Tax Registration No. & ESI Registration No.
- 3) The bidder's average annual financial turnover during the last three financial years ending 31st March' 12 should be at least 14.00 lakhs.
- 4) The experience of having successfully completed similar Job/ services (similar completed Job/ services shall mean contract for Housekeeping and/or Catering in residential or educational institutions, Offices, Guests Houses, Transit Flats or Hotels) during last 7 years ending on 31.03.2012 should be either of the following:-
 - a) Three similar completed jobs/ services costing not less than Rs. 37.00 Lakhs each.
or
 - b) Two similar completed jobs/ services costing not less than Rs. 46.00 Lakhs each.
or
 - c) One similar completed jobs/ services costing not less than Rs. 81.00 Lakhs.

5) DOCUMENTS REQUIRED IN SUPPORT OF PRE-QUALIFYING REQUIREMENT:

- a) Complete tender document in all respects duly signed & stamped on each and every page by the authorized signatory of the bidder as a token of acceptance of all the terms and conditions of tender.
- b) Certified copy of Balance Sheet and profits & loss Account statements of last three financial years i.e. FY , 2009-10, 2010-11 & 2011-12 (AY 2010-11, 2011-12 & 2012-13) or certificate from CA.
- c) Copy of acknowledgements of IT return of last three financial years i.e. FY 2008-2009, 2009-10, 2010-11 (AY 2009-2010, 2010-11& 2011-12).
- d) Copies of Work Orders/ award letters along with certificates of successful completion in support of proof of experience for the jobs/ services executed by the bidders during last 7 years ending on 30.12.2012. BHEL reserves the right to cross check the documents from the issuing department.
- e) Copy of the PAN card, Certificate of Service Tax Registration No. & ESI registration No.
- f) The Bidder must Submit a declaration (enclosed at Annexure –F3), that no case is pending with the police/ court against the proprietor/ firm/ partner or the company (Agency). As well as the bidder has not been suspended / blacklisted by any organization.
- g) No deviation certificate as per Annexure – F4 (enclosed) must be signed and stamped.
- h) Bidder must submit the technical details in the enclosed format (Annexure-F5).
- i) Bidder must submit the bidder's details in the enclosed format (Annexure-F6)
- j) Bidder must submit the check list enclosed at annexure-F7 after duly filled and signed.

B. GENERAL TERMS & CONDITIONS:-

- 1) Tenders received late /in open condition/without EMD/ not meeting the tender Condition / incomplete in any respect are likely to be rejected.
- 2) The offer of the bidders who are on the banned list as also the offer of the bidders, who engage the services of the banned firms, shall be rejected. The list of the banned firms is available on BHEL web site www.bhel.com and e-portal of Govt. of India.



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- 3) BHEL will not be responsible for the postal delay under any circumstances for non receipt of Tenders by due date & time.
- 4) The rate should be indicated both in words and figures. All entries in the Tenders must be written in ink or typewritten. Over-writing should be avoided. Corrections, if any, should be attested with signature by the bidder.
- 5) The amount quoted for the material cost will be firm for the contract period or the extended period, if any and no escalation due to increase in material cost will be accepted. However amount quoted for labour cost will vary depending on the following:
 - a) Any changes in the monthly consolidated wages fixed by BHEL.
 - b) The periodic VDA increase, as and when notified by the Government.
 - c) Any changes in PF / ESI contribution of employer's portion due to changes in Labour Law or any changes in service tax.
- 6) Job Contract may be cancelled at any stage without assigning any reason by giving a notice of one month to the contractor and contractor will not have any claim in this regard.
- 7) **VALIDITY OF RATES:** Validity of rates will be 90 days from the date of opening of the techno-commercial bid.
- 8) **EVALUTION CRITERIA :** The charges for the catering services are fixed as mentioned in the scope of Job/ Services. The Bidders will quote for Cost of consumable materials and Service items as per Annexure F-1 & for Labour cost as per Annexure F-2, as prescribed in the Price bid format. Evaluation of the tender will be done on overall quote basis inclusive of all the taxes including service tax & Service Charges. In case of tie between the rates of two or more bidders, the Snap bidding system will be followed to arrive at the L-1 bidder. In case of reverse auction total L1 price as per RA summary/bid format.
- 9) **CORRECTION OF ARITHMETIC ERRORS:** Provided that the bid is substantially responsive, BHEL shall correct arithmetical errors on the following basis:
 - a) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the BHEL there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected.
 - b) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected.
 - c) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.
 - d) If any bidder does not accept the correction of errors, their bids will be disqualified.
- 10) **CONTRACT PERIOD:** The contract period will be for two years from the date of award which can further be extended for one year on the same terms & conditions on the mutual agreement between the company and the contractor on satisfactory performance of the contract and will be decided later.
- 11) **SUBLETING:** The Contractor shall not sublet, transfer or assign the contract or any part thereof to any other person/company/organization.
- 12) **WATER & ELECTRICITY:** Water and electricity shall be supplied to the contractor by the department subject to the following conditions:-
 - a) The contractor and his workforce engaged against this contract may utilize the Water & Electricity & PNG connection provided in the Transit Flats, BHEL House free of cost.
- 13) **STORES & MATERIALS:**
 - a) The contractor shall be provided free of cost a space in Transit Flats/Pantry for storing the materials related to housekeeping & catering services which will be utilized against this contract only. The contractor shall at all times keep the place tidy, clean and in sanitary condition to the entire satisfaction of the Officer In-charge.



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- b) All materials are to be deposited by the contractor only in the place to be indicated by the Officer Incharge.
- c) The safety & security of the contractor's materials will be the responsibility of contractor himself. BHEL will not provide any compensation due to theft, damage or loss of contractor's materials.
- d) The stores provided to the contractor will not be utilized as the accommodation for the workers or for any other purpose than storing the materials related to housekeeping and catering services.
- 14) **PAYMENT TERMS:**
- a) The contractor shall raise the bill on BHEL at the end of every month for material part on the basis of actual occupancy of the rooms (180/186 nights i.e. 30/31x6) in the respective month and for labour part on the basis of actual attendance of the workforce. The bill for the month of Feb. will be paid as per no. of nights utilized.
- b) The contractor shall raise the bill on BHEL at the end of every month for the catering services (i.e. charges of lunch, dinner, breakfast & special lunch/ dinner to the official guests or for conferences at the rates fixed by BHEL mentioned in point 5 of Annexure F-1) on monthly basis.
- c) The contractor shall claim the charges for the catering services (i.e. charges of lunch, dinner & breakfast at the rates fixed by BHEL mentioned in point 5 of Annexure F-1) provided to the guests other than official guests directly from the occupants .
- d) The Contractor shall raise a separate bill on BHEL at the end of every month for reimbursement of News Papers on actual basis in case it is required by BHEL.
- e) Bills raised by the Contractor shall be certified by the official in-charge of BHEL and the payments will be made within 15 days from the date of receipt of bill.
- f) Bill for the pantry services will be put up separately every month.
- g) The contractor shall not be entitled to any interest with respect to any money which may be due to him from BHEL.
- h) All payment will be subject to deduction of taxes at source as per Income Tax Act & Rules.
- i) Sale Tax, if any, or any tax incurred on purchase of materials by the contractor in respect of this contract shall be treated as included in the charges and BHEL will not entertain any additional claim whatsoever in this respect.
- j) **Contractor has to make the payment to their respective workforce latest by 7th day of every calendar month by way of direct transfer by NEFT/RTGS in the respective account of contract worker.** The contractor will also issue a salary slip to each of the workforce deployed against this contract. Contractor has to also ensure timely deposit of PF and ESI as per the provisions of the act. At the time of submitting the bill for payment by BHEL, the contractor has to submit the details of payment of wage & salary to their work force, proof of payment or transfer in the accounts of its workforce, proof of deposit of PF, ESI and service tax etc. which will be for the purpose of ensuring that contractor has complied with the statutory requirement.
- 15) **L.D. FOR BAD QUALITY/Delay OF SERVICES:** If the quality of services is not satisfactory, BHEL reserves the right to impose the LD up to maximum 10% of the contract value. In case of delay in services, LD of Rs.100/- per day for delay based on the feedback of the guests in case of transit flats and Rs.250/- per day if delay is noticed by BHEL authorized representative.
- 16) No party shall be permitted to tender for work in BHEL in which any of their near relatives is an employee connected with the award and execution of the contract. They shall also intimate the names of persons who are working with them in any capacity or subsequently employed by them and who are near relatives of any employee of the BHEL. Any violation of this condition which comes to the Notice of the BHEL after the contract is awarded will entitle the BHEL to treat the contractors as having committed a breach of contract and to exercise all the rights and remedies available to the BHEL on account thereof.
- 17) **EARNEST MONEY DEPOSIT (EMD):**
- 1) The EMD of Rs 1,50,000/- (Rupees One lakh fifty thousand only) in the form of Pay order or Demand Draft in favour of "Bharat Heavy Electricals Ltd.", payable at any scheduled Bank at Delhi will only be acceptable. Earnest Money is to be paid by each tenderer to ensure the tenderer does not refuse to execute the Job/ services after it is awarded to him.
- 2) EMD of the tenderer will be forfeited if:



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- a) After opening of the tender the tenderer revokes his tender within the validity period or increase his earlier quoted rates.
b) The tenderer does not commence the Job/ services within the period as per LOI/ Contract.
- 3) EMD given by all unsuccessful tenderes shall be refunded normally within 15 days of acceptance of award of work by the successful tenderer.
- 4) EMD shall not carry any interest.
- 18) **SECURITY DEPOSIT:**
- a) The security deposit shall be collected from the successful tenderer. The rate of Security Deposit will be as below :
- Upto Rs. 10 lakhs : 10% of work order value**
Above Rs. 10 lakhs & upto Rs. 50 lakhs: Rs. 1 Lakh + 7.5 % of the amount exceeding Rs.10 lakhs
Above Rs. 50 lakhs: Rs. 4 lakhs + 5% of amount exceeding Rs. 50 lakhs
- The security deposit should be collected before start of work by the contractor.
- b) Security deposit may be furnished in any one of the following forms:
- Cash (as permissible under the Income Tax Act)
 - Pay order / demand draft in favor of BHEL.
 - Local cheques of schedule banks, subject to realization.
 - Securities available from Post Offices such as National Saving Certificates, Kisan Vikas Patras etc. (Certificate should be held in the name of the contractor furnishing the security and duly pledged in favour of BHEL and discharged on the back).
 - Bank Guarantee from Schedule Banks/ Public Financial Institutions as defined in the Companies Act. The Bank Guarantee format should have the approval of BHEL.
 - Fixed deposit Receipt issued by Schedule Banks/ Public Financial Institutions as defined in the Companies Act. The FDR should be in the name of the contractor, A/C BHEL, duly discharged on the back.
 - Security deposit can also be recovered at the rate of 10% from the running bills. However in such cases at least 50% of the Security Deposit should be collected before start of the work and balance 50% may be recovered from the running bills.
 - EMD of the successful bidder shall be converted & adjusted against the security deposit.
 - The Security Deposit shall not carry any interest.
(Acceptance of Security Deposit against Sl.No.(iv) & (vi) above will be subject to hypothecation or endorsement on the documents in favor of BHEL. However, BHEL will not be liable or responsible in any manner for the collection of interest or renewal of the documents or in any other matter connected therewith).
- c) The security deposit will be released only after successful completion of the contract.
- d) Failure to pay the security deposit shall be treated as failure to discharge the duties under the contract and shall result in cancellation of the contract and the contractor shall be liable to compensate BHEL for any losses incurred by BHEL. BHEL reserves the right to appropriate any part / whole of the amount of the security deposit without prejudice to other claims against the contractor for losses suffered by BHEL due to failures on the part of the contractor, due to termination of contract or contractor becoming disqualified because of liquidation / insolvency. The decision of BHEL in respect of such losses, damages, charges, expenses or costs, shall be final and binding to the contractor.
- 19) **TERMINATION OF CONTRACT ON DEATH:** Without prejudice to any of the rights or remedies under this contract, if the contractor dies, the accepting officer shall have the option of terminating the contract without compensation to the contractor's authorized survivors.
- 20) **RECOVERY FROM CONTRACTOR:** Whenever under the contract, any sum of money shall be recoverable from or payable by the contractor, the same may be deducted from any sum then due or which at any time there after may become due to the contractor under the contract or under any other contract with BHEL or from his security deposit, or the contractor shall pay the claim on demand without any terms & conditions.
- 21) **POST TECHNICAL AUDIT OF WORK AND BILLS:** BHEL reserves the right to carry out a post payment audit and technical examination of the work and final bill including all supporting vouchers, abstracts etc. and to enforce recovery of any sums becoming due as a result thereof in the manner provided



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into the proceeding sub-paragraph provided however, that no such recovery shall be enforced after three years of passing the final bill.

22) **ARBITRATION**

22.1 In the event of any dispute or difference arising out of the execution of the Order/Contract or the respective rights and liabilities of the parties or in relation to interpretation of any provision between BHEL & Service Provider in any manner touching upon the Order/Contract, such dispute or difference shall (except as to any matters, the decision of which is specifically provided for therein) be referred to the arbitration of the person appointed by the competent authority of BHEL (Purchaser). Subject as aforesaid, the provisions of Arbitration and Conciliation Act, 1996 (India) or statutory modifications or re-enactments thereof and the rules made thereunder and for the time being in force shall apply to the arbitration proceedings under this clause. The venue of arbitration shall be at New Delhi.

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

In the event of any dispute or difference relating to the interpretation and application of the provisions of the Order/Contract, such dispute or difference shall be referred to by either party to the arbitration of one of the arbitrators in the department of public enterprises. The award of the arbitrator shall be binding upon the parties to the dispute, Provided, however, any party aggrieved by such award may make a further reference for setting aside or revision of the award to the Law secretary, Dept. of Legal Affairs, Ministry of Law & Justice, Government of India. Upon such reference the dispute shall be decided by the Law Secretary or the Special Secretary or Additional Secretary when so authorized by the Law Secretary, whose decision shall bind the parties hereto finally and conclusively. The parties in the dispute will bear equally the cost of arbitration as intimated by the arbitrator.

23.0 **LAWS GOVERNING THE CONTRACT**

The Order/Contract shall be executed and governed by the laws of India and the courts of India alone shall have jurisdiction in respect of any matter arising under or in connection with the Order/Contract.

24.0 **JURISDICTION OF COURT**

Courts at Delhi/New Delhi shall have exclusive jurisdiction to decide the dispute, if any, arising out of or in respect of the contract(s) to which these conditions are applicable.

25.0 **DEFAULT/BREACH OF CONTRACT, INSOLVENCY AND RISK PURCHASE**

25.1 If the Service Provider / Contractor fails to provide the required services as per the Contract / fails to deliver the goods or materials or any instalment thereof within the period(s) fixed for such delivery or delivers goods or materials not of the contracted quality and failing to adhere to the contract specifications or at any time repudiates or otherwise abandons the contract before expiry of such period or refuses or is unable to supply / provide goods / services or materials covered by the Order/Contract either in whole or in part or otherwise fails to perform the Order/Contract or commits any breach of the Order/Contract not herein specifically provided for or in the event of the death or insanity or if the Seller/Contractor being an individual or if a firm on a partnership thereof, shall at any time, be adjudged insolvent or shall have a receiving order for administration of his estate made against him or shall take any proceeding for composition under any Insolvency Act for the time being in force or make any assignment of the Order/Contract or enter into any arrangement or composition with his creditors or suspend payment or if the firm dissolved under the Partnership Act or if the Seller/Contractor (Service Provider) being a company is wound up voluntarily or by order of a Court or a Receiver, Liquidator or Manager on behalf of the debenture holders and creditors is appointed or circumstances shall have arisen which entitles the Court of debenture holder and creditors to appoint a receiver, liquidator or manager, the purchaser without prejudice to his right to recover any expenses, losses or damages to which the purchaser may be put to incur or sustain by reason of the Seller/Contractor's default or breach of



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Order/Contract shall be entitled to cancel the Order/Contract either in whole or portion thereof without compensation to the Seller/Contractor (Service Provider) and if the purchaser so desires, he may procure upon such terms and in such manner as he deems appropriate, stores / services not so delivered or others of a similar description where stores / services exactly complying with particulars are not, in the opinion of the purchaser, which shall be final, readily procurable, at the risk and cost of the Seller/Contractor (Service Provider) and the Seller/Contractor (Service Provider) shall be liable to the purchaser for any excess costs provided that the Seller/Contractor (Service Provider) shall continue the performance of the Order/Contract to the extent not cancelled under the provisions of this clause. The Seller/Contractor (Service Provider) shall on no account be entitled to any gain on such repurchases.

- 25.2 Cost of the purchases made by the Purchaser at the risk and cost of the seller/contractor (Service Provider) shall be worked out after levying 30% overheads as departmental charges on the cost of materials / services so purchased/hired.

C. SPECIAL TERMS & CONDITIONS:

- 1) All the consumable materials will be of standard quality as mentioned in the scope of services and that will be verified by engineer incharge before the use.
- 2) Timely & prompt services with cleanliness of premises are the sole responsibility of the contractor.
- 3) Mandatory Insurance cover for all the workforce of the contractor for a sum insured of Rs 3.30 Lakhs for each workforce of the contractor. **The contractor has to assess the premium of insurance cover for his contract period and build the cost in his quote.**
- 4) The Contractor shall ensure proper conduct and behavior of the workforce engaged by him in the Transit Flats and shall remove with immediate effect, the engagement of such person(s) who does/do not conduct himself / themselves properly or misbehave(s) with the regular employees / personnel of the Company in any place.
- 5) Continuation of the contract shall be based on the performance of the contractor. The following parameters shall inter-alia is considered while evaluating the performance: Timely rendering of services; Quality of services; Compliance with statutory requirements; Safety consciousness; Maintenance of staff in proper uniform.
- 6) The Contractor shall deliver the services to the best satisfaction of the Company. In case of continued unsatisfactory performance over a period of time by the Contractor, the Company shall intimate the same in writing to the Contractor; however, if the performance of the contractor does not improve even thereafter, then, the Company shall have the right to terminate the contract at the Contractor's risk and cost, by giving one month's notice. In addition, the Company shall also have the right to forfeit in full, the Security Deposit deposited by the Contractor.
- 7) In case of any dispute, the decision taken by BHEL Management will be final and binding on the contractor.
- 8) This Agreement shall be deemed to have become effective from the forenoon of date of award, and will remain in force for a period of twenty four months which can be further extended on the same terms and conditions on the mutual agreement between the Company and the Contractor on satisfactory performance of the Contract as will be decided later. However, this Agreement shall be liable for termination earlier by the Company at any time by giving one month's notice to the Contractor without assigning any reason therefore and without prejudice to the rights of the Company to recover any money becoming due under this Agreement. In such a case, the Contractor shall not be entitled to any compensation thereof.
- 9) **NATURE OF SERVICES:** The contractor shall perform all the services mentioned in the Scope of job/ service as detailed in **Annexure –F1, round the clock on all seven days in a week. To maintain the services round the clock the contractor will deploy workforce in shift duty.**



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- 10) The attendance Register of the Contractor's workforce shall be maintained by the concerned Supervisor of the Contractor for physical verification by the Principal Employer and Statutory Authorities.
- 11) The work supervisor shall be equipped with cell phone facility for effective coordination with BHEL.
- 12) The Contractor shall visit the work premises of the Company covered under this Agreement twice a week minimum during the working hours and meet the company Representative as a matter of routine for maintaining regular contacts and ensuring effective coordination on all related issues of these Agreements.
- 13) The contractor will maintain an instruction book at Transit Flats, serially numbered on each page, so that our visiting officers can issue instructions regarding the quality of the services to the Contractor. The Contractor or the contractor representative will sign in the instruction book in token of receipt of and understanding of such instructions. Action taken on the instructions by the contractor or the contractor's representative shall be intimated to Engineer-in-Charge or his authorized representative and their comment be recorded in the instruction book.
- 14) Successful contractor shall have to execute Contract Agreement on a non Judicial Stamp Paper as per requirement and applicable in NCR.
- 15) **IDENTITY CARD:** The Contractor shall ensure that the work force/supervisor engaged by him must wear & display the Identity Cards prominently on their uniform during their duty period (as the same duly endorsed by the Company). Each work force shall also wear his name badge (to be issued by the contractor) while on duty. All the personnel so deployed will follow strictly the security regulations of the BHEL, in vogue from time to time.
- 16) **CHARACTER VERIFICATION AND ANTECEDENCE:** The contractor should get the character / antecedence of each and every workmen deployed by them at the job premises, verified by the Police Authorities before engaging and deploying them in our premises. In case the contractor desires to change the manpower deployed by him, due to any reason, the new incumbent should be deployed with the clearance of Engineer-in-Charge.
- 17) **PROVIDENT FUND:** The successful bidder shall obtain Provident Fund (PF) Number from the concerned authorities on award of work and shall strictly comply with the provision of Employees Provident Funds Act. The contractor shall deposit Employees and Employer Contributions in the designated account with the designated authority every month. The contractor shall furnish along with each running bill, the challan/receipt for the deposit of provident fund made to RPFC for the preceding month(s) with detailed calculation sheet of all the work force deployed at BHEL premises and other than BHEL premises which will be used only for tallying /verification that proper PF deposit has been made. Contractor shall also submit the copy of detailed yearly return submitted to RPFC of PF deposit for the period of March to February in first week of April month.
- 18) **ESI:** The contractor shall strictly comply with the provision of Employees State Insurance Act. Contractor shall issue **Latest digital ESI card** to all the work force immediately after taking in to their employment. No workforce shall be deployed without the issuance of ESI Card under the contract. The contractor shall deposit Employees and Employer Contributions in the designated account with the designated authority every month. The contractor shall furnish along with each running bill, the challan/receipt for the payment towards ESI for the preceding month(s) with detailed calculation sheet of all the work force deployed at BHEL premises and other than BHEL premises which will be used only for tallying /verification that proper ESI deposit has been made. Contractor shall also submit the copy of detailed half yearly return submitted to ESI for deposit of ESI for the period of April to September in 01st week of month of November & for the period of October to March in 1st week of month of May.
- 19) **LEAVE / HOLIDAYS:** For every workmen deployed in our premises, the contractor will give one day's weekly off for every six continuous working days, the Contractor's workforce shall be entitled for leave in each calendar year viz., (i) Privilege Leave for 15 days; (ii) Sickness or Casual Leave for 12 days which shall not be accumulated; (iii) Further, as a special case, in a calendar year, each person shall also be allowed



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3 days "Exigency Leave" which shall not be accumulated. Contractor may incorporate the cost of 30 days leave accrued in 12 month and reimburse to his worker for no availed period.

- 20) **BONUS** : The contractor shall strictly comply with the provision of Bonus Act. The contractor shall ensure payment of Bonus @ 8.33% on Rs 3500/-(as per Payment on Bonus Act 1965) to their workforce during the contract period of two years.
- 21) **WAGES** : All payments to the contractor's workforce shall be as per the terms of contract and as per details enumerated in **Annexure – F2** which shall be made through direct credit in the bank accounts of its workforce. The payment must be credited in the account by the 7th of each English month. Any delay on his account shall be subjected to penalty or termination of contract.
- 22) **UNIFORM / LIVERIES**: (i) The contractor shall ensure that while on duty, his workforce put proper uniforms in distinctive color code and in neat and clean conditions issued to them by the contractor; (ii) The contractor will issue uniforms as agreed upon. In case the Contractor's work force do not report for duty in proper uniforms as above then as a special case security will permit on request of contractor and same shall not occur more than thrice in a month. In case of re-occurrence of the same contractor will be levied penalty of 50/- per case and same shall be deducted by the Company from the monthly bill payable to the contractor.
- 23) The Company shall have no direct responsibility / liability in respect of the workforce engaged by the Contractor under this Agreement.
- 24) **SAFETY PRECAUTIONS**: (i) All safety equipment as required for this contract are to be positioned by the contractor & used as per requirement. (ii) Any casualty or damage caused to the property or person by any untoward incidents while executing this contract will be at the contractors risk & cost.
- 25) **HEALTH, SAFETY AND ENVIRONMENT (HSE) MANAGEMENT**: In addition to the safety practices to be followed, the contractor shall establish document and maintain an effective Health, Safety and Environment (HSE) management system. The contractor shall arrange First Aid Box at Transit Flats and BHEL House at a suitable location for all the time during the contract period.
- 26) **Payment for Extra Hours**: Based on the BHEL requirement, pantry services may also be required after 5.30 PM on working days, Saturdays, Sundays and Holidays, BHEL will pay monthly charges as per price bid format for extra hours for each manpower.

D. CONTRACTOR'S OBLIGATION:

- 1) Contractor shall supervise the Job/ services allotted to him and to be carried out by his workforce.
- 2) Contractor to ensure that the workforce deployed in the premises of BHEL are physically and mentally fit and do not have any criminal record. Such employees should possess requisite skill, proficiency, qualification, experience etc.
- 3) The workforce deployed by the contractor shall be hail and healthy and should not be suffering from any communicable diseases.
- 4) Contractor to accept full and exclusive liability for the consolidated wages, VDA, Allowances, PF, ESI, Bonus, two set of uniforms (consisting of shirt, pant, black belt, shoe and socks etc.) for the workforce deployed by the contractor and other obligation referred under the law now and thereafter imposed by the Government / Local Bodies.
- 5) BHEL will have no liability whatsoever concerning the persons deployed by the contractor for the purpose. The contractor shall keep the Company indemnified against all losses or damages or liability arising out of or imposed in the course of employment of persons by the contractor.
- 6) Statutory requirement both local authority / State Govt. / Central Govt. shall be responsibility of the contractor.



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- 7) The contractor will be solely responsible for any unlawful act of their workforce while on duty. In case of theft or loss of Company's property take place due to the negligence or carelessness of workforce, the contractor will be responsible and shall make good of the same.
- 8) The Contractor shall duly comply with all acts, laws, or other statutory rules, regulations, bye-laws applicable or which might be applicable to with regard to the performance of the job / services included herein or concerning this Agreement but not limited to Minimum Wages Act- 1948, Contract Labour (Regulation & Abolition) Act, 1970, Industrial Dispute Act, 1947, Workmen's Compensation Act 1923, Employees' State Insurance Act 1948 (to the extent as may be applicable, if any), Employees' Provident Fund and Misc. Provisions Act, 1952 and the amendments made thereafter to these Acts / Laws and from time to time take such steps as may be deemed necessary in this regard. The Contractor shall keep the Company Indemnified against all penalties, claims and liabilities of every kind under or for any violation of such acts, laws or regulations etc. by him or his workers.
- 9) In case, while on duty and during the course of engagement in work premises of the Company under this Agreement, if any of the Contractor's workforce meet (s) with any injury / indisposition due to accident or other natural calamities, the Contractor shall ensure that immediate and adequate medical aid viz., first - aid and subsequent treatment facilities are provided to the person(s) concerned free of cost without fail. In addition, the Contractor shall also be liable for meeting with statutory liabilities like ESI etc. in respect to his workers.
- 10) The Contractor shall be fully responsible for the timely payment of consolidated wages, VDA, Allowances, Bonus or any other benefits payable under the aforesaid Acts, Laws and regulations to the workforce engaged by him at the work premises of the Company. Contractor shall also be fully responsible for timely deposit of PF and ESI with the appropriate authority including submission of return of PF & ESI and issue of PF slip issued by the PF Authority. The Company shall not be responsible for these payments or any other liability on this account. The Contractor shall also indemnify and compensate the Company for any liability incurred by the Company, if any, including costs incurred thereon. In that event the nominated officer of the Company shall be entitled to recover the amount so paid, from the contractor, including forfeiture of the Security Deposit; and, if the sum so payable and / the Security Deposit is less than the Company's claim, it shall be lawful for the Company to recover the balance amount as a debt from the Contractor.
- 11) The Contractor shall indemnify and compensate the Company, if the Company as Principal Employer under the Contract Labour (Regulation and Abolition) Act, 1970 becomes liable to assume any liability towards the workforce engaged by the contractor. In that event, the provisions relating to recover as provided in relevant clauses of the said Act shall be applicable in toto.
- 12) The Contractor shall be held responsible for any damage / loss to the work premises /or the properties of the Company (i.e. missing or broken fittings, equipments, furniture etc. and loss of such things from the Transit Flats) caused due to the negligence of his work force and shall have to replace the same at his own cost. The decision of the officer nominated in this regard by the Company for fact finding shall be final and binding on the Contractor.
- 13) The contractor shall hand over a copy of all legal and statutory documents and records to BHEL for fulfilling any future requirement with the statutory authority.
- 14) The contractor shall abide by all the rules / regulations / status imposed by the Govt. or other concerned authorities. The contractor will be responsible for workmen's compensation & other requirements of local Municipalities / Govt. or any other law regulating bodies
- 15) Contractor to maintain appropriate records of his employees deployed to carry out the job (s).
- 16) Contractor to provide employment card / identity card with photograph duly verified and attested by the contractor to his employees. Contractor to indicate the name of the proprietary / partnership firm / company, place of work, contract number and duration of validity of card.



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- 17) Contractor to get all his employees insured against all type of risks at his own cost.
- 18) Contractor to ensure that all precautions are taken for safety of his employees and equipments.
- 19) In the event of termination of contract for any reason whatsoever, the contractor shall withdraw all his employees from the establishment of BHEL. In case contractor decides to terminate services of his employees, he should settle all terminal dues including retrenchment compensation.
- 20) Contractor shall comply with all statutory requirements, rules, regulations, notifications in relation to employment of his employees issued from time to time by the concerned authorities.
- 21) Contractor shall ensure payment of BHEL wages as applicable from time to time in the presence of authorized representative of BHEL and maintain proper records of their timely disbursement. These records need to be preserved for a period of at least 3 years and should be made available even after the contract is over for any verification by the statutory authorities / BHEL authorities.
- 22) In case the contractor fails to make payment of wages to his employees or remittance of contribution to the concerned authorities, the security deposit / other dues / running bills under the contract can be utilized by BHEL to discharge the liability of the contractor.



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UN- PRICE BID

Sl. No.	Description of Item/ services	Lump sum Rate Per Month excluding Service Tax in figure (Rs)	Service Tax/VAT etc.		Lump sum Rate Per Month including Service Tax in figure (Rs)	Lump sum Rate Per Month including Service Tax in words (Rs)
			Rate @	Amount in Figure (Rs)		
1.	<p><u>A. Transit Flat</u> Cost of consumable materials & service items including all the taxes for providing the guest amenities as per the scope of Job/ services (for 6 rooms) as mentioned in scope of Job/ Services (Annexure-F1) :</p> <ul style="list-style-type: none"> • Providing tea bags / coffee sachets / Milk sachets / sugar sachets / Sugar free sachets for 04 cups of tea or coffee per day in all the occupied rooms. • Providing soaps, shampoo sachets, tooth brushes, toothpaste, comb, shaving cream, shaving razor, coconut oil, shower cap, etc of good quality and quantity required for two people per day in all the occupied rooms. • Providing laundry services like washing of bed sheets, bed covers, pillow covers, blanket covers & towels in all the occupied rooms on daily basis as per the scope of Job/ services. The payment will be made as actual no. of nights utilized. (180/186=30/31x6) 	xxxxxxxx	xx	xxxxxxx	xxxxxxxxxx	xxxxxxxxxx
2.	<p><u>For Housekeeping & Catering and Pantry</u> Cost for deployment of at least 22 nos of contract labours as per Annexure-F2 including service charges & insurance cover to execute high standard of housekeeping services in Transit Flats as per the scope of Job/ Services enclosed at annexure-F1. The contractor will make the payment to the contract labours at the rate of BHEL wages as mentioned in Annexure-F2</p>	xxxxxxxxxx	xx	xxxxxxx	xxxxxxxxxx	xxxxxxxxxx
3.	<p>b) Transit Flat Approx. monthly charges for catering services to official guests based on the rates fixed by BHEL as given in the scope of services. To evaluate the catering charges, about 240 nos of breakfast @ Rs 30.00, 300 nos of lunch & dinners @ Rs 50.00 in a month and about in a year have been taken. It is for tender evaluation purpose only.</p>	25000.00	xx	xxxxxxx	xxxxxxx	xxxxxxxxxx
4.	<p>Rates per hour for Pantry Services required after 5.30 PM daily on working days and Saturdays and Sundays as per requirement. Approx.400 hours of Pantry Services</p>					



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required for each month: The charges will be taken for evaluation purpose.					
5. Total per month including Service Tax (Rs)					XXXXXXXXXX
Gross Total for two years (24 months) including Service Tax (Rs)					XXXXXXXXXX
Gross Total for two years including service tax for 24 months in words: Rupees					XX

Note:

1. Evaluation Criteria: Overall L1 bidder will be decided based on the S.No.5 of the Price Bid Format i.e. total monthly charges including service tax or any other taxes.
2. Extra hour rate should be calculated as = per hour rate x 400 and this should be indicated in the lump-sum rate.
3. The composite monthly rate must be quoted in above format against Sl.No. 1 & 2 only for the complete scope of Job/ Services for 06 rooms as enclosed at annexure-F1. However the rate for catering services mentioned against Sl.No. 4 is fixed and the same is not to be included in above rates against Sl.No. 1 & 2.
4. The rate against Sl.No.-1 should be quoted for 100% occupancy of rooms (100% occupancy means all the 06 rooms are occupied once in a day for 30 days in a month i.e. total no of occupancy as 180/186(06X30/31)). However the actual payment for the material part (Sl.No.-1) will be made on the basis of actual occupancy of rooms in a given month. On an average the occupancy of rooms is 90% to 100% in a month. For month of Feb. Payment will be made as per actual no. Of nights utilised.
5. The rate against Sl.No.- 2 should be quoted for deployment of at least 22 nos. of labours. However the actual payment against item no.-2 will be made on the basis of actual attendance of the workforce in the given month excluding the entitled leaves subject to maximum up to the quoted rate in case the wages are not revised. The BHEL Consolidated wages to the contractor will be made per Annexure F2.
6. The rate against S.No.3 should be quoted on the basis of per hour. The estimated extra hours are 9000 hrs. For two years. However, payment will be made on the basis of actual extra hours used after 5.30 PM or Holidays. These extra hours will be verified by the concerned officers who have requested the pantry services after 5.30 PM and on holidays.
7. Payment against Sl.No. 4 will be made on the basis of actual consumption of breakfast, lunch, dinner, special lunch and dinner for Official guest and Conferences.
8. The quoted rate for material part will be firmed for the contract period or extended period, if any. However quoted rate in labour part may vary in due course of time due to wage revision or revision in statutory levy applicable on wage rate or by increase in VDA.
9. For quoting the rate of labour part against Sl.No.-2 the party will add service charges & premium of insurance on the wages as enclosed at annexure-F2

(Signature & seal of the contractor)



ANNEXURE-F1

DETAILED SCOPE OF JOB/ SERVICES :

A: Transit Flat at AGV

1. AT THE RECEPTION:

- 1.1 When the guest checks-in the Contractor/Contractor's staff shall immediately attend to him, receive him, and allot the room specified by BHEL in his name. BHEL will reserve the rooms and intimate the Contractor through Reservation slips. The contractor shall not allot rooms on his own, for any reason.
- 1.2 Get the guest's name entered in the Guest Register.
- 1.3 Escort the guest to his room, carry his baggage to his room, leave him in the room, look for his comforts, keeping fresh drinking water in the room.
- 1.4 Offer him tea/coffee/meal etc. as required by him, suiting to the time, round the clock.
- 1.5 When the guest checks-out, separate bills for boarding and lodging are to be prepared and got signed from the guests.
- 1.6 In case of Company's guests, the Contractor shall raise the bill for boarding part alone and get the same signed by the guest and keep it for reimbursement from BHEL along with other bills to be submitted by the contractor once in a month.
- 1.7 Carry the guest's baggage from the room to the vehicle.
- 1.8 Ensure that the guest has not left behind in the room any of his belongings, and if any such belongings are found, immediately inform BHEL Estate Office for necessary action.
- 1.9 During the stay of guests necessary services may be provided as and when asked for by the guests and the charges for the services not in the scope shall be collected directly from the guests on actual basis.
- 1.10 Provide news paper in all the occupied rooms and the payment of news papers shall be reimbursed by BHEL (supported by supplier's bill) on monthly basis on submission of your bill.
- 1.11 Contractor shall **provide flower bouquet with flower pots** in all the occupied rooms by GM & above level guests, in dining hall and in reception on daily basis.
- 1.12 Contractor shall **provide tea bags (Tetley, Brooke Bond or Taj brand) / coffee sachets (Nescafe or Bru brand) / Milk sachets (Everyday, Oasis or Amulya brand) / sugar sachets (Trust classic, Mini Costka brand) / Sugar free sachets (Stevia Zero calorie or Zydus Wellnes) in the all the occupied rooms everyday for 04 cups** of tea or coffee as per the requirement of guests.

2. HOUSE KEEPING: To render all housekeeping services of high standards.

2.1 Details of areas for housekeeping:

Number of rooms	:	06 Rooms (All AC) Including attached bathroom & store room
Number of beds	:	12 Beds.
Reception	:	01 No.
Dinning halls	:	1 No. Dining hall
Kitchen	:	One
Common Toilet	:	One



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- 2.2 The contractor shall maintain high standards of cleanliness and hygiene in complete area of the Transit flats.
- 2.3 The Contractor shall make beds and clean all rooms daily. All rooms are to be cleaned with high quality of disinfectants. Ceiling fans, windows, glasses, furniture & all the appliances like AC, TV, refrigerator, geyser, blower etc. are to be cleaned regularly. All the necessary housekeeping materials will be arranged by the contractor.
- 2.4 Room fresheners, air fresheners, deodorants, toilet paper rolls etc of good quality are to be made available in all the rooms, toilets, lounges and all common toilets. They may be replenished immediately whenever required.
- 2.5 All the linen must be always neat & clean. The blankets, curtains, table covers & furniture upholstery should be washed at least once in three months.
- 2.6 The contractor shall change Bed sheets, bed covers, blanket covers, pillow covers, towels etc. with the washed items every day during the stay of guests.
- 2.7 The Contractor shall provide **soaps (Lifebuoy beauty soap or Hotel brand), shampoo sachets (Clinic Plus, Pantene or Heads & Shoulders brand), tooth brushes (Colgate, Pepsodent or Oral-B brand), toothpaste (Colgate, Pepsodent or Babool brand), comb, shaving cream (VI-John, Gillete, or Dettol brand), shaving razor, coconut oil (Parachute, Vatika or Virgin All Care brand) shower cap, etc of good quality** in all the occupied rooms.
- 2.8 The contractor shall provide **Liquid mosquitoes destroyer machine (of All-out or Good Night brand only) in all the rooms with regular re-filling of liquid.**
- 2.9 The contractor will ensure the proper functioning of all the electrical appliances like refrigerator, TV with remote, room heater/ blower, bath room geyser, wall clock & tea kettle etc. If any appliance in any room is not working the contractor will inform the Estate office immediately.
- 2.10 The Contractor's men shall take care of the wall calendars, clocks, etc provided in the Transit flats and other places, including changing of batteries of clocks & remotes of AC & TV as and when required. The batteries for clocks & remotes of AC & TVs shall be arranged by the contractor.
- 2.11 The contractor shall check the bed sheets, blanket, towel, soap, water, functioning of TV, Refrigerators, ACs, Geysers and all the Bath Rooms fittings, bulbs etc. on daily basis.
- 2.12 Coordination with the dish cable connection provider for trouble free services. The monthly payment of cable connection in all the TVs will be paid directly by BHEL.
- 2.13 The contractor will provide room service for tea/ coffee, foods etc as per the requirement of guest.
- 2.14 The contractor shall provide waiters for serving food in the dining hall and rooms.
- 2.15 The contractor shall ensure that sufficient manpower is deployed so as to maintain high standard of housekeeping.
- 2.16 All the items supplied by the company at its expense for the purpose of running the Transit Flats will be company's property for all purposes.
- 2.17 The losses due to breakage / theft / damage or loss of any such materials / equipment / fixtures / furniture or damage due to poor handling shall be recovered from the Contractor at full cost. In regards to natural wear and tear of any such item, the decision of the company shall be final and binding on the Contractor.
- 2.18 The contractor may visit the Transit flat before quoting their offer.



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3. LAUNDRY SERVICES:

- 3.1 The contractor will provide all laundry services of high standards for Transit flats belongings and for the guests staying at the Transit flats.
- 3.2 Bed linen, towels, furniture upholstery, blankets, curtains shall be periodically washed and kept in clean condition for use.
- 3.3 The periodicity of washing & changing bed sheet, pillow covers, blanket covers & towels shall be daily and the periodicity of changing & washing of blankets, curtains, table covers & furniture upholstery shall be at least once in three months.
- 3.4 The charges of laundry services shall be included in the cost of consumable materials & services. No extra payment will be made for laundering of the BHEL's cloths like furniture upholstery, curtains, table cloths & blankets etc.
- 3.5 The Contractor shall provide timely & quality laundry services for the guests staying at the Transit Flats. The contractor shall charge from the guests for washing and pressing of their clothes on actual reasonable rates.

4. GENERAL ADMINISTRATION:

- 4.1 Guest occupancy Register shall be kept safely. As soon as the guest arrives in front office necessary entries are to be obtained in the Guest Register.
- 4.2 An attendance register is to be maintained for the attendance of the man force provided by the contractor.
- 4.3 Both lodging & boarding bill books are to be maintained.
- 4.4 Stock book is to be maintained by the Contractor to ensure the safe custody of company's properties. This is subject to periodical verification by the concerned authorities of BHEL. The contractor shall be fully responsible for maintaining all Company's property in its care, custody and control. In case of any shortage, the contractor is liable for replacement of the same at his cost.
- 4.5 Guest occupancy details should be maintained on the display board.
- 4.6 The Contractor shall maintain a suggestion book for daily comments of the guests staying in Transit flats. He shall also obtain the guest comments on feed back form provided by BHEL to evaluate the services provided by the contractor on a regular basis.
- 4.7 Statements of food provided, bills received and submitted, etc. are to be maintained by the contractor.
- 4.8 The Contractor shall perform all housekeeping Job/ services in a thorough, efficient, professional manner with due diligence and care according to industry norms and standards, in conformity with applicable local laws and regulations and Company's procedures and instructions. The Contractor shall perform the Services to the satisfaction of the guests.
- 4.9 Legal requirements relating the maintenance of the Transit flats if any will be the responsibility of the Contractor and BHEL will in no way be a party to such requirement.
- 4.10 All the stationeries, registers, bill books etc. required for proper upkeep of records etc. shall be arranged by the contractor

5. CATERING:

- 5.1 The Contractor will provide food for the guests as per the menu and the rates mentioned below:-



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Sl.No	Description of Items	Rate
1.	Tea / Coffee	Rs. 5/- per cup (excluding service tax)
2.	<p><u>BREAKFAST</u></p> <p>(A) 1) Cornflakes with Milk 2) Puri (4 Nos) & Alu Sabji with Achar OR</p> <p>(B) 1) Cornflakes with milk 2) Plain Paranthas (2 Nos) & Alu Sabji 3) Achar + Curd OR</p> <p>(C) 1) Iddly (2 nos) and Massala Dosa with chutney and Samber OR</p> <p>(D) 1) Chole Bhathura (02 nos.) and Achar. OR</p> <p>(E) 1) Alu paratha (02 nos.) with curd & Achar</p> <p>Note : 1) 4 Slices of Bread with 25 grm. of butter and 02 cutlets or 2 Eggs omelette and Jam to be supplied on all days as an alternative of menu at A,B,C.D& E above. 2) Tea or coffee (as per requirement of guests) with breakfast to be supplied on all days.</p>	<p>Rs. 30/- (excluding service tax)</p> <p>Menu (at A to E) should be different on each day.</p>
<p>Note: Based on past experience, no. of total breakfast including for official guests varies between 1300 to 1600 per month.</p>		
3.	<p><u>LUNCH / DINNER</u></p> <p>1) Roti – Tawa 2) Rice or Jeera Rice (Good quality of Basmati Rice will be used) 3) Dal 4) Vegetable with gravy 5) Seasonal Veg. - Dry 6) Curd 7) Achar + Papad + Salad 8) Sweet – Dish (one) 9) Mouth Freshener (Sounf + Misri)</p>	<p>Rs. 50/- (excluding service tax)</p> <p>(Menu should be different on each day).</p>
<p>Note: Based on past experience, total no of Lunch + Dinner including the meals for official guests varies between</p>		

5.2 The crockery and all the utensils for cooking & serving of foods etc. shall be provided by BHEL once in a year.

5.3 Replacement of utensils and bone china crockery due to breakage or whatsoever reason within a year.

5.4 Raw material like refined oil, Atta, Masalas, Dals will have to be procured of excellent quality bearing Agmark / ISI mark.

5.5 The rice will have to be of good quality Basmati only.



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- 5.6 Milk & milk products shall be used of **Mother Dairy or Amul brand only**.
- 5.7 **Professional waiters & cooks** shall be deployed in dining hall / kitchen for service of food to the guests. The waiters & cook should be neat & clean duly shaved on daily basis and dressed up with proper uniform with their name plates and caps. They shall wear neat & clean hand gloves / apron during their duty.
- 5.8 Medical checkup of all the work men including cooks, waiters, cleaners etc. Shall be done in every three months from a reputed hospital and the medical certificates issued from the hospital shall be deposited in Estate office.
- 5.9 The connection for Gas Cylinder will be in the name of BHEL but filling of gas shall be the responsibility of contractor on its own cost.
- 5.10 BHEL representative will check & verify the quality of items being used & cleanliness on surveillances checking.
- 5.11 The contractor will collect the charges of breakfast, lunch, dinner, tea or coffee directly from the guests as per the rate fixed by BHEL against Sl.No. 1, 2 & 3 above.
- 5.12 The charges for the food provided to company guests will be paid by BHEL to the contractor for which he will have to raise separate bill on monthly basis as per the rate fixed by BHEL.
- 5.13 The charges for the special lunch, dinner, tea / coffee (Sl.No. 4 & 5) will be reimbursed by BHEL to the contractor for which he will have to raise separate bill on monthly basis as per the rate fixed by BHEL.
- 5.14 In case special lunch/dinner is required by BHEL, the payment shall be made @ Rs.200/- per plate as per contract of BHEL Noida, Transit Flat and as per menu mentioned therein.

B. Scope of work for Pantry Services at BHEL House

1. Collection of all related raw material for preparation of Tea/Coffee and for other related services from store or from any other specified location within the building, daily to the pantries.
2. Preparation and serving Tea/Coffee for all the officials at BHEL House and their guests/visitors in Asiad twice a day (10.00 AM and 3.00 PM) at the seats. In addition to this serving of Tea/Coffee and other related jobs . The Tea/coffee will also be served in meetings, conferences as and when required during office hours.
3. Cleaning of all the mugs/crockery/utensils used for making Tea/Coffee, being provided by BHEL.
4. Comprehensive cleaning of all 10 pantries and disposal of wastage from them at the designated place on daily basis.
5. Collecting back of all the tea mugs from all the designated floors to pantry and washing of the same, twice a day or as per requirement.
6. Pantry services will also be required after 5.30 PM on working days, Saturdays and Sundays and holidays for which payment will be made on per hour basis. Additional hour of pantry charges will based on 2 pantry boys in each pantry.
7. Supply of water and biscuits etc. to employees, guests, in the meeting, conference form part of pantry services.
8. Each pantry worker will come in proper uniform.
9. Pantry services required uninterruptedly.
10. All material for preparing tea/coffee i.e. Tea Leaf, Sugar, Coffee, Milk etc. will be provided by BHEL.



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11. Any other service required by BHEL for proper discharge of job as per instruction of BHEL authorized representative.

6. ITEMS & SERVICES PROVIDED BY BHEL & CONTRACTOR IN TANSIT FLATS:

ITEMS & SERVICES PROVIDED BY BHEL	ITEMS & SERVICES PROVIDED BY CONTRACTOR
<ol style="list-style-type: none">1. Furniture like Sofa set, centre table, dining table, single/ double beds, side tables, TV trolley, almirah . Repair & maintenance of furniture.2. Mattresses, pillows, blankets, curtains, furniture upholstery, bed sheets, bed covers, pillow covers, blanket covers, hand towels, bath towels.3. White washing, painting, repairing of plasters & tiles, civil & electrical maintenance.4. All the bath fittings & items like CP Taps, CP shower, CP wall mixture, CP basin mixture, wash basin, WC with cistern, towel hanger/ shelf, mirror with shelf bucket, mug, Soap disc. Repair & replacement of bath fittings.5. Electrical & electronic appliances like wall clock, ceiling fan, AC with remote, TV with remote, refrigerator, geyser, room heater/ blower, tea cattle. Maintenance & repairing of all the electrical & electronic appliances.6. Electric & water supply.7. Gas connection and consumption are a in the scope of BHEL.8. Telephone exchange & telephone sets along with repair & maintenance in all the rooms.9. Dish cable connection in all the TVs.10. Printing & supply of bill books.11. Utensils & bone china crockery for cooking & serving the foods once in a year.	<ol style="list-style-type: none">1. Regular cleaning of furniture.2. Daily changing & washing of bed sheets, bed covers, pillow covers, blanket covers, hand towels, bath towels. Washing of Blanket, curtain, table cover & furniture upholstery at least once in three months.3. Daily cleaning of windows, glasses, electrical & sanitary fittings, all the appliances like AC, TV, Refrigerator, geyser etc., removing cobwebs, brooming & cleaning of floor.4. Daily cleaning & washing of bath room fittings & tiles. Clearing choke in floor trap & WC. Providing bath soaps, tooth paste, tooth brush, comb, shaving cream, shaving razor, coco nut oil, tissue paper roll.5. Daily checking that all the appliances are in working condition. If any item is not working giving immediate information to Estate Office.6. Providing liquid mosquito destroyer machine along with regular re-filling of liquid.7. Distribution of news papers in all the in all the occupied rooms or as per the requirement of guests.8. Providing tea bags / coffee sachets / Milk sachets / sugar sachets / Sugar free sachets in all the occupied rooms everyday for 04 cups of tea or coffee as per the requirement of guests9. Coordination with the dish cable connection provider for trouble free services.10. Providing timely & quality laundry services for the guests staying at the Transit Flats. The contractor shall charge from the guests for washing and pressing of their clothes on actual reasonable rates.11. Providing all the stationeries, registers, etc. required for proper upkeep of records etc.

Note: The job/ services as per above scope of services is required round the clock in all seven days.



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ANNEXURE-F2

Monthly Consolidated wages for various category of workers to be paid by the bidder to their workforce.

Sl. No.	Components	Category of Workers		
		USW (MW@ 6656)	SSW (MW @ 7358)	SUP (MW @ 8112)
1 (A)	Monthly Consolidated Wages	8656	9658	10612
1 (B)	Increase of VDA w.e.f Oct'11	0	0	0
1	Monthly Consolidated Wages including VDA w.e.f. Apr'11	8656	9658	10612
2	PF Contribution on Sl. No. 1			
(A)	CPF @ 12% on Sl. No. 1	1039	1159	1273
(B)	EDLI @ 0.50% on Sl. No. 1	43	48	53
(C)	Admn. Charges (02) @ 1.10% on Sl. No. 1	95	106	117
(D)	Admn. Charges (22) @ 0.01% on Sl. No. 1	1	1	1
3	ESIC Contribution on 1 to 4 except on 2 (C)			
(A)	ESI @ 4.75% as employer contribution	411	459	504
4	Bonus @ 8.33% on Rs.3500/- of the consolidated wages Sl. No. 1 as per bonus act' 1965)	292	292	292
5	Uniform LS @ Rs.225/- P.M.	225	226	225
6	Leave Salary 2.25 days PM (27 days / Calander Year)	649	724	796
7	Total Wages	11411.08	12673.45	13873.29
8	Service Charges / Contractors Profit @ 15.00%	1711.66	1901.02	2080.99
9	Gross Amount	13122.74	14574.47	15954.29
10	Service Tax =12.36%	1621.97	1801.40	1971.95
11	Total	14744.71	16375.88	17926.24
14	Minimum contract workers required for Pantry Services	16	NIL	1
15	Minimum contract workers required for Housekeeping & Catering Services	3	1	1
16	Total no. of workers required	19	1	2
17	Category wise contract value for Houskeeping & catering services per month including service charges & Service tax	44,234	16,376	17,926
18	Category wise contract value for pantry services per month including service charges & Service tax	235,915	NIL	17,926



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Note:-

1	The monthly consolidated wages may be reviewed w.e.f. sep'2013. Increase of VDA by Delhi Govt. w.e.f. 01.10.2012 has been incorporated in the category wise wage calculation and any further increase of VDA will become the part of monthly consolidated wages.
2	TDS as applicable will be deducted from all the bills & TDS certificate will be issued to the party.
3	Calculation of PF, Extra Duty Per Hour, Bonus, Incentive & Leave Salary will be based on the monthly consolidated wages inclusive of VDA increase by Delhi Govt. w.e.f. Oct'2011.



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ANNEXURE: F3

DECLARATION

I / We, do hereby declare that there is no case with the Police/Court/Regulatory authorities against the proprietor/firm/partner. Also I/We have not been suspended / delisted / blacklisted by any other Govt. Ministry / Department/Public Sector Undertaking/ Autonomous Body/Financial institution/Court. We also certify that either our firm or any of the partners are not involved in any scam or disciplinary proceedings settled or pending adjudication

(Signature & seal of the contractor)

Place:

Date:



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ANNEXURE: F4

No Deviation Certificate

Notwithstanding anything mentioned in our bid, we hereby accept all the terms and conditions of the above tender. We confirm that the offer submitted by is confirming to all the terms and conditions mentioned in the tender document. We hereby undertake and confirm that we have understood the scope of services properly and shall carry out the job as mentioned in this tender.

(Signature & seal of the contractor)

Place:

Date:



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ANNEXURE: F5

TECHNICAL DETAILS

TURNOVER (F.Y.)	2011-12	2010-11	2009-10
Rs. Lacs			

EXPERIENCE	No. of Work	Value	Customer's Name

SIMILAR WORKS	Nature of Works	No. of works	Value	Customer's Name

EPF Registration number	
ESI Registration number	
PAN Card No.	
Service Tax No.	

Income Tax Return (F.Y.)	2010-11	2009-10	2008-2009
EMD Details	DD/ PO No.	Date	Amount (Rs.)
Details of manpower			

Note: Copy of challan, with Name of the worker to be attached.

(Signature & seal of the contractor)



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ANNEXURE: F6

BIDDER'S DETAILS

Name of the Contractor /Party/ Firm	
Name of Authorized Representative	
Phone Nos.	
Mobile Nos.	
Fax No.	
E-Mail Address	
Web Site Address (If Any)	

(Signature & seal of the contractor)



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ANNEXURE: F7

CHECK-LIST (TECHNICAL BID)

SUMMARY OF COMPLIANCE TO REQUIREMENT OF TENDER

SNo.	Description of requirement	Yes/ No/NA	Page No.
1	EMD of Rs. 1,50,000/- in the form of Pay order or Demand Draft in favour of “Bharat Heavy Electricals Ltd” in a separate envelope.		
2	Details of work experience, satisfactory work performance certificates.		
3	Copies of the Balance sheet and Profit & Loss account statement of last three financial years i.e. FY 2009-10, 2010-11 & 2011-12 or duly certified by CA.		
4	acknowledgement of I-T return of last three financial years i.e. FY 2008-2009, 2009-10& 2010-11		
5	Copy of the PAN card.		
6	Copy of ESI registration certificate		
7	Copy of Service Tax registration certificate		
8	Declaration enclosed at Annexure – F3		
9	No deviation certificate enclosed at Annexure – F4		
10	Technical details as per Annexure-F5		
11.	Bidder’s detail as per Annexure- F6		
12	All the pages of tender document have been signed & stamped. Including scope of work		
13.	Signed and Stamped un priced bid format		
14.	Sealed envelope of price bid submitted.		

(Signature & seal of the contractor)



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Annexure - B

PART 'B' – PRICE BID

Sl. No.	Description of Item/ services	Lump sum Rate Per Month excluding Service Tax in figure (Rs)	Service Tax		Lump sum Rate Per Month including Service Tax in figure (Rs)	Lump sum Rate Per Month including Service Tax in words (Rs)
			Rate @	Amount in Figure (Rs)		
1.	<p>a) <u>Transit Flats</u> Cost of consumable materials & service items including all the taxes for providing the guest amenities as per the scope of Job/ services (for 06 rooms) as mentioned in scope of Job/ Services (Annexure-F1) :</p> <ul style="list-style-type: none">• Providing tea bags / coffee sachets / Milk sachets / sugar sachets / Sugar free sachets for 04 cups of tea or coffee per day in all the occupied rooms.• Providing soaps, shampoo sachets, tooth brushes, toothpaste, comb, shaving cream, shaving razor, coconut oil, shower cap, etc of good quality and quantity required for two people per day in all the occupied rooms.• Providing laundry services like washing of bed sheets, bed covers, pillow covers, blanket covers & towels in all the occupied rooms on daily basis as per the scope of Job/ services.					
2.	<p><u>For Transit Flats and Pantry Services</u> Cost for deployment of at least 22 nos of contract labours as per Annexure-F2 including service charges & insurance cover to execute high standard of housekeeping & Pantry services in Transit Flats, BHEL House as per the scope of Job/ Services enclosed at annexure-F1. The contractor will make the payment to the contract labours at the rate of BHEL wages as mentioned in Annexure-F2</p>					
3.	<p>B) <u>For Transit Flats</u> Approx. monthly charges for catering services to official guests based on the rates fixed by BHEL as given in the scope of services. To evaluate the catering charges, about 200 nos of breakfast @ Rs 30.00, 200 nos of lunch & dinners @ Rs 50.00 in a month and 2400 breakfast and Lunch & Dinner about in a year have been taken. It is for tender evaluation purpose only.</p>					
4.	<p>Rates per hour for Pantry Services required after 5.30 PM daily on working days and Saturdays and Sundays as per requirement Approx.400 hours of Pantry Services</p>					



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required for each month: The charges will be taken for evaluation purpose.					
Total per month including Service Tax (Rs)					
Gross Total for two years (24 months) including Service Tax (Rs)					
Gross Total for two years including service tax for 24 months in words: Rupees					

Note:

1. Evaluation Criteria: Overall L1 bidder will be decided based on the S.No.5 of the Price Bid Format i.e. total monthly charges including service tax or any other taxes.
2. Extra hour rate should be calculated as = per hour rate x 400 and this should be indicated in the lump-sum rate.
3. The composite monthly rate must be quoted in above format against Sl.No. 1 & 2 only for the complete scope of Job/ Services for 06 rooms as enclosed at annexure-F1. However the rate for catering services mentioned against Sl.No. 3 is fixed and the same is not to be included in above rates against Sl.No. 1 & 2.
4. The rate against Sl.No.-1 should be quoted for 100% occupancy of rooms (100% occupancy means all the 47 rooms are occupied once in a day for 30 days in a month i.e. total no of occupancy as 180/186 (06X30/31)). However the actual payment for the material part (Sl.No.-1) will be made on the basis of actual occupancy of rooms in a given month. On an average the occupancy of rooms is 90% to 100% in a month. For the month of Feb. Payment shall be made as per no. Of nights utilised.
5. The rate against Sl.No.- 2 should be quoted for deployment of at least 22 nos. of labours. However the actual payment against iten no.-2 will be made on the basis of actual attendance of the workforce in the given month excluding the entitled leaves subject to maximum up to the quoted rate in case the wages are not revised. BHEL Consolidated wages to the contractor will be made per Annexure F2.
6. The rate against S.No.3 should be quoted on the basis of per hour. The estimated extra hours is 9000 hrs. However, payment will be made on the basis of actual extra hours used after 5.30 PM or Holidays. These extra hours will be verified by the concerned officers who have requested the pantry services after 5.30 PM and on holidays.
7. Payment against Sl.No. 3 will be made on the basis of actual consumption of breakfast, lunch, dinner, special lunch and dinner for Official guest and Conferences.
8. The quoted rate for material part will be firmed for the contract period or extended period, if any. However quoted rate in labour part may vary in due course of time due to wage revision or revision in statutory levy applicable on wage rate or by increase in VDA.
9. For quoting the rate of labour part against Sl.No.-2 the party will add service charges & premium of insurance on the wages as enclosed at annexure-F2

(Signature & seal of the contractor)